



WESTLIFE FOODWORLD LTD.

Regd. Off.: 1001, Tower-3, 10th Floor • One International Center
Senapati Bapat Marg • Prabhadevi • Mumbai 400 013
Tel : 022-4913 5000 Fax : 022-4913 5001
CIN No. : L65990MH1982PLC028593
Website: www.westlife.co.in | E-mail id :shatadru@westlife.co.in

18th August, 2025

To
The BSE Ltd ('the BSE')
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai 400 001

To
The National Stock Exchange of India Ltd
(('the NSE'))
Exchange Plaza
Bandra Kurla Complex, Bandra (East)
Mumbai - 400051

Sub : Submission of the Business Responsibility and Sustainability Report 2025 which forms a part of the Annual Report for the Financial Year 2024-25.

**Re : Westlife Foodworld Limited (the Company):
Scrip Code - 505533 (BSE) and WESTLIFE (NSE)**

Dear Sir,

Please take on record the Business Responsibility and Sustainability Report 2025 which forms a part of the Annual Report for the Financial Year 2024-25

Yours faithfully,

For **Westlife Foodworld Ltd.**

Dr Shatadru Sengupta
Company Secretary

Encl : as above

Business Responsibility & Sustainability Reporting

Section A: General disclosures

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L65990MH1982PLC028593
2. Name of the Entity	Westlife Foodworld Ltd. (Formerly Westlife Development Ltd.)
3. Year of Incorporation	1982
4. Registered office address	3, 10 th Floor, One International Center, Senapati Bapat Marg, Prabhadevi, Mumbai 400013
5. Corporate address	3, 10 th Floor, One International Center, Senapati Bapat Marg, Prabhadevi, Mumbai 400013
6. E-mail	shataadru@mcdonaldsindia.com
7. Telephone	+91-22-49135000
8. Website	www.westlife.co.in
9. Financial year for which reporting is being done	2024-25
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange (NSE) and BSE Limited (BSE)
11. Paid-up Capital	₹ 31,18,82,330 (155,936,165 Equity shares of ₹ 2/- each)
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. Chintan Jajal Lead Investor Relations Email ID: investor.relations@mcdonaldsindia.com Telephone No: +91-22-49135000
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 a consolidated basis, unless otherwise specified.
14. Name of assurance provider	The information presented in the report has not been assured by external third party, however the data and the statements presented in this report has been verified by internal and external teams to ensure no false information has been presented.
15. Type of assurance obtained	N. A

II. Products/services

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

SL. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the Entity (FY 2024-25)
1.	Activities of Holding Company – Operating Quick Service Restaurants (QSR) through its subsidiary Hardcastle Restaurants Private Limited.	Establishing and operating McDonald's restaurants across West and South India, through its wholly owned subsidiary Hardcastle Restaurants Pvt. Ltd. (HRPL).	100%

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover) (need to collect)

SL. No.	Product/Service	NIC Code	% Of Total Turnover Contributed
1.	Activities of Holding Company – Operating Quick Service Restaurants (QSR) through its subsidiary Hardcastle Restaurants Private Limited.	64200	100%

III. Operations

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

Location	Number of operational locations	Number of offices	Total
National	0	1 Head office and 438 Restaurants	439
International	0	0	0

19. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States)	11
International (No. of Countries)	0

b) What is the contribution of exports as a percentage of the total turnover of the entity? (Please check the response)

Since area of operations for WFL is limited to India, the contribution to exports is not applicable.

Business Responsibility & Sustainability Reporting

c) A brief on types of customers

Westlife has a diverse range of offerings to appeal a wide audience demographic and providing them with a contemporary restaurant experience. Our services are tailored to meet the tastes and needs of the individuals across all age groups within the Western and Southern regions of India.

IV. Employees

20. Details as at the end of Financial Year:

i. 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)	11,144	6,853	61%	4,291	39%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	11,144	6,853	61%	4,291	39%
WORKERS*						
4	Permanent (F)					
5	Other than Permanent (G)			N. A		
6	Total employees (F + G)					

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees .

As on 31 March 2025, the company had 1000 apprentices under National Apprenticeship Promotion Scheme.

ii. Differently abled Employees:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	26	24	92%	2	8%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	26	24	92%	2	8%

iii. Differently abled Workers*:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
WORKERS						
1.	Permanent (D)					
2.	Other than Permanent (E)			N.A		
3.	Total employees (D + E)					

21. Participation/Inclusion/Representation of women

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	2	33%
Key Management Personnel (KMP)*	3	0	0%

*Key Management Personnel includes CEO, CS & CFO

22. Turnover rate for permanent employees and workers

Category	FY24-25			FY23-24			FY22-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	68%	56%	64%	74%	55%	67%	70%	53%	62%
Permanent Workers*						N. A			

Note:

- Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.
- Westlife has permanent employees who work on part time basis (For e.g. college students) and hence the rate is relatively higher compared to other industries.

Business Responsibility & Sustainability Reporting

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

23. (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.	Hardcastle Restaurants Pvt. Ltd.	Subsidiary	100%	Yes
2.	Westlife ESOS Trust (the 'Trust')	Controlled Trust	100%	The Company provides share-based payment scheme (the 'Scheme') which covers certain eligible employees of the Company and its subsidiary company. According to the Scheme, the employees selected by the Nomination and Remuneration Committee from time to time would be entitled to options, subject to satisfaction of the prescribed vesting conditions. Westlife ESOS Trust (the 'Trust') has been established to facilitate the scheme.

VI. CSR Details

24. Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) –

Sr. No.	Particulars	Details
(i)	Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
(ii)	Turnover (FY 2024-25)	₹ 24,91,19,23,030 (Consolidated)
(iii)	Net worth (FY 2024-25)	₹ 6,03,49,11,490 (Consolidated)

VII. Transparency and Disclosures Compliances

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

The Company has identified its external and internal stakeholders through stakeholder mapping and periodic stakeholder engagement exercises. The Company has implemented a grievance redressal mechanism and customer feedback form to address grievances from external and internal stakeholders.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Investors (other than shareholders)	Yes, Investors and Shareholders can register their complaints/ grievances at our email id: investor.relations@mcdonaldsindia.com . The Company has a vigil and whistleblower policy	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders		Nil	Nil	Nil	Nil	Nil	Nil
Employees & workers	Yes, employees can write to pal@mcdonaldsindia.com or myfeedback@mcdonaldsindia.com . Regular one on one sessions are conducted by store managers with every store crew member.	3	Nil	Nil	13	Nil	Nil
Customers	Yes. Customers are provided with feedback links. Customers can also share their feedback on https://www.mcdelivery.co.in/ feedback or share their grievances with store managers.	5,76,918	Nil	Most of the complaints were related to order inaccuracies and food product experience, and these were resolved.	3,46,348	Nil	Most of the complaints were related to inaccuracy of orders and food product experience, which were resolved
Value Chain Partners	Yes. We have a dedicated supply chain team which works with all value chain partners on day-to-day basis. Periodic review sessions are conducted. Additionally, they can also write to us at: sustainability@mcdonaldsindia.com	Nil	Nil	Nil	Nil	Nil	Nil
Communities	Yes. Members of the community can write to our Twitter (X) handle @mcdonaldsindia or register their grievances at our email id: myfeedback@mcdonaldsindia.com . They can also contact us through https://westlife.co.in/contact.php	Nil	Nil	Nil	Nil	Nil	Nil



Business Responsibility & Sustainability Reporting

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

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

A materiality assessment serves as a critical tool for identifying, evaluating, and addressing stakeholder expectations, preferences, and priorities. In FY24, Westlife Foodworld Limited undertook a materiality assessment that involved in-depth secondary research from a global context through peer benchmarking and reporting frameworks like SASB and an analysis to identify the expectations of both internal and external stakeholders. A brief on the key material topics identified has been indicated below:

Sr. No.	Material issues identified	Indicate Risk/ Opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
1	Food Safety	Risk	Any lapses in food safety protocols could lead to severe consequences such as legal liabilities, damage to brand reputation, and loss of customer trust. Hence, ensuring proper food handling and hygiene practices is crucial to prevent contamination and foodborne illnesses.	Rigorous food safety protocols are integrated across our operations. This includes menu development, packaging, distribution, and restaurant operations. We also undertake Sensory evaluation of key products on a monthly basis and non-key products on a quarterly basis. Leveraging technology, we continuously enhance food safety and quality by integrating relevant standards into equipment designs and automation processes.	Negative implication due to a risk of damage to brand reputation, legal liabilities and loss of business and customer trust.
2	Human Rights	Risk	Human rights violations can cause operational delays, lawsuits, lack of employee satisfaction and adverse reputational impacts	Westlife ensures promotion and protection of human rights through various policies, trainings and audits at various levels on regular basis. We have a zero-tolerance approach towards all forms of compulsory and forced labor, including human trafficking and child labor. Additionally, all the business agreement and contracts include relevant clauses on the affirmation of applicable regulatory requirements which include human rights.	Negative implications on account of lawsuits and operational delays
3	Diversity, Equity & Inclusion	Opportunity	Diversity, Equity & Inclusion (DEI) can enhance creativity and innovation by bringing together individuals with different backgrounds and perspectives. By prioritising DEI, Westlife can attract top talent, thus giving them an edge in the QSR segment.	-	Positive in a way that it helps better understand and serve a diverse customer base, thus leading to enhanced customer satisfaction.
4	Responsible Sourcing	Risk	Westlife sources ingredients from many suppliers. Hence, ensuring food safety through supply chain management is imperative since our business impacts environmental health, animal welfare and livelihood of people.	The Company implements sustainable and ethical sourcing practices to ensure continued future supply and to minimise lifecycle impacts of company operations. Sourcing from suppliers that have high quality standards, employ environmentally sustainable farming methods, and honor labor rights to protect long-term shareholder value, helps Westlife mitigate these issues.	Negative since the timely availability of products can be compromised due to a disruption in the value chain.
5	Nutrition & Responsible Marketing	Risk	Evolving consumer awareness demands easy access to nutritional information through clear labelling practices to help them make informed food choices.	Westlife has eliminated artificial colors, preservatives and flavoring from select food items. We are also displaying Allergen & Nutritional information in-store and on our McDelivery app. The company has also taken initiatives like increasing nutritious content while reducing fat and sodium from many key products. Implementing strict guidelines, and ensuring transparency and accuracy in advertising campaigns is crucial.	Negative as it poses a damage to brand's reputation and regulatory scrutiny thus impacting sales and profitability.
6	Supplier Practices	Risk	Any disruptions or inconsistencies in supplier practices could directly impact the quality and availability of our menu items, leading to customer dissatisfaction and loss of revenue.	Westlife undertakes Supplier Workplace Accountability audits which equips them with robust supplier management systems and practices. Every supplier has to undergo SWA audits which evaluate critical aspects such as business integrity, child & forced labor.	Negative as it can lead to operational inconsistencies thus impacting company's reputation and profitability

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Sr. No.	Material issues identified	Indicate Risk/ Opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
7	Data Security & Privacy	Risk	Ensuring data privacy is imperative since a large amount of customer data is captured for operational purpose.	Westlife has Cyber security and Privacy Policy which is placed on company's intranet. Additionally, we have implemented robust security measures to comply with highest level of security governance practices.	Negative as a breach of sensitive information can lead to fines, penalties and reputational damage
8	Ethics & Compliance	Risk	Compliance with high standards such as evolving food nutrition regulations, legal norms and values helps in accessing the implications of ethical dynamics. Adherence to ethical practices minimises risks and legal issues.	Westlife through various publicly available policies covers multiple aspects such as Anti-Bribery & Anti-corruption, Standards of Business Conduct, whistle-blower mechanisms which ensures integrity and transparency in their operations. Additionally, Westlife also has an internal committee to review food nutrition related compliances.	Negative as it has a direct impact on the business operations and brand image of the company
9	Safe & respectful workplaces	Opportunity	A safe workplace minimises accidents and health risks, protecting employees and customers alike whereas respectful interactions promote teamwork and reduce conflicts, enhancing overall efficiency.	-	Positive
10	Water Conservation	Risk	Water conservation is crucial to meeting environmental regulations, lower operational costs and maintaining business continuity	The Company has taken several initiatives to reduce water consumption e.g. Usage of waterless urinals, re-use of RO rejected water, Installation of high-water recovery RO system in all restaurants; Usage of spray faucets thereby reducing 50-80% of water consumption, among others	Negative since it leads to operational interruptions caused by water shortages, in addition to reputational damage and penalties due to breach of regulatory norms.
11	Waste Management	Risk	Reducing waste from daily operations is a significant environmental challenge in our industry. Westlife prioritises proper waste management to mitigate environmental impact, comply with regulations, and meet stakeholder expectations.	The Company strives to reduce waste through packaging optimisation, safe disposal practices and operations training. These efforts aim to lower waste handling costs and improve operational efficiency while ensuring strict compliance with ERP requirements.	Negative as it may result in regulatory fines & penalties, higher disposal costs and increased expenses.
12	Climate Action & Energy	Risk	Our business is relatively energy intensive due to usage of commercial kitchen appliances and high volumes. Dining areas are typically temperature-controlled for customers. High energy production and consumption contribute to environmental impacts, including climate change and air pollution (mainly causing increase in GHG emissions), which have the potential to indirectly, yet materially, impact the results of restaurant operations.	We have optimised our processes to reduce our carbon footprint by adopting energy efficiency upgrades and limit GHG emissions regulations through the use of renewable energy resources like Solar.	Negative as physical assets such as facilities and logistics infrastructure are at risk of damage from extreme weather events, leading to substantial repair and replacement costs. Also, Regulatory changes could result in higher operational expenses and compliance costs.
13	Talent & Benefits	Opportunity	Competitive benefits enhance job satisfaction and loyalty, reducing turnover rates. Investing in talent development ensures a skilled workforce, improving operational efficiency and customer service.	-	Positive
14	Risk Management	Risk	Risk Management is important for various stakeholders to ensure management of food safety risks, human capital risks, technological risks, compliance and regulatory risks, among others	Westlife has a comprehensive Enterprise Risk Management system for handling risks right from identifying, analyzing, assessing, controlling, to managing risks. The company is also engaged in the proactive identification and implementation of risks management framework.	Negative since magnitude of risk depends on various incidents of violations.
15	Community Impact	Opportunity	Community impact is crucial for Westlife, as it fosters local goodwill and strengthens brand loyalty. By supporting local initiatives, the company enhances its reputation and aligns with customer values. It also helps in building strong relationships with local stakeholders and authorities. Overall, impactful community involvement ensures sustainable business growth and social responsibility.	-	Positive

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Section B: Management and process disclosures

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

The Company has put in place structures, policies and processes conforming to below mentioned National Guidelines on Responsible Business Conduct (NGRBC) Principles:

S. No.	Principle Description	Reference of Westlife Policies/Procedure/Standard
1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.	<ul style="list-style-type: none"> Code of Conduct for WFL & its subsidiaries Anti Bribery & Corruption Policy Standards of Business Conduct Policy for Determining Materiality of Events or Information Human Rights Policy Tax Policy
2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	<ul style="list-style-type: none"> Environment Management Policy Supplier Conduct Policy Ethical Marketing Policy
3	Businesses should promote the well-being of all employees.	<ul style="list-style-type: none"> Appointment & Remuneration Policy Occupational Health Safety Policy Supplier Conduct Policy Board Diversity Policy
4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.	<ul style="list-style-type: none"> Standards of Business Conduct Stakeholder Engagement Policy Policy on Material Subsidiaries Policy on Dealing with Related Party Transactions
5	Businesses should respect and promote human rights.	<ul style="list-style-type: none"> Human Rights Policy Privacy Statement
6	Businesses should respect, protect, and make efforts to restore the environment.	<ul style="list-style-type: none"> Environment Management Policy
7	Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner	<ul style="list-style-type: none"> BRR Policy for Westlife Development Ltd and Its Subsidiaries (may cover advocacy framework)
8	Businesses should support inclusive growth and equitable development	<ul style="list-style-type: none"> Board Diversity Policy Supplier Conduct Policy Human Rights Policy Stakeholder Engagement Policy
9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	<ul style="list-style-type: none"> Privacy Statement Ethical Marketing Policy Stakeholder Engagement Policy

Note: All the policies mentioned are available on the Company's website and can be accessed at <https://www.westlife.co.in/investors/compliance-and-policies/>.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	All the policies of the Company are either approved by the board or the senior management of the company based on the nature of the policy and authority.								
c. Web Link of the Policies, if available	All the policies (except those marked as 'Internal' are available on the company's intranet and are accessible to internal stakeholders) are available on the Company's website: - (https://www.westlife.co.in/investors-compliance-and-policies.php)								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Certain policies mentioned in table above covering the principles, P2, P3 & P9 are applicable to Supply Chain partners of the Company								
4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle.	Principle 1 - Bureau of Indian Standards (IS14543, IS10500) Principle 2 - Roundtable on sustainable palm oil Principle 6 - Rainforest Alliance, Forest Stewardship Council, Marine Stewardship Programme Principle 9 - Food Safety & Standards Authority of India								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has taken the pledge to reach global net-zero greenhouse gas (GHG) emissions by 2050 or earlier through its commitment to the Climate Neutral Now (CNN) initiative. Aim to implement Energy Management Systems in 100% of restaurants by FY30 end.								



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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against specific commitments, goals, and targets along with reasons in case the same are not met.	Westlife is committed to: 1) Energy and Water usage optimisation - <ol style="list-style-type: none"> As of FY 2024-25, Westlife Foodworld has implemented an Energy Management System (EMS) across 403 restaurants, representing 92% of total operational outlets. The company is targeting 100% implementation across all restaurants by FY30, as part of its broader energy efficiency and climate action strategy. Saved more than 16 mn units of electricity through various initiatives like Solar Panels, HVAC, economiser, LED lights, Evaporative coolers etc. Saved around 40 mn litres of water through Waterless urinals, low flow Aerators, RO rejected water re-use, High water recovery RO system Conducted energy audits internally 2) Waste reduction - <ol style="list-style-type: none"> Over 99% of discarded cooking oil is recycled by converting it to biodiesel Eliminated all single use customer facing plastic 3) Sustainable and local sourcing - <ol style="list-style-type: none"> Over 99% of inputs are locally sourced 100% Palm Oil, Paper, Coffee and Fish sustainably sourced 4) Inclusive and Equal Opportunity workplace - <ol style="list-style-type: none"> Recently ranked #33 amongst Great Place to Work® (Certified) Over 39% women workforce 100% of employees are trained 5) Community service - <ol style="list-style-type: none"> In FY 2024-25 alone, the RMHC India Family Room was utilised 5,258 times by children and their families. 								

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)

Our commitment to Environmental, Social, and Governance (ESG) goals made significant strides in FY25, with tangible progress across multiple fronts. Over 92% of our restaurants now operate on Energy Management Systems, supported by solar panels, efficient HVAC systems, LED lighting, and economisers. These interventions have led to a 25% improvement in energy efficiency in our new stores, significantly lowering our carbon footprint. Water conservation remained a key priority, with rainwater harvesting implemented in 20% of our restaurants, and the continued use of waterless urinals and low-flow aerators helping reduce overall consumption. We have also made meaningful strides in responsible waste management. We now recycle 99% of used cooking oil, while our efforts to eliminate single-use plastics and optimise paper-based packaging have further reduced our environmental impact. On the social front, we continue to nurture a culture of inclusion and equity. Women now represent 39% of our workforce, reflecting our sustained focus on gender diversity. Our Ronald McDonald House Charities (RMHC) Foundation continues to support thousands of families during critical times, reinforcing our commitment to community wellbeing. All our ESG efforts are guided by a dedicated Social and Corporate Social Responsibility (SCSR) Committee, ensuring accountability and long-term impact.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies

Board of Directors

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, Westlife has a dedicated governance framework to oversee its sustainability agenda. A Board-level committee, known as the Sustainability and Corporate Social Responsibility (SCSR) Committee, is responsible for overseeing sustainability strategy, monitoring ESG initiatives, and ensuring compliance with relevant regulations and stakeholder expectations.

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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	Yes, the performance of the Company is periodically reviewed by the internal committees and Board of Directors. Company performance and any deviations in operation are also communicated to the Board and top management on priority for resolution.														Annually				
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	No non-compliance of material nature has been reported. Operational issues are being addressed on an 'ongoing basis as and when identified. Each functional head monitors and ensures compliance applicable to their respective functions.														Quarterly				

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
No								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. The entity does not consider the principles material to its business (Yes/No)									N.A.
2. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									N.A.
3. The entity does not have the financial or/human and technical resources available for the task (Yes/No)									N.A.
4. It is planned to be done in the next financial year (Yes/No)									N.A.
5. Any other reason (please specify)									N.A.

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 number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	4	<ul style="list-style-type: none"> Business Strategy Marketing, Finance, Supply Chain Talent management Real Estate Development Governance & Risk Monitoring ESG 	100%
Key Managerial Personnel (KMP)	4	<ul style="list-style-type: none"> Corporate Laws Governance Finance & Accounts 	100%
Employees other than BoD and KMPs	21 [#]	<ul style="list-style-type: none"> Business Partnering Data & Analytic Mindset Maintaining & Building Professional Influential Relationships Strategic Thinking Condition Based Consulting Leadership Values & Presence Addressing Emotions at Workplace Building Effective Team Resilience through Change Effective Decision Making 	100%
Workers		N.A.	

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.

*Westlife has customised training e-modules that all employees, at time of joining, have to mandatorily complete and it covers all aspects of health and safety. Store employees are also given hands on training on health and safety at the stores.

[#]In FY25, Westlife consolidated various training modules and facilitated multiple sessions of each training programme.

Furthermore, WFL ensures that 100% of its employees, including the BoD and KMP, are thoroughly aware of and trained on its anti-corruption policies.

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The Board of Directors, along with senior management, also have an oversight of company policies, which naturally enhances their awareness and commitment to maintaining the highest standards of ethical conduct

Additionally, WFL proactively responds to board evaluations by making necessary adjustments to the composition of its highest governance body, ensuring optimal leadership. Last year, as part of our board evaluation, we identified key training needs and refined our practices accordingly. This proactive approach has significantly enhanced our overall governance and operational effectiveness.

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):

In the financial year 2024-25, there have been no instances of any material fines, penalties, punishments, awards, compounding fees, or settlement amounts paid.

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.

Case details	Name of the regulatory/enforcement agencies/judicial institution
	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.

The Standards of Business Conduct adopted by the Company conforms with the legal and statutory framework of anti-bribery and anti-corruption legislation prevalent in India. The Policy reflects the commitment of the Company and its management for maintaining highest ethical standards while undertaking open and fair business practices and culture, and implementing and enforcing effective systems to detect, counter and prevent bribery and other corrupt business practices. Additionally, 100%

of our operations are assessed for corruption-related risks. We also have an ERM framework that addresses risks at every level, including anti-corruption and anti-bribery measures. Further information on the Company's policies and governance practices can be accessed through our official website.

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

Case details	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers*	N. A	N.A

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.

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

8. Number of days of accounts payables ((Accounts payable*365)/Cost of goods/services procured) in the following format:

	FY 2024-25	FY 2023-24
Number of days of accounts payables	114 days	104 days

Business Responsibility & Sustainability Reporting

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0%	15%
	b. Number of trading houses where purchases are made from	0	1
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0%	15%
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	N. A	N. A
	b. Number of dealers/distributors to whom sales are made	N. A	N. A
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/ distributors	N.A	N.A
Share of Related Party Transactions in	a. Purchases (Purchases with related parties/Total Purchases)	N.A	N.A
	b. Sales (Sales to related parties/Total Sales)	N. A	N.A
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	6.44	8.62
	d. Investments (Investments in related parties/Total Investments made)	Nil	Nil

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	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
During the year, we conducted 5 training & awareness programmes covering aspects of ESG, SWA, Digital support and sensory evaluation of veg, non-veg and bakery products	<ul style="list-style-type: none"> • ESG Readiness Training – We emphasised the significance of integrating sustainability principles into business operations. Additionally, we discussed pertinent laws and industry standards concerning environmental conservation, labor rights, food safety, and corporate governance, with a particular focus on promoting sustainable sourcing practices. • Suppliers Training Programme – We trained our suppliers about the SWA audit requirements, which emphasises on maintaining business integrity, abstaining from any forms of labor exploitation, managing environmental impact, and ensuring a safe and secure workplace. • Sensory Evaluation – We conducted sensory evaluation workshops and trainings for veg/ non-veg food and bakery products. • Digital Support – Training suppliers on the digital front ensures that they are better prepared to meet the highest standards of efficiency, quality, and compliance. New Foods Connect system is introduced. 	100%

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 adheres to a Standards of Business Conduct for both the Board of Directors and key management personnel, outlining clear guidelines for identifying and disclosing any existing or potential conflicts of interest with the company. Annually, the Company obtains declarations from its Board of Directors and key management personnel regarding their affiliations with other entities, ensuring compliance with applicable laws through requisite approvals before engaging in transactions with said entities. Furthermore, directors abstain from involvement in discussions or decisions concerning matters in which they hold a vested interest during board meetings.

Business Responsibility & Sustainability Reporting

Principle 2: Businesses should provide goods and services in a manner that is Sustainable and Safe

Essential Indicators

- 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 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	The Company does not incur any significant Research and Development (R&D) expenses; instead, such endeavors are undertaken collaboratively with a strategic value chain partner to drive innovation in food product manufacturing. Capital expenditures (Capex) undertaken by the Company includes investments in initiatives such as solar power and water saving. Due to the inherent challenge in isolating these costs from broader restaurant expenses, they remain unallocated.		
Capex			

- Does the entity have procedures in place for sustainable sourcing? Yes b) If yes, what percentage of inputs were sourced sustainably?**

Westlife engages with the suppliers to align them with the company's vision and aspirations on sustainable goals and policies. We source (RSPO) Roundtable on Sustainable Palm Oil certified palm oil, Rainforest Alliance (UTZ) certified coffee, Fish from certified sustainable sources and Forest Stewardship Council® (FSC®) certified paper for packaging as a part of our responsible business conduct practices. Even our Agri produce is sourced indigenously from farms adopting sustainable agriculture practices. The aforementioned initiatives have enabled us to source Palm Oil, Paper, Coffee, and Fish sustainably.

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

The company is prioritising the responsible disposal of waste in compliance with relevant regulatory frameworks. Our commitment extends to ensuring environmentally conscious practices guide our waste disposal efforts.

- **Plastic waste** - We comply with the Extended Producer Responsibility (EPR) programme, adhering to the directives the Central Pollution Control Board set forth. Our plastic waste remains minimal due to the elimination of single-use plastics, complemented by our transition to paper-based packaging solutions.
- **E-waste** - Certified e-waste handlers are engaged to properly dispose of electronic waste.

- **Other waste** - Hazardous chemicals are utilised exclusively for cleaning purposes following comprehensive training on handling protocols and safety measures.
- **Hazardous waste** - Municipal waste is segregated into wet and dry categories and subsequently handed over to the Municipal Corporation for appropriate disposal.

- 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, we are registered under EPR (Extended Producers' Responsibility) programme, as per guidelines of Central Pollution Control Board, in addition to adhering to all the applicable rules & regulations and ensuring the disposal of plastic as per the assigned targets.

Leadership Indicators

- Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)?**

Even though Westlife does not have a formal life cycle assessment, we have well documented procedures and practices that each function follows, which helps us to keep track of our products throughout the course of its lifecycle.

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

Even though there is no formal life cycle assessment being done, through our robust operational SOPs & systems, we continuously monitor the social/environmental risks and concerns arising from production or disposal of food and packaging and strive to resolve them immediately.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
Due to nature of our business operations, we do not use any recycled food or packaging material.		

Business Responsibility & Sustainability Reporting

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed of.

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	N. A	N. A	0	N. A	N. A	0
E-waste	N. A	N. A	0	N. A	N. A	0
Hazardous waste	N. A	N. A	0	N. A	N. A	0
Other waste*	N. A	1,457	0	N. A	1,044	0

* Other waste includes recycled cooking oil

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
As our core business is about delivering high-quality consumable food products, reclaiming products does not apply to our operations.	

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	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Permanent Employees											
Male	6,853	6,853	100%	6,853	100%	0	0%	6,853	100%	0	0%
Female	4,291	4,291	100%	4,291	100%	4,291	100%	0	0%	0	0%
Total	11,144	11,144	100%	11,144	100%	4,291	39%	6,853	61%	0	0%
Other than Permanent Employees											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	%(C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers*											
Male											
Female						Not applicable					
Total											
Other than Permanent Workers*											
Male											
Female						Not applicable					
Total											

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.

Business Responsibility & Sustainability Reporting

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	Westlife Foodworld prioritises the well-being of its employees through a holistic approach encompassing physical, mental, and emotional health. The company has implemented initiatives such as dedicated recreational rooms in every restaurant and regular breaks during shifts to support day-to-day wellness. Additionally, various sessions are conducted on yoga, mindfulness, nutrition, ergonomics, relationship management, and doctor consultations to promote overall health. These services are delivered through internal personnel or external partners, incurring no material costs, and reflect Westlife's strong commitment to fostering a healthy, resilient, and engaged workforce.	

2. Details of retirement benefits.

The company provides retirement benefits to its employees as following:

- Employees are enrolled under employees' provident fund scheme as per The Employees' Provident Funds and Miscellaneous Provisions Act, 1952.
- Company provides gratuity benefits to its employees as per the provision of the Payment of the Gratuity Act, 1972.

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	NA	Yes	100	NA	Yes
Gratuity	100	NA	Yes	100	NA	Yes
ESI	100	NA	Yes	100	NA	Yes

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, our office and many of our stores are accessible to differently abled employees using wheelchairs.

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.

Yes, Westlife has a Human Rights Policy which covers the aspects of equal treatment and equal employment opportunities which highlights zero tolerance towards any kind of discrimination or harassment at workplace. The Company is committed to offering equal employment opportunities, cultivating a workplace free from harassment, and guaranteeing equitable treatment for all employees. We prohibit discrimination across all facets of employment, advocate for equal pay and terms of employment, and maintain a comprehensive grievance mechanism. Please visit our website to review the complete policy document.

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

Gender	Permanent employees		Permanent workers*	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

Permanent workers	There is a mechanism for permanent employees. Employees have the option to submit anonymous letters via prepaid envelopes provided at all company stores. Additionally, they can communicate their grievances via email to a designated email address (Email: myfeedback@mcdonaldsindia.com).
Other than permanent workers	Westlife further facilitates personal feedback sessions across all stores to identify and address any grievances among store employees.
Permanent employee	Additionally, improvising on the feedback is an evolving process, we constantly monitor the effectiveness of our mechanisms and remediation processes through regular assessments and feedback collection. This ensures that all concerns are addressed promptly and that corrective actions are effectively implemented.
Other than permanent employee	

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

Category	FY 2024-25			FY 2023-24		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male						N. A
Female						
Total Permanent Workers						
Male						N. A
Female						

Note: Since there are no workers employed by Westlife, there is no union as defined by law.

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent Employees										
Male	6,853	6,853	100%	6,853	100%	6,566	6,566	100%	6,566	100%
Female	4,291	4,291	100%	4,291	100%	3,748	3,748	100%	3,748	100%
Total	11,144	11,144	100%	11,144	100%	10,314	10,314	100%	10,314	100%
Permanent Workers*										
Male										
Female	N. A									
Total										

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.

The company prioritises the continuous development of human resources across all levels, demonstrating a strong commitment to the professional growth and career advancement of every employee.

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	6,853	6,853	100%	6,566	6,566	100%
Female	4,291	4,291	100%	3,748	3,748	100%
Total	11,144	11,144	100%	10,314	10,314	100%
Permanent Workers*						
Male						
Female						N. A
Total						

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.

The company prioritises the continuous performance and career development of our employees by implementing regular reviews. We foster professional growth through personalised performance evaluations, tailored development plans and targeted skill enhancement initiatives.

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, what is the coverage of such a system?

- Yes, Westlife Foodworld ensures employee health and safety through structured SOPs, mandatory Health and Safety training, and regular audits across all restaurants. Fire, food, and workplace safety trainings are conducted by FSSAI-authorized trainers, complemented by infrastructure measures like fire management systems and non-slippery floors. Social sustainability is further supported through policies on POSH, Standards of Business Conduct, Zero Tolerance, and regular sessions on mental health, mindfulness, nutrition, and workplace inclusivity—reinforcing our commitment to a safe, respectful, and healthy work environment.
- Westlife Foodworld ensures employee health and safety through initiatives such as providing gloves and caps to all store staff and regular shift breaks. The company also conducted health check-ups, yoga and meditation sessions, mental health and ergonomics webinars, and extended parental

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health insurance—demonstrating a strong commitment to physical and mental well-being. All services were delivered through internal or external partners at no material cost.

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

The ongoing identification of work-related hazards is integral to our business operations. All restaurants undergo rigorous audits and inspections every quarter on various health and safety parameters such as facility cleanliness, food handling procedures, equipment maintenance, fire safety protocols, ensuring proactive mitigation and adherence to industry standards.

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

Yes. Employees can report any potential work-related hazards to the restaurant manager. We also have an escalation process where employees can write to management. The company has been carrying out awareness programme and performing mock drill on different emergency scenario to prepare workers from such hazardous area or risk.

d) Do the employees/workers of the entity have access to non-occupational medical and healthcare services?

Westlife prioritises the health and safety of the employees through a comprehensive set of measures. We ensure that our employees have ready access to first aid and medical kits both within our office premises and at our restaurant locations. Furthermore, we provide coverage under the Employees' State Insurance Corporation (ESIC) for our employees and their families, ensuring that they receive necessary medical support in case of any incidents.

For those individuals who are not covered by ESIC, our company offers group insurance, extending coverage for non-occupational medical and healthcare services. Additionally, we have implemented term insurance policies, which cater to the well-being of around 200 employees who are more likely to be exposed to health and safety risks.

In addition to insurance coverage, we facilitate regular complimentary doctor consultations for our employees, emphasising preventive healthcare and early intervention. We also prioritise staff well-being by allocating dedicated recreational spaces in every restaurant and ensuring regular breaks during shifts to promote relaxation and rejuvenation.

Moreover, Westlife is committed to promoting holistic health among our employees through various initiatives. These include organising sessions on physical and mental well-being, such as yoga and ergonomics, aimed at fostering a healthy work-life balance and enhancing overall employee satisfaction and productivity.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	0	0
	Worker*	N. A	N. A
Total recordable work-related injuries	Employee	0	0
	Worker	N. A	N. A
No. of fatalities	Employee	0	0
	Worker	N. A	N. A
High consequence work-related injury or ill-health (excluding fatalities)	Employee	0	0
	Worker	N. A	N. A

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.

12. Describe the measures taken by the company to ensure a safe and healthy workplace.

Westlife has established and strictly enforces relevant processes, Standard Operating Procedures (SOPs), and training protocols to ensure the health and safety of our workforce. Our central team conducts regular risk assessments and provides continuous training to ensure the well-being of our employees.

In terms of safety measures, initiatives such as the installation of efficient fire management systems, deployment of security personnel, and the maintenance of non-slippery floors, which pose a significant risk of accidents, are prioritised.

Concerning healthcare, we have equipped all our store employees with gloves and caps. Additionally, during the reporting period, we organised complimentary health check-ups, Yoga-meditation sessions, and mental health workshops to enhance both the physical and mental well-being of our staff.

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

Category	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	N.A	0	0	NA
Health & Safety	0	0	N.A	0	0	N.A

14. Assessments for the year:

Aspect	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% of our workplaces (corporate office & stores are covered). These assessments are continuous processes. Not only the FSSAI officials and third-party agencies, but also company officials conduct periodic assessments of Health and safety practices as well as working conditions to ensure constant compliance with facility cleanliness, food handling procedures, equipment maintenance and fire safety protocols.
Working Conditions	

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.

Westlife conducts regular internal assessments to identify and address safety-related incidents. However, no such incidents were reported during FY25. Westlife adheres to a well-defined Standard Operating Procedure (SOP) derived from globally accepted best practices which states the commitment to the prevention of occupational accidents, ensuring strict compliance with all health and safety regulations. In the event of any incidents, thorough investigations are conducted and rooted through the central team, and corrective measures in the form of raising awareness and medical assistance are promptly implemented through updates to the SOP.

As a part of health & safety trainings, crew members are required to complete various assessments including those related to food safety, health & safety, and hygiene maintenance during the onboarding process. The progression of their careers within the organisation is contingent upon the successful completion of these assessments. Additionally, monthly health and safety training sessions are mandatory for all restaurant employees which include modules on workplace hazards identification and mitigation, safe food handling practices, proper use of equipment and machinery, emergency response procedures and health and hygiene standards, supplemented by quarterly fire safety mock drills.

Our commitment to fire safety is underscored by the installation of equipment such as smoke detectors and fire suppressants, significantly mitigating the risk of fire-related incidents. Further to this, store managers regularly undertake health & safety audits at the store and prepare an action plan to mitigate any risk identified during such audits. Notably, there were no major fire incidents reported in FY25.

Health & Safety training at Westlife is designed to equip employees with the knowledge and skills necessary to maintain a safe working environment and effectively respond to potential hazards or emergencies.

Leadership Indicators

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). -

Yes. The employees are covered under Insurance schemes of the Company. Westlife provides a range of benefits to foster an inclusive environment for its workforce. In addition to offering mandated benefits like PF and ESIC, we go the extra mile to support our staff by granting access to essential non-occupational medical and healthcare services through term insurance benefits, Mediclaim, Group accident policies and regular complimentary doctor consultations.

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

Westlife has a continuous reconciliation mechanism whereby; it checks the compliance of statutory due payments such as Goods & Service Tax (GST) by value chain partners before initiating the payments of its purchase orders.

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

Category	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employee	0	0	0	0
Worker*	N. A	N. A	N. A	N. A

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.

Business Responsibility & Sustainability Reporting

4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)

Westlife endeavors to create opportunities for post-retirement employment that accommodate the individual's preferences by supporting retiring employees by providing comprehensive financial assistance and exploring alternative roles that align with both their skills and preferences.

5. Details on assessment of value chain partners:

Westlife conducts Supplier Workplace Accountability (SWA) audit every year for its value chain partners which focus on compliance with labor laws business integrity, working hours, workplace environment, environment management and adherence to ethical business practices. Over 95% of our value chain partners (by value of business done with such partners) were assessed on the aforesaid parameters. Additionally, business agreements and contracts with any party includes relevant clauses on the affirmation of applicable regulatory requirements which include most of these aspects.

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Over 95%
Working Conditions	

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.

Following our SWA audits, we identified around 4 minor safety related observations, across our value chain partners, which have been appropriately addressed and no relationships have been terminated.

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.

We understand the significance of cultivating and nurturing strong relationships with key stakeholders through transparent, sincere and impactful interactions. Our approach to stakeholder engagement is an ongoing endeavor, guided by the core principles of Materiality, Responsibility, Sustainability, and Inclusivity.

In FY24, Westlife conducted a Materiality Assessment to engage with a broad spectrum of stakeholders, including both internal and external parties, to gain insights into their perspectives on business priorities. This process involved reaching out to various stakeholders such as employees, suppliers, investors, NGO partners, media partners and customers to align our strategies accordingly.

The feedback and insights from stakeholders are actively sought and integrated into our business strategies, recognising their pivotal role in contributing to long-term value creation, whether directly or indirectly.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> Email, SMS, Newspaper, Pamphlets, Advertisement, Meetings, Website, Mobile Apps. We engage with our customers in person when they visit our outlets and provide them the maximum convenience. 	Daily basis	<ul style="list-style-type: none"> Food Quality and Safety Customer experience New products and offers Critical incident reporting
Government/ Competent Authorities	No	<ul style="list-style-type: none"> Emails, Regulatory filings, Meetings. We engage in the audits of our stores by regulatory authorities to ensure good manufacturing practice (GMP) and regulatory compliances. We participate in industry bodies through responsible opinion articulation. Reports and interactions aimed at confirming legislative and regulatory compliance policies and processes. 	Regularly	<ul style="list-style-type: none"> Compliances and regulatory filings Audits Industry needs and trends

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Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> Direct engagement, Email, SMS, Meetings, Notice Board, Website and intranet portal. Training, learning and development Employee wellness initiatives. 	Daily basis	<ul style="list-style-type: none"> Business operations Career prospects Learning and development Trainings and policies
Suppliers	No	<ul style="list-style-type: none"> Email, SMS and regular meetings. Conducting training programmes and audits. 	Regularly	<ul style="list-style-type: none"> Product and process innovation Supply chain efficiencies Food safety and quality standards Business continuity Audits ESG
Investors & funders	No	<ul style="list-style-type: none"> Investor presentations of quarterly results. Stock exchange announcements, media releases and quarterly results. Annual General Meetings Investor relations section of the company's website. 	Regularly	<ul style="list-style-type: none"> Business performance Business strategy and prospects Governance Risks Industry trends
Communities	Yes, in terms of CSR activities	<ul style="list-style-type: none"> Meetings with community members. Media and Advertising across various formats. Mobile Apps and messages. Leveraged Ronald McDonald House Charities to support terminally ill kids and families. 	Regularly	<ul style="list-style-type: none"> CSR activities Local community concerns Employment Health, safety and quality

Leadership Indicators

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

Stakeholder engagement on economic, environmental, and social topics is done by various departments in the organisation on an ongoing basis to understand the material topics and identify the priorities. These topics are initially discussed at the committee level before being brought forth to the board during board meetings. Furthermore, to strengthen the relationships with the stakeholders, a dedicated stakeholder relationship committee is established to oversee the entirety of stakeholder interactions, monitor plans for identified risks and formulate mitigation strategies. Additionally, board members occasionally visit different stores to foster relationships with both crew members and customers. Westlife has established a dedicated Sustainability & CSR (SCSR) Committee to formalise and strengthen our commitment to sustainable and responsible business practices. This committee plays a pivotal role in integrating ESG principles into our strategic decision-making and driving impactful initiatives across our operations.

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

Yes, stakeholder consultation is actively used to support the identification and management of environmental and social topics. Through a structured materiality assessment, inputs were gathered from both internal and external stakeholders to identify the most relevant environmental, social, and governance areas for the organisation.

Key topics marked as high priority such as food safety, human rights, safe and respectful workplaces, and diversity and inclusion have informed various sustainability-related policies and practices. Based on stakeholder input, the organisation is also focusing on areas such as climate action, water management, and responsible sourcing to strengthen its environmental and social performance.

Business Responsibility & Sustainability Reporting

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalised stakeholder groups.

RMHC India, the Indian chapter of RMHC Global, proudly inaugurated its second Ronald McDonald Family Room in October at the Government Cancer Hospital in Chhatrapati Sambhajnagar (Aurangabad), Maharashtra. This milestone marks a significant step forward in RMHC India's mission to provide comfort, care, and emotional support to families during their child's medical journey. RMHC India is now better positioned to support thousands of children and their families each year—extending compassionate care across India, and strengthening its commitment to family-centered healthcare.

Principle 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
Employees						
Permanent	11,144	11,144	100%	10,314	100%	100%
Other than permanent	0	0	0	0	0%	0%
Total Employees	11,144	11,144	100%	10,314	100%	100%
Workers*						
Permanent						
Other than permanent						
Total Workers						

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.

During the year, all employees have been provided training on all aspects of human rights, policy and procedure, prevention of sexual harassment and whistle blower policy etc.

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

Category	FY2024-25					FY2023-24				
	Total (A)	Equal to Minimum Wage		More than minimum Wage		Total (D)	Equal to Minimum Wage		More than minimum wage	
		No. (B)	%(B/A)	No.(C)	%(C/A)		No.(E)	%(E/D)	No.(F)	%(F/D)
Employees										
Permanent	11,144	0	0%	11,144	100%	10,314	0	0%	10,314	100%
Male	6,853	0	0%	6,853	100%	6,566	0	0%	6,566	100%
Female	4,291	0	0%	4,291	100%	3,748	0	0%	3,748	100%
Other than Permanent						N. A				
Workers*										
Permanent										
Male										
Female						N. A				
Other than Permanent										

Note: Westlife does not employ any permanent or contractual workers. All the instore personnel serving at its restaurants are considered as employees.

3. Details of remuneration/salary/wage:

a) Median remuneration/wages

Category	Male		Female	
	Number	Median remuneration/ salary/wages of respective category ^{\$}	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)*	4	₹ 7,81,750	2	₹ 13,12,750
Key Managerial Personnel (KMP) ^	3	₹ 1,65,31,362	0	₹ 0
Employees other than BoD and KMP	6,853	₹ 2,06,604	4,291	₹ 2,00,903
Workers				N. A

*BoD Remuneration consists only of the sitting fees payable to members of the board for attending the board and committee meetings. Sitting fees are uniform for all the directors.

Business Responsibility & Sustainability Reporting

Apart from fixed elements of remuneration and benefits, each individual is eligible for a Performance Bonus, which is tied to both their personal performance and the Company's overall performance. Additionally, they are eligible for Long Term Incentives, such as Employee Stock Options, as determined by the Committee or the Board. These incentives are linked to individual performance, sustainability goals and the Company's overall performance.

[^] KMP remuneration consists of sitting fees paid by WFL and salary by HRPL (wholly owned subsidiary)

The NRC determines the remuneration of the KMP and recommends it to the Board for approval. The remuneration is set based on the industry benchmarks relevant to WFL. This approach ensures we attract and retain talent with competitive compensation.

^{\$} Median includes Gross Salary excluding Retirals. The number of employees include Part Time Store Employees however the remuneration has been normalised for comparability.

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	33%	30%

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)

Westlife operates as a responsible corporate entity, dedicated to promptly addressing any concerns or grievances raised by its stakeholders, in accordance with its Standards of Business Conduct and Human Right Policy. These Code underscores Westlife's commitment to upholding human dignity, preventing discrimination, and ensuring fair treatment for all individuals within its business ecosystem. Moreover, the Board also has approved a whistle-blower policy/vigil mechanism which is communicated to all the employees of the company to govern unethical behavior within the company, enabling employees to voice their concerns about any unethical practices. The policy provides a mechanism for employees/Directors to report their concerns about unethical behavior, actual or suspected fraud, or violation of the Company's code of conduct and provides safeguards against the victimisation of employees/Directors who avail of the mechanism.

Primarily, the Human Resources (HR) function within the organisation is entrusted with managing human rights issues and resolving them in due time. If these issues remain unresolved, they are escalated through the leadership hierarchy, ultimately reaching the board for resolution. However, there are no critical concerns that threatens the going-concern status of the Company.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Westlife follows a two-step approach to addressing human rights grievances to ensure swift and appropriate resolution. Initially, individuals are encouraged to raise their concerns with the HR team, which is equipped to handle such matters effectively and in accordance with established protocols.

However, should the grievance remain unresolved at the HR level, it will be escalated to the leadership team and the board to review the grievance, assess any actions taken so far, and determine a course of action to achieve a satisfactory resolution in alignment with the company's values and commitment to human rights.

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

Aspect	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	5	0	-	1	0	-
Discrimination at workplace	No complaints have been received under these categories			No complaints have been received under these categories		
Child Labour						
Forced Labour/ Involuntary Labour						
Wages	No complaints have been received under these categories			No complaints have been received under these categories		
Other human rights related issues						

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	5	1
Complaints on POSH as a % of female employees/workers	0.12%	0.03%
Complaints on POSH upheld	3	1

Business Responsibility & Sustainability Reporting

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Westlife fosters a culture of respect, equality and zero tolerance to provide a safe and respectful work environment for all employees. Westlife's employees have the right to work in a place that is free from harassment, abuse, and , or acts or threats of physical violence. In cases of discrimination or harassment complaints, the company maintains complete anonymity for both the details of the complaint and the identity of the complainant, providing full protection to the individual who has raised the concern.

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

Yes, all the business agreement and contracts which are entered into by the Company with any party include relevant clauses on the affirmation of applicable regulatory requirements which include human rights.

10. Assessments of the year

Aspects	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	Westlife has established policies in place in the form of Standards of Business Conduct and ASH to govern the issues arising from child or
Forced labor	forced labor, discrimination and harassment. We also periodically assess
Sexual harassment	the topics mentioned herein concerning review of existing policies and
Discrimination at workplace	process, assessing the effectiveness of training, evaluating hiring process and monitoring & reporting mechanisms. However, there is no formal assessment which is being done.

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

No observation is identified , hence corrective action is not applicable. However, being a responsible company, we ensure continuous monitoring and capability building of internal and external stakeholder on the aspects mentioned above.

Leadership Indicators

1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.

During the reporting period, no business processes have been modified or introduced for addressing human rights grievances/complaints.

2. Details of the scope and coverage of any Human rights due diligence conducted

We uphold the principles of respecting human rights by ensuring adherence to our Standards of Business Conduct, applicable to all our employees. Moreover, our Suppliers Conduct Policy articulates our expectations regarding human rights and encourages our suppliers to align with these standards. Every supplier is also evaluated under our Supplier Workplace Accountability audit which covers aspects of Human rights, however no formal Human rights due diligence is conducted.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, our office and many stores' premises are accessible to differently abled visitors.

4. Details on assessment of value chain partners:

Human rights	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Over 95% of value chain partners (by value of business done with such partners) were assessed for the given parameters.
Discrimination at workplace	Supplier Workplace Accountability (SWA) audit is conducted
Child Labour	every year for our value chain partners wherein we cover
Forced Labour/Involuntary Labour	evaluation of aspects such as compliance with labor laws, workplace environment, environmental management, working conditions and adherence to ethical business practices.
Wages	Business agreements and contracts with any party include
Others – please specify	relevant clauses on the affirmation of applicable regulatory requirements which include most of these aspects.

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

During our assessment, no instances of non-compliance related to minimum wage were identified across our value chain partners.

Business Responsibility & Sustainability Reporting

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:

Parameter	Unit	FY 2024-25	FY 2023-24
From renewable sources (in gigajoules)			
Total electricity consumption (A)	GJ	381	411
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumption from renewable sources (A+B+C) (GJ)	GJ	381	411
From non - renewable sources (in gigajoules)			
Total electricity consumption (D)	GJ	3,38,378	2,95,213
Total fuel consumption (E)	GJ	1,42,431	1,32,577
Energy consumption through other sources (F)	GJ	0	0
Total energy consumption from non - renewable sources (D+E+F) (GJ)	GJ	4,80,809	4,27,790
Total energy consumption (A+B+C+D+E+F) (GJ)	GJ	4,81,190	4,28,201
Energy intensity per rupee of turnover (Total energy consumption in GJ/turnover in rupees in Crores)	GJ/mn (₹)	19	18
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total energy consumed/Revenue from operations adjusted for PPP)	GJ/mn (USD)	398	410 [#]
Energy intensity in terms of physical output	GJ/mn (₹)/stores	0.04	0.04
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-	-

[#] The figures for FY24 have been restated.

* The PPP rate utilised for all data within the BRSR Report has been sourced from the International Monetary Fund (IMF) FY25 data.

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.

There is no Independent Assessment done. All the required statutory and internal inspections/audits are carried out periodically.

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.

Not applicable. Westlife is not covered under the ambit of PAT Scheme.

3. Provide details of the following disclosures related to water

Parameter	Unit	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)			
(i) Surface water	KL	5,04,371	4,23,012
(ii) Groundwater	KL	4,12,667	3,59,225
(iii) Third party water	KL	-	-
(iv) Seawater/desalinated water	KL	-	-
(v) Others	KL	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	KL	9,17,039	7,82,237
Total volume of water consumption (in kilolitres)[#]	KL	1,83,408	1,56,447*
Water intensity per rupee of turnover (Water consumed/turnover)	KL/mn (₹)	37	33
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	KL/mn (USD)	758	746*
Water intensity in terms of physical output	KL/mn (₹)/stores	0.08	0.08
Water intensity (optional)– the relevant metric may be selected by the entity	-	-	-

* The figures for FY24 have been restated.

[#] Assuming that 20% of the total water withdrawal is consumed.

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.

There is no Independent Assessment done. All the required statutory and internal inspections/audits are carried out on a periodic basis.

Business Responsibility & Sustainability Reporting

4. Provide the following details related to water discharged:

Parameter	Unit	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)			
(i) Surface water	KL	-	-
No treatment	KL	-	-
With treatment – please specify the level of treatment	KL	-	-
(ii) Ground water	KL	-	-
No treatment	KL	-	-
With treatment – please specify the level of treatment	KL	-	-
(iii) Sea water	KL	-	-
No treatment	KL	-	-
With treatment – please specify the level of treatment	KL	-	-
(iv) Sent to third parties	KL	-	-
No treatment	KL	-	-
With treatment – please specify the level of treatment	KL	-	-
(v) Others	KL	7,33,631	6,25,790*
No treatment	KL	7,33,631	6,25,790
With treatment – please specify the level of treatment	KL	-	-
Total water discharged (in kilolitres)	KL	7,33,631	6,25,790

* The figures for FY24 have been restated.

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.

There is no Independent Assessment done. All the required statutory and internal inspections/audits are carried out on a periodic basis.

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

Westlife has not implemented a mechanism for Zero Liquid Discharge. However, we take multiple initiatives to reduce water consumption and usage such as installation of a high-water recovery reserve osmosis system which has saved nearly 40 mn liters of water. Additionally, we have installed waterless urinals and low-flow aerators in our restaurants.

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

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	µg/m ³		
Sox	µg/m ³		
Particulate matter (PM 10)	µg/m ³		
Persistent organic pollutants (POP)	tones/annum		
Volatile organic compounds (VOC)	tones/annum		Nil
Hazardous air pollutants (HAP)	tones/annum		
Others – Process Emission (HCL)	mg/Nm ³		
Acid Mist	mg/Nm ³		

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.

There is no Independent Assessment done. All the required statutory and internal inspections/audits are carried out on a periodic basis.

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

Parameter	Unit	FY24-25	FY23-24
Scope 1	Metric tons of CO ₂ equivalent	14,723	14,949
Scope 2	Metric tons of CO ₂ equivalent	68,334	58,715
Total	Metric tons of CO₂ equivalent	83,057	73,664
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ /mn (₹)	3	3
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	tCO ₂ /mn (USD)	69	68
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ /mn(₹)/stores	0.007	0.008*
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

* The figures for FY24 have been restated.

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The Scope 1 calculations (CH₄, CO₂, N₂O, HFCs) are from the fuel usage and fugitive emissions from refrigerants at stores in India. Scope 2 calculations are from the electricity consumption. Further, Scope 1 and 2 calculations are undertaken using guidelines and emissions factors prescribed by globally accepted frameworks and standards such as GHG Protocol and Emissions factor from IPCC & DEFRA. The emissions have been consolidated using 100% financial control approach.

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.

There is no Independent Assessment done. All the required statutory and internal inspections/audits are carried out on a periodic basis.

8. Does the entity have any project related to reducing Greenhouse Gas emission? If yes, then provide details.

Westlife demonstrates a strong commitment to sustainability and environmental responsibility through a series of strategic initiatives aimed at minimising its carbon footprint. The organisation has transitioned from conventional polluting fuels to cleaner alternatives such as Piped Natural Gas (PNG), thereby significantly reducing greenhouse gas emissions. To further reduce reliance on non-renewable energy sources, solar panels have been deployed across various operations. In addition, comprehensive energy efficiency measures have been implemented, including the deployment of an Energy Management System (EMS), installation of LED lighting, motion sensors, economisers, evaporative coolers, and the replacement of inefficient HVAC systems with energy-efficient, EMS-controlled units. Collectively, these initiatives have enhanced energy performance and contributed to measurable reductions in GHG emissions across the organisation's operations.

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Waste generated (in tons)			
Plastic waste (A)	Tonnes (t)	45	42*
E-waste (B)	Tonnes	0	0
Bio-medical waste (C)	Tonnes	-	-
Construction and demolition waste (D)	Tonnes	-	-
Battery waste (E)	Tonnes	-	-
Radioactive waste (F)	Tonnes	-	-

Parameter	Unit	FY 2024-25	FY 2023-24
Other Hazardous waste. Please specify, if any. (G)			
Food & Beverage waste (G.1)	Tonnes	2,471	2,218
Paper waste (G.2)	Tonnes	1,481	1,339*
Oil Waste (G.3)	Tonnes	1,457	1,044
Other Non-hazardous waste generated (H).	Tonnes	0	0
Total (A+B + C + D + E + F + G + H)	Tonnes	5,454	4,643
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	t/mn (₹)	0.22	0.20*
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	t/mn (USD)	4.5	4.0*
Waste intensity in terms of physical output	t/mn (₹)/store	0.0005	0.0004
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*The figures for FY24 have been restated.

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)

Category	FY 2024-25	FY 2023-24
(i) Recycled (Oil & Plastic)*	1,457	1,044
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	1,457	1,044

For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)

Category of waste	FY 2024-25	FY 2023-24
(i) Incineration:	N.A	N.A
(ii) Landfilling	N.A	N.A
(iii) Other disposal operations^	3,997	3,599
Total	3,997	3,599

*Used Cooking Oil is sold to Biodiesel converter. Plastic has been recycled as mandated by CPCB under EPR.

^Food, Beverage, Paper and Plastic waste generated at restaurants is disposed to a municipal waste collector. E-waste is disposed through a certified recycler.

Note: Food, Beverage, Paper and Plastic waste is generated at restaurant level and estimated using procurement and consumption data.

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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.

There is no Independent Assessment done. All the required statutory and internal inspections/audits are carried out on a periodic basis.

10. 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.

As part of the Company's dedication to minimising its environmental footprint, various waste materials are disposed of in accordance with the guidelines set forth by the Central Pollution Control Board. Plastic waste is managed and recycled in compliance with Extended Producer Responsibility (EPR) obligations. Used cooking oil is responsibly transferred to a vendor for recycling. Municipal waste is disposed of in accordance with applicable Solid Waste Management Rules. Additionally, we engage with certified e-waste handlers for disposal of e-waste.

Moreover, the company does not generate any toxic or hazardous waste/chemicals. Any cleaning chemicals used are disposed of in accordance with relevant disposal regulations.

11. 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:

No biodiversity assessment is conducted for the company or its operations as none of its business, franchises or offices are located in ecologically sensitive areas. However, we continuously review our policies on animal welfare, sourcing, and environmental impact to ensure that we remain good corporate citizens in the communities we serve.

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

All environmental requirements are covered by various local laws and regulations. Given the nature of our industry, we are not at risk of endangering surroundings or species, as we do not operate in ecologically sensitive areas. Consequently, the company has not conducted any environmental impact assessments in FY 2024-25.

13. 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:

Serial Number	Specify the law/regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective taken, if any action
The Company is compliant with all applicable environmental laws/regulations/guidelines and there were no material non-compliances/penalties/fines levied against the company				

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility/plant located in areas of water stress, provide the following information:

(i) Name of the area: None

(ii) Nature of operations: None

(iii) Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed/turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		

Since Westlife does not operate in water stress areas, this section is not applicable

Business Responsibility & Sustainability Reporting

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water		
• No treatment		
• With treatment – please specify level of treatment		
(ii) To Groundwater		
• No treatment		
(iii) To Sea Water		
• With treatment – please specify level of treatment		
• No treatment		
• With treatment – please specify level of treatment		
(iv) Sent to third parties		
• No treatment		
• With treatment – please specify level of treatment		
(v) Others		
• No treatment		
• With treatment		
Total water discharged (in kiloliters)		

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.

There is no Independent Assessment done. All the required statutory and internal inspections/audits are carried out on a periodic basis.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY24-25	FY23-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent		
Total Scope 3 emissions per rupee of turnover	Metric tons of CO ₂ equivalent		Westlife is in the process of computing scope 3 emissions.
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tons of CO ₂ equivalent		

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.

There is no Independent Assessment done. All the required statutory and internal inspections/audits are carried out on a periodic basis.

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

Currently none of the locations (including outlets and head office) of the company fall in/around ecologically sensitive areas.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	In order to conserve water resources and promote environmental sustainability, Westlife has undertaken several impactful initiatives. The Company installs waterless urinals in new stores, uses low-flow aerators to reduce water consumption, and reuses RO reject water in restrooms. Additionally, high water recovery RO systems have been implemented across all restaurants to minimise wastage. In FY25 alone, these measures resulted in a savings of approximately 40 million liters of water. Furthermore, Westlife ensures that more than 99% of used cooking oil is recycled, reinforcing its commitment to responsible resource management and circular practices.		

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web link.

As part of our Enterprise Risk Management (ERM) framework, Westlife prioritises business continuity to ensure operational resilience against potential disruptions. In FY25, we strengthened our risk assessment process to align with evolving business dynamics. Key enhancements included identifying critical risks and their potential impacts, establishing comprehensive response strategies, defining stakeholder roles and responsibilities, implementing monthly risk communication protocols, and conducting regular employee training and simulation exercises to validate readiness. These measures collectively reinforce our ability to respond swiftly and effectively to operational challenges.

Business Responsibility & Sustainability Reporting

Our ERM practices undergo annual assessments or more frequent reviews to maintain relevance and effectiveness. Additionally, we have established a Business Continuity Planning (BCP) policy framework designed to uphold the continuity of critical services in the face of unforeseen disasters, showcasing the resilience of our operations by swiftly restoring all services.

Furthermore, our BCP efforts contribute significantly to safeguarding our organisational reputation, fostering strong relationships with third-party entities and subsidiaries, boosting employee morale, and ensuring compliance with regulatory standards.

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

Value Chain Partners constitute a critical part of our operations. Westlife has a Suppliers Conduct Policy which emphasises on providing a safe and healthy working environment that minimises physical and mental stress, adhering to human rights, managing, measuring and minimising the environmental impact while maintaining business integrity. Impact on the environment is assessed as a part of our Supplier Workplace Accountability audits. If any significant risk is highlighted, the supplier needs to immediately redress it or may lead to discontinuation of business relationship.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Over 95% - by value of business done with such partners were assessed for environmental impacts covered as a part of our SWA audits.

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.

Westlife is affiliated with 5 National Trade and Industry Chambers.

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

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	National Restaurant Association of India (NRAI)	National
2	Confederation of Indian Food Trade & Industry (CIFTI, the food arm of FICCI)	National
3	The Protein Foods and Nutrition Development Association of India (PFNDAI)	National
4	All India Food Processors Association (AIFPA)	National
5	The Retailers 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.

No, Westlife adheres to the highest level of governance practices, and there were no cases of anti-competitive conduct during the reporting period.

Leadership Indicators

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

The Company through various Industry associations, participates in advocating matters for the advancement of the Industry and Public Good on a need basis. The Company has a Standards of Business Conduct Policy to ensure that the highest standards of business conduct are followed while engaging with aforesaid Trade associations/Industry bodies.

Business Responsibility & Sustainability Reporting

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.

Westlife does not have any substantial social impact due to the nature of its business operations, hence we have not undertaken Social Impact Assessments.

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

Since Westlife operates within the quick-service restaurant industry, Rehabilitation and Resettlement (R&R) is not applicable due to our business model and operations.

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

Communities are provided with multiple channels through which they can formally register their grievances. These include:

1. Dedicated email addresses such as myfeedback@mcdonaldsindia.com and info@westlife.co.in.
2. Engaging directly with restaurant managers across all McDonald's locations.
3. Submitting concerns through our official social media handles, including X, Instagram, and LinkedIn.

The company adheres to a structured grievance redressal process, which encompasses clear escalation procedures and ensures resolution at various hierarchical levels.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/small producers	9%	3%
Sourced directly within India	99%	99%

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

Location	FY 2024-25	FY 2023-24
Rural	0%	1%
Semi-urban	1%	0%
Urban	7%	6%
Metropolitan	92%	93%

(Places are categorised as per RBI Classification System - rural/semi-urban/urban/metropolitan)

Leadership Indicators

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):

Since Westlife operates in quick-service restaurant industry, Social Impact Assessments are not applicable due to our business model and operational focus.

Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

In FY25, Westlife has not undertaken any CSR projects in designated aspirational districts as identified by government bodies.

2. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)
(b) From which marginalised/vulnerable groups do you procure?
(c) What percentage of total procurement (by value) does it constitute?

Our supply chain partners do not fall under the marginalised or vulnerable groups.

3. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Not Applicable

Business Responsibility & Sustainability Reporting

4. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable.

5. Details of beneficiaries of CSR Projects:

CSR projects mentioned below and pursued by the company are meant to benefit vulnerable and marginalised groups of communities.

SL. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	RMHC India	The company has an in-house foundation-Ronald McDonald House Charities Foundation India (RMHC India) that works extensively to support the well-being of terminally ill children. In the financial year, 2024-25 the RMHC India Family Room was utilised 5,258 times by children and their families. Since its inception, RMHC has touched the lives of nearly 35,000 children and families.	All our beneficiaries of the CSR initiatives are from marginalised or vulnerable group

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.

We have established a dedicated mechanism for our consumers to register their complaints and grievances effectively. They have the option to voice their concerns and provide feedback by emailing us at myfeedback@mcdonaldsindia.com or through the McDelivery Feedback page which is then routed to the central team. Additionally, customers can reach out to us via our official social media channels such as Twitter, Instagram, and LinkedIn which is addressed by our marketing team.

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or Safe Disposal	100%

3. Number of consumer complaints in respect of the following:

	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	9	0	Largely reflects customer requests related to amendments of personal information, which were resolved	219	0	Largely reflects personal information amendment related customers requests which were resolved
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	
Others	5,76,918	0	Pertained to inaccuracy of orders or food product experience which were resolved	3,46,348	0	Pertained to inaccuracy of orders or food product experience which were resolved

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

Aspect	Number	Reason for Recall
Voluntary recall/Mock recall	NA	NA
Forced recall	NA	NA

There are no instances of product recalls.

Business Responsibility & Sustainability Reporting

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.

Yes, the company is dedicated to safeguarding its business data, including personal information of customers, employees, and business associates, throughout its collection, processing, utilisation, and storage across diverse internal and external systems. This commitment entails the establishment of robust information systems and processes. To enhance security measures, the company refrains from storing customers' financial details such as any sensitive information pertaining to customer card transactions. The Cyber security and Privacy Policy formulated by Westlife is an internal policy and it is accessible to our employees on intranet.

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.

Westlife adheres to the highest level of data security measures. There has been no such instance which has occurred during FY2024-25.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches**
- Percentage of data breaches involving personally identifiable information of customers**
- Impact, if any, of the data breaches**

Nil. There have not been any such instances in FY25.

Leadership Indicators

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

Information related to our Products and Services is available on McDonald's Android & iOS applications. Additionally, all the information pertaining to our food products

is also available on the website <https://mcdonaldsblog.in/>, and www.mcdelivery.co.in ensuring easy accessibility for our customers across various platforms.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Customers can visit www.mcdonaldsblog.in, www.mcdonaldsindia.com and www.mcdelivery.co.in to understand about the products and services offered. Additionally, the packaging of each food item served is designed to have a tidy man logo which highlights responsible usage and disposal of food products.

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

McDonald's does not fall into the category of essential service provided; however, our Android & iOS Application users receive a pop-up notification and in-store display boards are updated, in case our services are perceived to be disrupted/discontinued due to any natural/artificial circumstances.

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.

Yes. Since Westlife is governed by regulations and requirements prescribed by Food Safety and Standards Authority of India (FSSAI), we adhere to the display requirements prescribed by it. Our "Real Food, Real Good" initiative enables consumers to make informed food choices. Westlife also displays Allergen & Nutritional information in-store and on McDelivery app for the entire menu to ensure transparency.

5. 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)

Westlife conducts consumer satisfaction surveys through the McDelivery App and survey links. They can also rate their experiences on third-party platforms such as Zomato and Swiggy. Additionally, we offer a dedicated email address, myfeedback@mcdonaldsindia.com, for addressing consumer complaints and ensuring a positive experience.

Business Responsibility & Sustainability Reporting

Annexure

Social:

I. The table below indicates the flexible leave benefits availed by our employees during the reporting year:

Leaves	Paternity	Maternity	Total
Employees entitled for parental leave	6,853	4,291	11,144
Employees that took parental leave	131	70	201
Employees that returned to work in the reporting period after parental leave ended	105	57	162
Employees that returned to work after parental leave ended that were still employed 12 months after their return to work	105	57	162
Rate of Return to work that took parental leave	80%	81%	81%
Retention rates of employees that took parental leave	80%	81%	81%

II. Employee Turnover:

Total number of employee turnover (Age Group wise)	Male	Female	Total
<30	4,220	2,075	6,295
30-50	313	149	462
>50	2	1	3
Total	4,535	2,225	6,760

III. Details regarding the ratio of remuneration between women and men across different employee categories:

Employee Category	Ratio of Remuneration of women to men
Senior Management	0.3
Middle Management	0.2
Junior Management	0.5

Note: Due to the lower number of females compared to males across various organisational levels, the gender ratio appears skewed. However, the salary brackets for both males and females remain similar.

IV. New employee hire in FY25

Total number of new recruits (Age Group wise)	Male	Female	Total
<30	2,790	1,793	4,583
30-50	156	129	285
>50	0	0	0
Total	2,946	1,922	4,868

V. Talent Landscape

We understand that our employees' happiness directly influences the overall success of our organisation. They are integral to our business operations, and we thrive on the energy and dedication they bring to their roles. The following table provides details of our full-time employees by age, gender, and employee category:

Category	<30	30-50	>50	Male	Female	Total
Senior	0	31	9	33	7	40
Middle	938	504	12	1,126	328	1,454
Junior	8,613	1,028	9	5,694	3,956	9,650

Environment:

Materials used by weight/volume:

Considering the business operations of WFL, food materials form the cornerstone of our production, comprising significant 92% of our total material usage, followed by packaging materials and oil, which are also crucial to our operations. These insights are derived from our top 50 SKUs, which collectively account for over 75% of our material consumption.

Corporate Governance

Our corporate governance framework guides our business strategies, enables financial accountability, and promotes ethical conduct; thereby ensuring fairness and transparency for our stakeholders. It sets the tone for how our company operates and establishes guidelines for behaviour and decision-making. The framework is well designed in a way that it can be effectively cascaded throughout the various wings of the company and is in line with the core values and purpose of our organisation.

Business Responsibility & Sustainability Reporting

I. Promoting values and commitment¹

We are committed to maintaining the highest standards of ethics and integrity in all our operations. As the operators of McDonald's franchises in West and South India, we recognise that our reputation is built on the trust we establish with our customers, employees, suppliers, and the communities we serve. To uphold this trust, we adhere to a comprehensive "Standards of Business Conduct" document, which serves as our code of conduct and sets out the ethical guidelines and expectations for employees' behavior, decision-making, and interactions with stakeholders.

Additionally, to ensure that the core values of environmental, social, and economic sustainability guide us as well as our employees and business partners in daily business activities, we have developed and implemented a set of dedicated policies to the existing ones. Each department pertaining to their domain assumes the responsibility for one or more policies implemented within the company. Aspects of the material policies and code of the company is mentioned below:

Standards of Business Conduct

At the heart of our organisation are the values that drive the actions of our Board of Directors, Senior Management, and every team member. These values underpin our commitment to transparency, integrity, and business ethics, guiding our operations. Our dedication to these principles is embodied in our Standards of Business Conduct (CoC) and Internal Policies, which lays the foundation for the conduct of our Company and all its stakeholders. They serve as the definitive compass, guiding us in matters of anti-corruption measures, upholding human rights, embracing social responsibility, and championing environmental protection or more information, please refer to the Standards of Business Conduct available on the Company's website.

Our members have demonstrated adherence to our Standards of Business Conduct, as there have been no instances of complaints, concerns, or issues raised concerning matters of diversity, or any other form of abuse. No cases of noncompliance were reported pertaining to social and economic parameters and similarly there were no cases of corruption and bribery. We also had no cases of non-compliances with respect to local laws applicable to us or any anti-trust or anti-competitive behavior in which the Company has been identified as a participant.

Corporate Responsibility and Transparency in Tax Management We are committed to corporate responsibility, transparency, and ethical business practices in our tax management. We adopt best tax practices within the framework of Indian tax laws which outlines our approach to tax governance, compliance, planning, risk management, and engagement with tax authorities, emphasising corporate responsibility, transparency, and ethical business practices.

Building trust through data privacy & cybersecurity

At Westlife, the protection of data goes beyond regulatory obligations; it is a cornerstone of our commitment to our stakeholders. Safeguarding personal information, whether it belongs to our customers, employees, or business partners, is essential for building and maintaining trust and loyalty.

Our dedication to data security involves implementing stringent practices that protect sensitive information from potential cyber threats. By doing so, we ensure that our operations remain secure and uninterrupted, providing consistent and reliable service to our customers.

To reinforce our commitment to data protection and ethical business practices, Westlife clearly outlines the types of information we collect and details how the data is used, stored, and accessed by third parties.

Human rights and collective bargaining

Human rights emerged as one of the top three material topics in the materiality assessment conducted for the company this year.

Even our Standards of Business Conduct embodies our values and policies related to human capital, ensuring the protection of human rights across all aspects of our operations. Human rights commitments are integral to all our business agreements and to reinforce these commitments, we provide comprehensive training on human rights policies and commitments to all employees before onboarding the company. We are dedicated to safeguarding employee interests through various measures, including a robust whistleblower mechanism that offers a secure platform for voicing concerns with complete anonymity. To further align our human capital with our core values, we conduct regular training sessions for all employees. This includes specific training on the Prevention of Sexual Harassment to build a safe and respectful workplace.

¹ Some of the policies mentioned under this section are available on company's intranet.

Business Responsibility & Sustainability Reporting

In FY 24-25, no complaints of Human Rights violations or discrimination were reported along with zero (0) cases of child labour and/or forced labour and/or involuntary labor, and/or discriminatory violations.

Our internal policies guide our employment practices where we don't restrict any employee from forming an association. We don't hire any employees against their will or wrongfully detain them on the job. Every employee has the right to terminate his/her contract as per our policies. In line with our commitment, we encourage open dialogue and constructive engagement between management and employees. Hence, we are dedicated to upholding the rights of employees to associate freely and provide the necessary support and resources to facilitate effective collective bargaining processes whenever necessary.

ESG Commitment: Sustainable and Ethical Practices

Westlife is strongly committed to sustainability, with integrated efforts across environmental, social, and governance dimensions. To achieve net-zero greenhouse gas emissions by 2050, we have undertaken multiple energy efficiency initiatives including the deployment of an Energy Management System (EMS), installation of solar panels, transition to Piped Natural Gas (PNG), use of energy-efficient HVAC systems, and LED lighting. Our water conservation measures such as waterless urinals, low-flow aerators, reuse of RO reject water, and high-recovery RO systems resulted in a savings of approximately 40 million litres in FY25. Additionally, more than 99% of used cooking oil is responsibly recycled. Socially, we focus on employee well-being through health and wellness programmes and remain engaged with local communities. Our governance practices emphasise ethics, transparency, regulatory compliance, and stakeholder engagement, ensuring long-term sustainable value creation.

II. Board and its committees

The Board of Directors serves as the supreme governing body responsible for overseeing and guiding the Company's core areas of focus, as well as shaping its overall business mission, vision, values, and strategy. As the highest authority, the board assumes the vital responsibility of thoroughly reviewing and monitoring the Company's performance, encompassing both financial and non-financial aspects.

The Composition of the Board constituted Committees ensures an optimum mix of non-executive (including Independent Directors) and Executive Directors basis the required expertise/knowledge of the Directors in line with the terms of reference of the Committee.

3

Non-executives,
Independent Directors

1

Executive Director

2

Non-executives,
Non-independent Directors

6.2 years

Average tenure of board
members

Board Committees

The Board has established four board-level committees, each entrusted with specific mandates and responsibilities to oversee key areas of our business and facilitate effective delegation of functions. Committee members are carefully selected based on their expertise and skills. These committees assume the crucial roles of directing, executing, and overseeing the Company's strategy, while also evaluating its standards, performance, risks, and opportunities.