



ONMOBILE GLOBAL LIMITED
Tower #1, 94/1 C & 94/2,
Veerasandra Village, Attibele Hobli,
Anekal Taluk, Electronic City Phase-1,
Bangalore - 560100, Karnataka,
India
P: +91 80 4009 6000 | F: +91 80 4009 6009
CIN - L64202KA2000PLC027860
Email - investors@onmobile.com
www.onmobile.com

August 30, 2024

To
The Listing Department
National Stock Exchange of India Limited
Exchange Plaza,
Bandra Kurla Complex, Bandra (East)
Mumbai - 400 051
Scrip Code: **ONMOBILE**

Department of Corporate Services,
BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001
Scrip Code: **532944**

Dear Sir/ Madam,

Sub: Submission of Business Responsibility and Sustainability Report for FY 2023-24

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility and Sustainability Report for FY 2023-24, which is prepared on a voluntary basis and also forms part of the Annual Report for FY 2023-24.

Kindly take the same on record.

Thanking you,

Yours sincerely,
For OnMobile Global Limited

P V Varaprasad
Company Secretary

Encl: a/a

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L64202KA2000PLC027860
2	Name of the Listed Entity	ONMOBILE GLOBAL LIMITED
3	Year of incorporation	2000
4	Registered office address	Tower #1, 94/1 C & 94/2, Veerasandra Village, Attibele Hobli, Anekal Taluk, Electronic City, Phase 1, Bengaluru - 560100, Karnataka, India
5	Corporate address	Tower #1, 94/1 C & 94/2, Veerasandra Village, Attibele Hobli, Anekal Taluk, Electronic City, Phase 1, Bengaluru - 560100, Karnataka, India
6	E-mail	Investors@onmobile.com
7	Telephone	+91 80 4009 6000
8	Website	www.onmobile.com
9	Financial year for which reporting is being done	FY 2024 (April 2023 – March 2024)
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited
11	Paid-up Capital	Rs. 1062.14 million
12	Contact Person	
	Name of the Person	Francois-Charles Sirois Executive Chairman & CEO
	Telephone	T: + 91 80 4009 6000
	Email address	E: Investors@onmobile.com
13	Reporting Boundary	
	Type of Reporting- Select from the Drop-Down List	Disclosures made in this report are on a standalone basis and pertain only to OnMobile Global Limited.
	If selected consolidated:	NA
14	Name of Assurance Provider	-
15	Type of Assurance Provider	-

II. Product/Services

16 Details of business activities

S.No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1.	Mobile Entertainment Services	Mobile entertainment and Content Services: 1. Ring Back Tones, 2. Converged Value-Added Services and 3. Games	97%

17 Products/Services sold by the entity

S.No.	Product/Service	NIC Code	% of Total Turnover contributed
1.	Mobile Entertainment Services - Ring Back Tones	61900	28%
2.	Mobile Entertainment Services - Converged Value-Added Services	61900	47%
3.	Mobile Entertainment Services - Games	61900	22%

III. Operations

18 Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	No. of Offices	Total
National	NA	1	1
International	NA	11 [#]	11 [#]

19 Market served by the entity

a. No. of Locations

Locations	Numbers
National (No. of States)	36 [*]
International (No. of Countries)	11 [#]

b. What is the contribution of exports as a percentage of the total turnover of the entity? - 24%

c. A brief on types of customers

The Company products are distributed to customers that comprise of private telecom operators, public telecom operators, direct consumers, business users and enterprises.

* Includes 28 states and 8 union territories

Captured only overseas branch locations of the Company here, excluded 35 overseas subsidiaries and their 4 branch locations since BRSR is prepared on standalone basis.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently-abled)

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1	Permanent Employees (A)	449	367	82%	82	18%
2	Other than Permanent Employees (B)	63	53	84%	10	16%
3	Total Employees (A+B)	512	420	82%	92	18%
Workers						
4	Permanent (C)	NIL	NIL	NIL	NIL	NIL
5	Other than Permanent (D)	NIL	NIL	NIL	NIL	NIL
6	Total Workers (C+D)	NIL	NIL	NIL	NIL	NIL

b. Differently abled employees and workers

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1	Permanent Employees (E)	NIL	NIL	NIL	NIL	NIL
2	Other than Permanent Employees (F)	NIL	NIL	NIL	NIL	NIL
3	Total Employees (E+F)	NIL	NIL	NIL	NIL	NIL

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Workers						
4	Permanent (G)	NIL	NIL	NIL	NIL	NIL
5	Other than Permanent (H)	NIL	NIL	NIL	NIL	NIL
6	Total Differently Abled Employees (G+H)	NIL	NIL	NIL	NIL	NIL

21 Participation/Inclusion/Representation of women

S.No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	5	1	20%
2	Key Management Personnel	2	0	0%

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Category	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	30.66%	36%	31.69%	21%	21%	21%	32%	38%	33%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S.No	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	OnMobile Singapore Pte. Ltd.	Subsidiary	100	The Company's business responsibility initiatives are mainly focused on the parent company in India. However, subsidiaries of the Company share the initiatives to the extent relevant and in accordance with the law of the Country in which they operate.
2.	OnMobile Europe BV	Subsidiary	100	
3.	OnMobile USA LLC	Subsidiary	100	
4.	Servicios De Telefonía OnMobile SA De CV	Subsidiary	100	
5.	OnMobile Global SA	Subsidiary	100	
6.	OnMobile De Venezuela CA	Subsidiary	100	
7.	OnMobile Brasil Sistemas De Valor Agregado Para Comunicaciones Moveis Ltda.	Subsidiary	100	
8.	OnMobile Global for Telecommunication Services	Subsidiary	100	
9.	OnMobile Uruguay SA	Subsidiary	100	

S.No	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
10.	OnMobile Senegal SARL	Subsidiary	100	
11.	OnMobile Mali SARL	Subsidiary	100	
12.	OnMobile Bangladesh Private Limited	Subsidiary	100	
13.	OnMobile Kenya Telecom Limited	Subsidiary	100	
14.	OnMobile Telecom Limited	Subsidiary	100	
15.	OnMobile Costa Rica OBCR, SA	Subsidiary	100	
16.	OnMobile Global Spain, S.L.	Subsidiary	100	
17.	OnMobile Tanzania Telecom Limited	Subsidiary	100	
18.	OnMobile Zambia Telecom Limited	Subsidiary	100	
19.	OnMobile Uganda Limited	Subsidiary	100	
20.	OnMobile Rwanda Telecom Limited	Subsidiary	100	
21.	OnMobile Nigeria Telecom Limited	Subsidiary	100	
22.	OnMobile Global Solutions Canada Limited	Subsidiary	100	
23.	OnMobile Global Italy SRL	Subsidiary	100	
24.	OnMobile Turkey Telekomunikasyon Sistemleri Limited Şirketi	Subsidiary	100	
25.	OnMobile Telecom Burkina Faso, SARL	Subsidiary	100	
26.	ONMO, Inc. (formerly known as "OnMobile Live Inc.")	Subsidiary	100	
27.	2DayUK Limited	Subsidiary	100	
28.	OnMobile Global South Africa (RF) (PTY) Ltd.	Subsidiary	87.72*	
29.	ONMO Sweden AB (formerly known as "Appland AB")	Subsidiary	100	
30.	OnMobile Bangladesh Technologies Private Limited	Subsidiary	100	
31.	9447-9029 Quebec Inc. (formerly known as "Les Productions Back to the Game Inc.")	Subsidiary	100	
32.	Technologies rob0 Inc.	Subsidiary	100	
33.	OnMobile South Africa Technologies (PTY) Ltd.	Subsidiary	100	
34.	Mobile Voice Konnect Private Limited	Associate	50	

* Double X Investment Holdings (Pty) Limited, a South African shareholder holds 12.28% in the company as per the local legal requirements

VI. CSR Details

24 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in Rs.): 1671.11 Million

(iii) Net worth (in Rs.): 7075.69 Million

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	If Yes, then provide web-link for grievance redress policy	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Investors@onmobile.com	-	-	-	-	-	-
Investors (other than shareholders)	Yes	Investors@onmobile.com	-	-	-	-	-	-
Shareholders	Yes	(Complaints are sent to Kfin Technologies Limited, RTA at inward.ris@kfinotech.com / Company at Investors@onmobile.com . The queries are resolved within statutory prescribed timelines.)	16	0	All resolved	31	0	All resolved
Employees and workers	Yes	Employees can send their complaints to whistleblower or POSH id or raise an EA. Mechanism is available on Company's Intranet	-	-	-	-	-	-
Customers*	Yes	-	-	-	-	-	-	-
Value Chain Partners*	Yes	-	-	-	-	-	-	-
Others*	Yes	-	-	-	-	-	-	-

*Note- The company sells white labelled products to Telecom operators. The end consumer is a customer to telecom operator. The telecom operator is the link between the company and the end user. All customer complaints are managed and resolved by telecom operator, through different channels including call centers, voice response systems, SMS and web/app user interface. In case of technical issues that need the company's interventions are reported to operations team via a ticketing mechanism. These tickets are resolved by operations team as per the agreed SLAs.

26. Overview of the entity's material responsible business conduct issues

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Employee well-being and Talent Management	Opportunity	<p>A productive workforce is rooted in a healthy environment. By fostering a comfortable and supportive work atmosphere, OnMobile reduces job turnover, enhances job satisfaction, manages stress, and minimizes absenteeism. The company regularly engages in employee wellness initiatives, such as awareness programs and health checkups. OnMobile is committed to maintaining a fair workplace with strong policies supporting gender equality, diversity, and a harassment-free environment, as highlighted by its POSH Policy.</p> <p>Talent management at OnMobile aligns the work culture with global standards, boosting employee loyalty and efficiency. Recruiting locally not only helps retain talent but also demonstrates the company's commitment to community development.</p>	<p>To support the overall well-being of its employees, OnMobile has partnered with YourDost to offer a 24/7 counseling service that is free and confidential. This platform also includes additional resources like community connections, lifestyle and mental wellness blogs, articles, and webinars focused on self-improvement and mental health. Additionally, OnMobile employs a Talent Acquisition Procedure to ensure the recruitment of highly skilled professionals capable of delivering top-tier services to clients worldwide.</p>	Positive impact
Customer Centricity	Risk/ Opportunity	<p>OnMobile, as a provider of mobile entertainment products and solutions, can gain advantages by prioritizing customer-centricity. This involves tailoring products and services to match customer needs and preferences, which can help attract new customers and retain current ones. However, focusing on customer-centricity also comes with notable risks, such as the costs involved and the risk of users engaging in excessive mobile game usage.</p>	<p>By addressing the associated risks, OnMobile can capitalize on the benefits of customer-centricity and maintain its competitive position in the market. Our products cater to a diverse customer base, making it crucial to consistently simulate, evaluate, and refine our product development strategies to align with customer interests and engagement.</p> <p>OnMobile plans to introduce features that enable users to monitor and control their gaming time, along with providing resources on responsible gaming. Additionally, OnMobile is committed to strictly following mandated warnings and guidelines, including those pertaining to children's content, set by regulatory authorities for gaming companies where applicable.</p>	Negative/ Positive Impact

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred to as P1-P9 as given below:

P 1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P 2	Businesses should provide goods and services in a manner that is sustainable and safe
P 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P 4	Businesses should respect the interests of and be responsive towards all its stakeholders
P 5	Businesses should respect and promote human rights
P 6	Businesses should respect, protect and make efforts to restore the environment
P 7	Businesses when engaging in influencing public and regulatory policy should do so in a manner that is responsible and transparent
P 8	Businesses should promote inclusive growth and equitable development
P 9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	Refer Note 1 Refer Note 2	Refer Note 1	Refer Note 1 below POSH Policy (internally published)	Refer Note 1 Refer Note 2	Refer Note 1 and POSH policy (internally published)	Refer Note 1	Refer Note 1	Refer Note 3	Refer Note 1
2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								
		OnMobile's Code mandates that all stakeholders must be knowledgeable about, understand, and adhere to this Code, uphold these standards in daily operations, and comply with all relevant policies and procedures.								
4	Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	All the policies are in compliance with the standard acts, rules and regulations that govern the subject matter in India. The company is certified with ISO/IEC 27001:2013 (Information Security Management System)								

5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is in the process of developing specific ESG commitments, goals and targets.
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	

Governance, Leadership and Oversight

7	<p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</p> <p>Dear Stakeholders,</p> <p>It is with great pleasure that I present the Business Responsibility and Sustainability Report for OnMobile Global Limited for the fiscal year 2023-24. Our commitment to integrating Environmental, Social, and Governance (ESG) principles deeply into our business operations and strategic decision-making continues to strengthen and evolve. We recognize the critical importance of these elements in sustaining business excellence and ethical practices.</p> <p>Commitment to Excellence and Sustainability</p> <p>At OnMobile, we are dedicated to maintaining the highest levels of quality, superior service management, robust information security, and sustainable business continuity. These pillars are fundamental to our operational integrity and success, ensuring we deliver exceptional value consistently to all our stakeholders.</p> <p>Environmental Initiatives</p> <p>Our environmental stewardship initiatives are more crucial than ever as we strive to minimize our impact on the planet. This year, we have enhanced our efforts by implementing advanced energy-efficient lighting systems, expanding our water conservation measures, and strengthening our waste management practices. These initiatives are designed not only to reduce our environmental footprint but also to set a benchmark in sustainable operations within our industry.</p> <p>Social Contributions</p> <p>We believe in empowering the communities in which we operate. This year, we have amplified our efforts to create a safe and healthy working environment for our employees and extended our community engagement initiatives. Our ongoing partnerships with the Sri Kanchi Kamakoti Medical Trust - Sankara Eye Foundation and VAANI Deaf Children's Foundation have enabled us to make significant contributions to healthcare and education. Additionally, we have expanded our skill-building programs, aiming to equip underprivileged youth with the necessary skills for a sustainable future.</p> <p>Governance and Ethical Practices</p> <p>Upholding rigorous standards of governance and transparency remains a top priority. We have strengthened our compliance mechanisms and internal controls, ensuring adherence to all applicable laws and regulations. Our robust whistle-blower policy continues to be a vital tool for maintaining transparency and addressing stakeholder concerns effectively.</p> <p>Achievements and Future Goals</p> <p>In the financial year 2024, we achieved several significant milestones in our ESG journey:</p> <ul style="list-style-type: none"> • We achieved a notable reduction in carbon emissions and implemented a comprehensive waste segregation and recycling program across all our offices. • We Have implemented employee wellness program to promote health and well-being among our staff. • We have improved our approach to ensure and adhere to legal standards and ethical practices by empowering our ethics and compliance committee. <p>Looking ahead to financial year 2025, we have set ambitious targets to further enhance our ESG performance:</p>
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	<ul style="list-style-type: none"> We will continue to refine our customer-centric approach, including developing innovative product strategies to maintain our competitive edge. We plan to expand our community initiatives further to reach more underprivileged areas. We are committed to continuing our efforts in reducing carbon emissions. <p>We are resolute in our commitment to conducting our business operations in a responsible and sustainable manner. Our robust ESG initiatives are designed not only to benefit our stakeholders but also to ensure the long-term success and resilience of OnMobile Global Limited.</p> <p>Thank you for your ongoing support and trust.</p> <p>Warm regards,</p> <p>Francois-Charles Sirois Executive Chairman & CEO, OnMobile Global Limited</p>
8	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p> <p>Name: François-Charles Sirois Designation: Executive Chairman & CEO</p>
9	<p>Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p> <p>Yes, OnMobile Global Limited has established a Risk Management Committee responsible for the continuous oversight, evaluation, and management of various risks, including sustainability concerns related to Environmental, Social, and Governance (ESG) issues. With the dissolution of the CSR Committee effective May 14, 2024, as noted in the Board's Report, responsibilities related to CSR have been reassigned accordingly. The Audit Committee and the Nomination and Compensation Committee are also integral in guiding and supporting ESG-related policies. Department heads within the company ensure alignment of company policies with the guidance and decisions from these board committee meetings.</p>

Note 1: https://www.onmobile.com/sites/default/files/Code_of_Conduct.pdf

Note 2: https://www.onmobile.com/sites/default/files/policy/OnMobile_Whistle_Blower_Policy.pdf

Note 3: https://www.onmobile.com/sites/default/files/cg_policy/Corporate_Social_Responsibility_Policy.pdf

10. Details of Review of NGRBCs by the company:		P1	P2	P3	P4	P5	P6	P7	P8	P9
Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee										
Performance against above policies and follow up action	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Policies are being reviewed by the respective policy owners periodically in consultation with Senior Management/Committee/ Board.								
Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)										
Performance against above policies and follow up action	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Policies wherever stated have been approved by the Board/ Committee of the Board/Senior management of the Company or as required by regulations.								
		The Board of Directors/ Committees of the Board / CEO assess the Business Responsibility performance of the Company periodically.								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No. The policies are regularly reviewed and updated by the designated policy owners. The Company remains dedicated to maintaining the highest standards of quality, excellent service management, strong information security practices, and effective business continuity management.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

ESSENTIAL INDICATORS

1. Percentage coverage b/y training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors		Refer Note 1 below:	
Key Management Personnel	23 Hours of KMP Training recorded, Employee's adhere to mandated training hours	1. Prevention of Sexual Harassment (POSH)	1. 100%
Employees other than BODs and KMPs		2. Code of conduct	2. 100%
		3. Anti-Bribery	3. 100%
		4. Insider Trading	4. 100%
		5. Data Privacy	5. 100%
		6. Diversity Equity and Inclusion	7. 100%
		7. Employee well being	8. 100%
		8. CSR	9. 100%
		Workers	NA

Note: 1) Throughout the year, the Company organized multiple Board meetings for directors and Key Management Personnel (KMPs), where discussions centered on the Company's overall performance, including topics on ESG, risk management, and CSR. These meetings included comprehensive presentations that reviewed a wide spectrum of business activities such as macro-economic trends, market conditions, equity performance, earnings forecasts, the Company's strategies, business models, operations, and its service and product offerings, along with the allocation of CSR funds. Additionally, periodic one-on-one meetings were held between independent directors and senior functional heads to facilitate a deeper understanding of various business aspects and ESG issues.

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format.

a. Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	NA	Nil	NA	No
Settlement	Nil	NA	Nil	NA	No
Compounding fee	Nil	NA	Nil	NA	No
b. Non-Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case		Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	NA	NA		No
Punishment	Nil	NA	NA		No

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	NA
NA	NA

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, The company's Code of Conduct includes an anti-bribery policy that applies to a wide range of stakeholders, such as consultants, employees, agents, vendors, business partners, and board members. This policy strictly prohibits any form of bribery, including the exchange of gifts, hospitality, or entertainment with third parties. It outlines the responsibilities of different departments in ensuring compliance and explicitly forbids stakeholders from offering or receiving any payments, gifts, or other items of value in a business context. The full policy details can be accessed via the company's website at the provided link.

The Web link to the Policy is https://www.onmobile.com/sites/default/files/Code_of_Conduct.pdf.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	Not Applicable	Not Applicable

6. **Details of complaints with regard to conflict of interest:**

Topic	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil	NA	Nil	NA

7. **Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Not Applicable

8. **Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format**

Topic	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	NA	NA

9. **Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:**

Parameter	Metrics	Current Financial Year	Previous Financial Year
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NA	NA
	b. Sales (Sales to related parties / Total Sales)	NA	NA
	c. Loans and Advances (Loans & advances given to related parties / Total loans & advances)	NA	NA
	d. Investments (Investments in related parties / Total Investments made)	NA	NA

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in value chain covered by the awareness programmes
NIL		

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes, OnMobile Global Limited has established a comprehensive 'Code of Conduct' that applies to the Board of Directors, Senior Management, and all stakeholders. The code can be accessed at the following link: <https://www.onmobile.com/investors/governance>. Each Board member is required to disclose any interests they hold in entities or arrangements, which are then brought to the attention of the Board. All related party transactions are subject to prior approval by the Audit Committee, and they are conducted at arm's length and in the ordinary course of business. The Code of Conduct also stipulates that stakeholders must avoid situations such as personal or romantic involvement with competitors, suppliers, or subordinate employees of the Company, as such relationships could compromise judgment and create conflicts of interest.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

ESSENTIAL INDICATORS

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Type	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	Nil	Nil	NA
Capital Expenditure (CAPEX)	Nil	Nil	NA

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Given the business's nature of work, direct applicability of sustainable sourcing may be limited. Nevertheless, the company investigates the potential for sustainable sourcing in its minimal procurement activities necessary for operations. Utilizing vendor registration forms, the company evaluates whether basic sustainability criteria are met in the inputs sourced, considering factors such as entity performance, financial trends, and operational particulars.

b. If yes, what percentage of inputs were sourced sustainably?

Sustainable sourcing is not directly applicable being a service industry.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Not Applicable. The Company provides mobile entertainment services to mobile operators and is not engaged in any manufacturing activities. It does not produce any physical products.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not applicable

LEADERSHIP INDICATORS

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If yes provide web-link
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The Company has not conducted any LCA for its services, it endeavors to have such assessments in the coming years to the extent possible/ applicable.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

S.No.	Name of the product	Description of the risk	Action Taken
Not applicable			

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Not applicable

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2023-24(Current FY)			FY 2022-23 (Previous FY)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	Not applicable					
E-waste						
Hazardous waste						
Other waste						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Not applicable

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

ESSENTIAL INDICATORS

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	%(B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
Male	367	367	100%	367	100%	NA	NA	367	100%	0	0
Female	82	82	100%	82	100%	82	100%	NA	NA	0	0
Total	449	449	100%	449	100%	82	100%	367	100%	0	0
Other than Permanent Employees											
Male	53	53	100%	53	100%	NA	NA	53	100%	0	0
Female	10	10	100%	10	100%	10	100%	NA	NA	0	0
Total	63	63	100%	63	100%	10	100%	53	100%	0	0

b. Details of measures for the well-being of workers:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	NA										
Female	NA										
Total	NA										
Other than Permanent Workers											
Male	NA										
Female	NA										
Total	NA										

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format

Cost incurred on well-being measures as a % of total revenue of the company	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
		Rs. 4,24,800 has been allocated for the implementation of the wellbeing measures of employees.

2. Details of retirement benefits, for Current FY and Previous Financial Year:

S.No.	Benefits	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100%	-	Y	100%	-	Y
2	Gratuity	100%	-	Y	100%	-	Y
3	ESI	NA	-	NA	NA	-	NA
4	Others	International benefits in line with local statutory regulations	-	Y	International benefits in line with local statutory regulations	-	Y

3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, the premises/office of Bengaluru are accessible to differently abled employees/third parties.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, The company's Code of Conduct emphasizes its commitment to equality, diversity, and inclusion. It promotes a workplace where all employees can be their authentic selves, fully leveraging their skills, experiences, and perspectives. This approach is intended to create significant value for all stakeholders involved. Further details can be found in their Code of Conduct available on their website at the provided link.

Web-link: https://www.onmobile.com/sites/default/files/Code_of_Conduct.pdf

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Total number of people returned after parental leave in FY	Total Number of people who took parental leave in FY	Return to work rate	Total Number of people retained for 12 months after returning from parental leave	Total number of people returned from parental leave in prior FY	Retention Rate
Permanent Employees						
Male	9	9	100%	9	15	60%
Female	5	5	100%	5	2	100%
Total	14	14	100%	14	17	82.3%
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	-	Not Applicable
Other than Permanent Workers	-	Not Applicable
Permanent Employees	Yes	Yes, The Company utilizes an internal platform called 'Jira' which allows employees to submit tickets to voice their concerns or seek information. These submissions are then managed and resolved by the respective department or individual responsible. For issues related to grievances, employees have the option to approach HR business partners (HRBP). The HRBP takes charge of escalating the matter to the appropriate stakeholders, coordinating the required discussions and actions, and ensuring the resolution of the issue.
Other than Permanent Employees	Yes	Yes, the mechanism explained above is applicable to other than permanent employees as well.

7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Permanent Employees						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

a. Details of Skill training given to employees and workers.

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received training on Health and Safety (D)	%(D/C)
Permanent Employees						
Male	364	518 (non unique)	100%	500	356	71.2%
Female	82	117 (non unique)	100%	118	85	72%
Total	446	635 (non unique)	100%	618	441	71%
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

b. Details of training on Health and Safety given to employees and workers.

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received training on Health and Safety (D)	%(D/C)
Permanent Employees						
Male	364	364	100%	500	500	100%
Female	82	82	100%	118	118	100%
Total	449	449	100%	618	618	100%
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

9. Details of performance and career development reviews of employees and worker:

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	%(D/C)
Permanent Employees						
Male	364	344	94.5%	500	481	96%
Female	82	75	91.4%	118	109	92%
Others	0	0				
Total	446	419	93.9%	618	590	96%
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)

Yes

What is the coverage of such system?

The company has implemented safety measures such as emergency exits, fire alarms, fire extinguishers, and smoke detectors to ensure employees have a safe and healthy work environment. It is the responsibility of every stakeholder to comply with all relevant health and safety policies to uphold secure and healthy working conditions. Additionally, all stakeholders are obligated to educate and raise awareness among themselves regarding these policies.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Not Applicable, the Company is service based and hence does not have any work-related hazards. The Company ensures safety of all its employees.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

There are no direct work-related hazards to employees owing to the nature of operations of the company.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)

Yes, every employee at the organization is included under the company's health insurance and accident policy. The Company maintains detailed medical and healthcare policies and related services. Health checkups are conducted for employees as required or stipulated by policy terms. Additionally, employees and their families are covered for hospitalization through Medclaim insurance, providing protection against unforeseen medical emergencies.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NIL	NIL
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

As OnMobile is a service-based industry, due to nature of business and systems in place there are no recordable instances of injury/incidents

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

OnMobile recognizes the importance of maintaining a safe and healthy workplace for its employees and third-party personnel. The company has implemented crucial safety features, including emergency exits, fire alarms, extinguishers, and smoke detectors, to significantly reduce the risk of accidents and emergencies. All involved parties are dedicated to adhering to applicable health and safety regulations, ensuring a secure and healthy work environment. Regular assessments of health, safety, and environmental performance across all office locations underscore the company's dedication to these principles. These ongoing efforts are vital in fostering a proactive safety culture that anticipates and mitigates risks effectively.

13. Number of Complaints on the following made by employees and workers:

Topic	FY 2023-24 (Current FY)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil		Nil	Nil	
Health & Safety	Nil	Nil		Nil	Nil	

14. Assessments for the year:

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	No assessment has been done by statutory authorities or third parties.
Working Conditions	No assessment has been done by statutory authorities or third parties.

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Not Applicable

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

a. **Employees (Yes/No):** Yes

b. **Workers (Yes/No):** NA

Yes, the company has the coverage of life insurance and compensatory package for the employees during the uncertain event of death. This coverage shall be five times the fixed pay to the employees' dependent families.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners

The Company is compliant with statutory dues of employees towards income tax, provident fund, professional tax, ESIC etc. as applicable from time to time. Automated tool & system is in place to ensure that statutory dues have been deducted and deposited to the value chain partners. Value chain partners (vendors) are expected to be equally responsible to comply with the contract.

3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	Current FY 23-24	Previous FY 22-23	Current FY 23-24	Previous FY 22-23
Employees	Nil	Nil	Nil	Nil
Workers	NA	NA	NA	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).

No, the Company do not have any formal policy on transition assistance, however, support is provided on case-to-case basis.

5. Details on assessment of value chain partners:

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices Working Conditions	Given the nature of the business, consumption of resources is limited to running its operations. The Company expects all its value chain partners to follow in force regulations, including health and safety practices and working conditions. Although, no specific assessment was carried out by the Company, it conducts periodic inspections of material value chain partners where data is being shared or systems have been extended to the value chain partners from data security, cyber security and business continuity perspective.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

No corrective action plan has been necessitated on the above-mentioned parameters.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

ESSENTIAL INDICATORS

1. Describe the processes for identifying key stakeholder groups of the entity:

OnMobile actively interacts with a wide array of stakeholders to enhance its understanding of their needs and expectations, allowing the company to formulate sustainable strategies for the short, medium, and long term. Engaging with stakeholders is also crucial for identifying and managing potential risks and opportunities within the company's business operations, ensuring that OnMobile remains responsive and proactive in its strategic planning and execution. The key stakeholders identified in consultation with the company's management are:

- Directors
- Shareholders
- Telecom Businesses

- Employees
- Other suppliers, partners, and collaborators
- Customers and Vendors
- Governments, NGOs, local communities, regulators and society at large.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Directors	No	Board/ Committee meetings Notices through emails Documents are disseminated through portal Meetings are conducted through Zoom Video Conference	Quarterly	Statutory / business requirements
Shareholders	No	Annual General Meeting Notices through emails / Newspaper publication	Annually	Statutory/ business requirements
Telecom Businesses	No	Email and SMS	Quarterly	Business and Operational Reviews
Employees	No	Townhall meetings through Zoom video conference	Quarterly	Part of employee engagement and address the grievances
Channel partners and Distributor	No	Emails	As and when Required	For discussing the various contractors, terms & Conditions
Customers and Vendors	No	Emails	As and when Required	For discussing the various contractors, terms & Conditions
Community i.e., Beneficiaries through CSR Partners	Yes	Websites	Regular	CSR activities for Promoting health care including preventive health care

LEADERSHIP INDICATORS

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

OnMobile is voluntarily disclosing its BRSR and has started establishing environmental and social pillars. The company has begun consultations between its stakeholders and board regarding environmental, social, and governance (ESG) parameters.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Stakeholder input plays a critical role in identifying the material topics for OnMobile. The development of our policies and procedures is influenced by ongoing feedback from these engagements.

The selection of material topics for OnMobile was achieved through careful discussions with a range of stakeholders, including top executives, and also by addressing potential risks identified in the risk register.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Not Applicable

PRINCIPLE 5: Businesses should respect and promote human rights

ESSENTIAL INDICATORS

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24 Current FY			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	NIL	NIL	NIL	NIL	NIL	NIL
Other than permanent	NIL	NIL	NIL	NIL	NIL	NIL
Total Employees	NIL	NIL	NIL	NIL	NIL	NIL

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24 Current FY					FY 2022-23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No.(B)	% (B /A)	No.(C)	% (C /A)		No.(E)	% (E /D)	No.(F)	% (F /D)
Employees										
Permanent	449	0	0	449	100%	618	0	0	618	100%
Male	367	0	0	367	100%	500	0	0	500	100%
Female	82	0	0	82	100%	118	0	0	118	100%
Other than Permanent	63	0	0	63	100%	66	0	0	66	100%
Male	53	0	0	53	100%	57	0	0	57	100%
Female	10	0	0	10	100%	9	0	0	9	100%

3. Details of remuneration/salary/wages, in the following format:

a) Median remuneration/salary/wages paid

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (Rs)	Number	Median remuneration/salary/wages of respective category (Rs)
Board of Directors (BoD)	5	29,00,000	1	30,00,000
Key Managerial Personnel	2	1,28,04,582	NA	NA
Employees other than BoD and KMP	355	28,74,000	81	24,96,000
Workers	NA	NA	NA	NA

b) Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	12.39%	11.92%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, the focal point is Company's HR department guided by the company's code of conduct which covers human rights responsibility.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The Company's code of conduct encompasses the reporting of grievances through the local HR grievance reporting process. To address these grievances, the company has established an Internal Complaints Committee (ICC), empowered with the authority of a civil court to gather evidence as per the Code of Civil Procedure (1908).

Additionally, the Audit Committee, as per its terms of reference, conducts periodic reviews of the whistleblower mechanism on a quarterly basis. It also examines complaints related to the prevention and redressal of sexual harassment of women at the workplace (POSH policy), even in cases where there are no complaints.

The company is vigilant about addressing violations, whether actual or suspected, including fraudulent financial activities, harassment, grave misconduct, substantial mismanagement of company resources, or any other violations of law or company policies. Concerns can be reported through various channels:

- Reporting to one's immediate superior
- Sending an email to whistleblower@onmobile.com (acknowledged via auto mailer)
- Mailing the Audit Committee Chairman gtmathur@yahoo.co.in
- Sending a letter to the postal address of the Audit Committee at Tower-1, No. 94/1C and 94/2, Veerasandra Village, Attibele Hobli, Anekal Taluk, Electronic City Phase-1, Bengaluru – 560100, Karnataka, India

6. Number of Complaints on the following made by employees and workers:

	FY 2023-24 Current FY			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0		0	0	
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/ Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Company's Whistleblower Policy governs mechanisms that enable stakeholders to report concerns or issues without fear of retaliation. This policy encourages reporting of any inappropriate behaviors or conduct, whether they are actual, potential, or suspected.

Additionally, the Company's Code of Conduct underscores the company's commitment to maintaining a workplace free from unlawful harassment. This Code explicitly prohibits harassment based on factors such as pregnancy, childbirth or related medical conditions, race, religion, creed, gender, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other category protected under local law or regulation.

Type	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, Human rights requirements are integrated into OnMobile's business agreements and contracts, with the company's code extending to all stakeholders. These provisions include the prohibition of child labor, forced labor, and discrimination, as well as upholding the rights to freedom of association and collective bargaining. Discrimination based on various factors such as race, religion, gender, nationality, age, disability, and others is strictly prohibited under the company's code.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	NIL*
Forced/involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

*Note: Although no assessment was done by the Company, no complaints were received.

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above. - Not Applicable

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above - Not Applicable

LEADERSHIP INDICATORS

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

Not applicable as no such instances has arrived as there is a robust mechanism in place to address any human rights issues.

2. Details of the scope and coverage of any Human rights due diligence conducted.

OnMobile has not conducted Human rights due diligence, however the issues pertaining to human rights is monitored and addressed.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, the premises are accessible to differently abled visitors and third parties.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	NIL
Forced/involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

No corrective action plan has been necessitated on the above-mentioned parameters.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format.

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)		
Total fuel consumption (B)		
Energy consumption through other sources (C)		
Total energy consumed from renewable sources (A+B+C)		
From non-renewable sources		
Total electricity consumption (D)	5,820.80 GJ	5426.1 GJ
Total fuel consumption (E)	174.14 GJ	269.64 GJ
Energy consumption through other sources (F)		
Total energy consumed from non-renewable sources (D+E+F)	5994.94 GJ	5695.92GJ
Total energy consumed(A+B+C+D+E+F)	5994.94 GJ	5695.92GJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)		
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/ Revenue from operations adjusted for PPP)	NA	
Energy intensity in terms of physical output		
Energy intensity(optional)–the relevant metric may be selected by the entity		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

3. Provide details of the following disclosures related to water, in the following format

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	The organization operates in the service industry and primarily uses water for human consumption, requiring minimal water for its business activities. As the offices are situated in rental properties, the landlord manages water usage and recycling. Recycled water is designated for non-	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	<p>potable functions like toilet and urinal flushing, whereas fresh water is reserved for drinking and other potable needs. Although there is no system currently in place to monitor water consumption, the organization has implemented measures to promote responsible water use. These measures include the installation of aerator taps and sensor-based taps to reduce water wastage</p>	
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Total water consumption/ Revenue from operations)		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		
Water intensity (optional)–the relevant metric may be selected by the entity		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

4) Provide following details related to water discharged:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	<p>The organization operates in the service industry and primarily uses water for human consumption, requiring minimal water for its business activities. As the offices are situated in rental properties, the landlord manages water usage and recycling. Recycled water is designated for non-potable functions like toilet and urinal flushing, whereas fresh water is reserved for drinking and other potable needs. Although there is no system currently in place to monitor water consumption, the organization has implemented measures to promote responsible water use. These measures include the installation of aerator taps and sensor-based taps to reduce water wastage</p>	
No treatment		
-With treatment– please specify level of treatment		
(ii) To Groundwater		
No treatment		
-With treatment– please specify level of treatment		
(iii) To Seawater		
No treatment		
-With treatment– please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
-With treatment– please specify level of treatment		
(v) Others		
No treatment		
-With treatment– please specify level of treatment		
Total water discharged (in kilolitres)		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

The office of the Company is housed in a leased building alongside other tenant. All wastewater generated on the property is processed at a shared Sewage Treatment Plant (STP), which is controlled by the landlord. After treatment, the water is recycled and repurposed for domestic use within the building. The landlord oversees the complete maintenance and operation of the STP, ensuring the wastewater is treated and recycled effectively.

6. Please provide details of air emissions (other than GHG emissions) by the entity in the following format :

Not applicable

7. Please provide details of green house gas emissions (Scope 1 & Scope 2) and its intensity in the following format:

Parameter	Unit	FY2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	12	20
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	1158	1079
Total Scope1 and Scope2 emission intensity per rupee of turnover (Total Scope1 and Scope2 GHG emissions/ Revenue from operations)		7.001	5.213
Total Scope1 and Scope2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity(PPP) (Total Scope1 and Scope2 GHG emissions/ Revenue from operations adjusted for PPP)		NA	NA
Total Scope1 and Scope2 emission intensity in terms of physical output 1240			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details

The company has implemented a range of energy-saving initiatives to help decrease greenhouse gas (GHG) emissions. These measures include installing energy capacitor panels and switching to energy-efficient devices like LED lighting and signage. This efficiency in energy consumption helps to lower the company's carbon footprint and supports the global endeavor to tackle climate change. Additionally, the cost savings from these energy efficiencies provide financial resources that can be redirected into further sustainability projects.

9. Provide details related to waste management followed by the entity in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	13.02MT	8.08MT
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G+ H)	13.02MT	8.08MT
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)		
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity(PPP) (Total waste generated /Revenue from operations adjusted for PPP)		

Waste intensity in terms of physical output		
Waste intensity (optional)–the relevant metric may be selected by the entity		
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

The company is actively seeking opportunities to recycle waste and has implemented multiple initiatives to reduce the use of single-use plastics. These initiatives include switching from plastic to paper cups and replacing plastic bottles with glass ones in meeting rooms and other office areas. The primary types of e-waste produced by the company include computers, printers, switches and scanners.

To facilitate proper disposal, e-waste collection bins are available for both employees and visitors, allowing them to deposit their e-waste. This waste is then handled by certified e-waste disposal companies, adhering to local regulatory guidelines. Additionally, the company ensures that other types of waste, such as wet and dry waste, are segregated into different bins and sent to municipal authorities for recycling.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

As a company in the service sector, OnMobile does not manufacture physical goods, thus it does not utilize hazardous or toxic chemicals in its operations. The main types of waste produced by the company are electronic, electrical, and municipal solid waste. To manage its e-waste disposal responsibly, OnMobile works with a third-party agency that is registered with the Pollution Control Board and certified for e-waste recycling. This agency takes charge of the appropriate handling, recycling, and disposal of OnMobile's e-waste, thereby reducing the company's environmental footprint.

11. If the entity has operation in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format

Not Applicable

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

The Company abides by all the sector specific laws, regulations and guidelines to comply with environment protection.

LEADERSHIP INDICATORS

1. Water consumption, withdrawal and discharge in areas of water stress (in Kilo Litres)

For each facility or plant located in the following areas, provide the following information

- i) Name of area
- ii) Nature of operations
- iii) Water withdrawal, consumption and discharge in the following format

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	The organization operates in the service industry and primarily uses water for human consumption, requiring minimal water for its business activities. As the offices are situated in rental properties, the landlord manages water usage and recycling. Recycled water is designated for non-potable functions like toilet and urinal flushing, whereas fresh water is reserved for drinking and other potable needs. Although there is no system currently in place to monitor water consumption, the organization has implemented measures to promote responsible water use. These measures include the installation of aerator taps and sensor-based taps to reduce water wastage	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional)–the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
-With treatment– please specify level of treatment		
(ii) Into Ground water		
No treatment		
-With treatment– please specify level of treatment		
(iii) Into Seawater		
No treatment		
-With treatment– please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
-With treatment– please specify level of treatment		
(v) Others		
No treatment		
-With treatment– please specify level of treatment		
Total water discharged (in kilolitres)		

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

2. Provide details of scope 3 emissions & its intensity, in the following format:

The Company is not presently tracking Scope 3 emissions.

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency or reduce impacts due to emissions/ effluent discharge / waste generated, please provide details or outcomes of such

initiatives, in the following format:

The Company persistently adopts cutting-edge technology to enhance its digital products and the user experience for its customers. While the Company's products themselves do not significantly affect resource efficiency, emissions, effluent discharge, or waste production, it promotes recycling by providing wet and dry waste bins in its offices. Additionally, the Company employs energy-efficient solutions, including LED lighting, HVAC appliances, and plumbing fixtures, to further its commitment to environmental sustainability.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

The Company emphasizes the significance of a Business Continuity Plan framework within its risk management strategy. This framework is crucial for ensuring the resilience and uninterrupted operation of its key products and services, maintaining a business-as-usual stance in the market, and safeguarding its workforce. The plan is designed to prevent any disruptions from external influences or failures within the company's infrastructure or systems, enabling the company to uphold 100% operational efficiency through strategies like built-in redundancies, a remote work setup, and a geographically diverse workforce.

To support this, the Company regularly conducts business impact analyses and risk assessments to identify the potential effects of various adverse events, including natural disasters, pandemics, cyber-attacks, and administrative measures like lockdowns.

Overall, the Company is dedicated to upholding a robust Business Continuity Plan framework as a key component of its extensive risk management policy. By preparing for and responding to potential disruptions, the Company ensures continuous delivery of value to its customers and stakeholders, while protecting its employee's well-being.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Given the nature of business, there has been no adverse impact on environment.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

No Assessments done.

PRINCIPLE 7: Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

ESSENTIAL INDICATORS

1. a) Number of affiliations with trade and industry chambers/ associations.

The Company is a member of one trade and industry chambers/ associations.

b) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S.no	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Bangalore Chamber of Industry and Commerce	Karnataka

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities - Not applicable

Name of Authority	Brief of the case	Corrective action taken
NIL		

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity

The Company through its membership contributes towards public policy advocacy for the greater good of the sectorial progress. In the interactions at the forums and working committee workshops OnMobile leaders and subject matter experts share and exchange views, discuss on various aspects of future roadmap, technology advancements, adoption, usage, sharing experiences, govt. policy interventions, standards, specs etc.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.

ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Resulted communicated in public domain	Relevant Web Link
Not Applicable					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

S.no	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in INR)
Not Applicable						

3. Describe the mechanisms to receive and redress grievances of the community

The Company interacts with the community through its CSR teams. Grievances received, if any are addressed by the CSR team.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY 2023-24 Current FY	FY 2022-23 Previous Financial Year
Directly sourced from MSMEs/ Small producers	Not Applicable. Since the Company caters to mobile entertainment services to mobile operators and not related to any manufacturing activity. All our otherwise procurements, viz. office stationery, equipment's and consumables of similar nature are from MSMEs/small producers.	
Sourced directly from within India		

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Guidance: Documentation to include employee salary register mapped to location as per RBI classification

Location	FY 2023-24 Current FY	FY 2022-23 Previous Financial Year
Rural		
Semi - Rural		
Urban	100%	100%
Metropolitan		

LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Not Applicable

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S.No.	State	Aspirational District	Amount Spent in INR
Not Applicable as none of the CSR projects were undertaken by the Company in an aspirational district.			

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No)

Yes our major procurement is for IT-related goods and services which are sourced through large multinational OEMs directly or through distributors. However, it is our endeavor to procure locally, sustainably and from marginalized/vulnerable suppliers for requirements in any other areas. We give preference to local suppliers of goods and services to help create economic opportunities locally.

(b) From which marginalized/vulnerable groups do you procure?

Not Applicable

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge

Not Applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable

6. Details of beneficiaries of CSR Projects.

S.no	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	VAANI - Educational Intervention	350 Hearing Impaired (HI) children between the age of 2-18 years and 700 parents/caregivers	100
2	VAANI - Remedial Teaching and Skill Building through Information Technology and Communication (ITC) for Hearing Impaired Children. Smart Educational Centre for CWHI and Inclusive Education	100 plus youth are using the smart classrooms and attending the program	100
3	VAANI - Skill-building Training for Children With Hearing Impairment	Successfully 50 children have been receiving their self-defence & tailoring classes along with nutritional supplements regularly	100
4	VAANI - School and Sports Uniform Distribution	Successfully 104 children were supported in this initiative	100
5	Sankara Eye Foundation - Operating Microscope for Operation Theatre - Sankara Eye Hospital, Kanpur, UP. Installed on 20th Jan 2024.	2400	100

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner

ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The telecom operator is responsible for managing and resolving all customer complaints, as end consumers are their customers. In

the event of technical issues that require OnMobile's assistance, the telecom operator reports these issues to OnMobile's operations team using a ticketing mechanism. The operations team then resolves the issues within the agreed service level agreements (SLAs).

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information.

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	NA
Safe and responsible usage	100%
Recycling and/or safe disposal	NA

3. Number of consumer complaints

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	Nil	Nil	No data privacy consumer complaints received or identified.	Nil	Nil	No data privacy consumer complaints received or identified.
Advertising	Nil	Nil	Refer Note 1	Nil	Nil	Refer Note 1
Cyber-security	Nil	Nil	No cyber security consumer complaints received or identified.	Nil	Nil	No cyber security consumer complaints received or identified.
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Others	OnMobile & CA: Facebook - 19	Nil	Refer Note 2	OnMobile Facebook - 9, LinkedIn -1 ONMO: Facebook - 2, LinkedIn -0	Nil	Refer Note 2

Note 1: White labelled products advertising per-se is not in our purview. But we pass on queries to our customer support team for further action.

Note 2: We take care of Facebook queries from consumers by passing them on to the customer support team. The queries were all resolved.

4. Details of instances of product recalls on account of safety issues

	Number	Reason for recall
Voluntary recalls	Not Applicable	
Forced recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

OnMobile is committed to safeguarding data, protecting its security, and preventing unauthorized and unlawful usage of personally identifiable information. To achieve this, the company has implemented reasonable and appropriate physical, organizational, and technical solutions, practices, and measures. OnMobile remains dedicated to implementing additional controls and technical measures mandated by regulatory authorities or required by internal policies, practices, and business needs.

The Data Protection Policy outlines the process and framework for collecting, using, and protecting personal data of individuals. It specifies how OnMobile collects, uses, processes, and safeguards personal data in its possession, emphasizing its commitment to respecting individual privacy.

The Policy can be accessed via the following web links:

- Privacy Policy : https://www.onmobile.com/home/privacy_policy
- Data Protection Policy : https://www.onmobile.com/sites/default/files/privacy/Data_Protection_Policy.pdf

The company ensures the safeguarding of all information assets by implementing comprehensive management processes throughout the organization. Business information is adequately protected through appropriate controls and proactive measures. These measures include deploying security solutions such as firewalls, intrusion prevention systems, anti-malware solutions, and dynamic URL filtering.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on the safety of products / services.

No issues reported

7. Provide the following information relating to data breaches:

- Number of instances of data breaches – No issues Reported
- Percentage of data breaches involving personally identifiable information of customers – Not Applicable
- Impact, if any, of the data breaches - NIL

LEADERSHIP INDICATORS

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Following are the links for information on products and services of the entity:

- <https://www.onmobile.com/products/challengesarena>
- <https://www.onmobile.com/products/videos>
- <https://www.onmobile.com/products/tones>
- <https://www.onmobile.com/products/contests>
- <https://www.onmo.com/>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Operating within the mobile entertainment and digital industry, the company acknowledges the importance of providing comprehensive information and education to its customers regarding its products and services. As part of this commitment, detailed information about the company's offerings, including terms and conditions, refund policy, and frequently asked questions (FAQs), is readily available on its website.

It's noteworthy that for the company's white-labeled business-to-business (B2B) products, customer interactions typically fall

under the purview of telecom operators. Consequently, the company relies on these operators to furnish information and education to end consumers on its behalf. This arrangement serves as a crucial component of the company's communication and education efforts directed towards its customers.

Overall, the company remains dedicated to equipping its customers with the necessary information and education to fully grasp and derive benefits from its products and services. Whether through its website or through collaborative efforts with telecom operators, the company endeavors to ensure that customers are well-informed and content with their engagements with ONMO. Notably, these web pages serve to inform consumers about ONMO's policies:

- Privacy Policy: <https://www.onmo.com/privacy-policy/>
- Terms & Conditions: <https://www.onmo.com/terms-conditions/>
- Refund Policy: <https://www.onmo.com/refund-policy/>
- FAQs: <https://www.onmo.com/faqs/>

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

The Company's critical services were not disrupted during the year, and planned maintenance work is communicated to telecom operators seven days in advance. Any unplanned disruptions are communicated to relevant stakeholders via phone, email, SMS, and other channels within an agreed timeframe. Telecom operators decide how to inform end consumers based on the severity, duration, and criticality of the disruption. Overall, the Company is committed to maintaining its services and communicating effectively with stakeholders.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

The Company products include web applications, games, and tones etc. It provides services to the telecom operators. Interactions with end-user consumers is only done by telecom operators. The company does not conduct any direct consumer survey.