

Ref No: RML/2023-24/397

Date: August 28, 2023

To,

BSE Limited

Scrip Code: 543228

National Stock Exchange of India Limited

NSE Symbol: ROUTE

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the financial year 2022-23

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, please find enclosed the Business Responsibility and Sustainability Report ("BRSR") for the financial year 2022-23 which also forms part of the Annual Report for the financial year 2022-23.

The BRSR is also available on the Company's website at www.routemobile.com.

You are requested to take the above information on record.

Thanking You

Yours truly,

For **Route Mobile Limited**

Rathindra Das

Group Head-Legal, Company Secretary & Compliance Officer

Membership No. F12663

Encl: Business Responsibility and Sustainability Report for the Financial Year 2022-23 (Pdf)

Annexure – 8

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

About Route Mobile Limited

Route Mobile Limited ("RML/ Route Mobile") is a leading Cloud Communication Platform service provider, catering to enterprises, over-the-top (OTT) players and mobile network operators (MNO). Our product portfolio includes smart solutions in Messaging, Voice, Email, and SMS Filtering, Analytics & Monetisation. RML provides real-time connected customer experiences with its advanced Customer Experience Platform as a Service (CXPaaS), globally. With omnichannel workflows and a data-centric approach, our comprehensive CXPaaS solutions help businesses to create real-time, smart, and conversational customer experiences

Since its inception in 2004, Route Mobile has been enhancing mobile communications through technology upgrades and product innovations; meeting the needs of a diverse clientele across geographies. Our customizable, user-friendly, and effective solutions enable enterprises and mobile operators to deliver efficient services to their customers.

COVID-19 crisis has brought about years of change in the way companies in all sectors and regions do business; companies have accelerated the digitisation of their customer and supply-chain interactions and of their internal operations by three to four years as they recognize technology's strategic importance as a critical component of the business, not just a source of cost efficiencies. It is in this context that we see the use of information systems to continue in the same vein for some time.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

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), Mumbai 400064, Maharashtra, India
5. Corporate address	400064, Maharashtra, India
6. E-mail 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, 2022 - March 31, 2023
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11. Paid-up Capital	₹62,44,32,170
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 + 91-022-4033 7676
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis

II. Products/ services:

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Other information services activities	Omni-Channel CPaaS and CXaaS	100%

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	100%

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	31
International		24	

17. Markets served by the entity:

Our operations are spread across SE Asia, GCC region, Africa, LATAM, USA, UK and Europe. We have direct presence in more than 20 countries.

a. Number of locations

Locations	Number
National (No. of States)	3
International (No. of Countries)	20

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

30.83%

c. A brief on types of customers

We cater to customers across different business verticals. Majority of our customer base is Business to Business (B2B)

Our customer base can largely be split up between the following:

1. Enterprises, i.e. businesses and corporations across all industries such as retail, e-commerce, finance, healthcare, travel and more;
2. Mobile Network Operators (MNOs) offering them messaging and communication services and platforms to expand their network reach, generate additional revenue streams, and serve their own enterprise customers;
3. Resellers and Aggregators who leverage Route Mobile's infrastructure and global network to offer messaging and communication services to their clients;
4. Application Developers who can use Route Mobile's APIs and SDKs to integrate messaging, voice and email functionalities into their apps, ensuring seamless communication and user engagement;
5. Agencies who use Route Mobile's secure and reliable communication services to interact with citizens, disseminate information and coordinate internal communication;
6. Banks and Financial Institutions to send transaction alerts, OTPs and promotional messages securely and efficiently.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	404	313	77.48	91	22.52
2.	Other than Permanent (E)	6	5	83.33	1	16.67
3.	Total employees (D + E)	410	318	77.56	92	22.44
WORKERS						
4.	Permanent (F)					
5.	Other than Permanent (G)		Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.			
6.	Total workers (F + G)					

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	1	1	100	Nil	Nil
2.	Other than Permanent (E)	0	0	0	Nil	Nil
3.	Total differently abled employees (D + E)	1	1	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	14.29
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 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25%	6%	31%	19%	2%	21%	9%	5%	14%
Permanent Workers	Not Applicable								

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

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

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (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)
1.	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 ₹)	5,35,79,85,361/- (FY 2022-2023 - Standalone)
(iii)	Net worth (in ₹)	11,26,45,75,491/- (Standalone)

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		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://routemobile.com/corporate-policies/	Nil	Nil	None	Nil	Nil	None
Investors (other than shareholders)		Nil	Nil	None	Nil	Nil	None
Shareholders	Refer to the "Investor complaints" section of the Corporate governance report of this Annual Report for more information on the investor complaints that have been received and resolved						
Employees and workers							
Customers							
Value Chain Partners				None			
Other (please specify)							

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

The materiality map for RML was developed by first identifying the sets of issues that were deemed to be material for the company basis the research on industry, peers and the company itself. This list was then prioritised by the senior management to arrive at the final set of material issues for the company.

S.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 be 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 and 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 lose in talent retention if the millennial talent pool is not provided with satisfactory career programmes 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.

S.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)
3.	Platform reliability	Opportunity	Our platform reliability creates differentiation from competitor by ensuring high service delivery.	Strengthen infrastructure, implement redundancy measures, continuous monitoring and maintenance	Positive
4.	Business Continuity	Risk	Any downtime can result in poor customer experience and potential customer loss.	Develop comprehensive business continuity plans, conduct regular drills testing and establish backup systems	Negative
5.	Innovation	Opportunity	We continuously enhance product capabilities and drive multiple revenue streams with existing / new customer base. At the same time, this helps enhance service quality and customer retention.	Foster a culture of innovation, invest in R&D, and collaborate with technology partners	Positive
6.	Digital Inclusion resulting in market growth	Opportunity	In order to provide access to everyone in society, especially those in rural areas and low-income households, Companies are making huge investments in digital Infrastructure and programmes that aim to narrow the digital divide. As more companies across various sectors have started using cloud-based services, the cloud communication market in India is expanding quickly. This creates various opportunities for RML.	NA	Positive: With Digital inclusion and rapidly growing market several opportunities are created.
7.	Digital Identity	Opportunity	To avoid income loss, enterprises must be prepared to resist identity theft in real-time. Additionally, it's critical to protect clients from fraud and inconveniences by adding an additional degree of security to their online experience.	NA	Positive: TruSense – A product launched by the Company ensures secure authentication, reliable identity verification and intelligent fraud detection with a frictionless user experience
8.	Data Privacy and Regulatory Compliance	Risk	As we process data, we may be exposed to privacy breach claims. Further various countries have regulatory authorities for e.g. TRAI in India. These authorities define rules of the game for CPaaS players and changes to these regulatory requirements could affect business potential.	Privacy policy, employee training. Robust Compliance programme, audit.	Negative: Claims under privacy laws in jurisdictions where we operate.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

S 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	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
		While there is no standalone policy document on public advocacy through participation in various industry forums and conferences, the company expresses its policies on relevant topics such as spamming, data theft, phishing attacks, 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	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
	c. Web Link of the Policies, if available	https://routemobile.com/corporate-policies/								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, 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 are extended 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.	We utilize the international standard of GRI framework for our reporting. We adhere to UNGC principles and OECD Principles of Corporate Governance. We also have a certified (by KVQA Certification Services Private Limited) robust quality management system complying with ISO 9001:2015 and an information security management system complying with ISO/IEC 27001:2013 certified including further CMMI Level 5 certification.								
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 compliment to our core business and our CSR programme which focuses on healthcare, and education & sports. Please read our sustainability report https://routemobile.com/compliance/2023/Sustainability-Report-FY-2022-23.pdf for the FY 2022-23 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 (listed entity has flexibility regarding the placement of this disclosure)	Please refer to our Sustainability Report https://routemobile.com/compliance/2023/Sustainability-Report-FY-2022-23.pdf for the FY 2022-23.								

S No.	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 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>S 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 Director</td> <td>01272947</td> </tr> </tbody> </table>									S 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 Director	01272947
S 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 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

S. No.	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
a)	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee	Board	Board Com- mittee	Board Com- mittee	Board Com- mittee	Board Com- mittee	Board Com- mittee	NA	Board	Board
b)	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)	Annu- ally	Annu- ally	Annu- ally	Quar- terly	Annu- ally	Annu- ally	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 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
		Yes, all the policies of the Company were independently evaluated by Pozhat Sustainable Solutions Private Limited in FY 2022-23. Further 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 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)					No				
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	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)					No				
Any other reason (please specify)				None					

*There is no standalone policy on public advocacy. For the time being, Company’s public advocacy is through participation in various industry forums and conferences 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 categorised 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 awareness programmes
Board of Directors	1	Code of conduct, Data Privacy & GDPR, ESG, Structural Digital Database under SEBI (Prohibition of Insider Trading) Regulations, 2015	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:

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred?(Yes/No)
Penalty/ Fine			None		
Seattlement			None		
Compounding Fee			None		

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred?(Yes/No)
Imprisonment			None	
Punishment			None	

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.

At Route Mobile Limited, we have instituted a stringent anti-bribery and anti-corruption policy, underlining our commitment to upholding the highest standards of professional conduct, fairness, and integrity in all our business interactions and relationships across the globe. We operate under a policy of zero tolerance towards any form of bribery or corruption, whether direct or indirect. This applies universally to all individuals associated with our Company, including employees of all levels, consultants, contractors, volunteers, interns, agents, sponsors, and anyone else connected with Route Mobile Limited or its subsidiaries.

Our policy explicitly prohibits our associates, consultants, advisors, and employees from engaging in any form of bribery, including potential bribery, whether directly or through third-party conduits. If any member of our team suspects or becomes privy to possible instances of bribery involving the Company, they are obligated to report their suspicions to the Company's Audit Committee, adhering to the established reporting procedure.

Furthermore, our policy explicitly forbids the making or accepting of facilitation payments or 'kickbacks'. Facilitation payments refer to small, unofficial payments made to secure or expedite a routine governmental action, while 'kickbacks' are payments made in exchange for a business favour or advantage. The Company's Audit Committee oversees the review of any internal investigations into suspicions of fraud, irregularities, or significant failures of internal control systems and reports such matters to the Board.

For more details, please refer our anti-bribery and anti-corruption policy, which is available at <https://routemobile.com/wp-content/uploads/2023/02/Anti-Fraud-Anti-Bribery-Anti-Corruption-Policy.pdf>

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

	FY 2022-23	FY 2021-22
Directors		
KMPs		
Employees		None
Workers		

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

	FY 2022-23	FY 2021-22
Number of complaints received in relation to issues of Conflict of Interest of the Directors		
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		None

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

Not applicable

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes

Our Value Chain partners include heavily regulated telecom operators and Tier 1 Messaging Service Providers, all of whom follow international best practices with respect to data security and regulatory compliance. We mutually agree to abide by each other's Codes of Conduct and Information Security policies as a standard practice.

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

Yes.

Our company has a robust system in place to manage and avoid conflicts of interest involving members of the Board.

Firstly, we have adopted a comprehensive "Code of Conduct for Directors and Senior Management," which clearly outlines the expected ethical behaviour and provides guidance on potential conflict of interest situations. This Code of Conduct is readily accessible and can be reviewed at <https://routemobile.com/wp-content/uploads/2021/11/Code-of-Business-Conduct-and-Work-Ethics-Policy.pdf>

In our commitment to transparency, Board members are required to disclose any entities or arrangements in which they have a vested interest. This information is then made known to the Board to ensure everyone is aware of potential conflicts. Furthermore, we receive an annual declaration, which can be updated as necessary, from our Board members and Key Management Personnel (KMP) outlining any entities they have interest in.

Prior to engaging in any transactions with such entities or individuals, we ensure that requisite approvals are in place as per statutory requirements and the company's own policies. This ensures that any potential conflicts of interest are handled appropriately and transparently.

All related party transactions were conducted under the careful scrutiny of the Audit Committee, ensuring that they were carried out at arm's length and in the ordinary course of business. This serves as a testament to the effectiveness of our conflict of interest management process.

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

Essential Indicators

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

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D			
Capex		None	

- 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**
b. If yes, what percentage of inputs were sourced sustainably?

Yes.

Our organisation is strongly committed to sustainable sourcing practices. The majority of our operational inputs are locally procured, which not only reduces the time, cost and efforts associated with procurement but also lessens the environmental impact of transportation. Furthermore, we insist that our suppliers adhere to our comprehensive 'Supplier Code of Conduct', which covers crucial areas such as anti-bribery, prohibition of child labour and anti-harassment measures.

Additionally, a significant portion of our value chain partners comprise large telecommunications operators. These partners adhere to stringent sustainability standards and maintain relevant certifications. This partnership ensures that our sourcing practices align with sustainability principles and contribute positively to our environmental and social footprint.

However, it is important to note that while we prioritize sustainable sourcing, the exact percentage of inputs sourced sustainably is currently not ascertainable due to the varied nature of our sourcing practices and the complex metrics involved in sustainability assessments. We are continually working to enhance our data collection and analysis capabilities in this area to provide more quantifiable measures of our sustainability efforts.

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

As an IT services company, our waste generation is not material as that of other industries. Nevertheless, we remain committed to minimising our environmental impact and responsibly managing the waste generated from our operations. In this context, here's how we address various types of waste:

a) Plastics:

We opt for minimal plastic usage, promote reusable items and properly dispose of plastic waste.

b) E-waste:

We established an e-waste collection system, partner with certified recycling facilities, encourage refurbishment and reuse, and adhere to e-waste regulations.

c) Hazardous waste:

We properly dispose of hazardous waste such as batteries and printer cartridges, and train employees on proper handling.

d) Other waste:

We implemented paperless initiatives encourage recycling, and partner with local waste management companies for proper disposal.

These measures reflect Route Mobile's commitment to environmental stewardship and responsible waste management

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

Not Applicable. RML is in the service business; it does not have manufactured products.

Leadership Indicators

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

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.

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

Not Applicable.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Not Applicable. RML is engaged in tech-enabled omnichannel communication space and do not have any spend on recycled or reused input material.		

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

Not Applicable. RML is in the technology enable communication service business and we don't manufacture any products.

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category	
	Not Applicable. RML is in the technology enable communication service business and we don't manufacture any products.	

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	313	313	100	NIL	NIL	NA	NA	313	100	NA	NA
Female	91	91	100	NIL	NIL	91	100	NA	NA	NIL	NIL
Total	404	404	100	NIL	NIL	91	22.52	313	77.48	NIL	NIL
Other than Permanent employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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 workers											
Male	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.										
Female	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.										
Total	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.										
Other than Permanent workers											
Male	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.										
Female	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.										
Total	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.										

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

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted & 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 & deposited with the authority (Y/N/N.A.)
PF	61		Yes	55		Yes
Gratuity	100	NA	NA	100	NA	NA
ESI	100		Yes	100		Yes
Others – please specify	NA		NA	NA		NA

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

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

Our offices are accessible with ramps at applicable locations. At large office locations like Mumbai and Bangalore; washrooms are enabled for wheel chair access, apart from accessible walkways and common areas.

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

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.

The policy can be accessed at <https://routemobile.com/wp-content/uploads/2021/11/Code-of-Business-Conduct-and-Work-Ethics-Policy.pdf>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	8	100%	Company does not employ any worker as defined under sec 2(zr) of the Industrial Relations Code, 2020	
Female	3	100%		
Total	11	100%		

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

	Yes/ No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Company does not employ any workers as defined under sec 2(zr) of the Industrial Relations Code, 2020
Other than Permanent Workers	
Permanent Employees	Yes; at Route Mobile Limited, we have established a comprehensive mechanism to receive and address grievances from our employees. Our grievance redressal mechanism works in accordance with the Company's Code of Business Conduct and Work Ethics Policy. Employees are encouraged to communicate their concerns or issues to their immediate supervisor or the Head-HR. In addition, to address incidents of sexual harassment, we have implemented the POSH (Prevention of Sexual Harassment) Policy. Any employee who experiences such an incident can reach out to the Internal Complaints Committee (ICC) for redressal.
Other than Permanent Employees	

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

At RML, we firmly acknowledge and respect every employee's right to freedom of association, as prescribed by prevailing legal standards. Nonetheless, it is pertinent to note that there are currently no officially recognised employee associations or unions within our organisation. To our knowledge, our dedicated team members have yet to form any unions. We remain committed to fostering an open and inclusive work environment, wherein any potential need for such associations can be addressed directly through our existing communication channels and policies.

8. Details of training given to employees and workers:

Category	FY 2022-23				FY 2021-22					
	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	313	313	100	142	45.3	324	324	100	136	41.9
Female	91	91	100	61	67	76	76	100	58	76.3
Total	404	404	100	203	50	400	400	100	194	48.5
Workers										
Male	Company does not employ any worker as defined under sec 2(zr) of the Industrial Relations Code, 2020									
Female	Company does not employ any worker as defined under sec 2(zr) of the Industrial Relations Code, 2020									
Total										

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees*						
Male	187	187	100%	212	212	100%
Female	49	49	100%	62	62	100%
Total	236	236	100%	274	274	100%
Workers						
Male	Company does not employ any worker as defined under sec 2(zr) of the Industrial Relations Code, 2020					
Female	Company does not employ any worker as defined under sec 2(zr) of the Industrial Relations Code, 2020					
Total						

*100% of eligible employees have received performance and career development reviews

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.
(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)	Yes. 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 2022-23	FY2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees		
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		None
	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:

At Route Mobile, safety is an essential principle that guides our operations. We prioritize the well-being of our employees, contractors, customers, and the communities we serve by identifying potential risks and implementing preventive measures to avoid incidents. Furthermore, we educate our staff and contractors on the importance of avoiding unsafe behaviours to maintain a safety-first mindset. Our ultimate objective is to achieve a workplace with zero injuries or illnesses, which is why we regularly conduct fire evacuation drills to ensure our readiness in case of emergencies.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions						
Health & Safety						None

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	As a company operating primarily from leased facilities, the responsibility for health and safety audits and adherence to relevant safety standards is on building management, as per the applicable laws.
Working Conditions	

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 (A) Employees (Y/N) (B) Workers (Y/N)?

(A) Employees (Y/N)	No. However, we offer retirement provisions (Provident funds, gratuity), parental leave, ESOP, and industry benchmarked maternity benefits.
(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.

Given that our value chain partners are largely large-scale entities, we understand that they have established systems and processes in place to comply with statutory obligations, including the deduction and deposition of statutory dues. We also have a compliance clause in contracts with our partners requiring adherence to all statutory requirements, including the deduction and deposit of statutory dues.

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

	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 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees				
Workers		None		

4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

No.

At the present time, we do not offer specific transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

Despite the absence of formal programmes, we strive to treat all employees with respect and dignity during times of transition. All decisions related to employment, including termination, are made in accordance with local labour laws and regulations, and we ensure clear communication and transparency during these processes.

We also encourage employees to take advantage of the resources and benefits available to them, such as access to their retirement savings plans and any accrued vacation time. For those facing termination of employment, we ensure they are aware of their rights and any severance pay they are entitled to.

We believe in supporting our employees in all stages of their career journey, and we are committed to enhancing our practices in this area in the future.

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	NIL
Working Conditions	NIL

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.

None

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 refer the section on “Stakeholder Engagement & Materiality Definition” of our Sustainability Report of FY 2022-23.

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 & Marginalised Group(Yes/ No)	Channels of communication [Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, others]	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, conferences, direct interactions, website.	As and when required	Investments and capabilities in digital technologies; quality of work; data privacy and security; ethical behaviour; customer growth and transformation opportunities, fair business practices.
Shareholders	No	Email, Newspaper, Media Interviews 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.
Regulators and Government Authorities	No	Email, Phone Calls, Postal Mail	Annually and As and when required	Changes in regulatory environment, notices and queries on specific issues and incidents, notification for any incidents RML is obligated to report

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 marginalised 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/ marginalised 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 2022-23			FY 2021-22		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of Employees/workers covered (D)	% (D / C)
Employees						
Permanent	404	404	100	400	400	100
Other than Permanent	6	6	100	7	7	100
Total Employees	410	410	100	407	407	100
Workers						
Permanent						
Other than Permanent						
Total Workers						

Company does not employ any workers as defined under sec 2(zr) of the Industrial Relations Code, 2020

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

Category	FY 2022-23					FY 2021-22				
	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	313	0	0	313	100	324	0	0	324	100
Female	91	0	0	91	100	76	0	0	76	100
Other than Permanent										
Male	5			5	100	6			6	100
Female	1			1	100	1			1	100
Workers										
Permanent										
Male										
Female										
Other than Permanent										
Male										
Female										

Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020

*All employees and contractors have been paid more than minimum wage in accordance with the law

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)	6*	Refer to Annexure 3 of Board's report.	1	Refer to Annexure 3 of Board's report.
Key Managerial Personnel	2	57,14,450	0	NA
Employees other than BoD and KMP	310	6,50,000	91	5,04,000
Workers				Not Applicable

* Includes the Managing Director and Group Chief Executive Officer who are part of the Key Managerial Personnel for RML

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 organisation.

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

At Route Mobile Limited, we have established a comprehensive mechanism to receive and address grievances from our employees. Our grievance redressal mechanism works in accordance with the Company's Code of Business Conduct and Work Ethics Policy. Employees are encouraged to communicate their concerns or issues to their immediate supervisors or the Head-HR.

In addition, to address incidents of sexual harassment, we have implemented the POSH (Prevention of Sexual Harassment) Policy. Any employee who experiences such an incident can reach out to the Internal Complaints Committee (ICC) for redressal.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment						
Discrimination at workplace						
Child Labour						
Forced Labour/ Involuntary Labour						None
Wages						
Other human rights related issues						

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

The Company has a comprehensive framework in place to protect individuals who come forward with complaints of discrimination or harassment, as reflected in our Whistle-blower and Prevention of Sexual Harassment (POSH) policies.

Our Whistle-blower Policy encourages all employees to voice concerns regarding human rights violations, improper conduct, or any unethical activities within the company. We assure our employees that any such reports made in good faith will be treated with utmost confidentiality and respect. Importantly, we have a strict non-retaliation clause embedded in this policy, which strictly prohibits any form of retaliatory action against individuals who report such incidents. We have designated a Competent Authority to handle these complaints, ensuring that they are addressed professionally and appropriately.

Similarly, our POSH policy is designed to prevent and address sexual harassment in the workplace. We are committed to providing a safe and inclusive working environment for all our employees. If an employee or job applicant chooses to exercise their right to make a complaint under this policy, we guarantee that they will be protected from any form of retaliation. This is part of our commitment to fostering a respectful and dignified work environment for all.

We regularly reinforce these policies and their protections during mandatory training sessions, ensuring that every member of our team understands their rights and the company's commitment to uphold them. We also continually review and update our policies in accordance with evolving laws and societal standards to make sure we are providing the best possible protections for our employees.

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

Yes. Our commitment to upholding human rights extends not just to our own operations, but also to our business relationships. As such, we have incorporated human rights requirements into our business agreements and contracts.

Our Supplier Code of Conduct, which forms a standard clause in all our contracts, explicitly outlines our human rights expectations. Our major suppliers, including those providing IT support, staffing solutions, facility management, and security services, are bound by this Code. This is especially significant for those suppliers that employ individuals from more vulnerable demographics with lower literacy levels.

We make every effort to ensure our partners are well-informed about our Supplier Code of Conduct and the human rights requirements it entails. We emphasise the importance of these standards not only in initial contract negotiations but also in our ongoing business relationships. Our partners' adherence to these standards is a key component of our decision-making when selecting and retaining suppliers.

Furthermore, we monitor compliance with these standards regularly and take necessary action in the event of non-compliance. This diligent approach is part of our commitment to promote human rights across our business ecosystem and to contribute positively to all communities we interact with.

9. Assessments for the year:

	% 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 human resources team on the topics which included child labour, forced labour, harassment, discrimination, work-life balance, training and education and no complaints/ concerns was raised.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

There was no significant risks/ concerns arising from the human rights assessments.

Leadership Indicators

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

At Route Mobile, we are committed to upholding and respecting human rights across all our operations.

This commitment extends beyond our immediate organisation to our sphere of influence, including vendors, consulting firms, staffing agencies, and partners who are expected to adhere to the same high standards. To ensure this, we regularly conduct employee training programmes focused on fostering an environment of respect and sensitivity towards human rights.

Our Supplier Code of Conduct also sets forth the principles and standards we expect from our business partners in areas such as business integrity, labour practices, anti-corruption, health and safety, environmental sustainability, diversity and inclusion.

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

Our HR department is responsible for implementing principles of United Nations guiding principles on Human rights. Further various trainings are conducted on the code of conduct of the Company by the HR team to familiarise the employees about their rights. An annual confirmation is procured from the employees wherein they are entitled to report any incident violating their human rights.

RML's suppliers shall confirm compliance with the company's supplier code of conduct by continuously documenting compliance, providing information to RML on request, and allowing on-site audits by RML or an external auditing company representing RML whenever requested.

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

Our offices are accessible with ramps at applicable locations. At large office locations like Mumbai and Bangalore washrooms are enabled for wheel chair access, apart from accessible walkways and common areas.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	At Route Mobile, our value chain primarily consists of large telecom partners who are recognised for their robust policy frameworks that uphold ethical corporate behaviour in accordance with international benchmark practices. This ensures that the vast majority of our value chain is governed by stringent ethical standards, reflecting our own commitment to corporate responsibility and integrity.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	Our Supplier Code of Conduct is a crucial component of our contractual relationships, underpinning our interactions with all our partners, suppliers, and vendors. It's not just a document; it's a commitment that forms a standard clause in all our contracts, reinforcing our collective responsibility to uphold ethical practices. While we trust in our partners' established policy architecture, we also believe in proactive measures to ensure compliance. Therefore, we are taking steps towards assessing the adherence of our value chain partners to our Supplier Code of Conduct, thus further ensuring that our commitment to ethical practices is consistently upheld across our entire value chain.

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

Based on current year assessment, no gaps have been identified necessitating corrective actions except for disclosure made by any supply chain entity in their respective annual reports.

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

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

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	2,88,726.4	22,50,704
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	2,88,726.4	22,50,704
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.4 x 10 ⁻⁸ tCo ₂ /FTE/annum (Financial)	1.11*10 ⁻⁴
Energy intensity (optional) – the relevant metric may be selected by the entity	N.A.	N.A.

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 of GHG emissions has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company) for the F.Y. 2022–23.

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 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	NIL	NIL
(ii) Groundwater	4,868 KL	4,870 KL
(iii) Third party water	97 KL	58 KL
(iv) Seawater / desalinated water	NIL	NIL
(v) Others	NIL	1,425 KL
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	4,965	6,353 KL
Total volume of water consumption (in kilolitres)	4,965	6,353 KL
Water intensity per rupee of turnover (Water consumed / turnover)	1.376 x 10 ⁻⁷	2.8*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) for the F.Y. 2022–23.

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. We do not operate from any plant/ factory and hence Zero Liquid Discharge is not relevant to our operations.

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx			
SOx			
Particulate matter(PM)			
Persistent organic pollutants (POP)	Not Applicable		NIL
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) for the F.Y. 2022–23.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Nil	Nil
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	144.36 tCO ₂ e	2138 (Based on KWHconsumed electrically)
Total Scope 1 and Scope 2 emissions per rupee of turnover		0.4 x 10 ⁻⁸ tCO ₂ /FTE/annum (Financial)	1.05*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) for the F.Y. 2022–23.

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

No

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.02425 metric tons	0.11
E-waste (B)		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		NIL
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any.		
Total (A+B + C + D + E + F + G + H)	0.02425 metric tons	0.11
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		NIL
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling		NIL
(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) for the F.Y. 2022–23.

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 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 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)		
Total fuel consumption (B)		
Energy consumption through other sources (C)		NIL
Total energy consumed from renewable sources (A+B+C)		
From non-renewable sources		
Total electricity consumption (D)	2,88,726.4	2,25,0704
Total fuel consumption (E)	NIL	NIL
Energy consumption through other sources (F)	NIL	NIL
Total energy consumed from non-renewable sources (D+E+F)	2,88,726.4	22,50,704

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) for the F.Y. 2022-23.

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment		
- With treatment – specify level of treatment	NIL	NIL
(ii) To Groundwater		
- No treatment		
- With treatment – specify level of treatment	NIL	NIL
(iii) To Seawater		
- No treatment		
- With treatment – specify level of treatment	NIL	NIL
(iv) Sent to third-parties		
- No treatment		
- With treatment – specify level of treatment	NIL	NIL
(v) Others		
- No treatment	4,965	6,295
- With treatment – specify level of treatment		
Total water discharged (in kilolitres)	4,965	6,295

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) for the F.Y. 2022-23.

Note: With regards to drinking water, packaged water is provided to our employees. Our only use of water is with regard to drinking and hygiene 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 and hence no applicability for treatment of discharge.

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 facility/ plant operations in any water stressed areas ('WSA') in terms 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.

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

Parameter	Unit	FY 2022-23	FY 2021-22
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	693.39 tCO ₂ e	2253 tCO ₂ e
Total Scope 3 emissions per rupee of turnover		1.92 x 10 ⁻⁸ tCO ₂ /FTE/annum (Financial)	1.12*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) for the F.Y. 2022-23.

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 not 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 centre energy efficiency through initiatives like data centre/ server room consolidation, rack cooling solutions, air-flow management, UPS load optimisation through modular UPS solutions and centralised monitoring. Our operations do not generate any waste except nominal obsolete IT hardware waste, which are disposed of 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.

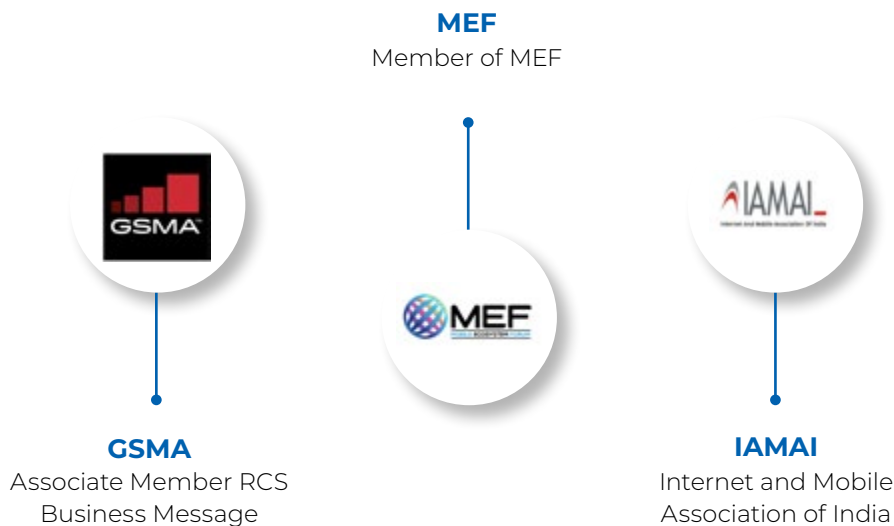
None though our value chain partners are large telecom partners who have a robust disclosure practice with respect to environmental impact assessments and they continue to set industry benchmarks to minimise environmental impact assessments caused from emissions etc.

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.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations
1	Groupe Speciale Mobile Association	Global
2	Mobile Ecosystem Forum	Global
3	Internet and Mobile Association 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 2022-2023 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. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

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.

- 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:**

Not applicable

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

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

- 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY 2022-23	FY 2021-22
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, equipment and consumables of similar nature are from MSMEs/small producers for Mumbai district.	
Sourced directly from within the district and neighbouring districts		

Leadership Indicators

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

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.

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

Our CSR efforts during the year was spread pan India basis and did not have any specific project in designated aspirational districts.

- 3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/ vulnerable groups?**

No. 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.

- (b) From which marginalised/ vulnerable groups do you procure?**

Not Applicable.

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

Not Applicable.

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

Not Applicable

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

None there was no instances of any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved hence not provided

6. Details of beneficiaries of CSR Projects:

Not Applicable

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 and/ services as a percentage of turnover from all products/service that carry information about:

Not applicable considering the nature of RML's business. RML is not a product company.

3. Number of consumer complaints in respect of the following:

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services		Nil	None	Nil		None
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not applicable considering the nature of RML's business

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.

Not applicable

Leadership Indicators

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

LinkedIn	https://www.linkedin.com/company/routemobilelimited/
YouTube	https://www.youtube.com/c/RouteMobileLimited/featured
Web	www.routemobile.com
Twitter	https://twitter.com/routemobile

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

Our standard contractual terms of service mandate our customers to use mobile communication means in a legally compliant manner.

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

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.

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

Not applicable as we are a CPaaS solutions company operating in B2B model. 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.

5. Provide the following information relating to data breaches:

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

None

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

0%