



Business Responsibility and Sustainability Report

Financial Year 2022-23

Annexure - E

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

1. Details

S.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 – 201 301, U.P., India
5.	Corporate address	Jubilant FoodWorks Limited 15 th Floor, Tower E Skymark One, Plot No. H – 10/A Sector 98, Noida- 201301, U.P., India
6.	E-mail	investor@jublfood.com
7.	Telephone	+91 120 6927500
8.	Website	www.jubilantfoodworks.com
9.	Financial year for which reporting is being done	1 st April, 2022 to 31 st March, 2023
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 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	Mr. Ashish Goenka Executive Vice President & Chief Financial Officer investor@jublfood.com
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 under this report are made on standalone basis.

I. Products/services

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

S.No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Food and beverage service	Food and beverage services provided by hotels, restaurants, caterers, etc.	99.56

15. Products/Services sold by the entity (accounting for 90% of the entity's turnover):

S.No	Product/Service	NIC Code	% of total Turnover contributed
1.	Food and beverage service		
	• Pizza	56	• 73
	• Others		• 23

II. Operations

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

Location	Number of plants	Number of offices	Total
National	8*	6#	14
International	1*	2#	3

* Number of plants indicates total no of commissaries

Number of offices includes: Corporate Office, Registered Office and Regional Offices

Please refer page no. 2-3, 26-27 of our Integrated report to know more about our global presence

17. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of states)	Pan India (28 States and 5 Union Territories)
International (No. of countries)	2 (Two) Sri Lanka and Bangladesh

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 0.26% of the total turnover.

c. A brief on types of customers

Jubilant FoodWorks Limited is India's largest food service Company, operating Domino's Pizza in India, Sri Lanka and Bangladesh. The Company serves a broad spectrum of clients, including:

- Youth:** Products offered by the Company are a popular choice among students and young adults who are looking for a quick and affordable meal. Home delivery and online ordering has instilled confidence among customers, allowing them to order food conveniently from any location.
- Families:** The Company's menu includes a variety of pizza options, sides, and desserts that are popular among families and is a perfect meal for the entire family.
- Alternate channels:** The Company caters to its customer's special needs by various channels such as IRCTC, catering services, corporate bulk orders, food trucks for special events, and so on. Several innovative options, including gift vouchers and super coins, are also available to attract and retain the customers.
- Online customers:** A range of discounts and incentives are provided for online orders due to the company's significant internet presence. Due to this, we have been able to draw in a lot of consumers who like to purchase food online.
- Customer with local taste preferences:** The Company worked with renowned chefs from the East India region and has launched its first dedicated menu innovation for the Eastern market. The range consists of six new delectable pizzas inspired by the traditional flavors of East Indian cuisine – Kasundi, Kosha, and Malai. This was followed by the launch of No Onion, No Garlic range of four pizzas in Gujarat.

IV. Employees

18. Details as at the end of financial year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1	Permanent (D)	7,115	6,016	85	1,099	15
2	Other than Permanent (E)	-	-	-	-	-
3	Total employees (D + E)	7,115	6,016	85	1,099	15
WORKERS						
4	Permanent (F)	1,288	1,021	79	267	21
5	Other than Permanent (G)	24,349	15,577	64	8,772	36
6	Total workers (F + G)	25,637	16,598	65	9,039	35

Permanent Employee: Employee, employed for full-time or part-time work, for an indeterminate period

Other than Permanent Employee: Employees employed for a fixed term that ends when a specific time period expires

Permanent Worker: Workers, employed for full-time or part-time work, for an indeterminate period

Other than Permanent Worker: Workers employed for a fixed term that ends when a specific time period expires

b. Differently abled employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	6	6	100	0	0
2	Other than Permanent (E)	0	0	0	0	0
3	Total employees(D + E)	6	6	100	0	0
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	79	76	96	3	4
6	Total workers (F + G)	79	76	96	3	4

19. 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	1	33

20. Turnover rate for permanent employees and workers

Particulars	FY 2023			FY 2022			FY 2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	32	26	31	26	26	26	16	14	16
Permanent Workers	65	58	63	26	19	25	12	13	13

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

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

S. 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*	No
3.	Jubilant Foodworks Netherlands B.V	Subsidiary	100	No
4.	Jubilant FoodWorks International Luxembourg	Subsidiary	100 [#]	No
5.	Jubilant FoodWorks International Investments Limited	Subsidiary	100	No
6.	DP Eurasia N.V.	Associate	49.04	No
7.	Hashtag Loyalty Private Limited	Associate	37.68 [^]	No
8.	Wellversed Health Private Limited	Associate	27.81	No
9.	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).

[^] Subsequent to the year end, the Company's effective holding % in Hashtag Loyalty Private Limited has reduced to 31.66%.

VI. CSR details

22	I.	Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
	II.	Turnover (in Rs.)	₹ 50,960 million
	III	Net worth (in Rs.)	₹ 21,455 million

VII. Transparency and disclosures compliances

23. 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 2022			FY 2023		
		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- Please refer Policies and Codes from the below web-link.	1	0	-	0	0	-
Investors (Other than shareholders)	Yes- For Shareholder Grievance Redressal please visit: www.jubilantfoodworks.com/investors/investors-contact/investor-grievances	-	-	-	-	-	-
Shareholders	For Institutional Investors please visit www.jubilantfoodworks.com/investors/investors-contact/institutional-investors	2	0	-	2	0	-
Employees and workers	Yes- Please refer the Employees Code of Conduct from the below web-link. www.jubilantfoodworks.com/investors/overview	22	1	-	43	3	-
Customers*	Customers can write to us at: guestcaredominos@jublfood.com , guestservices@hongskitchen.in , customercaredunkin@jublfood.com , escalation@popeyes.in	9,054	58	-	10,573	53	-
Value Chain Partners	Yes- The Supplier code of conduct has a defined mechanism for grievance addressal. Please refer Supplier Code of Conduct at below link: https://www.jubilantfoodworks.com/investors/overview	17	0	-	4	1	-

Total no of consumer complaints includes notices, consumer cases, product quality complaints, etc.

*As on March 31, 2023, there are 53 pending consumer cases under litigation that will be resolved in due course.

24. 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 mitigate the risk along-with its financial implications per the following format

S. No.	Material issue identified	Indicate whether risk (R/O)	Rationale for identifying the risk / opportunity	Financial implications of the risk or opportunity (Indicate positive or negative implications)		In case of risk, approach to adapt or mitigate
				Potential Impact	Allied Opportunities	
1	Cyber Security	R	<ul style="list-style-type: none"> Cyber security threats have emerged as an important risk to consider across industries as organisations are moving to newer touchpoints such as social, mobile computing and cloud computing Hacking, ransomware, social engineering and other cyber-attacks are some of the ever-present threats to data security and system availability 	<ul style="list-style-type: none"> Leakage of company or consumer or employee information Business disruption Financial losses Reputational damage 	<ul style="list-style-type: none"> Increased availability of ordering platforms Increased consumer confidence 	<ul style="list-style-type: none"> Robust information systems and processes to protect 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 As mandated by RBI Guidelines on Regulation of Payment Aggregators and Payment Gateways, the company does not store any Customer Card details like Card Number, CVV Number, Card Expiry Date etc. on systems Alignment with well-known Cyber Security practices and frameworks including NIST and ISO 27001. Migration to the latest ISMS Standard ISO 27001:2022 to keep up to date with global standards for information security. Company's PCI-DSS v3.2.1 is certified and renewed as per annual process with Certifications attested by the Payment Card Industry accredited Auditors, in-line with Industry Standards. Regular assessment of existing framework against the Global Cyber Security Maturity Index to constantly improve company's cyber security posture and strengthen the digital assets of the Organisation Constant improvement of cyber security processes and technologies, raising employee awareness and embedding security in day-to-day functions 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. Recovery drills to ensure preparedness and speedy recovery in case of any disaster
2	Food Quality	R	<p>inability to meet prescribed food-health and quality standards / perceived or actual adulteration or contamination due to:</p>	<ul style="list-style-type: none"> Adverse actions by regulators resulting in financial losses 	<ul style="list-style-type: none"> Increased customer satisfaction resulting in increased demand 	<ul style="list-style-type: none"> Define and implement Quality process, standards, parameters along with product specifications in compliance with FSSAI norms

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	Financial implications of the risk or opportunity (Indicate positive or negative implications)		
				Potential Impact	Allied Opportunities	In case of risk, approach to adapt or mitigate
			<ul style="list-style-type: none"> Absence of defined quality standards and guidelines in line with FSSAI requirements Lack of employee awareness around quality standards to be followed Absence of monitoring mechanism for reviewing food safety compliance and implementing required corrections 	<ul style="list-style-type: none"> Loss of confidence among consumers Reputational damage 		<ul style="list-style-type: none"> Regular training and awareness sessions for restaurants and commissary staff on adherence to quality norms Periodic testing (in house / COA / third party) of critical parameters for all materials as per defined sampling methodology Periodic quality audits at supply chain centres, distribution centres, restaurants and business partner premises Review of customer complaints on food quality, defining Corrective and Preventive Actions (CAPA) on basis of root cause analysis and ensuring implementation
3	Business Disruption	R	Business disruption during any crisis situation	<ul style="list-style-type: none"> Adverse impact on company operations Financial losses 	<ul style="list-style-type: none"> Improved preparedness for disruptive events thereby minimizing business impact and losses 	<ul style="list-style-type: none"> Creation of a comprehensive Disaster Recovery (DR) and Business Continuity Plan (BCP) on basis of Business Impact Analysis (BIA) Periodic training and communication to employees (including testing exercises through mock drills) for increasing awareness
4	Employee Safety	R	<ul style="list-style-type: none"> Risk of employee/ business partner safety (injuries / loss of life) arising from Lack of clarity on Hazards involved at workplace and safety measures to be followed Non-review of safety compliance for implementing required corrections Absence of an incident management process Lack of timely reinforcements Lack of support for medical treatment 	<ul style="list-style-type: none"> Adverse impact on employee productivity Legal repercussions Reputational damage 	<ul style="list-style-type: none"> Reduced downtime and lower employee absence resulting in increased productivity 	<ul style="list-style-type: none"> Identification of potential hazards at workplace (restaurants / commissaries / other offices) and ensuring adequate safety measures are in place Periodic training and communication to employees (including safety mock drills) for increasing awareness Safety review process to ensure compliance with safety measures by employees Reporting and review of safety incidents and near miss cases at all company locations for corrective and preventive action Maintaining and periodically updating first response plan and details of nearby medical facilities at each commissaries / Restaurant / other company locations for emergency cases Group Mediclaim Insurance policy covering all employees

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	Financial implications of the risk or opportunity (Indicate positive or negative implications)	In case of risk, approach to adapt or mitigate
				Potential Impact	Allied Opportunities
5	Absence of an effective ESG Mechanism	R	Absence of an effective ESG mechanism due to: <ul style="list-style-type: none"> Lack of clarity / visibility on material focus areas, targets and actual status 	<ul style="list-style-type: none"> Adverse action by regulators Reputational damage Adverse impact on current and potential investor relationships 	<ul style="list-style-type: none"> Reduction in ecological damage Creation of a responsible brand image attracting environmental conscious customers Cost reduction opportunities through waste minimization and efficient use of resources Increased investor confidence
a) ESG mechanism: <ul style="list-style-type: none"> Create and implement Sustainability policy Review of business processes to identify material focus areas and to establish objectives and targets Periodic tracking and review of actual achievement against targets Define reporting format, content and matter in line with statutory requirements and industry best practices 					
b) Waste Management: <ul style="list-style-type: none"> Tie-up with certified vendor for waste pick-up and disposal Streamline the process for waste disposal / recycle / reuse in phased manner ensuring compliance with statutory requirements and sustainable practice Periodic review to identify waste recycle / reuse / reduction opportunities, defining action plan and ensuring implementation 					
c) Human Rights: <ul style="list-style-type: none"> Create and implement a Policy specifying the human right standards and principles supported by the organization. Ensure that these Human Right principles are applicable on vendors through a Supplier Code of Conduct Establish formal channels for reporting of concerns by employees (POSH, Whistle Blower etc.) Carry out frequent employee communication around Human Rights policy and channels available for reporting concerns 					
d) Environment: <ul style="list-style-type: none"> Create and implement Environment Policy specifying company's commitment and initiatives undertaken towards reducing: <ul style="list-style-type: none"> Carbon footprint Water wastage Impact of company's operations on environment Ensure Energy Management System ('EMS') is installed at commissaries and restaurants for real time remote monitoring of Electricity consumption and providing actionable information for optimizing energy usage 					

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	Financial implications of the risk or opportunity (Indicate positive or negative implications)		In case of risk, approach to adapt or mitigate
				Potential Impact	Allied Opportunities	
6	Inflation and Ineffective Cost Management	R	<ul style="list-style-type: none"> Increasing cost due to inflation / ineffective cost management on account of: Lack of a matured data collection and analytics system 	<ul style="list-style-type: none"> Adverse impact on profitability Unavoidable price increases due to market dynamics and inflation Non-review of cost to identify opportunities for optimization 	<ul style="list-style-type: none"> Minimized costs and increased profitability 	<ul style="list-style-type: none"> Collect primary and secondary data and use analytical base for fact based price negotiations and for increasing forecast accuracy to time the purchase Identify opportunities for procurement led savings through: <ul style="list-style-type: none"> Upstream sourcing of the commodities Cost plus contracting for high spend items In-house production vs. external procurement through cost benefit analysis Value engineering - optimizing existing material specifications or using alternate materials / ingredients Develop new vendors for increasing competition Identify opportunities to drive productivity and reduce cost (including manpower cost, Restaurant operating cost, digital and IT cost etc.) through: <ul style="list-style-type: none"> Process re-engineering Usage of data and technology Review of cost trends and variances Carry out other specific initiatives to review and optimize individual cost items across the company
7	Non-performance of New Businesses / inappropriate capital allocation	R	<ul style="list-style-type: none"> Non-performance of new businesses in India or International markets / inappropriate capital allocation due to: <ul style="list-style-type: none"> Political disruptions / volatile economic conditions adversely affecting investments including international expansions in respective countries Foreign Exchange Fluctuations adversely affecting investment value Strategic business plan / road map including milestones not defined / approved / implemented Impractical or incorrect assumptions taken for defining strategies and business plan 	<ul style="list-style-type: none"> Financial losses Lower return on capital employed 	<ul style="list-style-type: none"> Increase in return on capital employed Increased investor confidence 	<ul style="list-style-type: none"> Having a well-defined capital allocation and strategic framework, Board governance and strategic fitment testing before making any investment Before investing in a foreign country - examine the credit ratings, GDP, inflation, consumer price index, structure of the country's financial markets, availability of attractive investment alternatives, recent performance of local stock and bond markets etc. Continuous and close monitoring of Share value (for investments in listed company) along with FX market trends and reporting thereof Detailed business plan with clearly defined strategy based on current scenario, competency, competitor analysis, NPV, IRR, ROI Analysis etc. Extensive testing of business plan and model through pilot restaurants (for Dunkin' and Hong's Kitchen) before scale up Quarterly assessment of business plan to monitor progress and to identify reasons for deviations (if any) Regular review of investment and portfolio, returns and future potential along with strategic fit

SECTION B: 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	P1	P2	P3	P4	P5	P6	P7	P8	P9
Questions	Ethics & Transparency	Product Responsibility	Human resources	Responsiveness to Stakeholders	Respect for Human Rights	Environment Protection	Public Policy Advocacy	Inclusive Growth	Customer Engagement
Policy and management processes									
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	www.jubilantfoodworks.com/Uploads/Files/199akmfile-sustainability-policy.pdf								
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 (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trust) standards (e.g. SA 8000, OHSAS, ISO, BIS)									
Member of I-SPOC (Sustainable Palm Oil Coalition of India), as a committed/responsible stakeholder in the palm oil supply chain in India	Yes	Yes	-	Yes	Yes	Yes	-	-	Yes
Company follows well-known cyber security management frameworks, such as NIST is ISO 27001 certified	Yes	Yes	-	-	Yes	-	-	-	Yes
FSSC 22000	Yes	Yes	Yes	Yes	Yes	Yes	-	-	Yes
National Safety Council of India	Yes	Yes	Yes	Yes	Yes	-	Yes	-	-
Great Place to Work	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.

S. 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 our 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)	Achieve a gender-diverse workplace by targeting a representation of 40% women in our workforce by FY 2030.	Principle-8- Should promote inclusive growth and equitable development
4)	Achieve a 50% increase in total training hours by FY 2026	Principle-8- Should promote inclusive growth and equitable development Principle-3-Respect and promote the well-being of all employees
5)	Strengthen governance through trainings, communications, and guidance 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, colors, and flavors	Principle-1- Ethics, Transparent, and Accountable
7)	100% ingredients for Domino's will be sourced from suppliers working under Global Food Safety Initiative (GFSI) programs by FY 2030.	Principle-2- Provide goods and services in a manner that is sustainable and safe
8)	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
9)	80% of our delivery fleet to be Electric Vehicles by FY 2030.	Principle-6- Respect, protect and make efforts to restore the environment
10)	All our commissaries to be 100% water neutral by FY 2030.	Principle-6- Respect, protect and make efforts to restore the environment
11)	50% of energy requirement in our 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 constantly monitors the sustainability performance on monthly basis and reports to the Board on half yearly basis.

S. No	Target/Action	Performance as on FY 2023
1)	100% farm traceability of key ingredients (Vegetables, Chicken, Pizza Sauce, Oregano and Chilli) in food products at Domino's, Popeyes and Hong's Kitchen by FY 2030	<ul style="list-style-type: none"> 100% traceable chicken and chilli being procured from traceable sources at Domino's
2)	1+ million individuals to be positively impacted through community outreach engagements by FY 2030	<p>JFL reached to 480,000 people in FY 2023, through community outreach engagement</p> <ul style="list-style-type: none"> Healthcare: Developing a health seeking behaviour among rural population and providing access of medical health care service to 450,000 people

S. No	Target/Action	Performance as on FY 2023
		<ul style="list-style-type: none"> Education: <ul style="list-style-type: none"> Imparting employability skills by training to 10,000 first generation learners Skill and empowerment training to 300 women Livelihood trainings: Provided training on animal rearing and modern farm management practices to 10,000 Dairy Farmers and 2,500 Goatery Farmers Food Safety: 5,000 street food vendors trained to maintain hygiene and quality
3)	The organization aims to increase gender diversity in the workplace by having women represent 40% of workforce by FY 2030	Continue to build more diverse, inclusive and representative JFL - 31% of workforce are women
4)	Increase total training hours by 50% in FY 2026 (baseline FY 2022)	Total training manhours have increased to 23% (which met this year's target.) from baseline FY 2022
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 and disseminating information via emails and digital signage systems to the employees and workers
6)	100% ingredients for Domino's will be sourced from suppliers working under Global Food Safety Initiative (GFSI) programs FY 2030	80% of manufacturers are certified under GFSI programs
7)	Domino's to continue maintaining 6 sigma levels* in food safety-related customer complaint. *(Six sigma indicates 3.4 complaints for 10,000 orders)	With our strong quality control systems we have achieved this target
8)	80% of delivery fleet to be Electric Vehicles by FY 2030	<ul style="list-style-type: none"> Presently 33% share of delivery fleet are electric vehicles. 100% of the delivery fleet for Popeyes and Hong's Kitchen are electric vehicles
9)	All commissaries to be 100% water neutral by FY 2030	Implementing rainwater recharging structures at our facilities
10)	50% of energy requirement in the commissaries to be sourced from renewable sources by FY 2030	~11% of electricity demand of our commissaries is met by Solar PV

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

The Company has been a strong proponent of sustainable business and firmly believes that sustainability practices and business growth can progress together. Our consistently strong consumer-centric approach has earned us the dominant market space in this food category. Moreover, our capacity to adapt swiftly to changes in market demand and consumer behaviour retained us as our customer's first choice.

As we align our sustainable business practices with the global cause, we are introducing environmentally conscious and socially responsible initiatives at a faster rate than ever before. Though, we have always put sustainability at heart of every business decision we make, this year marks the beginning of our Report capturing our ESG initiatives that attune with six capitals of our business growth.

As an organization, we recognise the importance of sustainability at every level, set high targets for ourselves, and design strategic roadmaps to achieve those targets.

I am proud to announce that we have made considerable progress in transitioning our delivery fleet from internal combustion engines to electric mobility. Additionally, we were able to do our bit in mitigating carbon emissions by adopting energy conservation measures and using renewable energy to meet our energy needs. As we are extremely conscious of waste energy, we have set up Energy Management Systems (EMS) at all locations to monitor and control our energy demands.

We recognise our societal responsibilities and understand that we must play a role in society's elevation. We executed various initiatives related to livelihood training, providing medical access, road and food safety trainings and our conscious steps for the inclusion of women diversity in our workforce. I am elated to inform that 300 women learnt driving from our society-led initiatives.

As I mentioned, JFL is a customer-centric Company from the beginning. Over the years, our customer complaints have drastically reduced and we are progressing in maintaining high food safety standards.

I hereby present our stakeholders with our first BRSR Report and am delighted to share with you that this report will reflect all our policies and their outcomes. Thank you for the trust you have shown.

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

S. No.	Particulars	Details
1.	DIN Number	DIN-07649812
2.	Name	Mr. Ashish Goenka
3.	Designation	Executive Vice President – Chief Financial Officer
4.	Telephone number	+91 120 6935400
5.	E-mail id	investor@jublfood.com

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.

Yes, the Company has a Sustainability and Corporate Social Responsibility Committee (SCSR Committee), responsible for decision making on sustainability related issues.

Name of the Member(s)	DIN	Category	Designation
Hari S. Bhartia	00010499	Non – Executive Director	Chairman
Shyam S. Bhartia	00010484	Non – Executive Director	Member
Aashti Bhartia	02840983	Non – Executive Director	Member
Ashwani Windlass	00042686	Independent Director	Member
Berjis Minoo Desai	00153675	Independent Director	Member
Deepa Misra Harris	00064912	Independent Director	Member
Shamit Bhartia	00020623	Non – Executive Director	Member
Sameer Khetarpal ¹	07402011	Chief Executive Officer and Managing Director	Member

¹ Appointed as CEO & MD w.e.f. September 05, 2022 and member of the Committee w.e.f. September 10, 2022

¹ Pratik Pota Resigned as CEO & WTD w.e.f. close of business hours of June 15, 2022 and accordingly ceased to be member of the SCSR 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 reviews and advise us on the sustainability performance									Half Yearly							
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee and Board: The 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.

Disclosure Questions	P 1 Ethics & Transparency	P 2 Product Responsibility	P 3 Human resources	P 4 Responsiveness to Stakeholders	P 5 Respect for Human Rights	P 6 Environment Protection	P 7 Public Policy Advocacy	P 8 Inclusive Growth	P 9 Customer Engagement
	Yes, JFL has 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.								

SECTION C: 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

1. 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	1	Board was provided training on all 9	100
Key Managerial Personnel	1	principles of BRSR	100
Employees Other than BoD and KMP's	45	Behavioural Learning : Includes, but is not limited to, wellness trainings, customer responsibility, stakeholder engagements, and so on. Internal Trainings: Includes but is not limited to, diversity and inclusive growth, human rights, business ethics, sustainability, and so on.	16
Workers	14,070	On job and skill development trainings: Includes, but is not limited to product training, guest centricity, food safety trainings, and so on.	100%*

In FY 2022, the Company provided 156,889 man-hours of training, and this figure saw a 23% increase in FY 2023, with the Company delivering 192,960 man-hours of training.

*The total no of workers covered under awareness program includes Flexi Model Workforce and partners

2. 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 on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

During FY 2023, there were no fines/penalties/punishments/awards/compounding fees/settlements on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 imposed on the Company or its Directors/KMPs

Monetary				
NGRBC Principle	Name of the regulatory/enforcement/agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine Settlement Compounding		Nil		
Non- Monetary				
NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment Punishment		Nil		

3. 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

4. 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 a policy covering anti-bribery and Corruption that applies to all its internal stakeholders and suppliers.

Employees' Code of Conduct.

The Company has employees' Code of Conduct and reinforces it at various platforms. The Employees' Code of Conduct, applicable to all its employees, enunciates principles for ethical business conduct and acceptable employee 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.

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, authorise, abet or collude in an improper payment, unlawful commission or bribing.

Code of Conduct for 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.

Code of Conduct for Suppliers

The Company has a policy on ethics, transparency and accountability that applies to all its suppliers. It is part of the supply agreement signed with all the suppliers. The agreement has important clauses related to compliance with laws, ethical business practices, compliance with environmental regulations, and providing safe working environment etc.

Please visit "Policies and Codes" section from website: <https://www.jubilantfoodworks.com/investors/overview>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption

There have been no case involving any disciplinary actions taken by any law enforcement agency for the charges of bribery / corruption against directors / KMP / employees / workers that have been brought to attention.

6. Details of complaints with regard to conflict of interest:

There were no complaints in relation to issue of Conflict of Interest of the Directors and KMPs

Particulars	FY 2022		FY 2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors				
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		Nil		

7. 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

Leadership Indicators

1. 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	Covered by value of business done with such partners under the awareness program
1(one)	Covered the following topics: 1. Supplier Code of Conduct 2. Business Responsibility Policy based on 9 principles of BRSR 3. Importance of Sustainability 4. Sustainability initiatives taken by JFL	80%*

*Organised a refresher training session with the key suppliers in FY 2023, emphasising importance of conducting business responsibly.

2. 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:

- a) 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.
- b) Monetary transactions between the Company and a Director and/or their related parties shall be brought to the knowledge of the Board.
- c) 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 does not 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

1. 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.

	FY 2022	FY 2023	Details of the improvement in environment and social impacts
R&D	-	-	-
Capex	10%	8%	Investments on enhancing Energy management Systems, reducing environmental impact from bikes emissions, retrofitting old air-conditioning units with energy efficiency Air conditioners etc The capex investment for improving environment and social impacts was ₹ 440 million in FY 2022 and ₹ 630 million FY 2023

2. A. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes, the Company has incorporated social, ethical, and environmental factors into the supplier assessment checklist during the onboarding of new suppliers to support sustainable sourcing.

As part of its responsible sourcing initiatives, the Company has implemented ‘Antibiotic-free chicken’ to create a safe, responsible, and sustainable ecosystem. The Sustainability Policy and Supplier Code of Conduct are communicated to all suppliers to conduct

their business in a manner compliant with applicable environmental laws, regulations and industry standards and support the Company’s efforts to operate sustainably.

The policies are available on the website:

- Supplier Code of Conduct
<https://www.jubilantfoodworks.com/Uploads/Files/128akmfile-JFL-Supplier-Code-of-Conduct-1st-Jan-2018.pdf>,

- Policy on usage of Antibiotic in Poultry Birds' Health Management:
https://www.jubilantfoodworks.com/Uploads/Files/130akmfile-JFL_Policy-on-usage-of-Antibiotic-in-Poultry-Birds-Health-Management.pdf
- Sustainability and Business Responsibility Policy
<https://www.jubilantfoodworks.com/Uploads/Files/199akmfile-sustainability-policy.pdf>

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

100% of key suppliers support the sustainable sourcing approach. This year, the Company held a training/awareness session with the key suppliers (representing 80% of the spend value) to update them on Company's vision for responsible procurement and policies.

Majority of the key suppliers are ISO 22000 certified and some of them hold additional credentials such as ISO 14001, OSHAS 18001, HACCP, RSPO, GFS and so on, which covers their commitment towards environment, social and governance and Quality Assurance team, conduct timely audits to ensure their compliance.

The policy and Code of Conduct covers, principles on environment and social parameters, Company's commitment to safety, food quality and safety, health, human rights, working conditions of their workforce and much more.

Some key practices towards sustainable procurement are:

- 100% implementation of all three planned phases of the Antibiotic and Poultry Health Management Policy
- A panel of veterinarians oversee implementation of the Antibiotic Policy, maintain quality of raw chicken and ensure farm traceability
- IPM (Integrated Pest Management) chilli from Andhra Pradesh (India)
- 100% traceable chicken and chilli from origin farms
- Pizza sauce is made of 100% california tomatoes
- The Company is a member of I-SPOC (Sustainable Palm Oil Coalition of India), as a committed stakeholder in the palm oil supply chain in India.

Moreover, the Company is developing a mechanism to report the percentage of sustainable procurement in accordance with guidelines.

3. 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.

All facilities are equipped with waste management systems. All of their waste, including non-hazardous, hazardous, and e-waste, is disposed of through authorised third-party service providers.

The Company is managing their waste in a safe and responsible manner, and they are in compliance with plastic rules and Extended Producer Responsibility.

General overview of the steps followed is as below:

- 1. Collection:** Waste from various sources like is collected by third party.
- 2. Sorting and processing:** The collected waste is sorted by removing any non-plastic materials, such as paper or metal
- 3. Recycling:** Processed waste is sold to manufacturers who use this to produce recycled products, such as pallets, dustbins, benches, chairs, and so on.
- 4. Reporting:** Third party reports the amount of plastic recycled and other information to us for submitting final report to regulatory authorities.

4. 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, the Company adheres to all the applicable rules and regulations regarding product manufacture/ storage/ distribution and labelling information (under Food Safety and Standards) for all its Food products. In addition to that, the Company also ensures compliance as per Legal Metrology and CPCB EPR (Extended Producer Responsibility).

In FY 2023, the Company disposed 19.94 MT of category -1 waste versus the target of 11.987 MT (as per CPCB dashboard) and 124.23 MT of category -2 waste versus the target of 16.48 MT (as per CPCB dashboard) of MLP (multi-layered plastic). The Company always tries to recycle the best amount of plastic and this year we have recycled more than assigned targets.

https://eprplastic.cpcb.gov.in/#/plastic/home/main_dashboard

Leadership Indicators

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

The Company does not recycle or reuse any input material. However, it should be noted that the pizza boxes are made of 70% recycled paper with an inner layer made of virgin paper to ensure that the food is safe for their customers to consume.

4. 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:

	FY 2022			FY 2023		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics including packing	0	100.54	0	0	144.18	0
E waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other	-	-	-	-	-	-

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category
Not Applicable

PRINCIPLE 3

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

Essential Indicators

1. A. Details of measures for the well-being of employees

Category	Total(A)	% of employees covered by									
		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)
Permanent Employee											
Male	6,016	6,016	100	6,016	100	-	-	6,016	100	-	-
Female	1,099	1,099	100	1,099	100	1,099	100	-	-	-	-
Total	7,115	7,115	100	7,115	100	1,099	100	6,015	100	-	-
Other than Permanent Employee											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

B. Details of measures for the well-being of workers:

Category	Total(A)	% Workers covered by									
		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)
Permanent Workers											
Male	1,021	1,021	100	1,021	100	-	-	1,021	100	-	-
Female	267	267	100	267	100	267	100	-	-	-	-
Total	1,288	1,288	100	1,288	100	267	100	1,021	100	-	-
Other than Permanent Workers											
Male	15,577	15,577	100	15,577	100	-	-	-	-	-	-
Female	8,772	8,772	100	8,772	100	8,772	100	-	-	-	-
Total	24,349	24,349	100	24,349	100	8,772	100	-	-	-	-

2. Details of retirement benefits, for current and previous financial year

Benefits	FY 2022			FY 2023		
	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

3. 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 office is accessible to people with disabilities, and constant efforts are being made to improve infrastructure and remove barriers to accessibility.

4. 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.

The Company encourages diverse and inclusive growth and is committed to providing an inclusive work culture and a discrimination-free environment for equitable development. The Company's commitments to diverse and inclusive growth, equitable development, and the promotion of human rights are highlighted in the Sustainability Policy. https://www.jubilantfoodworks.com/policies_codes.aspx?mpgid=14&pgid1=30&pgidtrail=54

5. Return to work and retention rates of permanent employees and workers that took parental leave.

Gender	FY 2023			
	Permanent employee		Permanent Workers	
	Return to work rate	Retention rate*	Return to work rate	Retention rate*
Male	100%	89%	100%	90%
Female	100%	89%	100%	95%

*Total number of employees, by gender, who were still employed 12 months after they returned to work post parental leave

6. 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

	Name of the holding / subsidiary / associate companies/joint ventures (A)
Permanent workers	The Company has a very open and transparent mode of communication. Regular townhalls sessions are conducted wherein employees directly gets opportunity to raise their concerns and get actionable information for their areas of concern. Company also have employee friendly open door approach wherein any employee irrespective of hierarchy has access to the senior management. Suggestion box is also placed at the commissaries to review and address grievance of employees at the commissaries.
Other than permanent workers	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. The Policy was modified by the Board with effect from June 15, 2021 to make it more robust and descriptive. The Policy provides a neutral and unbiased forum for any Director or employees of the Company to voice concerns in a responsible and effective manner, if they discover information, which they believe shows malpractice, impropriety, abuse or violation of code of conduct, without fear of reprisal. The Policy is disclosed on Company's website. The Company conducts various trainings and programmes for creating awareness of the Policy amongst the employees of the Company.
Permanent employees	The Company on a regular basis sensitises its employees on the prevention of sexual harassment at the workplace through workshops, group meetings, online awareness programmes and employee communications, which are held on a regular basis.
Other than permanent employees	

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity

Category	FY 2022			FY 2023		
	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)
Total Permanent Employees						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Total Permanent Workers						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	FY 2022					FY 2023				
	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)
Employees										
Male	4,634	519	11	898	19	6,016	577	10	827	14
Female	681	37	5	106	16	1,099	41	4	200	18
Total	5,315	556	10	1,004	19	7,115	618	9	1,027	14

Category	FY 2022					FY 2023				
	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)
Workers										
Male	17,004	17,004	100	17,004	100	16,598	16,598	100	16,598	100
Female	7,027	7,027	100	7,027	100	9,039	9,039	100	9,039	100
Total	24,031	24,031	100	24,031	100	25,637	25,637	100	25,637	100

Note: As part of the job's nature, the safety and quality of service are always prioritized. Hence, the company ensures that every worker undergoes training in areas such as food safety, quality control, hospitality, and more. Additionally, to safeguard the bike riders and promote road safety, comprehensive driver safety training is also imparted

9. Details of performance and career development reviews of employees and worker:

The Company has a strong performance management system in place, wherein performance reviews are conducted. To enhance this experience, multiple workshops on 'Elevating Performance Conversations' covering 600+ people managers are facilitated by external trainers. These workshops aid in equipping managers with an in-depth understanding of the performance management process and how it positively impacts business outcomes and would lay out the guidance for conducting effective conversations and providing constructive feedback. All flexi workforce is getting performance evaluated on monthly basis and for shift manager and above, annual performance evaluation process is followed.

Category	FY 2022			FY 2023		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	4,634	4,634	100	6,016	6,016	100
Female	681	681	100	1,099	1,099	100
Total	5,315	5,315	100	7,115	7,115	100
Worker						
Male	17,004	17,004	100	16,598	16,598	100
Female	7,027	7,027	100	9,039	9,039	100
Total	24,031	24,031	100	25,637	25,637	100

10. 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, internal health and safety management systems and procedures are currently in place for the commissaries. The Company is in the process of obtaining IMS certification.

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

Work related hazards, unsafe conditions and unsafe acts are identified by employees and recorded in the safety digitalisation tool 'Sparrow'. This tool enables identification of hazards, possible causes, consequences and give recommendations for necessary changes/ alterations and critical examination of the process. Physical verification, group hazard identification and risk assessment is conducted internally as well as third party experts.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)

Yes

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/accidental insurance schemes.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2022	FY 2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

Data includes all permanent employees and workers

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

The Company prioritises a safe and healthy workplace for all employees. To develop and improve safety skills, the Company assess the health, safety, and environmental performance of all the locations and provide fire and safety trainings and evacuation drill training.

Certain programmes, such as 'Zero Fatality Programmes' and 'Never Again' initiatives, increased employees' vigilance and awareness of safety. Health and safety audits are also conducted on a regular basis by authorised third-party agencies, and actively pursue points for improving the safety conditions. During this year, the company has delivered over 4,600 manhours of road safety training and approximately 36,000 manhours of general safety training.

13. Number of complaints on the following made by employees and workers:

	FY 2022			FY 2023		
	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	-

14. 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*

* The Company has in-house teams that assess health and safety conditions at plants on a regular basis, as well as third-party Lloyd's Register Quality Assurance (LRQA) assessments.

15. 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 & 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:

1. 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).

Employee – Yes

Worker- Yes

2. 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.

3. 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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Not applicable. The Company gives utmost important to safety at workplace, well defined SOP's are in place and proper adherence to them is assured by site EHS teams.

6. 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 and working conditions, assessed from the value chain partners. However, as preventive actions, the Company has conducted training and awareness session with the key value chain partners, to update them on policies and codes, which include suppliers' code, business responsibility policy, environment policy and so on.

PRINCIPLE 4 Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. 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 the activities, decisions, or outcomes. A broad range of stakeholders are reached in order to better understand their needs and expectations. Please find more details on page 34-36 of our Integrated Report.

2. 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 increases stakeholders' trust and long-term commitment to creating value. Please find more details on page 34-36 of our Integrated Report.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022			FY 2023		
	Total (A)	No. employees /workers covered (B)	% (B/A)	Total (C)	No. employees/ workers covered (D)	% (D/C)
Permanent Employees	5,315	5,315	100	7,115	7,115	100
Other than permanent Employees	0	0	0	0	0	0
Total Employees	5,315	5,315	100	7,115	7,115	100
Permanent Workers	1,910	1,910	100	1,288	1,288	100
Other than permanent	22,121	22,121	100	24,349	24,349	100
Total Workers	24,031	24,031	100	25,637	25,637	100

All employees and workers are receiving human rights awareness sessions. To educate workforce on their rights and responsibilities, the Company regularly holds sessions such as stress management, mental health, equality and non-discrimination, right to healthcare, and many other expert discussions. The company also provides HR handbook while onboarding new joiners, this includes information on human rights awareness as part of the Code of Conduct.

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2022					FY 2023				
	Total (A)	Equal Minimum Wage		More than min wage		Total (D)	Equal Minimum Wage		More than min wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No. (F)	% (F/D)
Permanent Employees										
Male	4,634	0	0	4,634	100	6,016	0	0	6,016	100
Female	681	0	0	681	100	1,099	0	0	1,099	100
Other than permanent Employees										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Permanent Workers										
Male	1,560	0	0	1,560	100	1,021	0	0	1,021	100
Female	350	0	0	350	100	267	0	0	267	100
Other than permanent										
Male	15,444	7,456	48	8,003	52	15,577	7,548	48	8,029	52
Female	6,677	2,950	44	3,711	56	8,772	4,680	53	4,092	47

3. Details of remuneration/salary/wages, in the following format

FY 2023	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	8	1.96	2	1.85
Key Managerial Personnel	2	36.33	1*	15.37
Employees other than BoD and KMP	6,013	0.42	1,098	0.33
Workers	16,598	0.24	9,039	0.24

Median remuneration ₹ in million

Please refer Annexure- A Board Report page no 86 for more details

*Shyam S. Bhartia: Opted not to take sitting fees and commission.

*Sameer Khetarpal: Appointed as CEO & MD w.e.f. September 5, 2022.

*Pratik R. Pota: Resigned as CEO & WTD w.e.f. close of business hours of June 15, 2022. Remuneration includes ESOP perquisites of ₹ 194.11 million for FY 2023(previous year of ₹ 25.65 million).

*Remuneration includes ESOP perquisites of ₹ 7.27 million for FY 2023 (previous year of ₹ 17.58 million)

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, the Company has a focal point for addressing human rights impacts and issues caused to by business

5. 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.

6. Number of complaints on the following made by employees and workers:

	FY 2022			FY 2023		
	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	22	1	NA	43	3	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

7. 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, the Code, or other Company rules, or against anyone who is aiding in any investigation or process relating to such a violation. A dedicated team ensures that every problem is addressed sensitively and that its resolution is delivered on time.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes

9. 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 independent third party
Forced/involuntary labour	100% of the sites and office were assessed by independent third party
Sexual harassment	100% of the sites and office were assessed by the internal committee
Discrimination at workplace	100% of the sites and office are assessed by the internal teams
Wages	100% of the sites and office were assessed by independent third party
Others – please specify	NA

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

Not Applicable

PRINCIPLE 6 Businesses should respect and make efforts to protect and restore the environment**Essential Indicators****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY 2022	FY 2023
Total electricity consumption (A) in GJ	357,548	442,013
Total fuel consumption (B) in GJ	629,924	708,642
Energy consumption through other sources (C) in GJ	5,401	5,148
Total energy consumption (A+B+C) in GJ	992,873	1,155,803
Energy intensity per rupee of turnover (GJ/ ₹ in million)	22.92	22.68
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

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, External Agency - TÜV SÜD SOUTH ASIA PRIVATE LIMITED.

2. 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

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2022	FY 2023
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	48,721	55,241
(iii) Third party water m ³	26,070	34,118
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	74,791	89,359

Parameter	FY 2022	FY 2023
Total volume of water consumption (in kilolitres)*	74,791	89,359
Water intensity per rupee of turnover m ³ /₹ in million	1.73	1.75
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

*Includes data from commissaries

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, External Agency - TÜV SÜD SOUTH ASIA PRIVATE LIMITED.

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

Yes, the Company has implemented zero water discharge mechanism at some of the facilities.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format

Parameter	unit	FY 2022	FY 2023
NOx	MT	-	1.76
SOx	MT	-	0.56
Particulate matter (PM)	MT	-	0.76
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	NA	NA
Hazardous air pollutants (HAP)	-	NA	NA
Others – please specify	-	NA	NA

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, External Agency - TÜV SÜD SOUTH ASIA PRIVATE LIMITED.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format:

Parameter	unit	FY 2022	FY 2023
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	41,399	46,636
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	78,462	96,997
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ e/ ₹ in million	2.77	2.82
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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, External Agency - TÜV SÜD SOUTH ASIA PRIVATE LIMITED.

7. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

- Optimising energy through Energy Management Systems (EMS)

EMS are installed across stores and commissaries to reduce energy consumption. This year, the Company upgraded EMS for approximately 747 stores, which accounts for around 40% of the stores. Due to this the Company has been able to achieve energy savings of around 5%.
- Switching to E-Bikes

The Company has made significant progress this year, increasing the number of e-bikes and e-cycle to 7,594, bringing the percentage of e-bikes to 33%. This is an important initiative to reduce carbon footprint and transition to a more sustainable future. The Company is focused on implementing 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.
- Other energy efficiency initiatives: Some of the initiatives at stores include retrofitting energy efficient air conditioners, deploying energy efficient ovens at new stores, and installing IoT devices at delivery bikes to monitor speed, time, and delivery efficiency. In addition, converting LPG to PNG at stores wherever available can lead to significant savings in emissions, reduced residual gas, and smoother operations.
- Energy efficient ovens: Company's efforts to absorb this technology have resulted in a 10% reduction in fuel consumption, which helped to save operational cost and also reduced the environmental impact.
- Retrofitting old chiller: The project involved a detailed audit to identify areas of improvement and to assess

the design versus actual conditions. This enabled a better understanding of the energy usage patterns and the identification of areas where energy could be saved. The project with energy-efficient chiller has resulted in significant cost savings of approximately 10 lakh Kwh and avoided, around 790 tCO₂e.

- Replacing electric heating with heat pumps:

This project involved replacing electric heaters with energy-efficient heat pumps, which are known for their high energy efficiency and low operating costs. By using heat pumps, the tray washer areas were able to maintain the required temperature for cleaning while consuming significantly less energy.

The implementation of heat pumps at tray washer areas by replacing electric heaters has resulted in significant cost savings of around 3 lakh kwh and avoided around 237 tCO₂e.
- Converting belt drives to direct drives with VFD's:

The belt and pulley system has been a common method for transmitting power for a long time, but it is not the most efficient method. The direct drive and variable frequency drive motors are much more efficient because they eliminate the energy loss that occurs when power is transmitted through belts and pulleys. The direct drive motor is directly connected to the load, while the variable frequency drive motor allows for variable speed control based on the actual load requirements, resulting in significant energy savings.
- Renewable energy: Solar Power Plants are already installed at commissaries in Greater Noida, Nagpur, Mumbai, and Kolkata, accounting for approximately 11% of electricity demand of the Commissaries. This has also replaced 1,424 MWh of electricity generated by fossil fuels and hence avoided 1,125 tCO₂e of emissions.

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2022	FY 2023
Total Waste generated (in metric tonnes)		
Plastic waste (A)	231	362
E-waste (B)	0.7	1.8
Bio-medical waste (C)	0.2	0.4
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	3.9	52.4
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	189.4	337.9
Total (A+B + C + D + E + F + G + H)	425.4	754.8

Parameter	FY 2022	FY 2023
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

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, External Agency - TÜV SÜD SOUTH ASIA PRIVATE LIMITED.

9. 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 the Company's vision on waste management by focusing on reducing, recycling, reusing and recovering waste.

10. 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.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project ¹	EIA Notification No.	Date	Whether conducted by independent external agency Yes/No	Results communicated in public domain (Yes / No)	Relevant Web link
	NA	NA	NA	NA	NA

12. 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

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022	FY 2023
From renewable sources		
Total electricity consumption (A)	5,401	5,148
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	5,401	5,148
From non-renewable sources		
Total electricity consumption (D)	357,548	442,013
Total fuel consumption (E)	629,924	708,642
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	987,473	1,150,655

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, External Agency - TÜV SÜD SOUTH ASIA PRIVATE LIMITED.

2. Provide the following details related to water discharged:

Parameter	FY 2022	FY 2023
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(ii) To Groundwater	-	-
- No treatment	NA	NA
- With treatment – please specify level of treatment		
(iii) To Seawater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	10,641	11,848
(v) Others	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	10,641	11,848

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, External Agency - TÜV SÜD SOUTH ASIA PRIVATE LIMITED.

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. A. Number of affiliations with trade and industry chambers/ associations.

Number of affiliations: 5

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

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

2. 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:

1. Details of public policy positions advocated by the entity:

S. 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

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

Not applicable

- 2. **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

- 3. **Describe the mechanisms to receive and redress grievances of the community**

The Company interacts with the communities across all locations on a regular basis and fine-tunes projects and programmes according to the needs of the community. Also, they facilitate a structured meeting where community leadership and local commissaries leadership connect annually.

- 4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY 2022	FY 2023
Directly sourced from MSMEs/Small producers	29%	31%
Sourced directly from within the district and neighbouring districts*	63%	59%

*Neighbouring districts include suppliers from the same region/state of our commissaries.

Leadership:

- 1. **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

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

Not Applicable

- 3. **Details of beneficiaries of CSR projects**

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Dairy farmer Development	10,000	-
2.	Goat Farmer Project	2,500	-
3.	Community Health (Access available to 4,50,000 people)	150,000	-
4.	First Generation Learners	10,000	-
5.	Women on Wheels	300	100%

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Consumers can express their concerns or file a complaint through complaint management systems, in which complaints from various platforms, such as telephonic complaints, complaints from the app, and complaints from other known channels, are documented in a complaint database, and each complaint is directed to the serving restaurant. These teams contact customers as soon as possible to understand and resolve their problems, followed by feedback on their experience.

2. 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%

Details can also be referred from the Baking Goodness document available at website: <https://pizzaonline.dominos.co.in/tnc>

<https://pizzaonline.dominos.co.in/tnc>

<https://www.popeyes.in/info/tnc>

<https://dunkinindia.com/terms-and-conditions>

<https://hongskitchen.in/tnc>

3. Number of consumer complaints in respect of the following

	FY 2022			FY 2023		
	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	-	1	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: No of Notices	17	0	-	9	0	-
Other: Consumer Cases	17	58	-	22	53	-
Other : Product Quality related	9,020	0	-	10,541	0	-
Total	9,054	58	-	10,573	53	-

Total no of customer complaints includes notices, consumer cases, and product-related complaints, etc.

As on March 31, 2023, there are 53 pending consumer cases under litigation that will be resolved in due course.

4. Details of instances of product recalls on account of safety issues:

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

However, There were seven (7) product withdrawal from the supply chain centres and not from the customer end.

5. 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 complete card number, CVV number, card expiry date and so on. The Company follows well-known cyber security management frameworks, such as NIST is ISO 27001 certified. The PCI DSS v3.2.1 certification has been achieved and shared with payment gateways.

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 drills.

6. 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, 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.

Leadership:

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

The Company 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:

- a) **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.
- b) **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.
- c) **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.
- d) **Press Releases:** The Company regularly issues press releases to provide information about its business

operations, product launches, and other relevant updates. These press releases can be accessed through various online news portals. <https://www.jubilantfoodworks.com/media/press-releases>

2. 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. The following are some platforms with wider reach among consumers:

- **Labelling:** Information is provided on appropriate portion sizes, potential allergens and any other relevant information to help consumers make informed decisions
- **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 more than 5,000 street food vendors through 101 training batches across 36 cities 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 millets' mela, Shree Anna Walkathon 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.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Not applicable

4. 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)

No

For and on behalf of the Board of Directors

Shyam S. Bhartia
Chairman & Director
DIN: 00010484

Place: Noida
Date: May 17, 2023

Hari S. Bhartia
Co-Chairman & Director
DIN: 00010499

Place: Noida
Date: May 17, 2023



Assurance statement on third-party verification of sustainability information

Unique identification number: **4153825150**

TÜV SÜD South Asia Pvt Ltd. (hereinafter TÜV SÜD) has been engaged by Jubilant Foodworks Ltd. to perform a limited assurance and verification of sustainability information in the “BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT”, of Jubilant Foodworks Limited (hereinafter “Company”) for the period from 1st April 2022 to 31st March 2023. The verification was carried out according to the steps and methods described below.

Scope of the verification

The third-party verification was conducted to obtain limited assurance about whether the sustainability information is prepared in accordance with the reporting criteria of the Standard on International Standard on Assurance Engagements (ISAE) 3000 (hereinafter “Reporting Criteria”).

The following selected disclosures (“parts of the report”) are included in the scope of the assurance engagement for reporting year April 1, 2022 – March 31, 2023 along with comparative previous year information.

The following selective disclosures in the Report “BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT”, published at Integrated Report FY 2022-23 <https://www.jubilantfoodworks.com/company-reports/annual-reports>

S.No.	BRSR indicator reference	Description of indicator
1.	Section A – 18-a	Employees and workers (including differently abled).
2.	Section A – 18-b	Differently abled Employees and workers.
3.	Section A – 19	Participation/Inclusion/Representation of women.
4.	Section A – 20	Turnover rate for permanent employees and workers.
5.	Section A – 23	Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct.
6.	Section B-6	Performance of the entity against the specific Commitments.
7.	Section C – Principle 1 – 1 (Essential Indicator)	Percentage coverage by training and awareness programmes on any of the Principles during the Financial Year.
8.	Section C – Principle 1 – 1 (Leadership Indicator)	Awareness programmes conducted for value chain partners on any of the Principles during the Financial Year.
9.	Section C – Principle 2 – 2-A (Essential Indicator)	Procedures in place for sustainable sourcing.
10.	Section C – Principle 2 – 2-B (Essential Indicator)	Percentage of inputs were sourced sustainably.



11.	Section C – Principle 2 – 4 (Essential Indicator)	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.
12.	Section C – Principle 2 – 3 (Leadership Indicator)	Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).
13.	Section C – Principle 2 – 4 (Leadership Indicator)	Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed.
14.	Section C – Principle 3 – 1 (Essential Indicator)	Details of measures for the well-being of employees and workers.
15.	Section C – Principle 3 – 2 (Essential Indicator)	Details of retirement benefits, for Current Financial Year.
16.	Section C – Principle 3 – 3 (Essential Indicator)	Accessibility to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.
17.	Section C – Principle 3 – 5 (Essential Indicator)	Return to work and Retention rates of permanent employees and workers that took parental leave.
18.	Section C – Principle 3 – 8 (Essential Indicator)	Details of training given to employees and workers.
19.	Section C – Principle 3 – 9 (Essential Indicator)	Details of performance and career development reviews of employees and worker.
20.	Section C – Principle 3 – 11 (Essential Indicator)	Details of safety related incidents.
21.	Section C – Principle 3 – 13 (Essential Indicator)	Number of Complaints on working conditions & Health safety made by employees and workers.
22.	Section C – Principle 3 – 14 (Essential Indicator)	Assessments for the year (Health and safety practices, Working Conditions).
23.	Section C – Principle 3 – 1 (Leadership Indicator)	life insurance or any compensatory package in the event of death.
24.	Section C – Principle 4 – 2 (Essential Indicator)	List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.
25.	Section C – Principle 5 – 1 (Essential Indicator)	Employees and workers who have been provided training on human rights issues and policies of the entity.
26.	Section C – Principle 5 – 2 (Essential Indicator)	Details of minimum wages paid to employees and workers.
27.	Section C – Principle 5 – 4 (Essential Indicator)	Focal point responsible for addressing human rights impacts or issues caused or contributed to by the business.
28.	Section C – Principle 5 – 5 (Essential Indicator)	Internal mechanisms in place to redress grievances related to human rights issues.
29.	Section C – Principle 5 – 6 (Essential Indicator)	Number of Complaints made by employees and workers



30.	Section C – Principle 5 – 9 (Essential Indicator)	Assessments for child labour, Forced/involuntary labour, Sexual harassment, Discrimination at workplace and Wages.
31.	Section C – Principle 6 – 1 (Essential Indicator)	Details of total energy consumption and energy intensity.
32.	Section C – Principle 6 – 3 (Essential Indicator)	Details of total water consumption and water intensity.
33.	Section C – Principle 6 – 5 (Essential Indicator)	Details of air emissions (other than GHG emissions) by the entity.
34.	Section C – Principle 6 – 6 (Essential Indicator)	Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions).
35.	Section C – Principle 6 – 8 (Essential Indicator)	Details of total waste generated.
36.	Section C – Principle 6 – 1 (Leadership Indicator)	Break-up of the total energy consumed (in Joules or multiples) from renewable and nonrenewable sources.
37.	Section C – Principle 6 – 2 (Leadership Indicator)	Water discharge by destination and level of treatment (in kiloliters).
38.	Section C – Principle 8 – 3 (Essential Indicator)	Describe the mechanisms to receive and redress grievances of the community.
39.	Section C – Principle 8 – 4 (Essential Indicator)	Percentage of input material sourced from MSME suppliers.
40.	Section C – Principle 8 – 3 (Leadership Indicator)	Details of beneficiaries of CSR projects.
41.	Section C – Principle 9 – 2 (Essential Indicator)	Turnover of products and/ services as a percentage of turnover from all products/service that carry information.
42.	Section C – Principle 9 – 3 (Essential Indicator)	Number of consumer complaints.
43.	Section C – Principle 9 – 4 (Essential Indicator)	Details of instances of product recalls on account of safety issues.
44.	Materiality Assessment	The materiality assessment process has been carried out, by independent third party, based on the requirements of the Sustainability Standards.

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the sustainability reporting, and accordingly, we do not express a conclusion on this information. It was not part of our engagement to review product- or service-related information, references to external information sources, expert opinions and future-related statements in the Report.

Responsibility of the Company

The legal representatives of the Company are responsible for the preparation of the sustainability information in accordance with the Reporting Criteria. This responsibility includes in particular the selection and use of appropriate methods for sustainability reporting, the collection and compilation of information and the making of appropriate assumptions or, where appropriate, the making of appropriate estimates. Furthermore, the legal representatives are responsible for necessary internal controls to enable the preparation of a sustainability report that is free of material - intentional or unintentional - erroneous information.



Verification methodology and procedures performed

The verification engagement has been planned and performed in accordance with the verification methodology developed by the TÜV SÜD Group which is based upon the ISO 17029 and ISAE 3000.

The applied level of assurance was “limited assurance”. Because the level of assurance obtained in a limited assurance, the engagement is lower than in a reasonable assurance engagement, the procedures the verification team performs in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement.

The verification was based on a systematic and evidence-based assurance process limited as stated above. The selection of assurance procedures is subject to the auditor’s own judgment.

The procedures included amongst others:

- Inquiries of personnel who are responsible for the stakeholder engagement und materiality analysis to understand the reporting boundaries
- Evaluation of the design and implementation of the systems and processes for compiling, analysing, and aggregating sustainability information as well as for internal controls
- Inquiries of company’s representatives responsible for collecting, preparing and consolidating sustainability information and performing internal controls
- Analytical procedures and inspection of sustainability information as reported at group level by all locations
- Assessment of local data collection and management procedures and control mechanisms through a sample survey at Greater Noida, Kolkata & Bengaluru.

Conclusion

On the basis of the assessment procedures carried out from 01.05.2023 to 25.06.2023, Nothing has come to our attention to suggest that the Report does not meet the completeness with respect the Reporting Criteria.

Limitations

The assurance process was subject to the following limitations:

- The subject matter information covered by the engagement are described in the “scope of the engagement”. Assurance of further information included in the sustainability reporting was not performed. Accordingly, TÜV SÜD do not express a conclusion on this information.
- Financial data were only considered to the extent to check the compliance with the economic indicators provided by the GRI Standards and were drawn directly from independently audited financial accounts. TÜV SÜD did not perform any further assurance procedures on data, which were subject of the annual financial audit.
- The assurance scope excluded forward-looking statements, product- or service-related information, external information sources and expert opinions.

Use of this Statement

The Company must reproduce the TÜV SÜD statement and possible attachments in full and without omissions, changes, or additions.

This statement is by the scope of the engagement solely intended to inform the Company as to the results of the mandated assessment. TÜV SÜD has not considered the interest of any other party in the selected sustainability information, this assurance report or the conclusions TÜV SÜD has reached. Therefore, nothing in the engagement or this statement provides third parties with any rights or claims whatsoever.



Independence and competence of the verifier

TÜV SÜD South Asia Pvt Ltd. is an independent certification and testing organization and member of the international TÜV SÜD Group, with accreditations also in the areas of social responsibility and environmental protection. The assurance team was assembled based on the knowledge, experience and qualification of the auditors. TÜV SÜD South Asia Pvt Ltd hereby declares that there is no conflict of interest with the Company.

Place, Date

26th July 2023

Gurugram (Haryana)

A handwritten signature in black ink, appearing to read 'Prosenjit Mitra'.

Prosenjit Mitra
DGM- Audit Services
(Business Line - Verification, Validation & Audit)

A handwritten signature in black ink, appearing to read 'Shashank Chaudhary'.

Shashank Chaudhary
Manager- Sustainability Services