



A Comparative Examination Of Carbon Disclosure Practices Adopted By Zomato And Swiggy In India's Online Food Delivery Sector

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ABSTRACT

This study aims to systematically analyze and comparatively evaluate the carbon disclosure practices of two dominant firms in India's online food delivery sector, namely Swiggy and Zomato. In the context of escalating global concerns surrounding climate change, environmental sustainability, and corporate accountability, the research examines the extent, quality, and effectiveness of carbon emission reporting and management practices adopted by these firms. Despite their significant market presence, the mechanisms through which these companies measure, disclose, and mitigate carbon emissions remain insufficiently examined in existing literature. The study employs a comparative framework to assess publicly available disclosures, including sustainability reports and annual reports, focusing on carbon emission data, sustainability initiatives, and levels of environmental transparency. Through a systematic content analysis, the research identifies both convergences and divergences in the firms' carbon reduction strategies, emission management frameworks, and compliance with environmental regulatory standards. The findings elucidate the initiatives undertaken by these platforms to mitigate environmental externalities and enhance the credibility of carbon disclosure practices within the rapidly expanding online food delivery ecosystem. By contributing empirical insights into corporate carbon reporting in digital platform-based businesses, the study advances the broader academic and practitioner-oriented discourse on corporate environmental responsibility and highlights the evolving role of technology-driven enterprises in achieving sustainability and climate governance objectives.

Keywords: Sustainability, online food delivery services, carbon disclosure

INTRODUCTION

Climate change has become a major global problem in the twenty-first century, affecting biodiversity, economic resilience, and the sustainability of human societies. Rising global temperatures, glacier melting, and an increase in extreme weather events including floods, droughts, and wildfires are all results of increased greenhouse gas (GHG) emissions, particularly carbon dioxide. Governments, companies, and individuals are under tremendous pressure to embrace sustainable practices and accept accountability for their environmental effect as a result of these developments.

Among the various industries contributing to global emissions, the online food delivery sector is a rapidly expanding domain that poses unique sustainability challenges. Characterized by high-frequency logistics operations, extensive packaging use, and widespread last-mile deliveries, the sector has a significant environmental footprint. As more consumers turn to food delivery services for convenience, the carbon emissions associated with the industry—from energy consumption to transportation—are increasing proportionately.

The two leading companies in India's food delivery market are Zomato and Swiggy. Through their wide distribution networks and activities in several locations, they significantly contribute to the advancement of

sustainable business practices in the digital economy. In an indication of their increasing adherence to environmental, social, and governance (ESG) principles, both firms have started to evaluate, control, and report their carbon emissions. Consumers' growing environmental consciousness and preference for companies that exhibit sustainable and ethical business practices are the main drivers of these initiatives, in addition to legal mandates and investor expectations.

The purpose of this research is to analyze and compare how Zomato and Swiggy report and manage their carbon emissions. Through an examination of their sustainability reports and environmental actions, the study explains how these companies are addressing climate challenges and supporting sustainable development.

LITERATURE REVIEW

Carbon Disclosure and Sustainability Reporting

Carbon disclosure refers to the process by which organizations reveal information about their greenhouse gas (GHG) emissions, environmental impact, and initiatives toward carbon neutrality. According to the Carbon Disclosure Project (CDP), transparent carbon reporting helps investors and stakeholders assess an organization's environmental risks and sustainability practices (CDP, 2023). Onat & Mandouri et. al., (2025) asserted that carbon disclosure and sustainability reporting are essential in carbon emissions accounting as they not only facilitate stakeholder engagement but also help in the alignment of such policies with the United Nations Sustainable Development Goals (UNSDGs). They used Greenhouse Gases (GHG) Protocol as well as Global Reporting Initiative (GRI) standards for measurement and reporting. Moussa and Elmarzouky (2024) in their article concluded that carbon disclosure enhances sustainability reporting by reducing market uncertainty. Wang & Lou et. al., (2022), investigated the relationship between corporate carbon information disclosure & financing costs with an emphasis on the moderating effect of sustainable development. It was found that sustainability reporting which consists of the reporting of carbon disclosures is crucial for sustainable development as it lowers financing costs & reduces information asymmetry.

Carbon Disclosure in the Food Delivery Industry

The online food delivery sector has grown exponentially, leading to increased emissions from transportation, energy use in kitchens, and packaging waste. According to Gupta and Tiwari (2022), the industry's reliance on motor vehicles for deliveries significantly contributes to urban pollution and carbon emissions. However, carbon disclosure in this sector is relatively nascent, with few companies adopting comprehensive ESG frameworks. Carbon Disclosure Practices in the online food delivery industry has been critical in mitigating climate related risks. The reason behind this rationale is that the food sector has been increasingly contributing to greenhouse gases emissions. Transparency in their carbon reporting practices will help cut back some of those emissions and formulate plans and policies for the same. Zhong & Bai et. al., (2024) in their paper emphasized the need for further research on the impact of carbon emissions from takeaway delivery in China and also form mitigation strategies. It was found at the end of the research that Chinese companies have potential to mitigate 4.39-10.97 MtCo_{2e} by 2035. Arunan & Crawford, (2021) in their paper, focused on quantifying greenhouse gas emissions which was released from food packaging of the delivered food items in Australia. It utilized the Packaging Impact Quick Evaluation Tool. Pullman & Fenske et. al., (2010) in their study highlighted the significance of carbon footprint assessments in the food delivery industry as packaging & transportations majorly contribute in the rise of GHG emissions. At the end of the study, it was observed that with the help of local sourcing, food waste & packaging can be reduced.

Role of Food Delivery Giants' in promoting Sustainable Practices

Major companies in the delivery sector are implementing initiatives to minimize their environmental impact, both in food production and logistics. For example, Amazon has set goals to reduce its carbon emissions and is expanding the use of electric vehicles and alternative fuels. Similarly, Uber Eats has announced plans to transition entirely to sustainable packaging by 2030 and achieve net-zero carbon emissions by 2040. Another initiative is Trypicnic, a company committed to sustainability that provides tailored meals for offices, schools, and other establishments, helping to reduce food waste. Zomato's initiatives, including transitioning to electric vehicles (EVs) for deliveries, reducing plastic packaging, and supporting cloud kitchens powered by renewable energy, signify its commitment to sustainability (Zomato Annual Report, 2023-24). Studies by Singh et al. (2023) highlight that customer preferences are shifting toward environmentally responsible brands, reinforcing the need for transparent sustainability reporting.

Objectives of the Study

- To analyse and compare the carbon disclosure practices of Zomato and Swiggy.
- To identify the major sustainability and emission-reduction initiatives undertaken.
- To assess the implications of their carbon management strategies on business performance and brand image.

METHODOLOGY

This study adopts a descriptive and comparative research design to analyze the carbon disclosure practices and sustainability strategies of Zomato (Eternal Ltd.) and **Swiggy Ltd.**, India's leading online food delivery companies. The research is based on secondary data sourced from the FY 2023–24 annual and sustainability reports of both companies—Zomato's BRSR verified by Deloitte Haskins & Sells LLP and Swiggy's first voluntary BRSR assured by KPMG Assurance and Consulting Services LLP, research papers and articles. Additional references include SEBI's BRSR Core Guidelines and international sustainability frameworks such as the UNDP and UNECE reports.

Carbon Disclosure and Sustainability Strategies of Zomato and Swiggy

Overview

Eternal Limited, formerly known as Zomato Limited, showed its leadership in open ESG reporting by releasing a thorough Business Responsibility and Sustainability Report (BRSR) for FY 2023–2024. The company's climate strategy is part of its larger objective of creating "enduring, responsible institutions," where sustainability is positioned as a key growth pillar. Environmental efficiency, responsible sourcing, delivery electrification, and food redistribution are all integrated into Zomato's ESG strategy.

FY 2023–24 marked a transformative year for Swiggy Limited, as it transitioned from a private company to a publicly listed entity and voluntarily published its first Business Responsibility and Sustainability Report (BRSR) — ahead of mandatory SEBI compliance.

Swiggy's sustainability vision- "Delivering Convenience, responsibly"—is guided by its 2030 Sustainability Goals, organized under three strategic pillars:

- **Climate** – reducing emissions, advancing circular practices, and transitioning to clean energy.
- **Community** – enabling inclusive livelihoods and local ecosystems.
- **Conscience** – ensuring strong governance, ethics, and digital sustainability.

Scope and Assurance

The three scopes of Zomato's GHG emissions are Scope 1 (direct operational emissions), Scope 2 (purchased electricity), and Scope 3 (value-chain emissions). In compliance with SEBI's BRSR Core requirements, Deloitte Haskins & Sells LLP has independently verified the sustainability disclosures and emission data, guaranteeing their accuracy and transparency.

Swiggy's BRSR (FY 2023–24) introduced a multi-tier sustainability governance model, embedding ESG oversight across the organization:

- **Board of Directors and Sustainability & CSR Committee:** Provide strategic direction and review ESG goals bi-annually.
- **Sustainability Steering Team:** Comprising senior leadership that meets quarterly to track progress, assess risks, and ensure alignment with enterprise risk management.
- **Sustainability Function and Squad:** Execute measurable actions, collect data, and ensure credible disclosures across business functions.

While Swiggy has not yet disclosed quantified Scope 1, 2, and 3 GHG emission data, it has established an internal data framework to enable future measurement and assurance in compliance with SEBI's BRSR Core framework.

Emission Mitigation Initiatives

Zomato has taken many steps to lower its carbon footprint:

- **Electric Vehicle (EV) Adoption:** Zomato helped delivery partners switch to cleaner cars by working with more than 90 EV partners. The business had 27,884 EVs in operation as of March 2025, a 100% increase over FY 2022–2023.
- **Carbon Offset Strategies:**

The company uses three verified methods to offset its carbon footprint:

Scope 1: certified carbon removal credits.

Scope 2: International Renewable Energy Certificates (IRECs).

Scope 3: upfront procurement of offsets based on renewable energy.

- **Climate Adaptation and Partner Safety:** 650 Automatic Weather Stations (AWS) were set up in 60 cities to keep an eye on local conditions and shield delivery partners from monsoon and heat extremes. To provide safe places to rest, 373 resting shelters were constructed across the country.
- **Reduction of Food Waste and Circularity:** By redistributing cancelled or excess orders through special discounts and community partnerships, the "Food Rescue" campaign reduced food waste.

Swiggy's climate strategy focuses on fleet electrification, renewable energy transition, packaging circularity,

and operational efficiency. Early actions under its “Climate” pillar in FY 2023–24 include:

A. Reducing Emissions

1. Fleet Electrification:

- 7× growth in the EV fleet through partnerships with over **50 OEMs, fleet operators, and financiers**.
- Launch of **Swiggy XL EV Fleet** for bulk orders and civic delivery projects (e.g., election-day meal delivery).
- Route optimization via the **Eco Saver** feature, achieving **30 million+ low-emission deliveries** and avoiding over **4,483 tCO_{2e}** emissions.

2. Renewable Energy Transition:

- **65 % of Swiggy’s headquarters** powered by **solar energy**; a renewable roadmap is underway for all facilities.

B. Circular and Waste Reduction Practices

- **100 % Plastic Offset** across direct operations achieved in FY 2023–24.
- Transition from compostable plastic to **paper-based and reusable packaging** in Instamart and warehouses.
- **96 % customer adoption** of the “Cutlery Opt-Out” feature within the first week of launch, significantly reducing packaging waste.
- **Swiggy Serves**, the flagship food redistribution program, scaled to **171 cities**, redistributing surplus food with **424 partner restaurants** and **200 employee volunteers**.

C. Partner Welfare and Sustainable Operations

- **Delivering Safely Initiative:** Over ₹18 crore disbursed in insurance claims; partners covered under ₹2 lakh medical and ₹10 lakh accidental insurance.
- **Protective gear and weather safety kits** distributed to mitigate risks during extreme conditions.
- Collaboration with **Sulabh International** for hygienic rest areas and restrooms for delivery partners across major cities.

Climate Risk Management

Zomato's Enterprise Risk Management (ERM) system incorporates climate risk assessment. The company assessed the potential effects of climate change on business continuity in 15 important Indian cities using the IPCC RCP 2.6 and 8.5 scenarios. Operational planning and infrastructure resilience are informed by this forward-looking analysis.

Swiggy formally integrated sustainability oversight into its enterprise risk management (ERM) framework during FY 2023–24.

The approach focuses on identifying and mitigating environmental risks—especially those related to climate change, logistics electrification, energy use, and supply-chain resilience.

The company’s 2030 Climate Goals explicitly address these risks through:

- Achieving 100 % EV-based delivery fleet by 2030.
- Transitioning to 100 % renewable energy for direct operations.
- Building low-carbon value chains with responsible sourcing and circular packaging.

Environmental Reporting and Emissions Strategy of Swiggy and Zomato

Corporate Direction and Sustainability Mindset

Swiggy’s corporate direction in FY 2023–24 reflects a clear transition toward sustainable growth, responsible governance, and long-term value creation. Guided by its “Climate, Community, **and** Conscience” framework, the company integrates sustainability across operations, focusing on environmental stewardship, social responsibility, and ethical governance.

Swiggy’s leadership recognizes that sustainability is essential to both its business resilience and stakeholder trust. The company follows a balanced approach that combines profitability with purpose, focusing on reducing environmental impact while supporting delivery partners and restaurant stakeholders. Its **Sustainability Steering Committee**, which reports to the Board, monitors **ESG performance** to ensure compliance with **BRSR Core guidelines** and global sustainability standards.

As part of its sustainability vision, Swiggy aims to achieve 100% renewable electricity and 100% EV-based deliveries by 2030. It also focuses on waste reduction, ethical sourcing, and food donation initiatives through programs like Swiggy Serves and Hunger Savior Awards. The company’s sustainability mindset is further reflected in its commitment to transparency, datadriven reporting, and measurable climate action, marking a significant step as it evolves into a publicly listed, ESG-conscious enterprise.

In FY 2024–25, Eternal Limited (formerly Zomato Limited) reinforced its long-term commitment to sustainability and responsible growth through transparent Business Responsibility and Sustainability Reporting (BRSR). The company embeds sustainability into its strategy, operations, and culture, guided by the principle of “doing good while doing well.” Zomato’s sustainability vision is centered around three pillars:

- **Planet:** minimizing environmental impact through decarbonization, electrification, and climate resilience.

- **People:** supporting delivery partners, restaurant partners, and customers through fair, safe, and inclusive systems.
- **Profit with Purpose:** ensuring ethical, transparent, and sustainable growth aligned with stakeholder expectations.

Emission-Related Activities of Swiggy and Zomato (Based on FY 2023–24 Annual Reports)

Swiggy's emission-reduction initiatives centre on a multi-pronged sustainability strategy aimed at decarbonizing its operations.

- **Emission Scope:** In FY25, total Scope 1 emissions stood at 107.28 metric tonnes of CO₂, and Scope 2 emission sat 350.76 metric tonnes, with limited assurance by KPMG Assurance and Consulting Services LLP.
- **Fleet Electrification:** Swiggy is progressing toward a 100% electric delivery fleet by 2030, collaborating with EV service providers to expand infrastructure and accessibility. These efforts reduced 4,483 tCO₂e in FY 2023–24.
- **Last-Mile Optimization:** Through its Eco Saver mode, Swiggy's AI-based batching system optimized routes, cutting over 500 tonnes of CO₂ emissions during FY24.
- **Clean Energy:** The company is shifting to 100% renewable electricity by 2030, with its Embassy Tech Village (ETV) headquarters in Bengaluru already sourcing 65% renewable power and holding a LEED Platinum certification.
- **Waste Reduction:** Swiggy also targets a 25% yearly reduction in perishable waste and promotes sustainable packaging to lower indirect emissions.
- **Zomato:** Zomato has adopted a structured and transparent approach to carbon management, aligning with its Net Zero by 2033 target.
- **Emission Scope:** The company measures and discloses its GHG emissions across **Scope 1**, Scope 2, and Scope 3 categories.
- **Carbon Neutrality:** Zomato maintained net-zero Scope 1 and Scope 2 emissions through verified carbon removal offsets and International Renewable Energy Certificates (IRECs)
- **Targets and Achievements:**
 - Maintain **Scope 1 and 2 emissions at zero** from FY23 onwards.
 - Reduce **last-mile delivery emissions by 70% per km by FY2030**, using FY22 as the baseline.
 - In FY25, **last-mile delivery emissions decreased by 10.53%** compared to FY22, supported by an expanded **EV fleet**.
 - Approximately **87.6 million EV-based deliveries** were made, accounting for **10.3% of total orders**.
- **Assurance:** All emission data were verified by **Deloitte Haskins & Sells LLP**, ensuring accuracy and credibility.

6. Implications of Carbon Management Strategies on Business Performance and Brand Image of Zomato and Swiggy

6.1. Zomato

Zomato has made sustainability the focal point of its business strategy, incorporating carbon management as a crucial factor in enhancing operational effectiveness and company image. The company's carbon management strategy is structured, data-driven, and aligned with global standards such as TCFD, SASB, and GRI.

The three primary pillars of Zomato's sustainability approach are operational decarbonization, value chain sustainability, and community participation. By aiming to achieve Net Zero emissions by 2033 and 100% electric vehicle (EV) deliveries by 2030, it demonstrates its longterm plan commitment towards climate neutrality. With the deployment of over 37,000 EVs by FY 2024-2025, Zomato has significantly reduced emissions from last-mile delivery. Energyefficient technology, renewable energy credits (IRECs), and the utilization of renewable energy through a 300 KVA solar power plant at its Hyper Pure warehouse have allowed the company to maintain zero Scope 1 and 2 emissions for two consecutive years.

Zomato's energy efficiency and carbon reduction initiatives have increased resource usage and reduced costs in terms of company performance. Fuel consumption was decreased through optimized logistics, and operational expenses were lowered through digital route management. With a reported ₹527 crore profit after tax in FY 2023–2024, the company's performance shows that profitable operations and sustainable operations can coexist. Additionally, by lowering future risks associated with carbon taxes, regulatory constraints, and resource shortages, these actions strengthen Zomato's position in a low-carbon economy.

Zomato has improved its standing as a sustainability leader in India's digital food industry from the standpoint of brand image thanks to its open reporting and validated disclosures. Stakeholder confidence has increased as a result of Deloitte Haskins & Sells LLP's certification of sustainability data and the use of internationally accepted reporting standards. Environmental initiatives by Zomato, such the "Don't Send Cutlery" campaign, which cut waste by over 1,000 metric tons, and the "Plastic-Neutral Deliveries Program," show clear and

customer-focused sustainability efforts. These initiatives increase brand loyalty and emotional ties by directly encouraging consumers to adopt climate-positive behaviours.

Furthermore, Zomato's Hyper Pure effort ties its brand with the values of sustainable supply chains and responsible consumption by sourcing fresh and sustainable ingredients directly from regional farmers and producers. Because of its enhanced market distinctiveness and integration of environmental responsibility with customer experience, Zomato is now more than simply a meal delivery service; it is also a brand linked to climate responsibility and ethical innovation.

Zomato's carbon management approach has improved brand equity and financial performance overall. Sustainability can be a profitable business strategy, not just a compliance necessity, as the corporation shows by tying environmental responsibility to operational excellence and transparency.

6.2. Swiggy

Although Swiggy's carbon management journey is relatively new, it is developing quickly and is clearly moving in the direction of sustainable growth and ethical brand positioning. Under the guiding principles of its "Climate, Community, and Conscience" philosophy, Swiggy seeks to lessen its effect on the environment while enhancing the social welfare of its stakeholders.

To manage and reduce carbon emissions, the business has put in place a variety of initiatives. The most noticeable of them is the move to electric mobility, with a goal of having all deliveries be EVs by 2030. Swiggy's EV fleet increased sevenfold in FY 2023–2024. Swiggy has partnerships with over 50 OEMs, leasing companies, and providers of charging infrastructure. Along with reducing delivery-related emissions, this modification also lowers operational costs for delivery partners, enhancing their standard of living and means of subsistence.

Additionally, Swiggy leverages technology to minimize emissions with its Eco Saver mode, which uses route optimization algorithms and smart order batching to cut down on unnecessary trips and idle time. The firm claims that by taking these steps, it has avoided more than 500 tons of CO2. The company has also reduced single-use plastic by promoting circular waste management, encouraging cutlery opt-outs, and switching to paper-based and compostable packaging.

From the standpoint of business performance, Swiggy's carbon reduction efforts have boosted operational effectiveness, decreased last-mile expenses, and helped the company reach its longterm profitability objective. By combining sustainability with digital innovation and logistics efficiency, Swiggy's delivery system became more efficient and energy-saving in FY 2023–24, resulting in higher margins and improved customer retention.

Swiggy's dedication to ethical business practices has improved its social and environmental credibility in terms of brand image. The company's concern for community welfare and food security two important aspects of corporate citizenship is seen in initiatives like "Swiggy Serves," which redistributes excess food to non-governmental organizations in 171 cities. Swiggy's first voluntary BRSR report and third-party assurance by KPMG have strengthened its reputation for openness, accountability, and transparency.

Although Swiggy's sustainability reporting is still developing, the company has successfully presented itself as pursuing responsible growth that balances environmental care with business expansion. Given the growing importance of ESG factors in the Indian market, this positioning makes it more appealing to investors, employees, and environmentally conscious consumers.

7. Comparative Assessment of Sustainability and Carbon Management Strategies of Zomato and Swiggy

Dimensions	Zomato	Swiggy
Reporting Scope	Scope 1 (direct), Scope 2 (indirect from purchased electricity), and Scope 3 (value chain) GHG emissions are all fully detailed in Zomato's extensive Business Responsibility and Sustainability Report (BRSR). This coverage exemplifies an advanced sustainability framework that takes into account its whole ecosystem, which includes supply chain logistics, delivery partners, and restaurant operations. Performance benchmarking, year-over-year tracking, and conformity to international frameworks such as TCFD and GRI are all made possible by Zomato's quantitative reporting.	Swiggy continues to communicate sustainability in a qualitative and descriptive manner. Although it does not offer a formal BRSR or quantified GHG emission data, it highlights initiatives to lessen environmental impact, such as increasing energy efficiency and investigating sustainable logistics. Transparency is hampered, and it becomes challenging to track or validate real gains in carbon performance over time.
Assurance Service Provider	Zomato's ESG data is independently verified by one of the world's most reputable assurance firms, Deloitte Haskins & Sells LLP. The sustainability disclosures' dependability, transparency, and credibility are increased by this third-party verification, which also guarantees that they adhere to global standards. This kind of assurance increases stakeholder trust and communicates accountability.	Swiggy has not named any outside assurance source for its sustainability or ESG data. Its environmental claims are not as reliable, and the accuracy of the data is called into question due to the lack of independent verification. Investors and sustainability assessors will find Swiggy's disclosures less credible if they maintain internal validation without third-party assurance.
Integration of Electric Vehicles (EVs)	Zomato has installed 27,884 EVs in its delivery network, indicating significant advancements in fleet electrification. Its bold goal of delivering all deliveries by 2030 using electric vehicles demonstrates its strong commitment to last-mile logistics decarbonization. In line with India's national EV policy objectives, this shift promotes energy efficiency and emission reduction.	Swiggy has started EV and low-emission delivery pilot programs in a few cities and prioritizes energy-efficient route optimization to cut emissions associated with deliveries. Nevertheless, these efforts are still qualitative and unquantifiable, lacking reporting metrics or clear targets. Swiggy's EV transition

		is smaller in scope than Zomato's quantifiable objectives.
Carbon Offsets	Zomato pledged to use verified carbon credits to offset all Scope 1, 2, and 3 emissions as part of its publicly declared carbon neutrality goal. This exhibits a commitment to the Net Zero framework and proactive environmental leadership. By incorporating emission offsetting into its sustainability plan, the business guarantees quantifiable advancements towards climate neutrality.	Swiggy has not disclosed any formal carbon offset initiatives or alliances with reputable credit suppliers. In contrast to attaining emission neutrality through offsets, its emphasis is still on increasing operational efficiency and lowering energy consumption. It is unable to demonstrate quantifiable emission mitigation because there is no established offset mechanism.
Risk Evaluation	Zomato conducted a climate risk assessment across 15 key operating cities, identifying potential threats such as heatwaves, flooding, and supply chain disruptions using IPCC RCP 2.6 and RCP 8.5 scenarios. By integrating these findings into its Enterprise Risk Management (ERM) framework, the company demonstrates a data-driven	Swiggy has yet to disclose how climate considerations are integrated into its risk management framework or how it systematically assesses climate-related risks. This indicates that Swiggy's ESG strategy is still in the early stages of developing long-term climate resilience and adapting to transition and physical risks.
	and proactive approach to building climate resilience.	
Climate Welfare for Delivery Partners	Zomato recognizes that delivery partners are highly vulnerable to climate impacts. To support them, it has introduced initiatives like resilience workshops, smart safety gear, rest areas, weather alerts, and hydration facilities, aiming to enhance safety and preparedness for extreme weather conditions	Swiggy offers several delivery partner support programs, including health insurance, accident coverage, safety training, and emergency aid. While these initiatives enhance social welfare, they focus more on social protection than on climate risk adaptation.
Transparency in Policy	Zomato upholds a high level of transparency by making sustainability reports, ESG documents, and stakeholder grievance procedures accessible to the public. To guarantee that ESG principles are ingrained in strategic decision-making, it incorporates sustainability into its corporate governance framework. This improves stakeholder accountability and engagement while also conforming to international governance standards.	Swiggy offers restricted access to comprehensive ESG documentation and policy frameworks. Although the business declares its intention to grow sustainably, it does not have a formal disclosure process or an extensive sustainability governance policy. In contrast to Zomato, this means that stakeholder communication and policy transparency are still restricted.
Innovation for Sustainability	Zomato has embraced a technology-driven sustainability model, using digital tools to optimize energy use, track emissions, and boost operational effectiveness. It makes investments in renewable energy procurement, AWS cloud energy optimization, and EV infrastructure. Through these initiatives, innovation is directly incorporated into its sustainability strategy, generating value for the	Swiggy's innovations are mostly focused on business, with programs like Instamart and smart logistics emphasizing operational speed and service optimization. Although these result in shorter delivery times and more efficient use of resources, innovation is not primarily focused on sustainability outcomes.
	environment and the company.	

7. CHALLENGES AND LIMITATIONS DATA INCONSISTENCY:

Zomato provides detailed, verified carbon data under Scope 1, 2, and 3, while Swiggy offers only qualitative information without measurable emission figures. This difference makes direct comparison difficult.

Lack of Uniform Framework:

Zomato follows SEBI's BRSR Core and global ESG standards with external assurance. Swiggy's reporting is voluntary and goal-based, lacking standardized metrics, limiting comparability.

Operational Complexities:

Both rely on large gig workforces and variable delivery routes, making it hard to track emissions accurately. Differences in vehicle types and route patterns add further complexity.

Assurance Gaps:

Zomato's data is externally verified but still faces Scope 3 challenges. Swiggy lacks third-party assurance, reducing data reliability.

Policy Limitations:

India lacks clear carbon accounting norms for gig-based logistics, leading to inconsistent methods and fragmented reporting.

8. IMPLICATIONS FOR STAKEHOLDERS INVESTORS:

Zomato's verified BRSR reporting and Deloitte-assured carbon data boost investor confidence and ESG ratings. Swiggy's first sustainability disclosures signal growing transparency after its public listing.

Consumers:

Zomato's EV adoption, renewable energy use, and partner safety measures attract eco-conscious users. Swiggy's sustainable packaging and food donation programs strengthen its socially responsible image.

Policy Makers:

Zomato's detailed Scope 1–3 data and climate risk integration offer valuable input for shaping ESG regulations. Swiggy's voluntary BRSR and skill development partnerships support inclusive sustainability policies.

Competitors:

Zomato's strong ESG governance sets an industry benchmark for transparency, while Swiggy's community- and climate-focused initiatives encourage new entrants to prioritize sustainability.

CONCLUSION

Carbon disclosure and sustainability have become vital for the long-term growth and accountability of India's food delivery sector. Zomato (Eternal Ltd.) has established itself as a leader in ESG transparency and climate responsibility, supported by SEBI-compliant BRSR reporting, Deloitte-assured GHG disclosures, and clear Scope 1–3 emission data. Its large-scale EV adoption, renewable energy offsets, and climate risk assessments demonstrate a structured and data-driven sustainability strategy that enhances both investor confidence and brand value.

Swiggy, following its public listing in FY 2023–24, has made relevant progress through its first **voluntary BRSR** and the launch of its "Climate, Community, and Conscience" framework. Initiatives such as fleet electrification, Swiggy Serves (food redistribution), sustainable packaging, and delivery partner welfare programs indicate growing environmental and social commitment. However, Swiggy still needs to quantify emissions, disclose verified carbon data, and strengthen assurance mechanisms to match global ESG standards.

Aligning with national and international sustainability frameworks, such the BRSR Core, GRI, and TCFD, will be crucial as the industry develops. Businesses that embrace circular economy principles, renewable energy adoption, and transparent carbon reporting will not only meet regulatory requirements but also gain a competitive advantage in an increasingly climateconscious market.

In summary, Zomato reflects maturity in disclosure and climate governance, while Swiggy represents momentum and emerging commitment. Together, their evolving sustainability journeys highlight a broader shift toward responsible, low-carbon growth in India's digital economy.

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