

Ref No: RML/2021-22/104

Date: July 13, 2021

To,

**BSE Limited**  
**Scrip Code: 543228**

**National Stock Exchange of India Limited**  
**NSE Symbol: ROUTE**

Dear Sir/Madam,

**Sub: Sustainability Report for the Financial Year 2020-21**

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With reference to the captioned subject, the Company hereby submits the Sustainability Report for the FY 2020-21.

You are requested to take the above information on record.

Thanking you,  
For **Route Mobile Limited**

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

**Encl: as above**

# CORPORATE SUSTAINABILITY REPORT

Route Mobile Limited  
2020-21

A Global Player in Cloud Communications Platform



Associate Member

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## CEO's Message

Dear fellow stakeholders,

It gives me immense pride to present to you the First edition of our Sustainability Report. It marks the culmination of our efforts to institutionalize sustainability within Route Mobile Limited and various other geographies in which we operate through our subsidiaries. For us, sustainability is about how people and systems endure, remain diverse and be productive.

The year gone by had more than its share of exceptional challenges, but for Route Mobile, the year 2020-21 had two intertwined stories, one of resilience – in the face of an unprecedented global calamity and the other of success of our IPO as well as general business growth. Finding true success in such times has truly confirmed our belief in our mantra, which is – "to build trust and deliver results." Our continued quarterly performance is a reflection of the consistency in our operations. We are poised to increase our competitiveness and empower our customers to offer disruptive yet simplified communication solutions.

We had a standout year in FY 2020-21, crossing two important milestones. Our annual revenue crossed the 14,222 million figure, a two-fold growth over the last 17 years. Our market capitalization crossed the ₹10,000 crore mark, making us the first Indian CPaaS Company to achieve this in the omni-channel cloud communication space, and placing us in the list of Top 500 most valuable companies on the Indian bourses by market capitalization. Our sustained investments in product development & innovation have resulted in innovative solutions to business critical problems, and a large portfolio of intellectual property which differentiate and position us as an innovation partner to our customers.

While we continue to pursuit business growth in all possible ways, I also firmly believe that for the business world, it is fundamental to promptly respond to this growing call on environment consciousness because a company's success will soon be more and more dependent on their capacity to generate value, to limit the use of resources and energy consumption, to avoid negative impacts – such as GHG emissions- and maximizing positive effects – i.e. job creation, high quality and sustainable products and services. Spurred in part by growing demand for social and ethical funds among institutional and individual investors, new indices of social responsibility are appearing each year. Sustainability reporting will thus help management's ability to assess the organisation's contribution to natural, human, and social capital. Sustainable practices are not only a matter of a company's better market competitiveness, but also of responsibility of the businesses, as it is more and more perceived these days. Our approach to social responsibility includes empowering our people to give back to their communities, operating our businesses in ways that are socially responsible and environmentally sustainable.



The initiatives of the government and regulators are also reflected in the recent amendment brought in the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) (Second Amendment) Regulations, 2021 which came into effect from May 5, 2021. While a host of other amendments were introduced, the most relevant in current times was the introduction of a “Business Responsibility and Sustainability Report” w.e.f financial year 2022-23, instead of the earlier Business Responsibility Report. I welcome and congratulate SEBI for this time appropriate move. Other critical developments recently have been the entry into force of the Sustainable Finance Disclosure Regulation (SFDR), introduced by the European Commission from March 10, 2021 & Corporate Sustainability Reporting Directive (CSRD) proposed by the European Commission on April 21, 2021. We’ll closely observe the developments and make various disclosures as part of our annual reporting to align with these new international sustainability disclosure initiatives, assessing the sustainability risks that may impact our operations. I view this exercise as a reflection of our long term commitment to our investors and society at large.

The enclosed Sustainability Report has been prepared in the lines of ‘the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE)’ issued by the Ministry of Corporate Affairs, Government of India, ‘ten principles of the United Nations Global Compact (UNGC)’, and ‘Global Reporting Initiative (GRI)’, and spells out various components of our key Environmental, Social, and (Corporate) Governance (‘ESG’) commitment areas in the form of ‘material topics’ we identified. We plan to move towards full-fledged disclosures in accordance with the GRI Standards as well as SEBI, next year and indexing of principles and standards will be done to claim full adoption as required under GRI-101 next year. Route Mobile dedicates this report to the cause of a cleaner and greener environment and acknowledges the contribution made by its employees, whose initiative and commitment have enabled the Company make great strides in its sustainability performance.

Regards,

*Rajdipkumar Gupta*

**Rajdipkumar Gupta**

Managing Director & Group CEO



## Our Board of Directors



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



**Rajdipkumar Gupta**  
Managing Director & Group CEO



**Sudha Navandar**  
Independent Director



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



**Ramachandran Sivathanu**  
Independent Director



**Arun Gupta**  
Additional & Independent Director



**Nimesh Salot**  
Independent Director



# Our Management Team



**Rajdipkumar Gupta**  
 Managing Director &  
 Group CEO



**John Owen**  
 Chief Executive Officer  
 (Europe and Americas)



**Gautam Badalia**  
 Chief Strategy  
 Officer



**Milind Pathak**  
 Chief Business  
 Officer



**Suresh Jankar**  
 Chief Financial  
 Officer



**Mujahid Rupani**  
 Group CTO (Chief Technical  
 Officer) Route mobile  
 & 365squared Ltd



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



**Andy Folwell**  
 COO -  
 365squared Ltd



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



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



**Sammy Mamdani**  
 Executive Vice President -  
 Head of Global Operations



**Vikram Shanbhag**  
 Executive Vice President -  
 Americas



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



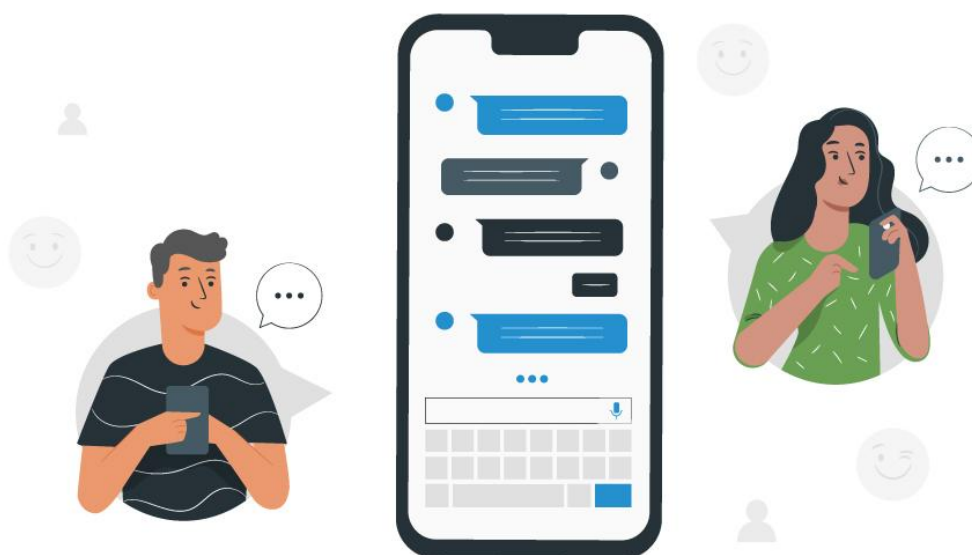
**Elsa Shibu**  
 Vice President &  
 HR Head

## About Route Mobile Limited

Route Mobile Limited ('Route Mobile'/'RML'/'Company') is a leading Cloud Communication Platform service provider, catering to enterprises, over-the-top (OTT) players and mobile network operators (MNO). Our range of enterprise communication services includes smart solutions in Messaging, Voice, Email, and SMS Filtering, Analytics & Monetization. Founded in 2004, Route Mobile is a publicly listed company and among the leading Cloud Communications Platform Service Provider offering Communication Platform as a Service (CPaaS) solutions. We deliver an entire communication product stack, based on a CPaaS principals, infusing Conversational AI across a broad range of industries including social media companies, banks and financial institutions, e-commerce entities, and travel aggregators. Route Mobile is headquartered in Mumbai, India.

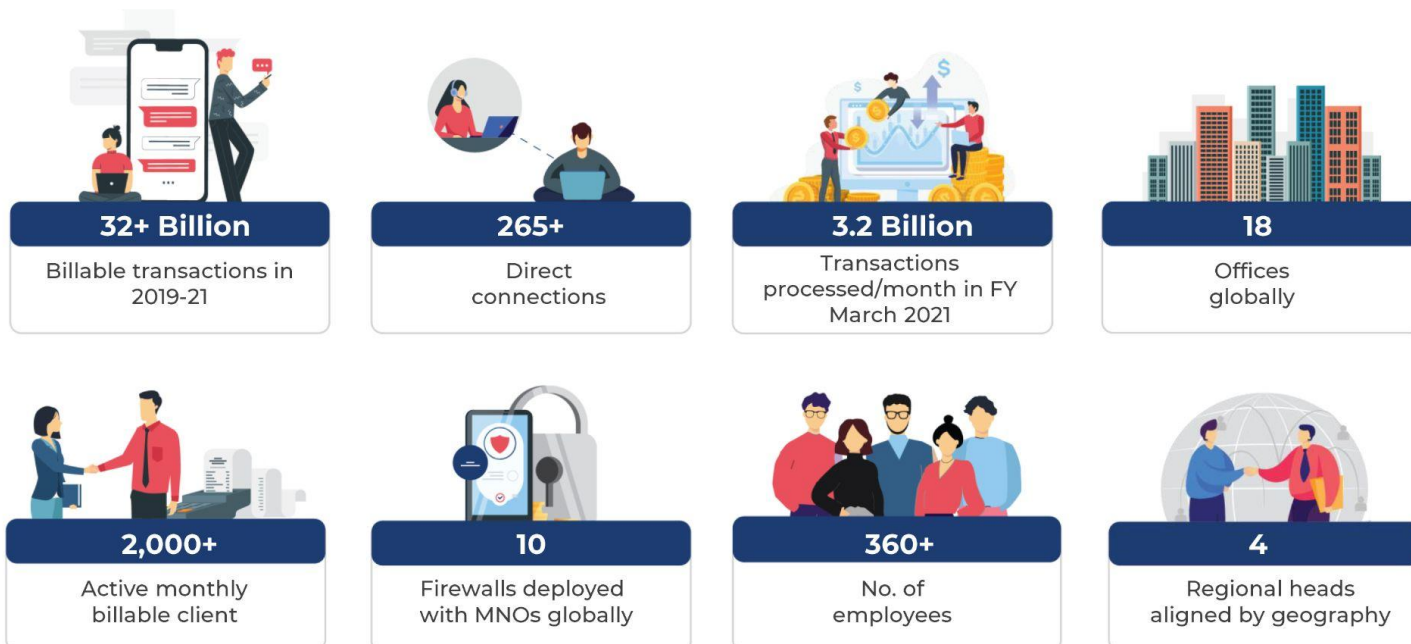
Route Mobile, India's largest multinational omni-channel cloud communication Company, has over 300 of the best- trained technocrats & business managers in more than twelve countries. The Company generated consolidated revenues of ₹14,222 million for the year ended March 31, 2021 and is listed on BSE Limited ("BSE") and National Stock Exchange of India Limited ("NSE").

RML has a global presence, deep domain expertise in multiple industry verticals, and a complete portfolio of offerings – grouped under Messaging, Voice, Email, and SMS Filtering, Analytics & Monetization. The five key vertical clusters are: Banking, Financial Services & Insurance (BFSI), Internet and Social Media companies, app-enabled service providers, Retail and Consumer Business, Communication Media and Technology (CMT), Manufacturing, etc. Our geographic footprint covers Latin America, the United Kingdom, Europe, Asia Pacific, India, MENA region and Africa.





# Our Company (by numbers)



## Snapshot:



(1) As of May 17, 2021 (source: BSE India)

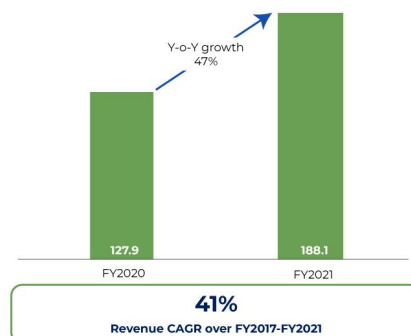
(2) Dividend recommended as % of face value of shares

(3) Source: <https://www.visualcapitalist.com/the-worlds-tech-giants-ranked/>

# Performance Highlights

- Industry leading revenue growth

Route Mobile Limited Revenue from Operations (In \$ mn)



- Deep focus on profitability

EBITDA\* (In \$ mn) and EBITDA Margin [%]



**Non-linear business model creates high operating leverage**

EBITDA as % of Gross Profit increased from 52% in FY2020 to 63% in FY2021

# Consolidated EBITDA excludes (i) other income, (ii) exceptional expenses (incurred in FY2020) and (iii) stamp duty related to acquisitions (incurred in FY2021)

PAT<sup>10</sup> (In \$ mn) and PAT Margin [%]

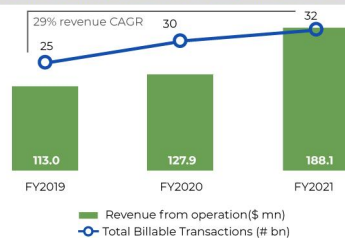


**Profitable since first year of operations**

\*\$1 = ₹74

- Improving unit metrics

Revenue from operation and Total Billable Transactions



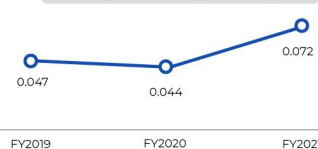
EBITDA and EBITDA Margin



Revenue [in US\$ cents] per transaction



EBITDA (in US\$ cents) per transaction



## Direct Economic Value Generated and Distributed

Direct economic value generated and distributed (EVG&D) on an accrual basis, including the basic components for the organization's global operations	
i. Direct economic value generated: revenues	Total Revenue - ₹14,222 Mn
ii. Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments;	₹12,894 Mn which includes all the operating costs viz. Cost of goods sold, employee wages and benefits, all other operating overheads, depreciation and amortization, finance cost and taxes paid/proposed to be paid
iii. Economic value retained: 'direct economic value generated' less 'economic value distributed'.	₹1,328 Mn

### Financial implications and other risks and opportunities due to climate change: Risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue, or expenditure, including a description of the risk or opportunity, impact, financial implications, and risk management

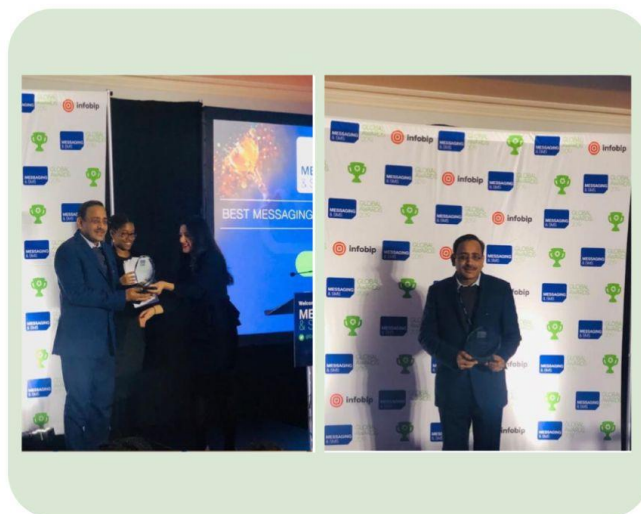
The nature of Company's operations are not directly linked or exposed to climate change concerns; however general risks and opportunities, description of the impact, opportunities and outlooks etc. have been discussed in detail in the Management Discussion and Analysis section which forms part of the Annual Report 2020-21. The same is available on our website under the Investors section. In general also various risks have been identified in the context of our nature of operations and the same are covered in our risk management policy. The Company has formed a Risk Management Committee as well consisting of the managing director, one non-executive director and an independent director including further senior leadership level executive which reviews various aspects of our operations, risk exposure and risk containment measures, including cyber risks, data security etc.



# Awards and Recognition



**Route Mobile Honoured at the 19th ICSI National Award for Corporate Governance**



**Route Mobile awarded for Best Messaging Innovation in the Consumer Solution Category, at the 2019 Messaging and SMS Global Awards**

## Stakeholder Engagement & Materiality Definition

At Route Mobile, engaging in dialogues with our stakeholders, be it suppliers, customers, vendors, and employees is a way of life and not sporadic events. The feedback and advice which are received get their reflection in our various policy formulations and adoptions methodologies. This being our first sustainability report, it is important to outline the principles we followed behind adoption of the material topics which we believed should be based on two components, a topic which is significant from the perspective of operational performance of the Company, and the sum of what we do, impact society. Materiality Topics are dynamic and therefore identification of the material topics is essentially for the time being is for near to short term and may evolve over time due to global & local factors. As the risk landscape continues to change, we will be reviewing the various risks akin to our Company, and assessing how this is reflected in the coverage of sustainability report.

Stakeholder	Interfacing Group	Engagement Types by Frequency	Material Topics
Customers	Sales/Pre Sales Marketing	relationship meetings and reviews; executive meetings and briefings; customer visits; responses to RFIs/RFPs;	Investments and capabilities in digital technologies; quality of work; data privacy and security; ethical behavior; customer growth and transformation opportunities, fair business practices, community development
		RML website; social media (LinkedIn, Twitter, Facebook, Instagram, YouTube)	
Employees	HR	Town halls; video & audio conference calls;	Safe and comfortable workplace; diversity; engaging assignments; learning opportunities; career development; compensation structure; rewards & promotions.
Shareholders	Senior Management	Press Releases and Press Conferences; Earnings Calls, Call Transcripts on website of the Company and BSE & NSE;	Financials, revenue analysis; corporate governance; transparency and disclosure.
Suppliers & Vendors	Procurement teams	Direct interactions	Quality, credit lines, service.

## Material Topics

Investor feedback, customer interactions, employee feedback, discussions with internal and external stakeholders serve as regular inputs in prioritizing the identified issues to each of the stakeholders like employees, shareholders, customers, suppliers, NGOs. Our Board, CSR Committee and Risk Management Committee assess the impact of each of the most significant issues in order to arrive at a prioritized list of issues which significantly may affect RML's business, reputation, and operations and the same are listed below. They comprise the main theme for this report.

### A. Corporate Governance

Corporate Governance comes at the forefront of all operations and the manner in which they are carried out while being fair, ethical and transparent. Board composition, board diversity, Woman representation on the Board, skill matrix among board members relevant for the Company, financial disclosure and integrity of financial statements, disclosure practice-regulatory and business.

### B. Talent Management

Company's ability to attract, develop, motivate, and retain talent is critical to the success of the business.

### C. Social Responsibility (CSR)

Business has to be rooted in community and be aligned with its larger interests. Any adversarial relationship can hurt the Company's ability to create long term value.

### D. Environmental Footprint

GHG emissions; energy; water management; effluents and waste.



## A. Corporate Governance

The Company's Corporate Governance philosophy is based on transparency, accountability, values and ethics, which forms an integral part of the Management's initiative in its ongoing pursuit towards achieving excellence, growth and value creation. Your Company has a strong legacy of fair, transparent and ethical governance practices and its efforts in this regard brought wonderful results viz. Route Mobile was adjudged as the "Best Governed Company" in the ('Emerging' category, unlisted segment) at the 19th ICSI National Awards for Corporate Governance in January, 2020. The Commitment to uphold highest standards of corporate governance still continues post listing of the Company in September, 2020 and Company is in compliance with all the norms & disclosure requirements as prescribed under Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('**Listing Regulations**'). The Company has adopted a Code of Conduct for Board Members and Senior Management which suitably incorporates the duties of Independent Directors as laid down in the Companies Act, 2013 ('the Act'). The Company has taken all necessary steps to ensure the Rights of Shareholders and seek approval of the shareholders as and when required as per the provisions of the Companies Act, 2013 or other applicable legislations. Major emphasis area of our Governance practice are outlined below:

### 1. Related Party Transactions

All related party transactions that were entered into during the FY 2020-'21 were on arm's length basis, in the ordinary course of business and were in compliance with the applicable provisions of the Act and the Listing Regulations. There were no materially significant related party transactions made by the Company with Promoters, Directors, KMPs or their relatives which may have a potential conflict with the interest of the Company at large. The Board of Directors has adopted a policy on Related Party Transactions. During the FY 2020-21, the Company did not have any material pecuniary relationship or transactions with Non-Executive Directors apart from payment of sitting fees.

### 2. Anti-bribery and Corruption and Political Engagement

Route Mobile does not tolerate bribery or corruption in any form. We would rather walk away from a business opportunity than engage in actual or even perceived corruption. Interaction with governments, political parties and political commentators, civil servants, regulators and independent statutory bodies is one of the aspects of managing our businesses around the world and we strive to pursue our legitimate business interests in the most transparent & ethical manner. Tenth principle of UN global compact i.e. Businesses should work against corruption in all its forms, including extortion and bribery is enshrined in our Anti bribery & anti corruption policy.



### 3. Internal Audit

The Company has adequate internal control and Internal Audit System commensurate with its size and nature of its business. The Internal Audit Scope is approved by the Audit Committee and the Internal Auditors directly present their report to the Audit Committee for their consideration. Company's systems of Internal Financial Control is aligned with the requirements of the applicable laws, and on lines of generally accepted risk based framework, covering key functions and departments. The Company's Internal Controls are commensurate with its size and the nature of its operations. These have been designed to provide reasonable assurance with regard to recording and providing reliable financial and operational information. Our Company uses an in-house developed software system to record various data for efficient exchange of information.

### 4. Disclosure and Transparency

The quarterly, half- yearly, and annual results are intimated to the stock exchanges, published in leading Indian newspapers, and are posted on our website. We also organize quarterly earnings calls, where the management briefs investors and analysts on the quarter gone by, and addresses their questions. Earnings call transcripts are also intimated to the stock exchanges and posted on our website.

### 5. Board Composition and Selection of Board & Committee Members

For composition of board, various committees and their meetings, board diversity, please refer to the corporate governance report which forms part of our annual report and is available on our website at <https://routemobile.com/investors>. Our Board is optimally composed of industry leading professionals, an adequate number of independent directors and a woman director. Selection of Board members is managed by the Nomination and Remuneration Committee which makes its recommendations to the Board and Shareholders.

### 6. Code of Business Conduct and Work Ethics Policy

The Route Mobile Code of Business Conduct and Work Ethics Policy ('code of conduct'), which every employee signs at the time of joining the Company, serves as an ethical guide and a governing framework for responsible professional & personal conduct. Our code of conduct incorporated major components like Human Rights, No child labour & various employee rights themes of the UN Global Compact. Other theme like environment and anti-corruption matters is incorporated in our Environmental, Social, and (Corporate) Governance (ESG) policy; In furtherance to the Company's philosophy of conducting business in an honest, transparent and ethical manner, the Board has laid down Anti-bribery and Anti-Corruption Policy as part of the Company's code of conduct.





## 7. Whistle Blower Policy

The Company is committed to principles of professional integrity and ethical behaviour in the conduct of its affairs. The Whistle-blower Policy provides for adequate safeguards against victimisation of director(s) / employee(s) who avail of the mechanism and also provides for direct access to the Chairperson of the Audit Committee. Everyone who works for Route Mobile must report any behaviour at work that may be unlawful or criminal or could amount to an abuse of our policies, systems or processes and therefore a breach of our code of conduct. Employees are encouraged to use our Speak Up process to report any unlawful and unethical activities, including bribery, fraud, price-fixing, suspected abuses of human rights, privacy breaches, safety risks, bullying, harassment, conflicts of interest and the potential for serious harm to the environment. The Compliance Officer and Audit Committee is mandated to receive the complaints under this policy. During the year under review, the Company did not receive any complaint of any fraud, misfeasance etc. The Whistle-Blower Policy (Vigil Mechanism) also outlines procedures to make employees aware to enable them to report any leakage of Unpublished Price Sensitive Information.

## 8. Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

The Company has a zero tolerance policy on matters relating to various forms of sexual harassment. An Internal Complaints Committee (ICC) has been formed which would investigate cases of sexual misconduct or alleged misconduct and take action against erring employee(s), if any. This applies to all employees of the Company & its group companies like regular, temporary, ad hoc, contractual staff, vendors, customers, trainees, probationers, apprentices, and also all visitors to the Company premises.

## 9. Risk Management

The Company has a Risk Management Policy & the objective of this Policy is to have a well-defined approach to various risks akin to the Company. The policy lays down broad guidelines for timely identification, and prioritization of risks affecting the Company in the short and foreseeable future. Regulation 21 of the Listing Regulations mandates that top 500 listed entities, determined on the basis of market capitalisation, shall constitute a Risk Management Committee. Company's ranking\* as on December 31, 2020 was 315. Accordingly, the Board constituted the Risk Management Committee in January, 2021. All key functions and divisions are independently responsible to monitor risks associated within their respective areas of operations such as finance & taxation, regulatory & compliance, human resources & social welfare legislations and other issues like cyber security & data privacy.



\*<https://www.nseindia.com/regulations/listing-compliance/nse-market-capitalisation-all-companies>

## 10. Cyber Security

With increased reliance on IT systems and the widespread usage of the internet for doing business, there is a constant threat to the Company's sensitive data being exposed to unethical hacking and misuse. The Company's IT systems are fully geared to meet the threat of "DDOS" attacks which are highly probable. The Indian Government, having recognized the cyber risks, has also introduced tighter Cyber Security laws. Responsibilities have been entrusted to the Risk Management Committee of the Company under the Listing Regulations to take appropriate steps to ensure cyber security and the same is included as one of the terms of reference for the Risk Management Committee. Route Mobile has a strong firewall and EDR (Endpoint Detection and Response systems) and well established Disaster Recovery System. The Company's cyber security management framework aligns with industry standards and regulations. The Company has mandated the Risk Management Committee specifically to review adequacy of processes and systems on a regular basis & update the Board on the steps taken to mitigate cyber security risks from time to time.



## 11. Approach to Tax

Description of the approach to tax	
<p>i. Whether the organization has a tax strategy and, if so, a link to this strategy if publicly available</p>	<p>i. Company adheres to the tax laws of the Laws of land of the countries in which it operates. For which company follows the strategy for timely payment, filing etc. to comply.</p>
<p>ii. The governance body or executive-level position within the organization that formally reviews and approves the tax strategy, and the frequency of this review;</p>	<p>ii. Apart from external consultants, the Company has a separate direct and indirect tax team within the organisation that formally reviews every month all the taxation matters.</p>
<p>iii. The approach to regulatory compliance;</p>	<p>iii. Company adheres to all the regulatory requirements by assigning responsibility for the same on senior level domain experts.</p>
<p>iv. How the approach to tax is linked to the business and sustainable development strategies of the organization.</p>	<p>Intertwined with resource allocation decisions are the issues of deciding the priorities for compliance action. key departments/functions like Finance, Compliance, HR, IT etc. have been identified and respective department heads submit quarterly compliance certificates addressed to the MD and Compliance Officer. The summary of these reports is placed to the Governing Board of the Company on a quarterly basis and provides a 360 degree overview of the operations of the Company which allows the board a structured basis for strategic planning and a defensible approach that can withstand external scrutiny.</p> <p>iv. The Company operates in different countries with a separate entity. The separate entity adheres to all the regulatory norms applicable to that country. This helps to streamline the operations and gain local presence there.</p>

## 12. Development, Research & Innovation

Our product team strengthens the Company's competitiveness by constantly researching emerging technologies, identifying trends, and building capabilities in relevant areas. We are a member of the **GSMA** which represents the interests of mobile operators worldwide, uniting more than 750 operators with almost 400 companies in the broader mobile ecosystem, including handset and device makers, software companies, equipment providers and internet companies, as well as organisations in adjacent industry sectors. We are also a member of **MEF**; Established in 2000, The MEF (Mobile Ecosystem Forum) is a global trade body that acts as an impartial and authoritative champion for addressing issues affecting the broadening mobile ecosystem. We provide our members with a global and cross-sector platform for networking, collaboration and advancing industry solutions. Since 2020, we are also the members of below industry associations:

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

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

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

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

## 13. Information Security

The Company is committed to the highest levels of quality, superior service management, robust information security practices and mature business continuity management. Our quality management system certified by KVQA Certification Services Private Limited complies with ISO 9001:2015 while our information security management system is certified by KVQA Certification Services Private Limited as ISO/IEC 27001:2013 compliant. This framework covers cyber security, privacy, and physical/environmental and personnel related controls, thereby covering people, process, and technology. We consider all client information confidential, and have implemented rigorous processes to protect the same. Our Information Security team collaborates with the Computer Emergency Response Team (CERT) and other private cyber Intelligence agencies, for awareness on emerging cyber threats. Our security policy has been framed to comply with all international privacy and information security laws. Collection, processing, and dissemination of any personal data is done under highly controlled conditions. We have robust incident management and recovery processes and escalation mechanisms to handle security incidents. Data is encrypted, and backed-up with well-defined recovery mechanisms to ensure business continuity. There is periodic testing to validate effectiveness of controls through Vulnerability Assessment and Penetration Testing. We implement several security controls with industry leaders in the field of Endpoint Detection and Response systems to ensure continuous monitoring and security.

## 14. Data Privacy

We have a privacy policy covering all applicable geographies and areas of operations, with a designated Data Protection Officer in accordance with The General Data Protection Regulation 2016/679. You may access our privacy policy at <https://routemobile.com/privacy-policy>. Our GDPR compliance statement is available at <https://routemobile.com/wp-content/uploads/2019/04/GDPR-Compliance-Statement.pdf>

## 15. Substantiated complaints concerning breaches of customer privacy and losses of customer data: None.

## 16. Miscellaneous

Requirements for product and service information and labelling:

<p>a. Whether each of the following types of information is required by the organization's procedures for product and service information and labeling: i. The sourcing of components of the product or service; ii. Content, particularly with regard to substances that might produce an environmental or social impact; iii. Safe use of the product or service; iv. Disposal of the product and environmental or social impacts; v. Other (explain).</p>	<p>Not applicable</p>
<p>b. Percentage of significant product or service categories covered by and assessed for compliance with such procedures.</p>	<p>Not applicable</p>

## 17. Financial assistance received from government: None



## 18. Political Contributions

Everyone who works for and with us must follow rules designed to reduce the risk of improper behaviour and the perception of such behaviour (even when this has not actually occurred) in dealings with politicians, civil servants, regulators, advisors and others involved regarding policy or government operations. Our code of conduct has specific rules regarding gifts, hospitality and sponsorship involving politicians and government officials and states that no political donations can be made. We also provide specific anti-bribery and anti-corruption training to employees. Every employee must abide by the rules governing political activity, even while conducted in a personal capacity, as articulated in our code of conduct.

Total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary.	None
If applicable, how the monetary value of in-kind contributions was estimated	Not applicable



## B. Talent Management: Human Resource at the Core

At Route Mobile, we believe that our people are our core assets and hence we strongly believe in enhancing the value of our 'people-asset' consistently. People are at the centre of our actions. Dedicated, healthy and successful employees are absolutely necessary if we are to retain and expand our leading position and thus shape a successful future for all. The Company promotes a workplace where an extremely diverse set of talents can connect, contribute and thrive in partnership with the leaders within the organization. This has guided us in aligning our actions with expectations of the years to come.

### 1. Our focus areas would be

- Becoming the employer of choice for all, fostering an inclusive culture that is equitable, tolerant and respectful of diverse thoughts and individual expression.
- Attracting, retaining and growing the most talented, creative and inspired people on the planet.
- We aim to create a work experience based on our values, where people are open to new ideas; optimistic about the future; and empowered to do extraordinary work.
- Investing in skills and creating opportunities for our people to collaborate, learn, develop and grow.
- Offering attractive compensation and working practices.
- Engaging with and listening to our people.

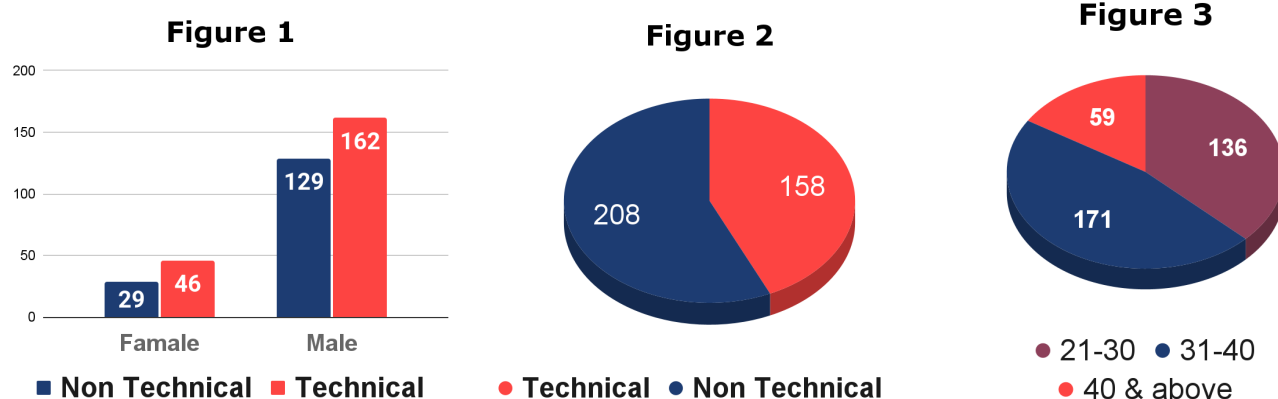


**Winners of RML Intra company Hackathon "RAPID"**

A break-up of the workforce by Gender across the technology and the Non technology is provided in **Figure 1**.

The population mix across technical and Non-technical break up is provided in **Figure 2**

Our workforce is predominantly young, with an average age of 33.4 years. A break-up of the age distribution is provided in **Figure 3**.



## 2. Our Global Footprint

- 366 employees across the globe
- A mixed workforce belonging to varied nationality and religion
- Presence in 13 countries

## 3. New Employee hires and Employee Turnover

We are an equal opportunity employer and the only criterion taken into consideration for selection is the ability to perform the required task. Our mission is to build and foster an inclusive culture of belonging across Route Mobile – a culture where everyone feels welcomed, valued and respected and is given an equal opportunity to thrive.

We hired 106 employees across locations in FY 2020-21. Of these, we hired 79 Male employees and 27 female employees. Of the 106 recruited across locations, 96 were from India and 10 were from outside of India.

We also reached out to campuses to engage with students who would be interested to do time based projects. While doing these special projects, the students were mentored and guided by the heads of business.

Total Nos of Employees as on March 31, 2021 was 366. We had 40 employees who attrited in FY 2020-21, of which 13 were Females and 27 were males. The annual attrition percentage stood at 12% which is largely on the lower side as compared to the markets. One of the major reasons cited for attriting was “Better prospects”. Most of the attrited employees were in the age group of 20-30 years. 98% of the attrition was out of India. At Route Mobile, two months' notice is required from either side for termination. In India, the workforce is not unionized, where most of our employees are based.



## 4. Compensation and Benefits

To attract talent, we offer competitive compensations and non-financial benefits everywhere we operate. These benefits are tailored to the specific market and are affordable for the Company and its employees.

Few of the common benefits that are provided to all the employees are medi-claim and contributions to the mandatory statutory benefits. All the employees along with their immediate family members are covered under the medi-claim scheme.

We also grant stock options to our employees based on their work related performance as well as compensation package to attract new key talents and as approved by the Nomination and Remuneration Committee of the Company.

Parental leaves are provided to both the male and the female employees of the organization. We had 7 employees who availed parental leaves of which 5 were female and 2 were male employees. All of them have joined back to work post completion of their leaves.

## 5. Human Rights

We honour human rights and respect the individual dignity of all persons globally. Our commitment to human rights requires that we understand and carry out our responsibilities consistent with the Company Values and Practices. We strive to ensure that human rights are upheld for our employees.

All our employees are kept aware about their rights and responsibilities. All the new joiners during induction are made aware of the policies and procedures on their rights. Third party vendor employees namely the security personnel are also taken through the Human rights policies and procedures of the organization. We conduct these trainings during the new joiner orientation programme. During the reporting period, this training was imparted through online sessions. All the employees are kept updated on their rights. Route Mobile employees have a responsibility to uphold the standards of honour and integrity in their professional conduct. All employees are required to review the code of conduct and incorporate it into their professional conduct. To foster a positive workplace, the code of conduct provides guidance on creating an inclusive environment that promotes mutual respect and acceptance. We strictly adhere to the 'no child labour' Policy across all our locations & subsidiaries. While recruiting, we ensure to take valid age proof from candidates before any offer is rolled out.

## 6. Discrimination and Corrective Actions Taken

Route Mobile does not tolerate harassment, discrimination or offensive behaviour of any kind. Our code of conduct sets out our commitment to select and promote employees without discrimination or concern for factors such as sex, gender, race and ethnicity, sexual orientation, age, religion, disability, or family status. This applies to all our employees. There was zero discrimination related cases reported in the last financial year.

## 7. Inclusivity and Diversity

Route Mobile is an equal opportunity employer. Our code of conduct incorporates the same and we uphold our commitment to diversity. Gender diversity has always been a regular feature of our workforce including at the Board level where a woman Independent Director was appointed in 2017; she also chairs our Audit Committee meetings.

Route Mobile has uniform standards to ensure that employees are fairly compensated throughout the Group. Our performance and responsibility-related compensation system combines a basic salary with performance-related elements, plus additional benefits. Adjustments based on continuous benchmarking make our compensation internationally competitive. We attach great importance to equal pay for men and women, and informing our employees transparently about the overall structure of their compensation.

## 8. Training and Development

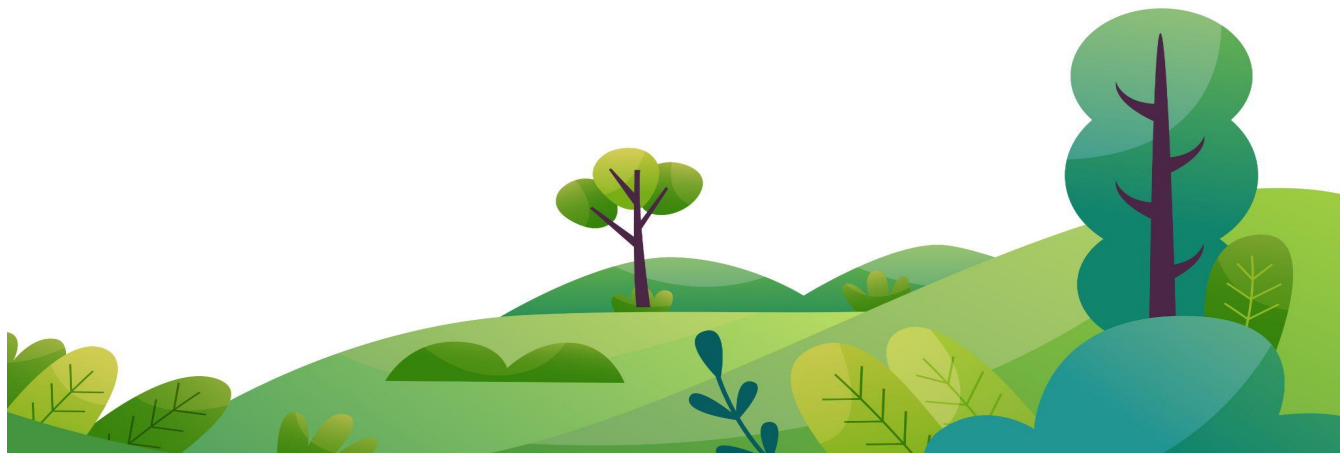
Training and Development opportunities for employees at all stages of their careers empower them to reach their full potential. Employees are also critical to the long-term success of our business. We encourage employees to identify the paths that can build the skills, experience, knowledge, and competencies needed for career advancement.

At Route Mobile we have a robust training programme calendar which includes Product training as well. However, since most of our employees are working from home due to the lockdown caused by the ongoing pandemic, all the training programmes have been deferred except for the product training. These product trainings are imparted to the employees who are aligned to the product, sales, marketing and the technology team members. These training programmes are currently being conducted remotely and on an ongoing basis.



## 9. Ratios of Standard Entry Level Wage by Gender compared to Local Minimum Wage

<p>a. When a significant proportion of employees are compensated based on wages subject to minimum wage rules, report the relevant ratio of the entry level wage by gender at significant locations of operation to the minimum wage.</p> <p>b. When a significant proportion of other workers (excluding employees) performing the organization’s activities are compensated based on wages subject to minimum wage rules, describe the actions taken to determine whether these workers are paid above the minimum wage.</p> <p>c. Whether a local minimum wage is absent or variable at significant locations of operation, by gender. In circumstances in which different minimums can be used as a reference, report which minimum wage is being used.</p> <p>d. Definition : ‘significant locations of operation’.</p>	<p>a. We have been compensating our employees more than the stipulated minimum wages prescribed by the Appropriate Government from time to time. This is done irrespective of the gender.</p> <p>b. The same [as in (a) above] applies for the non- organizational employees as well. All records are checked to ensure that the third party vendors also adhere to the minimum wages act.</p> <p>c. We follow the minimum wages guidelines provided by the Appropriate Government from time to time &amp; the same is irrespective of gender.</p> <p>d. 98% of our workforce is based out of India and hence India is termed as the significant location of operation</p>
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## 10. Defined Benefit Plan Obligations and other Retirement Plans

<p>a. If the plan’s liabilities are met by the organization’s general resources, the estimated value of those liabilities.</p> <p>b. If a separate fund exists to pay the plan’s pension liabilities: <i>i. the extent to which the scheme’s liabilities are estimated to be covered by the assets that have been set aside to meet them; ii. the basis on which that estimate has been arrived at; iii. when that estimate was made.</i></p> <p>c. If a fund set up to pay the plan’s pension liabilities is not fully covered, explain the strategy, if any, adopted by the employer to work towards full coverage, and the timescale, if any, by which the employer hopes to achieve full coverage.</p> <p>d. Percentage of salary contributed by employee or employer.</p> <p>e. Level of participation in retirement plans, such as participation in mandatory or voluntary schemes, regional, or country-based schemes, or those with financial impact.</p>	<p>a. Provision for Gratuity (Non-current and current) - ₹298.08 lakhs</p> <p>b. No separate fund exists</p> <p>c. Not Applicable; We have the following retirement plans: PF and Gratuity as per Government of India rule.</p> <p>d. Percentage of salary  (1) PF- 12% of Basic  (2) Gratuity 4.81 % Basic</p> <p>e. All our employees are covered under the retiral schemes.</p>
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## 11. Benefits provided to Full-time Employees that are not provided to Temporary or Part-time employees

a. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum:	
i. life insurance;	None
ii. health care;	Yes, mediclaim is provided to all our employees and covers the spouse & children of the employee as well.
iii. disability and invalidity coverage;	None
iv. parental leave;	Yes
v. disability and invalidity coverage;	Not Applicable.
vi. stock ownership;	Performance based and as approved by the Nomination and Remuneration Committee of the Company. The objective of employee stock option plan is to reward employees to align individual performance with Company objectives and drive share-holders' value creation, create a culture of ownership among the executives, and employees to enhance their commitment to organization, collaborate and attract and retain key talent critical to organization's success. For details on our ESOP programme, please refer to the Board's report which is available on our website <a href="http://www.routemobile.com">www.routemobile.com</a> under the investors section.
b. significant locations of operation	98% of our workforce is based out of India and hence India is termed as the significant location of operation.

## 12. Incidents of violations involving rights of Indigenous People

None

## 13. Security Personnel trained in Human Rights Policies

<p>a. Percentage of security personnel who have received formal training in the organization's human rights policies or specific procedures and their application to security.</p>	<p>Third party vendor employees namely the <i>security personnel</i> are also taken through the Human rights policies and procedures of the organization.</p>
<p>b. Whether training requirements also apply to third-party organizations providing security personnel.</p>	<p>Yes</p>

## 14. Parental leave

<p>a. Total number of employees that were entitled to parental leave, by gender.</p>	<p>Female – 5 Male – 2</p>
<p>b. Total number of employees that took parental leave, by gender.</p>	<p>Female-5 Male-2</p>
<p>c. Total number of employees that returned to work in the reporting period after parental leave ended, by gender.</p>	<p>Female-5 Male-2</p>
<p>d. Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender.</p>	<p>Not Applicable.</p>
<p>e. Return to work and retention rates of employees that took parental leave, by gender.</p>	<p>100% Retention Rate</p>

## 15. Operations and Suppliers at significant risk for incidents of Child Labour

<b>a. Operations and suppliers considered to have significant risk for incidents of</b>	
i. child labour	None
ii. Young workers exposed to hazardous work.	None
<b>b. Operations and suppliers considered to have significant risk for incidents of child labor either in terms of</b>	
i. type of operation (such as manufacturing plant) and supplier;	None
ii. Countries or geographic areas with operations and suppliers considered at risk.	None
<b>c. Measures taken by the organization in the reporting period intended to contribute to the effective abolition of child labor</b>	
We do not employ any child labour at any levels of our operations and our commitment statement is part of our code of conduct. Hiring practise is led by HR department which ensures that no child labour is hired at any levels of hierarchy.	

## 16. Incidents of Discrimination and Corrective Actions Taken

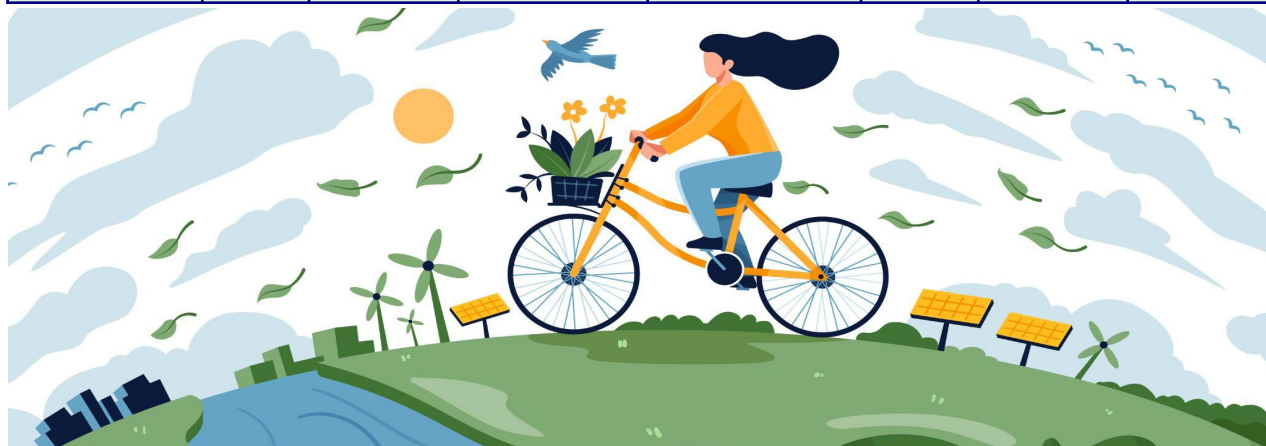
a. Total number of incidents of discrimination during the reporting period.	None.
b. Status of the incidents and actions taken with reference to the following:	
<ul style="list-style-type: none"> <li>i. Incident reviewed by the organization;</li> <li>ii. Remediation plans being implemented;</li> <li>iii. Remediation plans that have been implemented, with results reviewed through routine internal management review processes;</li> <li>iv. Incident no longer subject to action.</li> </ul>	Not Applicable.

## 17. Talent Diversity

RML is an equal opportunity employer. Our code of conduct upholds our commitment to diversity. Gender diversity has always been a regular feature of our workforce including at the Board level where a woman independent director was appointed in 2017. We also have women featuring in our top leadership level in functions like sales, human resources and finance & accounts.

## 18. Ratio of Basic Salary and Remuneration of Women to Men: 7:8

a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:				b. Percentage of employees per employee category in each of the following diversity categories:			
<ul style="list-style-type: none"> <li>i. Gender;</li> <li>ii. Age group: under 30 years old, 30-50 years old, over 50 years old;</li> <li>iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).</li> </ul>				<ul style="list-style-type: none"> <li>i. Gender;</li> <li>ii. Age group: under 30 years old, 30-40 years old, over 40 years old;</li> <li>iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).</li> </ul>			
Age Group	Gender			Age Group	Gender		
	Total	Female	Male		Total	Female	Male
20-30	NA	NIL	NIL	20-30	136	26	110
30-50	2	NIL	2	30-40	17	38	133
50+	5	1	4	40+	59	11	48





## 19. Training & Development:

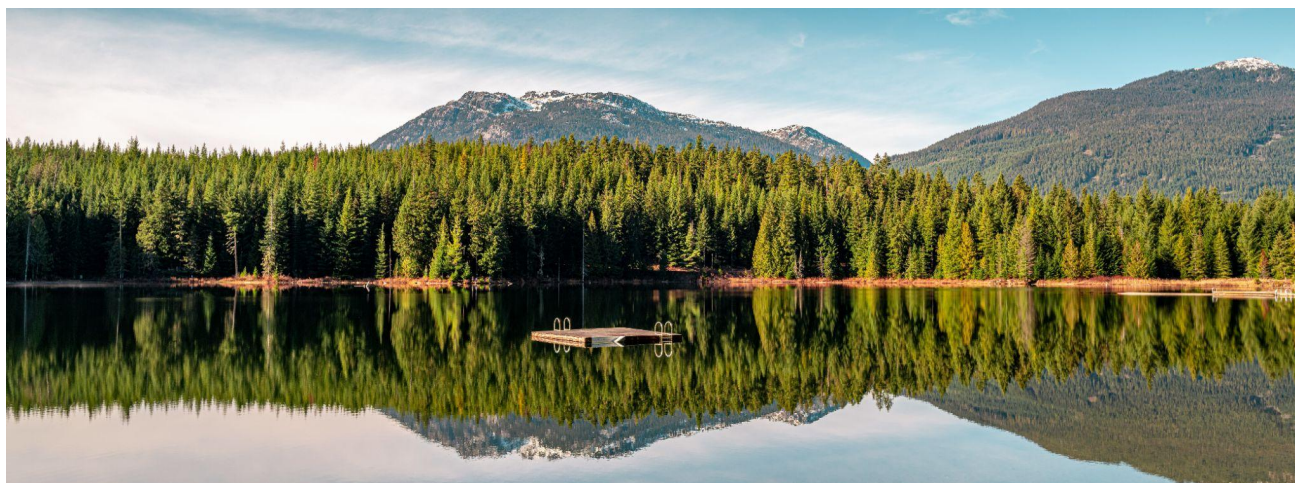
Training and development opportunities for employees at all stages of their careers empower them to reach their full potential. Employees are also critical to the long-term success of our business. We encourage employees to identify the paths that can build the skills, experience, knowledge, and competencies needed for career advancement.

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

I. Gender	Female - 48  Male - 48
I. Employee category*.  II. Breakdown of employees by level (such as senior management, middle management) and function (such as technical, administrative, production)	<u>Employee category</u> Product:- 26 Technology-6 Sales-16 Marketing-8  <u>by level</u>  Leadership Team- 2 People Managers: 2 Individual Contributors: 52

#### Affirmation:

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



## C. Social Responsibility (CSR)

Guided by our board-governed Corporate Social Responsibility (CSR) policy and further by the CSR Committee, the Company strives to create value for marginalized communities, through well-structured programs and interventions. Our CSR programmes are inspired by UN Sustainable Development Goals (SDGs) to reduce extreme poverty & reduce inequality and therefore focuses on three distinct areas of intervention namely: Promotion of Education for children & Sports for talented youths from poorer sections, Healthcare & Hygiene, medical aid for marginalised sections and other aids during times of emergencies like flood etc. Social responsibility is an integral part of our corporate citizenship. We strive to foster a socially responsible corporate culture by introducing a balanced approach to business. This is done by addressing social and environmental challenges through required investments, necessary resource allocation and engaging with the stakeholders. In accordance with the recent regulatory amendments, Route Mobile has set up the 'Route Mobile Foundation', a section 8 company which would lead all our future CSR programmes. Our Outreach programs are in the form of grants or donations that help in the infrastructure development and poverty alleviation. Financial assistance is provided for medical care, shelter, food, education and clothing. During COVID-19 situation almost throughout FY 2020-21, we reached out to the displaced and marginalised sections of the society with food, clothes, oxygen cylinders and other essential medical supplies, which are beyond the regular mandates of applicable laws in India mandating CSR spendings. Our general CSR initiatives form part of our Board's Report every year. The same is available on <https://rotemobile.com/investors>



## D. Environment

There is clear evidence that global temperatures are rising rapidly, with the last four years being the four hottest on record, and that man-made GHGs are having a direct impact on climate. We support the view that urgent action is needed to address climate change. We as part of our commitment to improve the environment around us, and contribute for environmental sustainability, adopted and implemented the Environmental, Social and Governance policy that translates into a strong focus on operational efficiency and concern for the environment across the organization. We engage our employees through awareness and communication campaigns to sensitize them to the risks for our environment, the need to conserve resources and be environmentally responsible.



## 1. Reducing the Carbon Footprint (Energy & Emissions)

In our strategy to combat climate change and transitioning to a low carbon economy, we will strive to reduce our carbon footprint by taking on initiatives to monitor and reduce our energy consumption by incorporating energy efficient building designs where applicable, implementing automated energy management solutions to reduce energy consumption and by reducing server rack space, using Lithium ion batteries in UPS devices and use ozone friendly refrigerants for cooling etc., as may be practicable and wherever possible. At RML, major emissions arise from purchased electricity, work commute and business travels. We continuously innovated and improved our data center energy efficiency through initiatives like data center/server room consolidation, rack cooling solutions, air-flow management, UPS load optimization through modular UPS solutions and centralized monitoring.

## 2. Electricity Consumption (kWh/FTE/month)

a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	Not applicable
b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.	Not applicable
c. In joules, watt-hours or multiples, the total:	
<ul style="list-style-type: none"> <li>i. electricity consumption</li> <li>ii. heating consumption</li> <li>iii. cooling consumption</li> <li>iv. steam consumption</li> </ul>	Total Electricity Consumption Meter Units (KWh): 175458 during the reporting period; rest are not applicable.
GHG emissions [from direct energy consumption, like fuel, if any (Scope 1), purchased electricity (Scope 2) and other indirect sources, if any, (Scope 3)]	<p>Direct GHG emissions occur from sources that are owned or controlled by the Company, for example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc. At RML, we do not have any such instances.</p> <p>GHG emissions from purchased electricity (Scope 2) for the reporting period was 0.1701 tCo2/FTE/annum. Indirect emissions are consequences of the actions of a reporting</p>

	<p>entity, but are produced by sources owned or controlled by another entity. All other indirect emissions are from Scope 3 emissions. These are emissions caused by sources not owned or controlled by the Company but are connected to its operations like business related travels, employee commuting etc. We estimate that last year due to COVID-19 and offices running with minimum employees and significantly reduced business travel, Scope 3 emissions would not be material for the reporting period. During the reporting period, 'work from home' &amp; remote connectivity and seamless collaboration among different departments in the new business environment ensured appropriate coordination despite challenges on the fronts like in-person meetings. We shall however publish Scope 3 emissions next year when comprehensive data on a full year basis is available under normal modes of operations.</p>
<p>d. In joules, watt-hours or multiples, the total</p>	
<p>i. electricity sold ii. heating sold iii. cooling sold iv. steam sold</p>	<p>Not Applicable.</p>
<p>e. Total energy consumption within the organization, in joules or multiples.</p>	<p>We are in the Service Industry, electricity is the only significant form of energy consumed. Total Electricity Consumption Meter Units (KWh): 175458.</p>

<p>f. Standards, methodologies, assumptions, and/or calculation tools used; &amp;</p> <p>g. Source of the conversion factors used.</p>	<p>The electricity consumption is controlled by certain changes in process, e.g. Controlling the temperatures of HVAC, Regular maintenance of HVAC on monthly basis. Usage of energy efficient lighting to reduce the power consumptions, curbing the unnecessary usage of electricity. The organisation aims to control the overhead costs by keeping a check on the electricity consumption on a regular basis, thus contributing to Sustainable/positive development.</p> <p>Management Approach: GHG emission disclosed on a standalone basis. For reporting of GHG emissions, we have used the power sector toolkit available on <a href="https://indiaghgp.org/power-sector-tool">https://indiaghgp.org/power-sector-tool</a>. The tool is based upon the existing corporate GHG Inventory Protocol and tools developed by the World Resources Institute (WRI), and the World Business Council for Sustainable Development (WBCSD), under their "Greenhouse Gas Protocol" initiative.</p>
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### 3. Water Withdrawal by Source:

We operate our offices through leasing of shared buildings operated by independent agencies (at the builders' premises) and therefore do not control water treatments directly, hence water consumption is not directly measurable. Water is drawn primarily from municipal water supplies and private purchase. Waste water is not discharged into any subsurface water. Our operations do not generate any process effluents that need specialized treatment plants.



#### 4. Waste Generation and significant Waste-related Impacts

As a tech enabled omni-channel cloud communication company, our facilities only generate electronic, electrical, and office consumables waste and municipal solid waste. Electronic waste generated by the Company is disposed through authorized personnel and in accordance with the applicable laws. Any hardware which has been rendered obsolete, is disposed of securely and safely as per general industry practise. The Company ensures that no hazardous electronic waste is sent from the Company to the landfill. The Company is conscious of paper usage in its operations, transactions and customer communications. Our aim to 'go digital' across service and product lines will continue to reduce paper consumption, thereby reducing paper waste. Printing and photocopying operations by employees across offices will also continue to be monitored and regulated in order to reduce wastage of paper. The Company strives to reduce the use of all forms of plastic in its offices as well as in its promotional, marketing and outreach events.

#### 5. Non-compliance with laws and regulations in the social and economic area and Significant fines and non-monetary sanctions for non-compliance with laws and / or regulations in the social and economic area: None

#### 6. Occupational Health and Safety Management System

We are a tech-enabled service company and therefore occupational health and safety management concerns are not applicable to us in the traditional ways as that would be applicable to a plant or factory. There are no prevalent laws which are specifically applicable to us with regard to occupational health and safety.



However, as per general prevalent practices, our offices have smoke dedicators, sprinklers, fire extinguishers etc. and fire drills are conducted on a periodic basis to create awareness and provide training (mock drills) to employees about protocols to be followed in case of a fire. These systems are in place notwithstanding any specific legal requirements.

## 7. New Suppliers that were screened using Environmental Criteria

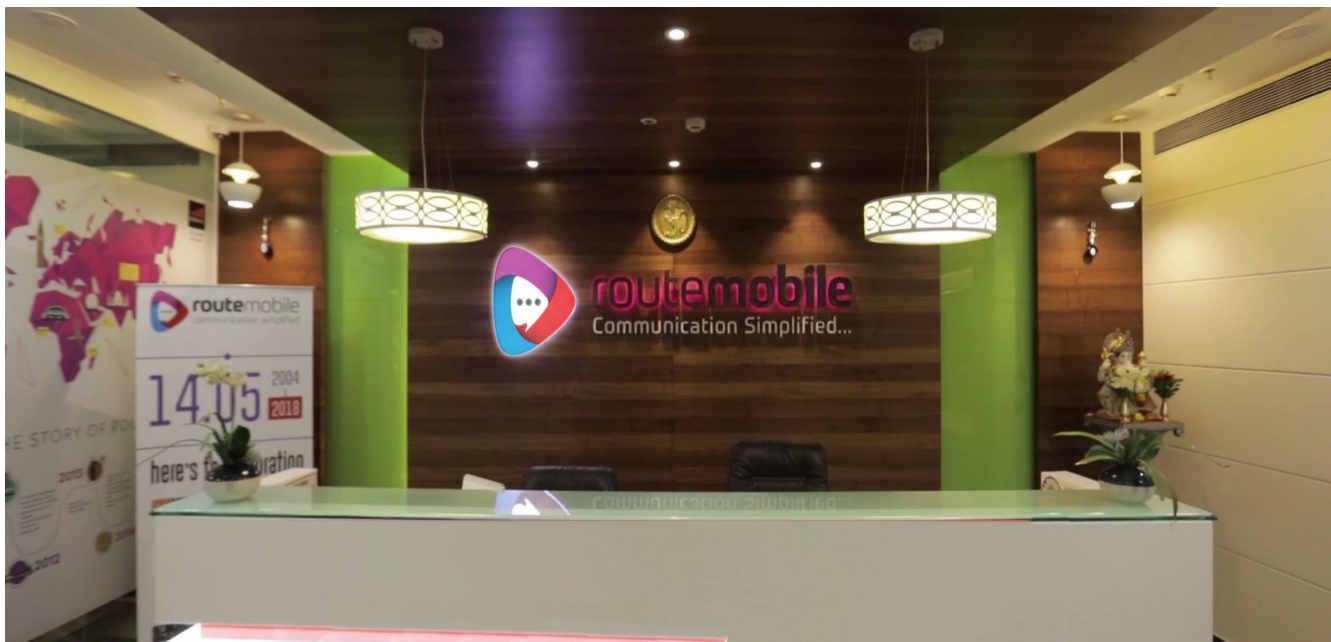
Percentage of new suppliers that were screened using environmental criteria.	We have not screened using this criteria till date as our suppliers are highly regulated carriers for the purposes of transmission of telecommunication services.
Number of suppliers identified as having significant actual and potential negative environmental impacts.	None
Significant actual and potential negative environmental impacts identified in the supply chain	
Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment.	
Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why.	

## 8. Non-compliance with Environmental Laws and Regulations: None





# Our Global Footprint



Please email any feedback/queries to:

**Mr. Rathindra Das**  
[investors@routemobile.com](mailto:investors@routemobile.com)



**Note:**

Route Mobile believes that the information in this document is accurate as of its publication date; such information is subject to change without notice. The information contained herein covers the time period beginning on April 1, 2020, and ending on March 31, 2021, unless otherwise indicated. Certain information contained in this publication may constitute “forward-looking statements” as defined in applicable securities laws. Forward-looking statements include statements that are predictive in nature, depend upon or refer to future events or conditions, and include statements regarding Route Mobile’s operations, business, financial condition, expected financial results, performance, prospects, opportunities, priorities etc. In some cases, forward-looking statements can be identified by terms such as “expects,” “anticipates,” or future or conditional verbs such as “may,” “will,” “should,” “would” and “could.” Reliance should not be placed on forward-looking statements & the actual results, performance, or achievements may differ materially due to various factors, internal & external. Route Mobile undertakes no obligation to update or revise statements or information in this publication, whether as a result of new information, future developments, or otherwise. None of Route Mobile, its officers, employees, agents, or affiliates makes any express or implied representation, warranty or undertaking with respect to the accuracy, reasonableness, or completeness of any of the information contained herein.

# Corporate Sustainability Report

## Route Mobile Limited 2020-21

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