

Zomato puts delivery partner wellbeing at the heart of its business model. We have several initiatives in place to support this including comprehensive accident and general insurance that includes a provision for loss of pay at no additional cost, safety training, black zoning and a safety button linked to emergency ambulance services for delivery partner safety, rest points for our delivery fleet (open for use by any company), multi-channel grievance redressal systems. We have also successfully onboarded 300+ persons with disability and 2000+ women into our delivery fleet.

We have been awarded points by Fairwork for various principles that contribute to standards of Fair Work. We have been awarded the maximum possible points for Fair Contracts, Fair Conditions ( 2 each) and 1 point under Fair Management.

In terms of areas where we were not awarded any points, we have cooperated closely with the Fairwork team and provided detailed evidence of the efforts we make to ensure workers are fairly compensated for the time invested in undertaking deliveries for the platform. Gig work in its essence is task-based and flexible in nature. Recognising this, the Indian Code on Social Security, 2020 defines a “gig worker” as a person who performs work or participates in a work arrangement and earns from such activities outside of traditional employer-employee relationship. It is relevant to add that the majority of gig workers who are active with Zomato, participate on a part-time basis and many simultaneously participate in work in the organized sector, unorganized sector and/or with other platforms. For example, per our analysis of login behaviour in April 2023, out of our 300,000+ monthly active delivery partners, ~60% logged onto the platform for less than 15 days and ~65% of them logged in for less than 6 hours on any given day. Secondly, per an analysis of payouts made to workers in 3 metro cities based on time invested, we found that all those who logged in for 26 days for at least 8 hours a day were paid above the minimum wage for those cities.

Finally on Fair Representation, we do not restrict the delivery partners to engage in collective bargaining as long as it does not interfere with the safety of other delivery partners, employees and or any individual associated with Zomato and/or impacts/obstructs Zomato business operations in any way.

Based on the above, it would be wholly incorrect to say that Zomato has failed to ensure basic standards of fair work when the company has gone well above and beyond its legal obligations to provide a quality, flexible opportunity for workers seeking to participate in and earn from deliveries.