

ESG India Report

FY25



Urban
Company



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Foreword

We are pleased to share Urban Company's FY25 Environmental, Social and Governance (ESG) Report – a reflection of our continued journey to create meaningful, measurable impact through responsible growth.

As a technology-led platform, we are reshaping the home-services ecosystem to work better for everyone it touches – consumers, professionals, and communities. This year's report highlights how we are deepening our commitments: enabling sustainable livelihoods, expanding access to skilling and social protection, and taking early steps towards environmental stewardship and circularity.

Our mission remains unchanged – to build a dignified, inclusive, and resilient service economy powered by trust, innovation, and shared value. We thank our service professionals, customers, employees, and stakeholders for walking this journey with us. Together, we are proving that purpose and performance can go hand in hand – building a cleaner, fairer, and more sustainable future.

With regards,

Abhiraj, Raghav, Varun

Co-Founders, Urban Company



Our ESG commitments

Our ESG commitments encompass economic empowerment, equity, social security, safety, and enhancing the quality of life for all our stakeholders. We strive to achieve these goals as we organize and deliver services and solutions for the market.



SOCIAL

Current	How are we faring	
Middle-class earnings: Committed to help service professionals improve their earnings meaningfully	1. Average monthly in hand earnings on the platform (FY25) a. Top 5% service professionals : INR 49,719 b. Top 20% service professionals : INR 40,677 c. Service professionals delivering >30 services in a month : INR 33,962 d. All service professionals : INR 26,400	
Social protection: Provide life, accident (on-job), and health insurance cover to active service professionals	Life, Accidental & Health Insurance: — Life insurance cover: INR 10,00,000 — Disability cover: INR 6,00,000r — Accidental hospitalisation and OPD treatment coverage — Health insurance cover up to INR 1,00,000 — Up to 12 free medical consultations per year for self, spouse, and two children	Financial inclusion: 1. Assistance for opening savings account 2. Access to credit 3. Access to support for filing income tax
Train & upskill 250,000 service professionals by 2030, including at least 50,000 women service professionals	— All professionals trained in FY25: 42,040 — Female professionals trained in FY25: 4,465	

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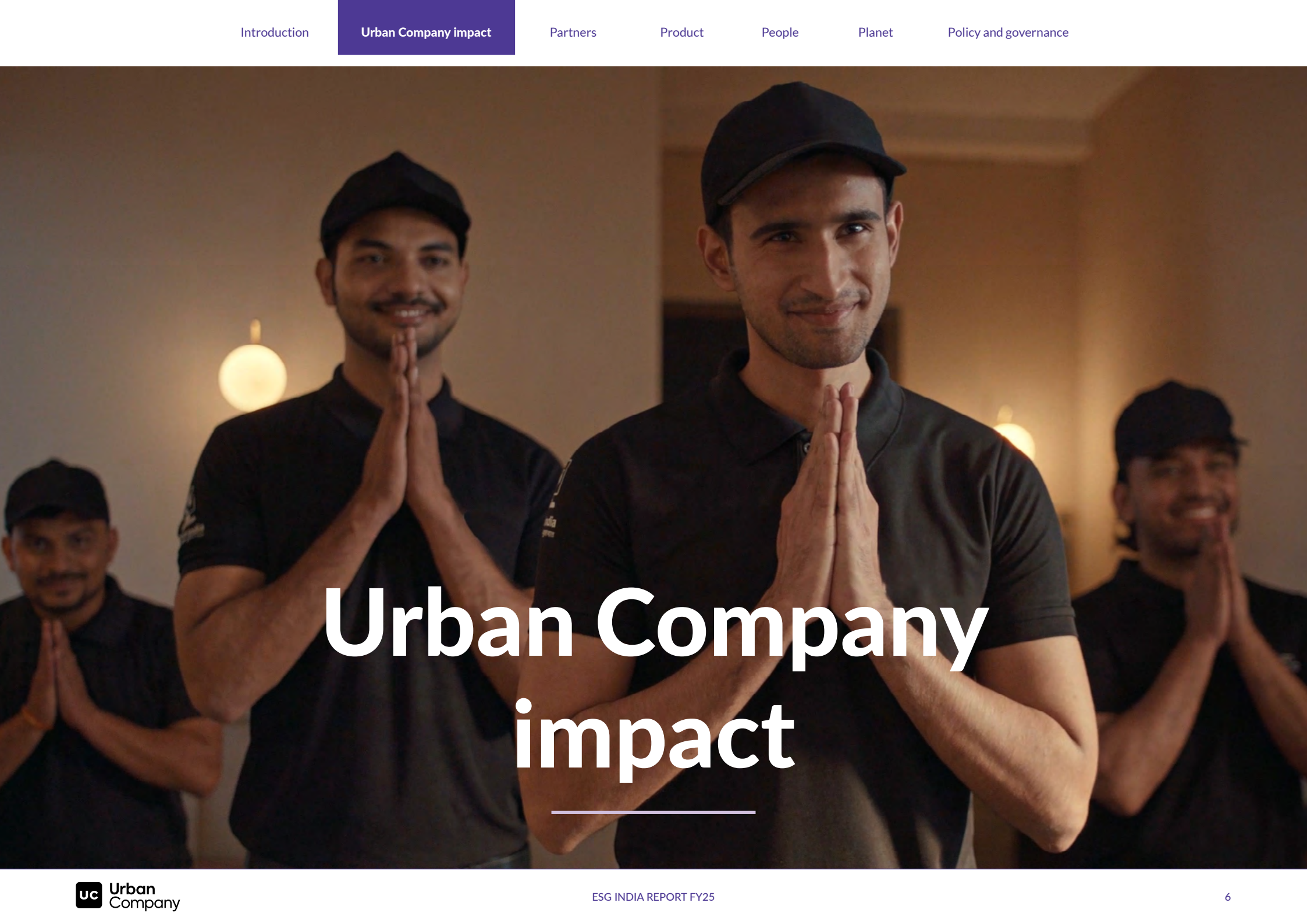
ENVIRONMENT

Current	How are we faring
Reduce carbon footprint by promoting reuse and repair of home appliances	FY25 — Over 4.6 million appliances serviced and repaired, extending product lifecycles and reducing premature replacements — ~1.4 million tonnes of CO₂e emissions avoided, through repair-driven circularity
Build an ethical supply chain	Detailed agreements spanning operation protocols, data security and ethical compliances in place with all suppliers.



GOVERNANCE

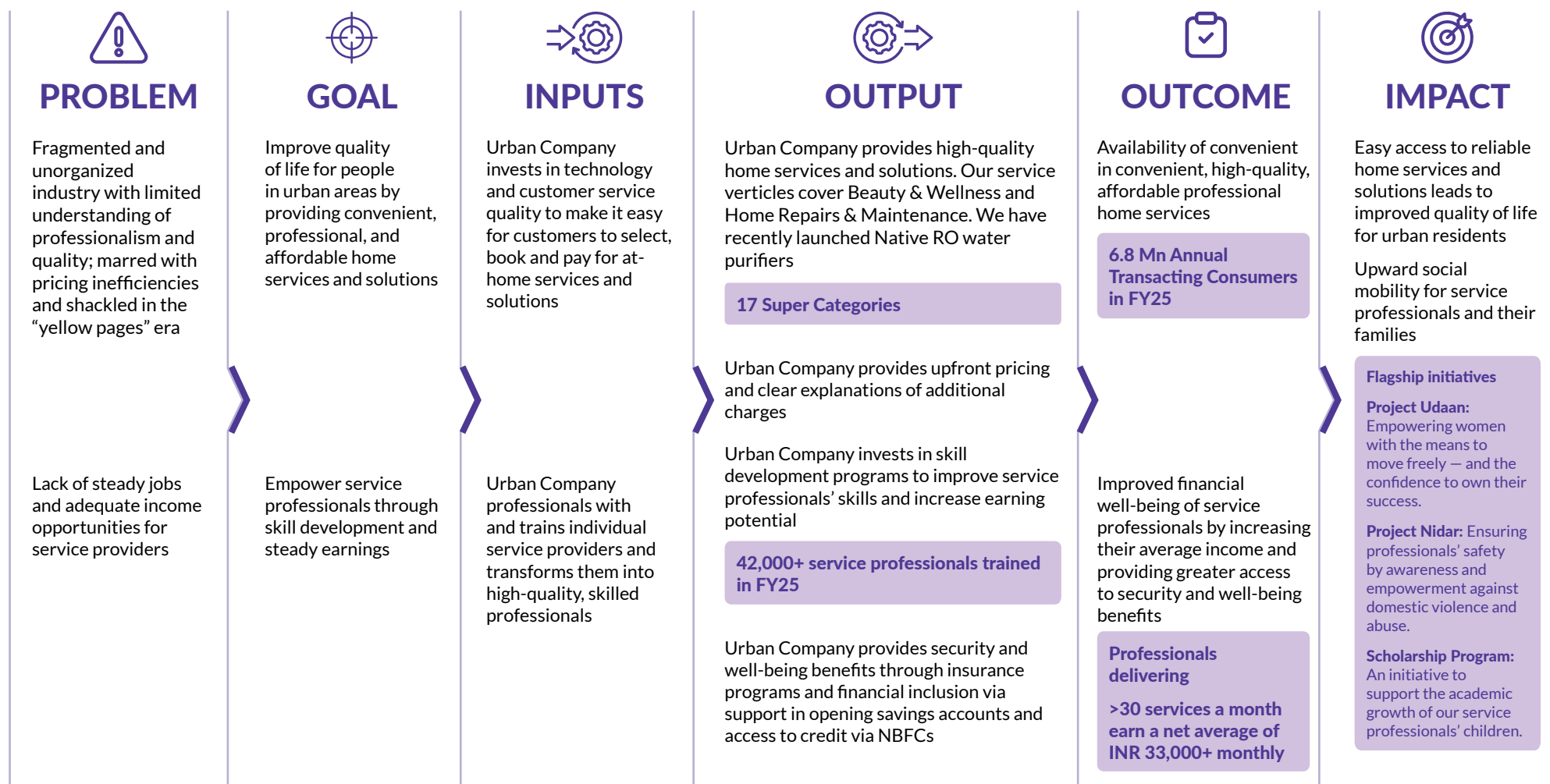
Current	How are we faring
Independent and diverse board	Independent and diverse board - 8 board of directors with 4 independent directors
Increase women representation in leadership and senior management roles to 30% by 2026; and overall women representation in Urban Company to 40% by 2026	1. Overall representation of women : 24.8% 2. Women in leadership and senior management roles : 21.5%
Create a diverse and inclusive platform , helping people of all backgrounds unlock their potential	1. Accessibility feature on our app: Integrated VoiceOver on iOS and TalkBack on Android, enabling visually impaired users to easily navigate and book service 2. Policy against discrimination implemented in letter and in spirit



Urban Company impact

How Urban Company is driving impact

Keeping Urban Company's sustainable growth objective at the forefront, the theory of change below outlines our goals and outcomes to evaluate impact.



4.81

Average Consumer Rating

1.41M+

hours spent in training
professionals in FY25

Insurance cover

to all active service
professionals

4.6M appliances

serviced & repaired in FY25
extending lifecycle and avoiding
premature replacement

6.8M

Annual Transacting
Users

Financial inclusion

through support in opening
savings accounts and access
to credit~1.4MT CO₂e

emissions avoided in FY25



82%

Repeat User

Skill India

certified service professionals
under MOU with NSDC

Repair-first model

driving circular consumption and
reducing waste

App Store

4.8

across 1M ratings



Google Play

4.81

across 1.2M ratings

Note: All the numbers mentioned above are for FY25

Partners



Elevating service professionals' quality of life



Improved
earnings



Training
and skilling



Security and
well-being



Middle-class earnings

Urban Company's service professionals thrive with steady income, better living standards, and pathways to financial growth and independence.

According to the RedSeer Report, professionals working on the Urban Company platform earn 30% - 40% more in hand versus their offline peers.

Metric computed	Unit	All Partners	Professionals delivering >30 services in a month	Top 20% of service professionals by order count	Top 10% of service professionals by order count	Top 5% of service professionals by order count
Percentage of monthly active service professionals	%	100%	64%	20%	10%	5%
Gross earnings (average)	In INR per month	50,022	61,999	76,424	84,550	91,719
Urban Company fee %	%	28.0%	27.5%	27.6%	27.4%	27.3%
Indirect taxes borne by partners	In INR per month	511	622	735	783	815
Travel costs	In INR per month	1,829	2,391	2,814	3,185	3,523
Product costs and additional personnel costs	In INR per month	7,245	8,316	11,139	12,157	13,258
Net average earnings	In INR per month	26,407	33,599	40,677	45,256	49,066
Hours spent on the platform	hours per month	83	104	128	143	155
Net earnings per hour	In INR per month	317	323	317	317	316

* includes consumables, kit, helper cost

** includes commission, safety fee, service charge

Empowerment through training and skilling

We transform individuals into skilled professionals through our unique and comprehensive training program.

Our service professionals are **Skill India-certified** and **members of Skill India portal** under our MoU with National Skill Development Council.



2.60M+ hours

Invested in training in FY25



42,000+

Service professionals trained and upskilled



Skill India

Certified professionals under MOU with NSDC



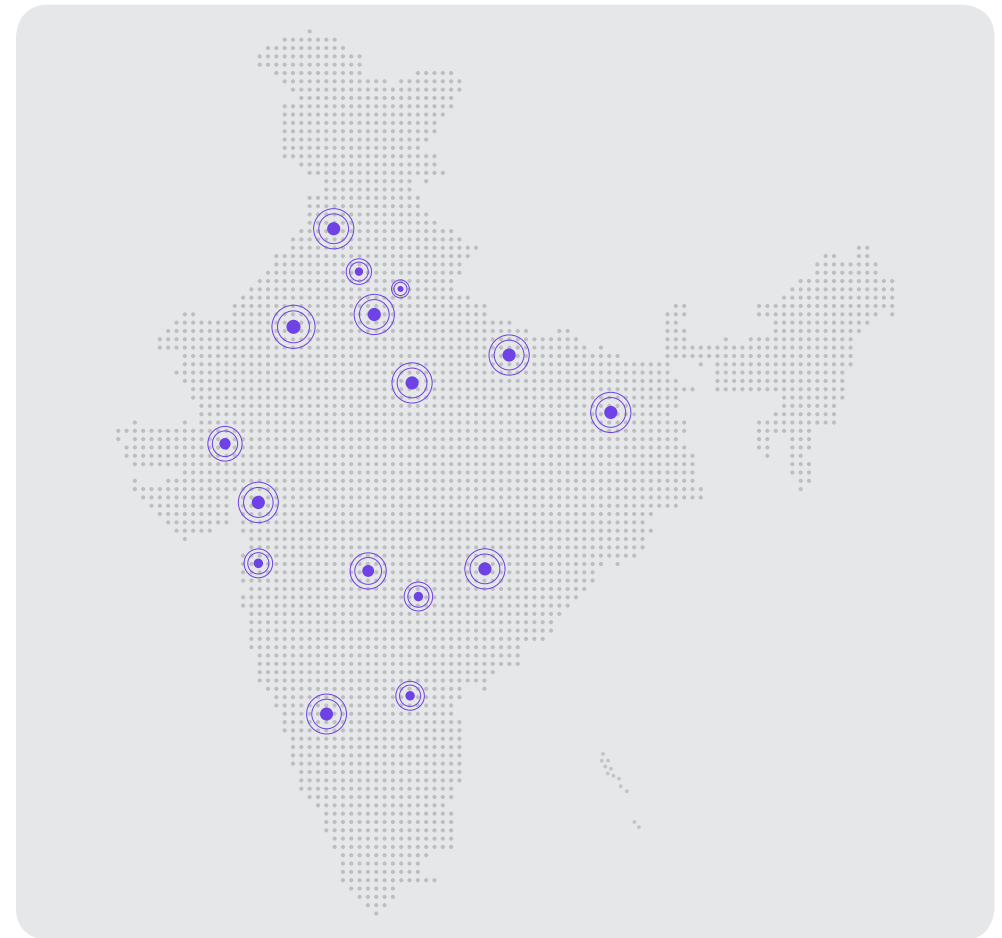
270,000+ sqft.

Of permanent space for 220+ training rooms and 15 cities



200+ Permanent trainers

Across 17 super categories to teach technical & soft skills with unique pedagogy developed in-house



Partner welfare through security and well-being benefits

A wide range of security benefits to protect our service professionals and ensure their safety.



Life, accidental and health insurance

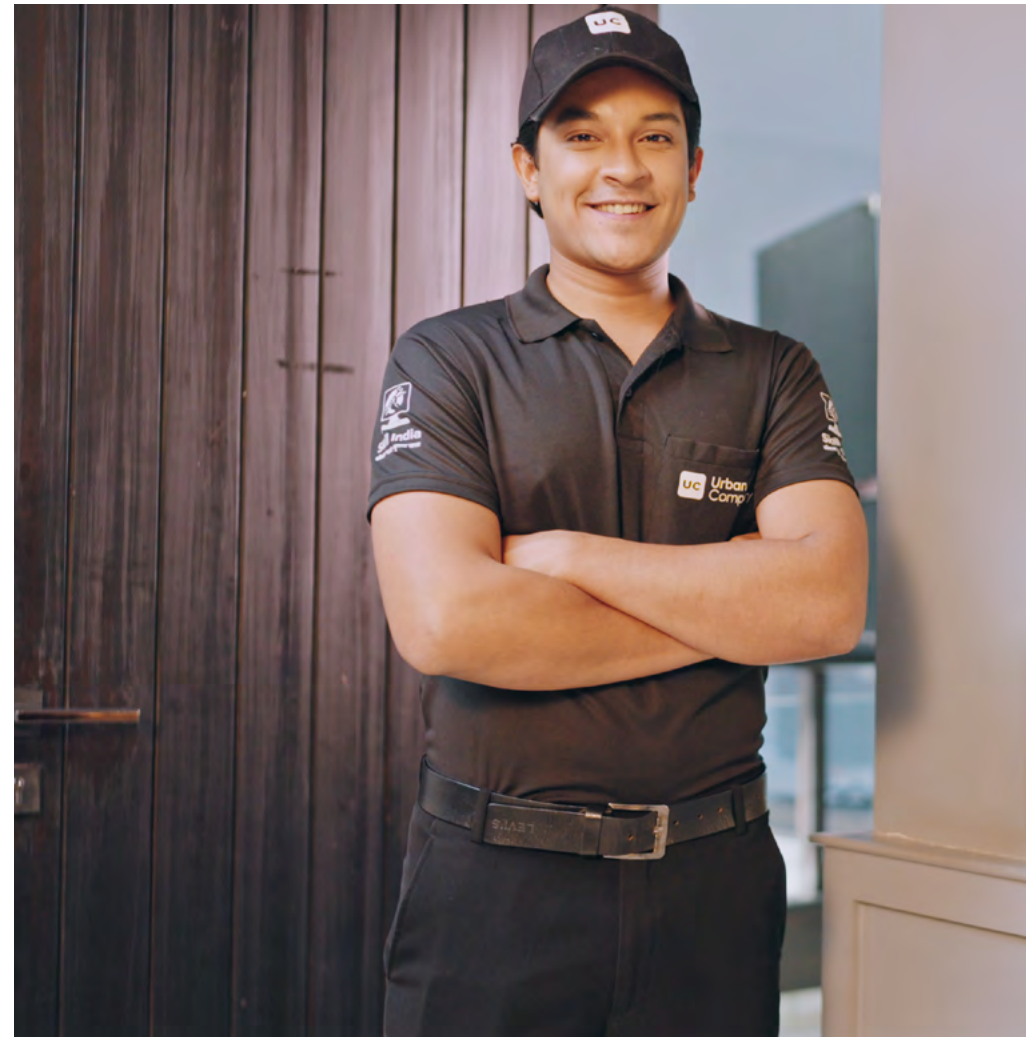
Urban Company voluntarily provides life insurance cover worth INR 10,00,000, disability cover worth INR 6,00,000, accidental hospitalisation worth INR 70,000 and accidental OPD treatment worth INR 10,000, among others.

All Urban Company service partners get an insurance cover up to INR 1,00,000. The policy also provides family medical insurance for spouse and two children and up to 12 free medical consultations per year. This is in addition to the existing Group Life and Accidental Insurance cover.



Financial Inclusion

Urban Company promotes financial inclusion by helping partners open savings accounts, access formal credit through NBFC collaborations, and build financial resilience. The company also conducts seminars on financial awareness—covering investments and government schemes—to help partners plan and achieve their long-term financial goals. In addition, voluntary support is offered for income tax filing, fostering greater financial discipline and independence.



Partner welfare through social impact programs

Our strength lies in our service professionals — the thousands of service professionals who bring Urban Company's promise to life every day. By combining skill development, financial inclusion, and social protection, we create a pathway to middle-class earnings and sustainable livelihoods.



Project Udaan

Udaan empowers women with the means to move freely — and the confidence to own their success. This initiative is meant to enable freedom, safety, and opportunity — giving women the power to own their journey.



Project Nidar

Nidar reflects our belief that true safety begins with awareness of and empowerment against domestic violence. This initiative reinforces that true safety begins with awareness, respect and empowerment.



Scholarship Program

Instituted in memory of Late Commander Nishant Singh, this initiative supports the academic growth of our service professionals' children; reinforces our belief that education is the cornerstone of progress and empowerment.

Product



Customer-centric operations

Our customers skillfully juggle multiple responsibilities and to make their lives easier, we bring convenience right to their doorstep through our array of offerings and features.



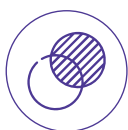
Seamless access and instant convenience

The Urban Company app allows consumers to discover a wide range of at-home services — from cleaning and beauty to repairs and maintenance — in just a few taps. With features like video consultations, flexible time slots, transparent rate cards, and multiple payment options, it delivers unmatched ease and convenience right at home.



Personalised and inclusive by design

Customised plans, UC Plus benefits, and built-in assistive technology offer users flexibility, value, and accessibility — reinforcing our commitment to inclusive, seamless experiences. Our Urban Company Plus subscription allows customers to save 10–15% on every order and enjoy priority access to top-rated professionals, ensuring a smooth and rewarding service journey.



Designed for ease, transparency and peace of mind

Every step of the experience — from discovery to payment — is designed to be transparent, convenient, and hassle-free. Our app ensures transparency by offering complete details of each service — from how it will be delivered and the products used, to pricing, ratings, and reviews of service partners.

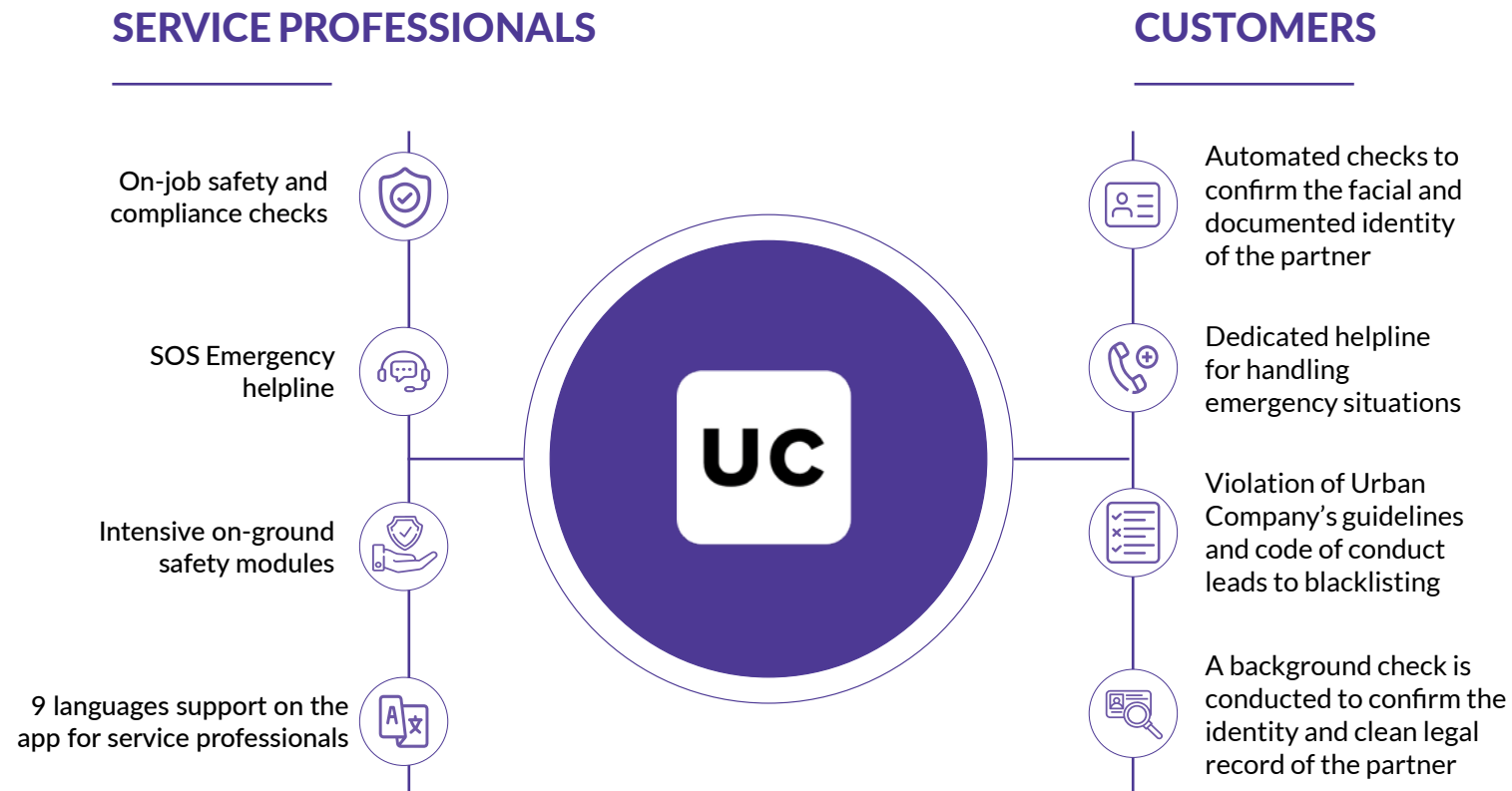


Trust and safety built-in

All service partners active on our platform are trained by Urban Company and are Skill India-certified. Before becoming active, each professional undergoes a thorough background verification process, ensuring customers receive services from qualified, trusted experts.

Building a safe marketplace

At Urban Company, we prioritize safety in every aspect of our operations. Our Trust & Safety team is committed to safeguarding our community of service professionals and customers. The team utilizes both manual processes and machine learning-based tools to continuously monitor the platform for potential issues. Additionally, we enforce a mandatory verification process for all service professionals being onboarded to maintain a secure and trustworthy environment.

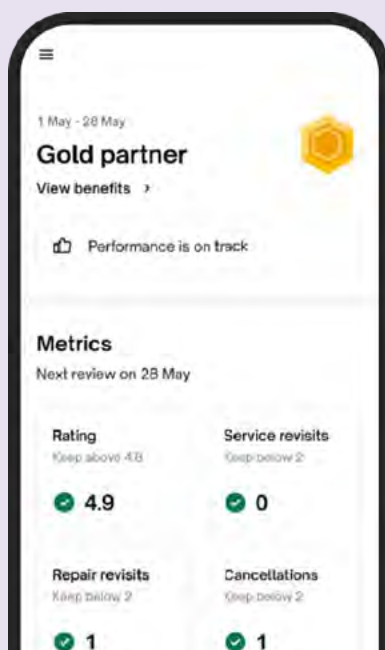


Empowering service professionals through technology

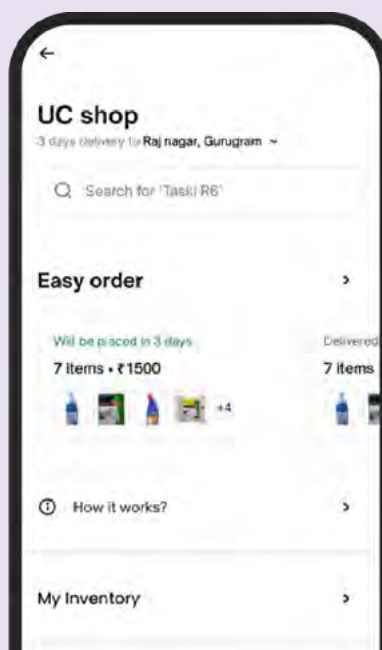
Urban Company empowers its service professionals with advanced digital tools that foster growth, efficiency and transparency. The platform enables partners to unlock rewards for career progression, manage inventory seamlessly, access personalised training and track their earnings through an intuitive, real-time dashboard.



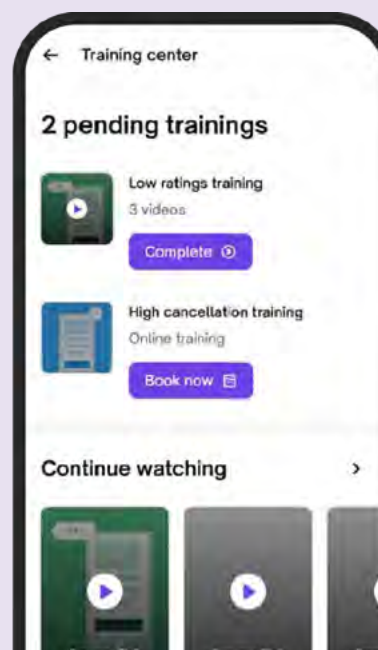
Ranks & rewards unlocking
for professional's progression



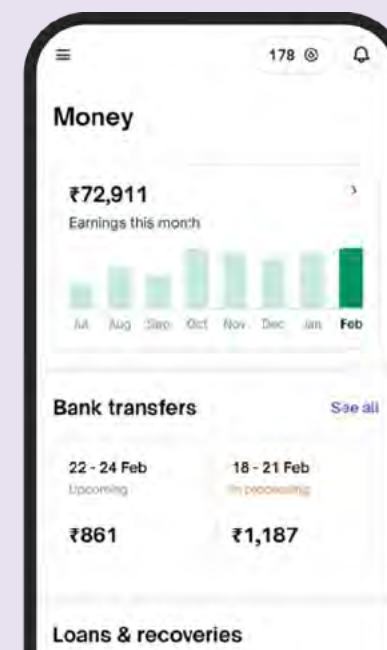
Inventory management &
easy ordering for products



Automated & personalised
professional training



Transparent earnings
& transfers dashboard

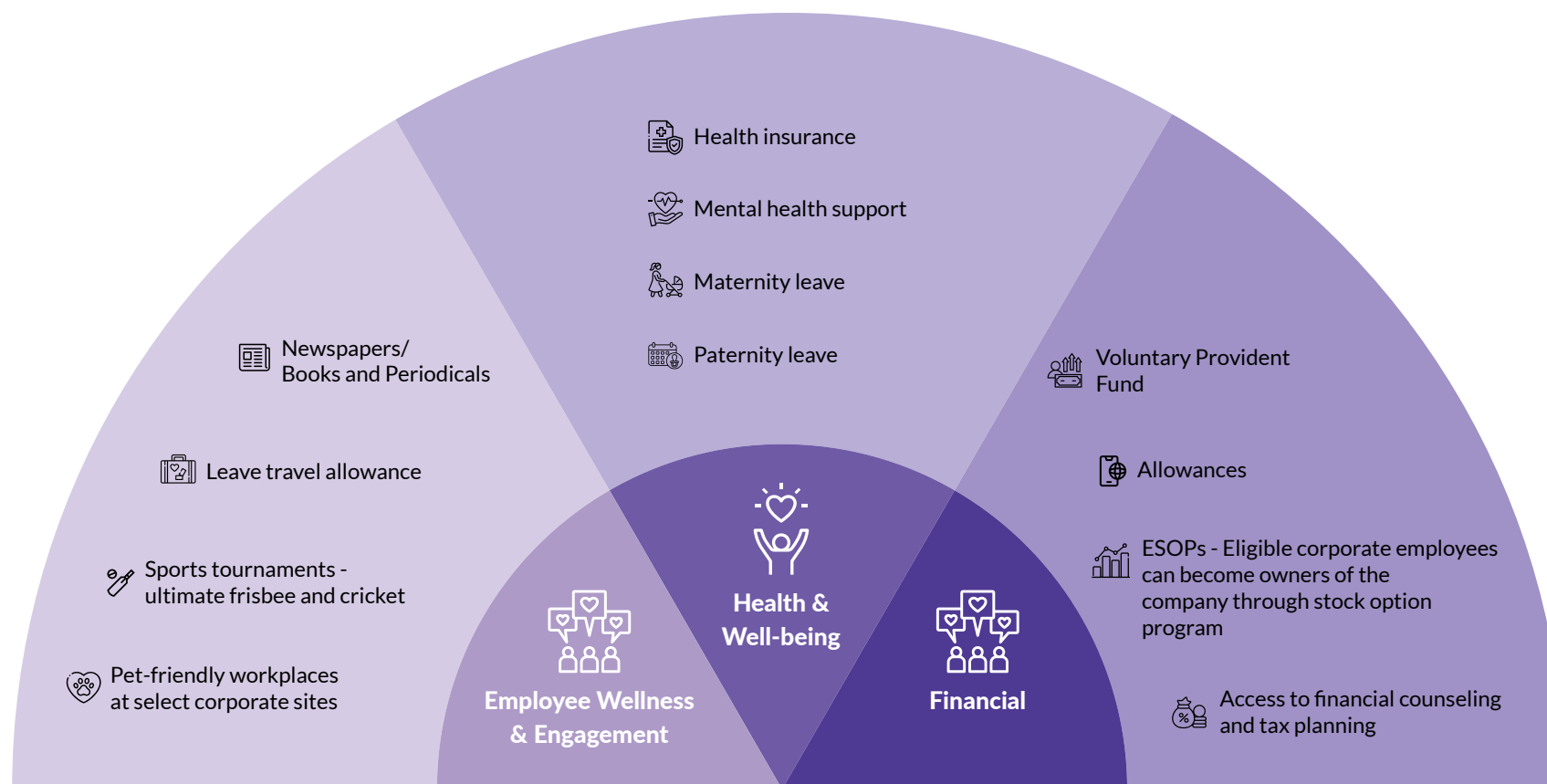


People



Employee benefits

We are committed to providing a safe, secure and nurturing environment to our employees, giving them full control over their growth and career development journey. Further, we encourage employees to freely connect with any member of management to share suggestions, express concerns or provide feedback.



Spectrum of benefits available to Urban Company employees

Veterans Hiring Program

At Urban Company, we recognize the unparalleled skills and experiences that veterans bring to the workforce.

Our Veteran Hiring Program is designed to harness the unique expertise of veterans in leadership, operations management and problem-solving, integrating these capabilities into our mission to enhance customer and partner experiences. By actively recruiting veterans, we aim to drive innovation and set new standards in people experience.



Return to work

Urban Company offers a comprehensive range of benefits to support employees returning to work after maternity leave, recognizing the importance of a smooth transition during this critical phase. The company provides flexible working hours, allowing new mothers to balance their professional responsibilities with their parenting duties. To further ease the transition, the company ensures access to on-site childcare facilities and provides options for remote working. Moreover, Urban Company extends health and wellness benefits, including counseling services, to support the physical and emotional well-being of returning mothers. Through these initiatives, Urban Company demonstrates its commitment to fostering a supportive and inclusive workplace for all its employees.



Planet



Planet

Urban Company has taken several measures to offset the carbon footprint generated by our operations.



Resource efficiency

Urban Company helped in avoiding an estimate of 2.6 million tonnes of CO₂e by contributing to a more circular, resource-efficient home-services ecosystem.



Sustainable behavior change

4.6M appliances serviced & repaired in FY25 enabling sustainable choices by helping consumers repair instead of replace



Circular economy impact

Through a repair first model and focus on waste reduction, Urban Company drove circular consumption by saving millions of appliances from ending up in landfills.



Policy and governance

Policy and governance | Board of Directors



Abhiraj Bhal

*Chairperson, Managing Director,
and Chief Executive Officer*



Raghav Chandra

*Executive Director and Chief
Technology & Product Officer*



Varun Khaitan

*Executive Director and
Chief Operating Officer*



Ashish Gupta

Independent Director



Ireena Vittal

Independent Director



Vamsi Krishna Duvvuri

Non-Executive Nominee Director



Rajesh Gopinathan

Independent Director



Shyamal Mukherjee

Independent Director

Board committees & responsibilities

Audit Committee

The Audit Committee assists the Board in its oversight of the integrity of the Company's consolidated financial statements including the financial reporting process, the Company's compliance with legal and regulatory requirements, the Company's system of internal controls, certain aspects of the Company's risk management, the qualifications and independence of the Company's statutory auditors and review of the audit process (both statutory and internal).

Members: Shyamal Mukherjee (Chairperson), Ireena Vittal (Member) and Rajesh Gopinathan (Member)

Risk Management Committee

Risk Management Committee lays down and establishes a structured and disciplined approach to the Enterprise Risk Management for Urban Company to facilitate informed decision making on risk related issues. This committee assists the Board in framing policy, guiding implementation, monitoring and reviewing the effectiveness of risk management policy and framework.

Members: Shyamal Mukherjee (Chairperson), Ireena Vittal (Member), Rajesh Gopinathan (Member) and Abhiraj Singh Bhal (Member)

Nomination and Remuneration Committee

The Nomination and Remuneration Committee lays down the framework in relation to appointment and remuneration of directors, KMPs, and other identified employees.

Members: Ireena Vittal (Chairperson), Shyamal Mukherjee (Member), Dr. Ashish Gupta (Member) and Vamsi Krishna Duvvuri (Member)

Corporate Social Responsibility Committee

The CSR Committee assists the Board and the Company in fulfilling its corporate social responsibility (CSR) and Environmental Social Governance (ESG) initiatives of the company.

Members: Abhiraj Bhal (Chairperson), Varun Khaitan, Raghav Chandra, Abhinav Chaturvedi

Stakeholders' Relationship Committee

The Stakeholders' Relationship Committee assists the Board in ensuring effective engagement with shareholders and other stakeholders. It oversees the redressal of investor grievances, monitors stakeholder communication, and ensures that the Company upholds transparency, responsiveness, and fairness in all stakeholder interactions.

Members: Varun Khaitan (Chairperson), Dr. Ashish Gupta (Member), Raghav Chandra (Member) and Vamsi Krishna Duvvuri (Member)

Ensuring data privacy

Urban Company is committed to maintaining the integrity and security of data concerning its employees, service professionals, and customers. We have invested significantly in this area, establishing a dedicated engineering vertical focused solely on information security and data privacy, which has been operational for years. Our internal security team conducts Vulnerability Assessment and Penetration Testing (VAPT) twice a year to ensure the secure functioning of our IT systems.

We have robust access control mechanisms and maintain comprehensive audit logs. Database access is denied by default to everyone, with temporary access allocated to select employees on a case-by-case basis to ensure data privacy. We encrypt personally identifiable data to further enhance security.

To continuously improve our security measures, we have a Security Steering Committee that conducts quarterly reviews. Additionally, we conduct external audits multiple times a year and run a public bug bounty program via HackerOne, rewarding security professionals for identifying security-related issues within our website or apps.

Urban Company is also dedicated to making our services reliable and highly available. We practice disaster recovery measures and have on-call staff to resolve unexpected incidents. Advanced monitoring systems are extensively used to predict and resolve issues before they cause any disruption.



Security Steering Committee



Abhiraj Bhal
CEO and Co-Founder



Raghav Chandra
CPTO and Co-Founder



Kanav Arora
Senior Vice President
Engineering

ESG guiding principles

Urban Company principles are aligned with UN SDG principles



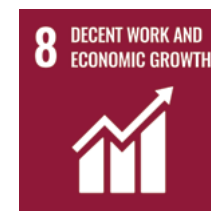
Good health and well-being

Ensure healthy lives and promote well-being for all ages



Gender equality

Achieve gender equality and empower all women and girls



Decent work and economic growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



Reduced inequalities

Reduce inequality within and among countries



Responsible consumption and production

Ensure sustainable consumption and production patterns



Climate action

Take urgent action to combat climate change and its impacts

