



Human Rights Policy

Purpose

Through this policy, Swiggy endeavours to protect and promote human rights across its operations and extended Value Chain, in line with Global standards and applicable Regulatory requirements.

As per the objectives of this Policy, Swiggy will:

- Strive to uphold ethical labour practices, fair treatment, and dignity for all stakeholders
- Endeavour to prevent and address potential human rights impacts through responsible governance and stakeholder engagement
- Encourage awareness and continuous improvement across the value chain

Scope

This policy applies to Swiggy, its group companies and their employees, and is encouraged across its wider ecosystem including users, restaurant partners, merchant partners, brand partners, delivery partners and other third-party service providers.

Policy Statement

Guided by global human rights frameworks and applicable laws, Swiggy will:

- Promote respect for international human rights standards, while complying with relevant Indian regulations.
- Uphold human rights by prohibiting child labour, forced labour, and promoting ethical labour practices across the workforce. Additionally, encourage value chain partners and other parties to adopt similar policies.
- Encourage fair wages and ethical working conditions across the workforce.
- Maintain a zero-tolerance stance on discrimination and harassment, promoting equal opportunity and merit-based progression.
- Uphold digital rights by protecting personal data privacy and security and encourage prompt reporting of data breaches to the Information Security team.
- Respect the right to lawful freedom of association and collective dialogue of employees.
- Support inclusion of vulnerable groups, including women, LGBTQIA+ individuals, persons with disabilities, and migrant workers through equitable policies.
- Promote human rights awareness through integration of training programs among managers and leadership, encouraging mindful, responsible practices.
- Provide accessible grievance channels and whistleblower protections, encouraging stakeholders to report concerns confidentially, with safeguards against retaliation.
- Encourage value chain partners providers to respect these human rights principles across their operations.
- Commit to ongoing improvement and transparency through regular policy reviews, stakeholder engagement, and relevant public disclosures.

Swiggy encourages all stakeholders, including workforce, value chain partners and customers to uphold human rights in both spirit and practice.

Governance

Swiggy has established a multi-tiered ESG governance framework to ensure robust oversight and integration of environmental, social, and governance priorities across the organization. Oversight is provided by the Board-level Sustainability and CSR Committee with the relevant functions responsible for implementation.

The policy undergoes periodic reviews, with any amendments requiring approval from the Board Committee and being communicated to the appropriate stakeholders.