

# **Stakeholder Engagement and Grievance Redressal Policy**

## Purpose

This policy sets out Swiggy's approach to engage openly and responsibly with diverse stakeholders across its operations and value chain.

It seeks to:

- Foster mutual trust and long-term collaboration through inclusive and respectful engagement
- Maintain effective communication channels for feedback and grievance redressal
- Strengthen understanding of stakeholder expectations to inform business decisions and support sustainable growth

## 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

Swiggy seeks to adopt a structured yet flexible approach to stakeholder engagement that supports its strategic goals and fosters open, inclusive, and respectful dialogue.

## Stakeholder Identification

The scope of Swiggy's stakeholder ecosystem encompasses any party impacted by, holding an interest in, or capable of influencing Swiggy's operations. These key groups include our investors, shareholders, workforce (employees and workers), value chain partners (including suppliers, vendors, merchants, delivery partners, and business associates), and customers (end users and restaurant partners)."

**Stakeholder Analysis:** Explore and review stakeholder expectations, potential influence, and relevance to our operations to help prioritize engagement and identify related risks and opportunities.

**Stakeholder Engagement Approach:** Swiggy will endeavour to :

- Foster open communication and timely responses to stakeholder concerns
- Respect diverse perspectives and maintain inclusivity
- Safeguard sensitive information and uphold privacy
- Promote transparency, fairness, and ethical decision-making
- Value stakeholder feedback to inform continuous improvement
- Use appropriate channels and tools for engagement, mindful of associated risks.
- Ensure equitable and non-discriminatory engagement, creating accessible opportunities for all stakeholders, including marginalized and vulnerable communities.

**Engagement Plan:** Develop and periodically update engagement plans outlining communication channels, frequency of interactions, and the purpose of engagement, tailored to stakeholder needs.

**Grievance Redressal Mechanism:** Endeavour to maintain an accessible grievance redressal process for internal and external stakeholders, enabling concerns to be shared through dedicated channels, reviewed fairly and in a timely manner, with resulting outcomes communicated transparently. For Grievance redressal mechanisms available to Swiggy's stakeholders, please refer to the annexure of this Policy.

The resolution timeframe for a complaint is contingent upon its specific nature, with standard resolution typically ranging from 7 to 30 days. Should a grievance reported, necessitate additional time for redressal, the complainant will be informed of the reasons for the delay and provided with an expected timeline for resolution.

Swiggy encourages all stakeholders, including workforce, value chain partners and customers to uphold stakeholder engagement 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 Committee of the Board 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.

In any circumstance where the terms of this Policy are inconsistent with any existing or newly enacted law, rule, regulation or standard governing the Company, the said law, rule, regulation or standard will take precedence over this Policy.

## Annexure:

Stakeholder - Specific Grievance Channels:

Stakeholder Group	Reporting Channel/Mechanism
Communities	<a href="mailto:grievances@swiggy.in"><b><u>grievances@swiggy.in</u></b></a>
Investors	ir@swiggy.in
Shareholders	<a href="mailto:secretarial@swiggy.in"><b><u>secretarial@swiggy.in</u></b></a>
Workforce (Employees and Workers)	For concerns related to HR policies, work conditions, or unresolved workplace issues: <a href="mailto:voe@swiggy.in"><b><u>voe@swiggy.in</u></b></a> (Voice of Employees)
	For Ethical Misconduct & Policy Violations or anti-bribery and corruption related matters: <ul style="list-style-type: none"> <li>Toll-free number: 1800-102-6969</li> <li>Web portal: <a href="https://swiggy.integritymatters.in">https://swiggy.integritymatters.in</a></li> <li>Email: <a href="mailto:swiggy@integritymatters.in">swiggy@integritymatters.in</a></li> <li>Or by writing to the Chairman of the Audit Committee at <a href="mailto:chairman.ac@swiggy.in">chairman.ac@swiggy.in</a></li> </ul>
	For all escalations on matters pertaining to sexual harassment <a href="mailto:icc@swiggy.in">icc@swiggy.in</a>
Value Chain Partners (Delivery Partners)	Voice of DE platform, dedicated helplines, and support centres <ul style="list-style-type: none"> <li>Medical Hotline: 08068186666</li> </ul>
Value Chain Partners (Suppliers)	For Ethical Misconduct & Policy Violations or anti-bribery and corruption related matters: <ul style="list-style-type: none"> <li>Toll-free number: 1800-102-6969</li> <li>Web portal: <a href="https://swiggy.integritymatters.in">https://swiggy.integritymatters.in</a></li> <li>Email: <a href="mailto:swiggy@integritymatters.in">swiggy@integritymatters.in</a></li> </ul>

	Or by writing to the Chairman of the Audit Committee at <a href="mailto:chairman.ac@swiggy.in">chairman.ac@swiggy.in</a>
Customers (End Users)	<ul style="list-style-type: none"><li>• <a href="mailto:support@swiggy.in">support@swiggy.in</a></li><li>• Swiggy App</li></ul>
Customers (Restaurant Partners)	<a href="mailto:partnersupport@swiggy.in">partnersupport@swiggy.in</a>

*This policy has been adopted and amended by the Board of Directors at their meeting held on January 29, 2026.*

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