

Business Responsibility
& Sustainability Report
2022-23

BARBEQUE-NATION HOSPITALITY LIMITED



**Diversified
Food Services
Company**

People and Products behind Great Brands!

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Message from the Managing Director

We are pleased to publish our Business Responsibility and Sustainability Report for the Financial Year 2022-23. Being a responsible corporate citizen, we are mindful of our operational practices, focusing on eliminating any negative impact on our stakeholders and the environment. We continuously strive to go beyond the legal requirements and voluntarily take steps towards a sustainable society and sustainable environment.

We take great pride in serving our guests around the country and in overseas markets every day with safe, wholesome and hygienic foods which are socially, environmentally and economically sustainable. Our ability to consistently deliver quality that meets our requirements as well as all applicable laws and regulations is of critical importance to our continued success.

Founded in 2006, Barbeque Nation is India's leading casual dining restaurant chain with 216 restaurants (including 14 Toscano and 6 international restaurants) as on March 31, 2023 with an expansive network and strong brand recognition. The Company has pioneered the popular "over the table barbeque" concept, and the nature and quality of its food offerings, ambience and service quality create a one-of-a-kind guest experience. We are reinforcing our position as a leading foodservices company with an established dine-in proposition and a growing delivery vertical.

We prioritize Environment, Social & Governance (ESG) issues that are of the highest importance to our stakeholders and where the business can have the greatest impact.

Our Sustainability Framework has 4 pillars:

Good Food & Responsible Sourcing

- Reduce ingredients having artificial preservatives / food colors / taste enhancers
- Sustainable sourcing of sea food and meat based on certifications like Best Aquaculture Practices (BAP) / Hazard Analysis Critical Control Points (HACCP) and similar
- Increase in organic food ingredients (responsible pesticide and fertilizer use, soil health)
- Progressively reduce deep fried products

Our Planet

- Energy efficiency and renewable energy
- Green House Gas (GHG) emission reduction
- Food waste management
- Used cooking oil disposal
- Reducing plastics in packaging material and water bottles

Employee Training, Development and Welfare

- Employee Training Management
- Employee Welfare & Benefits
- Safe and respectful workplaces

Community

We organized 'Daan Utsav' to celebrate the milestone of 200+ restaurants by serving meals to 200 neighboring underprivileged children across each of our 200 restaurants in collaboration with NGOs.



We invite children from neighboring NGOs to celebrate the launch of new outlets and give them gift hampers. We are also engaged in secure practices around procurement of food ingredients and cater to expectations around dietary preferences and healthy eating choices.



"We have an increased focus on ESG, including compliance with legislation, responsible sourcing, food security and the impact of our business on the environment."

"We practice responsible use of non-renewable resources, reduce wastage of food and engage in recycling efforts, wherever possible."

The biggest competitive edge of our Company is the commitment of our employees, evidenced by the excellent work they do every day. Our frontline team members and their spirit of service makes all the difference at Barbeque Nation.

We have developed comprehensive policies, including whistleblower policy, related party transactions policy, anti-sexual harassment policy, etc., to guide us in our business conduct and ensure compliance with regulations, while also fostering a culture that is rooted in respect and responsibility. We invest in the personal and professional development of our people which can be seen in multiple training and growth programs we offer our employees across all levels. We create a responsible workplace by attracting and retaining diverse talent. Our Board independence is reflected in the fact that 1/3rd of our Board, i.e., three Directors are Independent Directors. We have 2 women Directors, including one Independent Director.

We are proud to be a largescale employer contributing to generating local jobs in the communities we operate in. As we continue to grow, we prioritize our inclusion and diversity efforts that lead to innovation of thought, helps fuel our growth as a company and creates a great place to work for our team members. Our agenda is to be financially successful and create growth vectors that helps to deliver value to our shareholders.

Numerous factors, including education and greater focus on workplace diversity are enabling women in India to exercise greater influence on their families and society. These changes are expected to have a broad impact on societal factors, including workforce demographics and economic independence for women.

As we continue to grow, we prioritize our four pillars of Sustainability Framework that enhances our competitive strength and at the same time highlights our contribution to Sustainable Development Goals.

Kayum Dhanani
MANAGING DIRECTOR

SECTION A : General Disclosures

I. Details of the listed entity:

1.	Corporate Identity Number (CIN) of the Listed Entity	L55101KA2006PLC073031
2.	Name of the Listed Entity	Barbeque-Nation Hospitality Limited
3.	Year of Incorporation	2006
4.	Registered Office Address	"Saket Callipolis" Unit No. 601 & 602, 6th Floor, Doddakannali Village, Varthur Hobli, Sarjapur Road, Bengaluru, Karnataka – 560035, India
5.	Corporate Address	"Saket Callipolis" Unit No. 601 & 602, 6th Floor, Doddakannali Village, Varthur Hobli, Sarjapur Road, Bengaluru, Karnataka – 560035, India
6.	E-mail id	corporate@barbequenation.com
7.	Telephone	+91 80 6913 4900
8.	Website	www.barbequenation.com
9.	Financial year for which reporting is being done	FY2023 (1 st April 2022 to 31st March 2023)
10.	Name of the Stock Exchange(s) where shares are listed	BSE Ltd. (BSE); and National Stock Exchange of India Ltd.(NSE)
11.	Paid up Capital (₹)	19,48,92,005 /- (31 st March 2023)
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. Bijay Sharma HEAD OF INVESTOR RELATIONS investor@barbequenation.com
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)	Disclosures made in this report are on a standalone basis and pertain only to Barbeque-Nation Hospitality Limited.

II. Products / Services:

14.	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
1.	Food Service (Operating and Managing Restaurant Business)	Food and beverage services provided by restaurants	100%
15.	15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):		
Sl. No.	Product/Service	NIC Code	% of total contributed Turnover
1.	Food and beverage service activities	Division 56	100%

III. Operations

16.	Number of locations where plants and/or operations/offices of the entity are situated:			
	Location	Number of plants (Restaurants/Outlets)	Number of offices	Total
	National	196*	6	202

* 14 restaurants under the brand Toscano operated by the subsidiary of the company, are not reckoned in the above count.

** 6 restaurants in International market are operated through our overseas subsidiary companies.

17.	Markets served by the entity:	
	<i>a. Number of locations:</i>	
	Locations	Number
	National (No. of States)	23 States
	International (No. of Countries)	0*

*International market is served through our overseas subsidiary companies.

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Barbeque-Nation Hospitality Limited has no export earnings on standalone basis.

c. A brief on types of Customers:

Barbeque Nation is one of India's leading casual dining chains that has adopted the "All you can Eat" menu and "over the table barbeque" concept. This concept facilitates guests with an option to grill their own barbeque on their tables and offers a value-for-money diversified range of menus to fulfill the food preference of customers in a group. The restaurants are well articulated and arranged for different types of celebrations such as office parties, birthday parties, anniversaries, kitty parties etc.

Hence, customers are mostly a group of family, colleagues or friends across all age groups and income profile.

IV. Employees:

18.	Details as at the end of Financial Year:					
	<i>a. Employees and workers (including differently abled):</i>					
Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES:						
1.	Permanent (D)	8,614	8,114	94%	500	6%
2.	Other than Permanent (E)	423	423	100%	0	0%
3.	Total employees (D + E)	9,037	8,537	94%	500	6%
WORKERS:						
The Company does not have any workers as defined in the guidance note for BRSR.						

b. Differently abled Employees and workers:

The Company does not have any differently abled employees as on 31st March 2023.

19.	Participation/Inclusion/Representation of women:		
	Particulars	Total (A)	No. and percentage of Females
			No. (B) % (B/A)
	Board of Directors	8	2 25%
	Key Management Personnel	4*	1 25%

*including 2 Board members i.e. Managing Director and CEO & WTD.

20.	Turnover rate for permanent employees and workers:									
	Particulars	FY 2022-23			FY 2021-22			FY 2020-21		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	88.1%	90.5%	88.2%	63.3%	54.3%	63.1%	72.7%	40.7%	72.0%

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

21.	Names of holding / subsidiary / associate companies / joint ventures:			
Sl. 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?
1.	Barbeque Nation MENA Holding Limited, Dubai	Wholly Owned Subsidiary	100%	No.
2.	Barbeque Nation Holdings Private Limited, Mauritius	Wholly Owned Subsidiary	100%	The subsidiary/associate companies have their own business responsibility (BR) initiatives and generally do not participate in the BR initiatives of the company. However, there are instances where the Barbeque Nation group of companies make joint commitments to support BR initiatives such as COVID-19 relief measures.
3.	Red Apple Kitchen Consultancy Private Limited, India	Subsidiary	78.22%	
4.	Barbeque Nation (Malaysia) SDN. BHD.	Step Down Subsidiary	100%	
5.	Barbeque Nation Restaurant LLC, Dubai	Step Down Subsidiary	100%	
6.	Barbeque Nation International LLC, Oman	Step Down Subsidiary	49%	
7.	Barbeque Nation Bahrain W.L.L., Bahrain	Step Down Subsidiary	99%	

VI. CSR Details:

22.	Whether CSR is applicable as per section 135 of Companies Act, 2013: No	
(i)	Turnover (in Rs.)	1,073.78 Crores (FY 2022-23)
(ii)	Net worth (in Rs.)	429 Crores (FY 2022-23)

VII. Transparency and Disclosures Compliances

23.	Complaints/Grievances on any of the Principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:						
Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		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
Communities	Yes	-	-	-	-	-	-
Investors (other than shareholder)	Yes	-	-	-	-	-	-
Shareholders	Yes	-	-	-	-	-	-
Employees and workers	Yes	4	-	All the complaints were resolved during the year	2	-	All the complaints were resolved during the year
Customers	Yes	2,838	-	All the complaints were resolved during the year	3,247	-	All the complaints were resolved during the year
Value Chain Partners	Yes	-	-	-	-	-	-

No complaints have been received from communities, value chain partners and investors during the FY 2021-22 and FY 2022-23.

There are several mechanisms in place to receive and redress grievances such as access to e-mail ID, Website, Customer help-line/Toll-free number and Barbeque Nation App. Also, we have a Guest Satisfaction Index (GSI) wherein 20% of the guests who visit the restaurant/outlet are contacted on a daily basis for their feedback. Based on the feedback relevant actions are taken.

Board has constituted several Committees with adequate delegation of powers to focus effectively on issues and ensure expeditious resolution of diverse matters. The Stakeholders' Relationship Committee deals with all the grievances and complaints of the Investors and Shareholders.

The details of grievance redressal mechanism for employees and workers are provided in Principle 3, point No. 6

Complaints / Grievances from Value Chain Partners are addressed by relevant Departments on a case-to-case basis.

The contact details for investor's grievance redressal is available on the website of the Company at <https://www.barbequenation.com/investors-contact>.

24.	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					
Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying The risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Environmental Sustainability	Risk	Environmental sustainability has become very important for all businesses.	We comply with applicable legal requirements which relate to our environmental aspects. The company prevents pollution, reduces waste and minimizes the consumption of resources. We educate, train and motivate employees to carry out tasks in an environmentally responsible manner and encourage environmental protection among suppliers.	Negative
2.	Training & Skill Development of employees	Opportunity	HR Team organizes several trainings for employees to induction and upskill. We also collaborate with our external partners to train our employees.	Not Applicable	Positive

SECTION B : Management and Process Disclosures

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

We have implemented following policies towards adopting National Guidelines on Responsible Business Conduct (NGRBC):

Principle P1 Transparency & Accountability

- Code of Business Conduct
- Whistle Blower Policy
- Code of conduct for board of directors and senior management personnel
- Policy on board diversity
- Policy on related party transactions

Principle P4 Stakeholder Engagement

- Corporate Social Responsibility Policy
- Charter of the Stakeholders' Relationship Committee

Principle P7 Public Advocacy

- Public Advocacy Policy

Principle P2 Product Responsibility

- Sustainable Sourcing Policy
- Food Safety Management System

Principle P5 Human Rights

- Labour and Human Rights Policy
- Anti-Sexual Harassment Policy
- Equal Opportunity Policy

Principle P8 Inclusive Growth and Equitable Development

- Corporate Social Responsibility Policy

Principle P3 Employee Development

- Code of Conduct for employees
- Anti-Sexual Harassment Policy/ POSH Policy
- Equal Opportunity Policy

Principle P6 Environment Principle

- Environment, Health and Safety Policy
- Corporate Social Responsibility Policy

Principle P9 Customer Value

- Guest Satisfaction Index
- Data Privacy Policy
- Information Security Policy

Disclosure Questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
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)	YES									
	c. Web Link of the Policies, if available	https://www.barbequenation.com/corporate-governance-policies									
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	N	Y	N	N	N	N	N	N	N	
4.	Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	All the Policies have been adopted in accordance with the provisions of the Companies Act, 2013 and the Rules made thereunder, SEBI Listing Regulations, the National Guidelines on Responsible Business Conduct, 2019 released by the Ministry of Corporate Affairs and other applicable laws.									
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Our strategies, business model and operations are based on environment protection, employees and customers safety.									
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA									
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)	The message from our Managing Director has been included at the beginning of this report.									
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Implementation and oversight of the Business Responsibility Policies and the decision making on sustainability related issues is the responsibility of the Corporate Social Responsibility and Sustainability Committee of the Board of Directors, which comprises of following members as on March 31, 2023:									
		<i>Name of Director</i>	<i>Category of Directorship</i>		<i>Chairperson/ Member</i>						
		Mr. T N Unni	Non-Executive, Independent Director		Chairman						
		Mr. Abhay Chaudhari	Non-Executive, Independent Director		Member						
		Mr. Kayum Dhanani	Managing Director		Member						
		Mrs. Suchitra Dhanani	Non-Executive Director		Member						
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)				
		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
	Performance against above policies and follow up action	The review has been done by Corporate Social Responsibility and Sustainability Committee and Chief Executive Officer.					The frequency of the review is Annual with Corporate Social Responsibility and Sustainability Committee and Quarterly with Chief Executive Officer.				
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliance with the laws of the land is the first step in responsible business conduct. The compliance review with all the statutory requirements of relevance to the principles of National Guidelines on Responsible Business Conduct has been done by the respective committees of the Board.									
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency. <i>No. The assessment / evaluation of the working of its policies is being done internally as part of the business operating policies and procedures.</i>										
12.	If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated:										
	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
	The entity does not consider the Principles material to its business (Yes/No)										
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)										
	The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-----Not Applicable -----									
	It is planned to be done in the next financial year (Yes/No)										
	Any other reason (please specify)										

SECTION C : Principle wise Performance Disclosure

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership." While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

We are following and adhering to best governance practices to ensure a robust value system of integrity, fairness, transparency, accountability, and adoption of the highest standards of business ethics that will benefit all stakeholders.

We have laid down appropriate structures, policies, and procedures to promote this principle and ensure that contravention is prevented and timely action is taken against any transgressions.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

We have introduced an online Learning Management System (LMS), by mapping the learning curve of every individual to inculcate the culture of continuous learning and growth in our people.

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	1	All Principles	100%
Key Managerial Personnel	1	All Principles	100%
Employees other than BoD and KMPs	8,608	Employees have been given training on Principle 1 and other Principles as applicable to their respective functional area	100%

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):

No fines / penalties / punishment / award / compounding fees / settlement amount has been paid by the company considering the materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015.

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 institutions
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 Code of Conduct for Board of Directors & Senior Management and Code of Conduct for Employees covers the concerns regarding anti-corruption or anti-bribery. The said Code of Conduct is available on the website of the Company at <https://www.barbequenation.com/corporate-governance-policies>.

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

No disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption against any of the Directors/ KMPs/employees.

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

No complaint was received with regard to conflict of interest of the Directors, KMPs or any other employee.

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

PRINCIPLE 2:

Businesses should provide goods and services in a manner that is sustainable and safe

We are engaged in secure practices around procurement of food ingredients and cater to expectations around dietary preferences and healthy eating choices. Sustainable sourcing has become an important ESG strategy for us as we aim towards creating value to our stakeholders and preserve our natural resources. We are focusing on procuring raw materials from certified sources such as obtaining seafood and meat from organisations which are certified for BAP/HACCP and other quality and sustainability certifications.

During the year, Hygiene audits were conducted for all our operational restaurants by an external agency, Cotecna Inspection India Pvt. Ltd. All our operational outlets scored more than the minimum prescribed score.

We would be continuously increasing our efforts on this front and are committed to contribute positively towards providing sustainable and safe goods and services to our stakeholders.

Essential Indicators

1. 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.

Segment	Current Financial Year 2022-23	Previous Financial Year 2021-22	Details of improvements in environmental and social impacts
R & D	Not Applicable	-	-

During the financial year 2022-23, the following eco-friendly measures have been incorporated in all new restaurants opened during the year with a capex of Rs.39.35 million.

- Smoke eliminators have been installed to reduce Carbon level inside the outlets in addition to air scrubbers that cleans the air before releasing it in the environment.
- Grease traps in conjunction with ETP/STPs ensures efficient and effective wastewater treatment before discharging.
- IOT Based Electricity management: Use of Variable Frequency Device (VFD) panels that automatically detects power requirements and adjust all equipment operations to save power

2. a. Does the entity have procedures in place for sustainable sourcing?

Yes. The Company has procedure in place for sustainable sourcing.

b. If yes, what percentage of inputs were sourced sustainably?

Sustainable sourcing is an important part of our sustainability framework. To achieve our sustainability goals, we have started the journey towards sustainable sourcing. The focus areas for sustainability sourcing are reduction in ingredients having artificial preservatives, colors and taste enhancers. We are increasingly procuring seafood and meat from organisations which are certified for BAP/ HACCP and other quality and sustainability certifications. We acknowledge that long-term sustainable development of our suppliers is critical to our joint success and we value our relationship with suppliers who share the same approach and vision towards doing business. We have increased our procurement directly from MSME and SHG vendors.

- Currently 70% of the Prawns are sourced from BAP compliant facilities and 2-Star farms.
- Basa Fish used in operations is HACCP certified.
- More than 80% of the chicken products are sourced from standard processors who are certified for food safety.
- All cleaning chemicals are bio degradable and food safe.

3. 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.

Not Applicable considering the nature of the business.

4. 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.

EPR is not applicable considering the nature of the business.

PRINCIPLE 3:**Businesses should respect and promote the well-being of all employees, including those in their value chains**

Our employees are our true asset and brand ambassadors. This is reflected in our structured and friendly initiatives and policies that help deliver seamless brand and culture experience, right from the hiring stage to throughout the employee's tenure. We have recognized that diversifying and building scale with the right management has become foundational for our future growth.

As part of our initiative to provide a safe and respectful working places we participate in the 'Great Place to Work' initiative. The recognition from the 'Great Place to Work' Institute is a vindication of our employee-centric culture and robust HR best practices. The recognition which has been bestowed upon us include India's Best Companies to Work for in 2022 – 7th rank, Best Large Workplaces in Asia 2022-13th rank, Top 10 in India's Best Workplaces in Retail 2022. Also, we are the only company from food services segment to feature in this list.

To inculcate the culture of continuous learning and growth in our people, we introduced an online Learning Management System (LMS), with the learning curve of each individual mapped through this platform.

Our comprehensive EHS Policy portrays our commitment to safe and healthy working environment and practices. We have several grievance redressal mechanisms in place such as Employee helpdesk, Employee Happiness Index, Open house, Voice of Employee and SKIP session to ensure our employees feel safe and secure and any grievances are redressed in a fair and timely manner.

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	8,114	8,114	100%	8,114	100%	NA	NA	8,114	100%	-	-
Female	500	500	100%	500	100%	500	100%	NA	NA	-	-
Total	8,614	8,614	100%	8,614	100%	500	100%	8,114	100%	-	-
Other than Permanent employees											
Male	423	-	-	-	-	-	-	-	-	-	-
Female	0	-	-	-	-	-	-	-	-	-	-
Total	423	-	-	-	-	-	-	-	-	-	-

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

Not Applicable

2. Details of retirement benefits, for Current FY and Previous Financial Year:

Benefits	FY 2022-23			FY 2021-22		
	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	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	54%	NA	Y	49%	NA	Y
Other (please specify)	NA					

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. The offices and the outlets are accessible with elevators and ramps for persons with disabilities.

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. The Company has adopted equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

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

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	100%	17%
Female	100%	100%
Total	100%	57%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	Employee Helpdesk: All employees in the organization can raise their day-to-day grievances to the centralized HR Shared Services (HRSS) team through mobile app. Centralized HRSS team ensures to resolve their grievances within 24 Hours.
Other than Permanent Employees	Employee Happiness Index: We as an organization always believe that a happy employee makes our customer happy. To ensure our employees are happy we conduct a quarterly survey to understand how much our employees are happy & satisfied. A questionnaire is designed to share employees' feedback on various aspects of their work life, Organization Culture & Physical amenities. Findings of the survey with areas of improvements shared with respective Business Manager and Cluster Manager to resolve. The survey score also impacts the Balance Score Card of respective employees. Open House: Every month respective HRBP (Human Resource Business Partner) visits to outlets and conduct Open House Session with all employees working in the outlet. All employees share their specific grievances with HRBP. Voice of Employee (VOE): An employee can directly report any illegal, unethical behavior and misconduct or fraudulent activities in the company to the Audit Committee, which investigates the reported complaint and take appropriate actions. SKIP Session: On Periodical basis, Respective Cluster Manager conducts SKIP session with outlet employees to understand and resolve any specific issues.

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

There are no employee association(s) or unions recognized by the company.

8. Details of training given to employees and workers:

We invest in the personal and professional development of our people, evident in the multiple training and growth programs we offer our employees across all levels and groups. We create a responsible workplace by attracting and retaining diverse talent.

In FY 2021-22, we introduced an online Learning Management System (LMS) where we offer courses to all our employees to enhance their competence level – from entry-level to outlet leadership. It includes a structured set of learning activities with certifications on technical competencies required for different roles. Further, LMS also provides a platform where each individual can have access to e-learning modules in order to grow and enhance their competence levels. We launched courses for everyone, from entry-level employees to outlet leadership through LMS. We also looped in digital learning content development partners to develop video-based training modules so that understanding could be improved amongst frontline employees.

Moreover, we have launched the Barbeque Nation Leadership Academy at Delhi and Kolkata to identify potential leaders and transform them to take up future roles. The Academy outlines a transparent career growth path, chalking learning and competency requirements for promotions and organization-supported development processes. Around 1,500 high-potential employees were promoted last year in various roles.

Category	FY 2022-23				FY 2021-22					
	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)
Employees										
Male	8,537	8537	100%	8,537	100%	7,913	7,913	100%	7,913	100%
Female	500	500	100%	500	100%	280	280	100%	280	100%
Total	9,037	9037	100%	9,037	100%	8,193	8,193	100%	8,193	100%

*including permanent and non-permanent employees

9. Details of performance and Career development reviews of employees:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	8,114	8,114	100%	7,913	7,913	100%
Female	500	500	100%	280	280	100%
Total	8,614	8,614	100%	8,193	8,193	100%

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, the coverage of such system?

Yes, we are committed to providing and maintaining a safe and healthy working environment by developing and maintaining a health and safety management system. We have an EHS policy (Environment, Health and Safety policy) in place that provides guidance and control measures to ensure the Health & Safety of all Employees, Visitors, Vendors, Customers and Contractors etc. in the Barbeque Nation Environment. The Policy is intended to ensure that the activities of employees do not put Health and Safety of themselves and others at risk. The aim of the well implemented health and safety management system are as follows:

- Comply with all Health & Safety Legislation, Regulations, Codes of Practice and Guidance Notes.
- Provide and maintain safe and healthy working conditions for all our employees and all others who work on our behalf.
- Identify risks and where they cannot be eliminated, control them to an acceptable level.
- Value the efforts of all employees in the field of Health & Safety equally with their other contributions to the business.
- Require every employee, and others who work on our behalf, to exercise personal responsibility in preventing harm to themselves and others.
- Actively work to prevent all workplace accidents and near miss incidents.
- Encourage the open reporting of all accident and near miss incidents and their investigation to facilitate the prevention of recurrence.
- Provide such information, instruction and training as needed to enable employees to co-operate fully with us in achieving compliance with the policy.
- Routinely monitor and review EHS performance to achieve continuous improvement.
- Set Health & Safety targets and maintain an improvement plan to address areas where management has indicated an improvement is necessary.

The occupational health and safety coverage management system are in place across all the outlets and offices. The Cluster Managers are entrusted with the responsibility of implementing the EHS Standards at all our Outlets and they are assisted by the entire Outlet team to ensure that the EHS practices are properly implemented at site. The Cluster Managers reviews the EHS status at least once in a month and records the proceedings.

The responsibility of the Business Manager implementing the EHS Standard at outlet is:

- Developing a "Safe Work Culture"
- Induction of New Joiners on Health and Safety Practices

- Organize meetings /trainings /awareness spreading
- Ensure effective EHS Inspection, rules, procedure, and discipline and implement Permit System.
- Create continuous awareness through motivational talk, Safety meetings and safety slogans.
- Ensure effective housekeeping
- Maintain EHS records for all statutory compliance.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? EHS policy provides for the processes to identify work-related hazards and assess risks on a routine and non-routine basis.

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

Yes, the employees can report the work-related hazards to the Business Manager and they are trained to remove themselves from risks.

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

Yes, all the employees are covered under accident insurance, health insurance and ESI as applicable to them.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	1.11	1.20
Total recordable work-related injuries	Employees	19	18
No. of fatalities	Employees	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

A robust EHS management system with assigned roles and responsibilities is established to ensure the systems are well executed on ground. PoSH (Prevention of Sexual Harassment) Policy is in place to promote a healthy work environment that is free from harassment of all kinds and to ensure all employees are protected at workplace from sexual harassment. A Grievance redressal mechanism under the PoSH policy provides for an effective complaint and redressal mechanism for any cases of harassment including sexual harassment. The grievance redressal mechanism for all kind of concerns have been explained given in point no. 6 of this principle.

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

Category	FY 2022-23			FY 2021-22		
	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	4	0	All the complaints have been resolved during the year	2	0	All the complaints have been resolved during the year
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and safety practices	All our outlets and offices were assessed for health, safety and working condition as part of the business operating processes as per the EHS Policy, apart from the statutory assessments done by FSSAI, Fire Services etc. Also we have an Internal Audit team which reviews all our outlets and offices on a monthly basis on various parameters.
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.

No corrective action was necessitated for the above mentioned indicators during the financial year.

We undertake numerous initiatives to ensure the safety and security of our patrons and employees. We conduct regular audits and safety checks to ensure smooth and safe running of our operations. Our staff is given regular fire safety and emergency evacuation training to deal with any kind of emergency where they would need to safely evacuate large numbers of people with varying abilities.

PRINCIPLE 4:**Businesses should respect the interests of and be responsive to all its stakeholders**

As guardians of stakeholders' trust, our Board is responsible for strategic stewardship that helps in advancing value creation for all our stakeholders. We are a responsible corporate citizen and are mindful of our operational practices, focusing on eliminating any negative impact on our stakeholders and the environment in general.

Essential Indicators**1. Describe the processes for identifying key stakeholder groups of the entity:**

Stakeholders are individuals or groups that are affected or could be affected by an organization's activities. The internal and external groups of key stakeholders have been identified on the basis of their immediate impact on the operations and working of the company and where the business can have the greatest impact.

Barbeque-Nation Hospitality Limited recognizes existing and potential customers, employees, shareholders, investors, regulatory authorities, media, and community as its stakeholders.

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 & Marginalized 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	N	Customer Feedback/Guest Satisfaction Index (GSI) for each outlet, BBQ loyalty program (SMILES), Website, Social Media Platforms	Ongoing	Customer Satisfaction, Safety & Security
Employees	N	Notice Boards, Website, Employee Survey feedback, Annual Performance Review, Meetings, Trainings, Town hall	Ongoing	Working condition, Employee performance, Employee Satisfaction
Shareholders and Investors	N	AGM, Investor meets, Investor Grievance redressal mechanism, Stock Exchange Intimations, Annual Reports	Ongoing	Apprise on Business Strategies and Performance
Government and Regulatory Authorities	N	Regulatory Filings	Ongoing	Legal Compliance
Media	N	Press Releases, Social Media Platforms, Media interactions	Ongoing	Information dissemination, communicating company's perspective
Community	Y, Underprivileged communities (particularly Children at Risk) around its business locations;	Corporate Social responsibility initiatives	Ongoing	Social welfare

PRINCIPLE 5:**Businesses should respect and promote human rights****Essential Indicators**

We are committed to ensure that we protect the Human Rights of all stakeholders impacted by our business especially our employees and people who are vulnerable and marginalized. We have in place Anti-Sexual Harassment Policy and Equal Opportunity Policy as well as access to various grievance redressal mechanisms to address grievances related to human rights issues.

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

PoSH (Prevention of Sexual Harassment) Training has been carried out to create awareness on the PoSH Policy as well as Grievance redressal mechanism available to all employees. The details of employees trained is provided below.

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Permanent	8,614	8,614	100%	8,193	8,193	100%
Other than Permanent	423	423	100%	-	-	-
Total Employees	9,037	9,037	100%	8,193	8,193	100%

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

Category	FY 2022-23				FY 2021-22					
	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)
Permanent										
Male	8,114	-	-	8,114	100%	7,913	-	-	7,913	100%
Female	500	-	-	500	100%	280	-	-	280	100%
Other than Permanent										
Male	423	-	-	423	100%	0	-	-	-	-
Female	0	-	-	0	-	0	-	-	-	-

3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (Rs. in million)	Number	Median remuneration/ salary/ wages of respective category (Rs. in million)
Board of Directors (BoD)*	6	21.01	2	-
Key Managerial Personnel*	1	6.78	1	1.74
Employees other than BoD and KMP	7,172*	0.24	323*	0.21
Workers	NA	NA	NA	NA

*Managing Director and Whole Time Director are not included in the Key Managerial Personnel for median remuneration workings, but are included in the Board of Directors.

The Company is not paying any remuneration to Managing Director and Non-Executive Directors except the sitting fee to the Independent Directors for attending the Board & Committee meetings.

*Excludes trainees.

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)

Yes. The Chief People Officer is the focal point for addressing human rights impacts or issues caused or contributed to by the business

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

POSH Committee has been set up to redress complaints received regarding sexual harassment. With respect to other human rights issues, complaints can be filed directly with Chief People Officer and complaints will be resolved accordingly.

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

	FY 2022-23			FY 2021-22		
	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	2	0	All the complaints have been resolved during the year itself	3	0	All the complaints have been resolved during the year itself
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/ Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

The Whistle Blower Policy, Sexual harassment Policy provides the mechanism to prevent adverse consequences and provide adequate safeguard against victimization of the complainant in discrimination and harassment cases.

8. Do human rights requirements form part of your business agreements and contracts

Yes. The Sustainable Sourcing Policy of the Company provides for safeguarding and protecting basic human rights requirement by its suppliers and business partners.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

All the assessments have been done by the entity during the course of operations of business and according to the applicable laws and EHS policy of the organization.

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable

PRINCIPLE 6:

Businesses should respect and make efforts to protect and restore the environment

We have implemented various measures to reduce the impact of our business on the environment by adopting appropriate energy conservation measures, waste management protocols, across all our restaurants and office premises.

We have regular training program for our employees on waste segregation, and disposal of hazardous wastes such as used oil and batteries in a responsible manner through authorized vendors.

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	Unit	FY 2022-23	FY 2021-22
Total electricity consumption (A)	GJ	1,33,445	80,773
Total fuel consumption (B)	GJ	1,89,257	1,41,400
Energy consumption through other sources (C)	-	-	-
Total energy consumption (A+B+C)	GJ	3,22,702	2,22,173
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	GJ / INR cores	300.5	291.9
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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:

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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.

The operations of the company are not covered under the Performance, Achieve and Trade (PAT) Scheme of the Government of India

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	3,66,406	2,00,238
(iii) Third party water*	3,77,974	4,16,054
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	7,44,380	6,16,292
Total volume of water consumption (in kiloliters)	7,44,380	6,16,292
Water intensity per rupee of turnover (KL Water consumed / turnover in INR crores)	693.2	809.7
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*Municipal Water Supply.

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:

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Not Applicable

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	mg/Nm ³	21.9	-
Sox	mg/Nm ³	36.9	-
Particulate matter (PM)	mg/Nm ³	42	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

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:

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	6,755*	5,629*
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	30,025	17,725
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO₂ equivalent / Turnover in INR Crores	34.3	30.7
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

*In addition to the above scope 1, the biogenic emission (Charcoal / Briquette) is: 17,135 T CO₂e (In 2022-23) & 12,676 T CO₂e (In 2021-22)

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

We are prudently adopting and implementing appropriate energy conservation measures at every possible step. It has been working efficiently to conserve energy used across all its restaurants and office premises.

The major steps taken by the Company towards conservation of energy and reducing Green House Gas emissions are as follows:

- 35% to 40% of the total energy consumption is through renewable sources (Charcoal and Briquettes)
- The Company is using LED lighting system to ensure that consumption of energy is at minimal levels in operations.
- We have installed IOT Based Electricity management wherein all new outlets have Variable Frequency Device (VFD) panels that automatically detects power requirements and adjust all equipment's in operation to save power.
- The Company is in the process of implementing energy management system for AC units and refrigerators to monitor energy usage.
- Use of Briquette Coal as it has lower carbon emission as compared to wood charcoal.
- Replaced single-use plastic bottles with glass bottles across 150+ outlets resulting in expected annual plastic waste reduction of ~100 tonnes.

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste: Used Oil (G)	2.46	2.00
Other Non-hazardous waste generated (H). Please specify, if any.	1.04	0.81
Total (A+B + C + D + E + F + G + H)	3.50	2.81

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

Category of waste	FY 2022-23	FY 2021-22
(i) Recycled*	3.50	2.81
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	3.50	2.81

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

Category of waste	FY 2022-23	FY 2021-22
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

*All Material sent to recyclers / Composters through authorized collectors.

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:

No independent assessment/ evaluation/assurance has been carried out by an external agency.

9. 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.

Waste segregation is a mandatory process followed in all outlets for wet waste and dry waste. Waste segregation is part of the regular employee training programs. All the wastes are sent for recycling through authorized collectors. E-Waste - We are reusing all physical assets and at the end of life, E-waste is given to authorized recyclers / collectors. Batteries and Used oil generated are disposed of through authorized vendors.

10. 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 in the following format:

None of our restaurants/outlets are located in/around ecologically sensitive areas.

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

Not Applicable

12. 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:

Yes, the entity is compliant with the applicable environmental law/ regulations/ guidelines in India.

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.

2

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such 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	Retail Association of India (RAI)	National

2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.

Not applicable as no adverse orders from regulatory authorities has been received during the year.

PRINCIPLE 8:

Businesses should promote inclusive growth and equitable development

We promote inclusive growth and equitable development among all our stakeholders. We have strengthened how we serve our team members by investing in their success, providing pathways for career enhancement and growth, and ensuring an inclusive and diverse culture where everyone can earn a productive and respectable livelihood. We are proud to be a largescale employer contributing to generating local jobs in the communities we operate in. As we continue to grow, we prioritise our inclusion and diversity efforts that lead to innovation of thought, helps fuel our growth as a Company and creates a great place to work for our team members.

Our Corporate Social Responsibility Policy and Equal opportunity policy outlines our commitment to promote inclusive growth and equitable development. As part of our engagement with the community and particularly the vulnerable and marginalized people surrounding our operations, we have invited children from neighboring NGOs to celebrate the launch of new outlets and have given them gift hampers. We continue to strive and create a positive impact on all our stakeholders for long-term sustainability.

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:

Social Impact Assessments (SIA) of projects was not applicable to the company.

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

There was no project involving R&R during the FY 2021-22 or 2022-23.

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

There are several mechanisms in place to receive grievances from the community such as e-mail ID, Website, Customer help-line/ Toll-free number and Barbeque Nation App and redressed accordingly.

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

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	10.0%	9.7%
Sourced directly from within the district and neighbouring districts	22.0%	Not Available

PRINCIPLE 9:

Businesses should engage with and provide value to their consumers in a responsible manner

We are an organization that constantly endeavors to ensure our customers are highly engaged and delighted through our operational excellence. We are committed to provide experiences that exceed customer expectations and enhances the level of trust we build with the customers and communities. Our well-trained team members and their spirit of service to provide our guests with the best quality experiences makes all the difference at Barbeque Nation.

We have various mechanisms in place to receive and respond to consumer complaints and feedback thus fostering continual improvement and creating value for our customers.

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback:

The various mechanisms are in place to receive and respond to consumer complaints and feedback are Customer helpline number/ Toll-free number, Website, Guest Satisfaction Index wherein 20% of the guests who visit the restaurant/outlet are contacted on a daily basis for their feedback. The actionable points received from feedbacks are uploaded on outlet manager's dashboard for implementation and continual improvement.

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	4.1%
Safe and responsible usage	4.5%
Recycling and/or safe disposal	8.0%

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

The Company is committed to provide products and services that exceed customer expectations and enhance the level of business profitability. We consistently strive forth to ensure higher customer satisfaction

	FY 2022-23			FY 2021-22		
	Number of complaints received during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints received during the year	Number of complaints pending resolution at close of the year	Remarks
Data Privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber Security*	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	2,838	-	-	3,247	-	-

*IT Security incident had occurred in the IT system of the Company on March 31, 2023. CERT-In empaneled cyber security expert was appointed to investigate the incident. Based on their report it was confirmed that no data exfiltration happened during the incident.

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

We take great efforts to serve the food with best quality ingredients and the best of the preparation methods. We have had no such instances of product recall during the year.

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.

The following initiatives have been taken to ensure cyber security and customer's data privacy:

- Regular upgradation of both network infra and applications carried out regularly based on requirements, e.g., Recently we have upgraded the server of Nutanix (which represents latest server technology) and ERP.
- Cloud components (AWS, Azure) are used to ensure that we are on latest tech stack.
- From vulnerability risk perspective:
 - Firewalls are kept updated.
 - Anti-virus software (Trend Micro) has been deployed, with two-layer protection (gateway & endpoint).
 - Internal data movement for the entire organization is on SD-WAN technology.
 - Planned for Vulnerability Assessment and Penetration Testing (VAPT) by external agency.
- Data protection and disaster recovery solution with Veeam Backup & Replication, which builds image-level backups of virtual, physical and cloud machines and restore from them.

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:

Nil. The Company endeavors to take corrective actions, wherever necessary.



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