



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 31, 2023

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 2022-23

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 2022-23, which is prepared on a voluntary basis and also forms part of the Annual Report for FY 2022-23.

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 2023 (April 2022 – March 2023)
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited
11	Paid-up Capital	Rs. 1060 million
12	Contact Person	
	Name of the Person	Francois-Charles Sirois Executive Chairman
	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

II. Product/Services

14 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	77
2.	Gaming	Games	23

15 Products/Services sold by the entity

S.No.	Product/Service	NIC Code	% of Total Turnover contributed
1.	Mobile Entertainment Services -Ring Back Tones	61900	34%
2.	Mobile Entertainment Services - Converged Value-Added Services	61900	43%
3.	Mobile Entertainment Services - Games	61900	23%

III. Operations

16 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 [#]

17 Market served by the entity

a. No. of Locations

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

* 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.

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

IV. Employees

18. 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)	618	500	81%	118	19%
2	Other than Permanent Employees (B)	66	57	86%	9	14%
3	Total Employees (A+B)	684	557	81%	127	19%
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

19. Participation/Inclusion/Representation of women

S.No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	7 *	1	14%
2	Key Management Personnel	2 #	0	0%

*Gianluca D'Agostino resigned as Independent Director with effect from closure of business hours of March 31, 2023.

#Sanjay Baweja MD&CEO who is both Director and KMP is considered in Board of Directors.

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

Category	FY 2022-2023 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	21%	21%	21%	32%	38%	33%	11%	15%	12%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

21. (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 Comunicacoes 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 Madagascar Telecom Limited	Subsidiary	100	
21.	OnMobile Rwanda Telecom Limited	Subsidiary	100	
22.	OnMobile Nigeria Telecom Limited	Subsidiary	100	
23.	OnMobile Global Solutions Canada Limited	Subsidiary	100	
24.	OnMobile Global Italy SRL	Subsidiary	100	
25.	OnMobile Turkey Telekomunikasyon Sistemleri Limited Şirketi	Subsidiary	100	
26.	OnMobile Portugal SGPS, Unipessoal LDA	Subsidiary	100	
27.	OnMobile Telecom Burkina Faso, SARL	Subsidiary	100	
28.	ONMO, Inc. (formerly known as "OnMobile Live Inc.")	Subsidiary	100	
29.	2DayUK Limited	Subsidiary	100	
30.	OnMobile Global South Africa (RF) (PTY) Ltd.	Subsidiary	87.72*	
31.	ONMO Sweden AB (formerly known as "Appland AB")	Subsidiary	100	
32.	OnMobile Bangladesh Technologies Private Limited	Subsidiary	100	
33.	9447-9029 Quebec Inc. (formerly known as "Les Productions Back to the Game Inc.")	Subsidiary	100	
34.	Technologies rob0 Inc.	Subsidiary	100	
35.	OnMobile South Africa Technologies (PTY) Ltd.	Subsidiary	100	
36.	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

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

(ii) Turnover (in Rs.): 2,105.57 Million

(iii) Net worth (in Rs.): 7,085.27 Million

VII. Transparency and Disclosures Compliances

23. 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 2022-23 Current Financial Year			FY 2021-22 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 einward.ris@kfintech.com / Company at Investors@onmobile.com The queries are resolved within statutory prescribed timelines.)	31	0	All resolved	34	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.

24. 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 healthy workforce is a productive workforce. Establishing a culture of conducive and comfortable work environment among the employees helps decrease job turnover, increase job satisfaction, manage stress, and reduce absenteeism.</p> <p>OnMobile periodically conducts employee awareness programs, employee's health checkups, and other wellness measures at workplace. OnMobile has robust policies in place that support gender equality and diversity and processes to prevent any discrimination and harassment in the workplace (POSH Policy).</p> <p>Talent Management is an opportunity to align work culture with global trends. This enhances employee loyalty while also increasing their efficiency. Hiring from the local community improves talent retention and signals to the community that you are invested in.</p>	<p>To promote holistic well-being of employees, we are currently partnering with YourDost, which provides 24*7 free and anonymous counselling platform to OnMobile employees, along with additional services like community connect, lifestyle and mental wellness related blogs and articles, and webinars on topics related to self-improvement and mental health.</p> <p>OnMobile has Talent Acquisition Procedure that is responsible for hiring the right talent to deliver world-class services to our clients across the globe.</p>	Positive impact
Customer Centricity	Risk/ Opportunity	<p>OnMobile, being a mobile entertainment products & solutions provider can be benefited by focusing on customer-centricity through developing products and services that align with the needs and preferences of its customers. This in turn can attract new customers and retain existing ones. However, there are also significant risks associated with customer centricity. The potential risks associated are cost implications and excessive mobile game usage.</p>	<p>By taking measures to mitigate the risks, OnMobile can reap the benefits of customer-centricity and maintain a competitive edge in the market. Diverse demographics are served by our product offerings. Therefore, it is essential for us to continuously simulate, evaluate, and test product development strategies in order to remain true to customers' interest and engagement.</p> <p>OnMobile shall implement features that allow users to track and limit their gaming time and also provide information on responsible gaming practices. Mandated warnings and guidelines including kids content given by regulatory authorities for gaming companies shall be strictly adhered by OnMobile wherever 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 specifies that Every stakeholder is expected to be aware, understand and comply with this Code, uphold these standards in day-to-day activities and comply with all applicable 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 to the extent in compliance with the standard acts, rules and regulations that govern the subject matter in India. The company is certified towards ISO/IEC 27001:2013 (Information Security Management System)								

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
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>I am pleased to present to you the Business Responsibility and Sustainability Report of OnMobile Global Limited for the financial year 2022-23. Our company's ESG journey involves a commitment to incorporate environmental, social, and governance factors into our business operations and decision-making processes. OnMobile recognizes the importance of Environmental, Social, and Governance (ESG) issues and we have taken several steps to address these challenges. Also, OnMobile continues to sustain its commitment to the highest levels of quality, superior service management, robust information security practices, and business continuity management in a sustainable manner.</p> <p>As a responsible corporate citizen, we are committed to reducing our carbon footprint and minimizing our impact on the environment. We have implemented several initiatives such as energy-efficient lighting systems, water conservation measures, and waste management practices to reduce our environmental impact.</p> <p>We believe in creating value for all our stakeholders, including our employees, customers, and the communities we operate in. We have taken measures to ensure a safe and healthy working environment for our employees. We have also implemented various programs to support the communities, such as health care, education and skill-building initiatives. We contribute to the Sri Kanchi Kamakoti Medical Trust - Sankara Eye Foundation to purchase equipment for detecting pediatric glaucoma. We are also associated with VAANI Deaf Children's Foundation to support Early Identification, Early Intervention, and Community Outreach.</p> <p>We are committed to maintaining the highest standards of corporate governance and transparency. We have established robust systems and processes to ensure compliance with all applicable laws and regulations. We have also implemented a whistle-blower policy to ensure that any concerns raised by our stakeholders are addressed appropriately.</p> <p>In the financial year 2023, we achieved several milestones in our ESG journey. Some of our notable achievements include:</p> <ul style="list-style-type: none"> • Participation in several community initiatives, including skill-building programs for underprivileged youth • Establishment of an Ethics and Compliance Committee to oversee our compliance with applicable laws and regulations. • Reduction of carbon emissions compared to the previous years • Implementation of a waste segregation and recycling program across all our offices <p>Looking ahead, we have set ambitious targets to further improve our ESG performance. Some of our key targets for the financial year 2024 includes:</p> <ul style="list-style-type: none"> • Implementation of an employee wellness program to promote the health and well-being of our employees • Customer centric approach including product development strategies to maintain a competitive edge in the market • Expansion of our community initiatives to reach more underprivileged communities. • Reduction of carbon emissions <p>We are committed to ensuring that our business operations are conducted in a responsible and sustainable manner. We believe that our ESG initiatives will not only benefit our stakeholders but also contribute to the long-term success of our company.</p> <p>Thank you for your continued support.</p>									

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: François-Charles Sirois Designation: Executive Chairman								
9	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.	Yes, the company has Risk Management Committee to monitor, assess and review internal and external risks of the company along with sustainability risks (consisting of Environmental, Social and Governance aspects). Functional heads of the company ensure various policies adhere to the outcome of meetings of board committees like CSR Committee, Risk Management Committee, etc.								

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		Policies are being reviewed by the respective policy owner periodically in consultation with Senior Management/Committee/ Board.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances										
Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)										
Performance against above policies and follow up action		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 BR performance of the Company periodically.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances										

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. All the policies are evaluated internally and updated periodically by the respective policy owner. The Company continues to sustain its commitment to the highest levels of quality, superior service management, robust information security practices and 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 does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (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	27	1. Prevention of Sexual Harassment (POSH) 2. Code of conduct 3. Anti-Bribery 4. Insider Trading 5. Data Privacy 6. Community Contribution 7. Diversity Equity and Inclusion 8. Employee well being 9. CSR	1. 100% 2. 100% 3. 100% 4. 100% 5. 100% 6. 50% 7. 100% 8. 100% 9. 100%
Employees other than BODs and KMPs			
Workers	NA	NA	NA

Note: 1) During the year the Company has held several Board meetings for directors and KMPs, discussions were held on the overall performance of the Company including ESG, Risk management and CSR. These presentations covered the entire range of business activities including macro-economic and market review, equity performance, earnings outlook, Company's strategy, business model, operations, service and product offerings, CSR Funds. Periodic meetings are also conducted on a one-on-one basis between the independent Directors and senior functional heads for deeper understanding of various aspects of business and ESG.

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 has anti-bribery policy in place which is a part of the Code of Conduct document. The policy sets guidelines for stakeholders including consultants, advisors, employees, contracted employees, sub-contracted employees, agents & third parties, vendors, business partners, Board of Directors, customers, subsidiaries and affiliated entities which are prohibited from engaging in any bribery or potential bribery.

It also touches upon the key risk areas and role of each department with respect to compliance thereon. The Company's Code of Conduct prohibits stakeholders to offer or accept gifts, hospitality and entertainment to/ from third parties. It prohibits the stakeholder to offer to pay, give, accept, receive, make payment, promise to pay, or issue authorization to pay /receive/accept any money, gift, or anything of value.

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 2022-23 (Current Financial Year)	FY 2021-22 (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 2022-23 (Current Financial Year)		FY 2021-22 (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

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. The company has in place a comprehensive “Code of Conduct” which is applicable to the Board of Directors, Senior Management and all the stakeholders. Available at

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

Every Board member discloses the names of the entities or arrangements in which they are interested which is brought to the attention of the Board. All related party transactions are entered with the prior approval of Audit Committee. All related party transactions were at arm’s length and in the ordinary course of business. The Code of Conduct expects all stakeholders to avoid situations like personal or romantic involvement with a competitor, supplier, or subordinate employee of the Company, which impairs a stakeholder’s ability to exercise good judgment on behalf of the Company and creates an actual or potential conflict 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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	Nil	Nil	Nil
Capital Expenditure (CAPEX)	Nil	Nil	Nil

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

As the nature of business is limited to providing services, sustainable sourcing is not directly applicable.

However, company explores the possibility of sustainable sourcing in whatever limited sourcing is done for running its operations. Through the vendor registration form, the company assesses the basic criteria of inputs sourced sustainably depending on the entity performance, financial trends and operational details.

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 caters to mobile entertainment services to mobile operators and not related to any manufacturing activity. The Company does not have 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
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 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	Not applicable					
E-waste	Not applicable					
Hazardous waste	Not applicable					
Other waste	Not applicable					

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	500	500	100%	500	100%	NA	-	500	100%	0	0
Female	118	118	100%	118	100%	118	100%	NA	-	0	0
Total	618	618	100%	618	100%	118	100%	500	100%	0	0
Other than Permanent Employees											
Male	57	57	100%	57	100%	NA	-	57	100%	0	0%
Female	9	9	100%	9	100%	9	100%	NA	-	0	0%
Total	66	66	100%	66	100%	9	100%	57	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										

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

S.No.	Benefits	FY 2022-23 (Current FY)			FY 2021-22 (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 follows and encourages equality through its Code of Conduct.

It believes in promoting diversity and inclusion in its work culture which allows all employees to bring their authentic selves to work and contribute wholly with their skills, experience and perspective for creating unmatched value for all stakeholders

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	15	15	100%	13	24	54.16%
Female	2	3	66.67%	4	8	50%
Total	17	18	94.44%	17	32	53.12%
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 has an internal employee portal - 'Jira', where employees can raise or report any concerns, or queries by raising tickets. The tickets are then addressed by the concerned person/ department and resolved. Employees can also reach out to the HR business partners (HRBP) for grievance resolution. The HRB raises the issue with the concerned parties, facilitates necessary actions, and discussions and provides the resolution for the same.
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 2022-23 (Current FY)			FY 2021-22 (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 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Skill Training (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	%(D/C)
Permanent Employees						
Male	500	356	71.2%	479	332	69%
Female	118	85	72%	104	50	48%
Total	618	441	71%	583	382	65%
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 2022-23 (Current FY)			FY 2021-22 (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	500	500	100%	479	479	100%
Female	118	118	100%	104	104	100%
Total	618	618	100%	583	583	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 2022-23 (Current FY)			FY 2021-22 (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	500	481	96%	477	431	90%
Female	118	109	92%	99	91	92%
Others	NA	NA	NA	NA	NA	NA
Total	618	590	96%	576	522	91%
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 taken steps to provide the employees with a safe and healthy work environment by implementing safety measures like emergency exits, fire alarms, fire extinguishers, smoke detectors, etc. It is the responsibility of each stakeholder to adhere to all applicable health and safety policies in order to maintain secure and healthy work surroundings. It is further the duty of the all stakeholders to educate and create awareness amongst them.

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, all employees of the organization are covered under the company's health insurance and accident policy. The Company has a well-defined medical and health care policies and allied services. Health checkup is done for employees

wherever required or mandated as per the terms of policies. Employees & families are covered under the Insurance policies for hospitalization through Medclaim cover for any uncertain medical emergencies.

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

Safety Incident/Number	Category	FY 2022-23 (Current FY)	FY 2021-22 (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 all its employees and third-party employees. The implementation of safety measures such as emergency exits, fire alarms, fire extinguishers, and smoke detectors can greatly reduce the risk of accidents and emergencies in the workplace. All stakeholders of the company adhere to the applicable health and safety policies to ensure a secure and healthy work environment. The continuous assessment of health, safety, and environmental performance across all offices is also a positive step towards maintaining a safe and healthy workplace.

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

Topic	FY 2022-23 (Current FY)			FY 2021-22 (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	Previous FY 22	Current FY 23	Previous FY 22
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	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 extant 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.
Working Conditions	

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 engages with a broad spectrum of stakeholders, to deepen its insights into their needs and expectations, and to develop sustainable strategies for the short, medium, and long term. Stakeholder engagement also helps to manage risks and opportunities in business operations. The key stakeholders identified in consultation with the company's management are:

1. Directors
2. Shareholders
3. Telecom Businesses
4. Employees
5. Other suppliers, partners, and collaborators
6. Customers and Vendors
7. 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 disclosing the BRSR on a voluntary basis and have initiated steps towards forming environmental and social pillars. OnMobile has initiated consultations between stakeholders and board on E S and G 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.**

One of the most important factors in choosing our material topics is the inputs from stakeholders. Our policies and practices consider the feedback from our stakeholders through ongoing engagements.

Material topics for OnMobile were arrived at with due consultation with various stake holders including top Management and also considered risks mentioned in 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 2022-23 Current FY			FY 2021-22 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 2022-23 Current FY					FY 2021-22 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										
Male	500	0	0	500	100%	479	0	0	479	100%
Female	118	0	0	118	100%	104	0	0	104	100%
Other than Permanent										
Male	57	0	0	57	100%	50	0	0	50	100%
Female	9	0	0	9	100%	9	0	0	9	100%

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

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (Rs)	Number	Median remuneration/salary/wages of respective category (Rs)
Board of Directors (BoD)	7	16,50,000	1	20,50,000
Key Managerial Personnel	2	1,24,27,511	0	NA
Employees other than BoD and KMP	497	11,92,604	118	7,51,545
Workers	NA	NA	NA	NA

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 covers any grievances that can be reported through local HR grievances reporting process. The company has appointed a committee for that purpose as Internal Complaints Committee (ICC). ICC has been empowered with the powers of civil court for gathering evidences as vested under the Code of Civil Procedure (1908).

As per the terms of reference of Audit Committee, the Committee shall periodically review the functioning of the Whistle blower mechanism – Quarterly basis. Also, the Audit Committee takes note of complaints under prohibition, prevention and redressal of sexual harassment of women at the workplace (POSH policy) on a quarterly basis even in case of 'Nil' complaints.

The company's concerns regarding violations whether actual or suspected, pertaining to fraudulent financial activity, harassment, grave misconduct i.e., conduct which results in a violation of law by the Company /substantial mismanagement of company resources, conduct which is otherwise in violation of any law or the Company's policies or any other rare situations, any such concerns are reported by either of the following modes:

- Reporting to immediate superior, or
- Sending an email to whistleblower@onmobile.com. The email will be acknowledged through an auto mailer, or
- Mails can be also sent to email ids of: - Audit Committee Chairman ,ChairmanAC@onmobile.com, or
- Writing a letter to the following postal address to the Audit Committee 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 2022-23 Current FY			FY 2021-22 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 mechanisms are governed under the Company Whistleblower Policy whereby it articulates its stakeholders to report any concerns or issues, without fear of retaliation to make known any inappropriate act or conduct, whether actual, potential or suspected.

Also, the Company's Code provide the company's commitment towards providing a work environment that is free of unlawful harassment. The Code prohibits harassment based on 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 basis protected by local law or regulation.

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

Yes, human rights requirements form part of Onmobile's business agreements and contracts. The company's code extends to all its stakeholders. These cover prohibition of child labor, forced labor, freedom of association, right to collective bargaining and protection from discrimination. Prohibits any kind of discrimination on the grounds of race, color, religion, creed, caste, economic or social status gender, nationality, citizenship, age, sexual orientation, disability, pregnancy, childbirth, marital status, medical condition, ancestry, language or any other characteristic.

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

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 labour	
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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	5426.1 GJ	5,176.5 GJ
Total fuel consumption (B) (GJ)	269.64 GJ	299.46 GJ
Energy consumption through other sources (C) (GJ)	Nil	Nil
Total energy consumption (A+B+C) (GJ)	5,695.70 GJ	5,475.92 GJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (GJ per million INR)	2.71	2.76
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

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. No

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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	The organization limits its water usage to human consumption only, as it operates in the service industry and does not require large amounts of water for its business activities. Since our offices are located in rental premises, the landlord handles water usage and recycling. Recycled water is used for non-potable purposes such as toilets and urinal flushing, while fresh water is used for potable purposes. We do not currently have a mechanism in place to track water usage, but we have taken steps to ensure responsible usage by installing aerator taps and sensor-based taps.	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others (Rainwater storage)		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover) (kl per crore INR of revenue)		
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. No

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

The Company's office is located within a rental property that is shared with other tenants. Wastewater from the premises is treated in a common Sewage Treatment Plant (STP) that is managed by the landlord. The treated water is then recycled and used for other domestic purposes within the premises. The landlord is responsible for the entire process, including the maintenance and operation of the STP, to ensure proper treatment and recycling of the waste water.

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

Not Applicable

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY2022-23 (Current Financial Year)	FY 2021-22 (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	20	22
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	1220	1131
Total (Scope 1 & Scope 2)	tCO ₂ e	1240	1153
Total Scope 1 and Scope 2 emissions per rupee of turnover (Million)	tCO ₂ e	0.589	0.581
Total Scope 1 and Scope 2 emission intensity (optional)– the relevant metric may be selected by the entity	tCO ₂ e/INR	NA	NA

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.

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

The company has taken steps to support the reduction of greenhouse gas (GHG) emissions by implementing various energy-saving measures. These include the deployment of energy capacitor panels, as well as the use of energy-efficient equipment such as LED lighting and LED signage. As a result of these initiatives, the company has achieved a reduction of 5% in its energy consumption. By reducing energy consumption, the company is able to reduce its carbon footprint and contribute to the global effort to combat climate change. Additionally, these energy-saving measures can also result in cost savings for the company, which can be reinvested in further sustainability initiatives.

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	8.08	1.7
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
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)	8.08	1.7
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	8.08	1.7
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	8.08	1.7
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	-	-
Waste	Process of disposal	
a. Plastics (including packaging)	Separate bins have been placed	
b. E-Waste	E-waste is being disposed through certified E-waste handlers	
c. Hazardous Waste	NA	
d. Other Waste	Wet and Dry separate bins have been placed in the office premises	

The company is regularly looking for chances to recycle waste.

For minimising usage of single use plastic, several initiatives have been taken like using paper cups, replacing plastic bottles by glass bottles in meeting rooms and other office spaces.

E-waste such as computers, printers, switches, scanners form the main e-waste generated.

The organisation has e-waste collection bins for employees and visitors to deposit their e-waste so that same can be disposed through certified E-waste handlers for disposal which is in line with guidelines of local regulatory authority.

Other wet and dry waste is segregated in separate bins and sent for recycling by the municipal authorities.

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.

No external agency assessment is carried out.

9. 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 service industry, OnMobile does not produce physical products and therefore does not use any hazardous or toxic chemicals in its processes. The company primarily generates electronic, electrical, and municipal solid waste from its facilities. To ensure responsible disposal of its e-waste, OnMobile engages a third-party contract agency that is registered under the Pollution Control board and certified to handle e-waste recycling. This agency is responsible for the proper handling, recycling, and disposal of OnMobile's e-waste, minimizing the company's environmental impact.

10. If the entity has operations/offices 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. The company's Office is located in premises which have requisite multi-tenanted building permission, compliant to local municipal norms.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

NA

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. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (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)	5426.1 GJ	5176.5 GJ
Total fuel consumption (E)	269.64 GJ	299.46 GJ
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	5695.92 GJ	5475.92 GJ

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. No

2. Provide the following details related to water discharged:

Not Applicable

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. No

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area

(ii) Nature of operations

(ii) Water withdrawal, consumption and discharge in the following format:

Not Applicable

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. No

4. Please provide details of total 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. No

5. With respect to the ecologically sensitive areas reported at Question 10 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

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Yes. The Company continues to use innovative technology for the betterment of its digital products and to improve customer's user experience. The Company's products do not have any significant impact on resource efficiency/emissions/effluent discharge/waste generated but the Company encourages recycling through the wet and dry-waste bins in offices. The Company also utilizes energy efficient LEDs, HVAC appliances and plumbing fixtures.

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

The Company recognizes the importance of having a Business Continuity Plan framework in place as part of its risk management policy. This framework ensures that the Company can maintain resilience and continuity of its key products and services, while also achieving a business-as-usual presence in the marketplace and ensuring the safety of its human capital. The plan ensures there is no disruption due to any external factors or failures in any of the company's infrastructure or systems. Through a combination of built-in redundancies, remote work setup and controls, and geographically distributed work force, the company has maintained 100% operational efficiency.

To achieve this, the Company conducts regular business impact analyses and risk assessments to evaluate the potential impact of adverse events on its business processes. These events may include natural disasters, pandemics, technical disruptions such as cyber-attacks, and administrative decisions like lockdowns.

Overall, the Company remains committed to maintaining a strong Business Continuity Plan framework as part of its broader risk management strategy. By staying prepared and vigilant in the face of potential disruptions, the Company can continue to deliver value to its customers and stakeholders, while also protecting the well-being of its employees.

8. 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.

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

No Assessment 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

Name of Authority	Brief of the case	Corrective action taken
Not applicable		

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 2022-23 Current FY	FY 2021-22 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 the district and neighboring districts		

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 the 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	Contribution to VAANI Deaf Children's Foundation to support early identification of hearing loss in new born children.	3621	100
2	Contribution to VAANI Deaf Children's Foundation to support early intervention for deaf children	1160	100
3	Contribution to VAANI Deaf Children's Foundation to conduct ear screening camps in remote areas for hear loss prevention in children and young adults.	3383	100
4	Contribution to Sankara Eye Hospital, Ludhiana for purchase of equipment for examination and surgeries	15650	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 2022-23 Current Financial Year			FY 2021-22 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: Facebook - 9, LinkedIn -1 ONMO: Facebook - 2, LinkedIn -0	Nil	Refer Note 2	Facebook- 2 LinkedIn- 1	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.

With regards to safeguarding data, protection, security and to prevent unauthorized and unlawful usage of personal identifiable information, OnMobile has put in place reasonable and appropriate physical, organizational and technical solutions, practices and measures in place. OnMobile is committed to implement such further controls and technical measures in place from time to time as may be mandated by any regulatory authority or as may be required by the internal policies, practices and business requirements.

The purpose of Data Protection Policy ("this Policy") is to set out the process and the framework within which OnMobile can collect, use and protect Personal Data of Individuals. The Policy states how OnMobile collects, uses, processes and safeguards the Personal Data that it possesses, holds, and deals with respect to Individuals.

Web link of the Policy is https://www.onmobile.com/home/privacy_policy ,
https://www.onmobile.com/sites/default/files/privacy/Data_Protection_Policy.pdf

The Company ensures that all information assets are safeguarded by establishing comprehensive management processes throughout the organization and business information is protected adequately through appropriate controls and proactive measures.

The Company's controls include the deployment of security solutions like firewalls, intrusion prevention systems, anti-malware solutions and dynamic URL (uniform resource locator) 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

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.

Given that the company operates in the mobile entertainment and digital industry, it recognizes the importance of providing comprehensive information and education to its customers about its products and services. To this end, the company has made available detailed information about its offerings on its website, including information about its terms and conditions, refund policy, and frequently asked questions (FAQs).

It is worth noting that for the company's white-labeled business-to-business (B2B) products, end-consumer interactions are typically handled by telecom operators. As a result, the company relies on these telecom operators to provide information and education to end consumers on its behalf. This mechanism is an important part of the communication and education provided by the company to its customers.

Overall, the company is committed to providing its customers with the information and education necessary to fully understand and benefit from its products and services. Whether through its website or through its partnerships with telecom operators, the company seeks to ensure that its customers are well-informed and satisfied with their interactions with the company ONMO- Mobile gaming space, was open to the public only since this April 2022.

For ONMO, these pages inform consumers about our policies.

<https://www.onmo.com/privacy-policy/>

<https://www.onmo.com/terms-conditions/>

<https://www.onmo.com/refund-policy/>

<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.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact

Not Applicable

b. Percentage of data breaches involving personally identifiable information of customers

No such Incidents were reported in FY 2023