

Ref No: RML/2024-25/495

Date: July 25, 2024

To,
BSE Limited
Scrip Code: 543228

National Stock Exchange of India Limited
Symbol: ROUTE

Dear Sir/Madam,

Sub: Sustainability Report for the Financial Year 2023-24.

With reference to the captioned subject, the Company hereby submits the Sustainability Report for the FY 2023- 24. The same is also available on the Company's website at www.routemobile.com.

You are requested to take the above information on record.

Thanking You
Yours truly,
For **Route Mobile Limited**

Rathindra Das
Group Head-Legal, Company Secretary & Compliance Officer
M. No. F12663

Encl.:

1. Sustainability Report for the Financial Year 2023-24.



Sustainability Report 2023 - 24

www.routemobile.com



A Global Player in
Cloud Communication Platform

Table of Contents

- 1. MD & Group CEO Message 2
- 2. Board of Directors 4
- 3. Leadership Team 5
- 4. Achievements & Awards 7
- 5. About Route Mobile Limited 9
- 6. UN Sustainable Development Goals 11
- 7. Scale of the Organization 13
- 8. Information of Employees and Other Workers20
- 9. Supply chain 21
- 10. Precautionary Principle or approach 22
- 11. Information Security and CSR Management..... 24
- 12. Policy Advocacy 27
- 13. Stakeholder Engagement..... 29
- 14. Defining Report Content & Boundaries 32
- 15. Material Topics 33
- 16. Corporate Governance34
- 17. Environment 39
- 18. Talent Management 49
- 19. Corporate Social Responsibility(CSR) 57
- 20.GRI Standards Content Index..... 59
- 21. TCFD Index 64

MD & Group CEO Message



Dear Stakeholders,

I'm pleased to share Route Mobile's latest sustainability report. This report highlights our commitment to sustainable growth and responsible business practices. Our journey from a bootstrapped startup to a leading global cloud communications provider has been guided by a deep responsibility towards our environment, communities, and stakeholders.

At Route Mobile, we believe innovation and sustainability go hand in hand. We take a proactive approach to technological challenges, building products that are at least three years ahead of the future. Our dedicated product and research and development teams continuously develop solutions, ensuring we remain at the forefront of the industry while maintaining our commitment to sustainability.

Our geographical expansion strategies have focused on establishing local presences in regions with strong demand, furthering our sustainability goals by reducing our environmental footprint and fostering local economies.

Joining the Proximus Group has opened doors for significant growth and collaboration. Together with Proximus and Telesign, we are strengthening our capabilities in omnichannel communication and CPaaS solutions. This partnership expands our product portfolio, broadens our global reach, and ultimately allows us to deliver greater value to our customers.

Our governance framework is robust, ensuring we operate with integrity and transparency. We adhere to strict compliance and local regulations across all our markets, a practice that has been crucial in our smooth and successful global operations.



Rajdipkumar Gupta
MD & GROUP CEO

Route Mobile has been recognised with several prestigious awards, including ET Telecom Awards for Best Enterprise Service, and has been ranked as a Tier 1 Vendor in Enterprise and MNO Categories in the ROCCO A2P Messaging Market Impact Report. We also received the Platinum Winner award for Best Mobile Authentication Solution from Juniper Research. Additionally, Route Mobile is featured as a major provider in the Gartner Magic Quadrant for CPaaS and in four Gartner Hype Cycle Reports. These accolades reflect our commitment to excellence, innovation, and sustainable business practices.

We've made strides in sustainability, but there's always more to do. We're constantly learning and actively seek your feedback on how to improve.

Your insights are essential in strengthening our sustainability efforts. These suggestions directly impact the future strategies and initiatives we develop at Route Mobile.

Looking ahead, we're confident Route Mobile will remain a trusted partner and a responsible corporate citizen. With your continued support, we're committed to delivering on our promises and exceeding expectations.

I extend my gratitude to our dedicated team, partners, and stakeholders for their unwavering support. Together, we will continue to drive sustainable growth and create value for all.

Sincerely,

Rajdipkumar Gupta

Managing Director & Group CEO
Route Mobile Limited

Board of Directors



Guillaume Antoine Boutin

Chairman & Non-Executive Director
(Non Independent)
(w.e.f. May 8, 2024)



Rajdipkumar Gupta

Managing Director & Group CEO



Mark James Reid

Non-Executive Director
(Non Independent)
(w.e.f. May 8, 2024)



Sandipkumar Gupta

Chairman & Non-Executive Director
(Non-Independent)
(Upto May 8, 2024)



Chandrakant Gupta

Non-Executive Director
(Non-Independent)
(Upto May 7, 2024)



Arun Gupta

Independent Director
(Upto May 8, 2024)



Sudha Navandar

Independent Director
(Upto May 8th, 2024)



Nimesh Salot

Independent Director
(Upto May 8th, 2024)



Bhaskar Pramanik

Independent Director
(Upto May 8th, 2024)



Anil Kumar Chanana

Independent Director
(w.e.f. May 8th, 2024)



Harita Gupta

Independent Director
(w.e.f. May 8th, 2024)



Prakash Advani

Independent Director
(w.e.f. May 8th, 2024)

Leadership Team



Sandipkumar Gupta

Director - Finance
Route Mobile (UK) Ltd.



Rajdipkumar Gupta

Managing Director & Group CEO



Suresh Jankar

Chief Financial Officer



Rathindra Das

Group Head Legal, Company
Secretary & Compliance Officer



Gautam Badalia

Group Chief Strategy Officer &
Chief Investor Relations Officer



Tushar Agnihotri

Executive Vice President -
India & APAC



Sharad Kumar Thukral

Executive Vice President &
Business Head (Middle East)



Milind Pathak

Executive Vice President,
Product & Marketing



Tonio Ellul

Chief Executive Officer
- 365squared Ltd



Sammy Mamdani

Executive Vice President –
Group Head - Global Operations



Robin Sullivan

Chief Executive Officer
- Mr Messaging



Rainer Viertel

Chief Executive Officer -
Masivian



David Vigar

Executive Vice President -
Digital Identity Business



Carl Powell

Executive Vice President -
Global Partnerships & Alliances



Elsa Shibu

Executive Vice President-
Head Human Resources

Achievements & Awards



Trailblazer CEO award at the Corporate Leadership Awards 2024



Awarded 'Best Mobile Authentication Solution – Platinum Winner' by Juniper Research



Most Promising Business Leaders of Asia for 2023-24



Named as the 'Enterprise Martech Vendor of the Year 2023'



Featured as a Key Vendor in 4 Gartner Hype Cycle Reports 2023



Awarded for 'Best Governance' in Mega category at India Family Business Awards 2023



Bootstrapped Entrepreneurs of the Year 2023



Featured in the Top 25 Most Influential People in the ROCCO 100 - 2024 report.



Ranked amongst Top 6 Tier 1 Vendors in A2P SMS Messaging as per ROCCO Consulting report seven times (2016 -23)



Won Future Digital Awards 2023 - Excellence in Telco Innovation by Juniper Research



Reached the Tier One position in ROCCO's CPaaS Market Impact Report 2023



Conferred - "CEO of the Year" & "Cloud Innovator of the Year 2023"



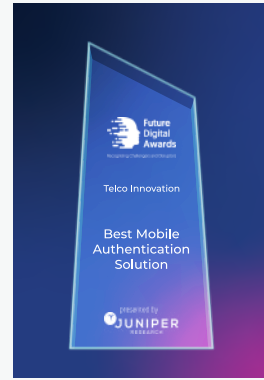
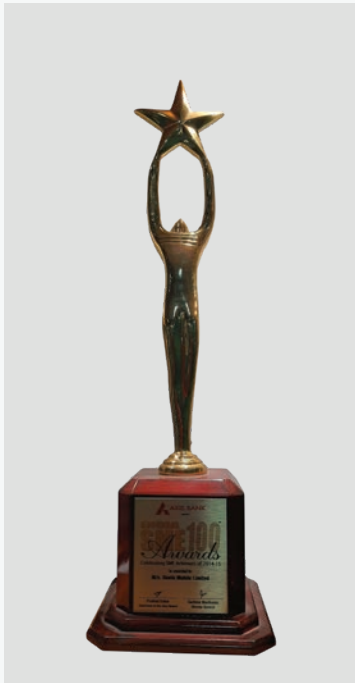
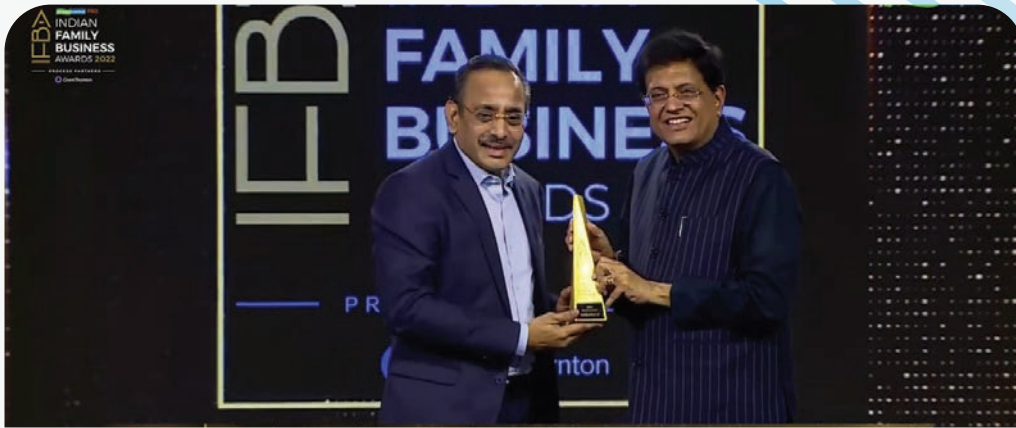
Listed in Dun & Bradstreet's premier publication - Leading SMEs of India 2023



Identified as an Established Leader in Juniper's CPaaS Competitor Leaderboard 2022-2027



"Best Use of Cloud Services by a Telecom Company" & "Best Enterprise Cloud Offering" (IT Sector)



About Route Mobile Limited



Route Mobile began as an idea in 2004, founded by our Managing Director and Group CEO, Mr. Rajdip Gupta – to bring about digital disruption in communication with simplified solutions that could be adopted by businesses regardless of their size. And that strong foundation has given rise to a Billion-Dollar Brand, making Route Mobile one of the World's Leading Cloud Communications Companies.

Our Omni-Channel & AI Communication platform offers businesses an integrated set of digital applications and technology solutions. The highly flexible mix of integrated enablers facilitates the launching of marketing campaigns and daily communications between the business and its customers/employees/partners. Communication channels include voice, SMS, 2-Way SMS over SC, USSD, OTT/chat apps, and email. Digitalization is currently transforming societies – bringing both new opportunities and risks. Those who are digitally included can make the most of new opportunities. Those who are not risk being left behind when services such as healthcare, banking and education are digitalized, and many social arenas continue moving online. For the longest time, the main purpose of corporations was in maximizing profits for all their stakeholders. Organizations of all sizes have been continuously walking away from their approach especially due to the rise of consumer demands which produce environmentally sustainable and eco-friendly products. From new digital touchpoints to innovative and inspiring products and services that help customers achieve their own sustainability goals, we help businesses shift perceptions and bring customers—and their own people—on the journey.

As organizations have taken the sustainability pledge, it is important to understand how to reduce the overall environmental impact of businesses through simplifying, reporting and introducing sustainable processes. Organizations are more committed to producing overall shareholder value especially by reducing the maximum toll on the environment and economies. Thus, harnessing the cloud is a great method of ensuring sustainability. Sustainable cloud

technologies are great in providing unique ways for companies to significantly improve their overall commitments to reducing carbon emissions and fostering innovation. There has been a significant increase in moving toward cloud computing results that have reduced infrastructure, physical space and the overall energy usage which utilizes cloud-native applications that consumes a lesser number of resources. The ability of organizations and their potential has also significantly improved especially in terms of supporting remote working capabilities, which has become the new normal. This move has helped to reduce the need of having large office spaces, and reduced carbon dioxide emissions which are associated with an enterprise. Cloud computing has suggested that there are more than 1 billion metric tons of carbon dioxide between the years 2021 and 2024. The transformational power of the cloud is quite undeniable but it is important that the cost does not outweigh organizations as it costs the planet a fortune. Traditional data centers are not environmentally sustainable with wasteful power consumption and there is a greater reliance on non-renewable energy. Building power-efficient, green data centers is necessary for reducing the overall carbon footprint of organizations and bringing it to near-zero levels.

Listed on the Bombay Stock Exchange and National Stock Exchange since September 2020, Route Mobile is among the leading Cloud Communications Platform service provider offering Communication Platform as a Service (CPaaS) solutions. Our values guide our progress in a complex and evolving environment. In all we do, we aim to act in a principled, inclusive, collaborative, forward-thinking and rigorous manner.

We cater to enterprises, over-the-top (OTT) players, and mobile network operators (MNO) and our portfolio comprises solutions in messaging, voice, email, SMS filtering, analytics, and monetization. Our Enhanced Business Messaging Solutions leverage some of the most widely used communication channels like WhatsApp, Google Business Messages, Viber Business Messages and Facebook Business Messages. We deliver an entire communication product stack, based on CPaaS principles, infusing Communication Commerce across a broad range of industries including social media companies, banks and financial institutions, e-commerce entities, and travel aggregators. Route Mobile is headquartered in Mumbai, India with a global presence across the Asia Pacific, Middle East, Africa, Europe, and the Americas.

Route Mobile, India's largest multinational omni-channel cloud communication company, has over **334** of the best- trained technocrats & **95** business managers in more than 20 countries. The Company generated revenues of **₹6670.82** million and net profit of **₹1263.26** million (consolidated revenues of **₹40232.86** million and net profit of **₹3888.35** million) for the year ended March 31, 2024.



UN Sustainable Development Goals:

Our commitment to the United Nation's Sustainable Development Goals



In a period where digitization and technological innovation are the main drivers of economic growth, RML, has embraced the urgency of achieving national digital transformation. Our milestones over the years have not only served our loyal customer base, but also addressed community needs, emphasizing our full awareness that achieving economic growth and addressing the repercussions of such growth practices are of equal importance. The United Nations' Sustainable Development Goals (SDGs) set out a shared vision to end poverty, fight inequality and injustice, and tackle climate change by 2030. We will leverage the power of our digital enabler products and services to contribute to the global goals. Our commitments are a work in progress: we'll unite around these to ensure we play our part in delivering a thriving, sustainable future for the world. The SDGs together form a roadmap for global prosperity that can only be achieved with a concerted global effort led by national governments and supported by nongovernmental organizations, civil society and business enterprises.

We mapped six (6) areas out of the seventeen (17) SDGs, which are aligned with our management philosophy in terms priority areas for our social initiatives. We have identified the Company's priorities in the materiality matrix and their impact on the different objectives of the Agenda These goals are a combination of actions that lay the groundwork for sustainable development and responsible consumption and production to ensure all human beings benefit from economic, social and technological progress.





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 will advocate for inclusion, diversity and social mobility within, and on behalf of, our community, and ensure RML is a fair and inclusive place to work.



Good Health & Well-Being

Good health is essential to sustainable development and the 2030 Agenda reflects the complexity and interconnectedness of the two. Good nutrition is fundamental to everyone's health and well-being.

Our CSR outreach programs covers this area where we have made contribution in the times of health crisis like Covid and other natural calamities like floods etc. with medicines and food.



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



Operates through **35 subsidiaries** across India, Asia Pacific, Middle East, Africa, Europe, UK, North America, and South America.

Follows a **be-local-serve-global** strategy to partner with global enterprises and domestic businesses.

Team of **802 professionals** across multiple countries.

334 technology experts create cutting-edge communication solutions.

Serves **3,000+ customers** with over **126 billion** transactions (messages) in FY2024.

Highly scalable technology platform and infrastructure.

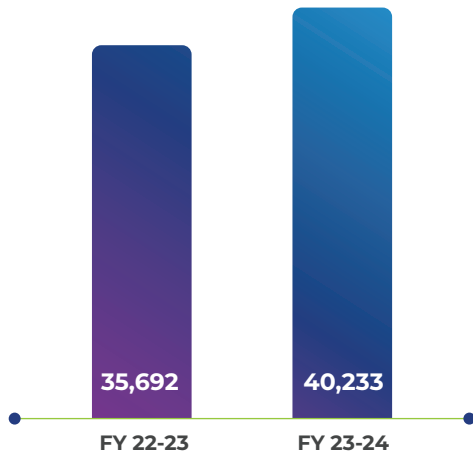
Reported **₹4,0233mn** (consolidated) **in revenue** from operations in FY2024, making it one of the largest global CPaaS players.



Key Statistics

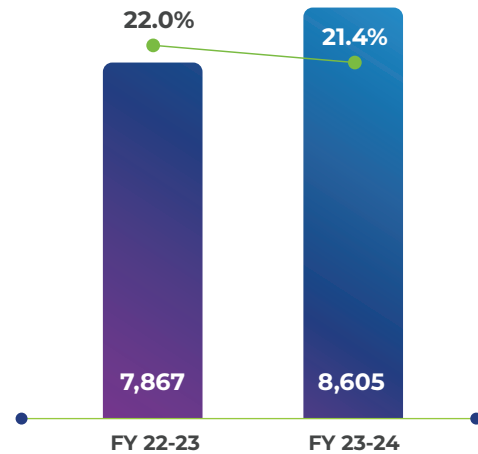
FY 23-24 Snapshot

Revenue from Operations (in ₹ mn)



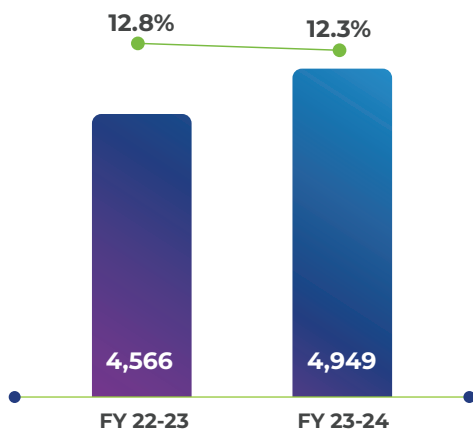
12.7% Y-o-Y growth

Gross Profit (in ₹ mn) & Gross Profit Margin (%)



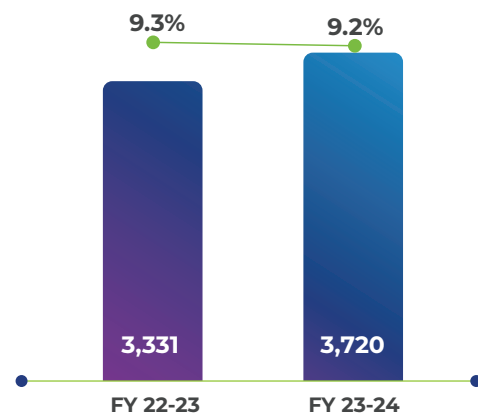
9.4% Y-o-Y growth

EBITDA⁽¹⁾ (in ₹ mn) & EBITDA Margin (%)



8.4% Y-o-Y growth

PAT⁽²⁾ (in ₹ mn) & PAT Margin (%)



11.7% Y-o-Y growth

1) Net loss on FX transactions and translation, ESOP benefit expenses (non cash), Intangible assets under development and one time consultancy fee and retainer fee were adjusted from EBITDA
 2) PAT excludes Exceptional for the quarter and year ended 31 March 2024, pertains to net of the fair value gain of the contingent consideration pertaining to acquisition of a subsidiary in previous years and recognition of impairment loss of goodwill pertaining to a step down subsidiary and provision of an onerous contract.

Key Statistics



126 Bn

Billable Transactions (FY23-24)



900+

Network operators



10.5 Bn

Monthly Transactions (FY23-24)



19 & 6

Data centres & SMSCs



280+

Direct Connections



800+

No. of employees



20+

Offices Globally



3,300+

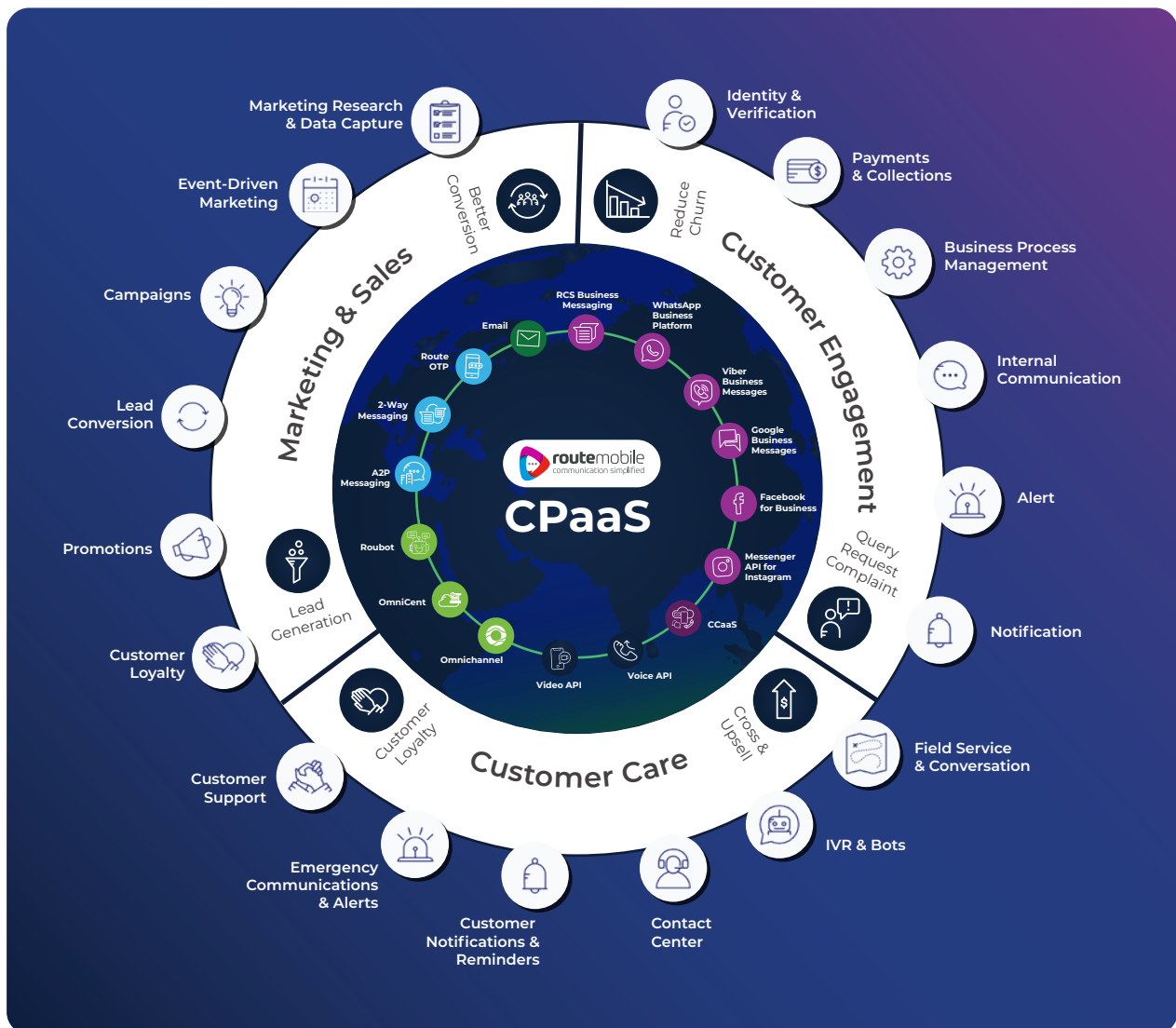
Active Billable Clients

Our Products & Services

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

At Route Mobile, we are 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.



- Messaging
- Email
- Enhanced Business Messaging
- CCaaS
- Voice
- Other Solution

Our New Products



'OCEAN' is Route Mobile's first-of-its-kind Personalized Omnichannel Customer Experience Suite that enables enterprises to unify their customer communications across mobile, web & social channels. Enterprises can activate channels on demand and manage communications across multiple channels through a single platform for better user experience. OCEAN allows for multiple accounts to be associated with a single organization across various channels within its platform. Enterprises can efficiently manage multiple channel templates & improve campaign scheduling with timely status updates. They can improve campaign performance and monitor real-time status updates consistently across all channels. Build custom chatbots with a codeless flow-builder tool & NLP engine integrations - across web, social & mobile channels seamlessly.



**RCS
Business
Messaging**

RCS (Rich Communication Services) is a game changer in mobile messaging, offering advanced features such as branded sender IDs, rich media, and interactive content—like scrollable carousels, quick replies, and CTA buttons. Designed to deliver a sleek and engaging experience, RCS operates within the messaging app built into your customer's smartphone. Embracing RCS unlocks new opportunities for meaningful customer engagement.



VoicEX is a voice communication solution from Route Mobile. It's a suite of cloud telephony solutions offering Voice Campaigns, Virtual Number, SIP Trunking, Missed Call, Click to Call, Safe Connect, and CCaaS. VoicEX streamlines enterprise communication processes through a multi-channel platform, offering scalability, superior voice quality with reduced latency, instant on-cloud deployment for customized solutions, and 24/7 support for uninterrupted business operations.

Partnerships



ROBI

Route Mobile has partnered with Robi Axiata Limited in Bangladesh to provide complete managed services for RCS Business Messaging to Robi.



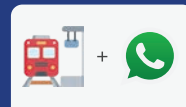
DMRC

Enabled an easy ticket booking interface for Delhi Metro Rail Corporation Ltd. on WhatsApp



Pune Metro

Introduced a first-of-its-kind ticket purchase experience through Rich Communication Services Business Messaging for Maha Metro Pune.



Largest enabler of WhatsApp-based ticketing for metros

Route Mobile became the largest enabler of WhatsApp-based Metro rail ticket booking in India, serving over 75 lakh commuters each day.



Proximus Deal

Route Mobile embarks on a new strategic direction by becoming a part of the Proximus Group. This will help the company expand its global footprint and product portfolio.

Our Global Footprint



800+ Employees

280+ Super Network
Widespread global distribution & reach

19 virtualized Data Centers

18 Hubs

18 Firewall deployments

Data as on Mar 31, 2024

Information of Employees and other Workers



<p>Total number of employees by employment contract (permanent and temporary), by gender.</p>	<p>Male: 293 Permanent: 293 Temporary: 0)</p>	<p>Female: 92 Permanent: 92 Temporary: 0</p>	<p>Total: 385</p>
<p>Total number of employees by employment contract (permanent and temporary), by region.</p>	<p>NA 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.</p>		
<p>Total number of employees by employment type (full-time and part-time), by gender.</p>	<p>Male: 293 Permanent: 293 Temporary: 0)</p>	<p>Female: 92 Permanent: 92 Temporary: 0</p>	<p>Total: 385</p>
<p>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.</p>	<p>NA</p>		
<p>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).</p>	<p>NA</p>		

Supply Chain



RML is realizing sustainable supply chain management, consisting of environmental management, health and safety, labor and human rights, anti-corruption, fair trade, and information protection. The functions dedicated to legal compliance also supports fair trade risk management and response to key issues. Through the Supplier Code of Conduct, we also recommend that all business partners and secondary business partners in contractual relationships comply with the applicable principles. In addition, we prevent business risks related to business partners, including suppliers, in advance by conducting regular monitoring on compliance with the code of conduct. We expect our vendors, suppliers, contractors, and consultants to share our commitment to the highest ethical standards and operate in compliance with applicable laws, rules, and regulations, including all anti-bribery and anti-corruption laws. Providing access to affordable connectivity is not without its challenges. 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. 56 of the Board's Report.

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

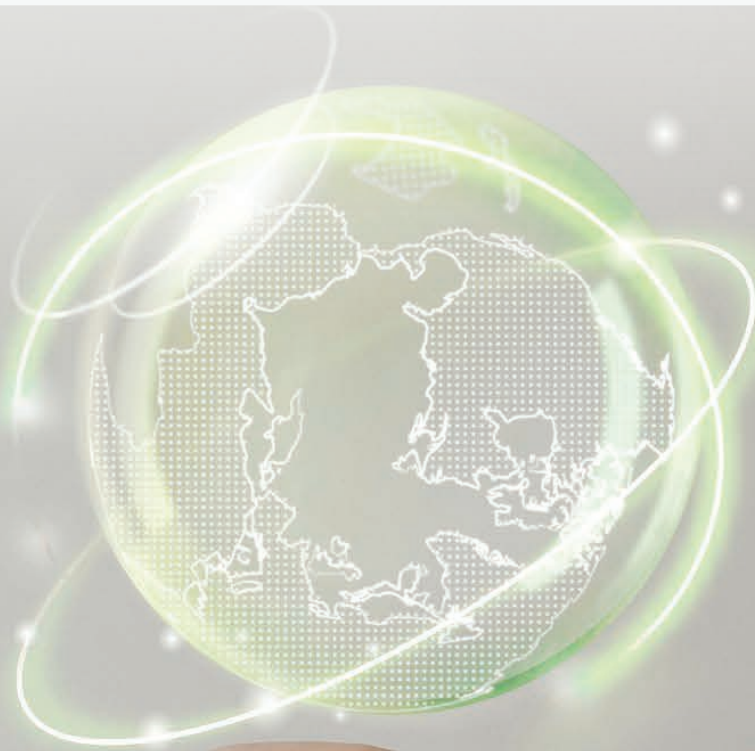
Large telecom operators (MNOs) are our most significant business partners. During the year, we have increased our network to 280



Precautionary Principle or approach



To reduce or avoid negative impacts on the environment, we apply precautionary principles in our operations where scientific evidence is insufficient or uncertain. The Company has in place proper mechanisms to identify and manage significant risks. A precautionary approach is communicated through information on internal controls and practices at RML. Additionally, the RML's approach to mitigating risk and managing economic, environmental, and social performance is communicated to its key stakeholders. We strive to approach our risk management with the same level of rigor and continue to mature our risk management practices and capabilities to better serve our stakeholders.



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 Chief Financial Officer (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 2023-24, 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 complies with all the personal information-related laws and discloses its Personal Information Handling Policy on its website to allow customers to access it easily at any time in conformance with the relevant laws. The personal information collected from our customers is used to provide them with RML's services and to carry out quality improvements. As such, we manage it safely by taking various technical and managerial protection measures beyond the level specified by the relevant laws. RML provides the necessary data according to the statutory provision standards and methods when government agencies request data. Such cooperation and reporting are conducted in accordance with the procedures and restrictions stipulated by the current law, but we further review whether there are any potential violations of users' rights and conduct internal due diligence to minimize human rights risks.

Data privacy training is mandatory for all of our employees at onboarding and periodically thereafter, and we also offer additional role-based training and guidance for teams that regularly handle personal data. Employees who inappropriately disclose or otherwise misuse confidential information may be subject to disciplinary action up to and including termination. Our Risk Management Committee identifies cyber risks and threats, recommends mitigating actions to strengthen cyber resilience,

and meets risk tolerance thresholds established by executive leadership. Our IT Use Policy outlines a clear escalation process that requires employees to immediately report any suspected cybersecurity incident to the IT Help Desk. We contract reputable third parties to conduct annual external assessments of the cybersecurity program and its components.

We take measures to ensure that third parties who process personal data on our behalf do so in accordance with applicable laws and regulations. We conclude Data Processing Agreements and, in case of data transfers, implement data transfer mechanisms, such as standard contractual clauses.

Regulatory requirements and customers' concerns about data privacy are another area that involves complex risk and compliance solutions, as a failure in compliance can lead to fines and loss of customer trust. The provision of telecommunications services inevitably entails processing a wide range of personal data from our customers. We strive to ensure that customers always understand why we process their personal data and their rights. For maximum data protection, we have adopted several policies governing data processing and various mechanisms such as encryption, anonymization, and pseudonymization for both "data in transit" and "data at rest." Data protection officer supervise compliance with information security and fraud protection policies in our business units.



Policy Advocacy



We believe that greater transparency, more informed decisions, and equity around information access open the door to shared progress. Consequently, public policy is an integral part of our engagement strategy and core to our business. We regularly engage with policymakers and regulators globally on issues that are important to us and our stakeholders. We engage with governments and regulators in public policy discussions to share our views and the perspectives of our clients, employees, and communities on issues relevant to our business. Our aim is to provide the industry with highly specialized knowledge and key insights. We participate in stakeholder consultations with the Department of Telecommunications (DoT) (India) and the Telecom Regulatory Authority of India (TRAI) on a host of market issues, principally those relating to telecommunication and cloud communication, digital penetration in the market, macroeconomics, ESG, and trade. Our lobbying positions support our purpose, policies, and positions. We are also members of various interest groups and engage with think tanks globally. These organizations provide venues for policy discussions and opportunities for advocacy on common areas of interest.



Our interactions with political community members focus on political dialogue, information exchange, and open and transparent knowledge sharing. Our guidelines stipulate that our interactions and contributions must comply with all applicable laws and must never aim to inappropriately influence or compensate officials for political favors. Even if permitted by local law, we do not make contributions through donations to or sponsorships of political parties or related organizations. Furthermore, we do not make donations to or sponsor holders of public office or candidates for such, nor do we make other types of financial contributions.

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 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) as a non-profit organisation.

Stakeholder Engagement



There is an increasing demand from stakeholders and clients to integrate environment-friendly initiatives into supply-chain management. As a global professional service organization, our global supply chain is of utmost importance. RML has a large supplier portfolio and reputational risks are associated with this. Any oversight can result in a loss of customer trust and damage to the RML brand or market position. Sustainability is at the core of everything we do. It should be easy to do the right thing, and we continuously want to improve our work. The environmental work should be structured and well-known both internally among our employees and externally among our stakeholders. Collaboration with stakeholders is key to the continuous improvement of our ESG program, and it's been gratifying to watch our stakeholders become increasingly interested in the outcomes and impacts of our ESG initiatives. We aim to continue earning their trust by being transparent about our business, our practices, and our operations as they relate to ESG. We communicate with our team members through numerous platforms and channels, including town halls, meetings, the Internet, internal messages, social media, blog posts, and newsletters that report on RML's sustainability efforts and other key business activities.

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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 webinars 	<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

Stakeholder	Interfacing Group	Approach to stakeholder engagement	Material Topics/Interests
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 overarching objective is to transparently explain how we address RML's most prominent economic, environmental, and social impacts. Omission from the material issues covered in our report does not mean that the issue is not managed by RML. This report has been prepared in accordance with the GRI Standards: Core option. The report content also draws from the recommendations of the Task Force for Climate-Related Financial Disclosures (TCFD) and reports on initiatives intended to drive progress on the United Nations Sustainable Development Goals (SDGs). The report also strives to incorporate information on Business Responsibility and Sustainability Report (BRSR) disclosures prescribed by the Securities and Exchange Board of India. This document was approved by our Board of Directors. Our sustainability data has not been subject to external assurance.

RML publishes the Sustainability Report on an annual basis (April-March). The last report was published for FY 2023. The current report for FY 2024 (April 1, 2023 to March 31, 2024) is the 4th such report published by RML to date. There has been no restatement of information or changes in the material topics or boundaries provided in the prior year's report. The intent of these reporting elements is to provide a level of comfort among our stakeholders that the information we report is timely, accurate, reliable, and complete. The majority of the figures we publish reflect the status as of March 31, 2024. We explicitly state when, in individual cases, the information provided deviates from these parameters.

All the information presented herein is the responsibility of management and was approved by the Board of Directors. Route Mobile assumes no responsibility to any other party regarding or arising out of or in connection with this document and/or its contents or reliance thereon. This document and its contents have been prepared and are intended solely as information for Route Mobile. Our intended audience for this Report includes our employees, clients, investors, and other stakeholders. Select performance indicators were independently assured to a limited level by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company).



Material Topics



Materiality is the principle that determines the issues crucial to our reporting. Based on the GRI Sustainability Reporting Standards (GRI Standards) and its reporting principles for defining report content (stakeholder inclusiveness, sustainability context, materiality, and completeness), the Company undertook a comprehensive strategic review. Our sustainability reporting is built on solid foundations, including strong engagement with our industry peers, internal and external stakeholders, and a robust materiality assessment to determine the core areas of sustainability that our company should report and focus on. The materiality assessment process involves gathering input from different stakeholder groups to identify and prioritize Sustainability & ESG issues based on their relevance and impact on the Company's operations and stakeholders. By including stakeholder views in the assessment, we are able to improve the Company's transparency, as it enables us to address the most pressing concerns and communicate our commitment towards Sustainability and ESG efforts effectively. Additionally, the reliability of data in sustainability reporting is essential, and the materiality matrix plays a vital role in ensuring that the data reported is accurate and relevant. This is because the assessment enables us to focus on issues that are most important and material to our business operations and sector, ensuring that the data reported are reliable and provide stakeholders with an accurate picture of the Company's sustainability performance.

Stakeholder	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. 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



We have a history of strong corporate governance and believe that good governance is critical to achieving long-term shareholder value. We are committed to governance practices and policies that serve the long-term interests of RML and our stakeholders. RML's corporate governance matters are described in our 2024 Corporate Governance report, as well as corporate policies, which are all found on our corporate website. These documents outline the role of our Board and its committees and our key governance practices, as well as the experience, qualifications, attributes, and skills of our directors.

RML believes that an effective corporate governance system requires an efficient Board of Directors and Executive Management team that is aware of the importance of an effective organizational structure with clear roles, competencies, and responsibilities. It also requires a sound internal control system that implements several functions and provides a supportive and responsive culture and work environment. The Board of Directors is the body responsible for directing, managing, and representing the company with full powers, notwithstanding the attributions corresponding to the Shareholders General Meeting. It is composed of a group of professionals with a diversity of knowledge, origins, experiences, and genders whose aim is to provide real value to the company, working every day from a position of integrity and transparency in the most efficient and effective way. The board takes an active role in Board succession planning and is committed to Board refreshment.



governance structure and its composition

The board is comprised of executive, and non-executive directors; independent directors constitute more than 50% of the board size.

role of the highest governance body in setting the organization's purpose, values, and strategy

Business plan & strategy, capital & revenue budgets, financial and corporate governance.

competencies and performance evaluation of the highest governance body

Through confidential questionnaires, feedback is collated on the performance of individual directors, various committees, and the chairman of the Board.

role of the highest governance body in sustainability reporting

The Managing Director and Group CEO, under the guidance of the Board, actively drives the EGS commitments.

role of the highest governance body in evaluating economic, environmental, and social performance

CSR committee and Managing Director & Group CEO review & evaluate economic, environmental, and social performance.

remuneration and incentives

Board remuneration is approved by shareholders; senior management and key managerial remuneration are recommended by the nomination & remuneration committee and approved by the Board of Directors.



Board Composition and Selection of Board & Committee Members

Strong leadership and governance start at the top of the organization. Our Board of Directors sets high standards for our employees, officers, and directors. The Board oversees the management and overall strategy of RML — including the advancement of our sustainability strategy. The Board's oversight extends throughout the year as management continually adjusts its approach in response to emerging sustainability-related risks and opportunities. The Board continues to enhance its collective knowledge of sustainability topics through ongoing education. Additionally, management performed a cybersecurity tabletop exercise with the Board to inform the members of their role with respect to response 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.

Furthermore, the close family members of such personnel and other parties who are controlled, jointly controlled, or significantly influenced by such individuals and entities in which the individuals hold significant voting power are also considered related parties.

All related party transactions that were entered into during the FY 2023-'24 were on an arm's length basis, in the ordinary course of business and followed the applicable provisions of the Act and the Listing Regulations. There were no materially significant related party transactions made by the Company with Promoters, Directors, KMPs, or their relatives which may have a potential conflict with the interest of the Company at large.

During the FY 2023-'24, the Company did not have any material pecuniary relationship or transactions with Non-Executive Directors apart from payment of sitting fees.

Anti-bribery and Corruption and Political Engagement

We have a zero-tolerance policy for bribery and corruption at RML. As a publicly listed company on the BSE & NSE, we are subject to the regulations of the SEBI. We also comply with the UK Bribery Act 2010 and the US Foreign Corrupt Practices Act, as well as global anti-corruption standards and local anti-bribery and corruption laws. 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

Whistle-blower policy, which allows employees, suppliers, and members of the public to report any suspected wrongdoing anonymously, is monitored by the compliance department and Audit Committee. All reports of suspected violations are promptly investigated and remediated. We take appropriate disciplinary action, up to and including termination of employment, against those who violate the law, regulations, our Code of Business Conduct, or other company policies. We prohibit and do not tolerate any form of retaliation against those who raise issues or report 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 decision-making process is to determine, review, and implement the guidelines. The Board of Directors has established a Remuneration Committee.

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 Remuneration Committee shall also monitor the application of these guidelines and the current remuneration structures and compensation levels within the Company. The Board of Directors shall annually prepare a remuneration report which shall be submitted to the shareholders as part of the Annual Report every year.

In preparation for the NRC's proposal for these remuneration guidelines, salary and employment conditions for the Company's employees have been taken into account by including information on the employee's total remuneration, the components of the remuneration and increase and growth rate over time, as the basis for the Remuneration Committee's and the Board of Directors' decision when evaluating whether the guidelines and the limitations set out herein are reasonable.

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 – ₹40,638 million

Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments;

₹36,749 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'.

₹3,888 million

Environment



At RML, we are fully aware of our environmental responsibilities in operating based on extensive telecommunications and network infrastructure and delivering services to millions of customers. The Company strives to minimise the impact of its business on the environment and follows all environment-related legal and other regulations. In addition to reducing our own environmental footprint, we also engage with employees, customers and suppliers to be more environmentally conscious. We

are working to build a sustainable supply chain that upholds our rigorous standards and champions climate action, diversity and ethical codes of conduct. In addition to the reported emissions reductions, we are committed to offsetting our emissions from operations, business travel and employee commuting on an annual basis.



Our TCFD Commitment and Strategy



RML is committed to connecting everyone to the most trusted, reliable, and efficient communication platforms. Ensuring that everyone has access to reliable connectivity and the right digital skills is the key to making sure that no one is left behind in the digital world. We have reported in alignment with The Financial Stability Board's Task Force on Climate-Related Financial Disclosures (TCFD). The Financial Stability Board established TCFD in 2015 to move the climate disclosure agenda forward by emphasizing the link between climate-related risk and financial stability. The TCFD structures the recommendations around four thematic areas that are core elements of how organisations operate.

We recognise that climate change poses physical and transitional risks, as well as opportunities for our business. New policy and legal requirements are currently very much driven by the EU Green Deal, the EU Circular Action Plan, and related national legislation. Several new and upcoming laws are making previous voluntary work mandatory, loopholes are being closed, and transparency requirements aim to make the environmental performance of companies/ products/services comparable. We expect these changes to increase the return on investments in sustainability-related work and make greenwashing and "lighter" sustainability work more difficult and subject to penalization. In addition to legislation targeting all large companies (such as CSRD and CSDDD), ICT/telcos are targeted specifically in relation to, for example, the energy efficiency of data centers, eco-design, and the energy efficiency of mobile phones, the "right to repair" electronics, transparency, and other requirements regarding the environmental

impacts of networks. High reputational risks, rather than fines, are expected for laggards and cases of non-compliance. RML's major supply chain being telcos, we're mindful to collaborate with those who are conscious of their environmental impacts and therefore committed to publishing their efforts around sustainability like GRI-based reports, setting Net-Zero ambitions, and TCFD disclosures.

We routinely consider the effects of climate change in our strategic and financial planning to maximise the value we bring to our customers, investors, and the communities where we operate. Stakeholders such as policymakers, customers, consumers, and investors continue raising their expectations for sustainable practices and offerings. What was previously optional is today becoming mandatory through stricter legislation related to the environment, human rights, and governance. The ambition is to steer capital toward sustainable investments, avoid deceptive or misleading reporting and claims, and make it possible to compare corporate practices. In many respects, energy has taken center stage, and there is a clear need to reduce consumption to handle supply disruptions and combat climate change. The RML climate change response deliberation system is comprised of the Board of Directors, management, and working-level staff. We are a mobile and IoT-centric communication platform company, so our nature of operations is not directly exposed to climate-related risks. Our suppliers, though, who are large telecom operators majorly use diesel, electricity, etc. for running their telecom towers, and it has emerged as a leading sector based on the analysis of the 2019 EY Global Climate Risk Disclosure

Barometer. The CEO holds the highest-level management position with direct responsibility for assessing and managing climate-related issues. The CEO reports to the Board. In this position, the CEO is responsible for overseeing our environmental (including climate-related) governance and leads coordination of the company's CSR activities, serving as a member of the CSR Committee, communicating climate-related issues to the Board, and ensuring the implementation of climate-related decisions made by the CSR Committee and/or board.

We recognise that both climate-related risks and opportunities have the potential to impact our business. We are therefore taking the necessary steps recommended by the TCFD to assess the potential severity of the risks and the potential value of the opportunities, so we can maximise the positive impacts and minimise the negative impacts on our business. We offer more sustainable cloud communication solutions that can improve our customers' environmental performance and mitigate climate change by providing alternative solutions to replace current energy intensive processes and behaviors.

As a communication company, the solutions we offer to our customers have the greatest potential to drive climate action on a global scale. As governments, industries, companies, nonprofits and individuals work to accelerate to net zero, we believe that all of our customers will require innovative technology to allow them to measure and manage their carbon footprint. We focus on climate action and helping our customers accelerate to Net-Zero. Our strategically positioned products like the OCEAN and Roubot can help customers manage their carbon emissions and develop their climate action strategies, by designing their customer outreach & communication programs centred around digital medium, and thus completely eliminating paper use and/or travel. We strive to have a positive climate influence on society through multi-stakeholder engagement with governments, suppliers, customers, stockholders, employees and peers. Digitalization is rapidly moving towards cloudnative architectures. For organizations this can lead to the provision of substantially improved customer experiences, greater efficiency, and agility. But to capitalize on this shift,

organizations need to rethink and redesign their ways of working. Key enablers include access to many types of digital data, and agile working methods. Together they provide the foundation for intelligently automated processes.

RML's Board of Directors is responsible for assessing the Company's approach to risk management and overseeing management's execution of its responsibilities for identifying and managing risk. Significant strategic risks are overseen and evaluated by the full Board while other risks are overseen by Board committees. In our annual risk assessment process, we review the business impact of risks and assign likelihood and impact scores to risk areas including business continuity, security, privacy, environmental, health and safety, human rights, and others. RML actively maintains a Business Continuity Management System (BCMS) to ensure the stability of our global operations following a potential disruption or catastrophic event, such as a natural disaster, pandemic, cyber-attack, or other similar events within the supply chain. The BCMS defines procedures to limit the impact of the loss of key internal services on our Customer Operations, Services, and R&D Programs. Additionally, whilst the telecommunications industry is a large energy consumer, we consider ourselves well-placed to help mitigate climate-related risks. Our connectivity solutions can help our customers and wider society to achieve energy and resource efficiency improvements through the use of the Internet of Things ('IoT') and connected solutions. We are committed to working closely with other ICT sector companies to drive investment in and implementation of digital solutions in action against climate change.

RML operates a company-wide risk management system and executive framework to ensure the integrated management of climate change impacts. Climate change impact and changes to external circumstances are managed under the existing risk areas of strategy, finance, reputation and social responsibility, regulations, and business operations. RML operates disaster recovery systems to improve the stability of its communication networks. Through redundancies in access pathways for key networks and critical communications equipment and the separate operation of networks by layer and region, we prevent the proliferation of potential communication errors. Telcos or Mobile Network Operators ("MNOs"),

which are our most critical and largest suppliers, generally have been found to carry out preventive inspection activities in anticipation of typhoons and heavy rains. If heavy rainfall is forecast, they initiate a proactive response to prevent flooding and minimize damage. Their wireless communications facilities are usually protected from fire damage related to wildfires, automatic fire extinguishing systems, and fire resistance extinguishing sheets are installed within power packs, and communications poles are protected from the ingress of vegetation using weed-suppressive mats and weed-suppressive caps. networks and critical communications equipment and the separate operation of networks by layer and region, we prevent the proliferation of potential communication errors.

Reducing the Carbon Footprint (Energy & Emissions)

Transmitting data and connecting devices to our networks and storing data on our servers requires significant amounts of energy. Most of the electricity we use is generated from conventional energy resources, and the recently experienced prominent cost inflation is one of the incentives to optimise the Company's energy consumption and seek alternative energy resources. Our major suppliers are telecom operators, and although most of the emissions generated by the Company's business are classified as indirect, our own assets also consume energy. We believe every business must be a sustainable business, as customers, employees, partners, regulators and communities demand more progress and greater transparency. Climate change is one of the defining issues of our time. While our business is not a major emitter of greenhouse gas (GHG) emissions and has a limited direct environmental impact, we have an important role to play in modeling proactive corporate responsibility, setting industry standards, and demonstrating best practices. We are taking significant steps to advance climate action by publishing our annual sustainability report, including disclosures on the required lines of TCFD. RML is committed to environmental sustainability in how we operate our business, and we hold ourselves accountable to clear and measurable objectives.



Reducing the Carbon Footprint (Energy & Emissions)

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

<p>a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.</p>	<p>NIL</p>
<p>b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.</p>	<p>NIL</p>
<p>c. In joules, watt-hours or multiples, the total:</p> <ul style="list-style-type: none"> i. electricity consumption ii. heating consumption iii. cooling consumption iv. steam consumption 	<p>Total Electricity Consumption Meter Units (KWh): 3,49,040</p>
<p>GHG emissions [from direct energy consumption, like fuel, if any (Scope 1), purchased electricity (Scope 2), and other indirect sources, if any, (Scope 3)]</p>	<p>Direct GHG emissions (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 2023-24 was 174.52 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: 1054.10 Metric Tons of CO2 Equivalent.</p>
<p>d. In joules, watt-hours, or multiples, the total</p> <ul style="list-style-type: none"> i. electricity consumption ii. heating consumption iii. cooling consumption iv. steam consumption 	<p>Not Applicable.</p>
<p>e. Total energy consumption within the organization, in joules or multiples.</p>	<p>We are in the Service Industry, electricity is the only significant form of energy consumed. Total Electricity Consumption Meter Units (KWh): 3,49,040 (1256 GJ)</p>
<p>f. Standards, methodologies, assumptions, and/or calculation tools used; &</p> <p>g. Source of the conversion factors used.</p>	<p>The electricity consumption is controlled by certain changes in process, e.g. Controlling the temperatures of HVAC, Regular maintenance of HVAC on monthly basis. Usage of energy efficient lighting to reduce the power consumptions, curbing the unnecessary usage of electricity. The organisation aims to control the overhead costs by keeping a check on the electricity consumption on a regular basis, thus contributing to Sustainable/positive development.</p>

Direct (Scope 1) GHG emissions

Gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent.	NA
Gases included in the calculation; whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all.	NA
Biogenic CO2 emissions in metric tons of CO2 equivalent.	NA
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 CO2 equivalent.	174.52 metric tons of CO2 equivalent
If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent.	NA
If available, the gases included in the calculation; whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all.	NA
Base year for the calculation, if applicable, including: i. the rationale for choosing it;	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 CO2 metric tons) of CO2 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 Shahtanu & 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 CO2 equivalent.	1054.10 Metric Tons of CO2 Equivalent
If available, the gases included in the calculation; whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all.	NA
Biogenic CO2 emissions in metric tons of CO2 equivalent.	NA
Other indirect (Scope 3) GHG emissions categories and activities included in the calculation.	NA
Base year for the calculation, if applicable, including:	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 CO2.



Water Withdrawal by Source:

Although RML is not a water-intensive company, we minimize water use wherever feasible, including responsible use, reuse, management, and discharge across our office portfolio. None of our Offices are located in water-stressed areas. We do not ignore environmental topics. The nature of our business means we are not a major water consumer, but we care about how much we use and look for opportunities to be more efficient. Our operations facilities are on leases, and there's no groundwater extraction, and the entire water use is from third-party tankers and bottled water. We have a sales office in Delhi, and the decreasing water surface level is a concern. We're mindful of being responsible with water use there, though the water we use at our offices is barely and typically drinking water and water for sanitary use. Nevertheless, we keep improving our water management practices and increasing the general awareness of this topic in our business units. Our ambition is to make a positive contribution to global water resilience through water management across our operations and the full 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	3767.82 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	163.79 KL
Standards, methodologies, and assumptions used	Tanker water is considered as groundwater.

Waste Generation and significant Waste-related Impacts

We generate modest amounts of waste through our operations, most of which are non-hazardous and recyclable, such as paper and cardboard used for packaging and electronic waste from our operations. Being a service-oriented company, we do not generate process and manufacturing waste. We aim to minimize internal waste through material reuse, recovery, or repurposing. We are making our offices more environmentally friendly by purchasing sustainable materials, improving waste management, limiting business travel, and promoting sustainable commuting options. We continue to advance our programs in the area of Eliminating single-use plastics, pivoting to purchasing reusable and plastic-free items in our locations around the world. During fiscal 2024, we reused or recycled most of our e-waste relating to computers and workstations. We continue our efforts to reuse or recycle other e-waste such as monitors and servers. We are constantly making efforts to reduce paper use and we have installed sensor-based hand dryers at all restrooms in our major locations to reduce paper use. We implemented the ban on the use of plastic products in our pan-India offices to ensure zero plastic waste on our premises.

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



As an organization, we believe in implementing practices and strategies that help us attract, retain, develop, and engage with our workforce to meet current needs and ensure long-term viability and success. Appended below are some of the Principles that we have integrated towards building a resilient and adaptable workforce that drives long-term success and sustainability.

Our Talent management strategies are closely aligned with the organization's overall mission, vision, and strategic objectives. This ensures that talent management efforts contribute directly to our organization's success.



Comprehensive Recruitment and Selection:

We ensure effective recruitment and selection processes that aim to attract candidates who not only possess the required skills and qualifications but also fit well with the organization's culture and values. We provide opportunities for continuous learning and development, as they play a crucial role in retaining and engaging employees.

We put in efforts to identify and develop future leaders within the organization for long-term sustainability. Our Succession planning involves identifying key positions, assessing potential candidates, and implementing strategies to groom successors for leadership roles.

We consciously Promote work-life balance and emphasize employee well-being. This includes offering flexible work arrangements, promoting a supportive work environment, and providing resources for physical and mental health.

We embrace diversity and foster an inclusive workplace culture not only to promote innovation and creativity but also attracts a broader talent pool. Our talent management practices prioritize diversity and inclusion initiatives to ensure equal opportunities for all employees.

By incorporating these practices, we have not only attracted and retained top talent but also contributed positively to environmental and social sustainability goals, creating long-term value for both the company and our employees.



Performance Management System:

It is designed to be fair and transparent. It helps employees understand expectations, receive feedback on their performance, and identify areas for improvement. It also ensures that high performers are recognized and rewarded appropriately.

Employee Engagement

At Route Mobile our employee engagement Initiatives are designed and implemented basis the unique needs and preferences of employees while aligning with the organization's values and goals. The primary objective of these initiatives is to create a more resilient, motivated, and loyal workforce capable of driving long-term success.

We have regular Rewards and Recognition programs to encourages acknowledge and motivate employees and their contribution to the organization. We value the diverse cultures that they bring into the organization and ensure that each of them is valued and respected.

We ensure that our communication is transparent and open at all levels. Communications session Like Town Halls are held on a quarterly basis to keep employees informed.

We Encourage teamwork and collaboration through regular team-building activities, both within departments and across the organization.

We aim to create a workplace where employees feel valued, motivated, and engaged, leading to increased productivity and retention.



Diversity, Equity, and Inclusion

At Route Mobile Ltd, integrating diversity, equity, and inclusion (DEI) into our operations is pivotal to our goal of building a more connected world. We hold the conviction that diverse perspectives drive superior solutions and ignite innovation. We actively cultivate diversity in our hiring, development, and advancement strategies, striving to create a workplace where everyone feels included, supported by initiatives such as employee resource groups and mentorship circles. We believe our workforce is our greatest asset, propelling us ahead competitively. Our DEI efforts are concentrated on attracting talent, nurturing development, and enhancing culture and engagement. Our commitment is to shape a culture where every individual, especially those from underrepresented groups, experiences a true sense of belonging. Route Mobile's Comprehensive Inclusivity policy stringently prohibits any form of harassment, applying to all employees, customers, vendors, suppliers, and third parties. This policy is reinforced through mandatory training designed to prevent harassment and discrimination, providing multiple channels for reporting incidents, ensuring a safe and respectful work environment for all.

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	22	80	20-30	12	40
	30-50	10	23	30-50	8	10
	50+	0	0	50+	0	0
Total		32	103		20	50

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.

30 days

NA

All legal obligations are respected. Employees are comprehensively and timely informed about company changes. Fundamental questions concerning the company's development are discussed in communications and meetings.

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:

We are committed to protecting the safety, health, and well-being of all employees and individuals in our workplace. As a result, we are committed to complying with all health and safety laws and regulations, including laws and regulations relating to COVID-19 and/or other public health issues. As we continue to monitor the risk presented by the pandemic, we are also re-assessing and evolving the ways we work. Initiated in 2020, our Workplace of the Future (WoF) program is focused on enabling a robust hybrid work model.

Employees had broad flexibility around when to work from the office and when to work from home, considering their individual well-being availability of child and elder care, and local infrastructure enabling them to travel safely to work. In addition to carefully following local rules and regulations, many locations implemented rotations to allow for physical distancing and provided mandatory training on protocols and employee expectations.

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

We recognize that learning is a lifelong journey. Therefore, we provide opportunities for employees at all levels to acquire new skills, knowledge, and experiences throughout their careers. Our training and development efforts align closely with the company's strategic goals and objectives. We maximize their impact on business outcomes by ensuring that learning initiatives directly support the organization's mission and vision.

We believe that practical, hands-on experience is essential for skill development. Therefore, we provide opportunities for employees to apply what they have learned in real-world scenarios, whether through on-the-job training, simulations, or projects. Feedback is crucial for growth. We foster a culture of open communication and provide regular feedback to help employees identify areas for improvement and capitalize on their strengths.

We recognize the value of diversity in perspectives and experiences and our training and development initiatives are aimed to create an inclusive environment.

In today's rapidly evolving digital landscape, we embrace technology as an enabler of learning. We leverage cutting-edge tools and platforms to deliver engaging, interactive learning experiences that are accessible anytime, anywhere.

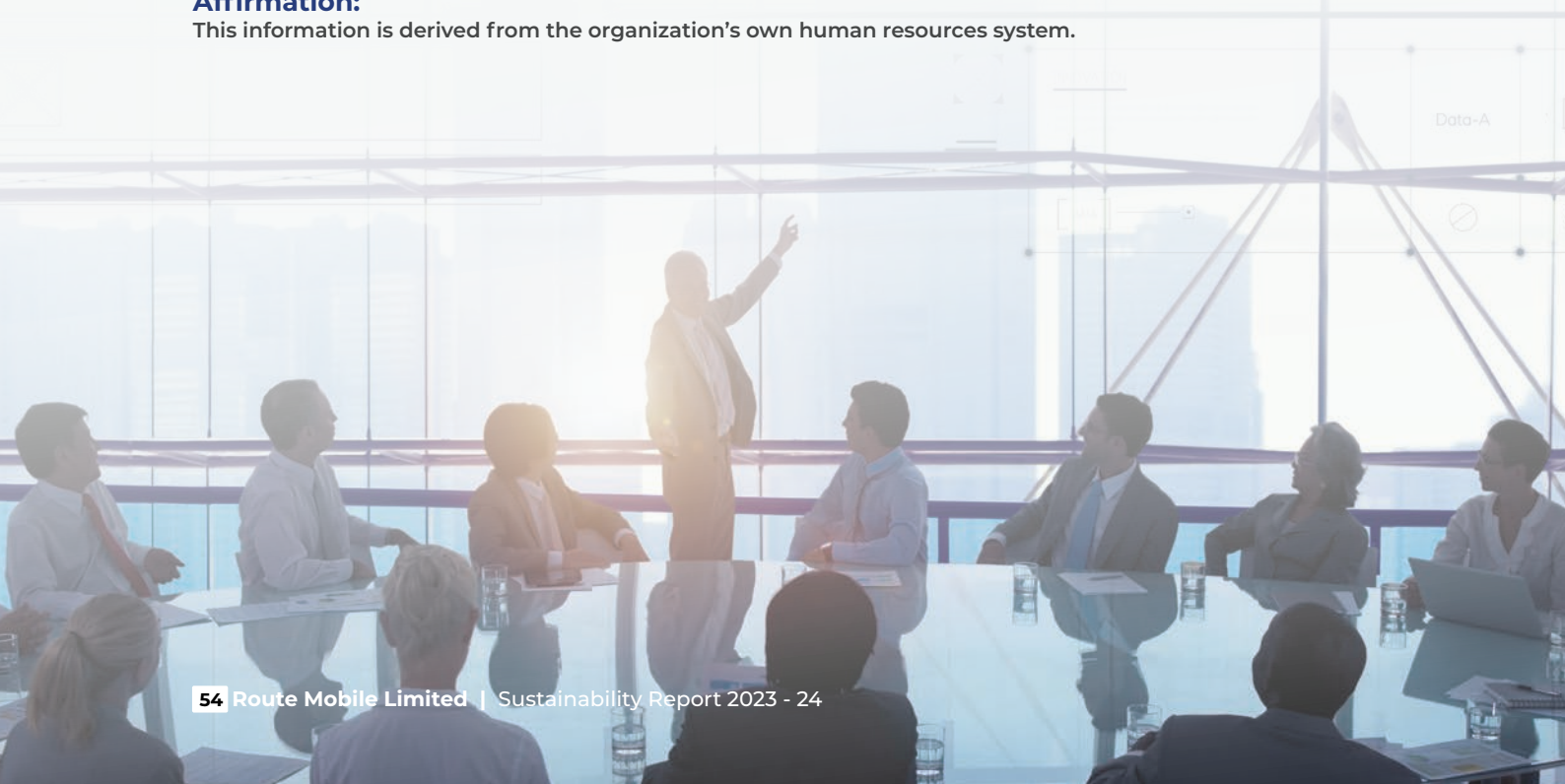
Overall, our training and development philosophy reflects our commitment to fostering a culture of continuous improvement and empowering employees to reach their full potential. Through ongoing investment in learning and development, we aim to drive individual and organizational success in an ever-changing world

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

Gender	Female: 24hrs Male: 24hrs
Employee category*	Product: 64 Technology: 60 Sales: 45 Marketing: 20
Breakdown of employees by level (such as senior management, middle management) and function (such as technical, administrative, production)	Leadership Team: 14 People Managers: 90 Individual Contributors: 222

Affirmation:

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



Diversity of governance bodies and employees

We believe that creating and maintaining a diverse workforce helps us drive innovation, exceed customer expectations, and remain economically and socially sustainable. Diversity, Equity & Inclusion (DE&I) also supports our goals of attracting and retaining talent who enrich our culture and help us create new solutions to tomorrow's challenges. We are committed to promoting a strong sense of inclusion and belonging among our employees. Therefore, we approach Diversity, Equity & Inclusion (DE&I) with the same purpose as our other global business objectives and aspirations. We provide a framework for education in the areas of diversity, equity, and inclusion, combined with empowerment to support inclusive leadership strategies. To maximize our leaders' effectiveness in building diverse and inclusive teams, we offer the Inclusive Leadership Workshop as part of our inclusion key indicators. The workshop combines global leadership interactions, peer coaching, continuous self-reflection, and leadership accountability. It is mandatory for all our leaders. Further, Route Mobile has always ensured great diversity within the Board, which is composed of one (1) women independent director and three (3) (male) independent directors. Our annual CSR Report provides a detailed review of our progress in relevant environmental, social, and governance matters. The content is informed by regular reviews of our priorities, stakeholder feedback, and internationally recognized standards, guidelines, and reference frameworks.

a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:

- i. Gender
- ii. Age group: under 30 years old, 30-50 years old, over 50 years old
- iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).

b. Percentage of employees per employee category in each of the following diversity categories:

- i. Gender
- 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).

Age group	Gender			Age group	Gender		
	Total	Female	Male		Total	Female	Male
20-30	-	29%	29%	20-30	12%	33%	45%
30-50	14%	57%	71%	30-40	11%	41%	52%
50+	0%	29%	29%	40+	1%	2%	3%

Ratio of Basic Salary and Remuneration of Women to Men:

Route Mobile is a globally spread out enterprise, operating through its subsidiaries across continents like Asia, Africa, USA, LATAM, UK, and MENA region and follows local Laws and proactively monitors remuneration policies to identify unequal pay, including the factors that contribute to it. Our compensation strategy is designed to ensure that it helps attract, retain, and motivate employees. It typically encompasses various elements such as base salary, bonuses, benefits, stock options, and other incentives. The aim of our compensation strategy is to ensure that employees feel valued and fairly rewarded for their contributions while aligning with the organization's goals and financial capabilities.

An important part of our compensation philosophy is aligning compensation to local markets. We review our pay structures every year before the annual salary review process, building a range for each salary band in each market. We are committed to providing our employees with a competitive benefits program designed to care for them and their families - including support for physical, mental, and financial well-being. We promote preventive care and awareness and support a healthy lifestyle.

Regarding the ratio of basic salary and remuneration of women to men, we strive for pay equity, which means ensuring that our employees receive equal pay for equal work, regardless of gender. We conduct regular pay audits, implement transparent salary structures, and train decision-makers involved in compensation decisions on unconscious bias.

The company's position on this issue is that we prioritize fairness and equality in compensation practices. This also includes setting specific targets or goals for reducing gender pay gaps and regularly monitoring progress toward those goals. Promoting financial wellness and supporting flexible work arrangements are critical to creating a work atmosphere where people feel valued and inspired to give their best.

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

Age group	Gender	
	Female	Male
20-30	23,884	21,164
30-50	47,783	66,718
50+	29,875	1,66,741

significant locations of operation: This information is not currently consolidated at the global level.

Because of our subsidiary structure and variations in subsidiary policies per local laws and practice, it is difficult to consolidate this information at the global level in a meaningful way. Alignment on the level of materiality, on reporting system requirements and investments, and on resource availability needs to occur to enable reporting on this metric. It may be three or more years before this information is available.

Percentage of total employees covered by collective bargaining agreements

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

Corporate Social Responsibility^(CSR)



Our sustainable business strategy has been designed to ensure close alignment between its business goals and the maximum possible socio-economic benefit achievable through these goals. Our CSR policy has been formalised as per the requirements of Section 135 of the Companies Act 2013. We have aligned our CSR initiatives with the UN SDGs, prioritizing education, sports, healthcare, and poverty reduction. Our programs are designed to improve underserved community sections' capabilities and quality of life, particularly aged/senior citizens. We provide an overview of the governance processes that underpin the Company's approach to a sustainable business strategy. The strategy summarized in the report was created with input and advice from a wide range of stakeholders and was formally approved by senior management as the highest executive body of RML. Ensuring a commitment to effective operational implementation, the ultimate accountability for our sustainability strategy rests with the CEO. With increasing governmental and regulatory mandates on sustainability (Corporate Social Responsibility Disclosure – CSRD), it's crucial for businesses to quickly adapt and embrace these changes. This adaptation is not merely about avoiding penalties but seizing the opportunity to distinguish oneself as a sector leader committed to social and environmental responsibility. By embedding sustainability principles within the company's strategic direction, managers have the capability to lead the whole organization toward adopting more conscientious practices. Yet, the effectiveness of this approach hinges on the active participation and dedication of the workforce to these objectives. 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 strategic framework allows us to effectively manage ESG priorities that are fundamental to our business, driving competitive differentiation and creating sustainable value for all our stakeholders. RML is aiming to enhance old-age care services in India through its first initiative by supporting a Trust, Habitat for Humanity Foundation which is building an Milan Old Age Home in Takede Village, Taluka Mandangad, District Ratnagiri. RML's various grant initiatives are usually focused on education, health care, and sports.

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

Social impact assessments, including gender impact assessments, based on participatory processes

stakeholder engagement plans based on stakeholder mapping

environmental impact assessments and ongoing monitoring

RML assesses corporate social responsibility topics that are important to our stakeholders and those where we can have the greatest economic, social, and environmental impact at local, regional, and global levels. Throughout the year, we communicate updates on routemobile.com and our social media accounts, as well as external speaking opportunities with trade associations, industry consortiums, and executive client engagements. As our approach to stakeholder communication and engagement has been applied and refined for several years, all relevant stakeholders are well-identified. Each group is important since it contributes unique insights and feedback. Our day-to-day interaction influences how we reconsider and reevaluate topics, processes, and priorities.

We aspire to help create a better quality of life in the communities in which we live and work. We encourage our employees around the world to engage in community service and play an active role in local life.

Route Mobile management is in regular contact with its stakeholders through direct interactions with key people of various NGOs, Trusts, sports authorities, etc., through which it conducts its community grant program.

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.

a. local community development programs based on local communities' needs

b. broad-based local community consultation committees and processes that include vulnerable groups

c. works councils, occupational health and safety committees, and other worker representation bodies to deal with impacts

d. formal local community grievance processes.

RML continues innovative challenges to solve social problems and create social values by utilizing cloud communication technology and infrastructure. Based on cloud-based communication channels, we are expanding the social safety net and bridging the digital divide for vulnerable groups. We are also creating a society that donates services by activating donation platforms and social contribution campaigns.

In addition, as part of our long-term Corporate Social Responsibility (CSR) strategy in India, our goal is to integrate social considerations in our business operations by providing financial support to nonprofits that focus on children's health and education. Our success depends on strong relationships with our stakeholders that contribute to our sustainable and corporate development agendas, each impacting or impacting one or many facets of our operations.

In accordance with the local laws' requirements, our community grant program is primarily focused around Mumbai, where our registered and corporate office is located.

During the year 2023-24, Route Mobile Ltd. has demonstrated its commitment to social responsibility by allocating over ₹8.46 million to various impactful initiatives. Notable contributions included substantial grants towards training to promote rural sports, nationally recognized sports, Paralympic sports and Olympic sports. Further significant donation of ₹ 0.5 million has been granted to the Sai Prabodhan Trust, towards promoting education emphasizing dedication to supporting education, sports, and community welfare.

Route Mobile Ltd. has also shown exceptional dedication towards Corporate Social Responsibility (CSR) commitments by exceeding the required spending by ₹ 3.33 million demonstrating our unwavering commitment to community and social welfare.

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.

GRI Standards Content Index



Route Mobile publishes the Sustainability Report on an annual basis. The last report was published for FY 2023. The current report for FY 2024 (year ending March 31, 2024) is the 4th 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 2023-24 Sustainability Report or the 2024 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. 2023-'24.



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	9	
	102-2 Activities, brands, products and services	16-18	
	102-3 Location of headquarters	9	
	102-4 Location of operations	19	
	102-5 Ownership and legal form	9	
	102-6 Markets served	19	
	102-7 Scale of the organisation	13	
	102-8 Information on employees and other workers	20	
	102-9 Supply Chain	21	
	102-10 Significant changes to the organisation and its supply chain	21	
	102-11 Precautionary principle or approach	22	
	102-12 External initiatives	27	
	102-13 Membership of associations	28	
Strategy			
GRI 102: General Disclosures 2016	102-14 Statement from senior decision maker	02	
Ethics and Integrity			
GRI 102: General Disclosures 2016	102-16 Values, principles, standards, and norms of behavior	32	
Governance			
GRI 102: General Disclosures 2016	102-18 Governance structure	34	
Stakeholder Engagement			
GRI 102: General Disclosures 2016	102-40 List of stakeholder groups	29	
	102-41 Collective bargaining agreements	52	
	102-42 Identifying and selecting stakeholders	30-31	

GRI 102: General Disclosures 2016	102-43 Approach to stakeholder engagement	30-31	
	102-44 Key topics and concerns raised	30-31	
	102-42 Identifying and selecting stakeholders	30-31	

Organisational Profile

GRI 102: General Disclosures 2016	102-45 Entities included in the consolidated financial statements	32	
	102-46 Defining report content and topic boundaries	32	
	102-47 List of material topics	33	
	102-48 Restatements of information	33	
	102-49 Changes in reporting	33	
	102-50 Reporting period	33	
	102-51 Date of most recent report	33	
	102-52 Reporting cycle	33	
	102-53 Contact point for questions regarding the report	Rathindra Das complianceofficer@ routemobile.com	
	102-54 Claims of reporting in accordance with the GRI Standards	33	
	102-55 GRI content index	59	
	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	33	
	103-2 The management approach and its components	33	
	103-3 Evaluation of the management approach	33	
GRI 201: Economic Performance 2016	201-1 Direct economic Value generated and distributed	38	

Material Topics - Environment

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	33	
	103-2 The management approach and its components	39	
	103-3 Evaluation of the management approach	39	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	43	

GRI 303: Water

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	33
	103-2 The management approach and its components	47
	103-3 Evaluation of the management approach	47
	303-1 Water withdrawal by source	47

GRI 305: Emissions

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	33
	103-2 The management approach and its components	45-46
	103-3 Evaluation of the management approach	45-46
	305-1 Direct (Scope 1) GHG Emissions	45

GRI 306: Effluents and Waste

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	33
	103-2 The management approach and its components	48
	103-3 Evaluation of the management approach	48
GRI 306: Effluents and waste 2016	306-1 Waste generation and significant work related impact	48

Material Topics - Social

GRI 401: Employment

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	33
	103-2 The management approach and its components	49
	103-3 Evaluation of the management approach	49
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	52

GRI 402: Labor/Management Relations

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	33
	103-2 The management approach and its components	49
	103-3 Evaluation of the management approach	49
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	52

Material Topics - Social

GRI 403: Occupational Health and Safety

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	33	
	103-2 The management approach and its components	33	
	103-3 Evaluation of the management approach	33	
GRI 401: Employment 2016	403-1 Workers representation in formal joint management-worker health and safety committees	53	

GRI 404: Training and Education

GRI 103: Management Approach 2016	103-1 Explanation of the material topics an its boundaries	33	
	103-2 The management approach and its components	54	
	103-3 Evaluation of the management approach	54	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	54	

GRI 405: Diversity and Equal Opportunity

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	33	
	103-2 The management approach and its components	55	
	103-3 Evaluation of the management approach	55	
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	56	

GRI 413: Local Communities

GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	33	
	103-2 The management approach and its components	57	
	103-3 Evaluation of the management approach	57	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	58	

TCFD Index: Recommendations For Disclosure



The sustainability disclosures in this Report have been prepared based on material topics identified by the Company and related performance disclosures based on the Task Force on Climate-Related Financial Disclosures ('TCFD'), together with the Company's protocols for how the data was measured, monitored, recorded and reported. In this report, RML has adopted the structure from the TCFD guidance to share its current status. As with sustainability reporting more generally, RML sees its TCFD reporting as an evolution that it is committed to improving over time as its understanding, systems, and processes to address the climate-related risks and opportunities continue to evolve. For this second report, the aim is to communicate the company's current status to stakeholders and comprehensively communicate RML's nature-related commitments, which are expressed every day through its actions. The content of this section was not subject to any independent assurance.

Topic	TCFD Recommended Disclosure	Disclosure Reference
Governance	RML's governance of climate-related risks and opportunities	Refer Page no. : 40-41
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. : 41-42
Risk Management	How does RML identify, assess, and manage climate-related risks.	Refer Page no. : 41-42
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. 2023-'24. Refer Page no. : 43-48

Contact US



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

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Note:

Route Mobile believes that the information in this document is accurate as of its publication date; such information is subject to change without notice. The information contained herein covers the time period beginning on April 1, 2023, and ending on March 31, 2024, unless otherwise indicated. Certain information contained in this publication may constitute “forward-looking statements” as defined in applicable securities laws. Forward-looking statements include statements that are predictive in nature, depend upon or refer to future events or conditions, and include statements regarding Route Mobile’s operations, business, financial condition, expected financial results, performance, prospects, opportunities, priorities etc. In some cases, forward-looking statements can be identified by terms such as “expects,” “anticipates,” or future or conditional verbs such as “may,” “will,” “should,” “would” and “could.” Reliance should not be placed on forward-looking statements & the actual results, performance, or achievements may differ materially due to various factors, internal & external. Route Mobile undertakes no obligation to update or revise statements or information in this publication, whether as a result of new information, future developments, or otherwise. For TCFD & climate impact disclosures, the process of scenario analysis for climate change assessments is rapidly evolving and it is iterative. We expect the approaches, tools, and data quality available to mature over time. Modeling the future is inherently uncertain and this increases over longer time horizons. We used hypothetical scenarios – actual events may be significantly different. The statements and results summarized in this report do not represent forecasts of expected risk and outcomes.



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