



Urban
Company



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People. Platform. Possibilities.

At Urban Company, we believe the future of urban living can be simpler, more dignified, and more human.

We are reimagining a fragmented industry into one defined by quality, standardisation and respect. Across India, Singapore, and the United Arab Emirates, and through our joint venture in the Kingdom of Saudi Arabia, we are building a technology-led, full-stack platform delivering trusted home and beauty services at scale.

Technology, for us, is more than just infrastructure, it is a bridge between trust and opportunity. It enables consumers to experience reliability and care, and empowers service professionals to build sustainable, flexible livelihoods with pride.

People are at the heart of our platform.

We invest in training, tools and technology to enable excellence in every interaction — because when professionals thrive, customers trust, and the platform strengthens.

As a publicly listed company, we embrace the responsibility that comes with scale. We are committed to disciplined growth, strong governance and long-term value creation.

People power our platform.

Our platform unlocks possibilities.

And together, they define the future we are building.



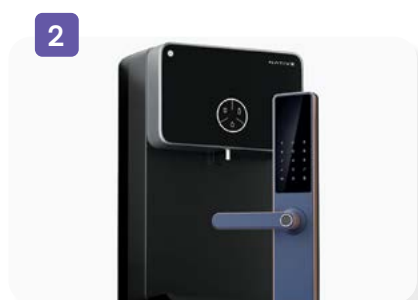
Our business segments

Urban Company operates as a technology-led, full-stack platform providing a broad spectrum of home and beauty services across India and international markets. Our business is organized into four primary business segments:



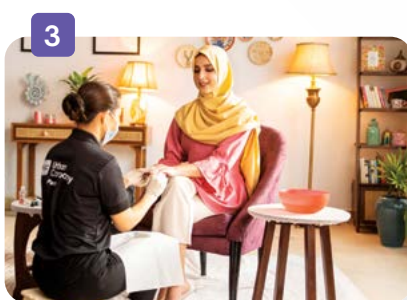
India Consumer Services (ex InstaHelp)

The core marketplace for home and beauty services in India, representing the largest revenue contributor and benefiting from significant scale. These services are offered at micro-market level, enabling faster fulfilment for consumers and lesser travel time/ better utilisation for service professionals.



Native

The Company's direct-to-consumer brand focused on selling water purifiers and electronic door locks, leveraging the existing service infrastructure.



International

High-growth operations in UAE and Singapore. The Company also has a Joint Venture in the KSA.



InstaHelp

An innovative on-demand home help assistance offering designed to address the broader market for home help services.



“FY26 reflected the strength of Urban Company's operating model — where technology, supply quality and micro-market density work together to deliver better customer outcomes and stronger partner earnings. As we continue to scale, our focus remains on building a platform that is operationally efficient, deeply trusted and structurally resilient across markets.”

— Varun Khaitan
COO & Co-founder

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.



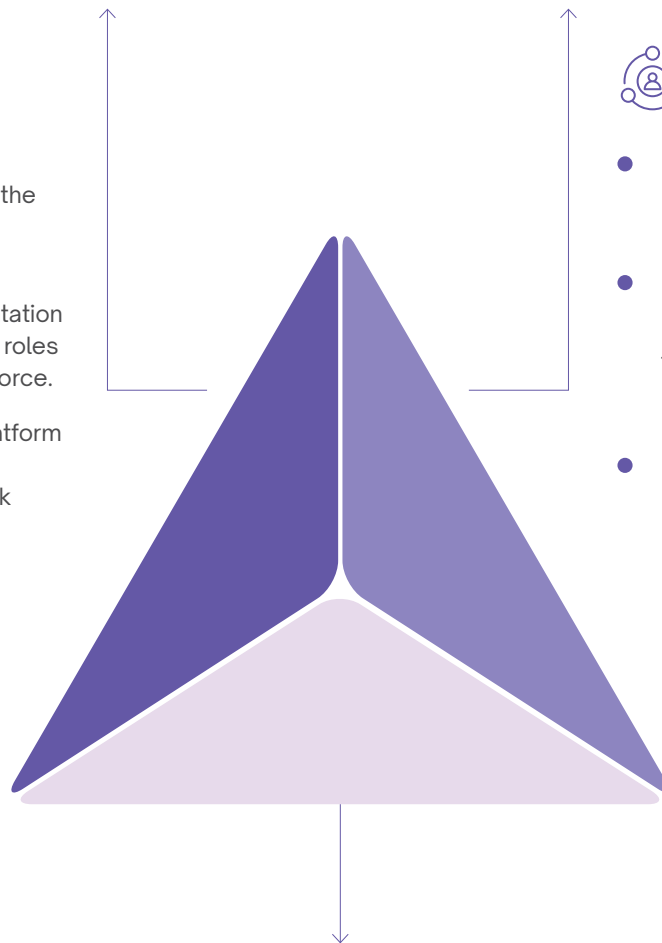
Governance

- Independent (50%) and diverse composition of the Board of Directors.
- Enhancing diversity by increasing the representation of women in leadership roles and in the overall workforce.
- Building an inclusive platform to help people from all backgrounds and unlock their potential



Social

- Middle class-earnings help service professionals improve their earnings meaningfully.
- Social protection that provides life, accident (on-job), and health insurance cover to active service professionals.
- Train and upskill to improve the quality of service delivery by the professionals



Environment

- Reduce our carbon footprint by promoting the reuse and repair of home appliances.
- Building an ethical supply chain.

ESG guiding principles aligned with UN SDGs



ESG



Snapshot

4.79

Average
consumer rating

₹ 5.19 Cr

worth of insurance
claims disbursed to
more than 1,850 service
professionals

4.9 M+ appliances



served & repaired in
FY26 extending lifecycle
and avoiding premature
replacement

₹ 42,418

per month, net in hand
average earnings of Top
20% service professionals
9M FY26 India Consumer
(ex-InstaHelp)

₹ 123.8 Cr

disbursed in FY26 as loans
to service professionals
under access to credit
facility through tie-ups
with NBFCs

Waste reduction

Helping reduce plastic waste and landfill contribution through zero filter replacements for 2 years on every Native RO sold

500+

full time trainers



across 20 cities in India as at Mar 31, 2026

4,25,000

sqft

of permanent training space across 20 training centers in India as at Mar 31, 2026

Skill India

certified service professionals under MOU with NSDC

Repair-first model



driving circular consumption and reducing waste

1,449

women

provided free of cost two-wheeler driving training

Integrated

VoiceOver on iOS and TalkBack on Android,



enabling visually impaired users to easily navigate and book services

7,600+

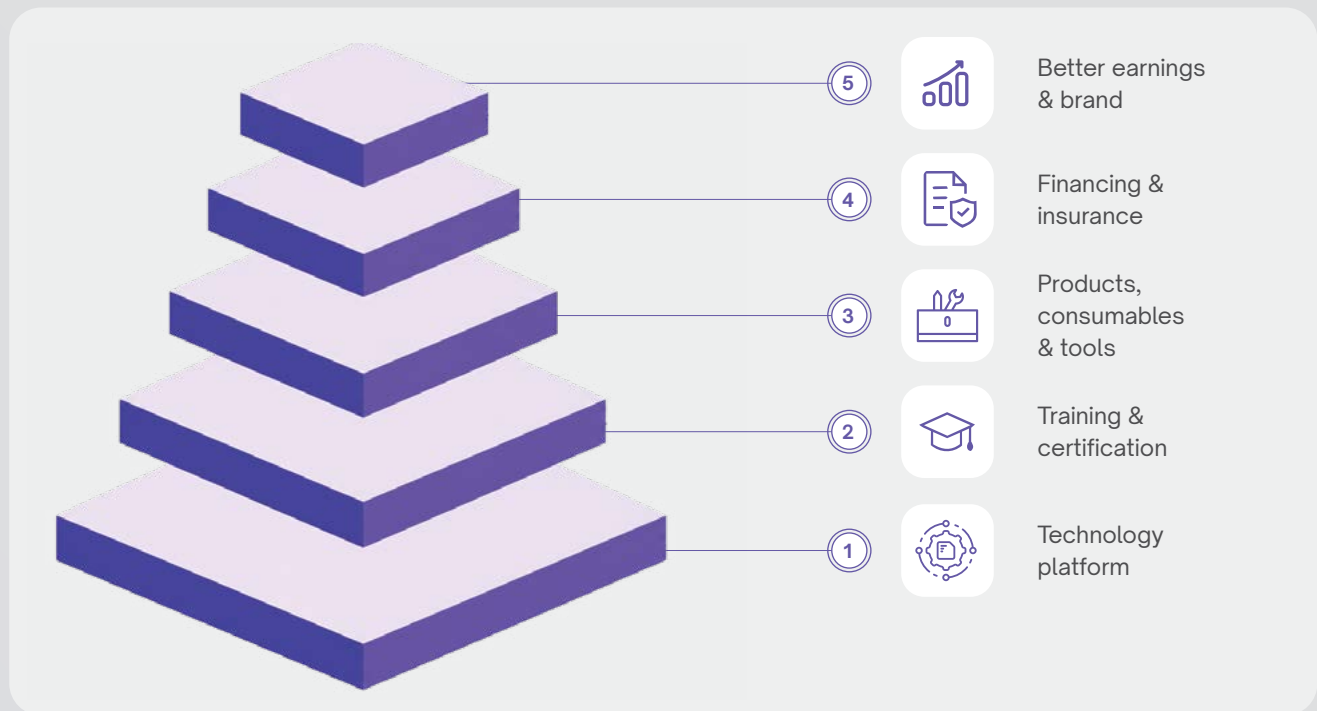
hours of awareness sessions

conducted to sensitise domestic violence & abuse

90 professionals provided counselling and legal support

Empowering service professionals

Key enablers for services professionals on our platform



“Our technology and operating systems are designed to do more than enable transactions — they are built to help service professionals grow sustainable livelihoods with greater transparency, efficiency and dignity. By combining AI, training, financial enablement and operational support into a single ecosystem, we are creating a platform where professionals can focus on delivering exceptional service while building long-term economic mobility.”

— Vaibhav Choubey
Senior Vice President, Product

① Technology platform

We have built a comprehensive digital ecosystem that empowers our service professionals to operate with full autonomy, transparency and efficiency. The **Urban Company Partner Application** serves as a unified interface, managing every stage of the professional's journey and providing them with the tools needed to build a successful, independent career.

A digital-first professional journey

The partner application is designed to remove friction from daily operations, allowing professionals to focus on service excellence:

- **Onboarding and training:** New partners enter the ecosystem through a structured physical and digital onboarding process, and can access their training schedule to become well-versed in the “UC Way” of service delivery.
- **Scheduling and fulfillment:** The app provides real-time visibility into job schedules and intelligently manages order fulfillment, helping professionals optimize their working hours.
- **Transparent earnings:** Financial transparency is a core pillar of our trust-based relationship; partners can view their gross earnings, commissions and net payouts in real time through a dedicated dashboard.

Full-stack operational support

The application also supports day-to-day service delivery requirements. Service professionals can conveniently procure tools, products and consumables required for delivering services directly through the platform, helping ensure quality consistency and operational convenience.

In addition, technology-enabled workflows assist professionals with route optimisation, customer communication, service instructions and issue resolution, improving utilisation and reducing operational friction. AI-powered support systems and voice-based interfaces further enhance accessibility and enable professionals to interact with the platform more efficiently.

On-job assistance and quality checks

To maintain a high standard of excellence, the partner application acts as a virtual co-pilot during service delivery:

- **Guided workflows:** Built-in workflows guide professionals through diagnostic steps and ensure strict adherence to standard operating procedures.
- **Proof-of-work verification:** We utilize image and barcode scanning during service delivery to verify task completion and ensure the correct usage of Urban Company-approved products.
- **AI-powered oversight:** We deploy vision-based ML models to confirm a professional's identity via a “selfie” check before they begin a job, ensuring that only verified partners enter a customer's home.
- **Real-time compliance:** AI models perform real-time audits of images captured during service to monitor compliance with standard operating procedures, such as the correct use of chemicals or repair precision.

Inclusive empowerment through voice and vision

Recognizing the diverse backgrounds of our service professionals, we have tailored our technology to be inclusive, such as full voice mode and visual-first interface. These interventions help professionals through complex workflows, ensuring that technology acts as an enabler for all, regardless of literacy levels.



② Training & certification | Building skills at scale

Training and upskilling remain central to Urban Company's service professional ecosystem. We continue to invest significantly in building infrastructure that enhances service quality, enables career progression and creates long-term earning opportunities for service professionals.

Urban Company operates one of the largest training ecosystems in the organised home services industry, supported by 500+ full-time trainers and 20 training centres across India (as of March 31, 2026). These centres provide structured onboarding, technical capability building, customer experience training and ongoing skill enhancement across service categories.

We have also partnered with the National Skill Development Corporation (NSDC) to deliver structured training programs and Skill India-certified digital credentials to service professionals on the platform, helping formalise skills and improve long-term employability.



Training & certification

Training is a key pillar of the full stack model to create and upgrade supply

As at March 31, 2026

4,25,000+ sq. ft.

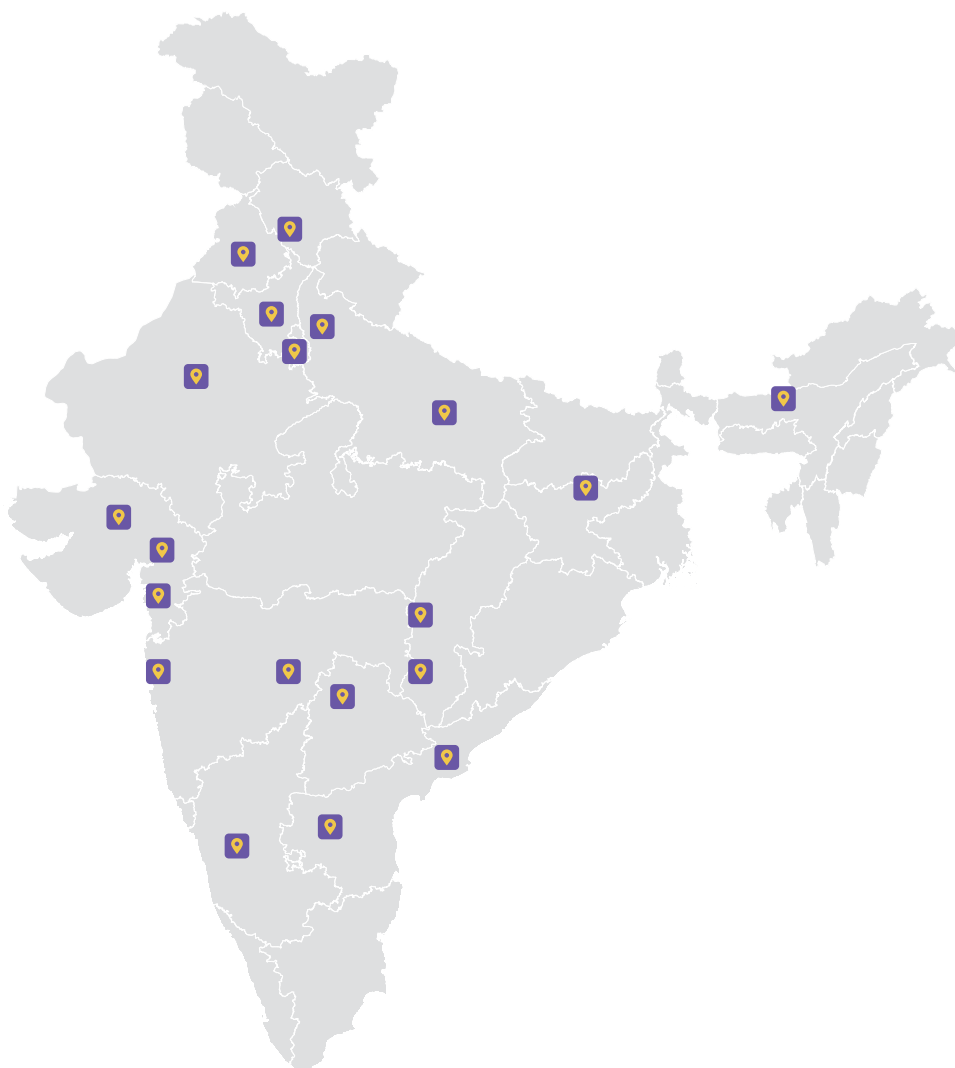
Of permanent space across
360+ training rooms in 20 cities

Special curriculum

Designed to train personnel with
no prior experience in the industry.
Enables up-skilling & job creation

500+ Permanent trainers

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



③ Products, consumables & tools

Standardizing excellence at scale

Our strategy is built on two unwavering objectives: elevating the customer experience through superior hygiene and efficacy, and empowering our partners by providing ergonomic tools that simplify their labor and save time.

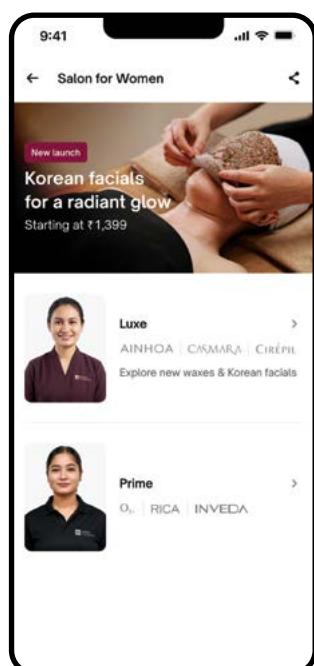


“Our procurement philosophy is rooted in the belief that a service is only as good as the tools used to deliver it. By moving from a search-and-source model to a predictive, tech-led supply chain, we have removed the operational burden from our service professionals. Whether it’s developing custom-formulated chemicals for deep cleaning or utilising AI to automate inventory ordering, our goal is to ensure every professional is equipped to succeed.”

— Abhishek Sharma
Business Head - Procurement

Strategic sourcing and proprietary engineering

We manage a sophisticated procurement network that provides our service professionals with exclusive access to professional-grade supplies.



Brand partnerships: To ensure authenticity and cost-efficiency, we source tools and consumables directly from leading OEMs and global brands.

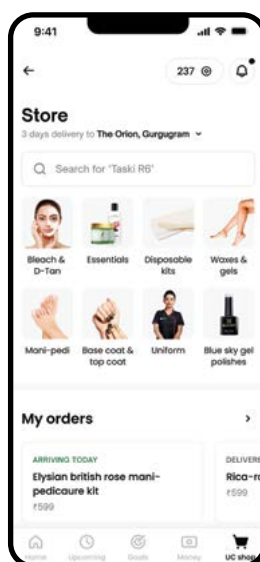


Proprietary development:

In several categories, we utilize products manufactured exclusively for Urban Company, designed specifically to meet our rigorous performance, safety and hygiene standards. Also, we go beyond off-the-shelf solutions by collaborating with formulation chemists to develop our own in-house products.

Inventory as a service:

Our B2B2C business allow service professionals to order necessary supplies seamlessly through the Urban Company Partner App, which are then delivered directly to them, reducing their operational overhead and ensuring they are always “job-ready”.



Operational excellence through technology

Our procurement strategy is powered by real-time data and AI-led forecasting to maintain a lean yet robust supply chain.

- **Specialized warehousing and last-mile delivery:** We operate six central warehouses to facilitate rapid last-mile delivery. These facilities are customized to handle our specific load requirements, enabling an industry-leading 3-day delivery turnaround time in our top 10 cities. Unlike traditional marketplaces, we manage all last-mile operations internally to ensure reliability.
- **Demand-led sourcing:** We leverage historical booking data to forecast regional demand spikes—such as high-intensity cleaning during the festive season or AC servicing during peak summer—allowing us to optimize inventory levels across our city clusters.
- **Authenticity and AI-based verification:** To maintain a closed-loop system, our partner app integrates barcode scanning. Service professionals must scan every product on-site to establish authenticity. If a barcode is damaged, AI-led photo verification confirms the packaging and brand to prevent the use of non-genuine products.

④ Financing & insurance

We recognize that true empowerment for our service professionals goes beyond earning potential; it requires a robust safety net and access to formal financial systems. We provide our partners with critical insurance coverage and credit facilities (through third parties) that were previously inaccessible in the informal sector.

Our insurance programs are designed to provide timely financial support during critical moments. **In FY26, insurance claims worth INR 5.19 crores were settled**, supporting more than 1,850 service professionals and their families, with an overall claim success rate of 85.8%.

To ensure that financial aid is available when it is most needed, we have significantly optimized our claim turnaround time:

GMC Cashless Claims:

Approved in an average of
52 minutes

GMC Reimbursement:

Settled within
1.8 days

GPA Claims:

Processed in
6 days

Alongside protection, we are also enabling greater financial inclusion through structured access to credit in partnership with leading NBFCs. **During FY26, Urban Company facilitated the disbursement of over 65,000 loans with a cumulative value of INR 123.8 crores across personal loans and work-related financing solutions.** These loans supported service professionals in addressing essential life needs such as education expenses, medical emergencies, asset purchases including mobile phones, debt repayment and supporting families back home.

Credit portfolio breakdown:

Personal loans:

INR 88.16 Crores
disbursed across 42,000
loans, with an average loan
size of ~INR 20,000.

Kit and service-related loans:

INR 35.65 Crores disbursed
to help new partners
procure professional-grade
equipment and start their
journey on the platform.

By combining financial protection with access to formal credit, Urban Company continues to build a more stable, inclusive and empowering ecosystem for its service professionals.

⑤ Better earnings

Urban Company's platform is designed to create sustainable livelihood opportunities for service professionals through consistent demand, skill development, technology enablement and access to long-term financial security.

During 9M FY26, average monthly net in-hand earnings for all active service professionals (excluding InstaHelp) stood at INR 28,322, while the top 20% earned INR 42,418 and the top 5% earned INR 51,673 per month. Professionals delivering more than 30 services per month earned average net monthly earnings of INR 35,637.

Importantly, these earnings were achieved with an average engagement of 91 hours per month on the platform, translating to net earnings of approximately INR 313 per hour — significantly above statutory minimum wage benchmarks across several urban markets.

The platform's merit-driven model enables higher earnings through stronger service quality, customer ratings and deeper platform engagement.

Urban Company Partner Earnings Index

India Consumer Services (Ex InstaHelp) - 9M FY26

Metrics	All active professionals	Professionals delivering > 30 services/month	Top 20% Professionals by services	Top 10% Professionals by services	Top 5% Professionals by services
Average monthly gross earnings (INR)	55,244	66,383	82,026	91,193	98,341
UC Commissions & Fees (%)	28.30%	27.90%	28.20%	28.30%	28.30%
Indirect tax borne by partners (INR)	(589)	(710)	(829)	(934)	(1,041)
Travel costs (INR)	(2,662)	(3,264)	(4,047)	(4,442)	(4,701)
Product + additional personnel costs (INR)*	(8,061)	(8,223)	(11,575)	(12,581)	(13,141)
Net earnings in hand per month (INR)	28,322	35,637	42,418	47,471	51,673
Hours spent on the platform per month**	91	114	137	152	167
Net earnings per hour (INR)	313	313	311	312	310

*This includes cost borne by service professionals towards the cost of consumables used during service delivery, cost of tools amortised over estimated useful life and payouts by the professionals to the personnel on-the-job in certain categories.

**This includes time taken to travel for delivering services.

Social Impact



Our Social commitment is anchored in the belief that our platform's success is inseparable from the well-being and independence of our service professionals. In FY26, we scaled several flagship initiatives designed to provide safety nets, drive financial inclusion, and unlock long-term socio-economic mobility for our partners and their families.

Udaan

Driving mobility and independence

For women service professionals, independent mobility is a critical lever that directly influences safety, flexibility and earning potential. Recognizing that limited access to personal transportation creates a structural barrier to consistent work, we scaled Udaan to equip our women professionals with the tools for autonomy.

FY26 highlights

Trained 1,449 women professionals to ride two-wheelers

- Of which 1,129 women neither knew how to drive nor did they own a two-wheeler
- Of which 320 women had access to a two-wheeler at home but lacked driving skills

Enabled 883 women professionals to purchase a two-wheeler

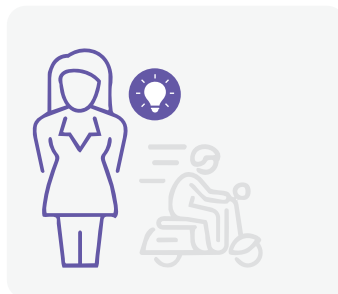
Core intervention pillars



- a. **Financing access:**
partnerships with NBFCs
- b. **₹10,000**
down-payment support
- c. Partnerships with OEMs



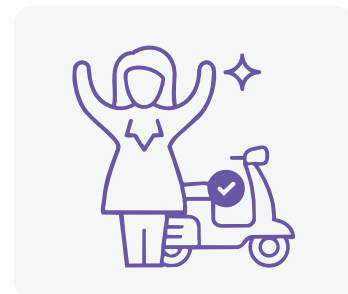
SOLVES FOR
ACCESS
barrier



- a. **Driving school enablement:**
free two-wheeler training worth
~₹10,000 per trainee
- b. Licensing support



SOLVES FOR
SKILLS
barrier



- a. **A combined pathway**
to ensure women starting
from zero, graduate to full
independent mobility



SOLVES FOR
ACCESS + SKILLS
barrier

Economic outcomes

Participating women reported a **14% increase in monthly net earnings**. Beyond immediate income, those utilizing two-wheelers can potentially save up to **INR 2.73 lakh over five years** through enhanced productivity and asset ownership.

Beyond the numbers

Mobility has transformed the partner experience, with women reporting significantly higher confidence and greater control over their professional and personal schedules. Mobility enables more than work, it transforms daily life.

Operationally, independent mobility helps reduce idle time, improve punctuality and enable more predictable scheduling. Personally, women professionals reported greater confidence, more flexibility in managing family responsibilities and improved control over their daily routines. The program has also created long-term economic value through asset ownership and reduced dependence on public transportation.

The broader impact of Udaan is reflected in how mobility becomes integrated into everyday life. A majority of participating women reported using their vehicles beyond work-related travel, indicating that the initiative supports not only income generation but also wider social and personal mobility.



Sapna's entire day depended on whether autos were available. As a result, she would often miss bookings.

After purchasing her scooter, her cancellation rate dropped sharply, earnings improved and she began covering micro-markets she previously couldn't access.

— Sapna
Service professional, Urban Company

Nidar

Supporting domestic violence survivors

Personal well-being is a prerequisite for sustained workforce participation. Through **Nidar**, we provide a dedicated support system for women professionals facing vulnerabilities beyond the workplace, such as domestic violence.

Sensitization at scale

In FY26, we conducted over **7,600 hours of awareness sessions** across 16 cities, sensitizing more than **4,900 women partners** in the Salon and Spa categories.

Direct intervention

We provided critical support to **90 partners** through legal guidance, professional counseling, medical assistance and emergency financial aid.

Formalization

and financial security

We are committed to bridging the gap between the informal economy and structured social protection frameworks.

Formal identity & social protection

Urban Company has partnered with the **International Labour Organization (ILO)** in a first-of-its-kind collaboration to accelerate the registration of all active Urban Company **service professionals** on the Government of India's **e-Shram portal**. This initiative serves as a critical gateway to the national social security framework.

Urban Company will facilitate assisted enrollment through the UC Partner App, physical training centers and our network of UC Mitra kiosks.

This partnership serves as a scalable model for how digital platforms can advance **Decent Work (SDG 8)** and align with national legislative priorities like the Code on Social Security.



Institutionalizing financial security: retirement planning with HDFC Pension

To bridge the gap in formal retirement planning for the gig economy, Urban Company has collaborated with **HDFC Pension** to introduce the '**NPS Platform Workers' Model**'. This pioneering initiative enables our service professionals to voluntarily enroll in the **National Pension System**, a retirement savings scheme regulated by the PFRDA.

Service professionals can build a retirement corpus through small, regular contributions with a system that remains portable across different platforms.

Through this product, service professionals will gain access to structured payouts and lump-sum benefits in old age.



Milaap

Celebrating our service professionals

Milaap is an initiative by Urban Company to appreciate and recognise the invaluable contributions of our service professionals.

Through this programme, we reinforce Urban Company's commitment to our service partners by honouring them and their hard work, and understanding their expectations and aspirations.

In FY26, we

Organised 13 events across
11 cities

felicitated ~700 service
professionals



The Commander Nishant Singh Scholarship Program

Investing in the next generation is vital to our mission of elevating lives. The **CDR Nishant Singh Scholarship Programme** supports the educational aspirations of our partners' children, ensuring that academic achievement leads to long-term career pathways.

Partner safety and grievance redressal: building a responsive ecosystem

Through our SafeSteps initiative and a multi-channel grievance framework, we provide a secure, transparent, and partner-centric environment for service professionals.

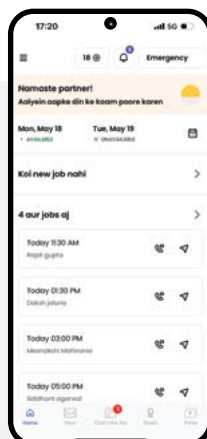
SafeSteps: prioritizing partner well-being

Our safety framework focuses on preventive measures and real-time support to minimize risks during service delivery.



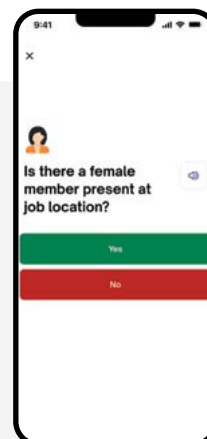
Onboarding & training:

Every partner undergoes safety training covering risk mitigation, customer interaction and emergency response. Category-specific protocols ensure professionals are equipped with the right tools and safety gear for high-risk tasks such as electrical or appliance repair.



Operational safeguards:

To prevent fatigue and travel-related risks, our algorithms build in commute buffers and generally map partners to micro-market hubs based on proximity.



Real-time assistance:

Partners have access to an in-app SOS feature and a dedicated Trust & Safety desk for immediate support during emergencies. For female professionals in the InstaHelp vertical, we implement customer KYC verification if a female customer is not present.

Transparent grievance redressal framework

We ensure that every partner has a voice and access to a structured, transparent resolution process.

- **Accessible support channels:** Partners can raise issues through the in-app help center, partner helplines, or directly to category managers. On-ground support is bolstered by UC Mitra representatives stationed at training centers for in-person guidance.
- **Fair appeals process:** We provide a formal mechanism to appeal ratings, payments, and deactivations—even after a partner has lost platform access.
- **Listening with purpose:** We conduct periodic Focus Group Discussions (FGDs) led by our Legal, Human Resources and ESG heads to understand partner concerns and improve platform policies.
- **Non-retaliation policy:** We maintain a strict policy ensuring that voicing concerns leads to no disadvantage. Raising a grievance does not affect a partner's ratings, credit balance, or future service opportunities.

Through these systems, we continue to foster a culture of accountability, ensuring our service professionals feel protected and heard at every step of their journey.

People

Building a culture of ownership and impact



“At Urban Company, we are not just building a business—we are building a workplace that people choose, stay in, and grow with. Our ambition is to create an environment where high performance and human experience reinforce each other.”

— Neha Mathur
Chief Human Resources Officer

Our culture and talent philosophy

We are building an organization anchored in ownership and meritocracy, where ideas are valued regardless of hierarchy. We identify high-potential talent early and invest deeply in their growth, grooming leaders who are deeply aligned with the company’s long-term mission and values.

Our operational values

Customer Obsession

Value for the customer comes first, always

Boldness

We challenge the status quo with conviction

Win-Win

We only grow when we enable the success of our service professionals

First Principles & Simplify

We solve root causes and simplify relentlessly to scale

Bias for Action & Ownership

We move fast, trust expertise over hierarchy, and own outcomes fully

Leadership that builds leaders

We believe leadership is a capability built through “learning by doing”. We build our leaders from within through a suite of in-house developed management interventions:

- **Genesis:** Focused on building fundamental managerial capability.
- **Young Guns:** An acceleration program for high-potential “force multipliers”.
- **UC Edge:** Sharpening strategic thinking and leadership for senior mandates.

Performance and recognition

High performance is intentional at Urban Company. We use an OKR-led system to ensure individual efforts align with company priorities. Recognition is integral to this journey; our rewards philosophy includes competitive pay, ESOP ownership, and UC Champs—a program celebrating those who deliver exceptional impact.

Inclusion as a growth driver

Our team of 2,111 full-time employees (as of March 31, 2026) is young, diverse and energetic.

Gender diversity:

Women represent 24.8% of our overall workforce and 21.5% of leadership roles.

Veteran hiring:

We have onboarded 47 veterans, bringing leadership depth and operational rigor to our teams.

Listening with purpose

We listen, and we act. Through Engagement Surveys, Upward Manager Feedback and Leadership 360-degree reviews, every employee has a genuine voice in shaping the work environment and informing leadership decisions.

UC policies & employee benefits

Our benefits follow the same logic as our products: identify what people actually need, and deliver it without complexity. Five areas. One intent — to cover the whole person, not just their working hours.

- **Employee wellness:** Progressive leave policy that does not require any approvals — because we trust our people. Sabbaticals for those pursuing higher studies, caregiving, or simply needing space. On-demand doctor consultations and mental wellness support are standard, because physical and psychological health are not separate categories.
- **Parental support:** for both mother and father, baby insurance from Day 1, and fertility program coverage. Our Gurugram office has an on-site daycare — because returning to work and raising a family should not be in conflict.
- **Insurance:** Family medical cover and life insurance for employees. An employee-sourced aid fund provides an additional safety net for those who need it — covering both employees and contract workers on the platform.
- **Perks & everyday support:** On-demand salary access, UC app credits, and relocation leave. Practical support, no bureaucracy.
- **Compensation & financial benefits:** A competitive compensation program, employee friendly ESOP policy, tax efficient compensation structure and a fair and meritocratic performance management process are key components of our overall compensation program.

Environmental responsibility and circular consumption



Our operating model inherently supports more sustainable patterns of urban consumption by extending the usable life of household products, reducing premature replacement and enabling more efficient resource utilisation through technology-led service delivery.



Enabling circular consumption through a repair-first ecosystem

At the core of our efforts to reduce strain on the environment is our repair-first and maintenance-led platform model, which promotes circular consumption by helping customers repair, maintain and extend the lifecycle of household appliances and infrastructure rather than replace them prematurely.

During FY26, we serviced and repaired more than 4.9 million appliances through our platform, helping reduce electronic waste generation and supporting more resource-efficient consumption patterns across urban households.

By enabling access to reliable repair, maintenance and refurbishment services at scale, we contribute to lowering material waste, reducing landfill burden and improving lifecycle utilisation of household products.



Building a more sustainable service ecosystem

As a technology-enabled platform, we also seek to improve operational efficiency through hyperlocal fulfilment models, micro-market densification and smarter routing systems that help reduce travel intensity and improve utilisation efficiency for service professionals.

Through our repair-first ecosystem, sustainable product design initiatives and waste management practices, we continue to strengthen our contribution towards more resource-efficient and environmentally responsible urban consumption patterns.



Waste reduction and sustainable product design

Our Native product portfolio is designed with a focus on durability, lifecycle efficiency and reduced consumable waste.

Native RO water purifiers incorporate long-life filters and low-maintenance engineering designed to minimise the frequency of filter replacements and reduce lifecycle waste generation. Intelligent monitoring and predictive maintenance capabilities further improve product efficiency and help optimise servicing cycles, supporting more sustainable product usage over time.

In categories such as home renovation and décor, we also focus on improving material efficiency and reducing waste generation through streamlined supply chains and the use of recyclable and eco-conscious materials wherever feasible.



Plastic packaging and e-waste management

We have established an Extended Producer Responsibility (EPR) framework for Native products covering obligations relating to plastic packaging waste and e-waste management. This framework is supported by applicable regulatory registrations and certifications, along with structured systems for tracking packaging material usage, waste generation and recycling responsibilities.

We continue to strengthen our internal processes around responsible disposal, recycling partnerships and compliance reporting as part of our broader environmental governance efforts.

Governance

Cybersecurity, data privacy and digital trust

As a technology-led marketplace serving over 8 million customers and approximately 66,000 service professionals, Urban Company recognizes cybersecurity, data privacy and responsible technology governance as critical to maintaining platform trust and ensuring business resilience.

We process operational, transactional and user-related data across multiple geographies and maintain information security policies, processes and technical safeguards designed to protect the confidentiality, integrity and availability of information assets. Data handling practices are guided by applicable legal and regulatory requirements relating to privacy, cybersecurity and data protection, including evolving regulatory frameworks such as the Digital Personal Data Protection (DPDP) Act in India.

Urban Company continues to strengthen its information security framework through role-based access controls, data encryption protocols, secure cloud configurations, network security systems and periodic vulnerability assessments. Real-time monitoring tools, SIEM systems and automated alert mechanisms support proactive threat detection and timely incident response. We also undertake regular vulnerability scanning, penetration testing and system reviews to support platform reliability and operational continuity.

Our information security practices are aligned with ISO 27001 principles and are supported through periodic internal and external assessments, cyber risk reviews and governance oversight mechanisms. Cybersecurity and technology-related risks are reviewed as part of our broader enterprise risk management framework under the supervision of Board-level committees, including the Audit Committee and Risk Management Committee.

We also invest continuously in strengthening cybersecurity capabilities through modern security technologies such as multi-factor authentication, endpoint protection systems, intrusion prevention mechanisms, automated logging tools and threat intelligence platforms. Employees undergo periodic awareness and training initiatives relating to cybersecurity, responsible information handling and data privacy practices.

As artificial intelligence and automation become increasingly embedded across platform operations, we remain focused on responsible deployment of technology systems, including appropriate governance around data usage, operational oversight and platform transparency.

Through continued investments in cybersecurity infrastructure, governance practices and responsible technology management, we seek to strengthen digital trust and safeguard the interests of customers, service professionals and business stakeholders.

Board



Abhiraj Singh Bhal

Chairperson, Managing Director & Chief Executive Officer



Varun Khaitan

Executive Director & Chief Operating Officer



Raghav Chandra

Executive Director & Chief Technology and Product Officer



Vamsi Krishna Duvvuri

Non-Executive
Non-Independent Director



Shyamal Mukherjee

Independent Director



Dr. Ashish Gupta

Independent Director



Ireena Vittal

Independent Director



Rajesh Gopinathan

Independent Director



- Chairperson
- Member

- Audit Committee
- Nomination and Remuneration Committee
- Stakeholders' Relationship Committee
- Risk Management Committee
- Corporate Social Responsibility Committee