

Eternal Limited
(formerly known as Zomato Limited)

TCFD Report

For Eternal's Food Ordering
and Delivery Business - FY25



Table of Contents

List of Abbreviations	2
TCFD Index	3
Introduction	4
Overview	4
Purpose of this report	4
Scope and framework	4
Governance	5
Governance structure	6
▶ Board of Directors (BoD)	6
▶ BoD's roles and responsibilities on ESG matters including climate change	6
▶ Management roles and responsibilities on ESG matters including climate change	7
Integration of climate-related risks and opportunities into policies	7
Strategy	8
Materiality assessment	9
Climate risk assessment	9
▶ Scenario analysis	10
▶ Climate-related risks and opportunities	11
▶ Strategic planning using scenario analysis	13
Risk Management	15
Step 1- Risk identification	16
Step 2- Risk analysis	16
Step 3- Risk prioritisation	16
Metrics and Targets	17
Transparency in Reporting	19

List of Abbreviations

Abbreviation	Definition
B2C	Business-to-consumer
BoD	Board of Directors
CSR	Corporate Social Responsibility
ERM	Enterprise Risk Management
EV	Electric Vehicle
IPCC	Intergovernmental Panel on Climate Change
IREC	International Renewable Energy Certificate
NGFS	Network for Greening the Financial System
RCP	Representative Concentration Pathways
RMC	Risk Management Committee
SSP	Shared Socioeconomic Pathways
TCFD	Task Force on Climate-related Financial Disclosures

TCFD Index

TCFD Section	Recommendation	Description	Page No.
Governance	Board oversight	Disclose the Board's oversight of climate-related risks and opportunities.	6
	Management's role	Describe management's role in assessing and managing climate-related risks and opportunities.	7
Strategy	Climate-related risks and opportunities	Identify the climate-related risks and opportunities over the short, medium, and long term.	11-12
	Impact on organisation	Explain the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.	11-12
	Resilience of strategy	Describe the resilience of the organisation's strategy, considering different climate-related scenarios, including a 2°C or lower scenario.	13-14
Risk Management	Processes for identifying and assessing risks	Describe the processes for identifying and assessing climate-related risks.	16
	Processes for managing risks	Describe the processes for managing climate-related risks.	16
	Integration into overall risk management	Explain how climate-related risks are integrated into the organisation's overall risk management framework.	16
Metrics and Target	Metrics used	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management.	18
	GHG emissions disclosure	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	18
	Targets used	Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	19

Introduction

Overview

Eternal Limited (Eternal / the "**Company**") inter alia operates a business-to-consumer (B2C) technology platform called Zomato that provides customers with a seamless, on-demand solution to search and discover local restaurants, order food, and have it delivered reliably and quickly (Food Ordering and Delivery Business). Orders placed by customers are prepared by restaurants and fulfilled through a last-mile delivery fleet consisting of independent delivery partners. In FY25, 853 million orders were placed on the Zomato platform, with 20.6 million average monthly transacting customers, 2,97,000 average monthly active food delivery restaurant partners and 4,73,000 average monthly active delivery partners.

From the very start of our business operations, our approach has been guided by our commitment to responsible and sustainable business growth while creating value for all our stakeholders. We are committed to operate in an environmentally responsible and sustainable manner, and are continuously trying to study and understand the risks and impact of climate change on our operations.

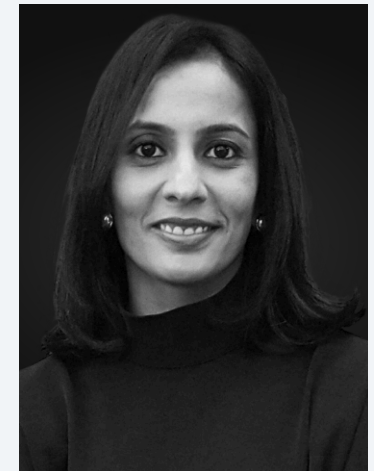
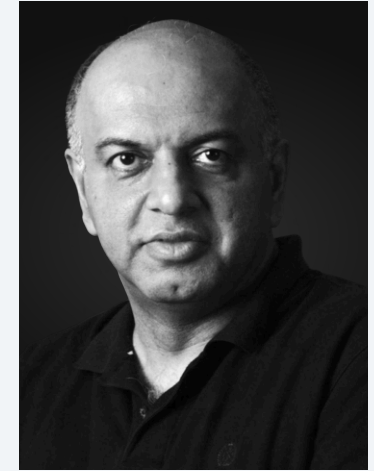
Purpose of this report

The purpose of this report is to highlight Eternal's structured approach towards managing climate-related risks and opportunities with respect to its food ordering and delivery business. This report aims to provide stakeholders with detailed insights into our climate strategy, actions, and progress insofar as it relates to our food ordering and delivery business.

Scope and framework

The report covers the climate-related performance of Eternal's food ordering and delivery business across its operations and value chain for the fiscal year 2024-2025. It follows the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), addressing disclosures with respect to governance, strategy, risk management, and metrics and targets.

Governance



Note: Gunjan Tilak Raj Soni has stepped down from Eternal's board in FY25 (October 11, 2024) due to personal commitments.ternal

Governance structure

Corporate governance is an intrinsic part of our values, guiding us towards best business practices and defining how we interact and operate with our stakeholders on our path to sustainability. The Company's Board of Directors ("Board") exercises independent judgement and plays a vital role in the oversight of the Company's affairs. While day-to-day operations are managed by a competent team under the Board's supervision, various committees have been constituted to focus on well-defined areas of responsibility, delivering time-bound recommendations.

Board of Directors (BoD)

The Board consists of eminent individuals with experience in business management, finance, human resource, corporate governance, public policy and industry. The Board provides guidance to the management and directs, supervises, and oversees the activities of the Company.

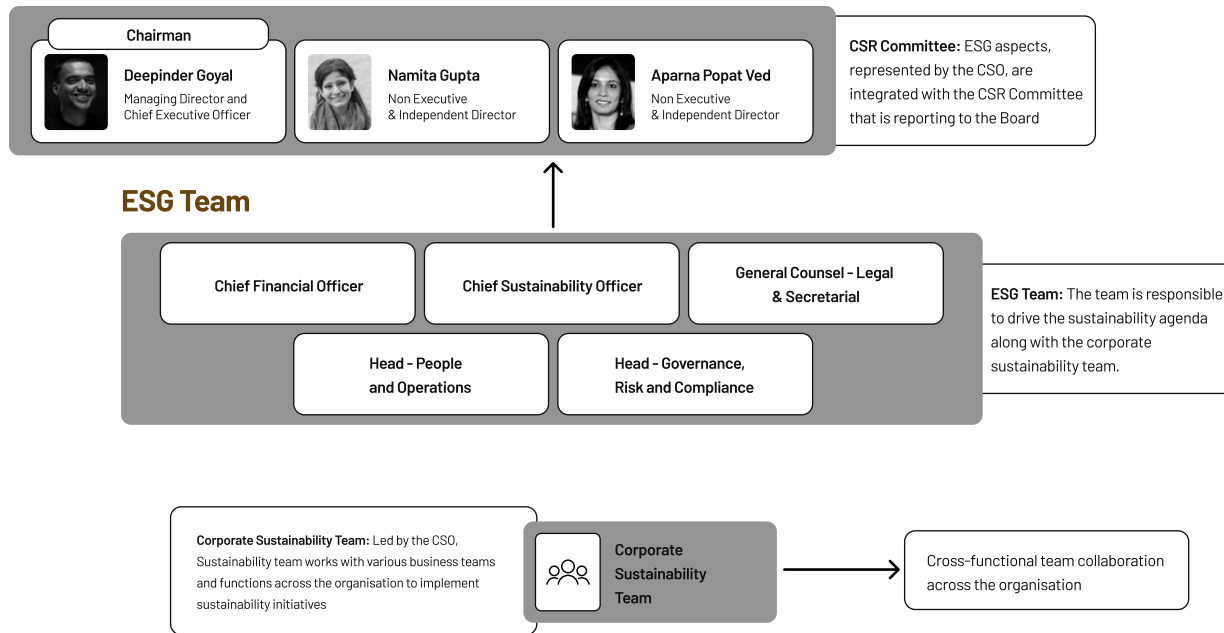
BoD's roles and responsibility on ESG matters including climate change

Eternal's Corporate Social Responsibility (CSR) committee, a sub-committee of Eternal's Board of Directors, has oversight of ESG matters including climate change. It comprises the Managing Director & CEO, and Non-Executive Independent Directors. This committee meets at least once a year to execute the following responsibilities

- Review and guide Eternal's environmental strategy
- Monitor the plan of action
- Monitor the progress made towards the environmental goals including its targets related to climate

At the beginning of FY25, the CSO presented the progress made towards Company's ESG 2030 Goals, our performance towards 100% EV-based deliveries to the CSR committee.

CSR committee



Note: Gunjan Tilak Raj Soni has stepped down from Eternal's board in FY25 (October 11, 2024) due to personal commitments.

Management roles and responsibilities on ESG matters including climate change

At the management level, the CEO holds the highest responsibility and oversight on matters related to ESG including climate, supported by the ESG team. The ESG team includes the Chief Financial Officer, Chief Sustainability Officer, Head - Governance, Risk, and Compliance, Head - People Operations, and General Counsel- Legal & Secretarial, and reports achievements and progress to the CSR committee. As stated in Eternal's Environmental Policy, the Chief Sustainability Officer (CSO) maintains regular communication with the CSR committee through meetings focused on strategy and performance against the climate and sustainability goals set by the Company.

Integration of climate-related risks and opportunities into policies

Eternal is committed to operate in an environmentally responsible and sustainable manner, and we recognize that risks associated with climate change and extreme weather events can have an impact on our operations. As stated in our Environmental Policy, we are committed to minimizing our own contribution to climate change and have set a goal of achieving net zero emissions across our food ordering and delivery value chain by 2033. Our goal of facilitating 100% EV-based deliveries for our food ordering and delivery business by 2030 (EV100 commitment) is expected to play a key role in contributing towards our net zero ambition mentioned above. In addition, our Risk Management Policy highlights the formulation of a framework for identification of internal and external risks faced by the Company, including ESG-related risks, and governance over measures for risk mitigation as key responsibilities of the Risk Management Committee. Both the policies are approved by the Board of Eternal Limited.

Strategy



Introduction

Governance

Strategy

Risk Management

Metrics and Targets

Strategy

Our Strategy has been guided by our commitment to responsible and sustainable business growth while creating value for all our stakeholders. In line with this commitment, we continue to push the boundaries and take on new goals that not only help make our planet greener, but also enhance the Company's resilience to climate change. In FY22, we carried out a materiality assessment exercise to determine the key ESG issues faced by our food ordering and delivery business, and in FY24, we conducted climate-related risks and opportunities assessment to assess the potential impacts of climate risks on our food ordering and delivery business.

Materiality assessment

In FY22, we identified key material issues for the Company's food ordering and delivery business from an Environment, Social and Governance perspective, through a detailed materiality assessment exercise based on relevance to the food ordering and delivery business and importance for its stakeholders. We laid out eight core themes for this business in alignment with the United Nations Sustainable Development Goals, and one of these themes is 'Climate Conscious Deliveries'. As part of this theme, we have been offering carbon neutral food deliveries since FY22 and have committed to achieving net zero emissions across our food delivery value chain by 2033.

Climate risk assessment

In FY24, we undertook a detailed climate risk assessment exercise with respect to our food ordering and delivery business to assess the impact of physical climate risks and transitional risks across our top 15 cities. This assessment covered our direct operations and the value chain for the food ordering and delivery business for the short, medium, and long-term. We defined the time horizons as follows-

Short-term	0-1 year
Medium-term	2-5 years
Long-term	6-15 years

Scenario analysis

As a part of the above climate risk assessment, we conducted a scenario analysis to explore a range of possible futures, focusing on both physical risks (such as extreme weather events) and transitional risks (such as regulatory changes) across short, medium, and long-term timeframes specified above. The Company's scenario analysis framework is based on widely recognized climate pathways for physical and transitional risk, including:

- **Representative Concentration Pathways (RCPs):** The RCPs are used to model physical risks such as extreme weather events, rising temperatures, and precipitation. We used RCP 2.6 (a low-emission scenario consistent with limiting global temperature rise to below 2°C) and RCP 8.5 (a high-emission scenario with minimal mitigation efforts).
- **Shared Socio-economic Pathways (SSPs):** The SSPs represent distinct socioeconomic futures, ranging from sustainability-focused growth (SSP1) to fossil fuel-driven growth (SSP5). These pathways are combined with RCPs to capture climate impacts, including extreme weather events. We chose a low-emission scenario like SSP1-2.6 which is aligned with our corporate sustainability strategy, including our EV100 commitment and our goal to achieve net-zero emissions across our food delivery value chain by 2033. Additionally, a high-emission scenario like SSP5-8.5 helps us prepare for severe climate risks and ensure readiness to mitigate these risks and maintain business continuity regardless of future climatic events.
- **Bespoke Climate Transition Scenario:** Bespoke climate scenarios account for both low and high-emission pathways, preparing Eternal for a range of transitional risks. The scenario-building process for asset-light companies like Eternal is constrained by the lack of precise predictive tools and data, making it important to remain flexible in assumptions and tailor scenarios to fit the requirements of our food ordering and delivery business. We developed a bespoke transition scenario through internal stakeholder consultations, analysing emerging trends in regulations, market uncertainties, etc. related to climate change in both the global and Indian context. This approach helps us ensure readiness to mitigate these risks and maintain business continuity regardless of future climatic events.
- **NGFS scenarios framework:** We used the Net Zero 2050 and Below 2-degree scenarios under the 'Orderly category' specified under NGFS to represent low-emissions pathways with timely climate action. For high-emission outcomes, we applied the Current Policies scenario under the 'Hot House World' category specified under NGFS, reflecting limited climate action. These ranges reflect a wide range of plausible futures which help us assess potential impacts under both proactive and business-as-usual scenarios.

The below table highlights the physical and transitional risk scenarios we have chosen for low and high emissions pathways -

Risk	Scenario analysis framework	Low emission pathways	High emission pathways
Physical Risk	RCP	RCP 2.6 (SSP1)	RCP 8.5 (SSP5)
Transition Risk	NGFS	<ul style="list-style-type: none"> • Orderly: Net zero 2050 • Orderly: Below 2-degree Scenario 	Current Policy: Hot House World Scenario

Climate related risks and opportunities

As part of the above climate risk assessment exercise for our food ordering and delivery business, we covered both risks and opportunities mapped across our value chain for this business, including upstream, downstream, and direct operations. In our value chain, we examined the impact of these risks on various stakeholders like customers, delivery partners, and restaurant partners. We assessed the impact of physical climate risks such as cyclones, storms, heavy precipitation, increasing/decreasing temperature, flooding, and heat/cold waves, as well as transitional risks across our top 15 cities for the food ordering and delivery business under IPCC RCP 2.6 and RCP 8.5 scenarios. As a result, the environmental risks were identified only in our upstream and downstream value chain. No environmental risks were identified with a potential to have a substantive effect on our direct operations.

An example of a key physical climate risk with a substantive impact on our food ordering and delivery value chain, which was assessed during FY24 is provided in the below table -

Risk	Event	Description	Impact	Mitigation strategy
<p>Acute and chronic physical risk (Precipitation)</p>	<p>India's climate is shaped by numerous seasonal rainfall cycles, each affecting different regions of the country.</p> <p>The Southwest Monsoon (June to September) brings heavy rains to most of the country, while the Northeast Monsoon or Retreating Monsoon (October to December) affects southeastern India, particularly Tamil Nadu. Northern India experiences winter, rain and snow from December to February, due to Western Disturbances and extratropical storms originating from the Mediterranean. In addition to the monsoons, tropical cyclones from both the Bay of Bengal and the Arabian Sea can affect coastal cities like Chennai, Kolkata, and Mumbai, bringing heavy rainfall and high-velocity winds.</p>	<p>The heavy precipitation may have a negative impact on the food ordering and delivery business.</p>	<p>Precipitation, i.e., rain, poses a risk to our on-ground business operations, including the availability of delivery partners, serviceability of restaurant partners, and timelines of deliveries, which, in turn, impacts our order volumes and revenues. Heavy precipitation and cyclones, in particular, can lead to urban flooding and severe waterlogging, disrupting our serviceability in impacted areas.</p>	<p>Eternal has implemented several measures to monitor weather, ensure the health and safety of our delivery partners and continuity of our business operations during rains. These measures include -</p> <ul style="list-style-type: none"> • Providing delivery partners with high-quality, weather appropriate apparel such as rain suits. • Expanded Automatic Weather Stations (AWS) to 850 devices across 70 cities to help business teams respond to changing weather quickly. • Offering additional weather-linked incentives to support availability of delivery partners during such conditions. • Creating a network of physical shelters (resting points) for delivery partners across the country in partnership with our restaurant partners and other retail establishments. Eternal has extended its shelter project to 2719 resting points to provide shelter for delivery partners during extreme weather. <p>These measures have helped Eternal contain the loss of orders and impact on revenues in the reporting year (FY25).</p>

Other key physical risks include extreme heat events such as heat waves and cold stress events. Given the potential impact of these events on the order volumes and revenues of our food ordering and delivery business, as well as the large set of variables that determine the food ordering behaviour of customers on any given day in the year, we are conducting further analysis to determine the nature and extent of the impact of such risks.

Additionally, we evaluated the potential transitional risks to the business related to Policy, Market, Reputation, Technology and Liability on a medium to long-term time horizon. The below table provides the details and relevance of various transitional risks to Eternal's food ordering and delivery business.

TCFD risk category

Risk name

Particulars and Relevance to Eternal's food ordering and delivery business

	Introduction of carbon pricing	If any form of carbon pricing - such as a levy on vehicles running on fossil fuels - is introduced in India, delivery partners relying on petrol-powered two-wheelers would face higher fuel costs. As a result, Eternal may need to absorb some of these costs, increasing overall operational expenses and impacting profit margins. Additionally, passing higher delivery costs to customers may result in reduced order volumes. Accelerating the transition to EV based deliveries, which is in alignment with Eternal's EV100 commitment, could help mitigate these risks.
Legal and policy risks	National and regional public policy restrictions and city-wise extreme weather advisories from state and national governments	Policies targeting urban pollution and climate action (e.g., city-wide EV mandates, emissions standards) require Eternal to facilitate sustainable delivery practices, such as EV integration for facilitating deliveries. Rising extreme weather risks (e.g., precipitation, heatwaves) may increase delivery partner insurance costs, necessitate delivery route adjustments and result in enhanced infrastructure investments for delivery partner safety (e.g., shelters, weather-linked incentives). In addition, these risks may prompt new public policies, such as mandated changes to working hours for delivery partners during extreme weather conditions, which may impact order volumes and revenue.
	EV policies applicable at city / state level	Certain cities / states may introduce EV mandates. For instance, Delhi's EV policy mandates fleet electrification for aggregators and delivery service providers. Failing to comply with such policies could lead to regulatory penalties, delivery disruptions, and reputational risks, undermining ESG commitments and market presence. Adhering to such policies can reinforce Eternal's sustainability leadership while ensuring alignment with regulatory expectations.
Technology risk	Advancements in EV technology	The landscape of EV technology is evolving rapidly, with the risk that many battery technologies may become obsolete as delivery partners make the transition to EVs. This would result in the need to continuously incentivize delivery partners to switch to vehicles with the latest technologies and could result in lower efficiencies in case we are unable to do so.
Market risk	Fuel and food price volatility	Rising fuel prices inflate delivery costs, impacting margins and potentially leading to higher delivery fees. Similarly, food price inflation—driven by climate change and supply chain disruptions—may raise restaurant costs, affecting affordability for customers and reducing order volumes.
Reputational risk	Missed ESG targets	Non-compliance or missed targets may lead to reputational damage, regulatory penalties, customer attrition, and investor attrition. Conversely, achieving and exceeding ESG targets could differentiate Eternal, attracting sustainability-conscious consumers to its food ordering and delivery business, and bolstering its brand value.

We are further analysing the mitigation plan for the above mentioned transitional risks and have also identified resilience opportunities for our business and are evaluating them for their long-term positive impact.

Strategic planning using scenario analysis

We have included the outcome of the climate risk assessment exercise in Eternal's Enterprise Risk Management (ERM) process. To address climate related risks such as precipitation, and to build operational resilience, we have already undertaken several measures, including-

1. EV Based Deliveries

To reduce last-mile delivery emissions and achieve our EV100 commitment by 2030, we are assisting our delivery partners in adopting EV(s), through digital communication, on-ground events and EV partnerships.

	Details of the initiative	FY25 progress
EV awareness	<ul style="list-style-type: none"> YouTube channel 'Zomato Delivery Partners'- we have released engaging videos to generate awareness among delivery partners about the benefits of using EVs for deliveries. This channel is very popular among delivery partners. Communication hub on Zomato's delivery partner app- which updates partners on initiatives that can be beneficial, including new EV partnerships, financial products and offers for owning an EV bike. 	In FY25 Delivery Partners were made aware of the benefits of transitioning to EVs through engaging videos on the YouTube channel resulting in more than 77,111 views and also through notifications etc.
Policy advocacy	<p>Bridged the gaps between delivery partners and EV ecosystem providers, through on-ground events like EV mela(s) and bazaars.</p> <ul style="list-style-type: none"> In September 2024, we organised an EV bazaar in Delhi. The event aligned with the Delhi government's goal of making Delhi - the EV Capital, supporting initiatives like the Delhi EV Policy and the 2023 Motor Vehicle Aggregator and Delivery Service Provider Scheme. 	The EV bazaar event was attended by more than 1,000 delivery partners which helped enhance their awareness about the EV ecosystem.
EV partnerships	Our partnerships with rental agencies, battery swapping companies and EV-based logistic service providers helps in seamless access to EVs on rent for delivery partners.	We've partnered with 40+ EV ecosystem providers as on March 31st 2025. It enabled delivery partners to view and book EVs to rent through the 'Rent an EV' feature on their app. They are also able to view conveniently located charging and swapping points that fall in their zone directly on the delivery partner app. 25,851 DPs have rented EVs via the Rent an EV feature in FY25.

These EV initiatives reinforce our commitment to achieve our targets through focused policy advocacy and collaborative stakeholder engagement. As a result of our efforts:

- Our monthly active EV -based delivery fleet as of March 2025 stood at 37,077 which is 1.3x the number of EV-based partners in our fleet compared to March 2024.
- 10.3% of our food delivery orders were delivered by EVs in FY25, helping avoid 4,981 tCO2e (scope 3) emissions.
- In FY25 our last-mile delivery emissions on a per km basis reduced by 10.53% since FY22.

2. Support for Delivery Partners:

We implemented the following measures to monitor weather, ensure the health and safety of our delivery partners and continuity of our business operations during rains -

- Providing delivery partners with high-quality, weather-appropriate apparel such as rain suits.
- Installing over 850 Automatic Weather Stations (AWS) across 70 cities that provide precise and real-time data on key weather parameters such as temperature, wind speed, and rainfall. This helps business teams to make informed business decisions and better serve our customers and delivery partners under various climatic conditions.
- Offering additional weather-linked incentives to support the availability of delivery partners during such conditions.
- Eternal has extended its Shelter Project to 2719 resting points for delivery partners across the country to provide shelter for delivery partners during extreme weather in partnership with our restaurant partners and other retail establishments.



Risk Management

Introduction

Governance

Strategy

Risk Management

Metrics and Targets

Risk management process

Eternal has a robust risk management framework designed to effectively identify, assess, and manage both the internal and external risks faced by the Company, including ESG related risks. A Risk Management Committee (RMC) has been set up by the Board to design, implement, and monitor the Company's risk management strategies. The RMC ensures that the risk management strategies and procedures are effective, and continuously monitored and reviewed. The Company has also formulated a Risk Management Policy which is adopted by the Board, and is available on our website link. The Risk Management Policy is reviewed periodically by the RMC.

As laid out below, the Company employs a structured approach to identify and assess climate-related risks across its food ordering and delivery operations and value chain.

Step 1- Risk Identification

This stage entails identifying physical and transitional risk events, impact areas, their causes, and any potential repercussions. The possible event could have a positive or negative impact on the Company's goals.

Step 2- Risk Analysis

The possibility of each risk happening, and its potential effects, are determined through risk analysis. The identified climate-related risks are evaluated based on two criteria -

- **Impact:** The potential impacts which are evaluated include financial, operational, reputational, and strategic consequences, with each risk rated on a scale ranging from Low to Critical.
- **Likelihood:** Historical data, climate models and stakeholder consultations are used to evaluate the probability of occurrence.

Step 3- Risk Prioritisation

Risk measurement through the 'risk heat map' matrix is evaluated by combining the impact (consequence) and likelihood scores of each physical risk event. Each event is rated as Critical, High, Medium, or Low based on the assessments of the associated risks. Risks rated as 'High' and 'Critical' based on the above analysis undergo detailed financial impact assessments to estimate potential costs, including direct and indirect effects. Eternal prioritises the identified risks based on their overall rating determined through the above mechanism.

We have included the outcome of the climate risk assessment exercise for the food ordering and delivery business in Eternal's Enterprise Risk Management (ERM) process.

The strategic mitigation measures to address the identified climate-related risks are highlighted in the previous section 'Strategic Planning using Scenario Analysis'.

Metrics and Targets



Metrics

GHG emissions

	FY22	FY23	FY24	FY25
Total Scope 1	Gross: 15.16 tCO2e Net: 0*	Gross: 8.07 tCO2e Net: 0*	Gross: 7.01 tCO2e Net: 0*	Gross: 57.27 tCO2e Net: 0*
Total Scope 2	Gross: 62.25 tCO2e Net: 0**	Gross: 67.44 tCO2e Net: 0**	Gross: 81.97 tCO2e Net: 0**	Gross: 90.42 tCO2e Net: 0**
Total Scope 3	84,314.78 tCO2e	1,02,654.57 tCO2e	1,20,120.13 tCO2e	1,32,089.34 tCO2e

*For scope-1: The above numbers are after deducting the carbon removal offsets purchased to maintain carbon neutrality for scope-1.

**For Scope-2: The above numbers are after deducting the International Renewable Energy Certificate (IREC) purchased to maintain carbon neutrality for scope-2.

Scope 3 Categories

	FY22	FY23	FY24	FY25
Category 1 - Purchased goods and services	5,667.34	9,323.28	15,598.48	13,672.62
Category 3 - Fuel & energy related emissions	33.03	34.80	41.27	33.57
Category 5 - Waste generated in operations	0.0012	3.20	1.11	2,916.11
Category 6 - Business travel	568.34	791.87	1,218.13	5291.55
Category 7 - Employee commuting	1,856.00	2,524.93	2,673.83	0.03
Category 9 - Downstream transportation & distribution	76,190.07	89,976.49	100,587.32	110,175.46

With respect to the food ordering and delivery business, Eternal conducts reasonable assurance for its Scope 1 & 2 GHG emissions and limited assurance for its Scope 3 GHG Emissions. The scope of GHG assurance covers Eternal's direct operations as well as value chain operations both upstream and downstream. The assurance is in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", and Standard on Assurance Engagements (SAE) 3410 "Assurance Engagements on Greenhouse Gas Statements" (together the "Standards"), both issued by the Sustainability Reporting Standards Board (the "SRSB") of the ICAI.

Targets

At the beginning of FY24, we set ourselves the goal of achieving Net Zero emissions across our food delivery value chain by 2033. As part of our carbon reduction target, our goal is to reduce last mile delivery emissions by 70% on a per km basis by FY30 from a base year of FY22. This target is aligned with our EV100 commitment to facilitate 100% EV-based deliveries by 2030.

Targets

Progress as on FY25

Maintain net Scope 1 & 2 GHG emissions at zero	We maintained 100% of our scope 1 & scope 2 emissions at zero through use of an equivalent amount of verified carbon removal offsets and International Renewable Energy Certificates (IRECs)
Reduce last mile delivery emissions by 70% on a per km basis by FY30 from a base year of FY22	Our last-mile delivery emissions on a per km basis reduced by 10.53% in FY25 since FY22. This reduction was largely facilitated by the growing share of EV-based deliveries. In FY25, 10.3% of our food delivery orders were delivered using EVs (1.4x YoY growth)

Transparency in reporting

Eternal ensures that its climate-related performance is disclosed in the 'ESG update' and 'Business Responsibility and Sustainability Reporting' (BRSR) sections of the Company's annual report (which is publicly accessible), reflecting its commitment to transparency and accountability. We also publish a detailed ESG factsheet on our website annually, with an aim to engage and communicate our actions to our stakeholders. Additionally, in FY24 we participated in the CDP climate change disclosure which is available on our website at [this link](#). We are currently preparing our responses to CDP-Climate change disclosures 2025.