

# SUSTAINABILITY REPORT 2022 - 23



A Global Player in  
Cloud Communication Platform

[www.routemobile.com](http://www.routemobile.com)

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# MD & Group CEO Message

## Dear Stakeholders,

With great pleasure, I present the Sustainability Report 2023 of Route Mobile Limited, a global leader in providing cloud communication solutions to enterprises and mobile operators. This report represents our commitment to driving environmental, social, and governance (ESG) performance and showcases our progress in these areas.

At Route Mobile, we firmly believe that sustainability is not only a moral imperative but also a strategic necessity and a source of competitive advantage. We are dedicated to creating value for our customers, employees, shareholders, and society as a whole. By delivering innovative and reliable solutions that facilitate digital transformation, enhance customer engagement, and foster social inclusion, we strive to make a positive impact on the world. Furthermore, we are committed to minimizing our environmental impact, upholding ethical standards, practicing good governance, and supporting the United Nations Sustainable Development Goals (SDGs).

Throughout the year 2023, we continued to advance our sustainability agenda across our operations and value chain. Our efforts were focused on four key pillars: Environment, People, Ethics, and Society. By doing so, we continuously enhance our sustainability practices and maximize positive outcomes. To ensure transparency and accountability, we aligned our sustainability strategy with the relevant SDGs and reported our performance in accordance with the Global Reporting Initiative (GRI) Standards.



**RAJDIP GUPTA**  
MD & GROUP CEO

MD & Group  
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# MD & Group CEO Message

Within the Environment pillar, we implemented initiatives aimed at reducing our carbon footprint, optimizing energy consumption, and minimizing waste generation. Additionally, we leveraged the power of Artificial Intelligence (AI) and Machine Learning (ML) to optimize resource utilization, enhance operational efficiency, and improve the accuracy of our services.

In line with our commitment to environmental stewardship, we organized a tree plantation drive in August. This initiative was designed to contribute to reforestation efforts, mitigate climate change, and restore biodiversity. By partnering with local communities and involving our employees, we actively participated in planting trees in designated areas. This event not only had a positive environmental impact but also fostered employee engagement and community involvement.

Furthermore, we take immense pride in announcing that Route Mobile received four ET Ascent Awards for Constant Innovation in the CPaaS Segment. This recognition highlights our ability to deliver cutting-edge communication solutions that meet the evolving needs of customers across diverse industries. We remain steadfast in our commitment to staying at the forefront of innovation and providing exceptional services that drive customer success.

Another significant achievement in 2023 was the launch of TruSense, our state-of-the-art digital identity and security service, at the Mobile World Congress. TruSense is a comprehensive platform offering identity verification, fraud prevention, data protection, and compliance solutions to enterprises. Leveraging advanced technologies such

as blockchain, AI, and ML, TruSense ensures secure and seamless customer experiences, safeguarding privacy and data integrity.

In addition, we introduced Roubot, a customizable no-code chatbot platform that seamlessly integrates with ChatGPT and NLP engines. Roubot empowers enterprises to create conversational agents capable of interacting with customers across multiple channels, such as SMS, voice calls, and email, using natural language processing (NLP) techniques. By harnessing the capabilities of ChatGPT, an open-source conversational AI framework developed by OpenAI, Roubot enables enterprises to deliver coherent and engaging responses based on context, thereby enhancing customer engagement and satisfaction.

Moreover, Route Mobile received the prestigious 22nd ICSI National Awards for Excellence in Corporate Governance. This esteemed recognition showcases our dedication to upholding the highest standards of corporate governance and ethical practices. We have established a robust governance framework that ensures accountability, transparency, and stakeholder engagement in all our business decisions and actions. Upholding ethical conduct and responsible governance is fundamental to our operations.

While we take pride in our sustainability journey thus far, we recognize that there is always room for improvement. We remain dedicated to continuous learning and growth. We actively seek feedback from our stakeholders and value your insights on how we

can further enhance our sustainability performance. Your suggestions and recommendations play a crucial role in shaping our future strategies and initiatives.

As we look towards the future, we have great confidence that Route Mobile will continue to be a trusted partner for our customers and a responsible corporate citizen for our society. With your continued support and trust, we will strive to deliver on our commitments and exceed your expectations.

Thank you for being an integral part of our sustainability journey.

Sincerely,

**Rajdipkumar Gupta**

Managing Director & Group CEO  
Route Mobile Limited

## TCFD Context setting:

### **TCFD** | TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

FSB Task Force on Climate-related Financial Disclosures ('TCFD') was created in 2015 by the Basel-based Financial Stability Board (FSB) whose role, since its establishment in 2009 after the global financial crisis, is to promote international financial stability. The TCFD's focus is reporting on the impact an organisation has on the global climate. It seeks to make firms' climate-related disclosures more consistent and, therefore, more comparable. The goal of these disclosures is to bring transparency to companies' climate-related risks. Broad disclosure of climate-related financial risks enables more informed investment, credit, and insurance underwriting decisions and can help facilitate the transition to a more sustainable, low-carbon economy. The Financial Stability Board (FSB) is an international body that monitors and makes recommendations about the global financial system. It was established after the G20 London summit in April 2009 as a successor to the Financial Stability Forum (FSF). The Board includes all G20 major economies, FSF members, and the European Commission.

The TCFD started as voluntary recommendations but soon became critical for the climate disclosure regulatory framework. Many jurisdictions follow the TCFD recommendations, including the European Union, Singapore, Canada, Japan, and South Africa. Following these countries, the United Kingdom and New Zealand are mandating climate-risk disclosure in line with the TCFD, starting in 2025 and 2023, respectively. As part of recent development, in UK, The Financial Conduct Authority ('FCA') Listing Rule 9.8.6R(8) requires a listed company incorporated in the UK to include, in its AFR, a statement setting out: "whether the listed company has included in its annual financial report climate-related financial disclosures consistent with the TCFD Recommendations and Recommended Disclosures". The disclosure is on a comply or explain basis. Companies choosing not to make the disclosures must indicate which

climate-related financial disclosures it has not made (which may be all), reasons for not including them, and any steps it is taking or planning to take to make those disclosures in the future and the timeframe for this. The United States Securities and Exchange Commission (U.S. SEC) rule on mandatory climate risk disclosures proposed in March 2022 sets out to make reporting practices consistent and comparable to meet investor demand for decision-useful information. As with recent standards and regulations aimed at investor needs (such as the ISSB draft standards and Canadian Securities Administrator requirements), the SEC rule is built around the Task Force for Financial Disclosures (TCFD) recommendations across the themes of Governance, Strategy, Risk Management, Metrics, and Targets, as well as the Greenhouse Gas (GHG) Protocol for emissions reporting.

The EU is in the process of replacing its current non-financial reporting regime with the proposed CSRD, which will require large businesses (including certain businesses from outside the EU) to include sustainability disclosures in their annual reports.

We would draw our readers' attention to the evolving practices when it comes to ESG reporting and how TCFD has quickly come to be recognised as disclosure benchmark for companies across geographies. We are on a continuous journey to advance our ESG disclosures, and we recognize that greater comparability insight in the future will further aid our readers' understanding. Given the inherent uncertainty in predicting and modeling future conditions, caution should be exercised when interpreting the information provided. We continue to review and enhance our approach to data, frameworks, and methodologies to align with ever-evolving regulatory standards and market principles as this subject area matures, and we provide the disclosures in this report to be transparent about our ESG initiatives and activities. For emissions, water consumption, etc. related data, we have relied on the assessment carried out by the independent agency Paul Shantanu Engineering Pvt. Ltd. which is an advisory firm with a dedicated and experienced team of professionals that provides

Sustainability & Climate Change related services to the Organizations to improve their long-term business performance and achieve their sustainability goals.

Human-induced climate change has brought observable impacts on people, infrastructure, and ecosystems, including increased global temperatures, more frequent heatwaves, extreme precipitation in some regions, and droughts in others. We are responsible for anticipating climate risks facing both our operations and those of our customers and for being ready to provide needed solutions and products. Route Mobile's oversight of climate-related risks and opportunities is embedded at the highest level of our company. We are continually evolving our corporate governance structure in recognition of the urgency of climate action and in response to our increasing understanding of the impact of climate change on our business. The Environmental, Social, and Public Policy & CSR Committee of Route Mobile (the "Company") oversees Route Mobile's initiatives, policies, programs, and strategies concerning environmental sustainability and other key corporate social responsibility (CSR) and public policy matters. The Audit Committee reviews Route Mobile's material financial risk exposures and the steps management has taken to monitor and control such exposures, including any related to the environment, climate, and ESG matters.

# Board of Directors



**Sandipkumar Gupta**  
Chairman & Non-Executive Director  
(Non-Independent)

Mr. Sandip Gupta is the Chairman & Non-Executive Director of Route Mobile. He holds a bachelor's degree in commerce from Mumbai University. He is also a qualified Chartered Accountant and a member of the Institute of Chartered Accountants of India. He is a SAP-certified solution consultant – mySAP Financials – Management and Financial Accounting. Sandip is the Promoter of Route Mobile and has been associated with our company since its inception. Before incorporating Route Mobile, he worked with PricewaterhouseCoopers Private Limited, and Covansys (India) Private Limited. He has over 20 years of experience in audit and accounts, business analysis, SAP configuration, and software system consulting.



**Rajdipkumar Gupta**  
Managing Director & Group CEO

Mr. Rajdip Gupta is the Managing Director and Group Chief Executive Officer of our Company. He is a dynamic entrepreneur who founded and is leading one of the fastest growing global technology & Cloud Communications companies – Route Mobile Limited. He is among one of the youngest tech entrepreneurs globally.

His leadership has led Route Mobile to become one of the top global Cloud Communications Company providing Communications Platform as a Service (CPaaS). His vision has ensured the company enables end-to-end communications for enterprises / brands by offering products & services in Messaging, Voice, Firewall, Email, New age messaging services like RCS, WhatsApp, Viber and IP messaging, among others. Route Mobile has 16+ offices in the North America, LATAM, Europe, Middle-East, Africa and Asia Pacific.

He holds a bachelor's degree in science (physics) from Mumbai University and master's diploma in software engineering from Aptech Computer Education. He has more than 20 years of experience in the field of software designing and development.



**Chandrakant Gupta**  
Non-Executive Director  
(Non-Independent)

Mr. Chandrakant Gupta was Route Mobile's immediate past Chairman, a position he relinquished to focus more on other professional commitments. He presently serves on the board as a Non-Executive Director. He has been a Director on our Board since 2007 and steered the company through manifold growth in the last decade. Mr. Chandrakant Gupta is a seasoned entrepreneur, business strategist, and Investor in early-stage tech and hospitality businesses spread across India and abroad.

# Board of Directors



**Arun Gupta**  
Independent Director

Mr. Arun Gupta is an Independent Director on our Board. He is an independent consultant in the private equity, M&A and business development space. He has served in the past as Board member/investor / mentor / adviser to various companies including Biba, House of Anita Dongre, Skechers, Clovia, Skinkraft, Vedix, Bewakoof, faballey, Crimsoune Club, Clarks, Turtle men's wear, Blue foods restaurants, Biryani by kilo, traworld luggage, Priority backpacks, Neeru's ethnic wear, Amar Chitra Katha, Famozi shoes, Tresmode shoes, Desibelle, Holii handbags, Mother Earth, Giovanni etc. He has more than 28 years of experience in Investment Banking, Media, Gaming, Animation, Education, Internet & Technology companies. In the past, he has held senior management positions at Yahoo, STAR, MTV, Mauj Mobile, Equirus Capital, Future Group and Cnet. He also serves on the investment committee of Endiya tech product vc. Mr. Gupta is a post graduate in Commerce and Economics from Mumbai University & adjunct faculty at few leading Business schools.



**Sudha Navandar**  
Independent Director

Sudha Navandar is an Independent Director of Route Mobile. She is a qualified Chartered Accountant and a member of the Institute of Chartered Accountants of India. She is a Certified Public Accountant, USA, and also an Insolvency Professional registered with the Indian Institute of Insolvency Professional of ICAI. Sudha is currently a partner in M/s. Pravin R. Navandar & Co., Chartered Accountants, with main focus on corporate audits (internal and statutory), bank audits, company law cases, income leakage, and corporate advisory services. She is also an Independent Director on the board of Kolte-Patil Developer Limited, Yasho Industries Limited, Anand Rathi Wealth Limited and Tribhovandas Bhimji Zaveri Limited.



**Nimesh Salot**  
Independent Director

Mr. Nimesh Salot is an Independent Director of our Company. He holds a bachelor's degree in commerce from the University of Mumbai. He is a qualified Chartered Accountant and a member of the Institute of Chartered Accountants of India. He is also a qualified Cost accountant and a member of the Institute of Cost Accountants of India. He has more than 14 years of experience in the field of investment banking. He has previously worked with Ladderup Corporate Advisory Private Limited, Mape Advisory Group Private Limited, Rabo Finance Limited, Ernst and Young, India, DSJ Communications Limited, and Kayjay Financial Research Services Private Limited. He is currently associated with Ace Lansdowne Investment services LLP as President and Partner



**Mr. Bhaskar Pramanik**  
Independent Director

Mr. Bhaskar Pramanik is an accomplished management leader and professional from the Technology Industry. He has held National and Global Leadership positions in leading Multinational Technology Companies. He has worked in India, Singapore, and the US. He was on the Executive Committee of NASSCOM, the National Committee of CII, and AMCHAM.

He recently retired from the Central Board of SBI, India's largest Bank. He retired as Chairman of Microsoft India in September 2017 after a successful 45 years career in the technology industry. Before this, he was the Managing Director of Oracle Corporation and Sun Microsystems in India. He was also the Global VP for Commercial Systems at Sun Microsystems Inc based out of Menlo Park, CA.

Mr. Pramanik has received multiple awards throughout his career, notably the Baton Award at Digital Equipment Corporation, the Global Leadership and the best GEM VP award at Sun Microsystems, and the Platinum award for the best Area at Microsoft. Recent industry awards at Microsoft include the IMA award for best MNC, the Ranstadt Award for the most attractive employer in India, the Great Place to work in Asia by GPTW.

# Leadership Team



**Rajdipkumar Gupta**  
Managing Director &  
Group CEO



**Suresh Jankar**  
Chief Financial Officer



**Rathindra Das**  
Group Head Legal, Company  
Secretary & Compliance Officer



**Gautam Badalia**  
Group Chief Strategy Officer &  
Chief Investor Relations Officer



**Tushar Agnihotri**  
Executive Vice President-  
India & APAC



**Sharad Thukra**  
Executive Vice President &  
Business Head (Middle East)



**Milind Pathak**  
Chief Business Officer



**Tonio Ellul**  
Chief Executive Officer -  
365squared Ltd



# Leadership Team



**Sammy Mamdani**  
Executive Vice President –  
Group Head - Global Operations



**Robin Sullivan**  
Chief Executive Officer  
- Mr Messaging



**Rainer Viertel**  
Chief Executive Officer -  
Masivian



**David Vigar**  
Executive Vice President -  
Digital Identity Business - TruSense



**Carl Powell**  
Executive Vice President -  
Global Partnerships & Alliances



**Ramesh Choudhary**  
Chief Executive Officer -  
SendClean Inc.



**Elsa Shibu**  
Vice President &  
HR Head



**Mujahid Rupani**  
Group CTO  
(Chief Technology Officer)

# Achievements & Awards

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# Achievements & Awards

**Business Mobility Award**  
by Etisalat at Etisalat SMB  
Awards 2021 in Dubai



**Rajdip Gupta, MD & Group CEO**, has been acknowledged as one of the **top 25 influential people for Roaming, Messaging, and Interconnect in the ROCCO 100 list for 2022.**

Won ET ascent Business Leader of the Year 2023, **“Best Use of Cloud Services by a Telecom Company”** & **“Best Enterprise Cloud Offering”** (IT Sector)



Ranked in **Top 6 as Tier 1 Vendors in A2P SMS Messaging as per ROCCO Consulting report** thrice (2016 - 22)

# Achievements & Awards

Awarded 22nd ICSI National Award for Corporate Governance with Best Governed Company (Emerging Category) 2022



Best Messaging Innovation – Consumer Solution award at Messaging and SMS world 2019, London



Awarded Most Innovative Mobile Communication Solutions Provider 2019 in Technology Innovator Awards by CV Magazine



Top 3 (2022) & Top 5 fastest growing Indian Companies in UK by 'India Meets Britain' Tracker 2018, 2019 & 2020

# About Route Mobile Limited

Together with our customers, we connect consumer demand to our great network of business enterprises and MNOs; Working in partnership with our customers is what excites and inspires us, our vision is to be the premier CPaaS solutions partner, delivering complex projects from vision to reality.

Founded in 2004, Route Mobile Limited ('RML'/'We'/'Route Mobile') is a publicly listed company in India on the leading exchanges like on BSE Limited ("BSE") and National Stock Exchange of India Limited ("NSE") and among the leading Cloud Communications Platform service provider offering Communication Platform as a Service (CPaaS) solutions. We cater to enterprises, over-the-top (OTT) players, and mobile network operators (MNO) and our portfolio comprises solutions in messaging, voice, email, SMS filtering, analytics, and monetization. We deliver an entire communication product stack, based on a CPaaS, infusing Conversational AI across a broad range of industries including social media companies, banks and financial institutions, e-commerce entities, and travel aggregators. Route Mobile is headquartered in Mumbai, India with a global presence in the Asia Pacific, Middle East, Africa, Europe, and the Americas.

Route Mobile delivers communications platform, IP and firewall solutions to service providers, enterprises and critical infrastructure sectors globally. We engage deeply with our MNO customers, helping them secure their networks with leading edge security and analytics tools for improved competitive positioning and business outcomes in today's smart, always-on and data hungry world. Providing customers with best-in-class solutions to meet their communications strategy needs is a core value at Route Mobile. Customers trust us to solve their most challenging communications requirements, enabling people and devices to connect anytime, anywhere.

Route Mobile, India's largest multinational omni-channel cloud communication company, has over 310 of the best- trained technocrats & 61 business managers in more than 15 countries. The Company generated revenues of ₹ 5358 million and net profit of ₹ 899.9 million (consolidated revenues of ₹ 35692.3 million and net profit of ₹ 3422.8 million) for the year ended March 31, 2023.



# UN Sustainable Development Goals: Giving to Our World

The Sustainable Development Goals (SDGs) set by the United Nations define global sustainable development priorities and aspirations for 2030, highlighting the world's biggest social and environmental challenges. We aspire to be proactive about driving sustainability and further embedding sustainable practices throughout our business, in line with the expectations of stakeholders. Our strategy is also aligned with critical global issues addressed by the United Nations Sustainable Development Goals (SDGs). We can help address the social, environmental, and economic livelihood challenges that impact our world by investing in the future of our communities. With a strong focus on the places where our employees live and work, we prioritize our giving around four strategic pillars that affect our communities and our business. The voice of our employees plays a key role in nearly all of Route Mobile's giving. As a multinational company, we are convinced we have a responsibility and a role to play to help achieve these goals. We mapped six (6) areas out of the seventeen (17) SDGs, which are aligned with our management philosophy in terms priority areas for our social initiatives.



## Industry, Innovation & Infrastructure

The focus of our innovation and the evolution of our technology stems from long-term trends reshaping industries and societies, alongside the need to support a more sustainable world. The three main trends we focus on are Smart Mobility, digital and online security in the Internet of Things (IoT). Thanks to our strong pipeline of innovation & product suite, we are one of the few CPaaS companies mastering a very broad range of communication technologies. Our innovation capability is enhanced by the Bengaluru Office. They aim to create more external and internal innovation opportunities through an ecosystem that connects emerging market trends with our internal technical expertise.



## No Poverty & Zero Hunger

Among the leadership of Route Mobile, hunger relief consistently rank as one of the most important issues facing communities where we live and work. We focus on alleviating the immediate need for food locally and support organizations that seek to eradicate hunger worldwide. We create and facilitate channels for positive impact in the communities where our employees live and work.



## Reduce Inequalities

We apply a zero-tolerance approach to forced labor and child labour. We assess and mitigate social risks in our extended supply chain. We focus on providing a safe workplace with zero injuries and zero occupational diseases.



## Good Health & Well-Being

We aim to ensure healthy lives and well-being for all. We are engaged in minimizing risks of negative impact on people due to our activities.



## Quality Education

We support education in all the countries where we operate. Primary education for the underprivileged sections of society is our focus.

# Scale of the Organization

## Route Mobile - Industry Leading Global CPaaS Platform

RML offers a scalable and flexible **Omnichannel CPaaS** platform to enterprises across industry verticals, globally



**280+** direct MNO connects, overall access to **900+** MNOs (**Super Network**)



Global footprint across **20+ locations**; **3,000+** active billable clients



Infrastructure comprising **19 data centers** and **6 SMSCs** globally



**ESG leader**, rated **"A"** by a reputed ESG rating agency



Recognized as "Established Leader" – **Juniper**, "Top Tier 1 A2P SMS vendor" – **Rocco**, "Representative Vendor" – **Gartner** for CPaaS



**Strong industry tailwinds:** Global CPaaS market will grow to **\$42.9bn** in 2027, from \$16.6bn in 2022 <sup>(1)</sup>



**₹35,692mn** FY 22-23 Revenue  
**55%** Revenue CAGR FY 2020 - FY 2023



**₹4,566mn** FY 22-23 EBITDA  
**66%** EBITDA CAGR FY 2020 – FY 2023



**124%** Net revenue retention in FY 22-23



**₹8,799mn** Cash and Cash equivalent  
**₹7,737mn** Net Cash as on Mar 31, 2023

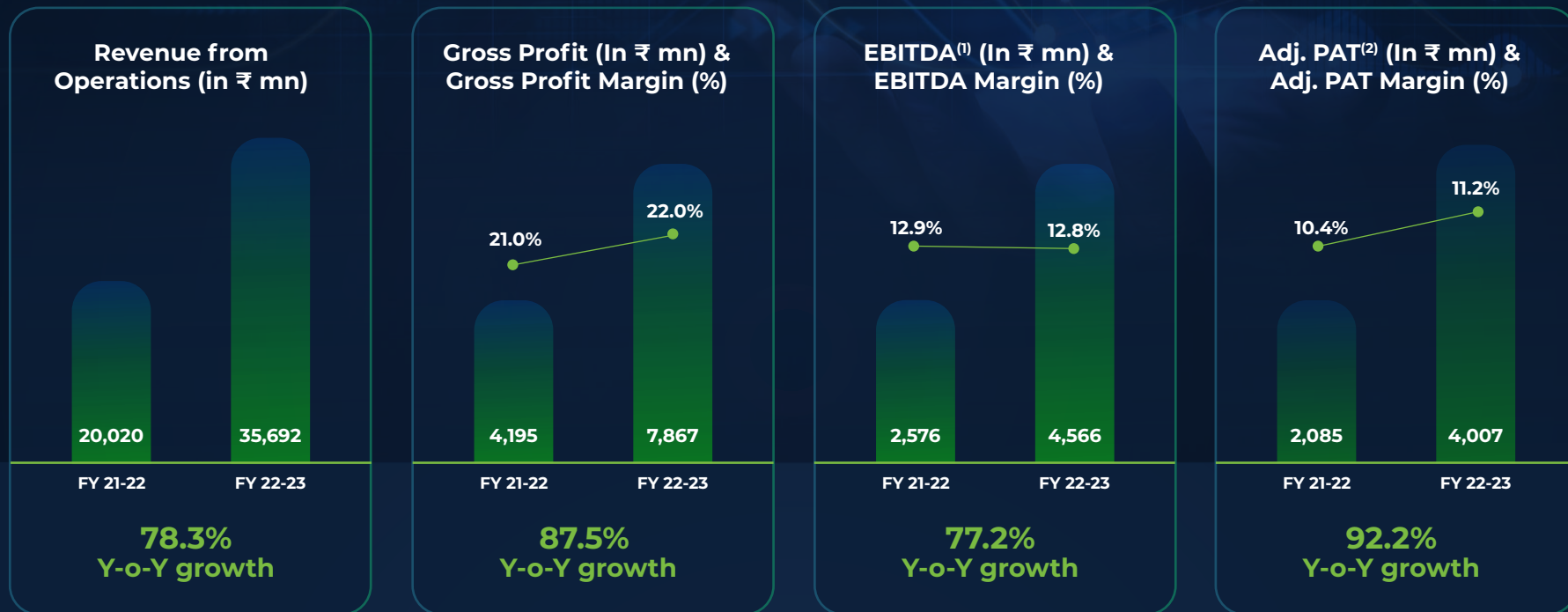


**₹52.3** Earning Per Share (EPS) in FY 22-23  
**₹2 per share** final dividend proposed, in addition to interim dividend of **₹9 per share** paid  
**₹1,200mn** Buyback completed in FY 22-23



# Key Statistics

## FY 22-23 Snapshot



1) Net loss on FX transactions and translation, ESOP benefit expenses (non cash) and Intangible assets under development were adjusted from EBITDA

2) PAT has been adjusted for ESOP benefit expenses; non-cash amortization associated with the intangible assets added as a result of purchase price allocation for acquisitions; and Intangible assets under development



# Key Statistics



**106.8+ Bn**

Billable transactions processed in FY22-23



**8.9+ Bn**

Transactions processed / month in FY22-23



**280+**

Direct connections



**20+**

Offices globally



**900+**

Network operators



**19 & 6**

Data centres & SMSCs



**720+**

No. of employees



**3,000+**

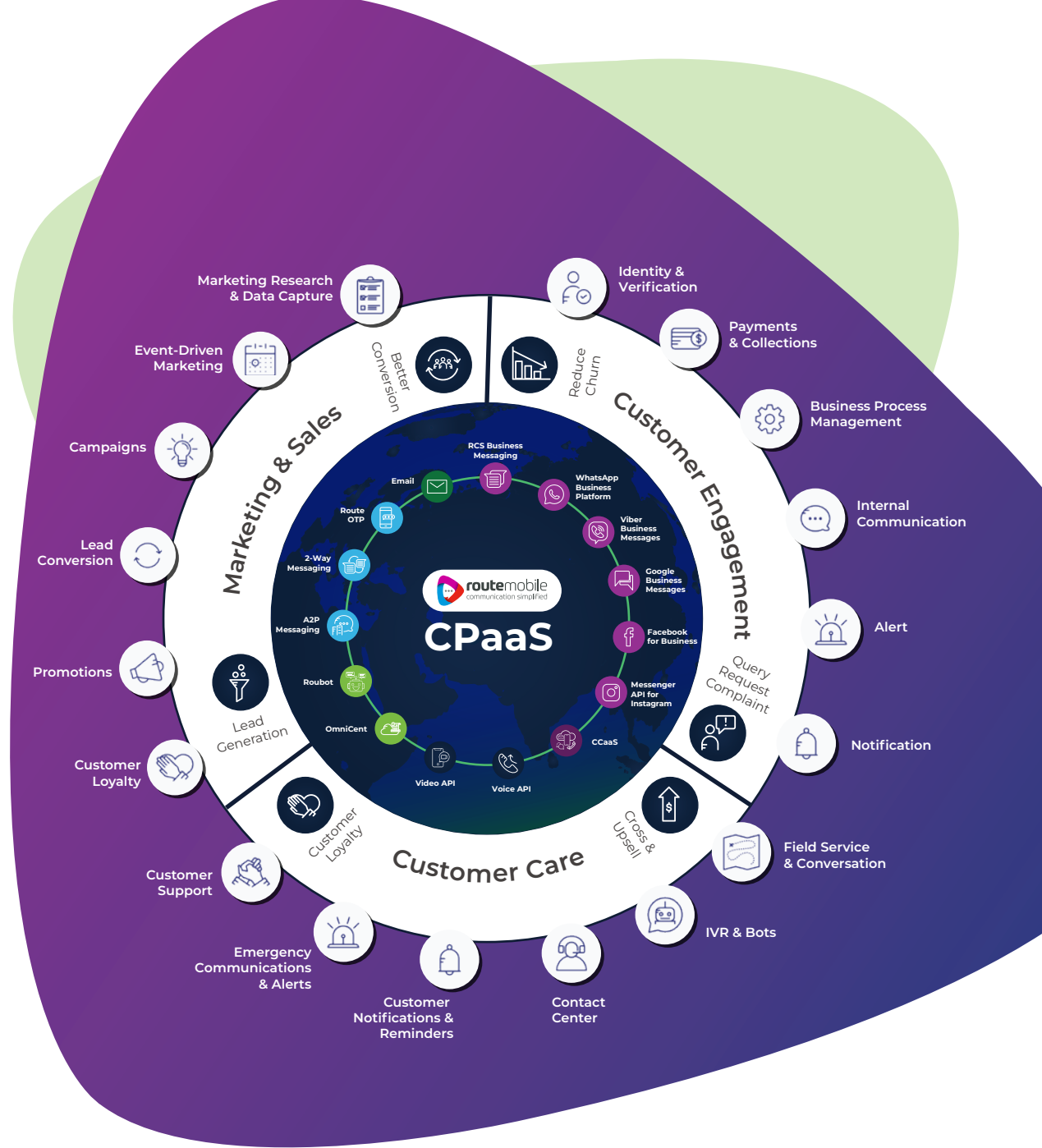
Active Billable Clients

# Our Products & Services

**Digital communication solutions that revolutionize communication strategies, drive customer engagement, and build a sustainable future.**

At Route Mobile, we are the forefront of the cloud communication industry, offering Communication Platform as a Service (CPaaS) solutions to enterprises, OTT players, and MNOs globally. Our cutting-edge CPaaS platform, powered by AI and ML technologies, enables businesses to enhance communication strategies and connect with customers in real time. Through our suite of services, including A2P SMS, RCS, OTT business messaging, voice, and email, we deliver personalized and interactive experiences that drive engagement and growth.

Our scalable and flexible CPaaS platform allows businesses across industries to streamline communication processes and adapt to their unique needs. Our comprehensive solutions cater to diverse industry verticals, from social media companies to banks, financial institutions, e-commerce entities, and travel aggregators. We are committed to sustainability and actively contribute to a greener future by promoting digital channels, reducing paper waste, and embracing sustainable practices within the industry.



# Our New Products



**TruSense™**  
A Route Mobile Company

TruSense is a digital identity and security suite that is critical to securing digital transactions through a reliable ecosystem, enabling businesses to authenticate the end user in a frictionless way. TruSense will function as a dedicated Strategic Business Unit (SBU) under Route Mobile (UK) Ltd. with its own product management and engineering development teams. The teams are focused on building world-class products using expertise and technology from Route Mobile and Masivian a wholly-owned subsidiary of Route Mobile (UK) Ltd. Digital identity, authentication and fraud detection as a service is relevant to several industry sectors—such as financial services, e-commerce, retail, and healthcare—that rely on peer-to-peer mobile payments, online banking, digital wallets, and online registrations. Route Mobile envisions a secure ecosystem where the digital economy relies on global risk scoring, authentication, and identity verification for improved customer experiences.



Route Mobile launched Roubot, a customisable Artificial Intelligence (“AI”)/Machine Learning (“ML”)-based chatbot solution that connects businesses to its customers to drive conversations, facilitate lead generation, sales and timely issue resolution. The chatbot can be created by businesses without writing any code and integrated across popular channels of communication, CRM systems and payment gateways. Businesses can design their own chatbot with Roubot’s “Flow Builder”, one of the fastest bot building tools available in the market. The process is intuitive, consists of a drag-and-drop user interface and lets businesses integrate this customer engagement solution seamlessly and securely with CRM systems, payment gateways, and third-party messaging platforms like WhatsApp and Facebook Messenger. Once the customised chatbot goes live, customers can engage with the business over a secure connection to get answers to their sales and support queries in real time.

## Route Guard

We launched SMS Anti Phishing solution called as RouteGuard. India is a massive market for mobile telephony, with over 600 million smartphone subscribers it is unfortunately prone to SMS phishing attacks. Route Guard will help in identifying the probable phishing attacks and help telecom operators to protect their customers from malicious messages.

# Partnerships

**EBA**



Partnership with Amazon Web Services (AWS) with our first “Experience Based Acceleration (EBA)” modernisation party at RouteLab, our Bangalore office. This symbiotic relationship will help us drive growth at scale and reimagine our customer experience.

**Robi**



Robi Axiata Limited, a leading mobile operator in Bangladesh, partners with Route Mobile to deploy an advanced UCaaS solution, reducing downtime and enhancing communication experiences for regional enterprise customers

**Moengage**



Route Mobile extends partnership with MoEngage® by natively integrating its solutions. Through this partnership, Route Mobile Solutions – SMS, RCS and WhatsApp are natively integrated on the MoEngage Platform.

**SLTMobitel**



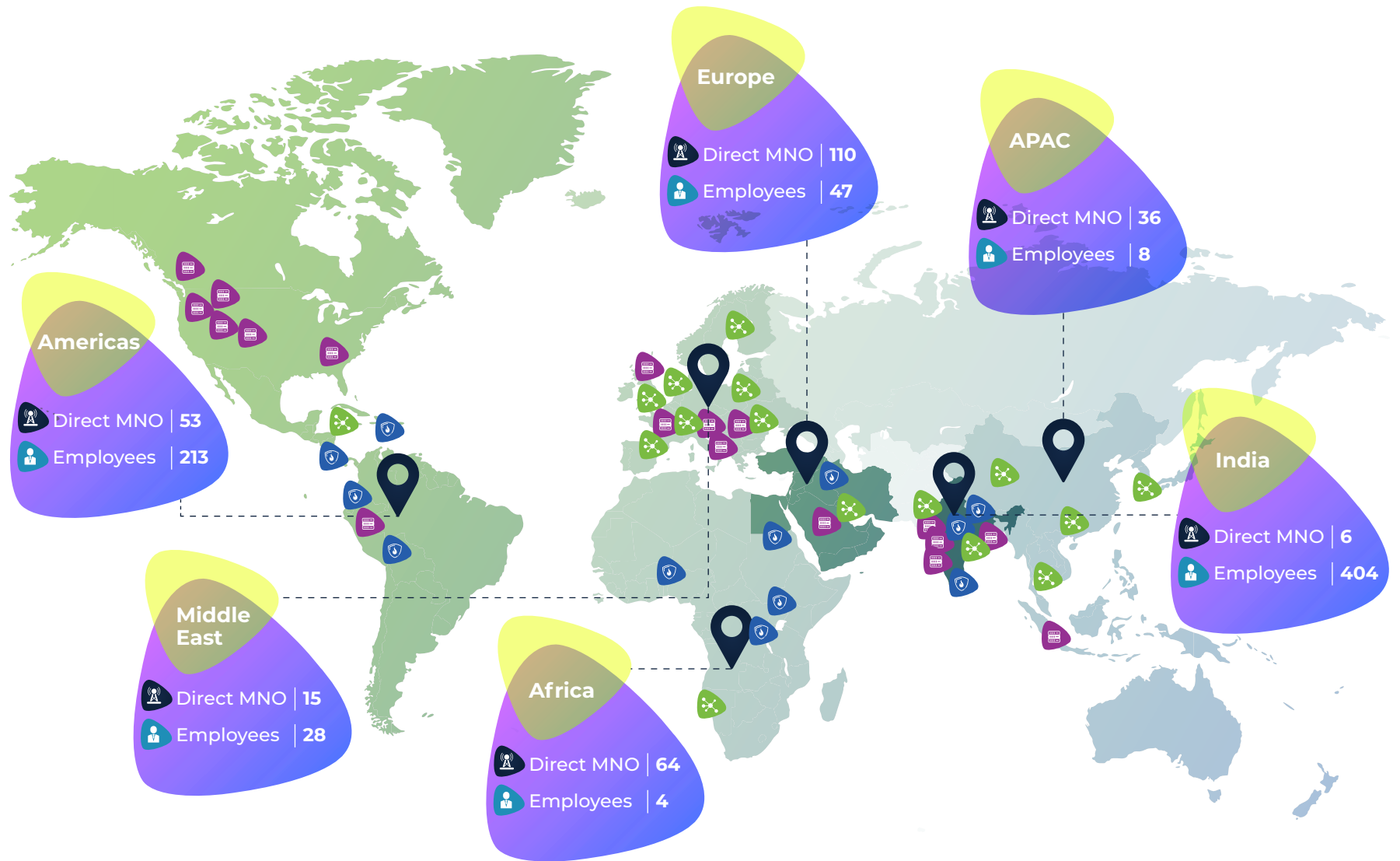
Route Mobile Limited secures exclusive end-to-end Partnership with one Of the Leading Mobile Network Operators for International A2P Messaging in Sri Lanka

**LeadSquared**



Unlock seamless customer engagement with Route Mobile's integrated solutions on MoEngage platform

# Our Global Footprint



700+ Employees

280+ Super Network  
Widespread global distribution & reach

12 Firewall deployments  
2 ongoing deployments

19 virtualized Data Centers

18 Hubs

# Information of Employees and Other Workers

Total number of employees by employment contract (permanent and temporary), by gender.	Total number of employees by employment contract (permanent and temporary), by region.	Total number of employees by employment type (full-time and part-time), by gender.	Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees.	Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries).
Male: 313 (Permanent: 313) (Temporary: 0)	N.A. as a significant location, Primarily our Mumbai, India being the corporate HQ on a standalone basis has been selected for the purpose of this report.	Male: 313 (Permanent: 313) (Temporary: 0)	NA	NA
Female: 91 (Permanent: 91) (Temporary: 0)		Female: 91 (Permanent: 91) (Temporary: 0)		
Total: 404		Total: 404		



# Supply chain

Our Supplier Code of Conduct encourages suppliers to disclose their carbon footprint. We expect our vendors, suppliers, contractors, and consultants to share our commitment to the highest ethical standards and operate in compliance with applicable laws, rules, and regulations, including all anti-bribery and anti-corruption laws. All suppliers are asked to adhere to the standards set forth in our Supplier Code of Conduct which describes our expectations of suppliers in the areas of business integrity, labor practices, employee health and safety, diversity and inclusion, and environmental stewardship.

## Changes in the location of, or changes in, operations, including facility openings, closings, and expansions

During the year, the company expanded its operations growth markets like Mexico in the LATAM region. The Company also added a new service segment TruSense which is a digital identity and security suite that is critical to securing digital transactions through a reliable ecosystem, enabling businesses to authenticate the end user in a frictionless way

## Changes in the share capital structure and other capital formation, maintenance, and alteration operations

Please refer page no. 40 of the Board's Report.

## Changes in the location of suppliers, the structure of the supply chain, or relationships with suppliers, including selection and termination

Large telecom operators (MNOs) are our most significant business partners. During the year, we have increased our network to 260



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# Precautionary Principle or approach

As a company in the communication industry with direct presence in more than 21 countries worldwide, compliance with the law is our goal and what we demand of ourselves. Our work thus focuses on preventing violations of statutory and internal company regulations. To guarantee this, a standardized risk management policy and committee is in place as a precautionary principle. This records and assesses risks at regular intervals and, most importantly, systematically. The aim of our precautionary approach is to avoid any potential negative effects or damage from the outset, despite not knowing the type, extent or probability of these risks. Applying the precautionary principle helps us reduce or avoid negative environmental impact.

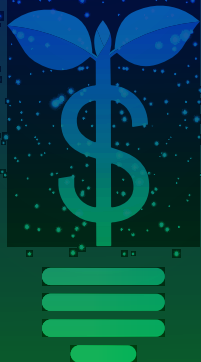
Compliant behavior on the basis of defined values is the aim of our Code of Conduct. Our Code of Conduct is intended to safeguard the long-term integrity of our conduct, securing and reinforcing our company values. Our Code of Conduct establishes the fundamental principles of our work and provides guidelines for proper conduct. Our employees, customers and business partners can report any violations of this Code to the Head of Human Resources, Compliance Officer or directly to our Audit Committee. We also pool various supplementary initiatives to train all employees to exercise caution online, in the company and when handling (personal) data under the term Privacy and Security Awareness.





# Approach to Tax: Description of the approach to tax: management approach to tax transparency

Our objective is to adhere to all relevant tax regulations and ensure tax compliance in each country in which we operate. We have a responsibility to pay the appropriate share of tax in each of the jurisdictions in which we operate while, at the same time, balancing our responsibilities to shareholders. We assume a conservative approach to tax risk and to the adoption of tax positions. Assessment of risk will take account of reputation, brand, governmental relationships, the benefit of certainty and tax authority relationships. RML has a zero-tolerance policy with respect to any criminal facilitation, including tax evasion, and would never accept being complicit in facilitating a third party to evade taxes in any jurisdiction. RML will not engage in, facilitate, or be associated with any form of tax evasion anywhere in the world.



**Whether the organization has a tax strategy and, if so, a link to this strategy if publicly available**

With respect to tax affairs, the executives and employees of the RML acknowledge it is one of our key social responsibilities to contribute to the socioeconomic development of the countries and regions in which we operate by properly paying taxes in accordance with the applicable laws and regulations, and by ensuring the transparency of our tax affairs. RML exercises internal controls over processes for tax compliance, planning, tax payments and financial reporting of tax and assesses their effectiveness on a quarterly basis.

As part of our commitment to maximizing shareholder value, we strive to optimize tax expenses by utilizing available tax incentives and eliminating double taxation in the normal course of business activities. At the same time, we do not engage in tax planning with the intent of avoiding taxes or use countries or regions with no taxes or extremely low tax rates (so-called 'tax havens') for tax avoidance purposes without any actual business activities involved.

**The governance body or executive-level position within the organization that formally reviews and approves the tax strategy, and the frequency of this review**

Apart from external consultants, the Company has a separate direct and indirect tax team within the organisation that formally reviews every month all the taxation matters. As a global company, we will continue to closely monitor international taxation trends and legislative developments in each country and strive to adapt to them in a timely and appropriate manner. The Chief Financial Officer (CFO) is responsible for the appropriate tax compliance and the tax management strategy, and oversees execution of them. At Board of Directors' meetings, matters that are deliberated or reported on abide by the Company's internal regulations. In addition to matters concerning fundamental policies related to management, important business execution and matters authorized by resolutions of the General Meeting of Shareholders, the Board passes resolutions on matters determined by law and company statute, and also receives reports regarding matters determined by law and the status of important business operations.

**The approach to regulatory compliance**

Various departments cooperate and communicate closely with business divisions to mitigate taxation risks. We also make effective use of our external advisors' expertise in relation to mitigating tax risks. We strive to build constructive, trustful relationships with tax authorities and pay taxes appropriately. We employ appropriately qualified and trained tax professionals with the right levels of expertise and understanding. In accordance with the regulatory requirement in India, our statutory auditors are appointed by the Board and further shareholders.

**How the approach to tax is linked to the business and sustainable development strategies of the organization**

Our aim is to take sustainable tax positions in support of our business investments, many of which are of a long-term nature. We plan our tax activities efficiently within boundaries set by our principles and overall tax strategy, and balance this with the aim of preserving value for shareholders. We do not define an acceptable level of tax risk, but rather we aim for certainty on tax positions.

We identify taxation risks as important business issues. In compliance with our Tax Planning, our departments in charge of tax affairs work to deepen their understanding of the tax laws in each country in which we operate, in addition to transfer pricing rules, other international tax laws.

**A description of the mechanisms for reporting concerns about unethical or unlawful behavior and the organization's integrity in relation to tax**

We put mechanisms like a code of conduct, whistleblower mechanisms to ensure awareness of and adherence to our tax strategy and principles and provide opportunities for employees to confidentially raise any issues of concern

**A description of the assurance process for disclosures on tax and, if applicable, a reference to the assurance report, statement, or opinion**

The Board is accountable for the tax strategy and responsibility for tax risk management is clearly delegated to key individuals like CFO and overseen by an established board sub-committee (e.g. Audit and Risk). Our tax strategy and principles apply to all our local tax practices in all jurisdictions, and wherever possible to all subsidiaries and entities.

# Information Security and Cyber Security Risk Management

We live in a highly interconnected world, where the physical and digital realms are converging and network boundaries are increasingly blurred. Cyber security and privacy protection are ever more important. Over the past year, a succession of critical vulnerabilities, supply chain attacks, and advanced persistent threats (APTs) emerged. Cyber security threats have become ubiquitous, arising in products, services, operations, internal IT systems, supply chains, code, and personnel. Governments around the world are paying greater attention to cyber security and privacy protection, and have adopted laws and regulations to strengthen the governance of cyberspace and protect personal data. With the rising role and importance of data in all parts of our lives, data protection and compliant data use

are becoming a basic requirement. As digital transformation accelerates across industries, the application of new technologies – such as cloud computing, artificial intelligence (AI), brings risks as well as opportunities.

Route Mobile is committed to protecting the personal data of our customers, partners, suppliers, affiliates and employees wherever we conduct business around the globe. We apply industry best practices for information security and data protection controls and maintain an information security architecture that includes data risk assessments, vendor

risk assessments, contract reviews for both customers and vendors and a regular program of data privacy training for Route Mobile employees. Certain Route Mobile operations are certified to ISO 27001 Information Security Management Quality Standard and undergo annual self-assessments and external audits. In 2022-23, no non-conformances were discovered in our ISO 27001 adherence.

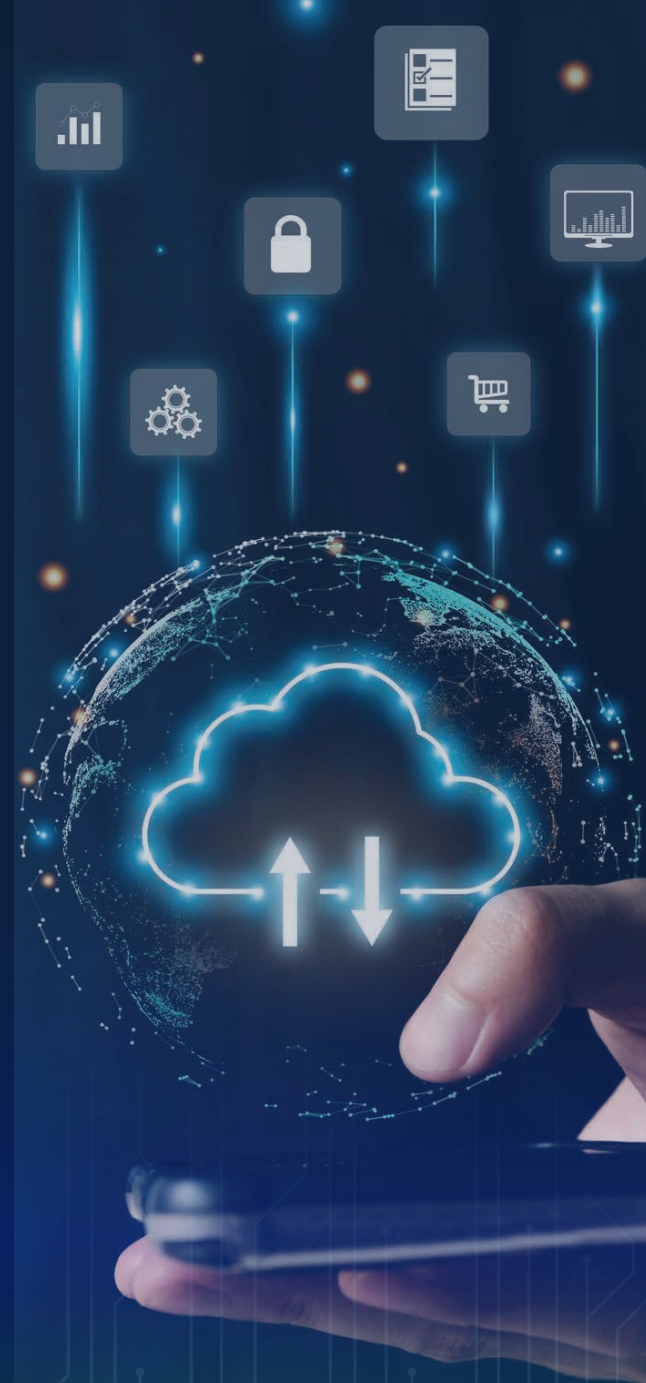


# Business Continuity Management

At RML, we acknowledge the importance of maintaining essential operations for our customers during times of disruption. Our Business Continuity plans are examined as part of the annual risk assessment process by our IT and InfoSec department. These plans incorporate local crisis management teams and risk assessments for every office location, keeping pace with changes in external threats and internal business procedures. Lessons learnt from the COVID-19 pandemic have been instrumental in updating these strategies.

We strive to create an atmosphere where employees feel free to inquire, seek guidance, and voice any concerns, including reporting any potential non-compliance with laws, regulations, or company policies. Our robust Business Continuity and Disaster Recovery Plan (BCP/DR), evaluated annually, is designed to prevent disruption from external factors or system infrastructure failures. With a strategy that incorporates redundancies, remote work arrangements and controls, and a geographically diverse workforce, we have maintained complete operational efficiency, even amid the changes required by the pandemic.

Our information security management system is recognized as compliant with ISO/IEC 27001:2013 by KVQA Certification Services Private Limited. Furthermore, we have secured the Capability Maturity Model Integration (CMMI) Level 5 Certification through GAAFS and QCAS Certifications Inc. Our priority is to ensure that we provide a reliable and secure service to our clients at all times.



# Data Privacy Concerns

We invest across people, policies, processes, training, and technology to support data privacy, security, and resilience. Our internal security and privacy practices enable the mitigation, detection, and response to security and privacy events. We conduct periodic training exercises, which involve multiple internal teams as well as external partners and agencies, to improve and ensure the effectiveness of our response capabilities. The online training covers data protection techniques, current hacker attack methods, and privacy training. In addition, we continue to develop and enhance our defense playbooks, improve detection capabilities, automate responses, and mitigate cybersecurity risks. Areas of focus include threat intelligence, threat detection, network security, cloud security, endpoint protections, insider threat, and email security. Our commitment to protecting privacy and securing data extends to our business partners through general terms and conditions on data privacy and cybersecurity. We periodically conduct security reviews of our vendors to ensure compliance. We incorporate privacy-by-design and data minimization principles across our services, manage procedure and protocol updates in light of new privacy and data security laws and conduct ongoing reviews of our privacy practices with assistance from subject matter experts. We are committed to developing and maintaining a best-in-class information security program that addresses cybersecurity and data privacy, including our customers' data. We continuously work to enhance our policies, processes, and technology to strengthen our cyber resilience and protect the data and security of our stakeholders. We are improving our organizational and technical policies to ensure that we comply with changing data privacy laws. All employees must protect the confidential

information they receive in the course of performing their job responsibilities. Protecting confidential information helps us to fulfill our legal obligations and helps to encourage customers' good faith disclosures.

Data privacy training is mandatory for all of our employees at onboarding and periodically thereafter, and we also offer additional role-based training and guidance for teams that regularly handle personal data. Employees who inappropriately disclose or otherwise misuse confidential information may be subject to disciplinary action up to and including termination. Our Risk Management Committee is responsible for identifying cyber risks and threats, recommending mitigating actions to strengthen cyber resilience, and meeting risk tolerance thresholds established by executive leadership. Our IT Use Policy outlines a clear escalation process that requires employees to immediately report any suspected cybersecurity incident to the IT Help Desk. We contract reputable third parties to conduct annual external assessments of the cybersecurity program and its components. The scope of information security management at Route Mobile is enterprise-wide, encompassing all aspects of business operations, including supply chain risks. We implement robust operational security capabilities that align with international best practices for Information Security Management System (ISO 27001 standard) and a range of technical and organizational measures have been taken to safeguard information systems from cyber threats. These measures include but are not limited to, developing security operations capabilities that include monitoring, incident response coordination, and proactive threat detection and prevention. Route Mobile regularly conducts in-depth

vulnerability assessments and internal and external audits to identify improvements in its information security practices.



# Policy Advocacy

Externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses

We work with local communities across the levels in the areas of education, skill development, health and wellness, and the environment. We are firm supporters of global initiatives like the



On balance, we believe that connectivity and the technologies we provide are a social good that can support human rights by enabling free expression, access to information, exchange of ideas, and economic development. Freedom of expression is crucial to the development of knowledge and understanding and the access to information and ideas is essential to transparency and accountability. Our Code of Conduct and Human Rights Policy guide our human rights work and activities. We have a strict policy (supplier code of conduct and company's employee code of conduct) against the use of child labor and we continuously work closely with our suppliers to scrutinize, monitor, and remediate any and all potential risks. We have strict ethical and human resources policies which have been designed to ensure that no one below the legal working age is hired in our business. We realize the potential risks of traffickers and other criminal groups and individuals using technology to conduct their criminal activities. We also realize that only by working with other key stakeholders can we drive greater impact and encourage concrete solutions to tackling issues related to modern slavery on the fight against trafficking, forced labor or modern slavery. Our Code of Business Ethics and Code of Conduct embody a unifying guide anchored in RML's core values. They explain our ethical and legal obligations to our colleagues, our company, business partners, and our communities, and provide an ethical and behavioral framework for our decisions. Additionally, our Code of Business Ethics sets out a framework for ethical business conduct for our directors, officers, and employees.

# Policy Advocacy

Memberships of industry or other associations, and national or international advocacy organizations.

The amount of data created daily continues a parabolic rise, and essential functions such as innovation, product design, and financial decisions increasingly rely on the ability to access and extract insights from data. As the world becomes more technology-enabled and technology-dependent, innovation will be required to meet the growing demand for essential data infrastructure. Route Mobile aims to deliver products and capabilities that scale accordingly and is working to make significant technological advances. We are also a member of MEF; Established in 2000, The MEF (Mobile Ecosystem Forum) is a global trade body that acts as an impartial and authoritative champion for addressing issues affecting the broadening mobile ecosystem. We provide our members with a global and cross-sector platform for networking, collaboration and advancing industry solutions. Since 2020, we are also the members of below industry associations:



*The Internet & Mobile Association of India (IAMAI) is a not-for-profit industry body registered under the Societies Registration Act, 1860.*



*Mobile Marketing Association is a marketing trade association that brings together the full ecosystem of marketers, tech providers and sellers working collaboratively to shape the future.*



*The Confederation of Indian Industry is a non-governmental trade association and advocacy group based in New Delhi, India founded in 1895.*



*The Associated Chambers of Commerce and Industry of India is a non-governmental trade association and advocacy group based in New Delhi, India.*



# Stakeholder Engagement

Based on changes in the external environment surrounding sustainability, such as trends in the international community and expectations from stakeholders, the Group periodically reviews its materiality in accordance with the materiality identification process set forth in the GRI, a global guideline. Our ability to execute on our sustainability strategy in a meaningful way requires input from all our stakeholders. We actively and regularly engage with a diverse set of internal and external stakeholders, including customers, employees, investors, suppliers, communities, regulators and policy influencers. Input from these engagements helps us shape, advance and implement our sustainability strategy and is reflected in how we are striving to build a more resilient future. We approach

sustainability holistically and our approach in this work is based on robust responsible business practices. We take into consideration all aspects of sustainability; environmental, social and economical. Sustainability focus areas are the most material topics that are defined through a materiality assessment process in cooperation with our stakeholders. Managing material issues helps us identify the major issues that affect our business operations and that concern our stakeholders. It is a key input for improving our sustainability performance.

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# Stakeholder Engagement

Stakeholder	Interfacing Group	Approach to stakeholder engagement	Expectations	Material Topics
Customers	Sales/Pre Sales Marketing	<ul style="list-style-type: none"> <li>Trade shows</li> <li>Conventions, technical seminars</li> <li>Audits and site visits</li> <li>Joint seminars, conferences, workshops, webinars</li> <li>Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Health and safety at work</li> <li>Respecting human rights</li> <li>Greenhouse gas emissions</li> </ul>	<ul style="list-style-type: none"> <li>Products, Services &amp; Innovation</li> <li>Service Quality</li> <li>Data Security</li> <li>Business Continuity</li> <li>Governance</li> <li>Respecting human rights</li> <li>Greenhouse gas emissions</li> </ul>
Employees	HR	<ul style="list-style-type: none"> <li>Seminars, conferences, forums</li> <li>Recognition, awards, milestone celebrations</li> <li>Intranet, internet, news, emails, videos</li> <li>Training, workshops</li> <li>Offsite events; supporting flexible work options</li> <li>Performance management and development process</li> <li>Regular Town hall meetings</li> <li>Continuous listening and employee feedback</li> <li>Ethics and Compliance trainings</li> <li>email addresses for filing complaints, providing suggestions, reporting misconduct, and making an appeal</li> </ul>	<ul style="list-style-type: none"> <li>Understanding Route Mobile 's sustainability strategy and future direction, linking those to employees work</li> <li>Clear and concrete proof of actions in the sustainability agenda and long-term targets setting, · Product innovations · Company and management diversity</li> <li>Health &amp; safety (incl. wellbeing; mental health)</li> </ul>	<ul style="list-style-type: none"> <li>Competence mapping and role alignment</li> <li>Rewards and recognition</li> <li>Systematic training programs.</li> <li>Workforce diversity and harmonious organizational climate.</li> </ul>
Shareholders	Senior Management	<ul style="list-style-type: none"> <li>Regulatory financial communications: financial reporting and stock exchange communication;</li> <li>roadshows, conference calls and one-to-one meetings;</li> <li>Quarterly earnings calls, Conferences</li> <li>Shareholder outreach &amp; Investor Relations Website</li> </ul>	<ul style="list-style-type: none"> <li>Adherence to compliance as Investor as per regulatory directions.</li> <li>Timely escalations of grievance to the appropriate forum</li> </ul>	<ul style="list-style-type: none"> <li>Periodic financials</li> <li>Compliance facilitations</li> <li>Transfer/transmission services</li> <li>Dividends</li> </ul>
Suppliers & Vendors	Procurement teams	Working closely with key suppliers to help them meet our performance and product expectations, and take corrective actions if needed	<ul style="list-style-type: none"> <li>Labor &amp; human rights issues</li> <li>Ethics in value chain</li> <li>Sustainable products and services</li> </ul>	<ul style="list-style-type: none"> <li>Service Quality &amp; Safety</li> <li>Responsible Supply Chain &amp; Materials Sourcing Management</li> <li>anti-bribery and anticorruption</li> <li>Remain committed to openness and collaboration for shared success and work with partners across different industries and domains to build up a healthy and harmonious ecosystem.</li> </ul>
Media	Senior Management	<ul style="list-style-type: none"> <li>Exclusive interviews: On-demand</li> <li>Inviting the media to our conferences and events: On-demand</li> </ul>	<ul style="list-style-type: none"> <li>Adequate coverage</li> <li>Fair representation</li> </ul>	<ul style="list-style-type: none"> <li>Business updates</li> <li>Financial Results</li> <li>New service/product launches</li> <li>Acquisitions</li> </ul>



# Defining Report Content and Boundaries

The reporting process, collation of the data and drafting of the ESG Report, is managed by the Compliance team prior to review and verification by functional owners. The Report's contents have been defined according to the principles of accuracy, balance, clarity, comparability, reliability and timeliness. Whilst the aim of our reporting processes is to provide data that is complete, accurate and reliable with built in verification, it must be noted that this report has required numerous complex streams of data and it is not possible to guarantee this. For clarity, any limitations to the reporting boundary or clarifications are indicated in the relevant sections of the document. This document was approved by our Board of Directors. Our sustainability data has not been subject to external assurance.

RML publishes the Sustainability Report on an annual basis (April-March). The last report was published for FY 2022. The current report, for FY 2023 (April 1, 2022 to March 31, 2023), is the 3rd such report published by RML till date. There has been no restatement of information or changes in the material topics or boundaries provided in the prior year's report. The intent of these reporting elements is to provide a level of comfort among our stakeholders that the information we report is timely, accurate, reliable and complete.

The scope of consolidation presented in the Sustainability Report corresponds to that in the consolidated financial statements. Details given refer to all fully consolidated subsidiaries in the financial report; any exceptions are identified in the relevant section.

All the information presented herein is the responsibility of management and was approved by the Board of Directors. This report has been prepared by management in accordance with the "GRI Standards: Core Option" and inspired by the UN's Sustainable Development Goals (SDGs).

Route Mobile assumes no responsibility to any other party in respect of or arising out of or in connection with this document and/or its contents or reliance thereon. This document and its contents have been prepared and are intended solely as information for Route Mobile. Our intended audience for this Report includes our employees, clients, investors, and other stakeholders. Select performance indicators were independently assured to a limited level by Paul Shantanu. These indicators are denoted by this symbol all through the report.



# Material Topics

Systemic racism and discrimination erode human dignity, hamper talented individuals from making valuable contributions to their communities, and interfere with the success of societies and institutions. As a company with operations spread across the globe, our approach to fighting racism and discrimination is tailored to address the issues that face the varied communities where we operate. We continue to prioritize the health and safety of our employees by providing them with flexible working arrangements whenever possible and providing them with leading health and wellness benefits. Across geographies and industries, stakeholders expect companies to act to achieve a more just, sustainable world. Investors expect demonstrable governance performance. Customers demand ethical corporate behavior and sustainable products and services. The materiality assessment process is built on identification, analysis, prioritization and integration of most material sustainability topics. Material topics relevant to Route Mobile have been identified based on their relative magnitude of impact and respective concerns raised by different stakeholders. The identified topics were prioritized with reference to the relative importance to stakeholders, and to the relevance to Route Mobile's business and strategy, as well as the significance of specific topics related to the global CPaaS sector. Corporate governance, human resource, data security are all subjects, that are identified as having importance by external stakeholders as well as by Route Mobile.

Material Topic	Impact	Material Topic
A. Corporate Governance	<p>Strong governance is the backbone to drive the execution of our sustainability roadmap and to progress towards our sustainability targets. Our governance approach is underpinned by two Codes: the Code of Conduct and the Supplier Code of Conduct. Our Supplier Code of Conduct sets out the standards in terms of environmental, social and governance matters that we expect from all direct suppliers of Route Mobile.</p> <p><i>Privacy</i> We respect the privacy of our stakeholders, including our employees, in the way we collect and use their personal data. We updated our privacy policy, and drafted and implemented a standard operating procedure covering the processing of employees' personal data. We did not receive any complaints on privacy breaches during 2022.</p>	<p>Internal</p> <p>External</p>
B. Environment	<p><i>GHG emissions; energy; water management; effluents and waste.</i></p>	External
C. Talent Management	<p><i>Company's ability to attract, develop, motivate, and retain talent is critical to the success of the business.</i></p>	Internal
D. Social Responsibility (CSR)	<p><i>Business has to be rooted in community and be aligned with its larger interests. Any adversarial relationship can hurt the Company's ability to create long term value.</i></p> <p><i>Access to Education, Health Care and Medicine</i></p>	External

# Corporate Governance: Governance Initiatives

Our corporate governance, high standards for ethics and integrity and rigorous risk management enable us to identify and prioritize actions that advance positive change and address issues like climate change, responsible sourcing and cybersecurity — the three main components of our Better Business framework. Our governance initiatives target maximum disclosure in a time bound manner to enable stakeholders to remain updated to date in information about our affairs. Our disclosure practices are benchmarked against recognized industry practice. We have been evaluated consistently by leading institutions of the country; one of the highlights of the current year was Route Mobile winning the “Best Governed Company Listed Segment: Emerging Category” in the 22nd edition of the ICSI National Awards for Excellence in Corporate Governance.

We recognize that our activities can make an important contribution to a more sustainable world. It is therefore our responsibility to improve our own sustainability performance through the way we conduct our business, influence others and serve our customers. Our Board comprises a majority of independent directors, including a Lead Independent Director. Our Board will continue to assist in developing the Company's approach to corporate governance, integrity issues. Maintaining a reputation of integrity depends on the actions of everyone in the organization. We expect every employee to fully understand our governance documents, and to consistently put them into action, no

matter how challenging the circumstances. Strong leadership and governance start at the top of the organization. Our Board of Directors sets high standards for our employees, officers and directors. The Board oversees the management and overall strategy of Route Mobile's — including the advancement of our sustainability strategy. The Board's oversight extends throughout the year, as management continually adjusts its approach in response to emerging sustainability-related risks and opportunities.



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## Thought Leadership

We believe that greater transparency, more informed decisions and equity around information access open the door to shared progress. Consequently, public policy is an integral part of our engagement strategy and core to our business. We regularly engage with policymakers and regulators globally on issues that are important to us and our stakeholders. We provide insights to governments on a host of market issues, principally those relating to capital markets, macroeconomics, ESG and sustainable finance, trade and economic recovery. We are also a member of various interest groups and engage with think tanks globally. These organizations provide venues for policy discussions and opportunities for advocacy on common areas of interest, including COVID-19 and economic recovery, markets, sustainability.

governance structure and its composition	Board comprised of executive, non-executive directors; independent directors constitute more than 50% of the board size.
role of the highest governance body in setting the organization's purpose, values, and strategy	Business plan & strategy, capital & revenue budgets, financial and corporate governance.
competencies and performance evaluation of the highest governance body	Through confidential questionnaire, feedback is collated on performance of individual directors, various committees and chairman of the Board.
role of the highest governance body in sustainability reporting	Managing Director and Group CEO, under the guidance of the Board, plays the active role driving the EGS commitments.
role of the highest governance body in evaluating economic, environmental and social performance	CSR committee and Managing Director & Group CEO review & evaluate economic, environmental and social performance.
remuneration and incentives	Board remuneration is approved by shareholders; senior management and key managerial remuneration is approved by the nomination & remuneration committee.

## Board Composition and Selection of Board & Committee Members

Route Mobile's strong corporate governance demonstrates accountability and a high level of integrity in management practices across the organization. Our Board of Directors has standing Audit, Compensation and Talent, and Governance committees; each committee operates in accordance with a written charter. Our Board and its standing committees oversee the company's strategic planning and risk management, and regularly receive updates about the company's overall sustainability initiatives and performance. Our Board comprises a majority of independent directors, including an independent Chair of the Audit Committee and a Lead Independent Director. For composition of board, various committees and their meetings, board diversity, please refer to the corporate governance report which forms part of our annual report and is available on our website at <https://routemobile.com/investors>. Our Board is optimally composed of industry leading professionals, an adequate number of independent directors and a woman director. Selection of Board members is managed by the Nomination and Remuneration Committee which makes its recommendations to the Board and Shareholders. In addition, the Nomination and Remuneration Committee periodically reviews our people policies and programs, including those focusing on talent attraction, annual appraisal of senior management, engagement and retention, and diversity, equity, and inclusion.

## Related Party Transactions

All related party transactions that were entered into during the FY 2022-'23 were on arm's length basis, in the ordinary course of business and were in compliance with the applicable provisions of the Act and the Listing Regulations. There were no materially significant related party transactions made by the Company with Promoters, Directors, KMPs or their relatives which may have a potential conflict with the interest of the Company at large. The Board of Directors has adopted a policy on Related Party Transactions. During the FY 2022-23, the Company did not have any material pecuniary relationship or transactions with Non-Executive Directors apart from payment of sitting fees.

## Anti-bribery and Corruption and Political Engagement

Our employees receive training upon hiring and periodically thereafter on our Anti-Bribery and Anti-Corruption Policy, which sets forth the expectation that employees comply with all applicable anti-bribery and anti-corruption laws. For more information, see Route Mobile's Anti-Bribery and Anti-Corruption Policy which is hosted on our website [www.routemobile.com](http://www.routemobile.com). We comply with all applicable anti-money laundering (AML) laws and related Know Your Customer (KYC) requirements wherever we operate, although our business activities generally do not expose us to the risk of being a conduit for money laundering activity.

### Whistleblowing system

Through our training and communication efforts, employees are encouraged to report incidents and suspected ethics breaches to their manager, HR department, and the Audit Committee in the organization. Complying with statutory regulations and internal rules, and the principles laid down in our Code of Conduct and the Code of Conduct for Business Partners, has top priority at Route Mobile. The success of our company is based on Integrity and Compliance. To meet these standards, it is important to learn of potential employee or supplier misconduct and to put a stop to it. A key pillar of our Whistleblower System is the principle of procedural fairness. It also guarantees the greatest possible protection for whistleblowers, persons implicated and employees contributing to the investigation of reported misconduct. This also includes offering opportunities for anonymous reporting and communication.

## Internal Control

Based on the Indian regulatory requirements, Route Mobile monitors the status of operations and strives to improve and reinforce internal control systems. Going forward, we will continue with initiatives to further reinforce governance by working to ensure compliance with laws and regulations and to promote proper, effective business execution in line with changes in the domestic and overseas environments.

### Sustainable Executive Remuneration

We hold our executive leadership accountable for the achievement of our sustainability goals. As always, the Nomination & Remuneration Committee (Committee) has taken a number of important considerations into account when making remuneration decisions in respect of 2022-23 performance. We have looked carefully at Route Mobile's financial and non-financial performance, in both absolute and relative terms. We have considered delivery of our strategy, as well as risk and conduct. We have also considered the competitive market for hiring and retaining talent. We have weighed the views and expectations of you as shareholders, of our customers and clients, of our colleagues and of our stakeholders in wider society. Our Fair Pay agenda continues to underpin all of our remuneration decisions. That means ensuring that we are recognising the contributions of all our colleagues, junior and senior, supporting and paying all colleagues fairly for the work they do. A prerequisite for the successful implementation of the Company's business strategy and safeguarding of its long-term interests, including its sustainability, is that the Company is able to recruit and retain qualified personnel. To this end, it is necessary that the Company offers competitive remuneration. Long-term share-related incentive programs have been implemented in the Company. Such programs have been approved by the shareholders with requisite majority as per prevalent laws.

## Code of Business Conduct and Work Ethics Policy: Human Rights

We require all employees and directors to abide by our Code of Business Conduct & Ethics ('CBE'), which outlines the principles and policies they are expected to uphold to achieve the highest standard of integrity and ethics in all business practices. All employees must complete compliance and ethics training as an integral part of their professional development. Upon hiring and periodically thereafter, our employees receive mandatory training on the CBE and other company policies, which set forth our expectation that employees comply with all applicable laws and address various topics including health and safety and human rights content. In addition to complying with all relevant codes, laws and regulations, employees are expected to display the highest standards of professionalism and appropriate judgment in their decision-making. Our performance evaluations include criteria such as "Exhibits highest standards of professionalism, ethics and credibility," "Behaves responsibly and takes accountability for actions" and "Is transparent in words, actions and intentions." RML prohibits the use of child and forced labor. We seek to provide a diverse and inclusive workplace, free from discrimination and harassment. We recognize and respect workforce members' freedom of association and are committed to providing employment conditions that are competitive and compliant with all applicable employment, wage and working hour laws.

### Direct Economic Value Generated and Distributed

Route Mobile generates economic value from products, expertise and sustainable solutions, enabling our customers to improve their resource-efficiency. Route Mobile distributes the generated economic value to various stakeholders. This includes suppliers and service providers through payments for services, employees through compensation and benefits, capital providers through dividends and interest payments, public sector through taxes, and society through local community projects, sponsorship and donations. Taxes have a significant impact on our businesses, financing and growth opportunities. Route Mobile undertakes to comply with applicable national and international laws in all business decisions and actions. Furthermore, the company does not pursue aggressive fiscal policies. Tax structuring measures are only permissible in the presence of additional non-fiscal grounds and where no risk is posed to Route Mobile's reputation. These goals are in accordance with Route Mobile's Code of Ethics. The main objective of Route Mobile's tax compliance management system is thus to establish fulfillment of statutory requirements as orientation for process-based and organizational requirements and thus guarantee complete, correct, and timely fulfillment of fiscal obligations. To rule out tax savings as a method of management incentivization, the expected tax rate is taken as a basis for calculating the earnings component in economic value added (EVA).

#### Direct economic value generated and distributed (EVG&D) on an accrual basis, including the basic components for the organization's global operations

Direct economic value generated: revenues	Total Revenue - ₹ 36,086.30 million (including Other Income)
Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments;	₹ 32,755 million which includes all the operating costs viz. Cost of goods sold, employee wages and benefits, all other operating overheads, depreciation and amortization, finance cost and taxes paid/proposed to be paid
Economic value retained: 'direct economic value generated' less 'economic value distributed'.	₹ 3331 million

# Environment

We aim to create an environment where people feel engaged, inspired, empowered, challenged, and included. We strive to be an employer of choice and provide thousands of individuals with opportunities to contribute while developing professionally and helping transform communications technology through innovative solutions for accessible and secure networks in our global markets. There is clear evidence that global temperatures are rising rapidly, with the last four years being the four hottest on record, and that man-made GHGs are directly impacting climate. We support the view that urgent action is needed to address climate change. As part of our commitment to improve the environment around us and contribute to environmental sustainability, we adopted and implemented the Environmental, Social, and Governance policy that translates into a strong focus on operational efficiency and concern for the environment across the organization.



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## TCFD: The value proposition:

Route Mobile has a risk management committee ('RMC') & is chaired by the Lead Independent Director. RMC receives updates on organizational-level efforts on reduction of power consumption etc., which is our major area as far as GHG areas are concerned. As part of carrying out these responsibilities, the Risk Committee reviews the Company's risk appetite and risk management approach with respect to climate-related and sustainability risks, as well as reputational risks. Specific to the climate, the materiality/priority of each climate-related risk is analyzed based on the same criteria used to assess other types of risks, including probability, cost, and risk of non-action. Suppose a climate risk is assessed as having the potential for significant chronic or acute impact on our core and/or strategic business functions, including service delivery and support, employee recruitment and retention, or brand reputation. In that case, we consider the risk to have a potentially substantive financial/strategic impact. In these assessments, significance can range from zero-tolerance to qualitative thresholds, each varies on a case-by-case basis and is managed through our processes, controls, and corporate governance.

At Route Mobile, we drive our business forward through the management structures we have implemented and the planning and implementation processes we use for decision-making and action planning. Our management team is organized into functional groups responsible for discrete businesses, operations, and corporate functions. Our RMC, composed of Directors and EVP-Global Operations and DPO, oversees our Business Continuity Plan (BCP) framework and programs, designed to provide for the protection and support of Route Mobile personnel, critical operations, and infrastructure during emergencies and disasters, including man-made and weather-driven natural

disasters, the BCP framework and programs outline consistent processes, procedures, and templates for managing business continuity and disaster recovery. Transitional risks include the assessment of current and emerging regulations and reputational risks. While climate change does not currently pose a substantive financial risk for Route Mobile, reputational risk is relevant in the short term as we observe increased stakeholder interest in our climate commitments and performance. Stakeholders include current and potential employees, customers, investors, and partners. Physical risks are primarily acute, resulting from increased frequency and severity of extreme weather events, and may also be chronic, resulting from increases in global temperature and changes in precipitation and weather patterns. In the long term, Route Mobile considers acute disruptive events, such as severe weather, wildfires, and other climate-related risks, which could impact operations at our physical locations, including offices and data centers. For example, India, where our headquarters is located, has historically experienced and is projected to continue to experience climate-related events more frequently, including drought, water scarcity, heat waves, and power shutoffs. These extreme weather conditions may disrupt our business and may cause us to experience additional costs to maintain or resume operations and higher attrition.

Functional leaders are responsible for understanding, assessing, and managing climate change risks and opportunities according to company commitments and goals in their areas of responsibility. These groups include representatives from various business functions such as Data Center Infrastructure, Product and Engineering, Events, Procurement, Government Affairs and Public Policy, Risk Management, Legal, Finance, and others. Activities may include educating their teams on climate-related

issues and recommending initiatives or programs that could/should be implemented to address emerging risks and/or opportunities.

As an omnichannel communication solution provider supporting Fortune 500 companies, local and national governments, banking and insurance companies, and large enterprise customers, risk assessment with the potential to have a substantive financial or strategic impact on business mitigation is critical to our business. Identifying and responding to risk, including climate, is integrated into all critical aspects of our business. Specific to physical climate risks like temperature extremes, storm damage, and coastal flooding that while they exist in the areas we operate, none can significantly impact our ability to continue to deliver our services or represent a substantive impact, except for mobile network operators (MNOs), who are susceptible to these risks. For example, the world-class MNOs we typically deal with and our major service provider are purpose-built with geographic redundancy, resiliency, and disaster recovery. Route Mobile generally employs suppliers with qualification and audit programs that require suppliers to demonstrate and disclose environmentally responsible business practices. Even in a severe physical climate that impacts our facility, our business continuity plan would autonomously reroute services to an alternate facility to allow us to continue providing services and support to our customers.

Strategy-wise, as an omnichannel communication company driven by technology, the solutions we offer to our customers have the greatest potential to drive climate action on a global scale. As governments, industries, companies, nonprofits, and individuals work to accelerate to Net-Zero, we believe that all of our customers will require innovative technology to allow them to measure and manage their carbon



footprint. A great deal of that would be achieved through digital adoption, directly resulting in a significant reduction from minimum or no use of paper, much lesser travel, etc. From a strategy perspective, we are aware that some of our largest investors are conscious of green investing and insist on emission disclosures in accordance with the disclosure requirements in jurisdictions where they are incorporated. Route Mobile operations and supply chain are relatively energy, water, and land efficient with limited presence in coastal regions that may be affected by climate change. RML, as part of its commitment to the environment, has started publishing emission-related disclosures from 2021 onwards. Strategically we look for opportunities around investments in low-emission technology to meet market regulation, switching to low-emission technologies, energy-efficient servers, etc. Our Strategy team also analyzes transition risks related to climate change. They are subject to both qualitative and quantitative analysis and are of several types:—Regulatory or political action (carbon pricing or subsidies)—Technological innovations—Market risks (changes in demand for certain products)—Lawsuits—Reputation risks. These risks are assessed for each new investment opportunity by analyzing the company's business model and its exposure to transition risk factors over various time horizons. Reputational risk is the risk of damage to the reputation of Route Mobile as a result of actions that, in the eyes of RML stakeholders, are deemed inappropriate, unethical, or inconsistent with Route Mobile's values and corporate philosophy and the associated impact on the company's profits, capital, and liquidity.

As a digital communication company, Route Mobile's greenhouse gas (GHG) emissions footprint is relatively small and our customers are diverse in terms of geography and economic sector, mitigating direct risks and impacts from climate

change on Route Mobile's business. Thus, the overall risk to Route Mobile's business from climate change is low. However, we recognize that climate change is accelerating and evolving and poses potential future risks and opportunities for our business.

Therefore, we prioritize MNOs, our largest suppliers, who have also committed to emission disclosures, transition to renewables, etc., which could reduce the impact of higher energy consumption on GHG emissions. As a digital communication service provider company, we are committed to helping our customers to decarbonize. Over the next decade, large & medium enterprises will decisively move towards digital transaction & communication & we recognize that the role of CPaaS players like Route Mobile in enterprises' digital adoption journey will present increased business opportunities.



We are committed to doing our part to decrease GHG emissions, reduce energy consumption, lower our climate impacts, and improve climate resiliency. Route Mobile reports climate-related metrics in its annual sustainability reporting. Remote collaboration products like Webex, Zoom, Microsoft Teams, Google Meet, etc, used by Route Mobile, can reduce emissions related to business travel, whether by reducing flights taken or limiting daily commutes to work. During the year, Route Mobile Foundation organized a Tree Plantation Drive on August 6, 2022, as part of the Environmental, Social, and Governance initiative. This drive aims to spread the importance of conserving planet Earth and focus on our role as its citizens, to encourage sustainable living everywhere and every day by protecting the environment. The tree plantation drive initiative was an important step towards our commitment to climate change concerns, pollution and its effect on our fragile ecosystem. In line with TCFD Guidance on Metrics, we disclose the following climate-related metrics:

## Reducing the Carbon Footprint (Energy & Emissions)

Laptops, smartphones incl. tablets, and (cloud) servers make up our IT emission footprint. When it comes to server infrastructure, we host only one server in our Mumbai office. Beyond this, we mainly rely on cloud servers. Sites with fewer employees are smaller sales offices and we do not closely track consumption or usage. As COVID-19 restrictions receded in 2022, we experienced an increase in total energy consumption. This is a result of catch-up effects in business travel and a return to the offices.



## Electricity Consumption (kWh/FTE/month)

Management Approach: Around the world, the push to reduce carbon emissions and even fully decarbonize is also gathering momentum. Climate change is a key management issue for Route Mobile—a challenge that we must actively contribute to resolving through innovation and business solutions.

<p>a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.</p>	<p>NIL</p>
<p>b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.</p>	<p>NIL</p>
<p>c. In joules, watt-hours or multiples, the total:</p> <ul style="list-style-type: none"> <li>i. electricity consumption</li> <li>ii. heating consumption</li> <li>iii. cooling consumption</li> <li>iv. steam consumption</li> </ul>	<p>Total Electricity Consumption Meter Units (KWh): 288726.4 KWh</p>
<p>GHG emissions [from direct energy consumption, like fuel, if any (Scope 1), purchased electricity (Scope 2) and other indirect sources, if any, (Scope 3)]</p>	<p>Direct GHG emissions occur from sources that are owned or controlled by the Company, for example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc. At RML, we do not have any such instances.</p> <p>GHG emissions from purchased electricity (Scope 2) for the reporting period FY 2022-23 was 144.36 metric tons of CO<sub>2</sub> equivalent i.e. <math>0.4 \times 10^{-8}</math> tCo<sub>2</sub>/FTE/annum (Financial)</p> <p>Indirect emissions are consequences of the actions of a reporting entity, but are produced by sources owned or controlled by another entity. All other indirect emissions are from Scope 3 emissions. These are emissions caused by sources not owned or controlled by the Company but are connected to its operations like business related travels, employee commuting etc.</p> <p>Scope 3: <math>1.92 \times 10^{-8}</math> tCo<sub>2</sub>/FTE/annum (Financial)</p>
<p>d. In joules, watt-hours or multiples, the total</p> <ul style="list-style-type: none"> <li>i. electricity sold</li> <li>ii. heating sold</li> <li>iii. cooling sold</li> <li>iv. steam sold</li> </ul>	<p>Not Applicable.</p>
<p>e. Total energy consumption within the organization, in joules or multiples.</p>	<p>We are in the Service Industry, electricity is the only significant form of energy consumed. Total Electricity Consumption Meter Units (kWh): 288726</p>
<p>f. Standards, methodologies, assumptions, and/or calculation tools used; &amp; g. Source of the conversion factors used.</p>	<p>The electricity consumption is controlled by certain changes in process, e.g. Controlling the temperatures of HVAC, Regular maintenance of HVAC on monthly basis. Usage of energy efficient lighting to reduce the power consumptions, curbing the unnecessary usage of electricity. The organisation aims to control the overhead costs by keeping a check on the electricity consumption on a regular basis, thus contributing to Sustainable/positive development.</p>

Direct (Scope 1) GHG emissions		Energy indirect (Scope 2) GHG emissions	
Gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent.	NIL	Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent.	144.36 tCO2e
Gases included in the calculation; whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all.	NIL	If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent.	NA
Biogenic CO2 emissions in metric tons of CO2 equivalent.	NIL	If available, the gases included in the calculation; whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all.	NA
Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.	NIL	Base year for the calculation, if applicable, including:	
		i. the rationale for choosing it;	NA
		ii. emissions in the base year;	NA
		iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.	NA
Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	NIL	Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	KWH based emission
Consolidation approach for emissions; whether equity share, financial control, or operational control.	NA	Consolidation approach for emissions; whether equity share, financial control, or operational control.	FTE Financial
Standards, methodologies, assumptions, and/or calculation tools used.	NA	Standards, methodologies, assumptions, and/or calculation tools used.	we have assumed an average emission factor of 0.5 kilograms (or 0.0005 metric tons) of CO2 equivalent per kilowatt-hour

### Scope 3: Our own operations - energy efficiency and carbon emission Virtual meetings increased, business travel emissions decreased

We also continued internal lobbying and guidance to reduce business travel and encouraged the use of virtual meetings. Business travel includes flights, rail, rental cars, taxis, and public transport. The use of virtual hours (webex & zoom people hours and video conference room hours) increased in 2022-23 when compared to 2020 or even 2021. We conducted an employee commuting assessment & most of the employee commuting emissions come from single person car use. Remote work was considered as zero emission commuting.

#### Other indirect (Scope 3) GHG emissions

Gross other indirect (Scope 3) GHG emissions in metric tons of CO2 equivalent.	693.39 tCO2e
If available, the gases included in the calculation; whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all.	NA
Biogenic CO2 emissions in metric tons of CO2 equivalent.	NA
Other indirect (Scope 3) GHG emissions categories and activities included in the calculation.	NA
Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.	NA
Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	Fuel consumed in basic travel and per seat consumption in air travel
Standards, methodologies, assumptions, and/or calculation tools used.	On an average, burning one litre of petrol emits approximately 2.31 kilograms (or 0.00231 metric tons) of CO2.

## Water Withdrawal by Source:

Route mobile is not a water intensive business. Our primary consumption of water is for general hygiene and hydration within our office. Our primary source of water consumption is municipal supplies. Our business does not involve any ground water extraction. Our water discharge is non-toxic and is treated through municipal water grids. Several of our sites are leased and water is not effectively metered by all the landlords of our leased facilities. We are mindful that water shortage is one of the most serious global challenges. Hence, responsible use of water as a resource is becoming an increasingly important focus of sustainable company management.

### Total volume of water withdrawn, with a breakdown by the following sources

Surface water, including water from wetlands, rivers, lakes, and oceans	NIL
Ground water	4868 KL (Tanker)
Rainwater collected directly and stored by the organization	NIL
Waste water from another organization	NIL
Municipal water supplies or other public or private water utilities	97 KL (Drinking Water)
Standards, methodologies, and assumptions used	Tanker water is considered as ground water

## Waste Generation and significant Waste-related Impacts

Electronic waste or e-waste is used to describe all electrical appliances and electronic devices that are discarded for reuse, recycled or dumped in the bin. All e-waste items can be classified either as hazardous or non-hazardous depending on the materials they are made of. India is one of the countries that generates the most amount of e-waste, falling only behind China and the United States. During the year, our HR department conducted the awareness drive wherein employees were advised to

1. Identify what is E-waste and enlist what all can be given for the drive,
2. Accumulate and safely keep your e-waste at a designated area,
3. Package the E-waste well for safety,
4. Preserve hazardous waste separately from the batch of E-waste.

### Organization's significant actual and potential waste-related impacts, a description of:

the inputs, activities, and outputs that lead or could lead to these impacts

NIL

whether these impacts relate to waste generated in the organization's own activities or to waste generated upstream or downstream in its value chain

NIL



# ESG Rating

We have been assigned by ESG Risk Assessments & Insights Limited, an overall rating of ESG-RISK A in 2022/23, indicating that Route Mobile is an ESG leader based on its strength in data privacy & security, community support & development, board independence and ethical business practices.





# Talent Management

We aim to create a forward-thinking, inclusive culture for our people and communities. We strive to foster a diverse, equitable, and inclusive workplace where every individual can thrive, and we empower the communities we serve with financial knowledge, educational opportunities, and the skills of tomorrow. Our people are crucial to our business, and we are committed to offering our employees opportunities to learn, grow and bring their whole selves to work. We believe a workforce that represents an array of backgrounds and experiences helps create an environment that maximizes every employee's contribution, widens the leadership pipeline, and enhances our work, including the quality of our opinions, products, and services. We aspire to be a place where everyone feels comfortable bringing their authentic self to work, where we demonstrate empathy and civility, and where we celebrate the differences that make us stronger. We believe that an inclusive, equitable, and diverse workplace that draws on all its people's experiences, backgrounds, and opinions is fundamental to our success. Our business benefits from having many different perspectives. That is why we actively promote diversity at every level of Route Mobile. We consistently make most of the opportunities offered by digitalization to free our HR employees more extensively from routine tasks and create a reliable foundation for decision-making by executives. We take a holistic perspective on diversity and inclusion and aim for more transparency across all aspects of diversity with reporting potential. We will regularly set

goals and targets for the organization as a whole, including areas of regional focus. One of these diverse aspects is gender balance, and we are committed to significantly increasing the proportion of women in managerial roles.

Route Mobile provides multiple avenues for employees to speak up concerning conduct contrary to our policies, including human rights violations, with the option to report concerns directly to their manager, Compliance or Legal. We offer assistance to anyone who suspects misconduct at our company, whether employed by Route Mobile or not, which includes suppliers' workers and their legitimate representatives—providing opportunities for professional development and growth through internal promotion and mobility. Providing a safe, enriching, and motivating working environment with attractive conditions enables us to retain talented professionals, connect with our people and boost their commitment.

We reward the performance of our employees to maintain a competitive edge in attracting qualified professionals. Within our Group, we base compensation on the requirements of each position and each employee's respective performance. We make no distinctions based on gender or any other diversity criteria.

We regularly review our compensation policy based on data analyses, and industry benchmarks to ensure we maintain a competitive compensation structure. This enables us to compare internal factors and market requirements in equal

measure. Before making changes to our compensation structure, we consult with key stakeholders within each team.



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## Employee Engagement

At Route Mobile, we take a human-centered approach to co-creation, clarity of purpose, connection, and employee health and well-being.

RML believes that employees' physical and mental health is paramount to doing our best work. Monthly events are held to help employees de-stress and connect with peers outside of work-related matters.

In March of every year, we conduct our annual review program in Goa (India) from different regions of the world to discuss the growth areas and plans for the coming year. As Route Mobile is a large amalgamation of employees of different races, cultures, and backgrounds from different continents, our Goa meet is usually splendor of ideas and forging new relationships among employees.

Regular town halls are held to inform and encourage employees about the progress and growth of the company to help motivate and create an inclusive environment.



## Diversity, Equity, and Inclusion

Integrating diversity, equity, and inclusion ('DEI') into our work is critical to our mission: building a more connected world. We believe diverse experiences and viewpoints lead to better solutions and are the cornerstone of innovation. We actively promote diversity in our recruitment, development, and promotion practices. We strive to foster an inclusive environment for all, supporting employee resource groups, mentorship circles. Route Mobile believes that our employees are our most valuable resource and are what gives us a competitive edge. Our efforts in DEI are focused on Talent Attraction, Development, and Inclusive Culture and Engagement. We're determined to develop a culture in which underrepresented groups and all the employees of Route Mobile feel they truly belong. Route Mobile's CBE policy explicitly prohibits harassment in the workplace from any employee, customer, vendor, supplier, business partner, or third party. The policy is supported by anti-harassment and discrimination training for all employees. The policy provides numerous avenues to report harassment and discrimination and allows for appropriate action to be taken.



## Employment: New employee hires and employee turnover

Total number and rate of new employee hires during the reporting period, by age group, gender and region.				Total number and rate of employee turnover during the reporting period, by age group, gender and region.		
Region	Age group	Female	Male	Age group	Female	Male
India	20-30	35	70	20-30	12	58
	30-50	3	21	30-50	11	45
	50+	0	0	50+	0	0
<b>Total</b>		38	91		23	103

## Minimum notice periods regarding operational changes

Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them.	For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.
<p>30 days</p> <p>All legal obligations are respected. Employees are comprehensively informed in a timely manner about changes in the company. Fundamental questions concerning the company's development are discussed in communications and at meetings.</p>	Not applicable.

## Benefits provided to Full-time Employees that are not provided to Temporary or Part-time employees

The common interest of employees and company management is to sustain our international competitiveness and achieve sustainable commercial success. Confronting the challenges of globalization, we strive for collaboration at all levels based on mutual respect. Trusting cooperation is a fundamental factor in our corporate culture. This applies to all the individual contact persons on the employer's side. Route Mobile employees with part-time, full-time, permanent, or temporary contracts can access the same benefit programs. Health and insurance benefits are central to Route Mobile's offering to employees. Of course, benefits vary according to local standards, regulations, and market practice. Benefits programs for contractors and agency temps are treated according to the type of contractual engagement with Route Mobile and according to local regulations.

a. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum:	
i. life insurance;	NO
ii. health care;	YES
iii. disability and invalidity coverage;	NO
iv. parental leave;	YES
v. disability and invalidity coverage;	NO
vi. stock ownership;	YES (ESOPs)
b. significant locations of operation	India

## Workers representation in formal joint management-worker health and safety committees:

We are committed to protecting the safety, health, and well-being of all employees and individuals in our workplace. As a result, we are committed to complying with all health and safety laws and regulations, including laws and regulations relating to COVID-19 and/or other public health emergencies, in all countries and localities in which we do business. Occupational health and safety measures and programs, such as communications, training, and policies, are managed locally or nationally. All employees and their representatives are involved in continuously improving health and safety in the workplace and are subject to regular qualification measures.

The level at which each formal joint management-worker health and safety committee typically operates within the organization.	NA
Percentage of workers whose work, or workplace, is controlled by the organization, that are represented by formal joint management-worker health and safety committees.	NA



## Training & Development: Management Approach

Attracting and retaining the right talent is paramount to our success. A critical component of our talent attraction and retention strategy is to invest in our people at every stage of the employee life cycle to build an adaptive, engaged, diverse, and inclusive workforce. We are committed to helping our employees and leaders develop the skills they need to thrive today and in the future. We provide employees with ongoing learning and development opportunities that begin with onboarding and continue throughout their careers. Over the last three years, we made numerous acquisitions, restructured our business units, and redefined our working norms and assumptions. These developments call for re-skilling and upskilling our workforce — all amid challenging external currents shaping today's talent landscape. Therefore, we are transforming our learning and development function to align more closely with our business objectives and the continuously evolving needs of our customers, employees, and stakeholders. Building a strong leadership pipeline is paramount to our company's continued success. Addressing business-driven needs, aligning learning and development solutions to advance our strategy as an integrated risk assessment organization, and building future skills. Performance Management aims to build a culture of growth by evolving career and growth conversations to cover what can be done to be successful and how to do it. Our employees are expected to demonstrate a shared set of behaviors contributing to a growth and inclusion culture.

### Average hours of training that the organization's employees have undertaken during the reporting period, by

Gender	Female – 32 Male - 28
Employee category*	Employee category
Breakdown of employees by level (such as senior management, middle management) and function (such as technical, administrative, production)	Product: 45 Technology- 75 Sales: 40 Marketing: 12  by level  Leadership Team- 10 People Managers: 41 Individual Contributors: 121

**Affirmation:**  
This information is derived from the organization's own human resources system.



## Diversity of governance bodies and employees

We believe that highly skilled and talented people form the foundation of a company's success and contribute to real, sustainable growth. As the technology industry and our role in society continue to grow, we must support the next generation of innovators whose diverse backgrounds can help create technological solutions for some of the world's toughest challenges. In light of this, Route Mobile proactively secures long-term engagement and employee satisfaction. Our employees are assets to the Company, and their skills and spirit drive everything we achieve. We recognize that promoting diversity is integral to corporate management in today's ever-changing market. Empowering female employees is a key issue in our human resources strategy & our fundamental philosophy. We have been implementing various measures to support this, and the percentage of women in managerial positions continues on an upward trend. We will continue to expand employment, such as by actively hiring people with disabilities. As part of its efforts to provide pleasant workplace environments, we organize roundtable meetings for employees returning to work after taking parental leave so that they can return to work with confidence and subsequently maintain a good balance between work and childcare. There has been an increase in the number of male employees taking parental leave, as we have been encouraging male employees to take parental leave as soon as we learn that their spouse has given birth. Further, Route Mobile has always ensured great diversity within the Board, which is composed of one (1) women independent director and three (3) (male) independent directors.

Age Group	Gender			Age Group	Gender		
	Total	Female	Male		Total	Female	Male
20-30	NA	Nil	Nil	20-30	185	52	133
30-50	2	Nil	2	30-40	159	29	130
50+	5	1	4	40+	60	10	50

## Ratio of Basic Salary and Remuneration of Women to Men:

Route Mobile is a globally spread out enterprise, operating through its subsidiaries across continents like Asia, Africa, USA, LATAM, UK, and MENA region and follows local Laws and proactively monitors remuneration policies to identify unequal pay, including the factors that contribute to it. We benchmark for market practices, evaluate employee performance, and conduct an annual compensation review each year with our managers to ensure pay is commensurate with market data, performance, and experience. We believe our investments in compensation and benefits are an investment in our people. We strive for our compensation to be structured fairly, aligned to local markets, driven and differentiated by performance, and understood and valued by all. An important part of our compensation philosophy is aligning compensation to local markets. We review our pay structures every year before the annual salary review process, building a range for each salary band in each market. We are committed to providing our employees with a competitive benefits program designed to care for them and their families — including support for physical, mental, and financial well-being. We promote preventive care and awareness and support a healthy lifestyle. Promoting financial wellness and supporting flexible work arrangements are critical to creating a work atmosphere in which people feel valued and inspired to give their best.

### Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.

Age Group	Gender	
	Female	Male
20-30	22044	22400
30-50	41809	68028
50+	21281	109861

**significant locations of operation:** This information is not currently consolidated at the global level. Because of our subsidiary structure and variations in subsidiary policies per local laws and practice, it is difficult to consolidate this information at the global level in a meaningful way. Alignment on the level of materiality, on reporting system requirements and investments, and on resource availability needs to occur to enable reporting on this metric. It may be three or more years before this information is available.

### Percentage of total employees covered by collective bargaining agreements.

We do not have Labour Unions, and no collective bargaining agreement has been executed.





# Social Responsibility (CSR)

We can help address the social, environmental, and economic livelihood challenges that impact our world by investing in the future of our communities. With a strong focus on the places where our employees live and work, we prioritize our giving around four strategic pillars that affect our communities and our business. Giving back is a meaningful part of our culture at Route Mobile, and our employees are at the heart of bringing that giving to life. Our approach to community engagement and corporate social responsibility (CSR) is rooted in our purpose: to bring clarity, fairness, and knowledge to an interconnected world. We combine various elements of our business — employees, products, and services, and social capital — to empower people with the knowledge, resources, and confidence they need to create better lives. Through our CSR programs, employee engagement activities, and Route Mobile's Foundational grants, and in alignment with the UN SDGs, we are helping to build toward a world where more people have access to opportunity and where everyone has the resources to grow and thrive. Giving is a critical component to advancing our ambition. Our customers expect more than cutting-edge products and innovation. They want to work with a partner they trust and one that works to make the world better, safer, and smarter. We believe our integrity and ethical business practices differentiate Route Mobile from our competitors. Our approach allows us to operate smoothly, quickly, and lawfully.

MD & Group  
CEO Message

Board of Directors

Leadership Team

Achievements &  
Awards

About Route Mobile

UN Sustainable  
Development Goals

Scale of the  
Organization

Information of  
Employees and  
Other Workers

Supply chain

Precautionary  
Principle or approach

Information Security  
and CSR Management

Policy Advocacy

Stakeholder  
Engagement

Defining Report  
Content & Boundaries

Material Topics

Corporate Governance

Environment

Talent Management

**Social Responsibility  
(CSR)**

GRI Standards  
Content Index

TCFD Index

## Operations with local community engagement, impact assessments, and development programs:

### Percentage of operations with implemented local community engagement, impact assessments, and/or development programs, including the use of:

<p>social impact assessments, including gender impact assessments, based on participatory processes;</p>	<p>As our approach to stakeholder communication and engagement has been applied and refined for several years, all relevant stakeholders are well identified. Each group is important since it contributes unique insights and feedback.</p>
<p>stakeholder engagement plans based on stakeholder mapping;</p>	<p>Our day-to-day interaction influences the way we reconsider and reevaluate topics, processes, and priorities.</p>
<p>environmental impact assessments, and ongoing monitoring;</p>	<p>Route Mobile management is in regular contact with its stakeholders through direct interactions with key people of various NGOs, Trusts, sports authorities, etc., through which it conducts its community grant program.</p>
<p>public disclosure of results of environmental and social impact assessments;</p>	<p>Not Applicable. RML is engaged in tech-enabled omnichannel communication space, which does not have any potential environmental impacts on a product or process, or service.</p>
<ul style="list-style-type: none"> <li>a. local community development programs based on local communities' needs;</li> <li>b. broad-based local community consultation committees and processes that include vulnerable groups;</li> <li>c. works councils, occupational health and safety committees, and other worker representation bodies to deal with impacts;</li> <li>d. formal local community grievance processes.</li> </ul>	<p>In accordance with the local laws requirements, our community grant program is primarily focused around Mumbai, where our registered and corporate office is located. During the year, our majority of grants were directed to NGOs and Trusts dedicated to running old-age homes and sports gear for the visually impaired. Our CSR committee is the supervisory body for CSR efforts, and community grievances are factored into our yearly CSR strategy, where we focus on vulnerable sections. We are a tech-enabled service company, and therefore occupational health and safety management concerns are not applicable to us in the traditional ways as that would be applicable to a plant or factory. There are no prevalent laws that are specifically applicable to us with regard to occupational health and safety.</p>

# GRI Standards Content Index

Route Mobile publishes the Sustainability Report on an annual basis. The last report was published for FY 2022. The current report for FY 2023 (year ending March 31, 2023) is the 3rd such report published by Route Mobile to date. This report has been prepared in accordance with the GRI Standards: Core option. The data in this report was not verified by an independent third party. We believe our data monitoring and tracking is robust and is confirmed through internal checks, audits, and quality certifications by third parties. The following table lists content within the document that relates to specific GRI Standards indicators. Each indicator references the appropriate pages in the FY 2022-23 Sustainability Report or the 2023 Route Mobile Annual Report.

GRI Standard	Disclosure	Page No./headings	Omission
<b>GRI 101: Foundation 2016 (GRI 101 doesn't include any disclosures)</b>			
<b>General disclosures</b>			
<b>Organisational Profile</b>			
GRI 102: General Disclosures 2016	102-1 Name of the organisation	11	
	102-2 Activities, brands, products and services	11, 13, 16 - 18	
	102-3 Location of headquarters	11	
	102-4 Location of operations	19	
	102-5 Ownership and legal form	11	
	102-6 Markets served	19	
	102-7 Scale of the organisation	13	
	102-8 Information on employees and other workers	20	
	102-9 Supply Chain	21	
	102-10 Significant changes to the organisation and its supply chain	21	
	102-11 Precautionary principle or approach	22	
	102-12 External initiatives	27	
	102-13 Membership of associations	28	

## Strategy

GRI 102: General Disclosures 2016	102-14 Statement from senior decision maker	1 - 2	
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## Ethics and Integrity

GRI 102: General Disclosures 2016	102-16 Values, principles, standards, and norms of behavior	31	
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## Governance

GRI 102: General Disclosures 2016	102-18 Governance structure	33	
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## Stakeholder Engagement

GRI 102: General Disclosures 2016	102-40 List of stakeholder groups	30	
	102-41 Collective bargaining agreements	54	
	102-42 Identifying and selecting stakeholders	29 - 30	
	102-43 Approach to stakeholder engagement	30	
	102-44 Key topics and concerns raised	30	

## Reporting Practice

GRI 102: General Disclosures 2016	102-45 Entities included in the consolidated financial statements	31	
	102-46 Defining report content and topic boundaries	31	
	102-47 List of material topics	32	
	102-48 Restatements of information	31	
	102-49 Changes in reporting	31	
	102-50 Reporting period	31	
	102-51 Date of most recent repor	31	
	102-52 Reporting cycle	31	

	102-53 Contact point for questions regarding the report	Rathindra Das complianceofficer@routemobile.com	
	102-54 Claims of reporting in accordance with the GRI Standards	31	
	102-55 GRI content index	57	
	102-56 External assurance	-	No external assurance was procured except GHG emission data

## Material Topics - Economic

### GRI 201 – Economic Performance

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	32	
	103-3 Evaluation of the management approach	32	
GRI 201: Economic Performance 2016	201-1 Direct economic Value generated and distributed	36	

## Material Topics - Environment

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	37	
	103-3 Evaluation of the management approach	37	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	41	

### GRI 303: Water

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	44	
	103-3 Evaluation of the management approach	44	
	303-1 Water withdrawal by source	44	

## GRI 305: Emissions

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	37	
	103-3 Evaluation of the management approach	37, 40	
	305-1 Direct (Scope 1) GHG Emissions	42	

## GRI 306: Effluents and Waste

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	45	
	103-3 Evaluation of the management approach	45	
GRI 306: Effluents and waste 2016	306-1 Waste generation and significant work related impact	45	

## Material Topics - Social

### GRI 401: Employment

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	47	
	103-3 Evaluation of the management approach	47, 48, 49	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	50	

### GRI 402: Labor/Management Relations

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	32	
	103-3 Evaluation of the management approach	49	
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	50	

## Material Topics - Social

### GRI 403: Occupational Health and Safety

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	32	
	103-3 Evaluation of the management approach	32	
GRI 403: Occupational Health and Safety 2016	403-1 Workers representation in formal joint management-worker health and safety committees	51	

### GRI 404: Training and Education

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	52	
	103-3 Evaluation of the management approach	52	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	52	

### GRI 405: Diversity and Equal Opportunity

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	53	
	103-3 Evaluation of the management approach	54	
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	54	

### GRI 413: Local Communities

GRI 103: Management Approach t2016	103-1 Explanation of the material topics and its boundaries	32	
	103-2 The management approach and its components	55	
	103-3 Evaluation of the management approach	55	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	56	

# TCFD Index: Recommendations For Disclosure

The key to reporting in accordance with the Task Force on Climate-related Financial Disclosures (TCFD) is to adequately describe risks and opportunities associated with climate change impacts for a company. In this way, it contributes to strengthening the resilience of companies and, thus, financial market stability as a whole. Route Mobile recognizes the importance of TCFD and endorses TCFD as one of the key components of global awareness towards climate consciousness. The content of this section was not subject to the independent limited assurance engagement of our external auditor.

Topic	TCFD Recommended Disclosure	Disclosure Reference
Governance	<i>RML's governance of climate-related risks and opportunities.</i>	Refer page No. 3
Strategy	<i>Actual and potential impacts of climate-related risks and opportunities on RML's businesses, strategy, and financial planning where such information is material.</i>	Refer page No. 38 - 39
Risk Management	<i>How does RML identify, assess, and manage climate-related risks?</i>	Refer page No. 38
Metrics and Targets	<i>Metrics and targets that RML uses to assess and manage relevant climate-related risks and opportunities where such information is material including Disclosure on Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.</i>	Refer page No. 42 - 43



# Contact US

The selection of topics for this Report is based on the results of our Corporate priorities, the dialogue with stakeholders, the Global Reporting Initiative Standards requirements, and other sustainability ratings and rankings. This Report includes material aspects as well as topics which are not material, but which may be of interest to selected stakeholders. Your opinion is important to us. Please email any feedback/queries to:

## Mr. Rathindra Das

Group Head-Legal, Company Secretary and Compliance Officer.  
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## Note:

Route Mobile believes that the information in this document is accurate as of its publication date; such information is subject to change without notice. The information contained herein covers the time period beginning on April 1, 2022, and ending on March 31, 2023, unless otherwise indicated. Certain information contained in this publication may constitute "forward-looking statements" as defined in applicable securities laws. Forward-looking statements include statements that are predictive in nature, depend upon or refer to future events or conditions, and include statements regarding Route Mobile's operations, business, financial condition, expected financial results, performance, prospects, opportunities, priorities etc. In some cases, forward-looking statements can be identified by terms such as "expects," "anticipates," or future or conditional verbs such as "may," "will," "should," "would" and "could." Reliance should not be placed on forward-looking statements & the actual results, performance, or achievements may differ materially due to various factors, internal & external. Route Mobile undertakes no obligation to update or revise statements or information in this publication, whether as a result of new information, future developments, or otherwise. None of Route Mobile, its officers, employees, agents, or affiliates makes any express or implied representation, warranty or undertaking with respect to the accuracy, reasonableness, or completeness of any of the information contained herein. Due to the inherent uncertainty and limitations in measuring greenhouse gas (GHG) emissions and operational energy consumption under the calculation methodologies used in the preparation of such data, all GHG emissions and operational energy consumption data or references to GHG emissions and operational energy consumption volumes (including ratios or percentages) in the sustainability content are estimates. Certain data, estimated to be immaterial to the Group's emissions, has been omitted as it has not been practical to obtain (including for offices which are small sales offices). For TCFD & climate impact disclosures, the process of scenario analysis for climate change assessments is rapidly evolving and it is iterative. We expect the approaches, tools and data quality available to mature over time. Modeling the future is inherently uncertain and this increases over longer time horizons. We used hypothetical scenarios – actual events may be significantly different. The statements and results summarized in this report do not represent forecasts of expected risk and outcomes.