



# ***JUBILANT FOODWORKS***

**Business Responsibility and  
Sustainability Report FY24-25**



# Business Responsibility and Sustainability Report

## A

### SECTION

### GENERAL DISCLOSURES

#### 1. Details

Sr. No.	Description	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L74899UP1995PLC043677
2.	Name of the Listed Entity	Jubilant FoodWorks Limited (JFL/Company)
3.	Year of incorporation	1995
4.	Registered office address	Plot No. 1A, Sector 16-A, Gautam Buddha Nagar, Noida – 201301, U.P., India
5.	Corporate address	15th Floor, Tower E Skymark One, Plot No. H – 10/A Sector 98, Noida- 201301, U.P., India
6.	E-mail	<a href="mailto:investor@jublfood.com">investor@jublfood.com</a>
7.	Telephone	+91 120 6927500
8.	Website	<a href="http://www.jubilantfoodworks.com">www.jubilantfoodworks.com</a>
9.	Financial year for which reporting is being done	Financial Year 2024-25
10.	Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on a. BSE Limited (BSE) b. National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	₹ 1,319.69 million
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Suman S. Hegde Executive Vice President and Chief Financial Officer <a href="mailto:investor@jublfood.com">investor@jublfood.com</a>
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures made under this report are on standalone basis.
14.	Name of assurance provider	TUV SUD South Asia Pvt. Ltd.
15.	Type of assurance obtained	Reasonable Assurance as per ISEA 3000 and ISO 17029

#### 2. Products/services

##### 16. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	Entity Turnover (%)
1.	Food and beverage service	Food and beverage services provided by restaurants	100

##### 17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	Total Turnover Contributed (%)
1.	Food and beverage service	56	100

### 3. Operations

#### 18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of Plants	Number of Offices	Total
National	8 Commissaries	14	22

Note:

a. Number of offices includes: One registered office, two corporate offices, four city offices, and seven regional offices in India.

#### 19. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	28 States and 6 Union Territories

##### b. What is the contribution of exports as a percentage of the total turnover of the entity?

The Company's contribution of exports is around 0.11% of the total turnover

##### c. A brief on types of customers:

The Company serves a diverse range of consumers through its food offerings across different brands through a concerted omni-channel strategy.

### 4. Employees

#### 20. Details as at the end of Financial Year:

##### a. Employees and Workers (including differently abled):

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1	Permanent (D)	9,289	7,435	80	1,854	20
2	Other than Permanent (E)	-	-	-	-	-
3	Total Employees (D + E)	9,289	7,435	80	1,854	20
<b>WORKERS</b>						
4	Permanent (F)	1,009	747	74	262	26
5	Other than Permanent (G)	30,948	18,396	59	12,552	41
6	Total Workers (F + G)	31,957	19,143	60	12,814	40

##### b. Differently abled Employees and Workers:

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1	Permanent (D)	2	2	100	0	0
2	Other than Permanent (E)	-	-	-	-	-
3	Total Employees (D + E)	2	2	100	0	0
<b>DIFFERENTLY ABLED WORKERS</b>						
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	51	48	94	3	6
6	Total Workers (F + G)	51	48	94	3	6

Note: Differently abled includes disabled, physically challenged and physically disabled.

#### 21. Participation/Inclusion/Representation of Women

Particulars	Total (A)	No and Percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20
Key Management Personnel*	3	2	67

\*Includes Chief Executive Officer and Managing Director



## 22. Turnover rate for permanent employees and workers

Particulars	FY 24-25			FY 23-24			FY 22-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	42%	32%	40%	29%	25%	28%	32%	26%	31%
Permanent Workers	34%	25%	32%	51%	30%	46%	65%	58%	63%

## 5. Holding, Subsidiary and Associate Companies (including joint ventures)

### 23. (a) Names of holding / subsidiary / associate companies / joint ventures

Sr. No.	Name of the Holding / Subsidiary / Associate companies/Joint Ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Jubilant FoodWorks Lanka (Pvt.) Limited	Subsidiary	100%	No
2.	Jubilant FoodWorks Bangladesh Limited	Subsidiary	100% <sup>1</sup>	No
3.	Jubilant Foodworks Netherlands B.V	Subsidiary	100%	No
4.	Jubilant FoodWorks International Luxembourg	Subsidiary	100% <sup>2</sup>	No
5.	Jubilant FoodWorks International Investments Limited	Subsidiary	100%	No
6.	DP Eurasia N.V.	Subsidiary	94.06%	No
7.	Pizza Restaurantlan A.Ş.	Subsidiary	94.06% <sup>3</sup>	No
8.	Pizza Restaurants LLC	Subsidiary	94.06% <sup>3</sup>	No
9.	Fidesrus B.V.	Subsidiary	94.06% <sup>3</sup>	No
10.	Fides Food Systems B.V.	Subsidiary	94.06% <sup>3</sup>	No
11.	Hashtag Loyalty Private Limited	Associate	31.66%	No
12.	Wellversed Health Private Limited	Associate	27.81%	No
13.	Roadcast Tech Solutions Private Limited	Associate	42.55%	No

**Notes:**

- 1 share held by a nominee of the Company in order to comply with local law requirements in Bangladesh.
- 99% shares held by Jubilant FoodWorks International Investments Limited (wholly owned subsidiary).
- 100% shares held by DP Eurasia N.V. (94.33% shares of DP Eurasia held by Jubilant Foodworks Netherlands B.V. [wholly owned subsidiary]).

## 6. CSR Details

### 24.

Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
Turnover (in million ₹)	61,047
Net Worth (in million ₹)	23,749

The Company's dedicated CSR team drives various impactful initiatives across different areas. Key programs include a skill development initiative, which has trained over 4,700 young people for jobs, and livelihood development projects supporting over 14,000 dairy and women poultry farmers, helping them improve their earnings and farming methods.

Its Community Healthcare Project provides approximately 460,000 people with easier access to medical care and promotes awareness of better health practices. Furthermore, the 'Eat Right' program has trained over 5,300 food handlers in safe and clean practices.

Independent agencies evaluate these projects to assess their impact, and these evaluations confirm significant positive results.

The Company also regularly engages with its stakeholders. It follows its Stakeholder Engagement Policy, which is approved by the Board and covers interactions with key groups such as employees, suppliers, investors, customers, government bodies, and local communities.

## 7. Transparency and Disclosures Compliances

### 25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 24-25			FY 23-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	-	0	0	-
Investors (Other than shareholders)		0	0	-	0	0	-
Shareholders		4	0	-	0	0	-
Employees and workers		80	34	-	69	33	-
Customers		11,447	72	-	11,278	47	-
Value Chain Partners		0	0	-	0	0	-

**Note:**

- The total number of complaints received from employees and workers, includes legal and POSH (Prevention of Sexual Harassment) cases.
- The total number of consumer complaints comprises various categories such as consumer disputes, product-related issues, and others complaints.
- The Company has implemented dedicated grievance redressal mechanisms and impartial review channels to address concerns raised by all stakeholders. Specialized committees are responsible for objectively reviewing each grievance to ensure prompt and equitable resolutions.

**Stakeholder:**

- Communities: [Weblink](#)
- Investors and Shareholders: [Weblink](#)
- Employees and Workers: [Weblink](#)
- Customers: [Weblink](#)
- Value Chain Partners: [Weblink](#)

### 26. Overview of the entity's material responsible business conduct issues.

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications per the following format

The Company aims to enhance risk visibility by adopting a unified 'one view of risk' approach. This provides management with a holistic perspective, leading to more informed decisions and improved oversight.

The Company has identified and prioritized material sustainability topics that pose risks and/or opportunities to the business.

Below is a list of these material issues, categorized by their financial implications and mitigation actions taken to address the associated risk.

Sr. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
1	Food Safety	Opportunity	<p><b>Opportunity:</b></p> <ul style="list-style-type: none"> <li>The Company has developed sustainable systems and processes for ensuring the highest standards of food safety and hygiene that results in increased consumer satisfaction and helps in attracting and retaining our customers</li> </ul>	<p><b>To address this risk:</b></p> <ul style="list-style-type: none"> <li>The Company has instituted stringent quality processes, standards and parameters that adhere to FSSAI norms across all sectors, including Restaurants, SCCs, Warehouses, Vendors, etc.</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>Higher sales due to increased brand loyalty and customer retention</li> </ul>



Sr. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
			<ul style="list-style-type: none"> <li>- Employee casualty can be subject to negative publicity and a loss of customer trust and confidence, which can impact the Company's reputation</li> <li>- Poor employee safety and well-being can lead to increased health care costs and compensation claims, which can have a significant financial impact on the organization</li> </ul>	<ul style="list-style-type: none"> <li>• Each Company location maintains a first response plan and details of nearby medical facilities for emergency cases</li> <li>• The Company ensures that all employees and workers are covered by insurance policies, including medical, accident cover etc. to provide financial support in case of unforeseen incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Litigation and settlement costs</li> </ul>
3	Business Ethics	<p>Opportunity</p> <p>Risk</p>	<p><b>Opportunity:</b></p> <p>Upholding the highest ethical standards present an opportunity for:</p> <ul style="list-style-type: none"> <li>• Differentiation and competitive advantage</li> <li>• Enhancement of brand reputation</li> <li>• Fostering trust among stakeholders</li> <li>• Reinforce commitment to long-term value creation and sustainable growth</li> </ul> <p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>• In today's increasingly interconnected and scrutinized business environment, maintaining a steadfast commitment to ethical conduct is paramount. While the Company has a strong track record of upholding ethical principles, it's essential to remain vigilant and proactive in addressing emerging ethical challenges.</li> <li>• These ethical challenges can impact: <ul style="list-style-type: none"> <li>• Culture of ethical behaviour across all levels of the organization</li> <li>• Compliance with evolving regulatory frameworks</li> <li>• Company reputation on being associated with any perceived ethical lapses.</li> </ul> </li> </ul>	<p>The Company has been practicing high standards of good governance and ethics by having:</p> <ul style="list-style-type: none"> <li>• Clear ethical guidelines and code of conduct that outline expected behaviour for employees and vendors</li> <li>• Robust and effective framework for reporting of statutory compliances and review on a periodic basis</li> <li>• Confidential Whistle blower channels for employees to report unethical behaviour or concerns without fear of retaliation</li> <li>• Regular training sessions and educational programs to raise awareness about ethical issues</li> <li>• Effective oversight mechanisms, such as independent audits, compliance committees and Board Committees to monitor adherence to ethical guidelines</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>• Enhanced collaboration, partnerships, and business opportunities leading to improved operations, access to new markets and strategic alliances that drive growth and innovation</li> </ul> <p><b>Negative:</b></p> <ul style="list-style-type: none"> <li>• Costs related to legal investigations and lawsuits</li> <li>• Fines, penalties, and increased regulatory oversight</li> <li>• Impact on sales and profitability due to negative publicity</li> </ul>







Sr. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
			<ul style="list-style-type: none"><li>• Cyber security threats may lead to:<ul style="list-style-type: none"><li>- Leakage of Company or consumer or employee information</li><li>- Business disruption</li><li>- Financial losses</li><li>- Reputational damage</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Alignment with well-known Cyber Security best practices and frameworks including NIST CSF and ISO 27001. Migration to the latest ISMS Standard ISO 27001:2022 to keep up to date with global standards for information security. Company is now certified for latest version of PCI-DSS i.e., V4.0. This is as per annual process with Certifications attested by the Payment Card Industry accredited Auditors, inline with Industry Standards.</li><li>• Regular assessment of Company's Cyber Security Maturity w.r.t. NIST CSF is done to constantly improve Company's cyber security posture and strengthen the digital assets of the Organisation</li><li>• Constant improvement of cyber security processes and technologies, raising employee awareness and embedding security in day to day functions</li><li>• Agile, prompt and scalable cyber security team which monitors digital infrastructure and business information 24x7 to respond to cyber threats. Working with the Industry Cyber Security Consulting Partners, OEMs and Leading Cyber-security technologies available.</li><li>• Recovery drills to ensure preparedness and speedy recovery in case of any disaster</li></ul>	<ul style="list-style-type: none"><li>• Costs associated with litigation, settlements, and regulatory investigations</li></ul>

# B

## SECTION

### MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1 Ethics and Transparency	P2 Product Responsibility	P3 Human resources	P4 Responsiveness to Stakeholders	P5 Respect for Human Rights	P6 Environment Protection	P7 Public Policy Advocacy	P8 Inclusive Growth	P9 Customer Engagement
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	<a href="#">Weblink</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	No	No	No	No	No	No	No	No	No
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards									
Member of I-SPOC (Sustainable Palm Oil Coalition of India)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ISO 27001	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
FSSC 22000	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
National Safety Council of India	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Great Place to Work	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
FSMS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ISO 14001-2015	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ISO 45001- 2018	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

#### 5. Specific commitments, goals and targets set by the entity with defined timelines

The Company has set Sustainability goals that are in line with the UN SDGs and the NGRBC's 9 Principles, addressing key issues discovered during the materiality assessment.

Sr. No.	Target/Action	Alignment with BRSR Principles
1)	100% farm traceability of key ingredients in our food products at Domino's, Popeyes, and Hong's Kitchen by FY 2030.	Principle-1- Ethics, Transparent, and accountable Principle-2- Provide goods and services in a manner that is sustainable and safe
2)	1+ million individuals to be positively impacted through community outreach engagements by FY 2030.	Principle-5- Respect and promote human rights Principle-3-Respect and promote the well-being of all employees Principle-4- Be responsive towards all its stakeholders Principle-8- Should promote inclusive growth and equitable development
3)	The organization aims to increase gender diversity in the workplace by having women represent 40% of workforce by FY 2030.	Principle-8- Should promote inclusive growth and equitable development



Sr. No.	Target/Action	Alignment with BRSR Principles
4)	Increase total training hours by 50% in FY 2026 (baseline FY 2022).	Principle-8- Should promote inclusive growth and equitable development Principle-3-Respect and promote the well-being of all employees
5)	Strengthening trainings, communications, and guidance to the employees on Code of Conduct by FY 2026.	Principle-1- Ethics, Transparent, and accountable Principle-5- Respect and promote human rights Principle -7- Responsibly and transparently engaging in influencing public and regulatory policy
6)	Ensure all food ingredients at Domino's are free from artificial preservatives, colours, and flavours.	Principle-1- Ethics, Transparent, and accountable
7)	Sourcing Poultry from farms with "No Antibiotics Ever" used in those farms.	Principle-1- Ethics, Transparent, and accountable Principle-2- Provide goods and services in a manner that is sustainable and safe Principle-9- Engage with and provide value to their consumers in a responsible manner Principle-5- Respect and promote human rights
8)	100% ingredients for Domino's will be sourced from suppliers working under Global Food Safety Initiative (GFSI) programs FY 2030.	Principle-2- Provide goods and services in a manner that is sustainable and safe
9)	Domino's to continue maintaining 6 sigma levels in food safety-related customer complaint.	Principle-2- Provide goods and services in a manner that is sustainable and safe Principle-9- Engage with and provide value to their consumers in a responsible manner
10)	80% of delivery fleet to be Electric Vehicles by FY 2030.	Principle-6- Respect, protect and make efforts to restore the environment
11)	All commissaries to be 100% water neutral by FY 2030.	Principle-6- Respect, protect and make efforts to restore the environment
12)	50% of energy requirement in the commissaries to be sourced from renewable sources by FY 2030.	Principle-6- Respect, protect and make efforts to restore the environment

## 6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.

The Company monitors the sustainability performance on monthly basis and reports to the Board on Half yearly basis.

Sr. No	Target/Action	Progress Status
1)	100% farm traceability of key ingredients in our food products at Domino's, Popeyes, and Hong's Kitchen by FY 2030.	Achieved 100% farm level traceability of chicken, oregano and chilli flakes and basil.
2)	1+ million individuals to be positively impacted through community outreach engagements by FY 2030.	Positively impacted 645,360 people in FY 24-25 , through our community outreach engagement, indicating progress towards our goal. <ul style="list-style-type: none"> <li>Community Health (Project Umang): Access provided to 4.6 lakh people</li> <li>Dairy Farmer Development Program (Project Unnati): over 14,000 farmers</li> <li>Women Poultry Development Program: 5 women poultry farmers trained</li> <li>J-FARM : Trained over 4,700 candidates in Jubilant FoodWorks Academy for Restaurant</li> </ul>
3)	The organization aims to increase gender diversity in the workplace by having women represent 40% of workforce by FY 2030.	Women comprise 36% of our total workforce, indicating progress towards our goal.

Sr. No	Target/Action	Progress Status
4)	Increase total training hours by 50% in FY 2026 (baseline FY 2022).	Training hours have increased ~36% from the baseline data.
5)	Strengthening trainings, communications, and guidance to the employees on Code of Conduct by FY 2026.	The Company is constantly conducting code of conduct awareness campaigns, conducting trainings on POSH, and disseminating information via emails and digital signage systems to the employees and workers.
6)	Ensure all food ingredients at Domino's are free from artificial preservatives, colours, and flavours.	All food ingredients at Domino's Pizza are completely free from artificial preservatives, colours, and flavours.
7)	Sourcing Poultry from farms with "No Antibiotics Ever" used in those farms.	All our poultry is sourced from farms with "No Antibiotics Ever" used in those farms.
8)	100% ingredients for Domino's will be sourced from suppliers working under Global Food Safety Initiative (GFSI) programs FY 2030.	96% of manufacturers are certified under GFSI programs.
9)	Domino's to continue maintaining 6 sigma levels in food safety-related customer complaint.	Maintaining less than 6 sigma levels in food safety-related customer complaints.
10)	80% of delivery fleet to be Electric Vehicles by FY 2030.	56% of our entire delivery fleet consists of electric vehicles. 100% of the delivery fleet for Popeyes and Hong's Kitchen are electric vehicles.
11)	All commissaries to be 100% water neutral by FY 2030.	The Company achieved 24% water harvesting through rooftop rain water harvesting practices at our Commissaries.
12)	50% of energy requirement in the commissaries to be sourced from renewable sources by FY 2030.	Increase in share of Renewable energy to 53%. The Company has committed to a renewable power purchase for its commissaries at Greater Noida and has signed a Power Purchase Agreement (PPA) for procuring Renewable Energy (RE).

\*Key ingredients includes: Vegetables, Chicken, Pizza Sauce, basil, Oregano and Chili

### Governance, leadership and oversight

## 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.

Dear Readers,

I'm excited to share our progress on our 'Jubilant for All' Sustainability Agenda. This agenda symbolizes how we work to create enduring value, delighting not only our consumers but all stakeholders through value creation. In our Integrated Annual Report for FY'25, we have demonstrated through select case studies how the shared value is benefitting multiple stakeholders.

At Jubilant FoodWorks, our sustainability strategy rests on four robust pillars:

- Responsible Sourcing
- Baking Goodness
- Emissions, Energy and Waste Management
- Benefit People and Community

These pillars form the foundation of our commitment to sustainable and responsible business practices. Let me share some key highlights from each of these pillars:

In *Responsible Sourcing*, we've made significant strides across various fronts. We've achieved 100% farm traceability for key ingredients and implemented a corn localization initiative to support local farmers. Our use of Integrated Pest Management techniques for chili sourcing in Andhra Pradesh demonstrates our commitment to sustainable agricultural practices. In the dairy sector, we've empowered



over 14,000 dairy farmers with training and veterinary support, enhancing both productivity and quality. During the year, a key focus area for us poultry sourcing, given that the sales mix of chicken products is expected to increase for our Company. Recognizing this trend, we're taking proactive steps to ensure responsible and sustainable practices in our poultry supply chain. Having achieved the unique milestone of implementing our 'No Antibiotics Ever' policy across our chicken products, we've recently introduced a comprehensive animal welfare policy, which has further strengthened our poultry sourcing practices. This policy ensures that our suppliers adhere to strict standards of animal care and well-being throughout the supply chain.

Under our *Baking Goodness* pillar, we've ensured all Domino's ingredients are free from artificial additives. We use 100% dairy-based mozzarella cheese. Our Pizza Box is 100% recyclable, and 96% of our vendors for Domino's are also certified under the Global Food Safety Initiative. We have reimaged our consumer-facing packaging by eliminating pizza box lids from dine-in order, significantly reducing GSM without compromising strength of the box, and introducing brown boxes — serving millions of consumers with reduced environmental impact. The pivot to an edible pizza stool - from a plastic pizza stool - meant for ensuring multiple pizza boxes in an order are delivered to customers in the desired state is one of the many examples on how small yet positive changes are helping us advance our Baking Goodness agenda while benefitting all stakeholders.

For *Emissions, Energy and Waste Management*, we've made significant strides. I'm proud to announce that we have become India's largest EV fleet operator in the food service industry. About 56% of our delivery fleet, or ~16,853 vehicles, are now EVs. This achievement is particularly impactful as we see an increase in our delivery channel mix. By proactively transitioning to EVs and even electric bikes in some cases, we're eliminating tailpipe emissions from a growing segment of our business, significantly reducing the overall carbon footprint for the entire ecosystem.

Additionally, our unique multi-brand, multi-temperature commissary-based manufacturing and sourcing model is leading to substantial conservation of natural resources and reduction of wastage through volume-based scale efficiencies. This model helps us in pooling the requirements of a very large network of 2,300+ neighbourhood stores into 8 commissaries across India also leading to significant improvement in food safety which is a cornerstone of our sustainability efforts and our highest priority. Our NABL-accredited laboratories ensure that each batch of raw materials meets rigorous standards. Continued investments in store-level training empower our teams to consistently deliver safe, high-quality products, thereby strengthening customer trust and minimizing operational risks.

In logistics for distribution of multiple SKUs meant for stores from commissaries, during the year, we optimized packaging which led to lower fuel requirement while maintain high standards of temperature control. Through redesigned dough ball placement patterns, we were able to enhance delivery efficiencies in addition to continuous focus on route planning. Through ongoing enhancements in our auto-indenting and transport management tools, we were able to reduce both logistics costs and emissions. Furthermore, our move to in-house manufacturing at SCCs has improved quality consistency and reduced production expenses.

On the energy front, we are transitioning to a higher renewable energy mix by pooling our energy requirements and investing in operators of large-scale solar farms. This helps us reduce our carbon emissions and significantly lowering electricity costs.

Across our value chain, we are also implementing advanced technologies to aid our employees in executing the assigned tasks more efficiently while ensuring a safer work environment for everyone. This includes real-time tracking, IoT tagging on assets, face-detection based access controls, embedded sensors for automatic door closures in temperature-controlled areas to mitigate operational risks and create a safer work environment.

Our fourth pillar, *Benefit People and Community*, focuses on creating positive impact on society. We've trained over 4,732 students through J-FARM, our restaurant management academy. We're building a more diverse workforce with 36% female representation, making concerted efforts to increase the participation of women across our operations. We're Great Place to Work Certified and conduct regular employee engagement surveys and continuously work on feedback to further improve. Our community initiatives provides healthcare access to 469,000 people.

These initiatives and achievements are overseen by our Sustainability and CSR Committee of the Board, ensuring that our sustainability strategy is integrated at the highest levels of our organization.

Importantly, we have now pivoted from Limited Assurance to voluntary Reasonable Assurance in FY'25 BRSR report, demonstrating our commitment to the highest standards of transparency and disclosure.

As we move forward, we remain committed to our multi-year, time-bound goals anchored around Food, Planet, People and Communities, and Governance. We have made significant progress year-on-year in achieving these targets. We recognize that sustainability is an ongoing journey, and we're dedicated to continuous improvement and transparent reporting of our progress.

**8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility Policy (ies).**

Sr. No.	Particulars	Details
1.	DIN Number	06539295
2.	Name	Ms. Suman S. Hegde
3.	Designation	Executive Vice President and Chief Financial Officer
4.	Telephone number	+91 120 6935400
5.	E-mail id	<a href="mailto:investor@jublfood.com">investor@jublfood.com</a>

**9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.**

The Company's Sustainability and Corporate Social Responsibility (SCSR) Committee is responsible for implementing the Sustainability and Business Responsibility Policy and, more broadly, for strategically managing and overseeing the entire Environmental, Social and Governance (ESG) framework, encompassing policies, strategies, reporting, and relevant Food, Health and Safety issues.

Name of the Member(s)	DIN	Category	Designation
Ms. Deepa Misra Harris	00064912	Chairperson and Independent Director	Member
Mr. Shamit Bhartia	00020623	Non – Executive Director	Member
Ms. Aashti Bhartia	02840983	Non – Executive Director	Member
Mr. Ashwani Windlass	00042686	Independent Director	Member
Mr. Sameer Khetarpal	07402011	Chief Executive Officer and Managing Director	Member

*During the FY 2024-25, Mr. Berjis M. Desai, Mr. Hari Shanker Bhartia and Mr. Shyam Sunder Bhartia ceased to be the members of the Committee*

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Committee of the Board: The SCSR committee provide oversight over the Company's Strategies, programs, processes related to ESG and related matters and review the same periodically.									Half Yearly								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee and Board: The Audit Committee and Board reviews, compliance with applicable statutory requirements on Half Yearly basis																	

**11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.**

	P1	P2	P3	P4	P5	P6	P7	P8	P9
Disclosure Questions	Ethics and Transparency	Product Responsibility	Human resources	Responsiveness to Stakeholders	Respect For Human Rights	Environment Protection	Public Policy Advocacy	Inclusive Growth	Customer Engagement
JFL has a robust and comprehensive internal audit mechanism in place, covering its key processes and policies. Additionally, independent external professional firms conduct internal audits across functions throughout the year.									



# C

## SECTION

### PRINCIPLE WISE PERFORMANCE DISCLOSURE

#### PRINCIPLE 1

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

#### Essential Indicators:

**P1-E1 Percentage coverage by training and awareness programmes on any of the Principles during the financial year:**

Segment	Total no of trainings and awareness programs held	Topics/principles covered under the trainings and its impact	% age of persons in respective category covered by the awareness program
Board of Directors	4	The awareness sessions covered a range of critical topics, including but not limited to, food safety, diversity, the integration of sustainability risks into enterprise risk management, traceability, animal welfare, and sustainable growth.  These sessions enhanced the Board's understanding of the nine Business Responsibility and Sustainability Report (BRSR) principles and associated regulatory changes.	100
Key Managerial Personnel	4	Through regular discussions, Board members actively oversee sustainability initiatives, ensuring this engagement and oversight aligns with global governance best practices.	100
Employees Other than BoD and KMP's	1393	The training, delivered both online and in classrooms, covers a wide range of essential topics, including wellness, customer responsibility, stakeholder engagement, diversity, human rights, ethics, leadership, mentoring, and people management.	100
Workers	131	Our skill development training includes critical areas like product knowledge, ethics, guest-centric service, food safety protocols, and operational process training.	100

*Note: Continuous trainings/awareness on various topic covered under principles of NGRBC is conducted across the organisation*

**P1-E2 Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by Directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format.**

*(Note: the entity shall make disclosures based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website)*

In FY 2024-25, the Company, its Directors, and its Key Managerial Personnel (KMPs) were not subjected to any material fines, penalties, punishments, awards, compounding fees, or settlements as defined by Regulation 30 of the SEBI (LODR) Regulations, 2015.

**P1-E3 Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Not Applicable

**P1-E4 Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

Yes, The Company has covered anti-bribery and Corruption in its Employees' Code of Conduct.

The Company reinforces Code of Conduct at various platforms, and its compliance is continuously monitored by strong controls established by Internal Audits Team.

**Employee Code of Conduct**

The Employees' Code of Conduct is applicable to all its employees and workers, enunciates principles for ethical business conduct and acceptable behaviour. The Code mirrors Company's core values and covers aspects related to but not limited to ethics, bribery and corruption. The code has been made available as a part of the Employees Handbook.

The Company is Committed to developing a culture of having high ethical, moral and legal standards of business conduct. The Company has put in place a Whistle Blower Policy which provides a neutral and unbiased forum for the Directors, Employees, Business Partners and its subsidiaries (both Indian and Foreign) to voice their concerns in a responsible and effective manner.

As per the Code of Conduct, JFL and its employees shall neither receive nor offer or make, directly or indirectly, any illegal payments, remuneration, gifts, donations or comparable benefits that are intended, or perceived, to obtain uncompetitive favours for the conduct of its business. No employee shall make, authorize, abet or collude in an improper payment, unlawful commission or bribing.

Click here to know more about the policy: [Weblink](#)

**Code of Conduct for the Board of Directors and Senior Management**

The Company has adopted a Code of Conduct for the Board of Directors and Senior Management to guide them for ensuring highest ethical standards in managing the affairs of the Company.

Click here to know more about the policy: [Weblink](#)

**Code of Conduct for Suppliers**

The Company has established a Supplier Code of Conduct to outline its expectations for Suppliers concerning legal compliance, ethical business practices, and the fair treatment of individuals and the environment.

Click here to know more about the policy: [Weblink](#)

**P1-E5 Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption**

During FY 2024-25, there were no charges of bribery/corruption by any law enforcement agency against our Directors/KMPs/ employees/workers.

**P1-E6 Details of complaints with regard to conflict of interest:**

During FY 2024-25, there were no complaints concerning conflicts of interest against the Directors and KMPs.

**P1-E7 Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Not Applicable, as we do not have any instances of corruption/conflicts of interest against Directors and KMPs.

**P1 E8 Number of days of accounts payables((Accounts payable\*365)/Cost of goods/services procured)**

No of Days of Account Payables	FY 24-25	FY 23-24
	52.90	52.45



**P1-E9 Open-ness of business : Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances and investments, with related parties, in the following format**

Parameter	Metrics	FY 24-25	FY 23-24
Concentration of Purchases	a. Purchases from trading house as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading house where purchases are made from	Not Applicable	Not Applicable
	c. Purchases from top 10 trading houses % of total purchase from the trading houses	Not Applicable	Not Applicable
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers/distributors to whom sales are made	Not Applicable	Not Applicable
	c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	Not Applicable	Not Applicable
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	3.40%	3.35%
	b. Sales (Sales to related parties / Total Sales)	0.18%	0.13%
	c. Loans and advance (Loans and advances given to related parties / Total loans and advances)	0%	0%
	d. Investments (Investments in related parties / Total Investments made)	76.65%	63.03%

**Leadership Indicators:**

**P1-L1 Awareness programmes conducted for value chain partners on any of the principles during the financial year:**

Total number of awareness programmes held	Topics/principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
One programme	Food Safety, Health and Safety, Animal Welfare, Sustainability, Environment Conservation, sensory testings and other quality assurance related topics	100%

**P1-L2 Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same**

Yes, the Company's Code of Conduct for Directors and Senior Management, inter alia, outlines that

- If an individual's personal interest interferes with the interests of the Company, a 'conflict of interest' arises. A conflict of interest has the effect of influencing or distorting business decisions by reason of individual, family, financial or other interests. In such a situation, the Directors/Senior Management must promptly disclose the details to the Board of Directors.
- Monetary transactions between the Company and a Director and/or their related parties shall be brought to the knowledge of the Board.
- The Directors/Senior Management should not appropriate corporate business opportunities for themselves or use Company information for personal gain. The Board of Directors annually affirm to the Compliance of the Code of Conduct.

The Company receives annual declaration from the Board of Directors with a list of entities they are interested in and also when there is any change in their interest. The Company ensures requisite approvals as required under the applicable laws before transacting with such entities / individuals. Also, the interested director doesn't participate in the matter at the Board/ committee meetings.

## PRINCIPLE 2

### Businesses should provide goods and services in a manner that is sustainable and safe

#### Essential Indicators:

#### P2-E1 Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY24-25	FY23-24	Details of the improvement in environment and social impacts
R&D	-	-	Not Applicable
Capex	13%	5%	The Company is investing in enhancing energy management systems, reducing environmental impact by lowering tail pipe emissions, retrofitting old air-conditioning units with energy-efficient models, and procuring renewable energy through open access.

#### P2-E2 A. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes, the Company has dedicated policies for Sustainability and a Supplier Code of Conduct, which integrate social, ethical, and environmental factors into the supplier evaluation and onboarding processes to support responsible sourcing.

As part of this framework, all suppliers are audited to assess compliance with our standards and to establish a foundation of ethical business practices. These audits ensure that suppliers align their operations with applicable environmental laws, regulations, and industry best practices. The Supplier Code of Conduct is shared with all suppliers, setting clear expectations regarding environmental performance, labour practices, human rights, and responsible sourcing.

A key example of the Company's commitment to sustainable sourcing is the procurement of chicken under its 'No Antibiotics Ever' (NAE) policy. Under this initiative, chicken is sourced exclusively from dedicated poultry farms within its supply network. These farms operate under the strict supervision of the Company's veterinary team and must adhere to detailed Standard Operating Procedures (SOPs) and robust animal welfare standards. By eliminating antibiotic use, the Company promotes responsible farming practices and sets a benchmark for ethical sourcing and supply chain transparency.

Additionally, the Company is sourcing responsibly through several other key initiatives:

- A Dairy Farmer Development Program focused on promoting ethical farming practices for milk production and animal welfare.
- Sourcing palm oil exclusively from suppliers certified by the Roundtable on Sustainable Palm Oil (RSPO).
- Implementing backward integration for chilli procurement utilizing Integrated Pest Management (IPM) practices.

The policies are available on the website:

1. Supplier Code of Conduct: [Weblink](#)
2. Sustainability and Business Responsibility Policy: [Weblink](#)

#### 2.B. If yes, what percentage of inputs were sourced sustainably?

Yes, 100% of JFL's key inputs are sustainably sourced. The Company ensures this through the suppliers compliance with Food Safety Management Systems (FSMS). JFL also prioritizes sourcing from Global Food Safety Initiative (GFSI) certified suppliers and requires FSSAI certification for all raw material suppliers during on-boarding.

In addition to this, some of our suppliers are certified to ISO 22000, while others hold additional certifications like ISO 14001 (Environment), ISO 45001 (Health and Safety), HACCP (Food Safety), and RSPO (Sustainable Palm Oil).



**P2-E3 Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

The Company has implemented comprehensive processes to ensure the safe reclaiming, recycling, and disposal of various waste streams at the end of their life cycle.

- 1. Plastics (including packaging):** The plastic packaging is designed with an intent to reduce plastic use through lightweight and alternative materials. The Company's recycling partners collect, and process used plastic products from our operations. The Company aims to spread awareness to the consumers through various initiatives such as serving in pizza boxes made of 80% recycled paper, replacing plastic pizza stool with edible stool, using paper packaging and serving beverages in glass bottles.
- 2. E-waste:** The Company ensures the safe disposal of electronic products and equipment. Obsolete or damaged electronics are collected and sent to authorised e-waste recycling vendors who follow responsible recycling practices, ensuring that valuable materials are recovered and hazardous components are disposed of safely.
- 3. Hazardous waste:** The Company does not use hazardous materials in its operations. Limited hazardous waste, such as used oil from diesel generators and sludge from Effluent Treatment Plants (ETPs), is generated from utility operations and is safely collected, stored, and disposed of through authorized contractors. A battery buy-back program has been adopted to ensure responsible recycling. All hazardous waste is managed in compliance with regulations, with regular monitoring to uphold the highest environmental standards.
- 4. Other Waste:** The Company manages other types of waste, such as food waste and used oil, through a structured waste segregation system. At some of our facilities, the organic food waste is either sent to fisheries for use as feed or composted for using in green belt areas, maintained by the Company. Non-recyclable waste is handed over to authorized waste handlers to ensure safe disposal with minimal environmental impact. Additionally, under the RUCO (Repurpose Used Cooking Oil) initiative, used oil is collected and converted into biodiesel, contributing to cleaner energy solutions.

**P2-E4 Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes, Extended Producer Responsibility (EPR) is applicable to the Company's activities. The Company's waste collection and recycling processes are fully aligned with the EPR plan submitted to the respective Pollution Control Boards. Compliance is ensured through partnerships with authorized waste management agencies, regular tracking of waste quantities, and fulfilment of recycling obligations as per regulatory requirements.

**Leadership Indicators:**

**P2-L1 Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format? The Company does not use any recycled or reused material in production.**

Yes, the Company has adopted a Life Cycle Perspective through its Product Lifecycle Policy. The Company strives to create a greener and more efficient supply chain by considering the environmental impact of its products and services from design to disposal. The Company works closely with stakeholders, including designers, producers, and recyclers, to ensure environmental responsibility throughout the value chain. The Company continuously reviews and integrates resource-efficient technologies and processes to reduce resource consumption, promote recycling, and ensure safe product disposal. The Company also focuses on reducing water and electricity use across its value chain, enhancing sustainability.

**P2-L2 If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

None of our products are associated with any significant social or environmental concerns. The Company ensures environmentally responsible disposal practices across product categories, ranging from biodegradable food items to other forms of waste, which are managed through authorized recyclers and certified waste handling agencies.

**P2-L3 Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Within the entire brand portfolio, the largest network for JFL in India is of Domino's. The pizza boxes used in Domino's are 100% recyclable. However, with continued progress the fully recyclable Domino's India boxes in turn are made of 80% recycled paper with an inner layer made of virgin paper to ensure that the food is safe for the consumers.

**P2-L4 Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

Particulars	FY 24-25			FY 23-24		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics including packing (MT)	0	232	0	0	143.21	0
E waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other	-	-	-	-	-	-

Note: In compliance with the Plastic Waste Management Rules as mandated by CPCB, our the EPR Plan is designed to ensure the collection and recycling of 100% of post-consumer plastic waste.

**P2-L5 Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

As a food service Company, our operations are based on the use of fresh, made-to-order products, and therefore, product reclamation is not applicable to our business model. Similarly, due to the perishable nature of our offerings, the concept of reclaiming sold products or their packaging materials does not arise.

However, we remain committed to sustainable packaging practices. Our pizza boxes are made from approximately 80% recycled paper, with the inner lining composed of virgin paper to ensure product quality and compliance with food safety standards.

### PRINCIPLE 3

**Businesses should respect and promote the well-being of all employees, including those in their value chains**

**Essential Indicators:**

**P3-E1 A. Details of measures for the well-being of employees**

Category	% of employees covered by										
	Total(A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Employee</b>											
Male	7,435	7,435	100	7,435	100	-	-	7,435	100	1,518	20
Female	1,854	1,854	100	1,854	100	1,854	100	-	-	356	19
<b>Total</b>	<b>9,289</b>	<b>9,289</b>	<b>100</b>	<b>9,289</b>	<b>100</b>	<b>1,854</b>	<b>19.96</b>	<b>7,435</b>	<b>80.04</b>	<b>1,874</b>	<b>20</b>
<b>Other than Permanent Employee</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>



### P3-E1 B. Details of measures for the well-being of workers

Category	% Workers covered by										
	Total(A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Workers</b>											
Male	747	747	100	747	100	-	-	747	100	27	4
Female	262	262	100	262	100	262	100	-	-	4	1
<b>Total</b>	<b>1,009</b>	<b>1,009</b>	<b>100</b>	<b>1,009</b>	<b>100</b>	<b>262</b>	<b>25.97</b>	<b>747</b>	<b>74</b>	<b>31</b>	<b>3</b>
<b>Other than Permanent Workers</b>											
Male	18,396	18,396	100	18,396	100	-	-	18,396	0	13	0
Female	12,552	12,552	100	12,552	100	12,552	100	-	-	3	0
<b>Total</b>	<b>30,948</b>	<b>30,948</b>	<b>100</b>	<b>30,948</b>	<b>100</b>	<b>12,552</b>	<b>41</b>	<b>18,396</b>	<b>59</b>	<b>16</b>	<b>0</b>

Note: Day care facility is extended as per the applicable laws and are not available in select places where minimum threshold for extending the daycare facility is not met.

### P3-E1 C. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format

	FY 24-25	FY 23-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.69%	0.68%

### P3-E2 Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 24-25			FY 23-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Y	100	100	Y
Gratuity*	100	100	Y	100	100	Y
ESI**	100	100	Y	100	100	Y

\*The Company is in compliance as per payment of Gratuity Act

\*\*All employees and workers eligible as per law

### P3-E3 Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, the Company's workplaces are accessible to people with disabilities, and constant efforts are being made to improve infrastructure and remove barriers to accessibility.

The Company understands the importance of providing equal access at our workplaces to all employees and workers. Our Company has implemented various measures to provide infrastructure support to the Differentially Abled Employees and Workers. Some of the Company's facilities are equipped with ramps, wheelchair access, lift operating panel with braille signages and all gender accessible toilets.

### P3-E4 Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the Company has an Equal Opportunity Policy in line with our core value, "Lead With Care". The policy is aligned with the provisions of the Rights of Persons with Disabilities Act, 2016. This policy aims to provide practical guidance on the management of disability issues in the workplace in accordance with the provisions of the Act. [Weblink](#)

### P3-E5 Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	FY 24-25			
	Permanent employee		Permanent Workers*	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	57.14	-	-
Female	65.22	77.78	-	-

\*No cases reported in FY'25

### P3-E6 Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

	Yes/No (Details of the mechanism in brief)
Permanent Workers	Yes
Other than permanent workers	Yes
Permanent employees	Yes
Other than permanent employees	Yes

**Whistle Blower Policy** is in place in accordance with Section 177(9) of the Companies Act, 2013, and Regulation 22 of the SEBI Listing Regulations. All concerns raised under the Whistle Blower Policy are monitored and reviewed independently by the Group Ombudsperson, ensuring impartiality, transparency, and accountability in the resolution process. This centralized monitoring further strengthens the integrity of the grievance redressal mechanism. [Weblink](#)

**Anonymous complaint boxes** are installed across some facilities, enabling employees and workers to voice their grievances freely and anonymously. These complaints are reviewed directly by the facility heads, ensuring prompt and sensitive resolution.

**Open Door Culture:** The Company strongly promotes an **open-door culture**, giving employees at all levels direct access to senior management to discuss concerns or seek support.

**Townhall meetings** are organized regularly where employees are encouraged to openly share their views. A dedicated platform is provided during these events for **anonymous questions**, which are addressed transparently by the leadership team, reinforcing a culture of trust and responsiveness.

**Ask HR:** The Company has an in-house query handling platform "Ask HR", which serves as a direct, accessible, and speedy resolution tool for employees. Through this platform, employees can raise queries, concerns, or requests for support on various matters and receive timely assistance.

### P3-E7 Membership of employees and worker in association(s) or Unions recognised by the listed entity

Category	FY 24-25			FY 23-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Permanent Employees</b>						
<b>Total</b>	<b>9,289</b>	<b>0</b>	<b>0</b>	<b>8,262</b>	<b>0</b>	<b>0</b>
Male	7,435	0	-	6,781	0	0
Female	1,854	0	0	1,481	0	0
<b>Total Permanent Workers</b>						
<b>Total</b>	<b>1,009</b>	<b>0</b>	<b>0</b>	<b>977</b>	<b>0</b>	<b>0</b>
Male	747	0	0	704	0	0
Female	262	0	0	273	0	0



### P3-E8 Details of training given to employees and workers:

Category	FY 24-25					FY 23-24				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		% (E/D)	No. (F)	% (F/D)	% (F/A)
<b>Employees</b>										
Male	7,435	7,435	100	7,435	100	6,781	2,059	30	2,180	32
Female	1,854	1,854	100	1,854	100	1,481	324	22	476	32
<b>Total</b>	<b>9,289</b>	<b>9,289</b>	<b>100</b>	<b>9,289</b>	<b>100</b>	<b>8,262</b>	<b>2,383</b>	<b>29</b>	<b>2,656</b>	<b>32</b>

Category	FY 24-25					FY 23-24				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Workers</b>										
Male	19,143	19,143	100	19,143	100	15,789	15,789	100	15,789	100
Female	12,814	12,814	100	12,814	100	10,069	10,069	100	10,069	100
<b>Total</b>	<b>31,957</b>	<b>31,957</b>	<b>100</b>	<b>31,957</b>	<b>100</b>	<b>25,858</b>	<b>25,858</b>	<b>100</b>	<b>25,858</b>	<b>100</b>

Note: The Company provides trainings to all employees and workers entire year, through various platforms. Please refer below details on various platforms provided for trainings.

The Company has a diverse agenda to provide skills to employees and workers through various online and offline training programmes. A brief of the Health and Safety Trainings, and Skill Development Trainings is given below.

#### Health and Safety Trainings:

The Company prioritize health and safety trainings to educate the employees and workers for maintaining safe working conditions and accident prevention.

Our mandatory health and safety trainings are delivered through classroom sessions, LMS modules, on-the-job training, toolbox talks, evacuation drills, driver and rider safety programs, visual aids, and train-the-trainer initiatives. A dedicated Safety Week was also celebrated to promote awareness and active involvement, featuring sessions by industry experts, strengthening our culture of safety across all operations.

#### Skill Development Trainings:

The Company believes that through structured learning, employees are empowered to perform efficiently, adapt to new challenges, and drive continuous improvement, hence strengthening both individual capabilities and overall business growth.

We have multiple training platforms to cater to diverse skill development needs:

- **Percipio Platform** for corporate employees focuses on enhancing professional skills to support business growth. It covers topics like Six Sigma, Scrum Master, Project Management, Art of Communication, among many others.
- **Learning Management System (LMS)** is leveraged at commissaries and stores, offering focused operational trainings such as material handling, FOSTAC trainings, dough certifications, logistics, operations, chemical safety, ISO certification trainings, guest hospitality, among many others.

In addition to this the Company provides specialized training programs to employees in collaboration with distinguished institutes across the country, allowing them to learn from the best minds in the industry and access advanced learning, certifications, and leadership development opportunities.

The total training hours of full-time equivalent (FTE) employee is around 124,730 training hours (Male - 107,526 training hours and Female - 17,204 training hours) and the training coverage was inclusive across all levels ranging from junior to senior employees at our Stores and Commissaries.

**A. Implementation of the “Guest Hospitality” Employee Development Program**

The Company has implemented the “Guest Hospitality” Employee Development Program to strengthen customer engagement, enhance service quality, and improve operational efficiency. The program covered comprehensive training modules on Food Safety Training and Certification (FoSTaC), guest hospitality, POS system and new product launch, etc. These trainings helped the Company’s employees and workers to deliver consistent and accurate services.

The Company achieved reduction in customer complaints, improved NPS, sales growth and order accuracy thus elevating customer experience, strengthening brand perception, and driving business growth through a more capable and engaged frontline workforce.

**B. Continuous Skill-Building Through Corporate and Commissary Learning and Development Initiatives**

The Company focuses on continuous skill-building of the employees by providing them trainings through various Learning and Development initiatives. The Company has established these trainings across both corporate offices and commissaries, focused on fostering ongoing skill enhancement to empower employees and drive performance across all functions.

The Learning and Development team has launched targeted training programs, including storytelling with data and insights, artificial intelligence, and domain-specific certifications such as FoSTaC for manufacturing teams. These initiatives are designed to equip employees with the latest knowledge and practical skills needed to address real business challenges effectively.

The tangible impact is reflected in improved cross-functional collaboration, reduced operational risks, and a more agile, future-ready workforce.

**P3-E9 Details of performance and career development reviews of employees and worker**

Category	FY 24-25			FY 23-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	7,435	7,435	100	6,781	6,781	100
Female	1,854	1,854	100	1,481	1,481	100
<b>Total</b>	<b>9,289</b>	<b>9,289</b>	<b>100</b>	<b>8,262</b>	<b>8,262</b>	<b>100</b>
<b>Workers</b>						
Male	19,143	19,143	100	15,789	15,789	100
Female	12,814	12,814	100	10,069	10,069	100
<b>Total</b>	<b>31,957</b>	<b>31,957</b>	<b>100</b>	<b>25,858</b>	<b>25,858</b>	<b>100</b>

**P3-E10 Health and safety management system:**

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes, the Company has implemented an Occupational Health and Safety Management System (OHSMS) to ensure the well-being and safety of its employees across all operations. The system follows the guidelines outlined in IS 14489, “Code of Practice on Occupational Safety and Health Audit,” providing a structured approach to identifying, assessing, and managing health and safety risks throughout the organization.

This system covers all operations, including commissaries, stores, and other workplace environments. In addition, the Company’s Greater Noida Commissary is certified with ISO 45001 (Occupational Health and Safety Management Systems) and ISO 14001 (Environmental Management Systems), ensuring adherence to international standards for workplace safety, risk management, and environmental responsibility.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

The Company assess risks on a routine basis in which employees and workers plays an active role, by identifying potential hazards, unsafe conditions, and unsafe acts, which are recorded in the safety digitalization tool. This tool allows for the detailed identification of hazards, analysis of potential causes and consequences, and recommendations for necessary changes or alterations to prevent risks.

Additionally, the Company conducts regular physical verification of work processes, alongside group hazard identification sessions, where employees collaborate to identify risks and suggest improvements. Routine and non-routine activities are also assessed through risk assessment sessions led by both internal safety teams and third-party experts wherever required.



- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)
- Yes, workers are encouraged to report work-related hazards through various modes of communication, both online as well as offline.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)
- Yes, all employees and workers are covered under medical and accidental insurance schemes. The Company offers comprehensive packages for non-occupational medical and healthcare services, including group term life insurance, and personal accident insurance.

**P3-E11 Details of safety related incidents, in the following format:**

Safety Incident/Number	Category	FY 24-25*	FY 23-24*
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0.35
	Workers	0	0
Total recordable work-related injuries	Employees	0	7
	Workers	0	0
No. of fatalities*	Employees	0	1
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

\*Work-related injury/fatality

**P3-E12 Describe the measures taken by the entity to ensure a safe and healthy workplace.**

The Company has maintained a multilayered measures to ensure a safe, healthy, and secure workplace for all employees, riders, contractors, and visitors.

While entering the Company’s premises all the new employees, contractual workers, and visitors are first required to undergo a mandatory safety induction, which includes watching safety induction videos to familiarize them with critical risks, safety rules, and emergency procedures to be followed.

To further reinforce personal safety, appropriate Personal Protective Equipment (PPE) such as helmets, thermal jackets for cold room operations, gloves, and shoes are provided to all employees, contractors, and visitors as per the specific nature of their activity. Wearing of PPE is strictly enforced within all operational areas.

High-risk zones across facilities are clearly demarcated and equipped with safety signage, warning indicators, and safety messages to influence positive behaviour by alerting individuals about potential hazards and guiding them to always adopt preventive measures.

There are regular initiatives taken to build the safety culture across the organisation such as:

- The Company communicates its Safety, Health, and Environment (SHE) policy in multiple languages to ensure that all employees and workers clearly understand its expectations, irrespective of their language preference.
- Regular internal assessments are conducted across all facilities and third-party audits are conducted across some of the facilities to assess health, safety, and environmental (HSE) performance, identify risks, and implement timely corrective actions.
- Fire Safety and Evacuation Drills are conducted periodically to train employees in emergency preparedness. Fire Safety Week is celebrated across facilities to promote awareness and readiness through events, demonstrations, and safety workshops.
- Programs like Zero Fatality Program and Never Again Initiatives focus on encouraging vigilance, and preventing recurrence of safety incidents.
- Kitchen Fire Suppression Systems and fire extinguishers with easy access have been installed across chimneys and burners to tackle potential fire hazards at the source itself.
- Driver Safety Programs ensure training of all vehicle operators in safe driving behavior, road safety, and vehicle maintenance practices.
- Rider Safety Programs for delivery partners focus on the use of safety gear, speed governors and traffic rule compliance.

- The EHS teams has implemented various practices to maintain operational discipline.
  - Lockout-Tagout(LOTO) procedures prevent accidental energization during maintenance activities, ensuring the protection of maintenance personnel.
  - Permit To Work(PTW) systems ensure that high-risk jobs such as confined space entry, hot work, and electrical maintenance are carried out only after all safety checks and precautions are completed.
  - Root Cause Analysis(RCA) enables systematic investigation of incidents to identify underlying causes, while Corrective and Preventive Actions(CAPA)drives long-term corrective measures to eliminate recurrence.
- Physical and Mental Wellbeing:

Physical and Mental Wellbeing: The Company looks after the health and well-being of its employees by providing on-site medical facilities with a doctor available to address any health concerns. Additionally, to support mental health, the Company offers yoga sessions, expert talks, one-on-one counselling, and wellness programs focused on both mental and physical well-being.

**P3-E13 Number of Complaints on the following made by employees and workers:**

	FY 24-25			FY 23-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	NA	-	0	NA	-
Health and Safety	0	NA	-	0	NA	-

**P3-E14 Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working Conditions	100

*Note: The Company has in-house teams that assess Health and Safety conditions at plants on a regular basis and conducts third party audits on sampling basis.*

**P3-E15 Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health and safety practices and working conditions.**

All safety related incidents are identified, and adequate control measures are taken considering the hierarchy of controls. For each risk, a corrective action plan is a documented that outlines a set of steps for addressing issues and gaps in business operations and processes that could negatively impact the business

**Leadership Indicators:**

**P3-L1 Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

Yes, the Company extends life insurance or a compensatory package in the event of death of a employee or a worker.

**P3-L2 Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

The Company has a supplier code of conduct that is shared and communicated to all suppliers during onboarding and on a regular basis. This code clearly states that all suppliers must follow the law and conduct business ethically.

**P3-L3 Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

No work-related/ill-health/fatalities injury was reported in FY'25. The Company gives utmost importance to safety at workplace, well defined SOP's are in place and proper adherence is assured by site EHS teams.



### P3-L5 Details on assessment of value chain partners

	% of your value chain partners (by value of business done that were assessed)
Health and safety practices	100
Working Conditions*	100

\*We are monitoring the hygiene compliance of our business partners, covering all food vendors under surveillance audit atleast once in a year.

### P3-L6 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners

There was no significant risk regarding health and safety practices and working conditions, of the value chain partners, However, as a preventive action, the Company conducted training and awareness session with the key value chain partners, and updated them on policies and codes, such as Suppliers Code, Business Responsibility Policy, etc.

## PRINCIPLE 4

### Businesses should respect the interests of and be responsive to all its stakeholders

#### Essential Indicators:

#### P4-E1 Describe the processes for identifying key stakeholder groups of the entity.

A stakeholder is defined as an individual, group, or association with whom we have a relationship and who may be impacted by any of our activities, decisions, or outcomes. A broad range of stakeholders are reached in order to better understand their needs and expectations. We conduct regular stakeholder reviews to assess and address the business's evolving interests, concerns and expectations.

#### P4-E2 List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholders play an important role in the growth of the business by providing valuable input. Jubilant engages with its stakeholders on a regular basis to discuss important issues and understand their expectations. This involvement raises stakeholders' trust and long-term commitment to creating value.

Stakeholder Group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of Communication and frequency of engagement (how we engage)	Purpose and scope of engagement including key topics (material issues) and concerns raised during such engagement (Outcome of engagement)
Consumers	No	<ul style="list-style-type: none"> <li>Monthly Consumer Surveys</li> <li>Periodic Leadership visits</li> <li>Monthly social Media engagement</li> <li>Quarterly Blind Surveys</li> <li>Quarterly Customer Trigger and barrier studies</li> <li>Quarterly Focus Group discussions</li> <li>Quarterly Mystery audits</li> </ul>	<p>Purpose of this engagement is to continuously develop the offerings to address and meet expectations of consumers.</p> <p>Key Topics:</p> <ul style="list-style-type: none"> <li>Food quality and safety</li> </ul> <p>Expectations: Affordable and tastier food and beverage with continuous improvement in the benefits and service standard.</p>

Stakeholder Group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of Communication and frequency of engagement (how we engage)	Purpose and scope of engagement including key topics (material issues) and concerns raised during such engagement (Outcome of engagement)
Investors	No	<ul style="list-style-type: none"> <li>• Quarterly Earnings Call</li> <li>• Investor conferences and webinars</li> <li>• Annual General Meeting</li> <li>• Annual Report</li> <li>• Periodic Stock exchange announcements and communications</li> </ul>	<p>Purpose of this engagement is to communicate about Company's business performance, address queries and understand their expectations</p> <p>Key Topics:</p> <ol style="list-style-type: none"> <li>a. Financial and business performance</li> <li>b. Progress on key focus areas</li> <li>c. Update on any material event</li> </ol> <p>Expectations: Sustained profitable growth</p>
Government and Regulatory Bodies	No	<ul style="list-style-type: none"> <li>• Participating in workshops</li> <li>• Regular engagement with Govt officials</li> <li>• Mandatory filings</li> <li>• Policy advocacy</li> </ul>	<p>Purpose of engaging with Government and Regulatory bodies is to protect and promote the business interests while ensuring that the Company operates in a responsible and compliant manner</p> <p>Key Topics:</p> <ol style="list-style-type: none"> <li>a. Ease of doing business</li> </ol> <p>Expectations: To timely implement new regulatory changes</p>
Franchisors	No	<ul style="list-style-type: none"> <li>• Quarterly presentations and knowledge sharing on sustainability practices</li> <li>• Quarterly market and store visits</li> <li>• Quarterly engagement with senior management</li> </ul>	<p>Purpose of engaging with franchisors is to establish a mutually beneficial relationship, actionable plans to meet with business objectives and goals.</p> <p>Key Topics:</p> <ol style="list-style-type: none"> <li>a. Climate Change</li> <li>b. Choice and Nutrition</li> <li>c. Business Growth</li> </ol> <p>Expectations: Continue to adhere all standards and follow consumer trends to ensure quality and success of franchise system</p>
Communities	Yes	<ul style="list-style-type: none"> <li>• Regular community engagements are conducted through various channels such as, pamphlets, hoardings, community meetings, etc.</li> </ul>	<p>The purpose of engagement is to empower and improve lives of people and communities.</p> <p>Key Topics:</p> <ol style="list-style-type: none"> <li>a. Life skill trainings</li> <li>b. Livelihood development</li> <li>c. Health</li> </ol> <p>Expectations: The communities expect us to operate in a socially and environmentally responsible manner, contributing towards overall development of the region.</p>
Suppliers	No	<ul style="list-style-type: none"> <li>• Annual Supply chain meet</li> <li>• Monthly supplier audits</li> <li>• Regular interactions with suppliers, by the procurement teams</li> </ul>	<p>Purpose of engagement is to create shared value and build long-term partnerships.</p> <p>Key Topics:</p> <ol style="list-style-type: none"> <li>a. Climate Change</li> <li>b. Employee Health and safety</li> <li>c. Food quality and safety</li> </ol> <p>Expectations: Sustainability of their business practices</p>



Stakeholder Group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of Communication and frequency of engagement (how we engage)	Purpose and scope of engagement including key topics (material issues) and concerns raised during such engagement (Outcome of engagement)
Employees	No	<ul style="list-style-type: none"> <li>Daily interactions with managers and team members</li> <li>Yearly engagement surveys</li> <li>Regular team building activities</li> <li>Regular training and development activities</li> <li>Quarterly town hall events</li> <li>Regular awareness campaigns</li> </ul>	<p>Purpose of employee engagement is to establish a work atmosphere in which employees are motivated, connected and devoted to their work and the organisation.</p> <p>Expectation: Development opportunities, growth in training , learning and overall wellbeing</p> <p>Key Topics:</p> <ol style="list-style-type: none"> <li>Training management and development</li> <li>Employee health safety and wellbeing</li> </ol>
Industry Associations	No	Quarterly meetings with industry associations.	<p>Purpose of engagement is to participate/represent common industry agenda</p> <p>Expectation: Active engagement and sharing of technical know-how.</p> <p>Key Topics:</p> <ol style="list-style-type: none"> <li>New policies</li> </ol>

**Leadership Indicators:**

**P4-L1 Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

The Company conducted a comprehensive Materiality Assessment, supported by PricewaterhouseCoopers (PwC). This assessment was designed to be inclusive, engaging both internal stakeholders (such as employees, leadership, and the Board) and external stakeholders (including customers, suppliers, investors, regulators, and the local community).

The assessment accurately reflected the priorities of each stakeholder group through, a tailored questionnaire. This questionnaire was specifically designed for individual stakeholder categories, considering their perspectives and concerns. The questionnaire was aligned with industry-specific sustainability standards to ensure that material topics relevant to each sector were identified in alignment with global best practices.

The Company also conducted external consultations through a mix of online surveys, interviews, and community visits to have a broad participation while internal consultation was conducted through group discussions and questionnaire. The collected data was then analysed and plotted into a Materiality Matrix, which identified the key issues of significance to both stakeholders and the Company. These final matrix was then presented to the Sustainability and Corporate Social Responsibility (SCSR) Committee and then to Board level for its integration into the Company's strategic planning.

**P4-L2 Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes, stakeholder consultation was conducted to identify and manage environment and social topics. The starting point for the assessment was identification of relevant stakeholders.

Sustainability standards and frameworks were evaluated to accumulate a list of material topics which are relevant for foodservice industry. After reviewing the relevance of the material topics, the output of stakeholder dialogues were studied with relevant departments.

Each material topic was then ranked by the Executive Management team with regards to the impact it can create on the Company's success.

Based on the material issues identified, the Company developed a Sustainability and Business Responsibility Policy. This policy was crafted to address the material issues identified during the materiality assessment and to align with the nine principles of NGRBC.

#### P4-L3 Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups

The Company has been collaborating with different stakeholders. Among these partnerships, specific projects like Project Unnati, which supports dairy and women poultry farmers, Project Umang, which provides medical care access, and restaurant readiness training for skill development, are tailored to address the needs of marginalized groups.

The Company has a Stakeholder Engagement Policy which focusses on identifying and engaging with relevant internal and external stakeholders giving special attention to disadvantaged, vulnerable and marginalized stakeholders or those in underdeveloped regions.

The Company has embraced Corporate Social Responsibility to give back to the community and address social issues thereby creating a more sustainable and inclusive society. All the CSR initiatives have a business connect and are catering to one of the most important stakeholder, i.e. the local Community. The Company's CSR engagements focus on various key areas;

**Community Healthcare:** One of our ongoing CSR initiatives is the Community Health Program. This program provides primary healthcare services through Mobile Health Vans comprising a MBBS Doctor, pharmacist cum paramedical staff and a driver, ensuring that essential medical care is accessible to vulnerable populations, including women, children and the elderly in rural areas.

**Skill Development:** The Company conducts skill development program to enhance employability in the Restaurant/Food Service Industry in India for youths in suburban/rural areas with a diverse mix. The training on QSR comprises of basic English and other soft skills, effective communication, basic mathematics, food safety, accounting and billing, maintaining personal hygiene and sanitation, customer service and concern redressal, gaining expertise in various job roles, processes, equipment and machines used in the QSR industry. These candidates are QSR industry-ready and are co-certified by JFL and National Skill Development Corporation.

**Food Safety Training and Eat Right Education:** The Company raises awareness on food safety and eat right practices among street food hubs and train street food vendors, in partnership with FSSAI towards healthy eating and safe food practices.

##### Livestock and Livelihood Development:

- **Daily Farmer Livelihood:** The Company aims to enhance the income of dairy farmers and transform their livelihood through socio-economic empowerment. The sustainable cattle development initiative includes interventions which enhance cattle productivity through improved feeding, healthcare, breeding and farm management practices.
- **Poultry Farmer Livelihood:** The Company launched women poultry farmer development program, promoting sustainable supply chains for poultry products and promotion of rural livelihood.

## PRINCIPLE 5

### Businesses should respect and promote human rights

#### Essential Indicators:

#### P5-E1 Details of training provided to employees and workers (Permanent and Temporary) on human rights issues for current and previous years.

Category	FY 24-25			FY 23-24		
	Total (A)	No. employees / workers covered (B)	% (B / A)	Total (C)	No. employees/ workers covered (D)	% (D/C)
Permanent Employees	9,289	9,289	100	8,262	8,262	100
Other than permanent Employees	-	-	-	-	-	-
Total Employees	9,289	9,289	100	8,262	8,262	100
Permanent Workers	1,009	1,009	100	977	977	100
Other than permanent	30,948	30,948	100	24,881	24,881	100
Total Workers	31,957	31,957	100	25,858	25,858	100

All employees and workers receive human rights awareness through email communications, POSH trainings, etc. In addition to this, the Company conducts sessions such as stress management, mental health, equality and non-discrimination, right to healthcare, and many other expert discussions. The Company also provides Human Resource Handbook while onboarding new joiners, that includes information on human rights awareness as part of our Code of Conduct.

**P5-E2 Details of minimum wages paid to employees and workers, in the following format:**

Category	FY 24-25					FY 23-24				
	Total (A)	Equal		More than min wage		Total (D)	Equal		More than min wage	
		Minimum Wage	No (B)	% (B / A)	No (C)		% (C / A)	Minimum Wage	No (E)	% (E / D)
<b>Permanent Employees</b>										
Male	7,435	2	0	7,433	100	6,781	0	0	6,781	100
Female	1,854	0	0	1,854	100	1,481	0	0	1,481	100
<b>Other than permanent Employees</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Permanent Workers</b>										
Male	747	0	0	747	100	704	0	0	704	100
Female	262	0	0	262	100	273	0	0	273	100
<b>Other than permanent</b>										
Male	18,396	18,247	99	149	1	15,085	7,208	48	7,877	52
Female	12,552	12,497	100	55	0	9,796	4,989	51	4,807	49

**P5-E3 Details of remuneration/salary/wages, in the following format****a. Median remuneration / wages**

FY 2024-25	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	3,300,000	2	3,007,500
Key Managerial Personnel	1	130,177,836	2	30,722,236
Employees other than BoD and KMP	8,259	391,789	1,479	346,282
Workers	25,858	186,203	273	201,186

**b. Gross wages paid to females as % of total wages paid by the entity, in the following format:**

	FY 24-25	FY 23-24
Gross wages paid to females as % of total wages	23.2%	21%

**P5-E4 Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?**

Yes, the Company has a focal point for addressing human rights impacts and issues caused or contributed by the business. The Jubilant Bhartia group established an Ombudsperson office in 2013. The Ombudsperson gives an opportunity to voice concerns, resolve issues efficiently and help do business the right way. As a designated neutral and impartial office, the Ombudsperson is an advocate for fair process and transparency.

**P5-E5 Describe the internal mechanisms in place to redress grievances related to human rights issues.**

The Company has in place a Whistle Blower Policy ('Policy') and has established the necessary vigil mechanism for Directors and employees in confirmation with Section 177(9) of the Act and Regulation 22 of Listing Regulations, to report concerns about unethical behaviour.

Any Employee of the Company shall report any queries or complaints of violation or potential violation (with full details and evidence, if any) to the respective Division HR Head.

The complaint can also be made to the Ombudsperson by using any of the following communication channels:

1. Email to: [Ombudsperson@jubl.com](mailto:Ombudsperson@jubl.com)
2. Logging/ accessing the web portal [www.cwportal.com](http://www.cwportal.com), and clicking on the 'Lodge Report' button
3. Post, in a sealed envelope, to the following mail box: Post Box No. 4374, Ombudsperson - Jubilant Bhartia Group, New Delhi
4. Contacting on the Toll Free Number: 1860-12345-25 (Availability: Monday to Friday from 09:30 -17:30 hrs)

**P5-E6 Number of Complaints on the following made by employees and workers:**

Category	FY 24-25			FY 23-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	64	4	-	62	8	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	16	30	-	7	25	-
Other human rights related issues	0	0	-	0	0	-

**P5-E7 Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format**

	FY 24-25	FY 23-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 (POSH)	64	62
Complaints on POSH as a % of female employees/workers	0.4	0.5
Complaints on POSH upheld	25*	34

\*No of upheld complaints excluding the pending cases.

**P5-E8 Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

The Company ensures that no threats, retribution, or punishment is initiated against anyone who has reported a violation or suspected violation of the law, this Code, or other Company rules, or against anyone who is aiding in any investigation or process relating to such a violation. Dedicated team ensures that every problem is addressed sensitively and that its resolution is delivered on time.

The Company's Employee Wellbeing Policy assures its employees a workplace free of harassment as captured in the Policy on Prevention of Sexual Harassment at Workplace. [Weblink](#):

**P5-E9 Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes, the Company has a Supplier Code of Conduct to communicate the expectation in terms of legal compliance, corporate conduct, basic human rights, and treating people and the environment fairly. In every purchase order, the Company mandates the partners to abide by the Supplier Code of Conduct.

**P5-E10 Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100% of the sites and office were assessed by the entity
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	NA

**P5-E11: Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

Not Applicable, as there were no significant concerns identified during the assessments conducted by the Company.



### Leadership Indicators:

#### **P5-L3: Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes. The Company understands the importance of providing equal access at our workplaces to all visitors. Our Company has implemented various measures to provide infrastructural support to the Differentially Abled Visitors. Some of the Company's facilities are equipped with ramps, wheelchair access, lift operating panel with braille signages and all gender accessible toilets.

#### **P5-L4 Details on assessment of value chain partners:**

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	100% of our value chain partners are audited by our in-house teams, with a focus on food safety, human rights parameters and supplier compliance assessments. In cases where non-compliance with regulatory or non-regulatory requirements is identified, our team provides a defined rectification period, after which a follow-up audit is conducted to verify compliance and ensure corrective actions have been implemented.
Discrimination at workplace	
Child labour	
Forced labour/involuntary labour	
Wages	
Others – please specify	

#### **P5-L5 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.**

Not Applicable, as during the reporting period, no significant risks or concerns were identified.

## PRINCIPLE 6

### **Businesses should respect and make efforts to protect and restore the environment**

#### Essential Indicators:

#### **P6-E1 Details of total energy consumption (GJ) and energy intensity, in the following format:**

Parameter	FY 24-25	FY 23-24
<b>From renewable sources</b>		
Total electricity consumption (A)	29,506	5,393
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	29,506	5,393
<b>From non-renewable sources</b>		
Total electricity consumption (D)	618,781	532,665
Total fuel consumption (E)	791,890	754,644
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	1,410,671	1,287,309
Total energy consumed (A+B+C+D+E+F)	1,440,177	1,292,702
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.000024	0.000024
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.00049	0.00055

Note: In FY25 Renewable share of energy has significantly increased due to renewable power purchase for the Bangalore Commissary through open access mechanism

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, the above data is verified by TUV SUD SOUTH ASIA PRIVATE LIMITED, for more details, please refer to the assurance statement.

**P6-E2 Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

No

**P6-E3 Provide details of the following disclosures related to water, in the following format:**

Parameter	FY 24-25	FY 23-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	73,788	52,442
(iii) Third party water m <sup>3</sup>	63,478	41,621
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	137,266	94,063
Total volume of water consumption (in kilolitres)	137,266	94,063
Water intensity per rupee of turnover (m <sup>3</sup> / ₹)	0.0000022	0.0000017
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)- (Total water consumption/ Revenue from operations adjusted for PPP)	0.0000465	0.0000403

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

Yes, the above data is verified by TUV SUD SOUTH ASIA PRIVATE LIMITED, for more details, please refer to the assurance statement.

**P6-E4 Provide the following details related to water discharged**

Parameter	FY 24-25	FY 23-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
1. To Surface water		
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
2. To Groundwater		
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
3. To Sea water		
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
4. Sent to third parties		
No treatment	7,525	18,824
With treatment – please specify level of treatment	Effluent treatment	Effluent treatment
5. Others		
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
<b>Total water discharged (in kilolitres)</b>	<b>7,525</b>	<b>18,824</b>

Note: The water discharge has been significantly reduced due to water recycling project implemented at Greater Noida Commissary and segregation of water used in gardening and water getting discharged out of the boundary.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

Yes, the above data is verified by TUV SUD SOUTH ASIA PRIVATE LIMITED. For more details, please refer to the assurance statement.

**P6-E5 Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

Yes, the Company has implemented a zero-liquid discharge mechanism at the Greater Noida Supply Chain (GNSC) Commissary. At this site, the Company has adopted an advanced water treatment process, which includes ultra-filtration technology post Effluent Treatment Plant (ETP). This ensures that the treated water is further purified for reuse. The treated water is utilized for non-potable purposes such as cooling tower operations, truck washing etc. Any remaining water is then used for gardening, thus supporting sustainability efforts while reducing overall water consumption.

The other two sites follow a zero-water discharge from their boundaries. The Company ensures that no untreated wastewater is discharged into the environment.

**P6-E6 Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY 24-25	FY 23-24
NOx	mg/nm <sup>3</sup>	75.7	57.4
SOx	mg/nm <sup>3</sup>	14.5	29.6
Particulate matter (PM)	mg/nm <sup>3</sup>	31.6	27.1
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

Note: Air emissions, including NOx, SOx, and Suspended Particulate Matter (SPM), are monitored from diesel and gas generator sets installed at our facilities. Regular monitoring is conducted, and reports are evaluated periodically to ensure compliance with applicable environmental standards and to assess emission performance.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, the above data is verified by TUVSUD SOUTH ASIA PRIVATE LIMITED, for more details, please refer the assurance statement.

**P6-E7 Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format**

Parameter	Unit	FY 24-25	FY 23-24
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCo2e	48,316	47,492
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCo2e	123,068	105,941
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCo2e/₹	0.0000028	0.0000029
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCo2e/USD	0.000058	0.000066

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, the above data is verified by TUVSUD SOUTH ASIA PRIVATE LIMITED, for more details, please refer to the assurance statement.

**P6-E8 Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

Yes, the Company has projects contributing in reducing Green House Gas Emissions.

- **Switching to E-Bikes**

The Company has made a significant progress this year, increasing the number of e-bikes and e-cycle to 56%. This is an important initiative to reduce carbon footprint and transition to a more sustainable future. The Company is focused to implement e-bikes in all of the new stores, taking into account the local terrain. All of the bikes used in Popeyes and Hong's kitchen are already electric.

- **Energy Savings through VFDs on Exhaust Systems:**

To ensure proper ventilation, exhaust fans are essential for our operations. However, they have been running at a full speed regardless of the actual demand, leading to unnecessary energy consumption and inefficiency.

To address this, we installed Variable Frequency Drives (VFDs) to dynamically regulate fan speeds based on real-time load requirements. With the VFDs in place, exhaust fans operate at optimal speeds, delivering full power only when needed and reducing their speed during low-demand periods. This targeted solution has significantly reduced energy usage, extended equipment lifespan, and enhanced overall operational efficiency.

● **Purchasing renewable power**

To advance our Sustainability goals, we've strategically transitioned to renewable energy for our sites with high energy demand. We successfully procured renewable power for our Bangalore facility through open access and have signed a PPA to power our Greater Noida Commissary with clean energy.

Through the open access purchase, the renewable energy is generated off-site and is fed into the regional grid from where the Company is drawing an equivalent amount for our facilities. This initiative has resulted in procurement of more than 6000 Mwh of RE energy.

In accordance with the Environment Policy, the Company is committed to improve environmental performance by adopting cleaner production methods and promoting energy efficient environmental technologies (including renewable energy) in operations to reduce Green House Gas emissions.

**P6-E9 Provide details related to waste management by the entity, in the following format:**

Parameter	FY 24-25	FY 23-24
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	137	414
E-waste (B)	1.4	0.7
Bio-medical waste (C)	1.2	0.34
Construction and demolition waste (D)	0	0
Battery waste (E)	0.09	0.23
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	68	69
Other Non-hazardous waste generated (H). Please specify, if any.(Break-up by composition i.e. by materials relevant to the sector)	959	329
Total (A+B + C + D + E + F + G + H)	1,168	813
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000000019	0.000000015
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.000000040	0.000000035
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	-	-
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	1,168	813
<b>Total</b>	<b>1,168</b>	<b>813</b>

Note:

• The waste generate is disposed responsibly through authorised service providers.

• The waste data for the previous year has been revised and updated to reflect improved data accuracy and reporting methodologies.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, the above data is verified by TÜV SÜD SOUTH ASIA PRIVATE LIMITED, for more details, please refer the assurance statement

**P6-E10 Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

The Company has implemented waste management practices to manage hazardous and non-hazardous wastes generated by operations. Proper labelling, storage, and disposal of hazardous waste materials, as well as employee training on safe handling practices is conducted. The Company, manages and dispose their waste through authorised third-party vendors.

The Company has also published Environment policy highlighting Company's vision on waste management by focusing on reducing, recycling, reusing and recovering waste.



The Company also introduced a Product Life Cycle Policy that strives to ensure reduction, reuse and recycling of resources and sharing information to stakeholders in their value chain on appropriate disposal and recycling for their packaging.

**P6-E11 If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

The offices and commissaries are built on government-approved land in industrial zones and do not fall within or adjacent to protected areas or high biodiversity areas.

**P6-E12 Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

The Company has not conducted any environmental impact assessment, since the offices and commissaries are built on government approved land and we do not operate in ecologically sensitive areas. However, all the requirements related to environmental compliance are fulfilled as per various local laws and regulations.

**P6-E13 Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

Yes

**Leadership Indicators:**

**P6-L3 With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities**

Not applicable as per the response to Question 11.

**P6-L4: If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Converting waste cooking oil to bio-diesel	This initiative involves diverting waste Used Cooking Oil (UCO) to FSSAI approved aggregators, ensuring its responsible disposal and facilitating its conversion into biodiesel.	Used cooking oil was successfully converted into biodiesel, producing a clean, renewable fuel. The process also generated glycerol and helped reduce the waste and emissions.
2.	Achieving Zero Liquid Discharge at our Greater Noida Commissary	To improve water efficiency and increase the reuse of treated water, the Company has upgraded its Effluent Treatment Plant (ETP) by installing secondary and tertiary treatment processes. These advanced treatment stages significantly enhance the quality of treated water, making it suitable for reuse in various utility applications such as cooling towers and hand wash stations.	This initiative has enabled the Company to achieve Zero Liquid Discharge (ZLD) at the site, thereby reducing the dependency on freshwater sources and significantly lowering the overall water footprint.
3.	Increasing share of EV's in our delivery fleet	The Company is strategically increasing the share of electric vehicles in its delivery fleet, thereby reducing reliance on petrol-engine bikes.	By adopting EVs, the Company is achieving substantial savings on petrol consumption and vehicle maintenance costs, which together contribute to a lower overall cost per delivery. The use of governor-controlled speed attachments on EVs has also enhanced delivery rider safety. Moreover, this transition supports our efforts to reduce carbon emissions and minimize our environmental footprint

**P6-L5: Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

Yes, the Company has business continuity and disaster management plan to ensure the seamless operation and swift recovery of an organization. Effective communication channels are established, and employees are trained through drills to handle emergencies efficiently. Backup systems and redundancy measures are implemented to mitigate disruptions, while regular reviews and updates ensure the plan remains relevant.

**P6-L6 Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

The Company has a Supplier Code of Conduct, which is shared with every value chain partner during the onboarding process. This document outlines the Company’s expectations on ethical, environmental, and social performance across the supply chain.

Company suppliers are expected to strictly observe and comply with all the fundamental principles outlined in the Supplier Code of Conduct which includes its compliance with all applicable environmental laws and regulations, and the adoption of responsible practices that minimize adverse environmental impacts in their operations.

In situations where a supplier receives any requests that conflicts with the Supplier Code of Conduct, or if they become aware of any suspected or actual violations of the code, they are obligated to report the same to the Ombudsperson. This mechanism ensures accountability and provides a channel for addressing and resolving concerns related to environmental or ethical misconduct.

**P6-L7 Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

The Company provides a Supplier Code of Conduct to all value chain partners. This code provides guidance to our value chain partners on our expectations towards a sustainable supply chain. Our code enunciates that all the value chain partners should conduct their business and operate its facilities in a manner compliant with applicable environmental laws, regulations and industry standards and shall support Company’s efforts to operate sustainably. We are committed towards handholding new and existing value chain partners in this journey of continuous improvement. 100% of the value chain partners were assessed under the Supplier Code of Conduct which covers environmental impacts.

**PRINCIPLE 7**

**Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators:**

**P7-E1 A. Number of affiliations with trade and industry chambers/ associations.**

Four affiliations

**B. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to**

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations
1	Confederation of Indian Industry (CII)	National
2	Federation of Indian Chamber of Commerce and Industry (FICCI)	National
3	National Restaurant Association of India (NRAI)	National
4	Retail Association of India (RAI)	National

**P7-E2 Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.**

Not Applicable



### Leadership Indicators:

#### **P7-L1 Details of public policy positions advocated by the entity:**

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web link, if available
1	Ease of Doing Business for QSR Industry	Representation and Engagement with various relevant External Stakeholders	Yes	As Required	

## PRINCIPLE 8

### **Businesses should promote inclusive growth and equitable development**

#### Essential Indicators:

#### **P8-E1 Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

The Company has conducted external third party review of our projects on voluntary basis to understand the impact created by our initiatives.

##### **1. Dairy Farmer Development: Assessment Report May 2025**

###### **About the Project:**

The programme is a notable initiative for enhancing livestock productivity and improving the livelihoods of livestock farmers. This program is implemented in collaboration with BAIF Institute for Sustainable Livelihood and Development.

The objective of the initiative is to provide scientific herd management techniques to dairy farmers for enhancing herd quality and improving milk quality and yield for their dairy businesses

Target Scale: 14000+ farmers

Project Location: Western Maharashtra

**Whether conducted by independent external agency:** Yes

###### **Impact Created:**

1. 21% Increase in milk rate
2. 74% increase in milk productivity
3. 64% increase in cattle herd size
4. 0.12% increase in fat percentage

##### **2. Skill Development Program: Assessment 2023-24**

###### **About the Project:**

The JFARM is a CSR initiative by Jubilant FoodWorks Ltd. The main objective is to support young adults from unprivileged communities and under-developed geographies in their attaining livelihood by way of skilling them in the restaurant service industry.

Target Scale: 6600+ youths

Project Location: PAN India - 12 states

**Whether conducted by independent external agency:** Yes

###### **Impact Created**

1. 82% students found this course accessible and convenient
2. 97% found course effective in imparting QSR knowledge
3. 89% found adequate chances for practical learning
4. 58% female candidates trained
5. 83% reported household income ≤ INR 20,000
6. 100% respondents are from a marginalised community
7. 70% employed post-training

### 3. Community Healthcare Initiative: Assessment Report May 2024

#### About the Project:

Utilizing Mobile Health Vans to provide primary healthcare services to more than 469,000 people living within 15 km of eight JFL commissaries across more than 150 villages. This ensures that the elderly, women, and children who are among the most vulnerable populations in rural areas have access to essential medical care. A driver, pharmacist cum paramedical staff and an MBBS doctor comprise the health team per Mobile Health Van.

#### Objective:

- Establish on-ground presence and social connections to cultivate a favorable reputation within the village communities
- Better access to primary medical services for the communities within the project area.
- Use a doorstep delivery model to diagnose patients and dispense medications in order ensure curative healthcare
- To deliver health care services to targeted beneficiaries in a way that is inclusive, accessible, affordable, and acceptable
- To promote health awareness and educate the villagers about preventative healthcare issues, such as diseases that are communicable and others.

**Whether conducted by independent external agency:** Yes

**Impact Created (on a scale of 1 – 5 : where 5 represents the highest possible rating, indicating excellent or outstanding performance)**

1. 95% Rated “Quality of the Mobile Medical Unit (MMU) staff and services” above 4 on a scale of 1 to 5
2. “Effectiveness of the treatment” was rated above 4 by 90%
3. 95% Rated the “MMU to be women and children friendly” above 4
4. 91% “Efficiency of the MMU during COVID-19” was rated above 4

#### P8-E2 Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format.

Not Applicable

#### P8-E3 Describe the mechanisms to receive and redress grievances of the community

The Company interact with the communities across all locations on a regular basis and finetune projects and programs according to the needs of the community. Also, they facilitate a structured meeting where community leadership and local SCC leadership interact annually.

The Company’s Stakeholder Engagement Policy focusses on, amongst other initiatives, to resolve stakeholder (consisting of local communities) grievances in a just, fair, equitable and timely manner. [Weblink](#)

#### P8-E4 Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 24-25	FY 23-24
Directly sourced from MSME’s/Small producers	28%	30%
Directly from within India	99.95%	99.96%

#### P8-E5 Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 24-25	FY 23-24
Rural	-	-
Semi-Urban	4%	1%
Urban	21%	14%
Metropolitan	75%	85%

Note:

1 Due to the nature of our operations and our presence across 28 states, store-to-population mapping has been refined. Based on this revised methodology, the wage data for FY 2023–24 has been updated to ensure more accurate representation.

2 Categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan and census 2011 data. Rural: population less than 10,000, Semi-Urban: 10,000 and above and less than 1 lakh, Urban: 1 lakh and above and less than 10 lakhs, Metropolitan: 10 lakh and above.

**Leadership Indicators:****P8-L1 Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

Not Applicable

**P8-L2 Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies**

Sr. No.	State	Aspirational Districts	No. of Trained Youth	Approximate Amount Spent (in ₹)
1	Jharkhand	Ranchi Godda Ramgarh Dumka Latehar Giridih	715	₹ 6,435,0000
2	Assam	Golpara Dhubri	60	₹ 540,000
3	Bihar	Jamui	60	₹ 540,000
4	Haryana	Mewat	180	₹ 1,620,000
5	Uttar Pradesh	Balrampur	123	₹ 1,107,000
	<b>Total</b>		<b>1,138</b>	<b>₹ 10,242,000</b>

\* Approx. 24% of Youth trained from Aspirational Districts out of 4700+ youth.

**P8-L6 Details of beneficiaries of CSR Project**

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Dairy farmer development program (Project Unnati)	14,000+ Dairy farmers	100
2	Women Poultry farmer development program	5 (Pilot Phase)	100
3	Health (Project Umang) (Access available to 4,69,000+ people)	469,000 (Beneficiaries treated - 107,000)	100
4	Skill Development (Restaurant Readiness Training)	<ul style="list-style-type: none"> <li>4,700+ Youth trained</li> <li>Assist 1,850+ Youth with driving license and driving trainings</li> </ul>	100
5	Food Safety (project Suraksha)	<ul style="list-style-type: none"> <li>Training to 5,000+ Street Food Vendors</li> <li>Awarenes to 1,500+ citizens Eat Right Mela</li> </ul>	-
6	Education	<ul style="list-style-type: none"> <li>9,500+ students benefitted through the special education project</li> </ul>	100

## PRINCIPLE 9

### Businesses should engage with and provide value to their consumers in a responsible manner

#### Essential Indicators:

#### P9-E1 Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The consumers are able to raise their concerns or make a complaint through the complaint management systems wherein the complaints from different platforms such as telephonic complaints, complaints from the APP, and complaints from other known channels are documented in a complaint database and every complaint is directed to the serving restaurant. The teams quickly calls the consumers to understand and resolve their concerns followed by their feedback on their experience.

In accordance with Jubilant Foodworks Ltd.'s Customer Services Policy, the Company continually monitors and reviews complaints, enquiries, suggestions and act on the feedback shared by the customers.

#### P9-E2 Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As percentage of total turnover
Environment social parameters relevant to the product	100 %
Safe and responsible usage	100 %
Recycling and/or safe disposal	100 %

#### P9-E3 Number of consumer complaints in respect of the following

Category	FY 24-25			FY 23-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other: Consumer Cases	398	72	-	13	47	-
Other : Product Quality related	11,049	0	-	11,265	0	-
<b>Total</b>	<b>11,447</b>	<b>72</b>	<b>-</b>	<b>11,278</b>	<b>47</b>	<b>-</b>

#### P9-E4 Details of instances of product recalls on account of safety issues:

	Number	Reason for recall
Voluntary recall	0	NA
Forced recall	0	NA

#### P9-E5 Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

The Company is committed to protecting its business information, including personal information of customers, employees and business partners, while it is collected, processed, consumed and stored in various internal and external systems, by building robust information systems and processes. For better security, the Company does not store customers' financial information like card number, CVV number, card expiry date etc. The Company is certified for PCI DSS v3.2.1 and is being audited by third party auditors on yearly basis. The Company also follows well-known cyber security management frameworks, based on ISO 27001. Risk Management is followed for all information security risks including but not limited to data privacy risks. Privacy policy is timely reviewed and is also listed on our corporate portal for reference.



The organisation has been constantly improving cyber security processes, technologies and raising employee awareness and embedding security in day-to-day functions. The cyber security team is agile, prompt and scalable. They monitor digital infrastructure and business information 24x7 to respond to cyber threats. Lastly, the Company ensures preparedness for speedy recovery in case of any disaster, and conduct recovery drill.

**P9-E6 Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services**

The Company in its endeavour to keep improving its cyber security posture has undertaken initiatives to implement more tools. Implementation of these tools will enhance the cyber security maturity and help us better protect the Company and customer assets. There have been no incidents reported for any cybersecurity or privacy incidents. Similarly, there has been no penalty or action taken by regulatory authorities.

**P9-E7: Provide the following information relating to data breaches:**

- a. Number of instances of data breaches: 0
- b. Percentage of data breaches involving personally identifiable information of customers: NA
- c. Impact, if any, of the data breaches: NA

**Leadership Indicators:**

**P9-L1 Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Jubilant FoodWorks operate several popular food chains in India, including Domino's Pizza, Popeyes, Hong's Kitchen and Dunkin'. Information on the products and services can be accessed through various channels and platforms. Some of them include:

1. **Jubilant FoodWorks Website:** The Company has an official website (<https://www.jubilantfoodworks.com/>) that provides comprehensive information about the Company's services, products and brands.

Dominos: [Weblink](#)

Hongs Kitchen: [Weblink](#)

Dunkin': [Weblink](#)

Popeyes: [Weblink](#)

2. **Social Media Platforms:** Actively participate on various social media platforms such as Facebook, Twitter, LinkedIn, Instagram, and YouTube. The Company regularly updates its social media handles with news, promotions, offers, and other information related to its services.
3. **Mobile Apps:** Mobile apps (iPhone and Android) for brands such as Domino's Pizza Dunkin' and Hong's Kitchen. The apps allow customers to place orders, track their orders, and access exclusive deals and offers.
4. **Press Releases:** The Company regularly provides information about its product launch, and other relevant updates through press release. These press releases can be accessed through [Weblink](#)

**P9-L2 Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

The Company is consistently educating their consumers about safe and responsible usage of products through various modes. Following are some platforms with wider reach among consumers:

- **Labelling:** Through the product labelling, the Company provides information on appropriate portion sizes, potential allergens, and other relevant details to help consumers make informed decisions. Packaging materials also includes "package disposal information" to promote consumer awareness of responsible disposal.
- **Nutrition information:** Clear nutritional information is provided, to promote health and wellness, and potentially attract health-conscious customers.
- **Food safety:** The Company has supported the training of street food vendors through training batches around the country; handed over the hygiene kits as well as supported them for FSSAI Registration of their business Adoption of Clean Street Food Hub. These food hubs cater to more than 150 lakh people every year.
- **Eat Right Mela:** JFL supported to organise Eat right mela, to create awareness on Eat right habits and usage of millets in their diet to improve the health and well-being of people participated in these initiatives.

The Company's Customer Service Policy ensures that accurate disclosure regarding their products is made through increased opportunities for appropriate product labelling. The Company also promotes products and services in a manner that is not misleading or confusing to customers. Further the Company's advertising does not violate the Company's policies and principles in any way.

**P9-L3: Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services**

Not Applicable

**P9-L4 Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Yes, the Company displays product information on some of the product over and above the mandates as per local laws. This information includes "No Antibiotic ever used in chicken", No Artificial Colours, flavours and preservatives, guidelines for immediate consumptions etc. Additionally, the Company carry survey of our services and products at all locations across the country.

**For and on behalf of the Board of Directors**

**Shyam S. Bhartia**

Chairman and Director  
DIN: 00010484

Place: Noida

Date: May 14, 2025

**Hari S. Bhartia**

Co-Chairman and Director  
DIN: 00010499

Place: Noida

Date: May 14, 2025