

Ref No: RML/2022-23/297

Date: September 1, 2022

To,
BSE Limited
Scrip Code: 543228

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2021-22

This is with reference to your email dated September 1, 2022 for submission of BRSR in pdf mode also and with reference to the captioned subject, the Company hereby submits the Business Responsibility and Sustainability Report (BRSR) for the FY 2021-22.

You are requested to take the above information on record.

Thanking you,
Yours Faithfully,
For **Route Mobile Limited**

Rathindra Das
Group Head Legal, Company Secretary & Compliance Officer

Encl.: Business Responsibility and Sustainability Report for the Financial Year 2021-22 (Pdf)

Annexure 8

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

Section A: General Disclosures

I. Company Details

1.	Corporate Identity Number (CIN) of the Listed Entity	L72900MH2004PLC146323
2.	Name of the Listed Entity	Route Mobile Limited ("RML")
3.	Year of incorporation	2004
4.	Registered office address	4 th Dimension, 3 rd Floor, Mind Space, Malad (West),
5.	Corporate address	Mumbai 400064, Maharashtra, India
6.	Email ID	investors@routemobile.com
7.	Telephone	+91-022-4033 7676
8.	Website	www.routemobile.com
9.	Financial year for which reporting is being done	April 1, 2021 - March 31, 2022
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	₹630435880
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Rathindra Das, Group Head-Legal, Company Secretary & Compliance Officer investors@routemobile.com
13.	Reporting boundary	standalone basis

II. Products/services

14. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Other information services activities	Omni-Channel CPaaS and CXPaaS	98%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Enterprise Communication Services like A2P messaging	63999	92%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not applicable	7	36
International [^]		29	

[^]The International operations are carried out by the company through its subsidiary companies

17. **Markets served by the entity:** The Company sells its products & services across all states in India as well as several countries in the world like North America, United Kingdom, Continental Europe, Asia Pacific, Middle East and Africa.

a. Number of locations

Locations	Number
National (No. of States)	3 (Three)
International (No. of Countries)	19 (Nineteen)

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

35.19%

c. A brief on types of customers

Business to Business (B2B)

IV. Employees

18. Details as at the end of Financial Year: March 31, 2022

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	400	324	81%	76	19%
2.	Other than Permanent (E)	7	6	85.71%	1	14.29%
3.	Total employees (D + E)	407	330	81.08%	77	18.92%
WORKERS						
4.	Permanent (F)	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	2	2	100%	Nil	Nil
2.	Other than Permanent (E)	0	0	0%	Nil	Nil
3.	Total differently abled employees (D + E)	2	2	100%	NA	NA
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.				
5.	Other than Permanent (G)					
6.	Total differently abled workers (F + G)					

19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7*	1	14%
Key Management Personnel	2	0	NA

* Includes the Managing Director and Chief Executive Officer who is also the Key Managerial Personnel of the Company.

20. Turnover rate for permanent employees and workers

	FY 2021-22			FY 2020-21			FY 2019-20		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	70	6	76	26	13	39	43	14	57
Permanent Workers	NA								

V. Holding, Subsidiary and Associate Companies (including joint ventures)**21. (a) Names of holding / subsidiary / associate companies / joint ventures**

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ 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)
	Refer to Annexure 1 to the Board's report for information on holding / subsidiary / associate companies / joint ventures.			No

VI. CSR Details

22. (i)	Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
(ii)	Turnover (in ₹)	3,33,81,27,092
(iii)	Net worth (in ₹)	12,25,13,91,280

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)	FY 2021-22			FY 2020-21		
		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	https://www.routemobile.com/corporate-policies	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)		Nil	Nil	-	Nil	Nil	-
Shareholders		For details on investor complaints received and resolved, refer to the 'Investor complaints' available in the Corporate governance report of this Annual Report.					
Employees and workers		None					
Customers							
Value Chain Partners							
Other (please specify)							

24. Overview of the entity's material responsible business conduct issues (Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format)

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	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)
1	Digital theft, mobile security and firewall	Opportunity	As with every passing day, more and more people adopt and shift to digital transactions, theft and security issues have also emerged ; countries across the globe has a sizeable elderly population who may not very sophisticated in operating phones and computers; this at the same time offers an incredible opportunity for RML through security/scanning offerings and thus leading to Increasing revenue from our curated service offerings.	NA	Positive
2	Talent pool	Opportunity, risk	Increasing revenue from service offerings from cutting edge technology & products, enabled by our talent pool; this could also pose as threat as the company may loose in talent retention if the millennial talent pool is not provided with satisfactory career programs accompanied by industry competitive facilities at work place.	Talent re-skilling, attrition	Positive: given niche talent pool, we can emerge as a preferred business partner.
3	Data privacy	Risk	As we process data, we may be exposed to privacy breach claims	Privacy policy, employee training	Claims under privacy laws in jurisdictions where we operate.

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

Sr. No.	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes										
1. a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes and except for P7. There is no distinct policy on public advocacy. For the time being, Company's public advocacy is through participation in various industry forums where we express our opinions on various relevant topics like spamming, data theft, phishing attacks, and cybercrime, IP based authentication, Mobile application generating token codes and Mobile Identity Solutions etc.								
b.	Has the policy been approved by the Board? (Yes/No)	Yes								
c.	Web Link of the Policies, if available	https://www.routemobile.com/corporate-policies								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Policies such as ESG policy, Anti-Fraud, Anti-Bribery & Anti-Corruption Policy, Supplier code of conduct, policy on Prevention of Sexual Harassment Policy (POSH) At Work Place and Code of Conduct for Regulating, Monitoring and Reporting of Trades and Prevention of Insider Trading extend to our value chain partners.								
4.	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	GRI standard, UNGC, (OECD) Principles of Corporate Governance; CSR disclosures pursuant to Section 135 of the Companies Act, 2013 read with Companies (Corporate Social Responsibility Policy) Rules, 2014, as amended; 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.								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	None; however, we have identified certain UN SDGs (sustainable development goals) which complement to our core business and our CSR program which focuses on healthcare, and education & sports. Please read our sustainability report (https://routemobile.com/wp-content/uploads/2022/06/Sustainability-Report-FY-2021-22.pdf) for the FY 2021-22 for details.								
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.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	Please refer to our Sustainability Report (https://routemobile.com/wp-content/uploads/2022/06/Sustainability-Report-FY-2021-22.pdf) for the FY 2021-22.								

Disclosure Questions	P	P	P	P	P	P	P	P	P	P																
	1	2	3	4	5	6	7	8	9																	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	CSR Committee and Mr. Rajdipkumar Gupta, Managing Director & Group CEO Composition of CSR Committee: <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Name of Director</th> <th>Designation / Nature of Directorship</th> <th>DIN</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Mr. Nimesh Salot</td> <td>Chairman - Independent Director</td> <td>00004623</td> </tr> <tr> <td>2</td> <td>Mr. Sandipkumar Gupta</td> <td>Member - Non-Executive Non-Independent Director</td> <td>01272932</td> </tr> <tr> <td>3</td> <td>Mr. Rajdipkumar Gupta</td> <td>Member - Executive Non-Independent Director</td> <td>01272947</td> </tr> </tbody> </table>										Sr. No.	Name of Director	Designation / Nature of Directorship	DIN	1	Mr. Nimesh Salot	Chairman - Independent Director	00004623	2	Mr. Sandipkumar Gupta	Member - Non-Executive Non-Independent Director	01272932	3	Mr. Rajdipkumar Gupta	Member - Executive Non-Independent Director	01272947
Sr. No.	Name of Director	Designation / Nature of Directorship	DIN																							
1	Mr. Nimesh Salot	Chairman - Independent Director	00004623																							
2	Mr. Sandipkumar Gupta	Member - Non-Executive Non-Independent Director	01272932																							
3	Mr. Rajdipkumar Gupta	Member - Executive Non-Independent Director	01272947																							
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.	Functional heads ensure various policies are adhered to under the overall aegis of various committees like Nomination & Remuneration Committee, CSR Committee, Risk Management Committee.																									

10. Performance against above policies and follow up action

Sr. No.	Disclosure Questions	P	P	P	P	P	P	P	P	P
		1	2	3	4	5	6	7	8	9
a)	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee	Board	Board Committee	Board Committee	Board Committee	Board Committee	Board Committee	NA	Board	Board
b)	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)	Annually	Annually	Annually	Quarterly	Annually	Annually	NA	Need based	Need based
c)	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Status of compliance with all applicable statutory requirements is reviewed on a quarterly basis by the Board. Quarterly Compliance Certificate on applicable laws is provided by respective department heads and placed before the Board by the Company Secretary.								
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.	P	P	P	P	P	P	P	P	P
		1	2	3	4	5	6	7	8	9
		The policies are evaluated internally from time to time and updated whenever required. The Company continues to sustain its commitment 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.								

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

Questions	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	
The entity does not consider the Principles material to its business (Yes/No)	N.A.									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	N.A.							Yes*	N.A.	
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	N.A.									
It is planned to be done in the next financial year (Yes/No)	N.A.									
Any other reason (please specify)	None									

* There is no distinct policy on public advocacy. For the time being, Company's public advocacy is through participation in various industry forums where we express our opinions on various relevant topics.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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 by 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	1	Code of conduct, Data Privacy & GDPR, Intellectual Property	100%	
	Key Managerial Personnel	2	Code of conduct, Data Privacy & GDPR, Intellectual Property, Company's code on prohibition of insider trading SEBI (Prohibition of Insider Trading) Regulations, 2015,	100%	
	Employees other than BoD and KMPs	6	Company's code on prohibition of insider trading SEBI (Prohibition of Insider Trading) Regulations, 2015, Code of Conduct, The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, Data privacy / GDPR.	100%	
	Workers	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020			
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 (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):				
	Monetary				
		NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case
	Penalty/ Fine	None			
	Settlement				
	Compounding fee				
	Non-Monetary				
	Imprisonment	None			
	Punishment				
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		
	Not applicable				

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.

We take a zero tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships, wherever we operate, and to implementing and enforcing effective systems to counter bribery. Our associates, consultants, advisors and employees are prohibited from engaging in any bribery or potential bribery. This includes a prohibition against both direct bribery and indirect bribery, including payments through third parties. If any associate suspects or becomes aware of any potential bribery involving the Company, it is the duty of that associate to report their suspicion or awareness to the Company's Audit Committee and follow the procedure described. This policy applies to all individuals working for Route Mobile Limited or any of its subsidiaries and affiliates anywhere in the world (collectively referred to as the "Company") and at all levels and grades. This includes senior managers, officers, directors, employees (whether regular, fixed-term or temporary), consultants, contractors, trainees, seconded staff, home-workers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with us, or any of our subsidiaries or their employees, wherever located (collectively referred to as "associate(s)" in this policy). The policy can be accessed at <https://routemobile.com/corporate-governance/>.

Bribery is a serious criminal offence in countries in which the Company operates, including India, the United Kingdom (UK Bribery Act 2010), the United States of America (Foreign Corrupt Practices Act) and others. Bribery offences can result in the imposition of severe fines and/or custodial sentences (imprisonment), exclusion from tendering for public contracts, and severe reputational damage. We therefore take our legal responsibilities very seriously. The Company prohibits making or accepting, facilitation payments or "kickbacks" of any kind. Facilitation payments are typically small, unofficial payments made to secure or expedite a routine action by an official. Kickbacks are typically payments made in return for a business favour or advantage. Company's Audit Committee's terms of reference include reviewing the findings of any internal investigations by the internal auditors into matters where there is suspected fraud or irregularity or a failure of internal control systems of a material nature and reporting the matter to the Board.

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

	FY 2021-22	FY 2020-21
Directors	None	
KMPs		
Employees		
Workers		

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

	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	None			
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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:

None

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
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Our value chain partners are large telecom partners who have a robust policy architecture to regulate ethical corporate behavior in line with international benchmark practices. Our value chain partners, suppliers and vendors have to strictly observe our Supplier Code of Conduct and they are made aware of the same and generally forms standard template clause in all our contracts.

2.	<p>Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board?</p> <p>Yes. Company has in place a comprehensive “Code of Conduct for Directors and Senior Management” available at https://routemobile.com/investors/. 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. The Company receives an annual declaration (changes from time to time) from its Board members and KMP on the entities they are interested in and ensures requisite approvals as required under the statute as well as the Company’s policies are in place before transacting with such entities / individuals. During the year 2021-22, there was no such instance. 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.</p>
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PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

1.	<p>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.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;"></th> <th style="width: 25%;">FY 2021-22</th> <th style="width: 25%;">FY 2020-21</th> <th style="width: 25%;">Details of improvements in environmental and social impacts</th> </tr> </thead> <tbody> <tr> <td>R&D</td> <td colspan="3" rowspan="2">Percentage of R&D and capital expenditure (capex) investments in specific technologies will be made available from fiscal 2023 onwards.</td> </tr> <tr> <td>Capex</td> </tr> </tbody> </table>		FY 2021-22	FY 2020-21	Details of improvements in environmental and social impacts	R&D	Percentage of R&D and capital expenditure (capex) investments in specific technologies will be made available from fiscal 2023 onwards.			Capex
	FY 2021-22	FY 2020-21	Details of improvements in environmental and social impacts							
R&D	Percentage of R&D and capital expenditure (capex) investments in specific technologies will be made available from fiscal 2023 onwards.									
Capex										
2. a.	Does the entity have procedures in place for sustainable sourcing? (Yes/No)									
b.	<p>If yes, what percentage of inputs were sourced sustainably?</p> <p>Most of our operational sourcing are local, which reduces time, cost and efforts in procurement. We require our suppliers to abide by our Supplier Code of Conduct and other matters such as anti-bribery, no child labour employment, anti-harassment etc.</p>									
3.	<p>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.</p> <p>Not Applicable. RML is in the service business; it does not have manufactured products.</p>									
4.	<p>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.</p> <p>Not Applicable. RML is in the service business; it does not have manufactured products.</p>									

Leadership Indicators

1.	<p>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?</p> <p>Not Applicable. RML is engaged in tech-enabled omnichannel communication space which does not have any potential environmental impacts of a product or process or service. Our information security management system is certified by KVQA Certification our information security management system is certified by KVQA Certification. The Company continues to sustain its commitment 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</p>
2.	<p>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.</p> <p>Nil.</p>
3.	<p>Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).</p> <p>Not Applicable. RML is engaged in tech-enabled omnichannel communication space and do not have any spend on recycled or reused input material.</p>
4.	<p>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:</p> <p>Not Applicable. RML is in the technology enable communication service business and we don't manufacture any products.</p>
5.	<p>Reclaimed products and their packaging materials (as percentage of products sold) for each product category.</p> <p>Not Applicable. RML is in the technology enable communication service business and we don't manufacture any products.</p>

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	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	324	324	100%	NIL	NIL	NA	NA	324	100%	NA	NA
Female	76	76	100%	NIL	NIL	76	100%	NA	NA	None	None
Total	400	400	100%	NA	NA	76	100%	324	100%	NIL	NIL
Other than Permanent employees											
Male	23	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Female	3	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Total	26	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.										
Female											
Total											
Other than Permanent employees											
Male	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.										
Female											
Total											

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

Benefits	FY 2021-22			FY 2020-21		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	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 workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	55%	NA	Y	33%	NA	Y
Gratuity	100%	NA	NA	100%	NA	NA
ESI	100%	NA	Y	100%	NA	Y
Others – please specify	NA	NA	NA	NA	NA	NA

*Employees whose wages fall under the purview/ as per the threshold limit of ESIC are covered under the act.

3.	<p>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.</p> <p>Our offices are accessible with ramps at applicable locations. At large office locations like Mumbai washrooms are enabled for wheel chair access, apart from accessible walkways and common areas.</p>																																																																																													
4.	<p>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.</p> <p>RML is an equal opportunity employer policy and the policy statement finds place in our employee Code of Business Conduct and Work Ethics Policy. Our equal opportunity policy is part of the Code of Business Conduct and Work Ethics Policy.</p>																																																																																													
5.	<p>Return to work and Retention rates of permanent employees and workers that took parental leave.</p> <table border="1" data-bbox="227 547 1376 741"> <thead> <tr> <th rowspan="2">Gender</th> <th colspan="2">Permanent employees</th> <th colspan="2">Permanent workers</th> </tr> <tr> <th>Return to work rate</th> <th>Retention rate</th> <th>Return to work rate</th> <th>Retention rate</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>2</td> <td>100%</td> <td colspan="2" rowspan="3">Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.</td> </tr> <tr> <td>Female</td> <td>5</td> <td>100%</td> </tr> <tr> <td>Total</td> <td>7</td> <td>100%</td> </tr> </tbody> </table>	Gender	Permanent employees		Permanent workers		Return to work rate	Retention rate	Return to work rate	Retention rate	Male	2	100%	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.		Female	5	100%	Total	7	100%																																																																									
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6.	<p>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.</p> <table border="1" data-bbox="227 851 1376 1094"> <thead> <tr> <th></th> <th>Yes/No (If Yes, then give details of the mechanism in brief)</th> </tr> </thead> <tbody> <tr> <td>Permanent Workers</td> <td rowspan="4">Yes, employee can reach out to their reporting managers and/or Head-HR to redress their grievances in accordance with the Company's the "Code of Business Conduct and Work Ethics Policy". Under RML's the POSH (Prevention of Sexual Harassment) Policy, employees may reach out to the Internal Complaints Committee ("ICC") to seek redressal for sexual harassment incidents.</td> </tr> <tr> <td>Other than Permanent Workers</td> </tr> <tr> <td>Other than Permanent Workers</td> </tr> <tr> <td>Other than Permanent Employees</td> </tr> </tbody> </table>		Yes/No (If Yes, then give details of the mechanism in brief)	Permanent Workers	Yes, employee can reach out to their reporting managers and/or Head-HR to redress their grievances in accordance with the Company's the "Code of Business Conduct and Work Ethics Policy". Under RML's the POSH (Prevention of Sexual Harassment) Policy, employees may reach out to the Internal Complaints Committee ("ICC") to seek redressal for sexual harassment incidents.	Other than Permanent Workers	Other than Permanent Workers	Other than Permanent Employees																																																																																						
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7.	<p>Membership of employees and worker in association(s) or Unions recognised by the listed entity:</p> <p>RML recognizes the right to freedom of association in accordance with the laws of the land. However, we do not have a recognized employee association/union, nor our employees have formed any Union.</p>																																																																																													
8.	<p>Details of training given to employees and workers:</p> <table border="1" data-bbox="227 1286 1376 1825"> <thead> <tr> <th rowspan="3">Category</th> <th colspan="5">FY 2021-22</th> <th colspan="5">FY 2020-21</th> </tr> <tr> <th rowspan="2">Total (A)</th> <th colspan="2">On Health and safety measures</th> <th colspan="2">On Skill upgradation</th> <th rowspan="2">Total (D)</th> <th colspan="2">On Health and safety measures</th> <th colspan="2">On Skill upgradation</th> </tr> <tr> <th>No. (B)</th> <th>% (B / A)</th> <th>No. (C)</th> <th>% (C / A)</th> <th>No. (E)</th> <th>% (E / D)</th> <th>No. (F)</th> <th>% (F / D)</th> </tr> </thead> <tbody> <tr> <td colspan="11">Employees</td> </tr> <tr> <td>Male</td> <td>324</td> <td>324</td> <td>100%</td> <td>136</td> <td>41.98%</td> <td>291</td> <td>291</td> <td>100%</td> <td colspan="2" rowspan="3">Training programmes were held in the second half of the year as employees were working from home until mid of October, 2021.</td> </tr> <tr> <td>Female</td> <td>76</td> <td>76</td> <td>100%</td> <td>58</td> <td>76.32%</td> <td>75</td> <td>75</td> <td>100%</td> </tr> <tr> <td>Total</td> <td>400</td> <td>400</td> <td>100%</td> <td>194</td> <td>48.5%</td> <td>366</td> <td>366</td> <td>100%</td> </tr> <tr> <td colspan="11">Workers</td> </tr> <tr> <td>Male</td> <td colspan="10" rowspan="3">Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.</td> </tr> <tr> <td>Female</td> </tr> <tr> <td>Total</td> </tr> </tbody> </table>	Category	FY 2021-22					FY 2020-21					Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (E)	% (E / D)	No. (F)	% (F / D)	Employees											Male	324	324	100%	136	41.98%	291	291	100%	Training programmes were held in the second half of the year as employees were working from home until mid of October, 2021.		Female	76	76	100%	58	76.32%	75	75	100%	Total	400	400	100%	194	48.5%	366	366	100%	Workers											Male	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.										Female	Total
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9. Details of performance and career development reviews of employees and worker:

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	212	212	100%	228	228	100%
Female	62	62	100%	62	62	100%
Total	274	274	100%	290	290	100%
100% of eligible employees have received performance and career development reviews						
Workers						
Male	NA					
Female	NA					
Total	NA					

10. Health and safety management system:

(a)	Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such 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. As RML is a telecommunication technology enabled communication service provider, there are no product risks but there are those related to the provision of services like ergonomics in work as well as those associated with the operation of utilities and employee commute. Safety is a core value at Route Mobile Limited. We operate in a manner that helps protect our employees, contractors, customers and the communities where we operate. Our approach to safety includes identifying possible risks, implementing measures to prevent potential incidents, and educating employees and contractors about unsafe behaviors. We have implemented processes based on legal requirements / internal benchmarks. We promote a safety-first mentality for Route Mobile employees and contractors to reach our goal of zero workplace injuries and illnesses.
(b)	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	
(c)	Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)	
(d)	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	
		Health Insurance is provided by the Company.

11. Details of safety related incidents, in the following format: There was no safety related incidents during the current and the previous financial year.

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	None.	
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

12.	Describe the measures taken by the entity to ensure a safe and healthy work place.																											
	<p>Safety is a core value at Route Mobile. We operate in a manner that helps protect our employees, contractors, customers and the communities where we operate. Our approach to safety includes identifying possible risks, implementing measures to prevent potential incidents, and educating employees and contractors about unsafe behaviors. We promote a safety-first mentality for Route Mobile employees and contractors to reach our goal of zero workplace injuries and illnesses.</p> <p>Mock fire evacuation drills are conducted at regular intervals.</p> <p>During the COVID-19 pandemic , necessary precautionary measures were taken including :</p> <ol style="list-style-type: none"> 1) Appropriate sanitization measures 2) Thermal screening of employees 3) Social distancing 																											
13.	Number of Complaints on the following made by employees and workers:																											
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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.																											
	There was no safety related incidents during the current and the previous financial year.																											
Leadership Indicators																												
1.	Does the entity extend any life insurance or any compensatory package in the event of death of																											
	<table border="1"> <tbody> <tr> <td>(A) Employees (Y/N)</td> <td>No. Our management though extended voluntary medical assistance to some of our employees who were hospitalized during COVID-19. RML covers medical expenses through extending affordable health insurance. We also offer retirement provisions (provider funds, gratuity), parental leave, ESOP, and industry benchmarked maternity benefits.</td> </tr> <tr> <td>(B) Workers (Y/N).</td> <td>Not applicable as RML does not have any workers.</td> </tr> </tbody> </table>	(A) Employees (Y/N)	No. Our management though extended voluntary medical assistance to some of our employees who were hospitalized during COVID-19. RML covers medical expenses through extending affordable health insurance. We also offer retirement provisions (provider funds, gratuity), parental leave, ESOP, and industry benchmarked maternity benefits.	(B) Workers (Y/N).	Not applicable as RML does not have any workers.																							
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(B) Workers (Y/N).	Not applicable as RML does not have any workers.																											
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 ensures that the statutory dues as applicable viz. Income tax, Provident fund, Professional tax, ESIC etc. as applicable from time to time are duly deducted and deposited in accordance with extent regulations. Value Chain Partners are equally responsible to comply as per the Contract. The Company has statutory and internal audit policies and procedures to review and ensure the above.																											

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	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	
	FY 2021-22	FY 2020-21	FY 2021-22	FY 2020-21
Employees	None			
Workers	None			

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)

Disclosure in this section will be provided from FY 2022-23 onwards.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	None though our value chain partners are binded by our Supplier Code of Conduct, which requires them to ensure safe and healthy working conditions.
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.

There was no significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

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.
- Please read the section on "Stakeholder Engagement & Materiality Definition" of our Sustainability Report of FY 2021-22.

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
Customers	No	Email, SMS, direct interactions, website.	As and when required	Investments and capabilities in digital technologies; quality of work; data privacy and security; ethical behavior; customer growth and transformation opportunities, fair business practices.
Shareholders	No	Email, Newspaper, Website, stock exchange websites	Annually/ Half yearly/ Quarterly and as and when required	Financials, revenue analysis; corporate governance; transparency and disclosure.
Suppliers & Vendors	No	Email, SMS, Website, and direct interactions	As and when required	Quality, credit lines, service and support.
Employees	No	Email, town hall Meetings, Notice Board, Website	As and when required	Safe and comfortable workplace; diversity; engaging assignments; learning opportunities; career development; compensation structure; rewards & promotions.

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. | The Company is committed to the welfare of marginalized and vulnerable sections of the society. The Company engages with its stakeholders on an on-going basis. The Company has also identified specific areas like healthcare, sanitation and education which help them to improve their standard of living and the same is carried out through Company's CSR initiatives. Our Route Mobile Foundation has been specifically formed by the Company to dedicate its CSR primarily in the area of education, sports and healthcare for the underprivileged sections of the society. Our management team at personal levels are regularly connected with various NGOs and other agencies to which Company makes contribution for its CSR and social welfare causes, and the team regularly assesses, monitors the outcomes and utilisations. |
| 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. | |
| 3. | Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups. | |

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 2021-22			FY 2020-21		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	400	400	100%	366	366	100%
Other than permanent	7	7	100%	2	2	100%
Total Employees	407	407	100%	368	368	100%
Workers						
Permanent	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020					
Other than permanent						
Total Workers						

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

Category	FY 2021-22					FY 2020-21				
	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	324	NA as all the employees are above the minimum wages		324	100%	291	NA as all the employees are above the minimum wages		291	100%
Female	76			76	100%	75			75	100%
Other than Permanent										
Male	6	NA		6	100%	2	NA		2	100%
Female	1			1	100%	0			0	0
<i>All employees and contractors have been paid more than / = minimum wage in accordance with the laws of India.</i>										
Workers										
Permanent										
Male	NA									
Female	NA									
Other than Permanent										
Male	NA									
Female	NA									

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7*	Refer to Annexure 3 of Board's report.	1	Refer to Annexure 3 of Board's report.
Key Managerial Personnel (KMP)	2	5102183	NA	NA
Employees other than BoD and KMP	321	607392	76	587515
Workers	NA			

* Includes the Managing Director and Chief Executive Officer who is also the Key Managerial Personnel of the Company.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?

The Human Resources team acts as the Focal Point to address the Human rights Issues within the organization.

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

Employees, in accordance with the Code of Business Conduct and Work Ethics Policy of the Company, can report any grievance to the HR department.

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

	FY 2021-22			FY 2020-21		
	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	None					
Discrimination at workplace						
Child Labour						
Forced Labour/ Involuntary Labour						
Wages						
Other human rights related issues						

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

RML's policies such as policy on Prevention of Sexual Harassment Policy (POSH) at Work Place, whistle-blower policy etc. has commitment statement to ensure that retaliation, in any form, against an employee or applicant for employment who exercises his/her right to make a complaint, in good faith, is strictly prohibited.

8. Do human rights requirements form part of your business agreements and contracts?

Yes. Through our supplier code of conduct, we bind our major suppliers of IT support, staffing solutions partners, facility management and security services that employ people from the more vulnerable sections with lower literacy levels, to comply with human rights requirements.

9.	<p>Assessments for the year:</p> <table border="1" data-bbox="227 219 1379 520"> <thead> <tr> <th data-bbox="227 219 575 285"></th> <th data-bbox="575 219 1379 285">% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</th> </tr> </thead> <tbody> <tr> <td data-bbox="227 285 575 327">Child labour</td> <td data-bbox="575 285 1379 520" rowspan="6">All our offices were assessed by our internal human resources team on the topics which included child labor, forced labor, harassment, discrimination, work-life balance, training and education and no complaints/concerns were raised.</td> </tr> <tr> <td data-bbox="227 327 575 368">Forced/involuntary labour</td> </tr> <tr> <td data-bbox="227 368 575 410">Sexual harassment</td> </tr> <tr> <td data-bbox="227 410 575 451">Discrimination at workplace</td> </tr> <tr> <td data-bbox="227 451 575 493">Wages</td> </tr> <tr> <td data-bbox="227 493 575 520">Others – please specify</td> </tr> </tbody> </table>		% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	Child labour	All our offices were assessed by our internal human resources team on the topics which included child labor, forced labor, harassment, discrimination, work-life balance, training and education and no complaints/concerns were raised.	Forced/involuntary labour	Sexual harassment	Discrimination at workplace	Wages	Others – please specify
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Forced/involuntary labour										
Sexual harassment										
Discrimination at workplace										
Wages										
Others – please specify										
10.	<p>Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.</p> <p>There were no significant risks / concerns arising from the human rights assessments.</p>									
Leadership Indicators										
1.	<p>Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.</p> <p>Our Human resource department regularly conducts training for employees to sensitize them on appropriate behaviours respecting human rights. Our Supplier Code of Conduct (the "Supplier Code") sets out expectations for our business partners in the areas of business integrity, labor practices, anti-corruption, health and safety, environmental impact, diversity and inclusion. RML is committed to protecting human rights and strives to develop environmentally and socially sustainable chains of responsibility within our sphere of influence. RML expects the business partners that we work with, including all vendors, consulting firms, staffing agencies, agency temps, partners and licensees ("Suppliers"), to adhere to the high standards set forth in this Supplier Code as a condition of doing business with RML.</p>									
2.	<p>Details of the scope and coverage of any Human rights due-diligence conducted.</p> <p>Among many others, inspired by the United Nations Global Compact initiative, the United Nations Guiding Principles and Human Rights, our Supplier Code of Conduct requires protecting human rights. RML's suppliers shall confirm compliance with this Code by continuously documenting compliance, providing information to RML on request, and allowing on-site audits by RML or an external auditing company representing RML.</p>									
3.	<p>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?</p> <p>Our offices are accessible with ramps at applicable locations. At large office locations like Mumbai washrooms are enabled for wheel chair access, apart from accessible walkways and common areas.</p>									
4.	<p>Details on assessment of value chain partners:</p> <table border="1" data-bbox="227 1353 1379 1653"> <thead> <tr> <th data-bbox="227 1353 575 1419"></th> <th data-bbox="575 1353 1379 1419">% of value chain partners (by value of business done with such partners) that were assessed</th> </tr> </thead> <tbody> <tr> <td data-bbox="227 1419 575 1460">Sexual Harassment</td> <td data-bbox="575 1419 1379 1659" rowspan="6">Our value chain partners are large telecom partners who have a robust policy architecture to regulate ethical corporate behavior in line with international benchmark practices. Our value chain partners, suppliers and vendors have to strictly observe our Supplier Code of Conduct and they are made aware of the same and generally forms standard template clause in all our contracts.</td> </tr> <tr> <td data-bbox="227 1460 575 1502">Discrimination at workplace</td> </tr> <tr> <td data-bbox="227 1502 575 1543">Child Labour</td> </tr> <tr> <td data-bbox="227 1543 575 1585">Forced Labour/Involuntary Labour</td> </tr> <tr> <td data-bbox="227 1585 575 1626">Wages</td> </tr> <tr> <td data-bbox="227 1626 575 1653">Others – please specify</td> </tr> </tbody> </table>		% of value chain partners (by value of business done with such partners) that were assessed	Sexual Harassment	Our value chain partners are large telecom partners who have a robust policy architecture to regulate ethical corporate behavior in line with international benchmark practices. Our value chain partners, suppliers and vendors have to strictly observe our Supplier Code of Conduct and they are made aware of the same and generally forms standard template clause in all our contracts.	Discrimination at workplace	Child Labour	Forced Labour/Involuntary Labour	Wages	Others – please specify
	% of value chain partners (by value of business done with such partners) that were assessed									
Sexual Harassment	Our value chain partners are large telecom partners who have a robust policy architecture to regulate ethical corporate behavior in line with international benchmark practices. Our value chain partners, suppliers and vendors have to strictly observe our Supplier Code of Conduct and they are made aware of the same and generally forms standard template clause in all our contracts.									
Discrimination at workplace										
Child Labour										
Forced Labour/Involuntary Labour										
Wages										
Others – please specify										
5.	<p>Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.</p> <p>Based on current year assessment, no gaps have been identified necessitating corrective actions.</p>									

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 2021-22	FY 2020-21
	Total electricity consumption (A)	2250704	1699980
	Total fuel consumption (B)	NIL	NIL
	Energy consumption through other sources (C)	NIL	NIL
	Total energy consumption (A+B+C)	2250704	1699908
	Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	1.11*10 ⁻⁴	1.21*10 ⁻⁴
	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	Yes. Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company)	
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 since RML's operations do not relate to the designated consumers specified under the PAT scheme of the Government of India.		
3.	Provide details of the following disclosures related to water, in the following format:		
	Parameter	FY 2021-22	FY 2020-21
	Water withdrawal by source (in kilolitres)		
	(i) Surface water	NIL	NIL
	(ii) Groundwater	4870 KL	2296 KL
	(iii) Third party water	58 KL	1.29 KL
	(iv) Seawater / desalinated water	NIL	NIL
	(v) Others	1425 KL	791 KL
	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	6353 KL	3088 KL
	Total volume of water consumption (in kilolitres)	6353 KL	3088 KL
	Water intensity per rupee of turnover (Water consumed / turnover)	2.8*10 ⁻³	1.8*10 ⁻³
	Water 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	Yes. Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company)	
4.	Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.		
	We operate from leased offices (with limited space or lesser operational control) and building management controls and operates Liquid Discharge, and its generally discharged into municipal sewers.		

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

Parameter	Please specify unit	FY 2021-22	FY 2020-21
NOx	Not Applicable		Nil.
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			
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	Yes. Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company)		

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

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NIL	NIL
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	2138 (Based on KWH consumed electrically)	1615 (Based on KWH consumed electrically)
Total Scope 1 and Scope 2 emissions per rupee of turnover		1.05*10 ⁻⁷	1.04*10 ⁻⁷
Total Scope 1 and Scope 2 emission 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	Yes. Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company)		

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

We operate from leased offices, with no operational control on building management controls emission related projects, if any.

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

Parameter	FY 2021-22	FY 2020-21
Plastic waste (A)	0.11	0.07
E-waste (B)	Nil	
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G + H)	0.11	0.07

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	Nil	
(ii) Re-used		
(iii) Other recovery operations		
Total		

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste		
(i) Incineration	Nil	
(ii) Landfilling		
(iii) Other disposal operations		
Total		

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.

Yes, Independent assessment has been carried out by Paul Shantanu Engineering Pvt.Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company)

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.

Not Applicable. We do not manufacture any products.

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:

We do not have any Office/Operations in/around ecologically sensitive areas.

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

We are a cloud based omni-channel communication platform provider; in terms of nature of our operations, EIA Notification S.O. 1533(E)/2006 environmental impact assessment is not applicable to us.

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:

Not Applicable.

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 2021-22	FY 2020-21
From renewable sources	Nil	
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)	2250704	169908
Total fuel consumption (E)	NIL	NIL
Energy consumption through other sources (F)	NIL	NIL
Total energy consumed from non-renewable sources (D+E+F)	2250704	169908
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	Yes. Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company)	

2. Provide the following details related to water discharged:

Parameter	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of treatment	NIL	NIL
(ii) To Ground water		
- No treatment		
- With treatment – please specify level of treatment	NIL	NIL
(iii) To Sea water		
- No treatment		
- With treatment – please specify level of treatment	NIL	NIL
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment	NIL	NIL
(v) Others		
- No treatment	6295	3087
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	6295	3087
Note: Our only use of water is with regard to drinking water requirements for our employees in Office, which is primarily supplied by municipal authorities. There is no ground water withdrawal for any part of our operations. As our operations do not involve water, there is no Effluent discharge.		
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.	Yes, Independent assessment has been carried out by Paul Shantanu Engineering Pvt.Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company)	

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: During the reporting period, we did not have any office operations in any water stressed areas ('WSA') interms of Atal Bhujal Yojana ('ABY'). ABY is a groundwater management scheme (Central Sector Scheme, for sustainable management of ground water resources with community participation) in India under Ministry of Jal Shakti, Govt. of India.
- (ii) Nature of operations: Omni-Channel cloud communication, CPaaS, CxPaaS.
- (iii) Water withdrawal, consumption and discharge in the following format: Our only use of water is with regard to drinking water requirements for our employees in Office, which is primarily supplied by municipal authorities. There is no ground water withdrawal for any part of our operations. As our operations do not involve water, there is no Effluent discharge.

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	
(ii) Ground water		
(iii) Third party water		
(iv) Sea water / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)	Nil	
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	Nil	
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Ground water		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Sea water		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

in our assessment, none of our major offices are located in any water stressed areas.

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.

Yes, Independent assessment has been carried out by Paul Shantanu Engineering Pvt.Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company)

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2253 tCO ₂ e	1458 tCO ₂ e
Total Scope 3 emissions per rupee of turnover		1.12*10 ⁻⁷	1.04*10 ⁻⁷
Total Scope 3 emission 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.

Yes, Independent assessment has been carried out by Paul Shantanu Engineering Pvt.Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company)

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 as we do have operations/offices in/around ecologically sensitive areas.

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:

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. Our operations do not generate any waste except nominal obsolete IT hardware waste, which are disposed off in a legally compliant manner, ensuring that it does not potentially cause harm to humans, animals and environment. We ensure that e-waste disposal in landfills are not allowed as part of our commitment to clean environment.

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

RML has a robust Business Continuity and Disaster Recovery Plan (BCP/DR), which is tested annually. 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 throughout the pandemic. Our information security management system is certified by KVQA Certification Services Private Limited as ISO/IEC 27001:2013 compliant. We have also achieved the Capability Maturity Model Integration (CMMI) Level 5 Certification through GAAFS and QCAS Certifications Inc.

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.

No incidence of any significant adverse impact to the environment, arising from the value chain of the entity was reported during the year.

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

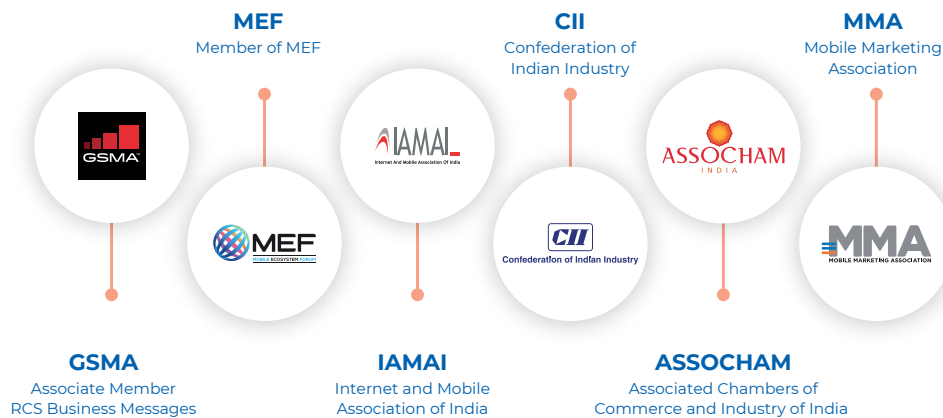
None though our value chain partners are large telecom partners who have a robust disclosure practices with respect to environmental impact assessments and they continue to set industry benchmarks to minimize environmental impact assessments caused from emissions etc.

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.
 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.

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Groupe Speciale Mobile Association	Global
2	Mobile Ecosystem Forum	Global
3	Internet and Mobile Association of India	National
4	Mobile Marketing Association	Global
5	Confederation of Indian Industry	National
6	Associated Chambers of Commerce and Industry of India	National



2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.

No adverse order was received by the Company from regulatory authorities during the financial year 2021-2022 hence no corrective action was required to be taken.

Leadership Indicators

1. Details of public policy positions advocated by the entity:

For the time being, Company's public advocacy is through participation in various industry forums where we express our opinions on various relevant topics. Details of our participation on various public platforms and industry body discussion forums are available on <https://www.linkedin.com/company/routemobilelimited/posts/?feedView=all>

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development**Essential Indicators**

1.	<p>Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.</p> <p>Social Impact Assessments (SIA) in terms of The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 is not applicable to us.</p>							
2.	<p>Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:</p> <p>Not Applicable.</p>							
3.	<p>Describe the mechanisms to receive and redress grievances of the community.</p> <p>Our 24x7 helpdesk, CSR Committee, Head of Operations and our Board at various levels monitor impacts of our operations on the community, receive response/feedback and take improvement measures, if any required.</p>							
4.	<p>Percentage of input material (inputs to total inputs by value) sourced from suppliers:</p> <table border="1"> <thead> <tr> <th></th> <th>FY 2021-22</th> <th>FY 2020-21</th> </tr> </thead> <tbody> <tr> <td>Directly sourced from MSMEs/ small producers</td> <td colspan="2" rowspan="2">We are a leading CPaaS/Omni channel communication service provider and apart from our major suppliers which are large telecom operators , all our otherwise procurements , viz. office stationery, equipments and consumables of similar nature are from MSMEs/small producers.</td> </tr> <tr> <td>Sourced directly from within the district and neighbouring districts</td> </tr> </tbody> </table>		FY 2021-22	FY 2020-21	Directly sourced from MSMEs/ small producers	We are a leading CPaaS/Omni channel communication service provider and apart from our major suppliers which are large telecom operators , all our otherwise procurements , viz. office stationery, equipments and consumables of similar nature are from MSMEs/small producers.		Sourced directly from within the district and neighbouring districts
	FY 2021-22	FY 2020-21						
Directly sourced from MSMEs/ small producers	We are a leading CPaaS/Omni channel communication service provider and apart from our major suppliers which are large telecom operators , all our otherwise procurements , viz. office stationery, equipments and consumables of similar nature are from MSMEs/small producers.							
Sourced directly from within the district and neighbouring districts								

Leadership Indicators

1.	<p>Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):</p> <p>Social Impact Assessments (SIA) in terms of The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 is not applicable to us.</p>
2.	<p>Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:</p> <p>Our CSR efforts during the year was spread pan India basis and did not have any specific project in designated aspirational districts.</p>
3.	<p>(a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) (b) From which marginalized /vulnerable groups do you procure? (c) What percentage of total procurement (by value) does it constitute?</p> <p>Our major suppliers, by very nature of our business are large telecom operators, though for other office consumables, are generally sourced from local small vendors and entities generally belonging to MSME sectors.</p>
4.	<p>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:</p> <p>Not applicable.</p>
5.	<p>Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.</p> <p>None there was no instances of any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved hence not provided</p>
6.	<p>Details of beneficiaries of CSR Projects:</p> <p>The Annual Report on CSR activities undertaken by the Company during the financial year ended March 31, 2022 is given in Annexure 6 to the Boards Report which forms part of this Annual Report. Our CSR programs are through various NGOs, hospitals and other institutions dedicated to promotion of healthcare, education and sports for underprivileged sections of the society. Exact numbers of beneficiaries specifically from marginalised sections are not strictly ascertainable but large part of our CSR programs are targetted for vulnerable and marginalised sections of the society.</p>

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner**Essential Indicators**

1.	Describe the mechanisms in place to receive and respond to consumer complaints and feedback. Our 24*7*365 Customer Support Desk works on a Ticketing System that receives and logs all inbound emails from customers and allocates a Ticket ID to each email. These queries or complaints are classified according to priority and category and responded to within the established Service Level Agreement (SLA). All customers are provided a copy of the SLA with the escalation matrix which informs them whom to contact in case they are unable to get a satisfactory resolution.																											
2.	Turnover of products / services as a percentage of turnover from all products / services that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and / or safe disposal. Not applicable considering the nature of RML's business.																											
3.	Number of consumer complaints in respect of the following: During the year, no consumer complaints were received in respect of data privacy, advertising, cyber-security, unfair trade practices, etc.																											
	<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">FY 2021-22</th> <th rowspan="2">Remarks</th> <th colspan="2">FY 2020-21</th> <th rowspan="2">Remarks</th> </tr> <tr> <th>Received during the year</th> <th>Pending resolution at end of year</th> <th>Received during the year</th> <th>Pending resolution at end of year</th> </tr> </thead> <tbody> <tr> <td>Data privacy</td> <td rowspan="7">Nil</td> <td rowspan="7"></td> <td rowspan="7">None</td> <td colspan="2">Nil</td> <td rowspan="7">The Company had received a falsified claim / allegation of data leakage. A Forensic Audit was conducted by external CERT-In empaneled auditors and internal investigations revealed no issues or breach.</td> </tr> <tr> <td>Advertising</td> </tr> <tr> <td>Cyber-security</td> <td>1</td> <td rowspan="2">Nil</td> </tr> <tr> <td>Delivery of essential services</td> <td>Nil</td> </tr> <tr> <td>Restrictive Trade Practices</td> </tr> <tr> <td>Unfair Trade Practices</td> </tr> <tr> <td>Other</td> </tr> </tbody> </table>		FY 2021-22		Remarks	FY 2020-21		Remarks	Received during the year	Pending resolution at end of year	Received during the year	Pending resolution at end of year	Data privacy	Nil		None	Nil		The Company had received a falsified claim / allegation of data leakage. A Forensic Audit was conducted by external CERT-In empaneled auditors and internal investigations revealed no issues or breach.	Advertising	Cyber-security	1	Nil	Delivery of essential services	Nil	Restrictive Trade Practices	Unfair Trade Practices	Other
	FY 2021-22		Remarks	FY 2020-21		Remarks																						
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year																							
Data privacy	Nil		None	Nil		The Company had received a falsified claim / allegation of data leakage. A Forensic Audit was conducted by external CERT-In empaneled auditors and internal investigations revealed no issues or breach.																						
Advertising																												
Cyber-security				1	Nil																							
Delivery of essential services				Nil																								
Restrictive Trade Practices																												
Unfair Trade Practices																												
Other																												
4.	Details of instances of product recalls on account of safety issues: <table border="1"> <thead> <tr> <th></th> <th>Number</th> <th>Reasons for recall</th> </tr> </thead> <tbody> <tr> <td>Voluntary recalls</td> <td colspan="2" rowspan="2">Not applicable considering the nature of RML's business</td> </tr> <tr> <td>Forced recalls</td> </tr> </tbody> </table>		Number	Reasons for recall	Voluntary recalls	Not applicable considering the nature of RML's business		Forced recalls																				
	Number	Reasons for recall																										
Voluntary recalls	Not applicable considering the nature of RML's business																											
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. Yes. https://routemobile.com/investors/																											
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 safety of products / services. None.																											

Leadership Indicators

1.	Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).								
	<table border="1"> <tbody> <tr> <td>LinkedIn</td> <td>https://www.linkedin.com/company/routemobilelimited/</td> </tr> <tr> <td>YouTube</td> <td>https://www.youtube.com/c/RouteMobileLimited/featured</td> </tr> <tr> <td>Web</td> <td>www.routemobile.com</td> </tr> <tr> <td>Twitter</td> <td>https://twitter.com/Route_Mobile</td> </tr> </tbody> </table>	LinkedIn	https://www.linkedin.com/company/routemobilelimited/	YouTube	https://www.youtube.com/c/RouteMobileLimited/featured	Web	www.routemobile.com	Twitter	https://twitter.com/Route_Mobile
LinkedIn	https://www.linkedin.com/company/routemobilelimited/								
YouTube	https://www.youtube.com/c/RouteMobileLimited/featured								
Web	www.routemobile.com								
Twitter	https://twitter.com/Route_Mobile								

2.	<p>Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.</p> <p>Our standard contractual terms of service mandate our customers to use mobile communication means in a legally compliant manner.</p>
3.	<p>Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.</p> <p>In the event there is a disruption in any services, the Incident Response Team will initiate a "Red Alert" procedure that first sends a notification to all affected customers about the identified disruption. This initial notification is followed up by further details if required and a follow up Root Cause Analysis is issued if the impact is significant.</p>
4.	<p>Does the entity display product /service information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.</p> <p>Not Applicable.</p> <p>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)</p> <p>Our Company is regularly featured in ROCCO Research's surveys of mobile operators and enterprises ranked with respect to customer satisfaction and technical capabilities. Additionally, our online Ticketing Tool secures continuous feedback from all our customers.</p>
5.	<p>Provide the following information relating to data breaches:</p> <p>a. Number of instances of data breaches along-with impact</p> <p>None.</p> <p>b. Percentage of data breaches involving personally identifiable information of customers</p> <p>0%</p>