

Sustainability Report 2024 - 25



www.routemobile.com



A Global Player in
Cloud Communication Platform

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Managing Director & CEO's Message



**Rajdipkumar
Gupta**
Managing Director
& CEO

Dear Stakeholders,

I am pleased to present Route Mobile's fifth consecutive Sustainability Report for FY 2024-25. This year marks a significant milestone in our journey toward responsible business practices while delivering exceptional value across our global operations.

Our comprehensive CPaaS platform, enhanced by AI and ML technologies, enables businesses worldwide to reduce their environmental footprint through digital transformation. By facilitating digital channels, we help clients eliminate paper waste, reduce travel requirements, and optimize communication strategies.

We take our environmental responsibilities seriously. This year, we achieved total Scope 2 emissions of 188.95 metric tons of CO₂ equivalent through dedicated energy optimization efforts. We implemented efficient HVAC systems and LED lighting across facilities while managing water consumption of 3,549.74 KL responsibly.

Our waste reduction initiatives eliminated single-use plastics and established comprehensive e-waste recycling programs. Beyond our operations, we collaborate with telecom operators and partners who demonstrate environmental accountability, ensuring our entire value chain reflects our sustainability values.

Through our CSR initiatives, aligned with UN Sustainable Development Goals, we invested ₹14.29 million in community programs focusing on healthcare, education, and elder care.

Our governance framework ensures sustainability is embedded at every decision-making level. The Board actively oversees our ESG strategy with 50% independent directors while maintaining zero tolerance for bribery and corruption. We have established comprehensive risk management systems, including climate-related risks across all markets.

Moving forward, we are working toward enhanced climate action through continued emissions reduction and renewable energy adoption. We will implement circular economy principles in our operations while expanding community engagement through CSR initiatives. Our focus remains on maintaining industry leadership in sustainable communication technologies.

I extend my gratitude to our employees, partners, customers, and stakeholders who support our sustainability journey. Your trust empowers us to build a more connected and sustainable world. I welcome your continued feedback as we work together to create lasting positive impact for future generations.

Sincerely,

Rajdipkumar Gupta

Managing Director & CEO

Route Mobile Limited

Board of Directors



Guillaume Antoine Boutin
Chairman & Non-Executive Director
(Non Independent)
(Up to April 17, 2025)



Mark James Reid
Chairman & Non-Executive Director
(Non Independent)
(Chairman w.e.f. April 17, 2025)



Rajdipkumar Gupta
Managing Director & CEO



Anil Kumar Chanana
Independent Director



Harita Gupta
Independent Director



Prakash Advani
Independent Director



Jan Van Acoleyen
Non-Executive Director
(Non Independent)
(W.e.f. April 16, 2025)



Leadership Team



Sandipkumar Gupta

Director - Finance
Route Mobile (UK)
Limited



Rajdipkumar Gupta

Managing Director &
CEO¹



Gautam Badalia

Chief Executive
Officer &
Chief Investor
Relations Officer²



Rajeshwar Singh Gill

Group Chief Financial
Officer



Suresh Jankar

Chief Financial Officer



Rathindra Das

Group Head Legal,
Company Secretary &
Compliance Officer³



Tejas Shah

Company Secretary &
Compliance Officer⁴



Sammy Mamdani

Chief Operating
Officer⁵



Milind Pathak

Chief Corporate
Marketing Officer



Vinay Binyala

Chief Strategy Officer
& Investor Relations
Officer⁶



Erwin Viertel

Chief Executive
Officer - Masivian



Tonio Ellul

Chief Executive
Officer -
365squared Ltd



Tushar Agnihotri

Executive Vice
President - India &
APAC



Sharad Kumar Thukral

Executive Vice
President & Business
Head (Middle East &
Africa)



Carl Powell

Executive Vice
President - Global
Partnerships &
Alliances



Robin Sullivan

Chief Executive
Officer - Mr.
Messaging



Elsa Shibu

Executive Vice
President Head
Human Resources



Ramesh Helaiya

Chief Technology
Officer

¹Re-designated as Managing Director & CEO w.e.f. July 18, 2025

²Ceased to be Chief Executive Officer & Chief Investor Relations Officer w.e.f. July 17, 2025

³Ceased to be a Group Head Legal, Company Secretary & Compliance Officer w.e.f. May 30, 2025

⁴Appointed as Company Secretary & Compliance Officer w.e.f. July 17, 2025.

⁵Re-designated from Executive Vice President – Group Head – Global Operations to Chief Operating Officer w.e.f. July 17, 2025.

⁶Appointed as an Investor Relations Officer ("IRO") in addition to Chief Strategy Officer of the Company w.e.f. July 17, 2025

Achievements & Awards



Awarded 'Partnership Award' at the #RCS World Tour - India for introducing RCS Business Messaging to a new category - Transit
Nov 14, 2024



Awarded 'Solutions Partner of the Year – India, 2024' at the WhatsApp Business Summit by Meta
Sep 11, 2024



Awarded 'Demand Generation Vendor/User of the Year' by e4m at the Martech India Awards
March 6, 2025



Awarded 'Best Use of Martech in Travel, Hospitality and Leisure' by e4m at the Martech India Awards
March 6, 2025



Awarded 'Conversational Commerce Solution Innovation' by Juniper at the Telco Innovation Awards 2025
Jan 30, 2025



Featured as 'Niche Player' in the 2024 Gartner Magic Quadrant for Communications Platform as a Service (CPaaS)
June 24, 2024



Rajdipkumar Gupta got the Best Entrepreneur of the Year 2024 Award at Corporate Leadership Awards 2024
Jan 31, 2024



About Route Mobile Limited

Route Mobile Limited ("RML"/"Route Mobile") is a leading CPaaS provider that caters to enterprises, over-the-top (OTT) players, and mobile network operators (MNO). Our Omnichannel CPaaS stack includes Enhanced Business Messaging, A2P Messaging, Roubot, OCEAN, Voice, Email, Digital Identity, and Authentication solutions for global enterprise clients. Our clients include some of the world's largest and most well-known organisations, including several Fortune Global 500 Companies.

We offer cloud communication services to clients across diverse sectors, including Banking and Financial Services, Aviation, Retail, E-commerce, Logistics, Healthcare, Hospitality, Media and Entertainment, Pharmaceuticals and Telecom. Further, we offer SMS filtering, analytics, SMS firewall, SMSC, MMSC, and SMS monetization solutions to mobile network operators globally. One of our unique strengths is our network of 1000+ connected operators, allowing us to provide SMS termination in any part of the world with the best routing.

Established in 2004, we are serving more than 40,000 customers worldwide. Our goal is to add value at multiple touchpoints across the Omnichannel CPaaS value chain while addressing unique industry use cases for our clients. We are headquartered in Mumbai, India, and have operations in over 20 countries across Asia Pacific, the Middle East, Africa, Europe, and the Americas. Route Mobile is now a part of Proximus Global, a provider of digital services and communication solutions operating in Belgium and international markets.

As our business grows, we're committed to making a positive impact on the environment, helping society, and being transparent. We always blend our sustainability goals with our business plans, seeing our focus on ESG as crucial for creating lasting value for everyone involved.

This Business Responsibility and Sustainability Report includes our responses to questions on our practices and performance on key principles defined by Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, covering topics across environment, governance, and stakeholder relationships. This report covers database on standalone basis unless otherwise specified.



UN Sustainable Development Goals:

Our commitment to the United Nation's Sustainable Development Goals

In an era defined by rapid digitization and technological advancement as key catalysts for economic progress, Route Mobile has fully embraced the imperative for national digital transformation. Over the years, our achievements have not only strengthened customer engagement but also responded to broader community needs highlighting our belief that driving economic growth must go hand-in-hand with addressing its societal and environmental consequences.

The United Nations Sustainable Development Goals (SDGs) offer a unified global framework aimed at eliminating poverty, reducing inequality, and combating climate change by 2030. RML is committed to harnessing the potential of its digital products and services to make meaningful contributions toward these global aspirations. Our sustainability journey is ongoing, and we continue to rally around these goals to support the development of a resilient and inclusive future.

We recognize that the SDGs represent a collective roadmap toward worldwide prosperity one that requires collaboration across governments, non-governmental organizations, civil society, and businesses. Accordingly, RML has identified six priority SDGs, out of the total seventeen, that are closely aligned with our management philosophy and form the foundation for our key social programs.

These focus areas, reflected within our materiality matrix, demonstrate our strategic alignment with the SDG agenda, helping us measure our influence on societal progress. The selected goals underscore our commitment to sustainable growth and responsible resource use, ensuring all individuals benefit from the positive impacts of economic, technological, and social evolution.





Industry, Innovation & Infrastructure

Develop products and services to drive innovation, such as our suite of omni-channel communication products and solutions, for governments to corporations; and help small and medium-sized enterprises scale their business through our connectivity solutions, such as WhatsApp Business API (WABA) to spark communication initiations.



No Poverty & Zero Hunger

Extreme hunger and malnutrition remain a barrier to sustainable development and creates a trap from which people cannot easily escape. Hunger and malnutrition mean less productive individuals, who are more prone to disease and thus often unable to earn more and improve their livelihoods



Reduce Inequalities

We are dedicated to championing inclusion, embracing diversity, and promoting social mobility both within our organization and throughout the communities we serve. At RML, we strive to cultivate a workplace that is equitable, respectful, and welcoming to all.



Good Health & Well-Being

Recognizing the intrinsic link between good health and sustainable development, the 2030 Agenda highlights their complex and interwoven nature. Proper nutrition forms the cornerstone of overall health and wellness. Through our CSR outreach initiatives, we have actively contributed to this vital area, promoting healthier communities and long-term well-being.



Quality Education

Through telecommunications and information technology, the Company supports universal and digital literacy and make life simpler. We hope to contribute to increasing the number of youth and adults who have the relevant skills, including information and communication (ICT) skills. We also help employees learn about sustainability issues through targeted campaigns and education.

Scale of the Organization

Route Mobile is a leading global CPaaS (Communications Platform as a Service) provider headquartered in Mumbai, India, with a presence spanning over 22 countries. As of FY2024-25, the company has approximately 520 full-time employees. Its operations are geographically diversified, with key offices and 35 subsidiaries across India, Asia Pacific, Middle East, Africa, Europe, UK, North America, and South America. This global footprint is structured around a hub-and-spoke model, allowing Route Mobile to deliver messaging and communication services efficiently while complying with local regulatory requirements.

Through a combination of acquisitions such as 365squared in Malta, Masivian in Colombia, and MRM in Malta - and organic expansion, Route Mobile has established a wide-reaching, modular, and scalable organization that supports enterprises and MNOs globally.

The company has scaled significantly over the past decade and now processes billions of messages monthly through its messaging, voice, email, and identity APIs. In FY2025, Route Mobile reported an **annualized operating revenue of ₹45,756 million and a net profit of ₹3,339 million**. Around 50% of its revenue continues to be generated from communication terminated in India, while the rest is distributed across Africa, Europe, Latin America, and the Middle East.

The Company has entered into a strategic partnership with Proximus Group, a leading telecommunications operator headquartered in Belgium. Pursuant to this partnership, Proximus, through its subsidiary Proximus Global SA/NV (formerly known as Proximus Opal SA/NV), acquired 57.71% of the voting share capital (on a fully diluted basis) from the founding shareholders (members of the promoter and promoter group of the Company) and an additional 24.99% through an open offer to the public shareholders of Route Mobile Limited. Subsequently, in compliance with applicable regulatory requirements pertaining to minimum public shareholding norms and/or to enhance market liquidity, the promoter entity, Proximus Global SA/NV, reduced its shareholding in Route Mobile to 74.86% during the same period. Following the acquisition, Route Mobile became part of Proximus Global SA/NV, the group's CPaaS business unit that also includes Telesign and BICS. The integration has resulted in shared governance structures, strategic alignment, and financial reporting consolidation, while Route Mobile retains its brand identity and operational independence in several markets.



Key Statistics

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

Niche Player in Magic Quadrant
for CPaaS 2024-**Gartner**

Key Vendor in four Hype Cycle
Reports - **Gartner**

"Top Tier 1 A2P
SMS vendor" - **Rocco**



₹45,756 mn

FY 24-25 Revenue 34%
Revenue CAGR FY2021
- FY2025

Global footprint
across
20+
locations;
3,200+
active billable
clients



₹5,278 mn

FY 24-25 EBITDA 32% EBITDA
CAGR FY2021 - FY2025



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



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



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



156 bn Billable transactions
processed in FY24-25
107% Net revenue retention



Board proposed
₹2 per share final
dividend

₹50.69

Earning Per Share (EPS) in
FY 24-25

₹8,918 mn

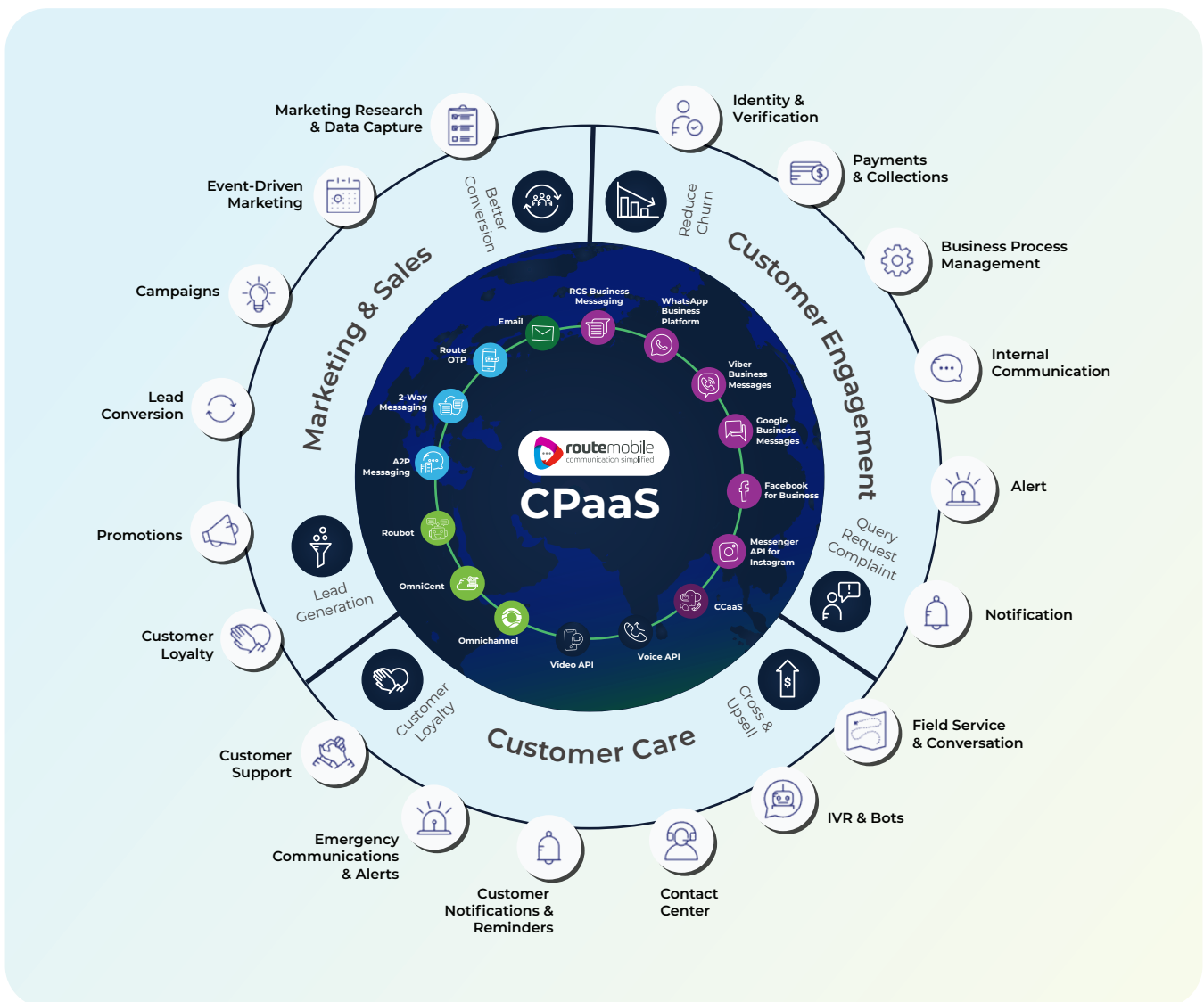
Net Cash as on 31 March
2025 114% CFO/EBITDA
conversion in FY24-25



Our Products & Services

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

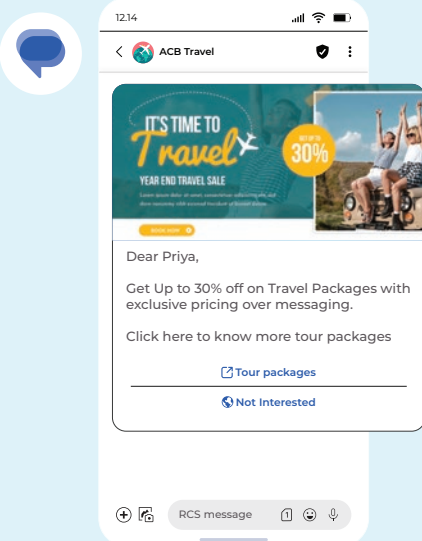
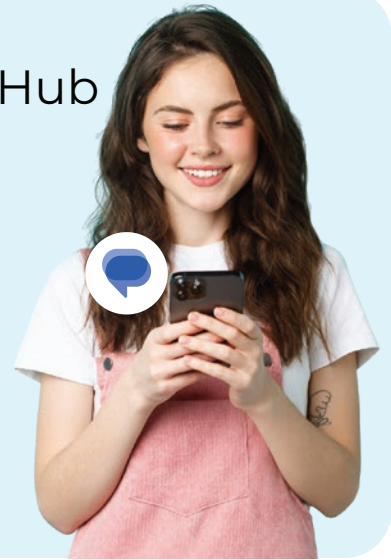
At Route Mobile, we are at the forefront of the cloud communication industry, offering Communication Platform as a Service (CPaaS) solutions to enterprises, OTT players, and MNOs globally. Our cutting-edge CPaaS platform, powered by AI and ML technologies, enables businesses to enhance communication 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

Rich Communication Services ("RCS") Hub

RCS Hub represents a revolutionary approach to business messaging that bridges the gap between traditional SMS and modern messaging applications. As a platform that enables RCS, RCS Hub allows businesses to deliver interactive, branded, and media-rich messaging experiences directly to customers' default messaging apps without requiring additional app downloads. RCS Hub is facilitating the connectivity across all the telecom operators connected over RCS using the direct connectivity, connectivity through partners and also through Google and helps delivering RCS across any operators in the world, for any enterprise A2P RCS services.

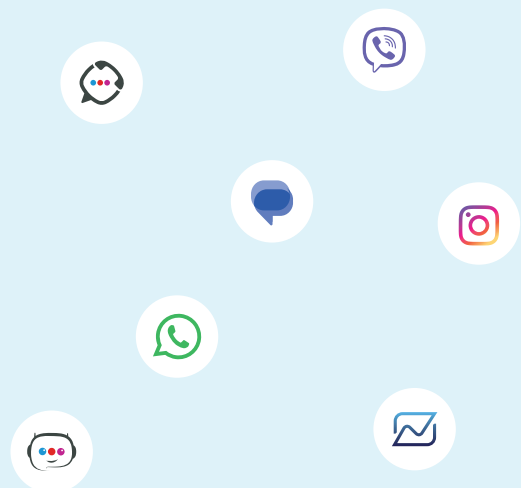


Operator RCS

The Operator RCS platform enables a service layer on top of the RCS MaaP layer to facilitate telecom operators to offer Enterprise services using the RCS channel. This services layer offers the enterprise onboarding, accounts management, templates, and campaigns, and also the necessary billing and reconciliations as required in the RCS business. Platform supports API based and GUI-based business services to enable enterprise RCS for services or text, rich, and conversations types of RCS messaging.

CPaaS in a Box

Providing a single platform to offer telecom services (SMS, Voice) and OTT services (WhatsApp, RCS, Viber..etc) and applications like Chatbots, campaign management bundled as a service platform for any Telecom operators and resellers to use in their own region and for their enterprise customers. Service offerings can be picked based on the active channels and the enterprise business available in the market.



Partnerships



Implemented WhatsApp
based utility communication
services for IRCTC



Partnered with PT MRT Jakarta to
launch an innovative WhatsApp-based
metro ticketing solution



Launched RCS-based ticketing and
Google Wallet services for
L&T Metro Rail Hyderabad



Partnered with Maha Mumbai Metro
to deploy WhatsApp-based
ticketing service

Our Global Footprint



 **800+** Employees

 **280+** Super Network
Widespread global distribution & reach

 **20** virtualized Data Centers

 **18** Hubs

 **16** Firewall deployments

Data as on Mar 31, 2024

Information of Employees and other Workers

| | | | |
|--|---|---|------------|
| Total number of employees by employment contract (permanent and temporary), by gender. | Male: 410 Permanent: 410 Temporary: 0 | Female: 110 Permanent: 110 Temporary: 0 | Total: 520 |
| Total number of employees by employment contract (permanent and temporary), by region. | 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. | | |
| Total number of employees by employment type (full-time and part-time), by gender. | Male: 410 Permanent: 410 Temporary: 0 | Female: 110 Permanent: 110 Temporary: 0 | Total: 520 |
| 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. | NA | | |
| 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). | NA | | |



Supply Chain

RML is committed to building a responsible and sustainable supply chain by incorporating environmental stewardship, workplace safety, human and labor rights, anti-corruption efforts, equitable trade practices, and data security. Our dedicated compliance teams play a crucial role in managing fair trade risks and addressing significant concerns. We promote adherence to these core values through our Supplier Code of Conduct, encouraging all primary and secondary business partners bound by contract to uphold the outlined standards.

To proactively mitigate potential risks posed by our partners, including suppliers, we perform ongoing evaluations of their compliance with the Code. We expect our vendors, contractors, consultants, and suppliers to embrace our dedication to the highest standards of ethics and to operate fully within the bounds of relevant laws, regulations, and policies including all anti-bribery and anti-corruption statutes. Delivering affordable connectivity remains a complex challenge, but it's a pursuit we face head-on with a strong ethical foundation.

At Route Mobile, we face and overcome challenges every day and have systems and processes in place for this purpose. We make sure we have a robust MNO chain so we can preserve the continuity of connectivity and communication. Our procurement team works closely with our site teams to manage supplies of MNOs and other software service providers. One of the goals of our supplier management endeavors is compliance with fundamental environmental and social standards, in addition to high-quality, reliable delivery and competitive prices. We have introduced relevant strategies, processes and guidelines that we are continuously improving in order to prevent violations of supply chain standards and improve our sustainability performance. We view our approach to supply chain sustainability as a journey and are continuously working to improve and further develop our policies and processes. While doing so, we ensure that all legal requirements are considered and that corresponding measures are initiated where necessary.

| | |
|---|--|
| Changes in the location of, or changes in, operations, including facility openings, closings, and expansions | None |
| Changes in the share capital structure and other capital formation, maintenance, and alteration operations | Please refer page no. 52 of the Annual 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. We have direct connectivity with 280 MNO's. |



Precautionary Principle or approach

At Route Mobile, we are dedicated to minimizing potential environmental harm by applying precautionary principles, especially in areas where scientific clarity is limited or evolving. Our operations are guided by structured mechanisms that enable the identification and management of significant risks, reinforcing our commitment to sustainability.

This proactive approach is embedded in our internal control systems and operational practices, ensuring consistency across our value chain. We also prioritize clear communication with our key stakeholders regarding our strategies for addressing economic, environmental, and social risks.

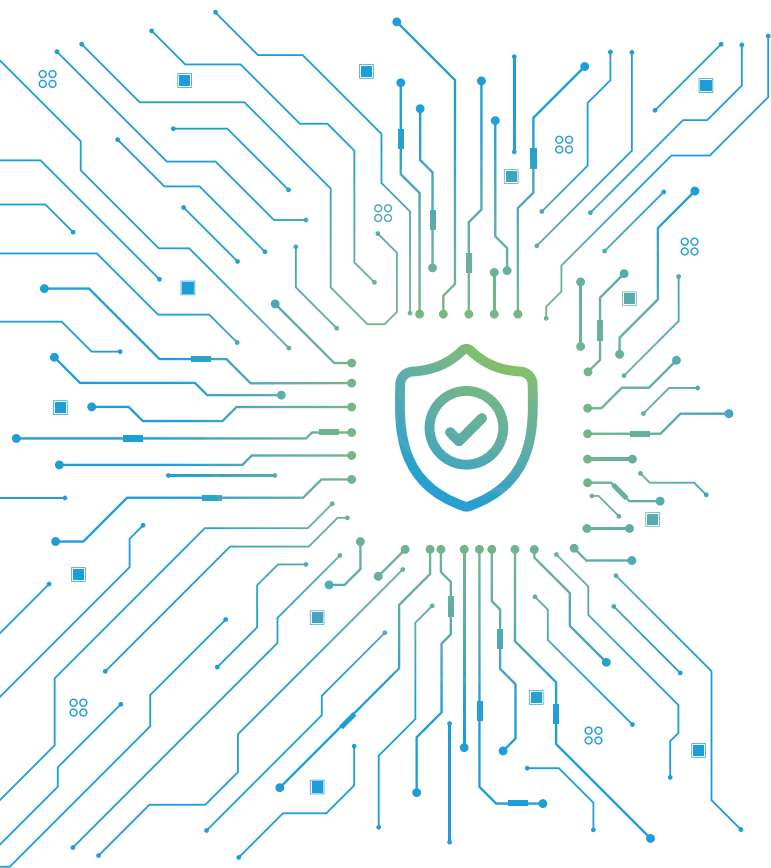
As part of our continuous improvement philosophy, we apply rigorous standards to risk management and are steadily advancing our frameworks to enhance resilience and long-term stakeholder value.



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

| | |
|---|---|
| Whether the organization has a tax strategy and, if so, a link to this strategy if publicly available | RML has been committed to complying with tax laws, including the intention of the laws of the jurisdictions where we operate. Transparency and accountability regarding the taxes paid to governments are foundational aspects of sustainability. As such, we appreciate the importance our stakeholders assign to how RML approaches and manages its tax obligations, and its disclosures regarding tax policies. RML is committed to open and transparent relationships with tax authorities. For all requests for information or audits, we provide the required documentation in a timely manner. RML is also committed to fostering and maintaining long-term relationships that are grounded on ethical integrity, collaboration, and mutual respect. |
| The governance body or executive-level position within the organization that formally reviews and approves the tax strategy, and the frequency of this review | Within RML, the Tax department is led by the Chief Financial Officer (CFO). The CFO is responsible for updating the Audit Committee of the Board of Directors regularly, with support from the Tax Department leadership. RML reviews and approves tax plans and targets annually, consistent with industry-wide, best-in-class control and governance frameworks. The organization regularly engages with external tax advisors and/ or local tax authorities to provide assurances that our tax obligations are properly, effectively, and correctly handled and also disclosed in the annual and quarterly reports. RML has a low appetite for tax risk. Nevertheless, RML operates globally and is potentially exposed to numerous risks, including those related to taxation. When evaluating the acceptable risk limits for taxes, we apply critical and professional reasoning on an issue-by-issue basis. |
| The approach to regulatory compliance | The CFO is responsible for the Group Tax function. At the subsidiary level, the local CFO/Finance Head is generally responsible for tax matters, managed either by local tax units. Our tax strategy that is, the way we approach, manage, and assess the risk of taxation is grounded in the corporate objective to act as a socially responsible company. We consider the purpose of tax regulation in a given jurisdiction and maintain strict adherence to applicable tax laws. |
| How the approach to tax is linked to the business and sustainable development strategies of the organization | RML follows a tax strategy that is sustainable, transparent, and fully aligned with well-recognized international tax principles. The RML Code of Conduct serves as an ethical tax framework and is effectively embedded within the tax strategy and across the tax organization. |
| 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 and 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 | As a multinational enterprise, RML operates in many different tax jurisdictions and frequently deals with intergroup transfers that involve cross-border payments within the group. To avoid potential tax issues with these internal, cross-border transactions, internal transfers use the same pricing structure as transfers coming from independent parties. This policy of using the same price for intergroup and independent transfers, in what's known as "arm's length transfer pricing," ensures that all parties get a fair remuneration for the services they render. Moreover, RML ensures its alignment with the arm's length principle and other international tax principles by frequently benchmarking and comparing the transfer prices used intra-group with the prices set by independent parties in comparable situations. |

Information Security and Cyber Security Risk Management



RML is committed to protecting the personal data of our customers, partners, suppliers, and employees wherever we conduct business around the globe. We apply the industry's 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 RML employees. Certain RML operations are certified to ISO 27001 Information Security Management Quality Standard and undergo annual self-assessments and external audits. Our ISO 27001 certification is an important part of the continuous strengthening of our practices and in meeting our customers' demands. During the year, the certificate was maintained with an unchanged scope, comprising areas such as Global Security Operations Information Security Governance, Enterprise Information Security Risk Management, Incident

Management and Change Management, SOC services, contact center services, and cloud-based communication services. During FY 2024-25, no major non-conformances were discovered in our ISO 27001 adherence. It is vital for our businesses to protect our information systems, their contents, and our communication channels against criminal or unwanted activities of any kind, such as e-crime and cyberattacks, including unauthorized access, information leakage, and misuse of data or systems. Our Group Security and IT Security units maintain organizational, process-related, and technical information security countermeasures based on recognized international standards. We employ harmonized electronic and physical security controls (e.g. access control, security monitoring) to bolster our ability to handle sensitive data, such as trade secrets. We are clearly aware of the importance of information security and personal information protection and have established a company-wide information security management system to protect valuable information assets and personal information. Additionally, through systematic training, we enhance the awareness of all employees and the ability to practice information security. In order to respond to cyber security threats, RML eliminates vulnerabilities through system security diagnosis and simulation hacking from the perspective of hackers.

By creating a culture of cybersecurity awareness, we ensure that our employees understand the importance of information security and data privacy. The Group has a range of policies, guidelines, and training programmes in place. When it becomes essential, the company works with the respective national law enforcement authorities on issues that focus on the safety of individuals and the protection of the public from crime and terrorism in addition to the protection of critical infrastructure. Our legal obligations vary according to the country and type of services provided. Strict policies and processes are in place to ensure that all received requests are in accordance with the applicable laws.

Business Continuity Management

Our approach to managing disruptions is based on years of experience, preparation, and adaptation of how we manage and deliver services. Our business resilience strategy supports how we operate as a company, starting with our global client base, underpinned by internal functions and technology, and supported by the collaborations of our third-party ecosystem. RML's business resilience program is aligned to industry standards (ISO® 22301, ISO® 20000, ISO® 27001 and ISO® 27701).

We recognize our responsibility to our customers to continue critical operations during disruptive events. The Corporate and Site Business Continuity Teams consist of representatives from various business functions and organizations. Teams identify potential risks that can have a major impact on product availability, supplies, structures, facility systems, and utility infrastructure, as well as regional risks, including natural hazards. The teams are also responsible for strategic, tactical, and operational decisions while implementing their specific business-continuity plans. The corporate team includes executive-level representatives who receive reports from individual site teams on specific business resumption activities. During an event, all groups interact with each other and, if necessary, issues are escalated to the Corporate team for additional assistance. RML has implemented both global and local contingency plans. These plans are subject to continuous updates and review. At the same time, we have regular workshops with all key stakeholders to ensure continuous compliance and improvements, and we ensure that we communicate our plans to our employees and provide training regularly.

The plans include local crisis management teams and risk assessments for every office location. We continually update these plans and assessments in response to changes in external risks and internal business processes, and we have integrated lessons learned from the COVID-19 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

RML places the highest importance on safeguarding our customers' end user's personal information. Our commitment to data protection is driven not only by regulatory requirements but also by our dedication to maintaining customer trust. We ensure that the Privacy Notice on our website is accessible and updated regularly, providing transparency and easy access for our customers and their end users to understand how their data is collected, processed, and protected.

We collect personal information strictly for delivering high-quality services to our customers. To this end, we manage all data responsibly, implementing robust technical and organizational safeguards that exceed legal requirements. Our policies are designed to ensure that personal data is handled securely and in compliance with both local and international data protection standards.

RML is preparing to align with the latest Digital Personal Data Protection (DPDP) Act and its upcoming rules, ensuring compliance with its guidelines for data processing, storage, and transfer. We prioritize informing our customers about the purposes for which their end users' data is used, their rights, and how they can exercise control over their personal data including the rights to access, correction, and deletion.

We handle employee personal data with the same level of care and diligence as customer end user data, in accordance with our Employee Privacy Notice. We collect only the information necessary for employment-related purposes and ensure it is processed lawfully, fairly, and transparently. Employee data is stored securely, with access strictly limited to authorized personnel based on role-specific requirements. Employees are informed about how their personal data is used, their rights, and the channels available for exercising those rights.

To enhance cybersecurity, we have fortified our infrastructure with advanced protection measures, including end-to-end encryption, multi-factor authentication (MFA), and anonymization and pseudonymization technologies. These practices protect personal data both when stored and during transmission. Regular security audits, vulnerability assessments, and penetration testing help us stay ahead of emerging threats and ensure our security protocols are effective.

We implement stringent access control policies, ensuring that only authorized personnel can access sensitive data, thereby reducing the risk of unauthorized access. These efforts align with global best practices, including those outlined by the DPDP Act, ensuring the highest standards of data protection.

Third-party processors handling personal data on our behalf are contractually obligated to comply with data protection laws. Compliance is ensured through Data Processing Agreements (DPAs), and safeguards are enforced when personal data is transferred, including the use of legal mechanisms such as standard contractual clauses for cross-border data transfers. RML also maintains Intra-Group DPAs and Inter-Group DPAs as between its affiliates and subsidiaries and records any new processing of personal data.

New technologies at RML undergo a rigorous privacy and security review before it is deployed in our systems. Each new tool or solution is evaluated to understand data flows, identify personal data categories, and assess transfer mechanisms and technical controls. This ensures that new technologies comply with privacy regulations and align with our commitment to protecting personal information, integrating seamlessly into our security framework.

Our dedicated Data Protection Officer oversees compliance with international and domestic privacy regulations and ensuring that we continue to uphold the security and privacy of all customer data.



Policy Advocacy

We are committed to fostering transparency, enabling smarter decisions, and promoting fair access to information as a foundation for collective progress. Public policy plays a vital role in our approach to engagement and is central to our operational philosophy. We actively collaborate with policymakers and regulatory authorities around the world on issues that matter to our business and our broader stakeholder community. Through meaningful dialogue with government bodies, we aim to convey our perspectives as well as those of our clients, employees, and the communities we serve on topics aligned with our strategic priorities.

Our goal is to contribute expert insights and nuanced understanding to the industry. In India, we participate in regulatory consultations with the Department of Telecommunications (DoT) and the Telecom Regulatory Authority of India (TRAI), addressing a wide range of market-related topics chief among them telecommunications, cloud-based communications, digital market expansion, macroeconomic trends, ESG frameworks, and international trade. Our advocacy efforts are aligned with our mission, guiding policies, and established positions. In addition, we maintain active memberships in various interest groups and collaborate with global think tanks, which serve as platforms for policy exchange and advancing mutual interests through informed advocacy.



Our engagement with political stakeholders centers on open dialogue, lawful information exchange, and transparent collaboration. In line with our guidelines, we strictly avoid any form of undue influence or compensation. Regardless of local legal allowances, we do not donate to or sponsor political parties, public officials, candidates, or affiliated organizations.

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



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



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



Tech Entrepreneurs Association of Mumbai is a network of tech enthusiasts and visionary entrepreneurs dedicated to advancing Mumbai's tech ecosystem through collaboration and support.



The GSM Association ("GSMA") is a non-profit industry organisation that represents the interests of mobile network operators worldwide. More than 750 mobile operators are full GSMA members and a further 400 companies in the broader mobile ecosystem are associate members.



The Mobile Ecosystem Forum ("MEF") is a global trade association. Our members are companies whose products power mobile services such as messaging, content, advertising and IoT. Join MEF to advance in mobile.



The Bombay Chamber of Commerce ("BCCI") and Industry is India's premier chamber of commerce and industry located in Mumbai, which is the country's industrial, financial and commercial capital. Established in 1836, it is the oldest Chamber in the nation and has served trade and industry through 187 years of continuous service. It is registered under Section 8 of the Companies Act, 2013 (Section 25 of The Companies Act, 1956) a non-profit organisation.

Stakeholder Engagement

With growing expectations from stakeholders and clients, there is a heightened need to embed environmentally responsible practices within supply chain management. As a global professional services provider, RML places high importance on its extensive global supplier network, which carries potential reputational risks. A lapse in oversight could undermine customer confidence and impact RML's brand and market standing.

Sustainability is a foundational aspect of our operations. We believe doing the right thing should be straightforward, and we're committed to continually enhancing our sustainability efforts. Our environmental initiatives are designed to be structured and widely understood both internally among our workforce and externally by our stakeholder community. Ongoing engagement and cooperation with stakeholders are vital to advancing our ESG program, and it's encouraging to see increasing stakeholder interest in the outcomes and impact of our initiatives.

We remain focused on building trust through transparent communication about our business activities, practices, and ESG-related performance. To ensure our teams stay informed, we utilize multiple communication channels such as town halls, internal meetings, intranet updates, social media platforms, blog articles, and newsletters all of which share RML's sustainability progress and broader business developments.



| Stakeholder | Interfacing Group | Approach to stakeholder engagement | Material Topics/Interests |
|--|---------------------------|--|---|
| Customers | Sales/Pre-Sales Marketing | <ul style="list-style-type: none"> ◦ Engagement surveys, face-to-face, social media, over the phone interactions, mobile applications, emails to customer contact points. ◦ Training for excellent customer service, developing new products, services and delivery channels, conducting and responding to feedback surveys, enhancing cybersecurity and data privacy protection policies and procedures, developing the customer product portfolio. ◦ Round-the-clock access to well-trained customer service agents via telephone call and direct messaging. ◦ Timely dissemination of product information via RML's Digital platforms, corporate website, emails (mutual communication), and social networks. | <ul style="list-style-type: none"> ◦ High-quality and reliable services & Perpetually evolving services. ◦ Affordability & Accessibility ◦ Excellent customer care and Availability of customized services to fit specific personal and business needs. ◦ Customer experience and Customer Privacy. |
| Employees | HR | <ul style="list-style-type: none"> ◦ Engagement surveys; performance appraisals, and individual development plans ◦ Internal channels for employee complaints and whistle-blowing ◦ CSR-related activities to foster a social responsibility mindset ◦ Feedback channels (including online forms, suggestion boxes, townhall meetings) ◦ Employee newsletters, broadcasts, intranet, internal webinar | <ul style="list-style-type: none"> ◦ Career security and development ◦ Competitive compensation and benefits ◦ Work-life balance ◦ Respect and fair treatment ◦ Competitive remuneration and benefits ◦ Gender diversity and equal opportunity ◦ Support of people with disabilities, Support of sports activities |
| Shareholders/ Community and Civil Societies | Senior Management | <ul style="list-style-type: none"> ◦ Financial and operational performance and strategic direction ◦ Impact of macroeconomic events and impact of interest rate hikes on liquidity, financing strategies, and risk management. ◦ Cash flow, financial and debt management, capital structure, dividend policy, dividend prospects, and credit ratings ◦ Regular Email updates about the company's activities by sharing information with RML's mailing list and promptly responding to investor and analyst queries. ◦ Instant responses to queries during RML's results conference call or individually requested calls with the Investor Relations team or members of the executive management | <ul style="list-style-type: none"> ◦ Annual General Meeting ◦ Annual and Interim Results; Analyst Briefings and webcasts ◦ Corporate reports & Announcements, circulars, presentations, and media releases ◦ Direct engagement in the form of analysts and investor meetings, conferences, site visits, briefing calls, and non-deal roadshows. ◦ Investor Relations mailbox |
| Suppliers & Vendors | Procurement Teams | <ul style="list-style-type: none"> ◦ Regular supplier management meetings and engagements. ◦ Regular risk and resilience review of key suppliers' supply chain risks. ◦ Establishing sustainable supply chain approach, reviewing and improving the procurement process and communications to satisfy mutual needs. | <ul style="list-style-type: none"> ◦ Sustainable, long-term collaborations. ◦ Clear and stable procurement policies. ◦ Timely payments and Sustainable procurement practices. ◦ Equal and fair treatment to every supplier, transparent procurement process. |
| Media | Senior Management | <ul style="list-style-type: none"> ◦ Exclusive interviews: On-demand ◦ Inviting the media to our conferences and events: On-demand | <ul style="list-style-type: none"> ◦ Business updates and Financial Results. ◦ New service/product launches and Acquisitions ◦ Compliance with regulations. ◦ Transparent disclosures. ◦ Fair competition. ◦ Strong corporate governance and internal controls. |

Defining Report Content and Boundaries

RML's sustainability performance reporting is guided by the Global Reporting Initiative (GRI) Standards, which enable us to present what is material to our business. We continue to align with the Global Reporting Initiative (GRI) Standards as a basis for disclosure. GRI Standards help businesses, governments and other organizations understand and communicate their impacts on ESG issues. They are regularly reviewed to ensure they reflect global best practices for sustainability reporting and help us respond to the needs of our stakeholders and regulators.

In this report, our central aim is to provide a clear and honest account of how Route Mobile manages its most significant economic, environmental, and social impacts. While certain material topics may not be explicitly featured, this does not imply that they are overlooked or unmanaged by the company. The report has been developed following the GRI Standards under the Core framework. Additionally, the content integrates guidance from the Task Force on Climate-Related Financial Disclosures (TCFD) and outlines efforts that contribute to advancing the United Nations Sustainable Development Goals (SDGs). It also includes relevant information aligned with the Business Responsibility and Sustainability Report (BRSR) requirements issued by the Securities and Exchange Board of India. The document has received formal approval from our Board of Directors. Please note that the sustainability data presented herein has not undergone third-party verification.

RML releases its Sustainability Report annually, following the April to March financial year cycle. The previous edition was for FY 2024, while the current FY 2025 report covering April 1, 2024 to March 31, 2025 marks the fifth consecutive report issued by the company. There have been no revisions to previously disclosed data, nor have there been changes to the material topics or reporting boundaries outlined in the prior year's publication.

The objective of these reporting practices is to ensure that stakeholders can rely on the disclosures to be timely, complete, and trustworthy. Most of the data included reflects the status as of March 31, 2025, and in any instances where this differs, RML clearly indicates such deviations on a case-by-case basis.

All information contained within this report is the responsibility of Route Mobile's management and has received formal approval from the Board of Directors. Route Mobile disclaims any liability to third parties arising from, or in relation to, the use of this document or its contents. This report has been prepared exclusively for informational purposes intended for internal use by Route Mobile.

The primary audience for this publication includes our employees, clients, investors, and other key stakeholders. A selection of performance indicators featured in this report have undergone limited independent assurance by Paul Shantanu Engineering Pvt. Ltd., a firm rated by Crisil and Care, certified by the Bureau of Energy Efficiency (BEE), and accredited under ISO 50001.



Material Topics

Materiality serves as a guiding principle in identifying the key topics essential to our sustainability reporting. Drawing upon the GRI Standards and their foundational content principles namely stakeholder inclusiveness, sustainability context, materiality, and completeness the Company conducted an in-depth strategic evaluation. Our reporting framework is anchored by meaningful engagement with both internal and external stakeholders, as well as collaboration across our industry network. Central to this framework is a rigorous materiality assessment that identifies the key sustainability and ESG issues most relevant to our operations and stakeholders.

This evaluation incorporates insights from diverse stakeholder groups to recognize and rank ESG priorities based on their significance and potential impact on our business. By incorporating these perspectives, the Company enhances its transparency and ensures its sustainability communications address the most urgent and meaningful concerns.

Accurate and dependable data are critical in sustainability disclosures, and the materiality matrix is pivotal in achieving that reliability. It helps streamline our focus on topics with the greatest relevance to our business and sector, ensuring our reporting reflects a true and trustworthy depiction of our sustainability performance

| Material Topic | Impact |
|--|---|
| A. Corporate Governance | Internal operations and external (e.g., supply chain & clients); Publicly accessible information pertaining to our governance, stakeholders (including employees), environmental performance and supply chain. |
| B. Environment | Internal operations and external (e.g., working with clients & collaborating with others); Enhancing systematic integration of ESG considerations in our services and solutions. Contributing to better alignment of key stakeholders through consistent transparency and enhanced disclosures of ESG considerations, how these are integrated, and the extent to which they are deemed financially material in credit assessments. |
| C. Talent Management | Internal operations and external (e.g., meeting client needs & reflecting local communities); How we promote an effective risk culture throughout the organization, including appropriate incentives, risk management training, and leadership enforcement. |
| D. Corporate Social Responsibility (CSR) | Internal and external (e.g., programs & initiatives with the Route Mobile Foundation and other organizations); How we contribute to social and environmental causes through grants and related charitable activities, and how those contributions, in turn, make employees feel about working at the company |

Corporate Governance:

Governance Initiatives

RML has a longstanding commitment to sound corporate governance, which it considers essential for delivering sustained shareholder value. We uphold governance policies and practices that align with the long-term priorities of the company and our stakeholders.

Our governance framework is outlined in RML's 2025 Corporate Governance Report and related policies available on our website. These documents detail the responsibilities of the Board and its committees, highlight our governance principles, and describe the qualifications, experience, and competencies of our directors.

RML believes that robust governance stems from a well-structured Board of Directors and a capable Executive Management team, both of which recognize the need for clear roles, defined competencies, and strong accountability. This also includes maintaining a comprehensive system of internal controls and fostering a workplace culture that is responsive, ethical, and supportive.

The Board holds full authority for the company's strategic direction, leadership, and representation, except for matters reserved for the Shareholders' General Meeting. It is composed of professionals with diverse backgrounds, expertise, and perspectives, who contribute meaningfully to RML's success by operating with transparency and integrity.

The Board actively oversees succession planning and embraces ongoing renewal to ensure governance remains dynamic and effective.

| | |
|---|---|
| Governance structure and its composition | Board comprised of executive, non-executive directors; independent directors constitute 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 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 & CEO review & evaluate economic, environmental and social performance. |
| Remuneration and incentives | Board remuneration is approved by shareholders; senior management and key managerial remuneration is recommended by the nomination & remuneration committee and approved by the Board of Directors. |

Board Composition and Selection of Board & Committee Members

Leadership and governance at RML begin with a strong and principled foundation at the top of the organization. The Board of Directors sets a high bar for conduct and performance across all levels including employees, executives, and fellow board members. It plays a pivotal role in guiding RML's strategic direction and actively supports the advancement of the company's sustainability agenda.

Board oversight is an ongoing process throughout the year, with management regularly refining its strategies in response to emerging sustainability risks and evolving opportunities. To strengthen its capacity, the Board continually builds its understanding of sustainability matters through continued learning and education.

As part of its governance responsibilities, management facilitated a session with the Board focusing on group structure and industry standards regarding the minimum information required for approving related party transactions. This initiative was designed to clarify the Board's role in evaluating and responding to such matters, further enhancing its decision-making capabilities.

Related Party Transactions

RML has a related-party relationship with its subsidiaries, and associates. All transactions with related parties are disclosed in the relevant documents such as the financial report.

All related party transactions that were entered into during the FY 2024-25 were on an arm's length basis, in the ordinary course of business and followed the applicable provisions of the Companies Act, 2013 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.

During the FY 2024-25, the Company did not have any material pecuniary relationship or transactions with Non-Executive Directors apart from payment of sitting fees and commission.

Anti-bribery and Corruption and Political Engagement

RML maintains a zero-tolerance stance toward bribery and corruption as part of its broader commitment to ethical business practices and responsible corporate conduct. Our Anti-Bribery and Corruption policy outlines strict standards for employee behavior, third-party interactions, and compliance with applicable local and international laws. As a publicly listed company on the BSE & NSE, RML complies with the governance requirements laid out by SEBI. Our employees receive training on our Anti-Bribery and Anti-Corruption Policy upon hiring and periodically thereafter. This policy expects employees to comply with all applicable anti-bribery and anti-corruption laws.

Internal Control & Whistle Blower Policy

RML has established a Whistleblower Policy that empowers employees, suppliers, and the public to report suspected misconduct anonymously. Oversight of this policy is carried out by the Compliance Department and the Audit Committee, ensuring that all reported concerns are thoroughly investigated and appropriately addressed.

Any breach of applicable laws, company regulations, or the Code of Business Conduct is met with disciplinary action, which may include termination of employment. RML strictly prohibits retaliation against anyone who raises concerns in good faith.

We encourage our people, suppliers, and subcontractors to raise ethical and legal concerns, including potential human rights issues, and we provide a range of secure channels for them to do so confidentially and anonymously where allowed by law.

Code of Business Conduct and Work Ethics Policy: Human Rights

We require all employees and directors to abide by our Code of Business Conduct, which outlines the principles and policies they are expected to uphold to achieve the highest standard of integrity and ethics in all business practices.

RML employees have various reporting channels to report issues and concerns under our Code of Conduct. We encourage employee reporting and prohibit retaliation against any employee who reports ethical or other misconduct in good faith.

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 Code of Business Conduct 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.

We do not accept any third party where there is evidence of modern slavery-related practices. This applies to new and existing vendors, as our due diligence process is continuous.

Our long-standing commitment to human rights includes eliminating modern slavery, child labor, and human trafficking in our supply chains. Given the nature of our business and supply chains and the risk assessments we have undertaken to date, we believe the risk of modern slavery, child labor, and human trafficking in our supply chains is extremely low.

Sustainable Remuneration

The process of decision-making involves establishing, reviewing, and executing the company's remuneration guidelines. To oversee this, the Board of Directors has constituted a dedicated Nomination & Remuneration Committee (NRC).

The NRC prepares a proposal for new guidelines when there is a need for material amendments to the guidelines and submits it to the Board. The guidelines shall be in force until new guidelines are adopted by the Board.

The NRC is also responsible for evaluating how the guidelines are applied in practice, including monitoring the company's compensation structures and prevailing pay levels. Each year, the Board compiles a comprehensive remuneration report, which is presented to shareholders within the Annual Report.

As part of the NRC's preparations for revising remuneration policies, the committee considers the salary framework and employment terms across the organization. This includes assessing total compensation packages, individual remuneration components, and trends in salary progression over time. These data points inform both the NRC's and the Board's judgment in determining whether the proposed guidelines and specified limits are appropriate and aligned with market standards.

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: ₹ 46,224 million |
| Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments; | ₹ 42,885 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'. | ₹ 3,339 million |

Environment

At RML, we recognize the environmental obligations that come with managing expansive telecommunications and network systems while serving millions of customers. The company remains dedicated to minimizing the ecological impact of its operations and complies fully with relevant environmental laws and regulations.

Beyond reducing our own carbon footprint, we actively engage employees, customers, and suppliers to foster greater environmental awareness and responsibility. We are working toward a resilient and sustainable supply chain that reflects our stringent ethical standards and promotes climate action, inclusivity, and responsible practices.

In addition to achieving measurable emissions reductions, RML is committed to offsetting emissions from core operations, employee commuting, and business travel on an annual basis.



Our TCFD Commitment and Strategy

RML is dedicated to ensuring universal access to trusted, dependable, and effective communication platforms. We believe that providing reliable connectivity and equipping individuals with essential digital skills is crucial to preventing anyone from being excluded in today's digital age. Our reporting aligns with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), established by the Financial Stability Board in 2015. The TCFD aims to advance climate-related transparency by highlighting the connection between climate risks and financial system stability. Its recommendations are structured around four key thematic areas that are central to how organizations function.

We acknowledge that climate change introduces both physical and transitional risks, along with strategic opportunities for our business. Emerging policy and regulatory frameworks largely shaped by the EU Green Deal, the EU Circular Economy Action Plan, and corresponding national laws are transforming previously voluntary initiatives into binding obligations. Regulatory gaps are being addressed, and enhanced transparency measures are designed to enable meaningful comparisons of environmental performance across companies, products, and services.

These legislative shifts are anticipated to strengthen the business case for sustainability investments, while increasing scrutiny around superficial sustainability claims and practices. Companies that fall short on compliance may face significant reputational damage, even if financial penalties are minimal.

In addition to broad mandates like CSRD and CSDDD that apply to large organizations, the ICT and telecommunications sectors are being specifically regulated in areas such as data center energy efficiency, eco-friendly product design, energy usage in mobile devices, electronics reparability, and environmental footprint disclosures of networks.

Given that telcos represent a major segment of RML's supply chain, we make it a priority to partner with those who demonstrate environmental accountability. This includes a commitment to transparently communicate their sustainability efforts through GRI-aligned reporting, Net-Zero goals, and TCFD-aligned disclosures.

At RML, we integrate climate considerations into our strategic and financial planning to optimize the value we deliver to our customers, shareholders, and the communities we serve. Stakeholder expectations including those from regulators,

clients, consumers, and investors are steadily intensifying around sustainable practices and product offerings. What was once voluntary is now becoming mandatory, driven by evolving legislation on environmental protection, human rights, and corporate governance.

The overarching goal is to guide investment toward sustainable initiatives, curb misleading claims or reporting, and foster comparability in environmental performance across businesses. Energy-related concerns have taken a prominent position, highlighting the urgent need to reduce consumption as a way to mitigate supply challenges and counter climate change.

RML's climate action framework involves oversight and engagement across all levels from our Board of Directors to executive leadership and operational teams. As a company centered on mobile and IoT-based communication platforms, our core business operations face limited direct exposure to climate risks. However, our suppliers primarily major telecom providers rely heavily on diesel and electricity to power their infrastructure, particularly telecom towers. Our suppliers, primarily major telecom operators, rely heavily on diesel, electricity, and similar energy sources to operate their telecom towers. According to the 2019 EY Global Climate Risk Disclosure Barometer, the telecom sector has emerged as one of the most climate-vulnerable industries.

We acknowledge that climate-related challenges and opportunities can significantly influence our business operations. In response, we're actively following the recommendations set out by the TCFD to evaluate the possible impact and value of these factors allowing us to enhance positive outcomes and reduce adverse effects. To support our customers in advancing their sustainability goals, we provide environmentally responsible cloud communication services. These solutions are designed to help reduce climate impact by offering efficient alternatives to traditionally energy-intensive methods and behaviors.

As a communications company, we believe the solutions we provide hold tremendous potential to advance climate action on a global scale. With governments, businesses, non-profits, and individuals striving to reach net-zero goals, our customers increasingly depend on innovative technologies to track and manage their carbon footprint. Our focus is firmly on climate action, supporting customers in their journey toward Net-Zero.

Our flagship offerings, such as OCEAN and Roubot, empower organizations to monitor emissions and craft effective climate strategies. By building outreach and communication initiatives around digital platforms, these tools help eliminate reliance on paper-based processes and reduce the need for travel contributing to a lower environmental impact.

We are committed to making a meaningful climate contribution through collaboration with a broad spectrum of stakeholders, including policymakers, partners, customers, investors, employees, and industry peers.

As digital transformation accelerates toward cloud-native infrastructures, businesses have a unique opportunity to enhance customer experiences, increase operational efficiency, and drive agility. To unlock these benefits, companies must reevaluate and revamp their operating models. Critical enablers include leveraging diverse streams of digital data and adopting agile methodologies laying the groundwork for smart, automated processes.

RML's Board of Directors plays a critical role in evaluating the company's risk management strategy and overseeing leadership's execution of risk identification and mitigation practices. The full Board assesses major strategic risks, while specialized committees monitor other risk areas. As part of our annual risk assessment process, we evaluate the potential business impact of various risks ranging from continuity, data security, privacy, and environmental factors to health and safety, and human rights. Each risk is scored based on its likelihood and impact.

To safeguard our global operations against disruptions such as natural disasters, pandemics, cyber threats, or supply chain failures, RML maintains a robust Business Continuity Management System (BCMS). This system outlines response procedures to minimize the effects of losing key internal services across Customer Operations, Services, and R&D functions.

Although the telecommunications industry is known for high energy consumption, we see ourselves as well-positioned to support the reduction of climate-related risks. Our connectivity solutions—powered by IoT and other smart technologies—enable our clients and communities to optimize energy and resource use. We actively collaborate with other ICT industry leaders to drive investment in digital innovations that address climate change and promote sustainability.

RML has implemented a comprehensive, company-wide risk management framework and executive oversight structure to address climate-related impacts in an integrated manner. These impacts along with shifts in external conditions are managed within established risk categories including strategy, finance, regulatory compliance, reputation and social responsibility, and core operations.

To strengthen the resilience of our communication infrastructure, RML operates disaster recovery mechanisms that ensure service stability in the face of disruptions. We've built redundancies into network access paths and segmented network operations by layer and region, helping to contain and prevent widespread communication errors.

Our largest and most critical suppliers telecommunications providers and mobile network operators (MNOs) have adopted preventative maintenance practices to mitigate the effects of extreme weather. Prior to forecasted typhoons and heavy rainfall, they initiate proactive measures to safeguard infrastructure against flooding and reduce potential damage. Their wireless communication assets are typically protected from wildfire-related threats through automated fire suppression systems and fire-resistant materials within power units. To prevent vegetation intrusion, they deploy weed-inhibiting mats and caps on communication poles.



Reducing the Carbon Footprint (Energy & Emissions)

RML acknowledges the substantial energy demands involved in transmitting data, connecting devices, and managing server infrastructure. As most of our electricity consumption is derived from traditional energy sources, recent cost escalations have further motivated us to optimize energy usage and explore alternative solutions.

While our primary suppliers telecom operators account for much of the emissions tied to our business model, our internal infrastructure also contributes to overall energy consumption. Even though our direct greenhouse gas (GHG) impact is modest, we recognize the urgency of climate change and our responsibility in fostering sustainable corporate practices.

We believe sustainability should be foundational to every enterprise, driven by rising expectations from regulators, customers, employees, and communities alike. RML is committed to leading by example setting responsible standards, modeling transparency, and promoting environmental best practices across the sector.

To advance our climate commitments, we publish an annual sustainability report with disclosures aligned to the TCFD. We continue to hold ourselves accountable to ambitious, measurable targets that reinforce our dedication to environmental sustainability throughout our operations.



Reducing the Carbon Footprint (Energy & Emissions)

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

| | |
|---|--|
| a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used. | NIL |
| b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used. | NIL |
| c. In joules, watt-hours or multiples, the total: i. Electricity consumption ii. Heating consumption iii. Cooling consumption iv. Steam consumption | Total Electricity Consumption Meter Units (KWH): 3,77,900 KWH |
| 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>Direct GHG emissions (Scope 1) 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 2024-25 was 188.95 Metric Ton</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: 1062.90 Metric Tons of CO2 Equivalent</p> |
| d. In joules, watt-hours, or multiples, the total i. Electricity consumption ii. Heating consumption iii. Cooling consumption iv. Steam consumption | Not Applicable. |
| e. Total energy consumption within the organization, in joules or multiples. | We are in the Service Industry, electricity is the only significant form of energy consumed. Total Electricity Consumption Meter Units (KWH): 3,77,900 |
| f. Standards, methodologies, assumptions, and/or calculation tools used; & | 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 organization aims to control the overhead costs by keeping a check on the electricity consumption on a regular basis, thus contributing to Sustainable/ positive development. |
| g. Source of the conversion factors used. | |

Direct (Scope 1) GHG emissions

| | |
|---|----|
| Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent. | NA |
| Gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFC _s , PFC _s , SF ₆ , NF ₃ , or all. | NA |
| Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent. | 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. | NA |
| Consolidation approach for emissions; whether equity share, financial control, or operational control. | NA |
| Standards, methodologies, assumptions, and/or calculation tools used. | NA |

Energy indirect (Scope 2) GHG emissions

| | |
|--|---|
| Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent. | 188.95 metric tons of CO ₂ equivalent |
| If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent. | NA |
| If available, the gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFC _s , PFC _s , SF ₆ , NF ₃ , or all. | NA |
| 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. | KWh based emission |
| Consolidation approach for emissions; whether equity share, financial control, or operational control. | FTE Financial |
| Standards, methodologies, assumptions, and/or calculation tools used. | we have assumed an average emission factor of 0.5 kilograms (or 0.0005 metric tons CO ₂ metric tons) of CO ₂ equivalent per kilowatt-hour |

Scope 3:

We are committed to reducing climate impact not just in our operations but also right the way across our value chain, from sourcing to use to disposal of our products and equipment. We have been collecting data on energy use and GHG emissions from across our organisation on an annual basis since 2020. To ensure we have comprehensive and comparable figures, we base our accounting on the guidelines of the GHG Protocol, widely acknowledged as the leading methodology for the management of GHG emissions which is certified by Paul Shantanu & Co, an independent consulting firm. We are making our offices more environmentally friendly by purchasing sustainable materials, improving waste management, limiting business travel and promoting sustainable commuting options.

As a digital-first business, we use collaboration technology with agility and at scale to deliver for our clients. We extensively use Microsoft Teams or Zoom, using more than 60% of our meetings are hosted on those platforms. Our increased reliance on digital collaboration and ability to meet client needs without travel has led to more cost-efficient client delivery and reduced carbon emissions. Just as the emissions we generate in the service of our customers impact their emissions, our own suppliers contribute to our emissions.

Other indirect (Scope 3) GHG emissions

| | |
|--|---|
| Gross other indirect (Scope 3) GHG emissions in metric tons of CO ₂ equivalent. | 1062.90 Metric Tons of CO ₂ Equivalent |
| If available, the gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFC _s , PFC _s , SF ₆ , NF ₃ , or all. | NA |
| Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent. | NA |
| Other indirect (Scope 3) GHG emissions categories and activities included in the calculation. | NA |
| Base year for the calculation, if applicable, including: | NA |
| 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. | |
| Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. | NA |
| Standards, methodologies, assumptions, and/or calculation tools used. | 1 liter of gasoline produces approximately 2.31 kg of CO ₂ . |



Water Withdrawal by Source:

RML's business operations are inherently low in water usage; however, we are committed to responsible water stewardship throughout our office locations. Our efforts focus on reducing consumption, encouraging reuse, managing discharge efficiently, and upholding industry best practices. All RML offices are located outside water-stressed zones, and we depend entirely on external water sources such as third-party tankers and bottled supplies.

With leased facilities and no groundwater extraction, our water use is limited to essential functions like drinking and sanitation. In areas like Delhi, where declining water levels raise concern, we take extra care to use water judiciously.

Despite our limited footprint, we continually improve our water management approach and promote awareness across teams to support long-term environmental sustainability. Through these actions, RML aims to contribute meaningfully to global water resilience across our operations and extended value chain.

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 | 3549.74 KL |
| 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 | 172.45 KL |
| Standards, methodologies, and assumptions used | Taker water considered as ground water |

Waste Generation and significant Waste-related Impacts

RML generates minimal operational waste, predominantly non-hazardous and recyclable materials such as paper, cardboard used in packaging, and electronic waste from laboratory-related activities. As a technology-driven service provider, we do not produce industrial or process-related waste typically associated with manufacturing sectors.

We actively work to reduce internal waste through initiatives focused on reuse, recovery, and repurposing of materials. Our office environments are becoming increasingly eco-conscious through the adoption of sustainable products, enhanced waste management systems, reduced reliance on business travel, and the promotion of greener commuting choices.

Our sustainability efforts include phasing out single-use plastics, with a shift toward reusable and plastic-free alternatives across all global locations. In FY 2025, a significant portion of e-waste particularly from computers and workstations was reused or recycled. This initiative continues to expand, now encompassing items such as monitors and servers.

To further reduce paper consumption, we've installed sensor-based hand-dryers in washrooms across major office sites. In support of zero-plastic goals, we've implemented a comprehensive ban on plastic products in all pan-India office facilities.

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 |



Talent Management

At Route Mobile, we recognize that sustainable talent management is critical to our long-term success. Our approach focuses on attracting, developing, and retaining a diverse and skilled workforce while fostering a culture of continuous learning, inclusion, and well-being. We are committed to building a resilient talent pipeline through:

- Strategic workforce planning aligned with future business needs
- Investments in employee upskilling and reskilling
- Promoting internal mobility and leadership development
- Supporting employee engagement and mental well-being
- Championing diversity, equity, and inclusion across all levels

By integrating these practices, we ensure that our human capital remains agile, future-ready, and aligned with our sustainability goals.



Employee Engagement

At Route Mobile, employee engagement is a cornerstone of our commitment to Diversity, Equity, and Inclusion. We strive to create a workplace where every individual feels valued, heard, and empowered to contribute their unique perspectives. Through initiatives such as employee resource groups, mentorship circles, and regular feedback channels, we actively nurture a culture of inclusion and collaboration.

Our engagement strategies focus on building meaningful connections, supporting professional growth, and fostering a sense of belonging especially for underrepresented groups. By promoting open communication and offering opportunities for involvement, we ensure that our workforce remains motivated, connected, and aligned with our mission to build a more connected world.



Diversity, Equity, and Inclusion

At Route Mobile, integrating Diversity, Equity, and Inclusion (DEI) into every aspect of our operations is essential to our mission of building a more connected world. We firmly believe that diverse perspectives fuel innovation and lead to superior solutions. To foster this, we actively promote diversity through our hiring, development, and advancement strategies, creating an environment where every employee feels included and supported. Initiatives such as employee resource groups and mentorship circles empower our workforce, which we recognize as our greatest asset and competitive advantage.

Our DEI efforts focus on attracting diverse talent, nurturing professional growth, and cultivating a culture of engagement and belonging especially for underrepresented groups. Route Mobile's Comprehensive Inclusivity Policy strictly prohibits all forms of harassment and discrimination, applying to employees, customers, vendors, suppliers, and third parties alike. This policy is reinforced through mandatory training and multiple reporting channels, ensuring a safe, respectful, and inclusive workplace for everyone.



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 | 11 | 59 | 20-30 | 42 | 139 |
| | 30-50 | 7 | 36 | 30-50 | 43 | 171 |
| | 50+ | 0 | 1 | 50+ | 3 | 8 |
| Total | | 18 | 96 | | 88 | 318 |

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> | NA |

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

- 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:

Safety is a core value at Route Mobile. We operate in a manner that helps protect our employees, contractors, customers and the communities where we operate. Our approach to safety includes identifying possible risks, implementing measures to prevent potential incidents, and educating employees and contractors about unsafe behaviors. We promote a safety-first mentality for Route Mobile employees and contractors to reach our goal of zero workplace injuries and illnesses. Our global workforce is empowered to intervene or stop work when they observe an at-risk situation or unsafe behavior.

| | |
|---|----|
| 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

At Route Mobile, we recognize that continuous learning is essential to building a resilient, future-ready workforce. Our training and development initiatives are rooted in the belief that professional growth supports not only individual success but also long-term organizational sustainability.

We provide employees at all levels with access to learning opportunities that align with our strategic goals and evolving business priorities. These programs are designed to foster innovation, adaptability, and leadership in a dynamic global environment.

Our approach emphasizes:

- **Practical, hands-on learning** through on-the-job experiences, projects, and simulations to ensure the real-world application of skills.
- **Inclusive learning environments** that reflect the diverse backgrounds and perspectives of our workforce, ensuring equitable access to development opportunities.
- **A culture of feedback and growth**, where open communication supports continuous improvement and personal development.

We view learning as a catalyst for employee empowerment and long-term value creation. By investing in people, we are investing in a sustainable future one where our workforce can thrive, innovate, and contribute meaningfully to the communities and markets we serve.

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

| | |
|---|--|
| Gender | Female: 24hrs Male: 24hrs |
| Employee category* | Product: 40 Technology: 65 Sales: 48 Marketing: 22 |
| Breakdown of employees by level (such as senior management, middle management) and function (such as technical, administrative, production) | Leadership Team: 13 People Managers: 87 Individual Contributors: 210 |

Affirmation:

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

Diversity of governance bodies and employees

At Route Mobile, we are committed to fostering a diverse and inclusive workplace that reflects the communities in which we operate. We believe that diversity in thought, background, and experience enhances decision-making, drives innovation, and contributes to sustainable business outcomes.

Governance Bodies

We strive to ensure that our governance structures are representative, inclusive, and reflective of a broad range of perspectives. Our Board of Directors and leadership teams include members of diverse gender identities, professional backgrounds, cultural experiences, and age groups. This diversity strengthens our ability to oversee corporate strategy, manage risk, and uphold responsible business practices.

We are actively working toward enhancing gender and generational diversity in senior leadership roles. Succession planning, inclusive hiring practices, and leadership development programs support our aim of building governance bodies that are balanced and forward-looking.

Workforce Diversity

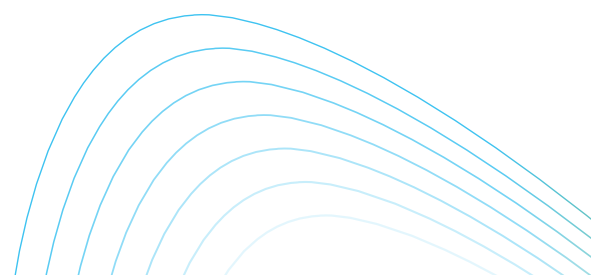
Our workforce spans multiple geographies and encompasses a rich mix of cultures, languages, skills, and experiences. We are committed to:

- Equal opportunity hiring across gender, age, ethnicity, disability status, and other dimensions of diversity.
- Inclusive talent development, ensuring equitable access to growth opportunities for underrepresented groups.

We regularly monitor diversity metrics and integrate them into our talent and business strategies. Through these efforts, we aim to create a workplace where every employee feels valued, respected, and empowered to contribute fully.

Our commitment to diversity, equity, and inclusion is integral to our sustainability journey and a key enabler of long-term organizational resilience

| a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories: | | | | b. Percentage of employees per employee category in each of the following diversity categories: | | | |
|---|--------|--------|------|---|--------|--------|------|
| i. Gender; | | | | i. Gender; | | | |
| ii. Age group: under 30 years old, 30-50 years old, over 50 years old; | | | | ii. Age group: under 30 years old, 30-40 years old, over 40 years old; | | | |
| iii. Other indicators of diversity where relevant (such as minority or vulnerable groups). | | | | iii. Other indicators of diversity where relevant (such as minority or vulnerable groups). | | | |
| Age group | Gender | | | Age group | Gender | | |
| | Total | Female | Male | Age group | Total | Female | Male |
| 20-30 | 29% | 0% | 31% | 20-30 | 70% | 73% | 69% |
| 30-50 | 71% | 100% | 69% | 30-40 | 29% | 26% | 29% |
| 50+ | 0% | 0% | 0% | 40+ | 0% | 0% | 0% |



Ratio of Basic Salary and Remuneration of Women to Men:

Route Mobile operates through subsidiaries across Asia, Africa, the Americas, Europe, and the MENA region, adhering to local regulations while actively reviewing remuneration policies to address pay disparities and their underlying causes. Our global compensation framework is designed to attract, retain, and engage top talent. It includes competitive base pay, performance incentives, equity programs, and a wide array of employee benefits tailored to local market standards.

A key component of our remuneration philosophy is localization we assess pay structures annually to ensure alignment with market benchmarks, developing salary ranges for each band across regions. Our benefits offerings focus on supporting employees and their families holistically, including initiatives for physical health, mental well-being, and financial security. Preventive care and lifestyle awareness are also promoted across our offices.

In terms of gender pay equity, Route Mobile is committed to ensuring equal compensation for equal work, regardless of gender. We routinely conduct compensation audits, maintain transparency in salary policies, and educate decision-makers to mitigate unconscious bias in pay-related decisions.

Our overarching approach prioritizes fairness and inclusivity. We set measurable targets to narrow gender-based pay gaps and continuously monitor progress. Additionally, we foster financial wellness and embrace flexible work models to cultivate an environment where all employees feel respected, supported, and empowered to excel.

Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation. (Amount in ₹)

| | Gender | |
|-------|--------|--------|
| | Female | Male |
| 20-30 | 47997 | 43292 |
| 30-50 | 91130 | 159689 |
| 50+ | 176931 | 436102 |

Significant locations of operation: This information is not currently consolidated at the global level. Because of the member firm structure and variations in member firm policies, 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.



Corporate Social Responsibility_(CSR)

Route Mobile has established a CSR Committee as mandated by Section 135 of the Companies Act, 2013. This Committee is responsible for overseeing the implementation of the company's CSR policy, conducting regular evaluations, and presenting the annual CSR strategy and budgetary plans to the Board for approval.

We have aligned our CSR initiatives with the UN SDGs, with a primary focus on education, healthcare, poverty alleviation, and sports development. These initiatives are designed to uplift marginalized sections of society, particularly the elderly, by improving their quality of life and access to essential services.

The governance structure supporting our sustainability strategy reflects input from a broad spectrum of stakeholders and has received formal endorsement from senior leadership, with ultimate responsibility vested in the Managing Director. As regulatory expectations around sustainability grow such as the Corporate Social Responsibility Disclosure (CSRD) we view this shift not only as a compliance obligation but as a strategic opportunity to lead by example in social and environmental stewardship.

By integrating sustainability principles into our organizational strategy, RML empowers its leadership to guide the company toward more mindful and ethical operations. However, the success of this transition relies heavily on the active involvement and commitment of our employees.

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. Our CSR approach is focused on four key pillars – Operations, Colleagues, Communities, and Environment. This structure enables us to systematically address key ESG focus areas, enhancing our competitive edge while generating long-term value for stakeholders

One of Route Mobile's flagship CSR efforts includes enhance old-age care services in India through collaboration with Habitat for Humanity Foundation. Our grant programs typically target initiatives in healthcare, education, nutrition, animal welfare, and infrastructure for elder care, such as establishing old-age homes.

Milan Old Age Home



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>Stakeholder engagement plans based on stakeholder mapping;</p> <p>Environmental impact assessments, and ongoing monitoring;</p> | <p>RML identifies CSR topics that are most relevant to its stakeholders and where it can deliver meaningful economic, social, and environmental impact at all levels. Our ongoing communications via routemobile.com, social media, industry events, and client engagements ensure transparent and consistent outreach.</p> <p>With a well-defined stakeholder map developed over years of practice, each group contributes valuable insights that guide our evolving strategy and priorities. We are committed to improving lives in the communities where we operate by encouraging global employee participation in local volunteer initiatives.</p> <p>RML's leadership maintains regular engagement with NGOs, Trusts, and sports organizations to drive its community grant program and foster inclusive development.</p> |
| Public disclosure of results of environmental and social impact assessments; | 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>a. local community development programs based on local communities' needs;</p> <p>b. broad-based local community consultation committees and processes that include vulnerable groups;</p> <p>c. works councils, occupational health and safety committees, and other worker representation bodies to deal with impacts;</p> <p>d. formal local community grievance processes.</p> | <p>RML leverages its cloud communication infrastructure to drive innovation that addresses social challenges and creates meaningful societal value. Through these digital platforms, we're strengthening social safety nets and narrowing the digital divide for underserved communities, while promoting service-oriented giving via donation platforms and contribution campaigns.</p> <p>As part of our long-term CSR strategy in India, we integrate social responsibility into our operations by supporting non-profit organizations focused on in healthcare, education, nutrition, animal welfare, and infrastructure for elder care. Our success is built on strong stakeholder relationships that influence key areas of our sustainable and corporate growth agenda.</p> <p>In compliance with local regulations, our community grant program is primarily centered in Mumbai, the location of our registered and corporate headquarters.</p> <p>During the year 2024-25, Route Mobile has demonstrated its commitment to social responsibility by allocating over ₹14.29 million to various impactful initiatives. Notable contributions included substantial grants towards healthcare and setting up of old age homes.</p> <p>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 2024. The current report for FY 2025 (year ending March 31, 2025) is the 5th 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 2024-25 Sustainability Report or the 2025 Route Mobile Annual Report. For all emission and other matters like water/waste etc., Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company) for the F.Y. 2024-25.

| GRI Standard | Disclosure | Page No./ headings | Omission |
|---|---|--------------------|----------|
| GRI 101: Foundation 2016 (GRI 101 doesn't include any disclosures) | | | |
| General disclosures | | | |
| Organisational Profile | | | |
| GRI 102: General Disclosures 2016 | 102-1 Name of the organisation | 8 | |
| | 102-2 Activities, brands, products and services | 13-15 | |
| | 102-3 Location of headquarters | 8 | |
| | 102-4 Location of operations | 16 | |
| | 102-5 Ownership and legal form | 8 | |
| | 102-6 Markets served | 16 | |
| | 102-7 Scale of the organisation | 11 | |
| | 102-8 Information on employees and other workers | 17 | |
| | 102-9 Supply Chain | 18 | |
| | 102-10 Significant changes to the organisation and its supply chain | 18 | |
| | 102-11 Precautionary principle or approach | 19 | |
| | 102-12 External initiatives | 24 | |
| | 102-13 Membership of associations | 25 | |
| Strategy | | | |
| GRI 102: General Disclosures 2016 | 102-14 Statement from senior decision maker | 2 | |
| Ethics and Integrity | | | |
| GRI 102: General Disclosures 2016 | 102-16 Values, principles, standards, and norms of behavior | 28 | |
| Governance | | | |
| GRI 102: General Disclosures 2016 | 102-18 Governance structure | 30 | |
| Stakeholder Engagement | | | |
| GRI 102: General Disclosures 2016 | 102-40 List of stakeholder groups | 26 | |
| | 102-41 Collective bargaining agreements | 45 | |
| | 102-42 Identifying and selecting stakeholders | 27 | |

| | | | |
|-----------------------------------|---|----|--|
| GRI 102: General Disclosures 2016 | 102-43 Approach to stakeholder engagement | 27 | |
| | 102-44 Key topics and concerns raised | 27 | |
| | 102-42 Identifying and selecting stakeholders | 27 | |

Organisational Profile

| | | | |
|-----------------------------------|---|---|---|
| GRI 102: General Disclosures 2016 | 102-45 Entities included in the consolidated financial statements | 28 | |
| | 102-46 Defining report content and topic boundaries | 28 | |
| | 102-47 List of material topics | 29 | |
| | 102-48 Restatements of information | 29 | |
| | 102-49 Changes in reporting | 29 | |
| | 102-50 Reporting period | 29 | |
| | 102-51 Date of most recent report | 29 | |
| | 102-52 Reporting cycle | 29 | |
| | 102-53 Contact point for questions regarding the report | Tejas Shah complianceofficer@ routemobile.com | |
| | 102-54 Claims of reporting in accordance with the GRI Standards | 29 | |
| | 102-55 GRI content index | 52 | |
| | 102-56 External assurance | - | No external assurance was procured except GHG emission data |

Material Topics - Economic

Material Topics - Economic Performance

| | | | |
|------------------------------------|---|----|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 29 | |
| | 103-3 Evaluation of the management approach | 29 | |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic Value generated and distributed | 32 | |

Material Topics - Environment

| | | | |
|-----------------------------------|---|----|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 33 | |
| | 103-3 Evaluation of the management approach | 33 | |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | 36 | |

GRI 303: Water

| | | | |
|-----------------------------------|---|----|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 40 | |
| | 103-3 Evaluation of the management approach | 40 | |
| | 303-1 Water withdrawal by source | 40 | |

GRI 305: Emissions

| | | | |
|-----------------------------------|---|-------|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 38-39 | |
| | 103-3 Evaluation of the management approach | 38-39 | |
| | 305-1 Direct (Scope 1) GHG Emissions | 38 | |

GRI 306: Effluents and Waste

| | | | |
|-----------------------------------|---|----|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 41 | |
| | 103-3 Evaluation of the management approach | 41 | |
| GRI 306: Effluents and waste 2016 | 306-1 Waste generation and significant work related impact | 41 | |

Material Topics - Social**GRI 401: Employment**

| | | | |
|-----------------------------------|---|----|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 42 | |
| | 103-3 Evaluation of the management approach | 42 | |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | 45 | |

GRI 402: Labor/Management Relations

| | | | |
|---|---|----|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 42 | |
| | 103-3 Evaluation of the management approach | 42 | |
| GRI 402: Labor/ Management Relations 2016 | 402-1 Minimum notice periods regarding operational changes | 45 | |

Material Topics - Social

GRI 403: Occupational Health and Safety

| | | | |
|-----------------------------------|---|----|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 29 | |
| | 103-3 Evaluation of the management approach | 29 | |
| GRI 401: Employment 2016 | 403-1 Workers representation in formal joint management-worker health and safety committees | 46 | |

GRI 404: Training and Education

| | | | |
|--------------------------------------|---|----|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 47 | |
| | 103-3 Evaluation of the management approach | 47 | |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | 47 | |

GRI 405: Diversity and Equal Opportunity

| | | | |
|---|--|----|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 48 | |
| | 103-3 Evaluation of the management approach | 48 | |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-2 Ratio of basic salary and remuneration of women to men | 49 | |

GRI 413: Local Communities

| | | | |
|-----------------------------------|--|----|--|
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topics and its boundaries | 29 | |
| | 103-2 The management approach and its components | 50 | |
| | 103-3 Evaluation of the management approach | 50 | |
| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | 51 | |

TCFD Index:

Recommendations For Disclosure

The disclosures presented in this Report have been developed around key sustainability themes identified by RML, supplemented by performance indicators aligned with the Task Force on Climate-related Financial Disclosures (TCFD). These disclosures also reflect the company's protocols for collecting, tracking, managing, and reporting relevant data.

RML has followed the structural framework recommended by TCFD to present its current climate-related positioning. Like broader sustainability practices, our TCFD reporting approach is evolving, and we remain committed to continuous improvement as our understanding, systems, and capacity to manage climate risks and opportunities progress over time. This second report aims to transparently convey RML's present state to stakeholders and articulate our nature-related commitments, which are embedded in daily operations and decision-making. Please note, the contents of this section have not undergone independent assurance.

| Topic | TCFD Recommended Disclosure | Disclosure Reference |
|----------------------------|---|---|
| Governance | RML's governance of climate-related risks and opportunities | Refer Page no. : 34-35 |
| Strategy | Actual and potential impacts of climate-related risks and opportunities on RML's businesses, strategy, and financial planning where such information is material | Refer Page no. : 34-35 |
| Risk Management | How does RML identify, assess, and manage climate-related risks. | Refer Page no. : 34-35 |
| Metrics and Targets | 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. | Given the materiality of purchased goods and services and capital goods to RML's value chain carbon footprint, RML is focused on continuously enhancing data quality in these categories. For all emission and other matters like water/waste etc., Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company) for the F.Y. 2024-'25. Refer Page no.: 36-41 |

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. Tejas Shah

Company Secretary and Compliance Officer

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Note:

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