Tanla Platforms Limited
(Formerly known as Tanla Solutions Limited)
Tanla Technology Center
Hi-tech city Road, Madhapur,
Hyderabad, India - 500081
CIN: L72200TG1995PLC021262

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info@tanla.com
www.tanla.com

August 11, 2023

To,

BSE Limited	National Stock Exchange of India Ltd.
Phiroze Jeejeebhoy Towers,	"Exchange Plaza"
Dalal Street,	Bandra-Kurla Complex, Bandra (East),
Mumbai - 400 001	Mumbai - 400 051
Scrip Code: **532790**	Symbol: **TANLA**

<u>Sub: Tanla releases its maiden Sustainability Report</u>

Dear Madam/Sir,

With reference to the subject cited above, please find enclosed herewith the Sustainability Report of the Company for the Financial Year 2022-23. **(Annexure 1)**

Please find attached Press Release in this regard. **(Annexure 2)**

Request you to take the same on record and oblige.

Yours faithfully,

For **Tanla Platforms Limited**

Seshanuradha Chava
General Counsel and Company Secretary
ACS-15519

Encl: as above.

tanla

Enabling sustainable future

Sustainability Report FY'23

Contents

MESSAGE FROM CHAIRMAN

Uday Reddy

Founder Chairman & CEO

Tanla Group

At Tanla, everything we do is guided by our purpose – empowering consumers and enabling companies. What gives us most satisfaction is when our innovation goes beyond financial impact and creates a societal impact. This motivates our teams to innovate and secure the digital economy globally.

Our values are deeply embedded in the platforms we create. Our innovations enable accessibility, ensure data privacy and data security, combat spam and scam for the billions of mobile users we serve through our enterprise customers – our customers' customers. Let me illustrate how our platforms are integrated with our values. Tanla powered digital communications demonstrated accessibility during the world's largest vaccination drive in India by converting vaccines to vaccinations for our 1 billion+ citizens .

We launched Wisely ATP, our platform to curb scam, the biggest menace threatening the digital economy. We have showcased the results of the sandbox deployment to TRAI and other regulators and received very encouraging feedback.

Trubloq, the world's largest blockchain use-case in CPaaS has reduced complaints on unsolicited commercial communication (Spam) by 14% for the top 3 mobile carriers in India since September 2020.

Our Wisely communicate platform provides end-to-end encryption of the message and provides data security and data privacy to all mobile users.

Our commitment to sustainability goes beyond the platforms we build – we have embedded sustainability practices in everything we do as a company. We have a target to achieve carbon neutrality by 2025 and we are treading right in this direction– we reduced our overall emissions by 37% vis-a-vis FY20.

We also realize that we have a larger responsibility to the communities we are a part of. We have contributed ~ INR 9 billion as tax and economic contribution to public finances last year globally, we also released our first tax transparency report.

As part of this report, we are pleased to share our progress on our sustainability initiatives. We are guided by our purpose and values and we are committed to create a meaningful impact on society. All journeys start with a single step – we are hopeful that our steps in this direction will inspire a far greater change.

Warm Regards,

August 10, 2023

Foreword

Sustainability is part of the organizational ethos at Tanla. We are conscious innovators building well-governed and resilient communication platforms that are enabling transition to a low-carbon economy. We are using digital transformation as a key lever to avoid emissions and foster a sustainable future.

The Sustainability Report FY'23 is a maiden endeavor by Tanla where we double-down on sustainability and include ESG-focused initiatives and disclosures comprehensively.

In this report, we set out our Environmental, Social and Governance (ESG) priorities and highlight key activities across our operational footprint, our technology handprint, and our work culture. Our sustainability strategy focuses on areas that are material to us from a risk and opportunity perspective.

The Report has been prepared in alignment with Global Reporting Initiative (GRI) Standards 2021 effective from 2023. It serves as a testament to our commitment towards achieving long-term value creation for all our stakeholders. Through the collective efforts of our stakeholders, we will continue to innovate, adapt and lead by example in sustainable business practices.

Going forward, we aim to strengthen our ESG initiatives in line with the leading standards and industry best practices and contribute meaningfully to the most significant UN SDGs identified. We appreciate your suggestions and comments on the report, kindly contact amrita.shrivastava@tanla.com for feedback/queries.

This report is printed on recycled paper, aligning with our sustainability values.

Report Content and Approach

In this report, we have included Economic, Environmental and Social performance during the reporting period which is FY-2022-23, and we intend to report the progress in our performances every year from now on. Through this report we have made an attempt to demonstrate all the programs and initiatives that we are proud of, and we look forward to leveraging our impact and influence to create a sustainable value for people and the planet. This report includes data against the material topics identified for Tanla from individual office locations, whereas the economic performance data disclosed in this report is aligned to our annual report for FY 22-23. The information on the financial position and performance of Tanla comply with requirements of The Indian Accounting Standards (Ind AS). The report is intended for all the stakeholders who are a part of our long-term business strategy including our investors, employees, customers, business partners, and local communities.

To ensure the quality of our Sustainability Report, we have applied the GRI Reporting Principles.

Scope and Boundary of the report

This report covers all the businesses of Tanla Platforms Limited. Tanla has its corporate office located at Hyderabad and branch offices located at 4 locations in India

1. Gurgaon
2. Mumbai
3. Bangalore
4. Chennai

The boundary of the reporting includes operations of all the offices mentioned above for all disclosures.

All subsidiaries of Tanla are considered for reporting.

Information related to the other business units such as leased operations, outsourced operations, and services is not included in the report boundary.

Structure of the Report

The report commences with 'About Tanla' section highlighting our journey, evolution, ESG vision and innovation. In the subsequent sections we delve into our performances in Governance, Social and Environment sections (in that order). The Governance section emphasizes our adherence to integrity and covers topics such as Corporate Governance, Risk Management and IT Security. In the Social section, we delineate our impact on 'people' and 'communities'(CSR), demonstrating our commitment to maximize our social footprint. The last section on Environment focuses on our green initiatives and efforts towards carbon footprint reduction. The report encapsulates our values, operations and aspirations across E,S and G dimensions.

How do we secure the digital future?
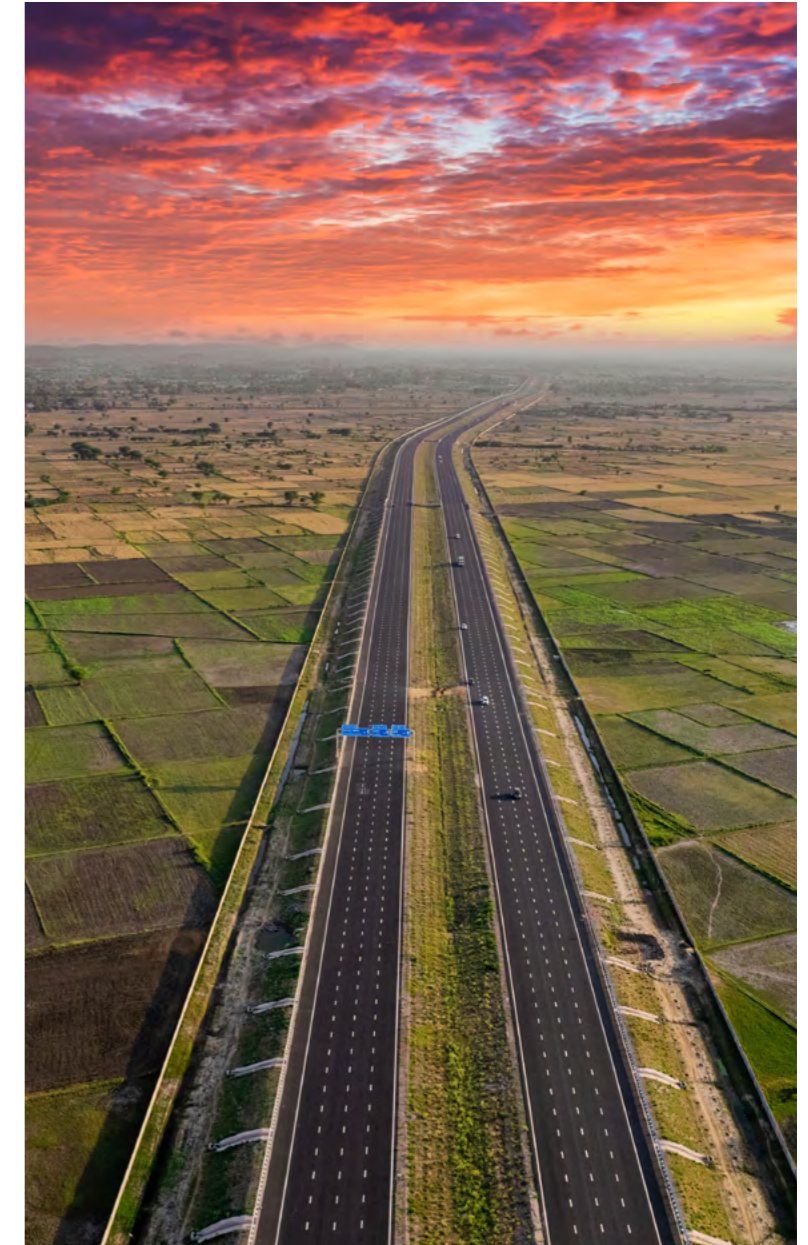
Tanla Innovation Center, Hyderabad

About Tanla

Tanla's Journey

Tanla is leading the way in shaping the world of trusted digital experiences to Empower Consumers and Enable Companies. Through technology-led greenfield innovations, we continue to disrupt the market. At the heart of our innovation lies Trubloq - the worlds' first blockchain-enabled compliance platform that impacts the lives of over a billion users every single day. Tanla is headquartered in Hyderabad and is listed on two national exchanges, the NSE and BSE, (NSE: TANLA; BSE: 532790) and included in prestigious indices such as the Nifty 500 and BSE 500, Nifty Digital Index, FTSE Russell and MSCI.

Our Journey in the cloud-communications space over the past two decades has been an incredible adventure, marked by both challenges and victories that have shaped us into the into company we are today. Let's take a closer look at the highlights of our journey:

Glimpses of our transformative growth journey is presented below along with the timeline.

Implemented the first A2P (Application to Person) Short Message Service Center(SMSC) in India, revolutionizing text messaging capabilities

Implemented an SS7-based Voice Mail Server, enhancing Voice communication capabilities

Follow-on Public Offer(FPO), enabling further growth and development

Broadened our global presence by acquiring Openbit Oy

Introduced 3G video services in collaboration with MTNL

1999 — **2001** — **2002** — **2003** — **2005** — **2006** — **2007** — **2008** — **2009** — **2010**

Tanla Solutions was founded

Successfully implemented the Optimum Routing Solution(ORS), optimizing communication routing processes

Expanded our reach through strategic acquisitions, including Techserv Tele Services, Smartnet Communication Systems, and Mobizar Limited

Achieved a significant milestone through stock market listing

Established a partnership with Nokia for License Management and M-Payment services, strengthening our service offerings

A strategic partnership with RIM (Research in Motion)

Partnered with Vodafone India to launch the Voice Connect Cloud Platform, revolutionizing voice communication services

Introduced a distributed Ledger Technology (DLT) platform in collaboration with five Telcos in India, ensuring secure communication.

Awarded a contract to launch Trubloq

Launch of Wisely ATP

2011   **2012**   **2014**   **2017**   **2019**   **2020**   **2021**   **2023**

Pioneered the launch of first 3G mobile video telemedicine solution in India, making healthcare more accessible

Introduced T-pay mobile services

Deployed a fast-track platform for A2P messaging with Vodafone India, streamlining message delivery

Launched the words's first blockchain-enabled commercial communication stack, Trubloq, at MWC19

Acquired Karix Mobile

Acquired Gamooga & enhanced our Customer engagement offerings

Launched 'Wisely', the blockchain enabled CPaaS (Communication Platform as a Service)

Collaborated with the Government of India & made an impactful contribution to Covid-19 vaccination drive through the CoWin Plaftform

Tanla in Spotlight

wisely

4 patents awarded

TRUBLOQ

World's first blockchain enabled CPaaS stack

Trusted by over **50,000** enterprises

Gartner

Recognized in the 2021 Gartner CPaaS Competitive Landscape

WORLD HRD CONGRESS

Global HR Excellence Award 2022

dun & bradstreet

Featured in Next top 100 companies in India

Tanla Platforms Limited
Software

S&P Global ESG Score 2022

32 /100

As of November, 18, 2022
Scores are industry specific
Learn more at applied-sustainable-score
S&P Global   Sustainable1

Top scorer from the Indian Category by S&P Global ESG Score

Tanla at MWC 2023, Barcelona

Tanla's Sustainability Pillars

Redefining the future of cloud communications through our Strategic Sustainability Pillars

3i SUSTAINABILITY FRAMEWORK

We recognize the pivotal role of technology and the evolving digital landscape, shaping how we create value through products, processes, and people. As a communications platform company fueled by innovation, delivering cutting-edge solutions that safeguard the interests of our stakeholders while maximizing positive impact on the larger ecosystem – is a crucial priority for us.

Our 3i framework focusing on Innovation, Impact and Integrity – ensures that sustainability is at the core of all our products, operations and initiatives.
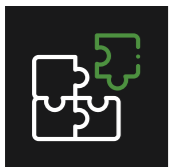
INNOVATION
Innovating for a Sustainable
& Greener Future

IMPACT
Enabling an Intentional, Positive Impact on our
Stakeholders & Community

INTEGRITY
Delivering with Transparency
& Responsibility

Key ESG Highlight

INNOVATION

Wisely, Trubloq & other platforms
cloud, cryptography, blockchain and AI/ML

Garage Operating Model
of Working

Distinct social initiatives for people –
Employee Rewards & Recognition, SpeakUp
Initiative, Apollo 24*7

IMPACT

Touching **1Bn+** lives per day
through our platforms

37%
Reduction in overall emissions vis-à-vis 2019-20

70%
Mean satisfaction level among employees

15,089
Total training hours & up-skilling

1,542
Total lives positively impacted through CSR
initiatives

31,386
Single-use plastic water bottles reduced since
2021-22

~INR 9 Bn.
Total Tax & Social Contribution (FY2022-23)

INTEGRITY

Privacy-powered Platforms
Ensuring data protection, Anti-Spam & Anti-Scam

ISO 27001
Information Security & Management System
(ISMS) certified

ESG Policy

Environment & Social Management
System

GDPR Certified platforms

Tax Transparency Report FY'23

https://www.tanla.com/media/images/Tanla_
Group_TTR_FY23.pdf

Innovation for Good

> Guided by our robust ESG policy and governance structure, success at Tanla is synonymous to sustainability. Sustainability is at the core of our purpose EC2 i.e. empowering consumers and enabling companies, which we deliver through unique privacy-powered products and platforms ensuring high levels of data security and privacy. Our innovative approach to value creation has helped us maximize and scale impact beyond our employees, customers and investors – on the larger ecosystem through digital transformation and resilience.

**Mr. Rahul Khanna, Chairman**
ESG Committee

Leading with Innovation, backed by Integrity & Impact

Innovation is at the heart of Tanla – we are guided by both product and process innovation to deliver cutting-edge solutions to our customers. Our products portfolio offers end-to-end solutions to our customers across the communication spectrum, ensuring customer privacy and security. Further, we enable high levels of efficiency and resource optimization in our day-to-day operations through the 'Garage Operating Model'.

Staying true to our strategic sustainability pillars (Integrity, Innovation and Impact), our business objectives and priorities are as follows:

- Profitable growth
- Scale at pace
- Customer for life
- Obsess about customer success
- Be agile
- Create an attractive destination for exceptional talent

Garage Operating Model

Wisely, Trubloq and other platforms
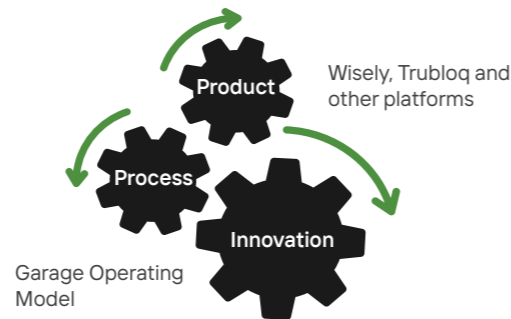
We have two synergistic businesses through which we aim to achieve our business objectives:

Digital Platforms and Enterprise Communications and we are deeply embedded across the digital interaction value chain namely Engage, Communicate, Experience and Protect .

Wisely is a 'Platform of Platforms' for trusted digital interactions and is built using cutting edge technology stack including cloud, cryptography, blockchain and AI/ML.

Platform Innovation	Description	Impact
Wisely Engage	Intelligence led promo solutions for sharper customer targeting	Cost effective marketing campaigns with improved ROI
Wisely Communicate	Blockchain based omni-channel CPaaS platform, DLT scrubbing. Includes: •Wisely Communicate •Trubloq	**Communicate:** Enhancing data security & privacy using delivery of encrypted messages **Trubloq:** Reduced spam & enhanced transparency on end-user commercial communications
Wisely Protect	AI enabled solutions to curb phishing and leakages. Includes: •Wisely Anti-Phishing Technology Platform •Wisely Network	Safeguarding consumers from Scam and Fraud
Wisely Experience	Omni-channel solutions to deliver differentiated experience and customer value. Includes: •Wisely OTT	Creating a rich media communication experience for OTT platforms

30+ Innovations & Improvements introduced across platforms in the last 6 months.

The garage operating model

We concentrate on three main growth factors: organic growth, new products, and new clients. These are made possible by the 'Tanla way of working', in which we devote the necessary resources to important levers and take advantage of the recently institutionalized 'garage' operating model. The 'garage way of working' has placed innovation at the core of our processes. Trust and cooperation across roles, an emphasis on business needs rather than departmental goals, and a high value on learning through experimentation are its defining characteristics.

The 'Garage model' revolves around key platform innovations that are in different stages of development such as incubation, MVP, commercialization, or improvement. Each platform innovation is boxed under a 'garage', an all encompassing business unit comprising bespoke functions such as engineering, product management, regulatory, marketing, customer success, sales etc. By incentivizing focus and specialization on platform innovations, the garage operating model enables high levels of productivity, resource optimization as well as efficiency in time to market.

Tanla Innovation Center, Hyderabad

Creating Meaningful Value for all Stakeholders

Resources utilised (Inputs)

FINANCIAL

₹ 15,175 Mn
Capital Employed

₹ 7,116 Mn
Cash balance

INNOVATION

200+
Talent across products and technology

₹ 1,900 Mn
R&D spends

EMPLOYEES

615
Employees

₹ 1,338 Mn
Employee cost

SOCIAL & RELATIONSHIPS

₹ 38 Mn
CSR spend [1]
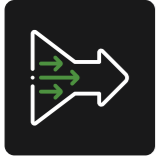
+1300
Customers served

1. Includes unspent amount

Value creation process

Our purpose

Shaping the world of trusted digital experiences to empower consumers and enable companies

Our targets

Tech innovator
Talent magnet
Customer obsessed
Financial discipline

How we operate

Drive growth and profitability
Deepen customer relationships
Collaborate within digital interaction value chain
Build talent at scale
ESG at core of all our operations

Value impacted (Output)

₹ 33,546 Mn
Revenue

₹ 4,476 Mn
Profit after tax

₹ 8,849 Mn
Tax and Social contributions to public finances

34%
Return on capital employed

4
Patents

+300 Billion
Transaction processed on Trubloq

~1,00,000 sq ft
Innovation and Experience center

15,089
Training hours

23%
Women in workforce

23 hours
Average time spent on trainings

1,542
Lives Impacted

1K+youth
Skilled trained & placed

0.5%
MSME spent

Outcome for stakeholders

👷 Employees

- Investment in training for emerging digital technologies to upskill and provide opportunities to drive continuous improvement

- New tools and automation enabled employees to enhance productivity and develop innovative solutions

- Learning and Development aims at developing competencies in emerging digital technologies through tie up with top business schools/e-academies for customized programs

- Talent retention through holistic employee well-being programs

💼 Investors

- Maintain a total dividend payout of 30% of the annual consolidated profits after tax

- Total payout to shareholders at 72% of profit after tax

- Completed third consecutive buyback of shares

- Earnings per share at ₹ 33.05

- Improved quarterly disclosures in Shareholders Report

- Better ratings in investor-led platform such as DJSI and MSCI, ensuring long-term value creation

- Released Tax Transparency Report

👤 Customers

- Revenue from new customers: ₹ 498 Mn

- Revenue customer concentration from top twenty customers: **58%**

- **28%** of new customer additions on **WhatsApp**

- **223 customers** contributing > **₹10 Mn** annual revenue

- Product penetration in top 120 customers- Average +2

- Retention of customers through improvement in NPS

👥 Social and Relationships

- Launched a flagship project called PILLARS (Project for Improvement of Learning Levels through Academic & Other Support in Rural Schools) to provide a holistic learning engagement and enhance educational outcomes of students in rural India

- Skill development training for youth in business development. Successfully trained and placed 354 students

- Launched a scholarship program in collaboration with IIT Madras, and assisted five students from economically disadvantaged backgrounds

Our Strategy

Our Vision

At Tanla, we aim to become the Global Number One- Partner of Choice for Enterprises to communicate with customers – whilst remaining steadfast to our ethics and integrity, and our commitments to Triple Bottom Line: People, Planet and Profit.

Our Mission

In Tanla, our mission is to provide the most Preferred, Innovative, Resilient, Secured, and Well-Governed Communication as a Service platforms and solutions, enabling seamless communication between Brands/Enterprises and Customers on Earth.

Our Values

Passionate: We are passionate about what we do, how we do and who we do it for.

Result Oriented: We are highly performance-minded; we judge ourselves by results delivered.

Wellness: We take care of ourselves first, so we can produce better results to our customers.

Transparent and Trust: We deal openly with all our stakeholders; our communications in every form is clear and transparent.

Customer Success: We are obsessed with our customers' success through our services.

The Vision, Mission and Values of Tanla are implemented through a rigorous Corporate Governance and Risk Management Framework, at the heart of which is our sustainability considerations.

Risk Management   ESG   Corporate Governance

ESG

Our Vision and Impact

Green Planet

We work towards creating resource efficiency for a greener and cleaner tomorrow and we aspire to become Net Carbon Neutral by 2025

- Reduction in GHG Emissions
- Transition to Renewable Energy
- Offsetting Carbon Footprint

Empowered Community

We cultivate diversity and inclusion for the overall community development and improve academic competencies among students to make them future ready

- Quality Education and scholarship programs
- Skill development and employment
- Employee volunteering hours

Information Data Security

We conduct our business with strong data protection policies and integrated data security & data privacy as a key pillar to our overall robust governance structure

- Corporate governance policies
- Board committee and review
- Audit and compliance
- Reporting and disclosures

Positive Workplace

We continue our actions towards making workplace more equitable and rewarding for our people through skill development and innovation

- Employee skill development
- Rewards and recognition programs
- Workplace gender equality
- Diversity and Inclusion

Business Integrity

We are committed to deliver highest level of business integrity, transparency, and governance across all our stakeholders: Customers, Investors, Employees, Vendors and Governments

- Corporate governance policies
- Board committee and review
- Audit and compliance
- Reporting and disclosures

These ESG aspirations as well aligned to the material topics identified by our key stakeholders and has been dealt in detail in the subsequent sections on the material topics.

Corporate Governance at Tanla

As a company with a strong sense of values and commitment, we believe that profitability must go hand in hand with a sense of responsibility towards all stakeholders. This is an integral part of our business philosophy. The fundamental principles such as independence, culpability, obligation, transparency, trusteeship, and disclosure serve as our means for establishing the philosophy of Corporate Governance.

The essence of a good corporate governance is about maintaining the right balance between economic, social, individual and community goals, thereby taking the ESG considerations along with it.

Our robust corporate governance which is an essential pillar of our ESG strategy and vision, ensures that the Company is managed in the long-term interests of its key stakeholders. Our organization works in compliance with the regulations stipulated under the Securities and Exchange Board of India.

Our Board

Our business operations are overseen by a diverse and competent Board of Directors. The Board of Directors of Tanla provide the strategic direction to the company while upholding the highest standards of corporate governance Together, the Management and the Board ensures that we remain a company of uncompromised integrity and excellence.

Our Board of Directors ensures the company's prosperity by guiding the company's affairs, while meeting the interests of its shareholders and relevant stakeholders. The Board of Directors has an optimum combination of Executive, Non-Executive Independent and Non-Executive Non-Independent Directors. As on March 31, 2023, Tanla has six Directors. Out of

these, one is Chief Executive Officer (CEO), one is Executive Director, one is Non-Executive Director and three are Independent Directors.

The selection and constitution of the Board is guided by a dedicated Nomination & Remuneration Committee (NRC), as per the Company's Nomination and Remuneration Policy. The Policy includes the following considerations:

- Formulate the criteria for determining qualifications, positive attributes and independence of a director.

- Recommend the remuneration for the Directors, Key Managerial Personnel and Senior Management Personnel i.e., employees at one level below the Board including functional heads.

- Appoint or reappoint any individual as its Executive Chairman, Managing Director or Executive Director for a term not exceeding five years at a time.

Tanla's Nomination and Remuneration Policy has been formulated in accordance with Section 178 of the Companies Act, 2013. The rules framed thereunder are amended from time to time as per Regulation 19 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Tanla's Nomination and Remuneration Policy can be accessed by clicking the link below.

https://www.tanla.com/media/images/Policies/Nomination_and_Remuneration_Policy.pdf

In addition to the Nomination and Remuneration Committee, the Board of Directors has also constituted several other Board Committees to deal with specific areas and activities which concern the company and requires a closer review.

The following board committees have been set up to ensure transparency and consistent monitoring of core functions: Audit Committee, Stakeholders' Relationship Committee, Corporate Social Responsibility (CSR) Committee, and Risk Management Committee.

For a detailed Corporate Governance Report, please refer to Annual Report FY'23.

Karix Office, Gurgaon

Managing Risks Responsibly

> Trust is fundamental to Tanla's values and ethics, and we measure our performance and success beyond the business metrics. Our commitment to upholding integrity behind every decision we make, and safeguarding the interests of all stakeholders including the environment - forms the backbone of our culture.
>
> **Amrita Gangotra**
> Chairperson, Risk Management Committee

As a responsible and forward-thinking organization, we believe that a comprehensive risk management framework is essential to effectively identifying, assessing, and addressing potential challenges and uncertainties and maintaining the trust you place in us as investors and partners.

This section provides an encompassing overview of our proactive Risk Management measures and leading practices employed throughout the fiscal year to mitigate potential uncertainties and safeguard our company's assets, uphold stakeholder confidence, and steer our journey towards sustainable growth and success. Our strategy and operations expose us to strategic, financial, operational, and compliance risks. To address these concerns, we have put in place frameworks, procedures, and control systems to identify risks and implement appropriate measures to prevent, mitigate and minimize the impact. At Tanla, we have integrated the culture of risk management into our business processes and routines.

In this rapidly evolving environment, our unwavering dedication to robust risk management remains at the core of our organizational ethos. As a responsible and forward-thinking organization, we believe that a comprehensive risk management framework is essential to effectively identifying, assessing, and addressing potential challenges and uncertainties and maintaining the trust you place in us as investors and partners.

Our Risk Management process is detailed in the sections below:

1. Enterprise Risk Management framework- We have established a comprehensive framework that has policies, detailed procedures, and reporting requirements for the Risk Management team that are implemented across the organization by the Risk Management office. Our Enterprise Risk Management framework, developed in alignment with leading practices as per the Committee of Sponsoring Organizations (COSO) 2017 framework and ISO 31000 - Risk management standard serves as the backbone of our risk management efforts. This framework encompasses policies, detailed procedures, and reporting requirements that are consistently implemented across the organization by our dedicated Risk Management function. The framework covers critical aspects such as risk identification, analysis, prioritization, mitigation, monitoring, reporting, exception management, and change management.

2. Risk Management Committee- To further bolster our risk management practices, we have established a Risk Management Committee, which operates as a sub-committee of our Board of Directors. This committee is responsible for framing, implementing, and monitoring our risk management function, ensuring alignment with our organizational objectives. Chaired by an independent director, the Risk Management Committee plays a pivotal role in safeguarding our company's interests.

3. Internal Risk Committee – Our management risk committee, known as the 'Internal Risk Committee,' plays a vital role in guiding risk champions and department heads in adhering to robust risk management processes. Chaired by our Chief Risk Officer (CRO) and comprising C-Suite executives and department heads, this committee collaboratively ensures the successful execution of risk management activities throughout the organization. This Committee is supported by the risk champions from different departments to carry out the risk management activities.
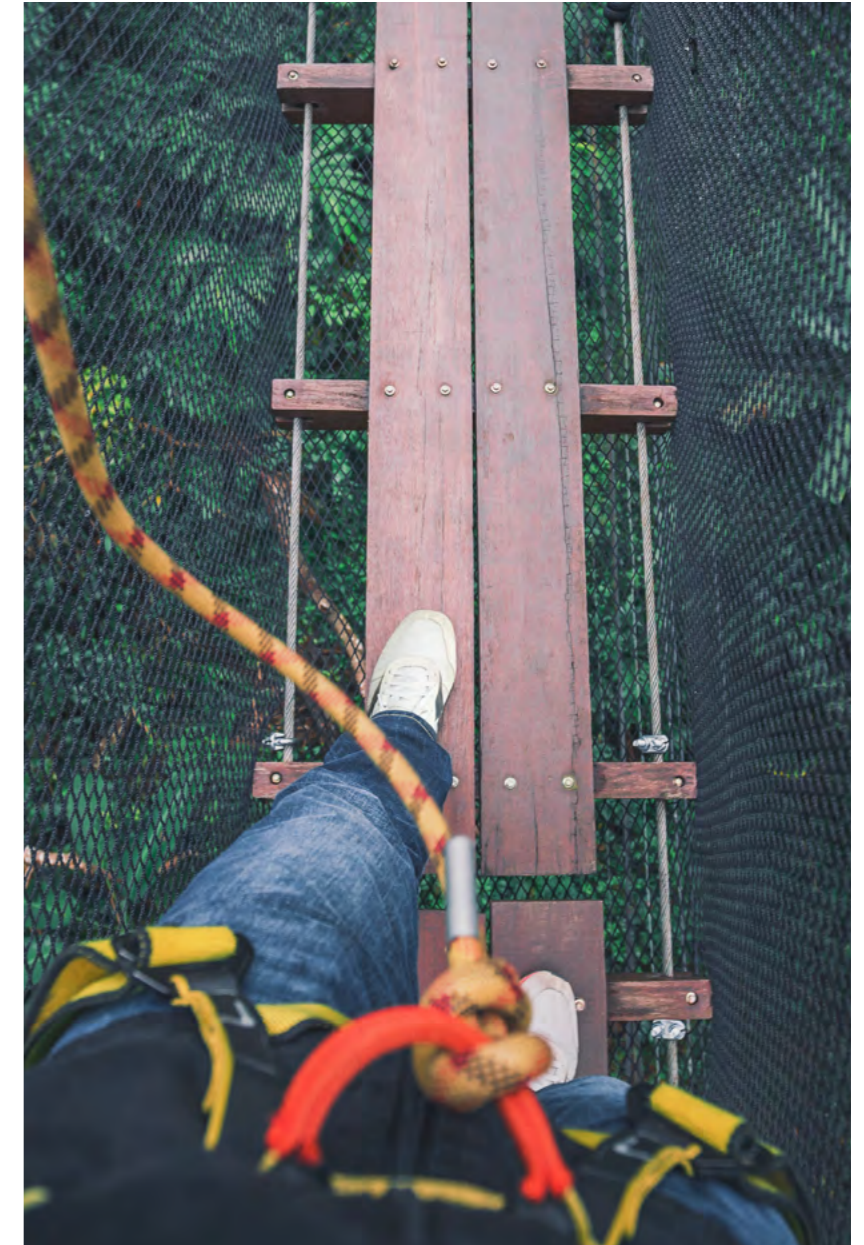
4. Risk Management Function- At the heart of our risk management efforts is the dedicated Risk Management function, which operates as a separate department, functionally reporting to the Risk Management Committee. Led by the Chief Risk Officer (CRO), a permanent role in the Company, this function is responsible for driving the objectives of risk management, ensuring its integration into our organizational fabric. Our Risk Management function operates independently of the business lines, enabling it to effectively identify, assess, and mitigate potential risks that could impact the company.

5. Risk Budget and external support- To facilitate efficient implementation, we allocate adequate budget and resources to the Risk Management team. In addition, we enlist the expertise of external risk management specialists who work in tandem with our CRO and Risk Management team to cater to specific requirements and challenges.

6. Monitoring of Risk Management activities- Periodic reviews and evaluations of our risk management framework and activities are conducted by both the Risk Management Committee and the Internal Risk Committee. These reviews ensure the continued effectiveness of our risk management function, and any required changes or enhancements are promptly addressed. Further, we have a review performed by Risk Management specialists to enhance the effectiveness of the Risk Management function's activities.

7. Tax Compliance and Risk Management: The tax function plays a crucial role in identifying, managing, and monitoring tax risks within the business. Regular reviews are conducted across geographies where the Group operates. When significant uncertainty or complexity in relation to tax risk arises, external advice is sought to ensure clarity before engaging in any significant transaction. A detailed overview of how Tanla reviews and resolves tax-related risks is mentioned in the tax transparency report available on our website.
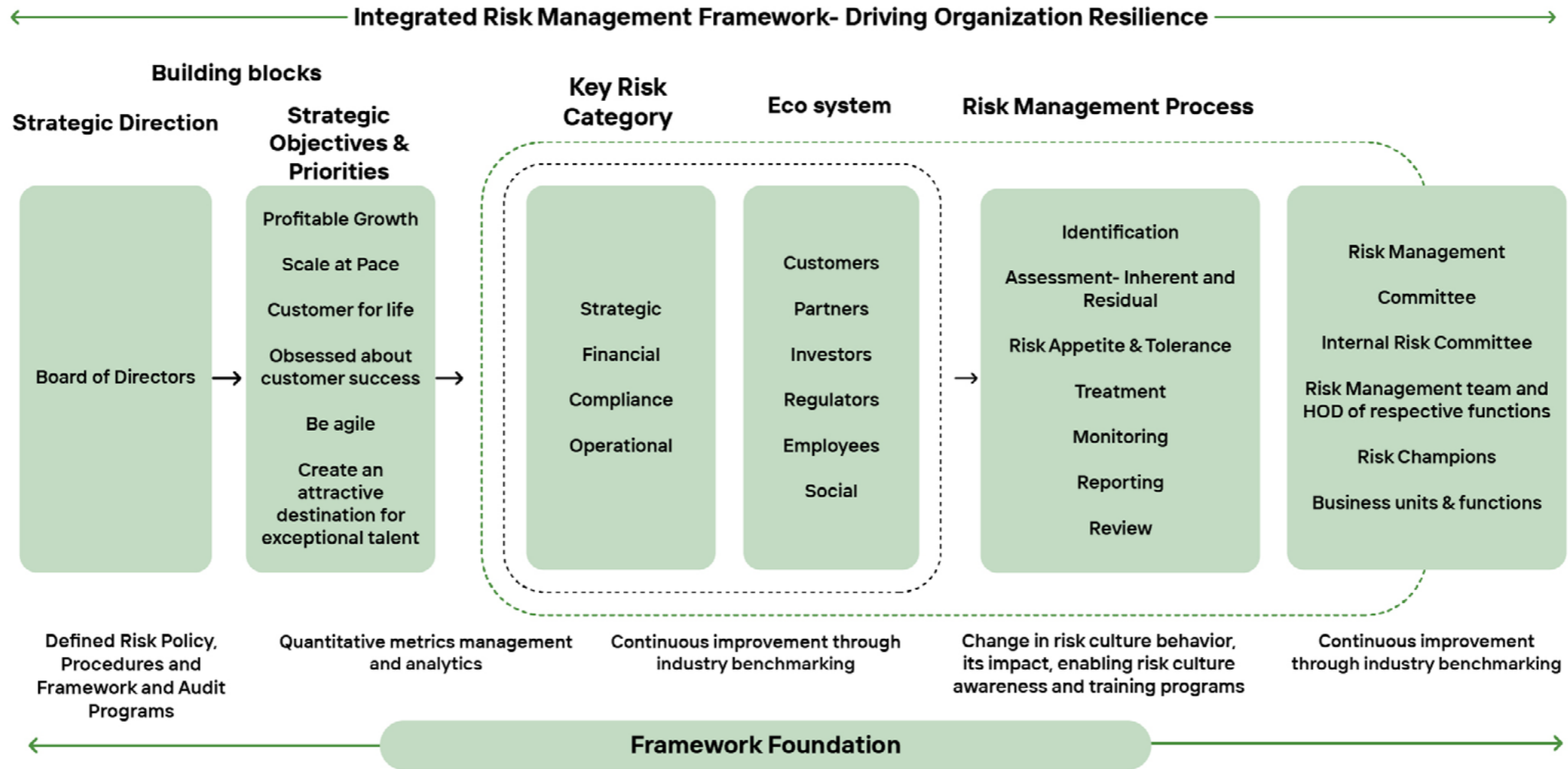
Improved Resilience
Our well-integrated Risk Management approach strengthens Tanla's resilience to unforeseen events, allowing it to withstand and recover from disruptions more effectively.

Enhanced Competitive Advantage
By proactively managing risks and capitalizing on opportunities, we can gain a competitive edge in the marketplace. We can respond quickly to changing market conditions and respond to emerging trends, positioning ourselves for sustainable growth.

Benefits of Risk Management in reviewing the strategy and operations through the lens of risk:

Stakeholder Confidence
Effective Risk Management integrated into the strategic decision-making process enhances stakeholder confidence.

Innovation and Agility
Viewing risk as an opportunity encourages a culture of innovation and agility within Tanla.

Maintaining strong leadership
Tanla's board and management have placed importance on creating the right risk awareness and tone throughout the Company.

Employing a participative management style
Our teams are encouraged to actively participate in decision making processes and openly discuss risks related to our strategy and business objectives.

Having open forum discussions about risks impacting the Company
We foster open forum discussions to create awareness of risks and their importance in achieving our strategic objectives.

Enforcing accountability for all actions
Tanla's Management has documented the policies of accountability and adhered to them, demonstrating to employees that practising accountability is appropriately rewarded while lack of accountability is highly discouraged.

As a testament to our risk-aware culture, we emphasize the key practices at Tanla

Embedding risk factors in decision-making
Risks are consistently considered and addressed during key business decisions, facilitating a better understanding of risk scenarios and potential impact on business decisions

Aligning risk-aware behaviours and decision-making with performance
The remuneration and incentive programs of Tanla are aligned to the core values including expected behaviours, adherence to codes of conduct, and promoting accountability for risk-aware decision-making and judgement.

Risk Management

Our strategic plan and regular operations expose us to several risks that can affect our stakeholders, prevent us from achieving our targets, invoke legal liability. We have put in place structure, procedures and control systems to detect risks and implement appropriate measures to prevent and mitigate them. Our enterprise risk management framework is based on the principals laid out below:

Integrated Risk Management Framework- Driving Organization Resilience

Building blocks

Strategic Direction

Board of Directors

Strategic Objectives & Priorities

Profitable Growth

Scale at Pace

Customer for life

Obsessed about customer success

Be agile

Create an attractive destination for exceptional talent

Key Risk Category

Strategic

Financial

Compliance

Operational

Eco system

Customers

Partners

Investors

Regulators

Employees

Social

Risk Management Process

Identification

Assessment- Inherent and Residual

Risk Appetite & Tolerance

Treatment

Monitoring

Reporting

Review

Risk Management Committee

Internal Risk Committee

Risk Management team and HOD of respective functions

Risk Champions

Business units & functions

Defined Risk Policy, Procedures and Framework and Audit Programs

Quantitative metrics management and analytics

Continuous improvement through industry benchmarking

Change in risk culture behavior, its impact, enabling risk culture awareness and training programs

Continuous improvement through industry benchmarking

Framework Foundation

Risk Management Activities undertaken during FY 2022 - 23

Risk Identification

Our Risk Management team collaborated with various departments and teams to identify risks that could potentially impact Tanla's strategy and operations throughout the value chain.

Risk Assessment

The identified risks were thoroughly evaluated based on their potential impact and likelihood of occurrence. Subsequently, risk ratings were assigned to prioritize risks for further analysis and determine the focus of mitigation efforts.

Risk Registers

Department risk registers were regularly reviewed and updated to incorporate identified risks, their descriptions, assessment results, and corresponding risk champions. This initiative enabled the creation of a centralized repository for ongoing risks and their assessment outcomes.

Risk Response

Risk champions were actively involved in developing comprehensive risk response plans for each identified risk. These plans outline specific actions, responsibilities, and timelines to effectively address and mitigate potential risks.

Risk Reporting

Our Risk Management team, in conjunction with risk champions, generated periodic reports that highlight the current risk profile, risk trends, control effectiveness, and any emerging risks requiring immediate attention. These reports underwent review by both the Internal Risk Committee and the Risk Management Committee.

Risk monitoring

The top risks, along with the impact assessment and effectiveness of mitigation plans, were presented to the Risk Management Committee by the respective risk champions, in collaboration with the Chief Risk Officer (CRO).

In conclusion, our commitment to proactive risk management continues to drive our pursuit of sustained growth, resilience, and stakeholder confidence. We firmly believe that by embracing risk as an opportunity and integrating it into our decision-making processes, we can achieve our strategic goals and fulfil our responsibility to all stakeholders.

Emerging Risks Identified By Tanla (Risk That Matter)

Risk category	Description and Impact	Mitigation Plan
Competition	The risk from competitive pricing strategies impacting deal margins and reducing profits.	We have a dedicated team focused on customer success, providing solutions, timely delivery, successful product implementation, and ongoing support.
Geography concentration	A significant percentage of Tanla's total revenue comes from operations in India. High geographic concentration makes the company more vulnerable to geopolitical, regulatory, and economic developments in that region.	We continuously diversify our customer base to minimize the impact of industry-specific economic, social, and regulatory changes. We focus on a global expansion strategy to mitigate geographic concentration risk.
Cyber security	Risk of system breaches and loss of confidential customer data due to cyberattacks, leading to damage to our brand image and customer relationships.	Tanla's Information Security Policy establishes and implements an information security management system to protect Tanla's and customers' information assets from external and internal threats. Our Information Security Management System covers all information, data and supporting IT and other assets of its service line operations including messaging, voice, and support functions like Finance and Accounts, Human Resources, Administration and IT operations. Regular cyber audits and assessments address vulnerabilities in IT systems.
Partner Services	Tanla relies on services from cloud infrastructure companies that host products, platforms, and critical internal functions. Potential interruptions, delays, and outages in service and availability pose a risk, caused by infrastructure changes, errors, disruptions in hosting, and capacity constraints.	**Third-Party Service Governance Framework:** We have established processes and SLAs with each partner and third-party service provider to define expected service levels, including availability, response time, and uptime. **Service Monitoring:** We monitor partner and third-party services 24/7, using tools to collect performance and availability data and trigger alerts for subpar service levels. **Incident Management:** We have also developed an incident management process for responding to service disruptions/outages, including root cause analysis and resolution procedures Alternate strategies include multiple internet service providers, and secured collocation data centres for critical services.

Business Continuity plan and disaster recovery plan

An effective Business Continuity Plan (BCP) and Disaster Recovery Plan are crucial in the event of unforeseen disruptions such as natural disasters, cyberattacks, or system failures. Any weakness in these areas may lead to service interruptions, loss of critical data, financial implications, reputational harm, and potential non-compliance with regulatory standards.

Tanla has established a comprehensive Business Continuity and Disaster Recovery Management Policy to mitigate this risk. This policy safeguards our critical business processes from major system failures or disasters, ensuring their timely resumption.

Our IT and network teams regularly conduct risk assessments and business impact analyses to evaluate the likelihood and potential impact of various disruption scenarios. To further strengthen our BCP and DRP, we have engaged an expert consultant who provides ongoing guidance and recommendations for instituting best practices in these areas, helping us maintain resilience and continuously improving our response to potential disruptions.

People and Talent

The company's operations depend significantly on a few key individuals, including top management and those with specialized knowledge. Failure to build a strong leadership pipeline and succession plan may result in not achieving long-term goals and loss of knowledge about the services, the business, and the industry

We have identified the critical roles and are developing a succession plan with the support of an external consultant. Furthermore, we have collaborated with global executive search firms to recruit exceptional leadership talent which would help us to recruit the best-in-class talent

Note: The risk-related information outlined in this section may not cover all possible risks. The discussion may include forward-looking statements. Our business is subject to uncertainties that could result in significant differences between actual results and those expressed in the forward-looking statements. If any of these risks materialize, they could have a material and adverse impact on our business, financial condition, or prospects. Additionally, our business, operating results, financial performance, or prospects could be negatively affected by risks and uncertainties currently unknown to us or that we do not consider material. Readers are advised to refer to the detailed discussion of risk factors and related disclosures in our regulatory filings and to exercise their judgment in assessing the risks associated with the Company.

Materiality

As part of the risk management strategy, we have also undertaken a rigorous materiality assessment to identify the ESG topics that are most important to our business and stakeholders. Through this assessment we have identified and prioritized most pressing ESG issues for our internal and external stakeholders, that will impact our operations, products, and brand perception over time.

We have identified 10 material topics through primary and secondary surveys conducted with key stakeholders, including customers, investors, and employees. We have also benchmarked our operations against leading peers across the sector to identify the most important material topics.

The following top 10 material issues identified for Tanla which is bucketed under Environment, Social and Governance.

Environment	Social	Governance
1. Climate (emissions, water consumption, energy efficiency etc.)	2. Employee Engagement and talent retention 3. Labor Practices, D&I 4. Customer Privacy 5. Employee Health and Safety 6. Customer Relationship 7. Corporate Social Responsibility	8. Business Ethics 9. Corporate Governance 10. Data Privacy and IT Security

These material topics were then mapped as low, medium, and high based on the importance for stakeholders and also business performance. Five (5) material topics emerged in the high impact zone in terms of both importance to stakeholders as well as to business performance namely Employee Engagement and talent retention, Labor practices, D&I, Customer privacy, Business ethics and Data privacy and IT security.

Materiality Map of Tanla is depicted as below:
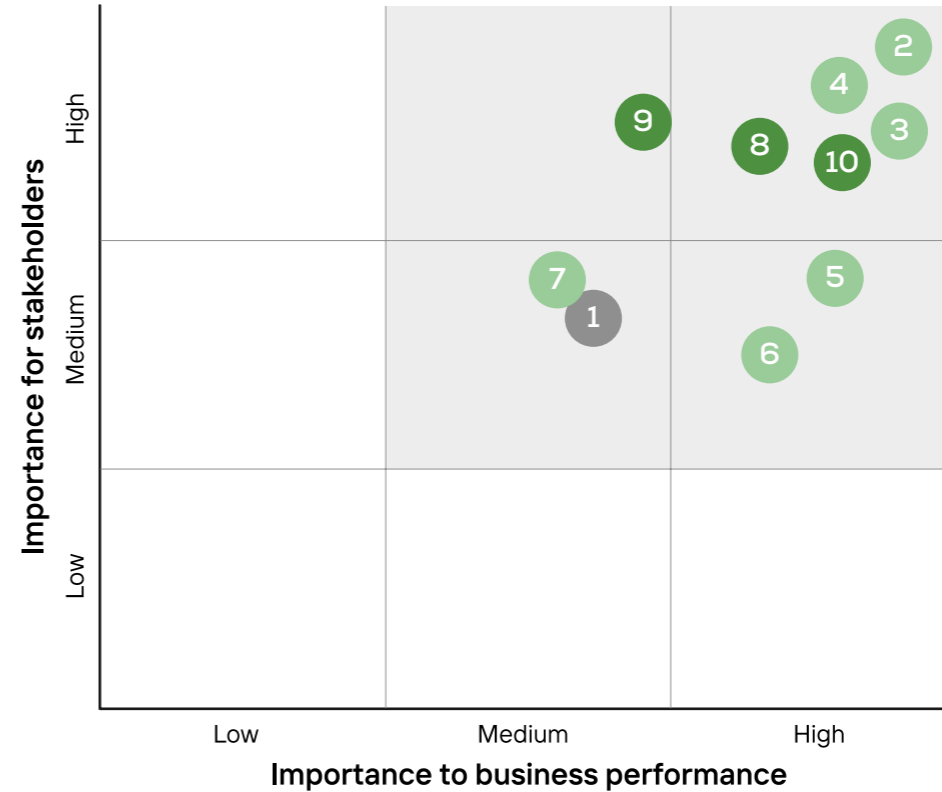
The subsequent sections of our sustainability report will give further information on how the material ESG Topics is being managed within our company while contributing to SDGs.

CSR

Corporate Social Responsibility

Staying committed to Impact: Creating Opportunities and Empowering Communities

Our world today faces diverse environmental and social challenges. At Tanla, we believe in unlocking the power of Corporate Social Responsibility (CSR) to not only create a positive impact on our communities but also enhancing opportunities for the underserved towards sustainable and inclusive growth. With a deep sense of responsibility, we have integrated CSR into our core business practices and are committed to making a difference in the areas of social welfare, environmental stewardship, and community development.

At Tanla, our CSR efforts revolve around three key pillars known as 'Triple E/EEE': Education, Employment, and Environment. These pillars represent our primary areas of focus, as we strongly believe in the transformative power of education, the importance of fostering employment opportunities, and the need to protect and preserve our environment. Through our dedicated initiatives and strategic partnerships, we aim to create a positive impact in these critical areas, making a meaningful contribution to the society and building a sustainable future for the world around us.

Education

Employment

Environment

At Tanla, we focus on creating a responsible future by aligning our activities with the United Nations Sustainable Development Goals. We focus on six SDGs as a part of our CSR strategy.

OUR PRIMARY SDGS IN FOCUS

Education	The activities under the Education sector fall under PILLARS – acronym for Project for Improvement of Learning Levels through Academic support in Rural Schools.	**2 ZERO HUNGER** **4 QUALITY EDUCATION**
Healthcare	Contribution to healthcare of children through 'Heal a Child' Foundation 100-day Nutritional Initiative	**3 GOOD HEALTH AND WELL-BEING**
Employment- Imparting livelihood skills to women and youth	Organizing skill development and training programs	**8 DECENT WORK AND ECONOMIC GROWTH** **10 REDUCED INEQUALITIES**
Environment	We have developed a strategy called RRR which stands for 'Reduce, Review & Restore'. We intend to reduce consumptions and emissions by reviewing the consumption patterns.	**15 LIFE ON LAND**

Bolstering our Communities with Integrity, Innovation & Impact

Our aim is to bolster communities around us by:

√ Enacting on our social responsibility with integrity through robust CSR Governance

√ Dovetailing innovation and technology to enhance efficiency and delivery of CSR interventions

√ Creating a credible and lasting impact through programs that are most relevant problem statements to our community

Enacting our Social Responsibility with INTEGRITY: CSR Governance

Tanla's CSR initiatives and activities are in accordance with the provisions of Section 135 of the Companies Act, 2013. Furthermore, we have established a dedicated CSR committee responsible for overseeing and managing all CSR endeavors. This committee ensures the effective implementation and periodic monitoring of our CSR programs – aligning them with the legal requirements and guidelines while striving to maximize the last-mile impact on the communities we serve.

Note: In FY 22-23, Tanla spent a total of INR 170 Lakhs to implement various CSR activities, the balance INR 230 Lakhs has been credited to an unspent account.

> Tanla Foundation has instilled the culture of experiential and interactive learning in our schools through the introduction of tablets. It has cultivated a spirit of collaboration, participation and creativity among the students leading to improved performance.
>
> **Sudheer Burugu**
> School Assistant, Physical Science
> S.D.V.R ZPSS B Gangaram

KEY CSR HIGHLIGHTS

Powering the youth

- Trained **375** youth
- Improving learning outcomes at local government schools for **84 students**
- 5 Education scholarships to disadvantaged students
- Job Placement for **354** Youth
- Organizing cultural fest as a confidence booster for students
- Improving nutrition of **500 students**
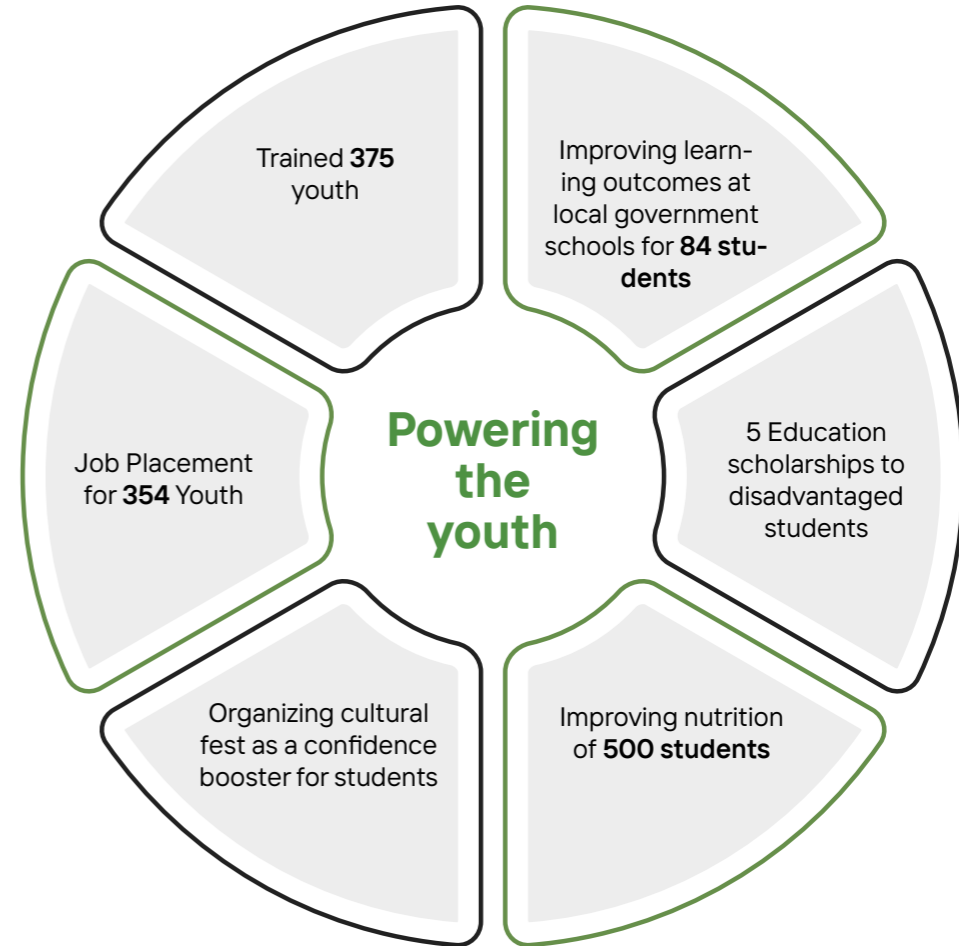
Bridging the Learning Divide in India: Empowering Rural Schools & Students

For Tanla, access to quality education is one of the foremost priorities to advance socio-economic development of a community and is cornerstone to the nation's progress. Acknowledging the wide learning divide between the rural and urban India, Tanla has launched a flagship project called PILLARS (Project for Improvement of Learning Levels through Academic & Other Support in Rural Schools) to provide a holistic learning engagement and enhance educational outcomes of students in rural India.

Despite considerable progress and initiatives by the Government of India and other non-profit organizations, the Rural India continues to face challenges in social infrastructure such as limited or unequal access to resources and technology. The project PILLARS has been designed to strengthen learning infrastructure in rural schools by equipping them with the right technology tools and resources.

PILLARS for INNOVATION-driven Learning

Based on the findings of the needs assessment survey, Tanla has introduced two customized interventions to strengthen school infrastructure and learning outcomes in the district:

i. **Smart Pedagogy:** Tanla has equipped the school with five smart e-learning television sets that supplements traditional pedagogy with interactive audio-visual content on diverse topics and subjects, thereby enabling teachers with unique classroom teaching methods and techniques. Additionally, Tanla has also provided E-learning Tablet screens to select meritorious students to enhance student's learning experience. This intervention is intended to build capacity of teachers as well as create a stimulating learning environment for the students through quizzes,

puzzles and games. Tanla has distributed 30 tablets so far.

ii. **Focus on Soft Skills & Extra-curricular Rigor:** To create a holistic learning environment focused on well-rounded personality development, Tanla instituted three dedicated extra-curricular programs as part of each academic year – fine arts camp, sports meet, summer camp and cultural fest.

Furthermore, Tanla has adopted academically weak students and a slew of targeted interventions have been instituted such as supplementary classes for pronounced attention, motivational gifts such as story books, games such as chess board etc.

These interventions have exhibited noticeable improvements in students learning behavior as reflected in enhanced examination scores and increased participation in school activities.

> In academic year 2022-23, the school witnessed a 100% passing result in Telugu Medium and 99% result in English Medium in the CBSE secondary school examination, vis-à-vis 85-87% results in 2021-22 across both the mediums.

100-day nutritional program : An Initiative towards Focused Learning

Health and education go hand in hand, and in our endeavor to holistically empower students and develop young minds, we organized a 100-day nutritional program. The nutritional program provides surplus breakfast and snacks to five hundred students of grade 10 in 9 High Schools in Sathupally Mandal. The availability of nutritious meals at school attracted more students, resulting in increased enrollment and improved attendance. Children who previously struggled with hunger and malnutrition now had access to regular, balanced meals, leading to improved health outcomes.

The nutritional program not only addressed hunger and malnutrition but also had direct positive impact on academic performance. Students displayed increased concentration, energy levels, and enthusiasm for learning. Teachers noticed improvements in students' participation, engagement, and academic achievements. Additionally, the program created a positive ripple effect within the community. Parents were relieved of the financial burden of providing daily meals, which encouraged them to send their children to school regularly.

To ensure the effectiveness of the program, we have a monthly feedback form on the quality and timely delivery of food, and a community of heads of the schools has been created on the whatsapp group to interact with the Tanla Foundation representatives.

Cultural Fest

As an integral component of the PILLARS holistic development program, Tanla organizes cultural events to incentivize regular school attendance among students. These events incorporate co-curricular activities, transforming the school environment into a vibrant and enjoyable space beyond mere academic subjects and lessons. Tanla firmly believes that cultural activities contribute to boosting students' confidence levels, ultimately enhancing their soft skills and gearing them towards a well-rounded, successful career.

The cultural fests were initiated with the objective of giving students an opportunity to showcase their own cultural heritage and talents, as it was observed that they significantly lacked exposure to arts and culture. The event featured various activities such as traditional dances, music performances and art exhibitions, representing the cultural backgrounds within the community.

The impact of the cultural fest was transformative – on one hand, students experienced sharp increase in confidence levels and new skill sets, and on the other, it gave an opportunity for the community to come together and celebrate.

Overall, the cultural fest initiative at the rural school provided an enriching platform for students to explore their artistic talents, learn about diverse cultures, build confidence, develop skills, and foster community engagement. It celebrated the rich cultural heritage of the rural community and empowered students to embrace their cultural identities with pride.

My daughter is studying in 10th class ZPHS High School Satthupally. I work as a saleswoman in Satthupally hyper market. My husband drives an auto to support our family. We live in a rented house in the same area.. My daughter used to go to school at 8 in the morning for special classes and return home by 8 in the evening. We used to worry about her health because she could not eat properly. When tiffin snacks were arranged for students of class 10 by Tanla Foundation in her school, we felt deeply relieved.Our daughter was able to study uninterrupted without falling sick or weak.We are now hopeful about her performance in the exams. This program has helped us a lot financially. Special thanks from our family to Tanla Foundation for organizing such a program.

Patan Tahera

Scholarship for Higher Education

Building a strong link with the community is one of our foremost social responsibility values.

In collaboration with IIT Madras, the Tanla Foundation initiated a scholarship program aimed at assisting five exceptional students from economically disadvantaged backgrounds in pursuing higher education in the field of computer science and engineering. The selection of students for the program was based on their academic merit and financial need. These scholarships covered tuition fees, hostel fees and other education expenses, significantly alleviating the financial burden on the students and their families. By removing financial barriers, this program enabled students to focus on their studies and excel academically.

These eligibility criteria ensured that the scholarship was awarded to deserving students who demonstrated both financial need and academic excellence in their chosen field of study.

My family is my world. My father wanted to contribute towards saving the environment, and established a small paper bags and cups manufacturing unit. It did not get the desired outcome and I saw his struggle very closely. This motivated me to study harder. My future aspirations are to be an entrepreneur. I want to initiate a startup of my own with knowledge of mechanical, electrical and computer engineering. I want to design something which is frequently applied and close to real life.

POLISETTY KARTHIKEYA
JEE AIR 6

My mother, who is also my inspiration, has a masters degree and doctorate in the field of Pharmacy. At home, it was strict at times but it made me more emotionally understanding and made me able to analyze social situations faster around me. More than anything, I would want to become a kind and humble human being, by the time I graduate. I would like to be happy doing what I want to do after 4 years.

AASRITHA YADAV C
JEE AIR 1167

My father runs a small medical shop and my mother is house wife. My father could not complete his education due to financial problems at home. So, he felt my brother and I, should not face any situation like that and encouraged us to study. He is my inspiration. I would like to establish a start-up company in the field of computer science. With the money I earn from my start-up, I want to invest in the education of the not-so-privileged. I do not want anyone to face what my father faced in his life and ensure access to quality education.

KANAKAMEDAL VIBHAV
JEE AIR 272

My father is a government teacher and my mother is a homemaker. My mother supported me a lot in my studies from my childhood. From my 6th standard, I dreamt of cracking JEE and getting admission into a good IIT. Finally I achieved that and now my dream is to get a good placement after my graduation and so for that I am dedicating myself in developing my technical skills and I am confident that I will fulfill my dream.

RANGU SRAVYA
JEE AIR 1221

My father is a police constable and mother is a housewife. My parents are very supportive and helped me to study. I want to make them proud in my future and fulfil all their dreams. My dream is to establish a company of my own which is globally recognized as a software giant in the IT industry.

MALIREDDI SRI SAI SHANMUKH RAJ
JEE AIR 274

From Education to Employment: Building Skills for the Future
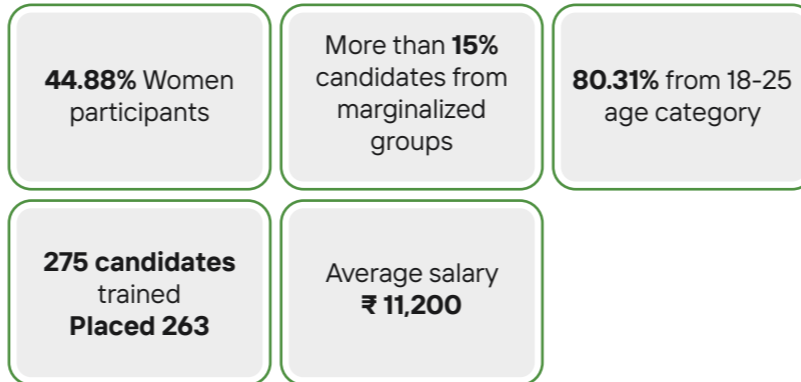
Skill Development Training Programme

Over the course of the pandemic, a large share of India's workforce found itself unemployed for months. At Tanla, we believe skill development linked with meaningful employment and incomes for marginalized and disadvantaged populations is one of the critical pathways to achieve post-pandemic growth.

Tanla is continuously working towards capacitating youth with employable skills through targeted upskilling programs particularly for youth with disabilities, women, and those coming from socially disadvantaged and vulnerable backgrounds. Two such initiatives by Tanla were through Sambhav Foundation and National Academy of Construction (NAC).

Skill development training program through Sambhav Foundation

With support from Tanla, Sambhav Foundation has implemented placement-linked training in the trades of Business Development Executive and Data Entry Operator.

Key Highlights of the Program

44.88% Women participants

More than **15%** candidates from marginalized groups

80.31% from 18-25 age category

275 candidates trained **Placed 263**

Average salary ₹ **11,200**

Skill Development Program Through Sambhav Foundation

Skill Development Training Programme through National Academy of Construction

Tanla has promoted the skill development for various unemployed and underprivileged youth by funding the National Academy of Construction or NAC Hyderabad which is an education institution for all types of construction resources, technologies and methodologies for fast-track completion of projects.

Training Competencies

- **Primary level:** Mason, Bar-Bender, Form Work Carpenter, Plumber, Painter, Electrician, Welder, Operator Excavating Machinery, etc.
- **Middle level:** General Works Supervisor, Land Surveyor, Storekeeper, Architectural Assistant.
- **Higher level:** In-service engineers from government departments, major contracting firms, consultancy firms and practicing engineers.

The training programs are conducted for candidates from all over India.

Key Highlights of the Program

6% Women participants	**94%** candidates from marginalized groups	**18-25** age category	**100 candidates** trained **Placed 91**	Average salary ₹ **15,000**

> "
> I have been a participant in the Data Entry Operator course organized by Tanla Platforms and Sambhav Foundation. This has been a great learning opportunity for me and the other trainees to help us gain better skills that would improve our employment prospects in the future. I am happy to report that I am now skilled in several activities of the trade, such as coordination and undertaking data entry requirements. This training programme has benefitted me, and I am thankful to Tanla Foundation and Sambhav Foundation
>
> **Jyothi**
> Tanla Foundation Beneficiary

Skill Development Program Through NAC

Making Healthcare Affordable & Accessible for Communities

As part of its annual corporate social responsibility (CSR) initiatives for FY 2022-23, the Tanla made a donation of ₹1.5 Mn to the Heal-A-Child Foundation. This foundation is a charitable trust and non-profit organization that was established with the mission of saving critically ill children who face the risk of not surviving due to their families' inability to afford medical expenses and prolonged inpatient treatment at hospitals. Over the past 12 years, the foundation has successfully saved the lives of more than 850 children through the financial support received from sponsors and donors. The intervention provided by the Heal-A-Child Foundation has resulted in a remarkable survival rate of over 95% for the children they support. The foundation has established collaborations with various children's hospitals, such as Rainbow Children's Hospital, Fernandez Hospital, Lotus Children's Hospital, NICE Hospital, and Ankura Hospital for Women & Children, among others in Hyderabad city. These hospital partnerships enable the foundation to step in and cover a portion of the hospital bills that go beyond the affordability of parents, with an average assistance amounting to around Rs. 1.5 lakhs per child.

Environmental Initiatives

We have developed an 'RRR; strategy i.e. Reduce, Review and Restore' where we are actively working towards reducing emissions, reviewing consumption patterns and restoring the environment. We aim to become carbon neutral and achieve 'zero waste to landfill' by 2025 by implementing climate-positive interventions.

Tanla Team at AOP 23

Our People

Creating a Smart, Secure & **Sustainable Workplace**

At Tanla, we are committed to creating a vibrant workplace reflecting our true sustainability values – **Integrity, Innovation and Impact**. We emphasize on 'innovation' at workplace by advancing tech-enabled premises and innovative tools that foster productivity, creativity and collaboration among employees. We are constantly striving to create a safe environment built on 'integrity' by maintaining open lines of communication, regular feedback sessions and proactively implementing 'Speak Up' initiative. Moreover, our company-wide updates ensure transparency and keep employees well-informed. Our People form the backbone of all that we do, including Tanla's innovation and accomplishments. Maintaining a positive work environment and supporting employees in their professional journey is integral to our values. We remained focused on nurturing meaningful 'impact' on our employees by actively prioritizing well-being and driving equal opportunities.

We value work-life balance and offer flexible work arrangements, allowing employees to manage their personal and professional commitments effectively. Additionally, we invest in employee development through training programs and skill enhancement initiatives, enabling career growth and advancement opportunities. We understand the importance of employee well-being, both physical and mental. As a result, we provide wellness programs that promote fitness, stress management, and mental health support. Our aim is to maintain an inclusive and supportive work environment where employees feel valued, motivated, and inspired to reach their full potential.

> As the Product Operations Lead, I had the privilege of spearheading the creation of Wisely ATP, a groundbreaking product aimed at safeguarding consumers' money and identity from phishing. In collaboration with the talented team at Tanla, we identified a significant market challenge and harnessed the power of our CPaaS platform to develop a solution that identifies, prevents, and eliminates phishing messages at the bud stage. The magnitude of the phishing issue in India was eye-opening, and overcoming the unique challenges of this pioneering project was incredibly fulfilling. Contributing to making India digitally scam-free has been a source of great satisfaction, and I am immensely proud to have played a part in protecting consumers and society as a whole
>
> **Puneetha D**
> Lead – Product Operations

Key Highlights

Launched **APOLLO 24x7** a health app exclusively for our employees. Witnessed an impressive uptake, with 75% of our employees registering on the app and 50% of the registered employees benefit ting from the app's diverse range of healthcare services and resources.

Human Rights Due Diligence an assessment conducted involving stakeholder survey followed by mitigation strategies to promote and safeguard human rights.
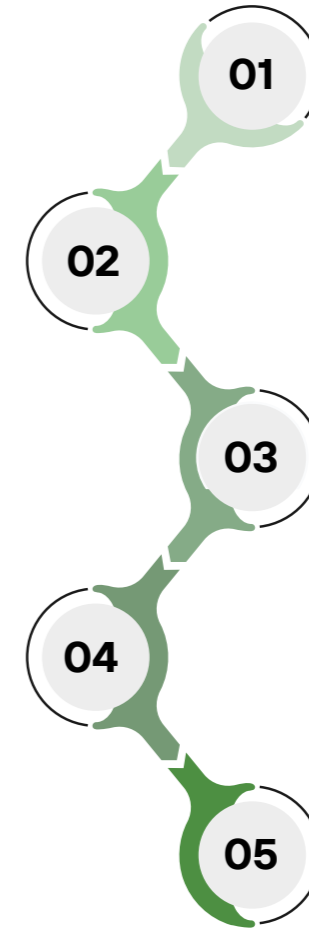
01 **SpeakUp** a comprehensive Single Window Redressal Mechanism to address both internal and external violations of policies and ensure transparency & accountability.

02

03 In partnership with **'United we care'** we launched a special wellness initiative for employees to track and prioritize their mental well being through diverse services and expert consultations.

04

05 Initiated **#Boosterdose** camp for our employees at offices across all locations to provide added protection against Covid

Employee Engagement and Talent Retention

Attracting and retaining talented employees who share similar vision and values as Tanla is fundamental to our success. Testimony to our growth, our employee strength has also expanded by a healthy proportion over the last five years while strengthening diversity and inclusion. We provide meaningful opportunities for the professional and personal growth of our employees, ensuring that our employees thrive individually as well as a team. Our support goes beyond hiring, to enhancing the overall employee journey and experience through a bouquet of dedicated professional development and employee support initiatives. By proactively deploying collaborative projects and team-building activities, we build strong connection with our workforce while fostering a sense of belonging and a shared sense of purpose.

	Description/Years	2019-20(in%)	2020-21(in%)	2021-22(in%)	2022-23(in%)
Total Headcount	Total (In numbers)	487	560	680	662
	Permanent (In numbers)	432	524	638	615
	Permanent	89	94	94	93
	Contractual	11	6	6	7
Headcount by Age Group	Less than 30 years	41	44	44	40
	Between 30-50 years	57	54	52	57
	More than 50 years	2	2	4	3
Headcount by Management Level	Senior Management	3	3	3	3
	Middle Management	33	31	30	33
	Junior Management	37	36	26	25
	Entry Level	27	30	41	39
Headcount by Gender	Men	78	77	77	77
	Women	22	23	23	22

% as a rate of permanent employees

Total Employees

662

Permanent employees

615

"

Starting with minimal knowledge, I have grown into a versatile professional, mastering new skill sets and contributing to scalable platforms like Wisely and Trubloq, simplifying experiences for our global customers. Tanla nurtures growth and empowers its employees. The evolution of Tanla's culture has been remarkable, fostering tighter teamwork and trust among employees, which is directly reflected in our work and services. Tanla has taught me that it's not just where you work, but the people you work with that truly make the difference. I feel deeply honored to be part of the best organization in the CPaaS world, where innovation and collaboration thrive.

Sandeep Reddy Palla
Associate Director - DevOps

,,

Our Employee Engagement Survey: The Employee Engagement Survey at Tanla focused on two main factors: Connect and Delight. Connect represents how committed employees are to the organization, whether they see themselves staying with the company for a long time. Delight measures the employees' happiness and satisfaction with the organization, including whether they enjoy coming to work every day and feel content with their stay. Overall engaged employees are those who are happy and prefer to keep working with the organization. After the survey, we conducted Focus Group Discussions (FGDs) with 8 groups to get more insights. we analyzed the data at two levels: macro (organization/business unit-wise) and micro (department, age, tenure, and job level-wise).

7%

Total Absenteeism Rate in FY 2022-23

Following table shows absenteeism rate recorded in FY 2021-22 and FY 2022-23

We had a low absenteeism rate in both FY 2021-22 and FY 2022-23, with rates of 4% and 7% respectively.

Absenteeism rate	2021-22 (in %)	2022-23 (in %)
Total Absenteeism rate	4	7
Men employee absenteeism rate	3	7
Women employee absenteeism rate	4	7

*Note: After the Value First acquisition on 3rd July, 375 employees have been added therefore total Tanla employee strength is 1037 (Women strength – 22%, Men – 78%)

Tanlx Office, Gurgaon

Advocating Workplace Equity: Key Policy Insights

Salient policies that guide the workplace conduct at Tanla include:

Code of Conduct: The Employee Code of Conduct policy establishes behavioral expectations for employees within Tanla and its subsidiaries. It emphasizes the importance of respectful and collaborative workplace interactions, compliance with laws and ethical practices, protection of company property, adherence to dress code guidelines, and avoidance of conflicts of interest. The policy also outlines the responsibilities of employees regarding job duties, confidentiality, punctuality, collaboration, and the proper use of company facilities and benefits.

Code of Ethics: The Code of Ethics policy at Tanla emphasizes the importance of integrity, ethical behavior, and high-quality standards. It covers various areas such as conducting business ethically, avoiding conflicts of interest, providing accurate recordings of transactions, following equal employment opportunity principles, and adhering to laws and regulations. The policy underscores the need for integrity in the services provided, compliance with laws, proper handling of payments, and use of confidential information. It also outlines guidelines for gifts, entertainment, reporting transactions, and purchasing integrity.

Prevention of Sexual Harassement: Tanla is committed to providing a professional work environment free of sexual harassment against women and has established a redressal mechanism for complaints. The POSH policy covers all women at the workplace, including employees, visitors, contractors, and customers. The Internal Complaints Committee (ICC) investigates cases, ensures due process, and offers conciliation and interim relief. The committee approaches cases with a reformatory mindset and maintains confidentiality. Employees are expected to report complaints promptly, while managers are expected to treat every complaint with care and maintain confidentiality.

At Tanla, we firmly adhere to and meticulously practice the policies that guide the workplace. By doing so, we actively promote and maintain a workplace culture that is free from any form of sexual harassment and discrimination among our employees. Additionally, we take a strong stance against the involvement of child labor or forced labor within our value chain. Our dedication to these principles ensures that our employees are treated with respect, dignity, and equality, while also guaranteeing the highest ethical standards throughout our operations. By upholding these values, we establish Tanla as a responsible and trustworthy organization in the business community.

ZERO

Complaints registered against Sexual harassment, Discrimination at workplace, child labor, Forced labor, wages or any other human right related issues in FY 2022-23
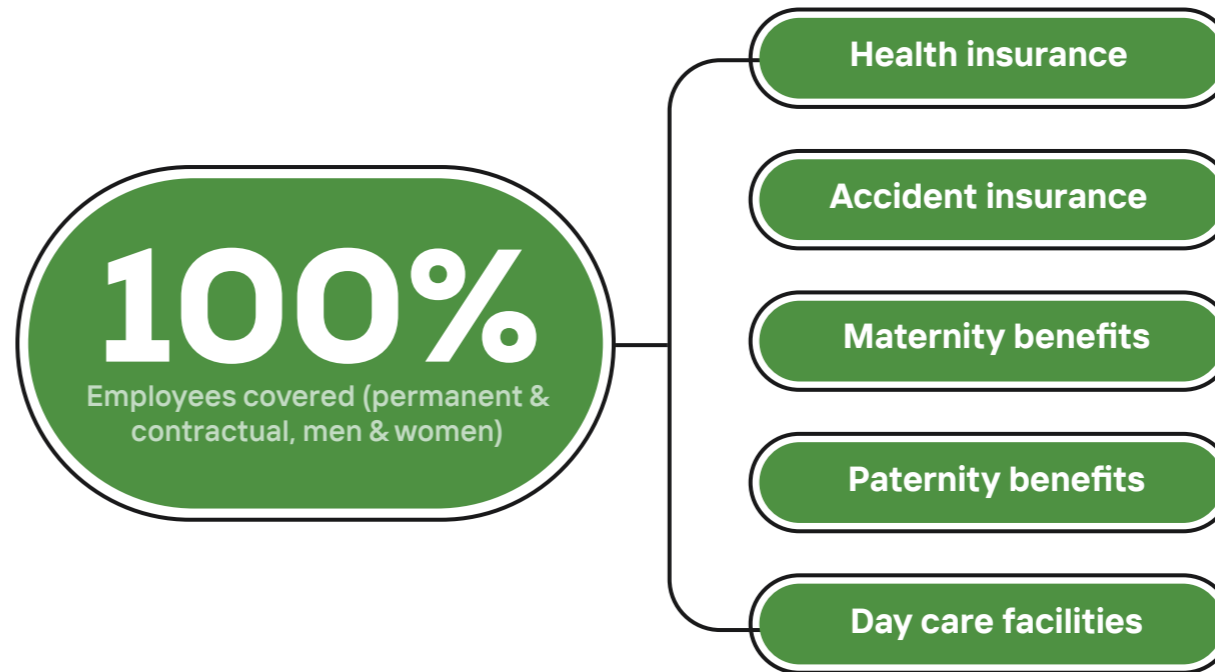

Tanla Office, Chennai

Redressal Mechanism for Employees

We have implemented a distinct Redressal Mechanism for Employees, known as SPEAKUP. Employees can raise their concerns to the email id-speakup@tanla.com, to address policy violations , if any. This mechanism provides employees with the opportunity to report violations without fear of retaliation and aims to resolve grievances in a responsible manner. This policy applies to all employees and maintains confidentiality of complaints. The process includes acknowledgement of complaints, formation of a committee for investigation, timely resolution within 45 working days, and the importance of confidentiality. The company encourages employees to be aware of policies, support each other and contribute to maintaining a fair and equitable workplace.

Enhanced Employee Benefits

We prioritize the well-being of our employees by offering a range of facilities and benefits. Apart from the compliance requirements such as provident fund (PF), gratuity, and Employee State Insurance (ESI), we provide comprehensive health insurance coverage, ensuring that employees have access to quality healthcare services. Additionally, accident insurance is provided to safeguard employees in unforeseen events. Maternity benefits are available to support expecting mothers during their pregnancy and postpartum period, while paternity benefits are offered to support new fathers.

Recognizing the importance of work-life balance, Tanla also provides day care facilities, enabling employees with young children to have peace of mind while focusing on their professional responsibilities.

100%
Employees covered (permanent & contractual, men & women)

- Health insurance
- Accident insurance
- Maternity benefits
- Paternity benefits
- Day care facilities

Following table shows details of employees who took Parental Leave in FY 2022-23

Sl.No	Particulars	Unit	Men	Women	Total
1	Employees that were entitled to parental leave	Nos.	478	137	615
2	Employees that took parental leave	Nos.	27	9	36
3	Employees that returned to work in the reporting period after parental leave ended	Nos.	27	9	36
4	Employees that returned to work after parental leave ended that were still employed 12 months after their return to work	Nos.	24	7	31
5	Return to work rate of employees that took parental leave	%	100	100	100

At Tanla, last Friday of the month is dedicated to 'No Meeting Friday,' providing employees with uninterrupted time to focus on their work. Additionally, the company organizes 'Funtastic Fridays' or Fun Fridays, where employees can participate in enjoyable activities and foster a positive and engaging work environment.

Attracting New Talent

Attracting and retaining exceptional employees is paramount to our ongoing success. Recognizing the intense competition for top-tier talent, we understand the growing significance of offering an appealing and comprehensive total package for our workforce. As part of our commitment to increasing our attractiveness as an employer, we continuously implement measures to enhance our appeal to prospective candidates. We provide attractive compensation along with all necessary benefits to newly hired as well as existing employees based on their skill level.

Throughout the year, we successfully inducted 171 new employees, including individuals in senior management positions. Leveraging cutting-edge technology, we effectively engaged with candidates, ensuring a smooth and efficient recruitment experience. To ensure a smooth transition for our new hires, we implemented virtual onboarding sessions that equipped them with the necessary tools and resources to be productive from day one. By enabling the required infrastructure and fostering a supportive remote work environment, we ensure that our new employees quickly integrate into their roles and contribute to our collective goals.

171
New Hires in FY 2022-23

> "
> Thrilled to join Tanla's Innovation team, witnessing first-hand the company's impressive reputation for innovation and customer obsession.
>
> **Shrikant Gopala**
> Director - Products, Tanla
> "

Executive Learning Program, Delhi

Hiring	Description/Year	2021-22	2022-23
Annual Hiring	Total Hiring	280	176
	Internal References/Positions filled internally	22	5
	External Hiring	258	171
Hiring cost	Total hiring cost (in INR)	75,00,000	65,00,000
External Hiring by Age Group	Less than 30 years	143	77
	Between 30-50 years	112	93
	More than 50 years	3	1
External Hiring by Management Level	Senior Management	3	3
	Middle Management	27	34
	Junior Management	228	134
External Hiring by Gender	Men	230	121
	Women	28	50

Karix Office, Mumbai

Augmenting Learning for Professional Excellence

At Tanla, we place utmost importance on learning and development as means to fostering a strong and thriving work culture. We acknowledge that the skills and competencies of our employees are vital for driving sustainable growth and long- term success. To ensure continuous and meaningful learning, we are intensifying our training efforts, forging partnerships with leading institutions and platforms, and encouraging knowledge-sharing among employees. Talent development opportunities and support are readily available to all members of our workforce. Digital learning formats have become an integral part of our comprehensive learning and development offerings, enabling employees to conveniently access educational resources at their own pace.

We conduct comprehensive training & development activities to equip our employees with relevant skills and cutting-edge digital tools throughout the year. It is built on the principles of providing equal opportunities for all employees, with the flexibility to opt in or out based on their preferences. It includes dedicated physical spaces that foster collaboration, networking, and continuous learning. Leveraging adult learning principles, we employ a field and forum approach that combines practical experience with structured learning sessions. To further enhance our innovative capabilities and create attractive working conditions, we are investing in strategic initiatives.

We undertake training need analysis at the beginning of the year to evaluate skillset preferences and gaps. The results of the survey and analysis are then fed into creating a training calendar that requires employees to undergo training in atleast two functional and two technical skills.

We have partnered with the leading e-learning platforms – Coursera and Udemy – that are empowering our employees in their upskilling journey through easy to access and use content in diverse topics and subjects. Throughout the year, our employees dedicate an average of **16 hours** to training activities, emphasizing their commitment to personal and professional growth. In FY 2022-23, we conducted **550+** trainings - **15,089** training hours for **668** employees, of which around **141** employees were successfully certified in **338** cources. These trainings were designed to equip them with new-age skills, including Blockchain, AI/ML, and other emerging technologies, ensuring that our workforce remains at the forefront of industry advancements. Within functional skills, there has been a significant uptake in competencies such as problem solving skills, critical thinking skills, sales, customer success, anger management skills, among other soft skill sets. We also prioritize the security of our operations by providing comprehensive training to employees on information and cybersecurity. The training covers essential topics such as cloud security, backup protocols, access control, email security, protecting intellectual property, network security, and handling incidents on cybersecurity.

During FY 2022-23

290 **Employees**
Underwent training for tech skill upgradation

23 **Hours**
average hours of training undergone by each employee

Training hours for FY'23	Senior Management		Middle Management		Junior Management		Total Gender Wise	
	Men	Women	Men	Women	Men	Women	Men	Women
Total no. of training hours provided	224	37	3,904	800	7,500	2,624	11,628	3,461
Total no. of employees gender wise	14	2	166	43	308	135	488	180
Average hours of training provided per gender wise	16.0	18.8	23.5	18.6	24.3	19.4	23.8	19.2
Total no. of training hours provided management level wise	261		4,704		10,124		15,089	
Total no. of employees management level wise	16		209		443		668	
Average hours of training provided per employee category	16.3		22.5		22.9		22.6	
Total number of training hours provided to employees	15,089							

Following table provides a summary of coverage of training data in FY 2022-23

Average hours spent on training and development by training type	2021-22	2022-23
Management	-	6 hours
Behavioural and Functional	11 hours	5 hours
Technical	4 hours	5 hours

Summary of training data in FY 2022-23

Description		2021-22(in %)	2022-23 (in %)
Training on Code of Conduct	Employees	100	100
	Sub-contractors	50	100
Training on PoSH	Employees	100	100

Training data on Human Rights for FY 2022-23

Training on Human Rights (Number of employees covered)	2021-22			2022-23		
	Total	No.of employees covered	% of employees covered	Total	No.of employees covered	% of employees covered
Permanent Employees	638	121	18.9	615	115	18.6
Temporary Employees	42	7	16.6	47	7	14.9

Percentage of employees receiving regular performance and career development reviews

At Tanla, we have a rigorous system to review and support the performance and career development of our employees. In the financial year 2022-23, we were able to conduct performance and career development reviews for 93% of our workforce.

Performance and career development reviews	Senior Management		Middle Management		Junior Management		Non-Management		Total Gender Wise	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
% of total employees who received a regular performance and career development review gender wise	100%	100%	94%	87%	95%	90%	93%	90%	94%	89%
% of total employees who received a regular performance and career development review as per Management level	100%		93%		94%		92%			
% of total employees who received a regular performance and career development from the total workforce					93%					

Percentage of employees receiving regular performance and career development reviews

Elevating Success: Employee Achievement Recognitions

We express our appreciation for the hard work and dedication for our employees by introducing an exclusive Rewards & Recognition platform called mPower. Through this platform, outstanding colleagues who have demonstrated exceptional skills are promptly acknowledged and celebrated. Employees have the opportunity to redeem their accumulated reward points for various gift card options, both online and in-store, providing them with a diverse selection to suit their preferences. This initiative aims to recognize and incentivize employees while fostering a culture of appreciation and motivation within the organization.

Empowering Talent & Minimizing Turnovers

Reducing employee turnover rate is a top priority for us, as we understand the importance of retaining valuable talent. We actively working towards creating a positive and engaging work environment that encourages employee satisfaction and long-term commitment. Our efforts are focused on fostering career growth opportunities, providing competitive benefits, and promoting a supportive culture that values and recognizes the contributions of our employees.

32%
Total permanent employee turnover rate

29%
Men Employees turnover rate

42%
Women employees turnover rate

Employee Turnover rate		2019-20(in %)	2020-21(in %)	2021-22(in %)	2022-23(in %)
Total Permanent employee Turnover rate	Total	25.9	26.8	28.7	31.8
Employee Turnover Rate- by Gender	Men	24.6	26.6	29.2	28.7
	Women	30.5	27.2	27.2	42.3
Employee Turnover rate by Age Group	Less than 30 years	37.5	28.7	32.2	36.0
	Between 30-50 years	17.3	25.4	27.4	28.9
	More than 50 years	32.0	23.5	-	24.4
Total Voluntary Turnover rate	Total	24.5	24.7	24.6	26.5
Voluntary Employee Turnover Rate by Gender	Men	22.8	24.8	24.7	24.8
	Women	30.5	24.4	24.2	32.4
Employee Turnover rate by Age Group	Less than 30 years	35.5	27.3	27.1	30.4
	Between 30-50 years	16.4	22.7	23.8	23.9
	More than 50 years	30.3	23.5	-	19.5

Employee turnover data for FY 2022-23

Employee Voluntary Turnover	<30yrs		30-50		>50		Total Gender Wise		Grand Total
	Men	Women	Men	Women	Men	Women	Men	Women	
Number of Employee Turnover	53	28	63	18	4	-	120	46	166
Age Group Wise	81		81		4		166		166

Voluntary Turnover rate and age group wise distribution

Total Voluntary Turnover rate		2021-22 (in %)	2022-23 (in %)
	Total	24.6	26.5
Gender	Men	24.7	24.8
	Women	24.2	32.4
Age Group	Less than 30 years	27.1	30.4
	Between 30-50 years	23.8	23.9
	More than 50 years	-	19.5

I am truly impressed with the commitment shown by Tanla in upskilling our team and driving efficiency through L&D initiatives. Instead of hiring new automation engineers, the company identified trainers and thoughtfully curated courses to equip our existing engineers with the latest skills. As the Director of Engineering, witnessing the transformation of our team after completing courses like 'Application Security - The Complete Guide' and 'K6- Automate Performance & Load Testing of API & Microservices' has been remarkable. The results are evident with a 20% achievement in QA automation goals and a remarkable 25% reduction in QA cycle time by Jun'23. Tanla's dedication to continuous learning and development not only enhances our professional growth but also demonstrates our commitment to environmental, social, and governance goals as a responsible and sustainable organization.

Dhanalakshmi Seshachalam
Sr. Director – Engineering

Embracing Diversity, Inspiring Inclusion

Embracing and nurturing diversity in all aspects of our organization is an indispensable element of our strategic approach. We believe that a diverse workforce enriches our perspectives, enhances our ability to understand and meet the unique needs of our customers, and drives our overall success. To ensure that our commitment to diversity is tangible, we actively seek to create a workforce that reflects the wide range of backgrounds, experiences, and talents found in society. We have made significant strides in integrating diversity and inclusion principles into our hiring policy, ensuring that we foster a more inclusive and equitable workforce. By embracing individuals from different cultural, ethnic, and social backgrounds, we enable them contribute their unique viewpoints and skills to propel our business forward.

Charter of Inclusion-STEPIn

At Tanla, we are committed to promoting diversity and inclusion in the workplace. The organization's recruitment policies and systems are responsible for establishing a diverse workforce, but we believe that the responsibility lies with every employee and within organizational systems. In order to enhance our vision, the Steering Team Enabling Proactive Inclusion (STEPIn) has been developed to enable a diverse workforce to feel engaged and motivated, leading to a drop in attrition and better organizational performance. STEPIn is a roundtable model of administration with seven members, including a CEO, who will endorse diversity and inclusion in the workplace. The Charter aims to achieve diversity and inclusion through proactive and positive actions that eliminate conscious and unconscious bias, support employee professional development, and adopt an inherent culture of diversity and inclusion.

478
Men employees

137
Women employees

23%
Women employees of total permanent employee workforce

Tanla Team at WhatsApp for Growth Event - Gurgaon

Diversity distribution over four financial years

Diversity		2020(in %)	2021(in %)	2022(in %)	2023 (in %)
Women Employees - Total	Organization	21.8	23.4	23.2	23.4
	Permanent	22.0	22.5	23.0	22.3
Women Employees - Departments	Revenue Generation	21.5	20.0	19.3	23.7
	Stem Functions	20.7	22.6	22.2	20.5
	Others	41.7	27.3	45.5	44.1
Women Employees - Age Group	Less than 30 years	31.3	30.2	29.6	28.5
	Between 30-50 years	15.9	17.0	17.5	17.8
	More than 50 years	-	-	21.7	22.2
Women Employees - Management level (to the total employees at each level)	Senior Management	6.7	6.7	9.1	10.5
	Middle Management	20.8	18.9	20.3	18.9
	Junior Management	23.4	24.9	25.0	24.6

All percentages are computed based on permanent employee headcount of 615 employees.

Employee Testimonial I started my journey handling strategic enterprise client, but with the company's belief in skillset over anything else opened doors to new opportunities. Now, I've successfully expanded our client base, increasing their value by an astonishing 300 times! Tanla's commitment to hiring based on skillset and providing equal opportunities based on merit is commendable. I'm proud to be part of an organization that fosters a culture of growth and empowerment, where talent and dedication drive success. Together, we're making a difference, embracing diversity, and achieving remarkable milestones in the ever-evolving world of business.

Priyanka Tripathi
Director – Sales

Diversity Indicators by Mangement type

Diversity of Senior Management by gender	
Men	17
Women	2
Total	19
Percentage of Women representation	11%

Diversity of Middle Management by Gender	
Men	163
Women	38
Total	201
Percentage of Women representation	19%

Diversity of Junior Management by Gender	
Men	110
Women	43
Total	153
Percentage of Women representation	28%

Diversity of Entry Levels by Gender	
Men	188
Women	54
Total	242
Percentage of Women representation	22%

Diversity of Senior Management by age	
<30	-
30-50	10
>50	9
Total	19
Total no. of employees in senior management	19

Diversity of Middle Management by age	
<30	10
30-50	182
>50	9
Total	201
Total no. of employees in middle management	201

Diversity of Junior Management by age	
<30	67
30-50	86
>50	0
Total	153
Total no. of employees in junior management	153

Diversity of Entry Levels Freshers by age	
<30	170
30-50	72
>50	0
Total	242
Total no. of employees in non-management positions	242

Gender Pay Gap

At Tanla, we are committed to reducing the gender pay gap and ensuring equal opportunities for all our employees. Currently, our mean gender pay gap stands at 43%, which indicates a significant disparity between the average earnings of Men and Women employees. While we acknowledge that there is still progress to be made, we remain dedicated to our goal of reducing the gender pay gap and creating a workplace that promotes gender equality and empowers all employees to reach their full potential.

Following table shows average salary of Men and Women employees across different levels of the organization

Employee Level	Average Annual Salary for Women (In INR)	Average Annual Salary for Men (In INR)
Executive level (base salary only)	57,85,297	1,77,37,387
Executive level (base salary + other cash incentives)	77,13,729	2,26,71,838
Management level (base salary only)	17,08,153	23,07,822
Management level (base salary + other cash incentives)	18,80,274	25,71,429
Non-management level (base salary only)	6,94,232	7,84,455

Following table shows mean and median gender pay gap analysis

Indicator	Difference between men and women employees (%)
Mean gender pay gap	43
Median gender pay gap	22
Mean bonus gap	109
Median bonus gap	47

*Note: Each management level constitutes different levels and different roles in the corresponding salary bands

" I am incredibly grateful for the opportunity provided at Tanla, which showcases commitment to diversity and meritocracy. As the Associate Director of Engineering, I have been entrusted with leading a team of 24 talented individuals to explore and leverage the platforms for adding value to organization. This elevation demonstrates Tanla's dedication to breaking gender biases and promoting equal opportunities for all. Tanla's inclusive culture and emphasis on merit-based advancement make it a remarkable place to thrive and grow as a professional.

Vasudha Srinivasaiah
Associate Director – Engineering

Secure and Healthy Work Environment

At Tanla, our core principle is to prioritize our people above all else. We firmly believe that the happiness and well-being of our employees directly contribute to a positive and thriving workspace. Therefore, we place great emphasis on two crucial aspects: health, encompassing physical, mental, and emotional well-being, and safety. We take immense pride in our commitment to ensuring the health, safety, and welfare of our employees and their dependents, as it is essential for their overall success and happiness within the organization.

Our occupational health and safety policy: We are dedicated to ensuring a safe and healthy work environment for employees, contractors, customers, and visitors. This commitment extends throughout our value chain and includes partners and suppliers. This policy aims to maintain business activities and products that prioritize safety, health, and sustainable development. Objectives include creating an injury-free workplace, preventing work-related disabilities or health issues, minimizing risks associated with products, and continuously improving practices, processes, and products. Management is accountable for implementing the policy, providing a secure workplace, promoting health and safety, and training employees. Employees are expected to follow policies, report hazards, and the policy applies to all Tanla operations, including off-site work. The company invests in its Occupational Health & Safety system as a strategic asset, communicates measures taken to safeguard resources, and collaborates with clients to ensure compliance and deliver high-quality services.

Key Initiatives taken for Employee health and well-being

Tanla follows a 'People' first policy. We, at Tanla, believe that happy & healthy employees make a happy and healthy workspace. We believe a Company can attain sustainable growth only by ensuring that our employees and those around them have a healthy lifestyle & environment to operate/work in. Employee well-being has transcended from being a mere consideration to becoming a pivotal factor in organizational success. A workforce that is mentally, physically, and emotionally well is not just more productive but also contributes to a positive and thriving workplace culture.

We have partnered with United We Care (UWC) to provide employee well-being and mental assistance to our employees 24/7

- Addressing employee well-being emphasizes the importance of mental health. Creating an environment that supports mental well-being reduces stigma and encourages open discussions about mental health challenges

- The 'Employee #WFH Wellness package' was offered to help them adapt to the changed reality and cope with the psychological effects of the pandemic.

- Launched Apollo 24/7 medical assistance app to provide anytime anywhere services

- Last Friday of the month is ' No Meeting Friday'' at Tanla where we have been organizing 'Funtastic Fridays' (Fun Fridays) for all employees`

- Prioritizing well-being fosters a positive and supportive workplace culture where employees feel cared for. A strong sense of belonging and camaraderie emerges, contributing to improved teamwork and collaboration

Employee well-being is not just a 'nice-to-have' aspect of organizational management; it is a fundamental driver of success. We have proactively supported and prioritize the well-being of our employees reap the benefits of a more engaged, productive, and satisfied workforce. By creating a culture that fosters well-being, we lay the foundation for sustained growth, innovation, and a positive reputation in today's competitive business landscape.

Customer Relationship

At Tanla, our primary focus is on delivering digital platforms that foster trusted customer experiences. Recognizing the importance of providing the best customer experience, we made a strategic decision a few years ago to enhance the efficiency of our customer experience team. To achieve this we merged our Project management, Technical account Management (TAM), and customer service teams, creating a new team called **Customer Success.** By bringing together the most skilled individuals from different departments, we formed a cohesive unit dedicated to singular goal of customer satisfaction.

Empowered employees enable customer satisfaction and business success: One of the key factors to our success is empowering our employees. Our customer success team enjoys significant autonomy, allowing them to strategize, conceptualize, and implement innovative solutions. This level of confidence, coupled with the support and guidance from the management, has been instrumental in driving exceptional performance. Additionally, we have implemented an on-the-spot award system and an internal Rewards and Recognition program to motivate and satisfy our employees.

Alignment to common goals: We firmly believe that true customer satisfaction can only be achieved when the entire organization is aligned with a common goal. Collaboration and commitment from cross-functional teams are integral to delivering the best outcomes for the customers. To ensure effective communication and issue resolution, we initiated weekly calls with our sales and engineering teams. We also established Quarterly Business Review Sessions (QBRS) with our customers, where we actively seek feedback and understand their pain points, enabling our engineering team to address them. By working together harmoniously, we have not only made a positive impact on our bottom line but also ensured an exceptional customer experience.

Customer Feedback and Satisfaction Measurement: At Tanla, customer feedback and satisfaction measurement are paramount to our operations. We believe in actively seeking input from our valued customers to understand their needs, expectations, and experiences. Through various channels such as surveys, NPS assessments, customer interviews, Social media monitoring and analyzing customer support interactions, we gather valuable insights that enable us to continuously improve our offerings.

51%

CSAT score for FY'23

Human Rights Due Diligence at Tanla

Our Human Rights Due Diligence process is a crucial aspect of our commitment to ethical and responsible business practices. It serves as a foundation for identifying and addressing potential human rights risks, ensuring that we meet both legal and ethical obligations. By doing so, we contribute to a more sustainable approach to conducting business. We firmly believe that respecting human rights is not only essential for our business's success but also for being a responsible member of the global community. That's why we have integrated the Human Rights Due Diligence process into our operations. This process allows us to demonstrate compliance with internationally recognized frameworks such as the UN Guiding Principles on Business and Human Rights and the UN Global Compact, as well as relevant national and international laws pertaining to human rights. We have established a robust framework that guides us in taking necessary steps and implementing action plans to promote and safeguard human rights across all areas of our business operations.

We have identified four stakeholder vulnerable groups, which include Women employees, permanent and temporary employees, end-users/customers, and suppliers, as areas where risks may exist in relation to our business processes. To systematically identify these risks, we have developed a comprehensive questionnaire that addresses various human rights issues and rolled out a survey in the last quarter of the year. Once the risks are identified from the survey, we will formulate a detailed action plan to effectively address and mitigate these risks.

69%
Mean satisfaction level among Women employees

12%
Mean discontentment level in Women employees

Karix Office, Mumbai

Insights into Human Rights Diligence

For Women Employees: The Human Rights Due Diligence Checklist for Women employees includes several important questions to assess the company's commitment to gender equality and human rights. These questions cover various aspects such as the provision of separate hygiene and sanitation facilities, procedures for addressing discrimination and harassment grievances, ensuring safe working conditions, providing health and safety training, promoting reporting against threats and discrimination, offering equal opportunities regardless of gender, encouraging the recruitment of differently abled individuals with adequate facilities, having a non-discrimination policy, providing maternity benefits, offering additional benefits like training, daycare facilities, and resting rooms for Women employees, and having a transparent appraisal procedure without discrimination. These questions collectively evaluate the company's adherence to human rights standards and their efforts to create an inclusive and equitable work environment for women.

"

I feel incredibly fortunate to have been a part of the Tanla family for the past 12 years, starting as a fresher and now serving as the Engineering Manager – Technical. The company's commitment to nurturing talent and providing continuous learning opportunities has been a game-changer for my career. From my initial expertise in C++ to exploring PHP and eventually upskilling to Python, Tanla has empowered me to embrace new technologies fearlessly. Their supportive environment, especially during challenging times like COVID-19 when my father was ill, speaks volumes about their genuine care for employees. Tanla's respect for work, absence of discrimination and gender bias, and swift product launches have continuously fueled my growth and progress, making it an exceptional workplace.

Supraja Aldena
Engineering Manager – Technical

"

Survey Response Analysis for Women Employees

	Does the Company provide basic hygiene and sanitation facilities to the female employees separately?	Does the Company have procedures in place to address grievances related to discrimination or harassment at work?	Does the Company provide safe working conditions to all its employees including females?	Does the Company provide Health and Safety related training?	Does the Company encourage employees to report against threat and discrimination at workplace?	Does the Company provide equal opportunities irrespective of the gender and other factors?	Does the Company encourage the recruitment of differently abled people and provide adequate facilities for their ease of access and work?	Does the Company set non-discrimination policy, covering race, language, gender, marital status, disability, religion and personal opinions?	Does the Company provide maternity benefits to the female employees?	Does the Company provide any additional benefits to the female employees (including training, creche, resting room, well-being measures etc.)?	Does the Company have a transparent appraisal procedure in place with no discrimination?
Not Known(%)	1.6	7.9	1.6	12.7	12.7	15.9	57.1	28.6	12.7	19	34.9
No(%)	17.5	11.1	9.5	12.7	7.9	6.3	7.9	3.2	0	47.6	9.5
Yes(%)	81	81	88.9	74.6	79.4	77.8	34.9	68.3	87.3	33.3	55.6

■ Yes(%)   ■ No(%)   ■ Not Known(%)

Survey Response Analysis for Suppliers and Service providers

	Does the stakeholder ensure adherence to all regulations, permits and laws as applicable?	Does the stakeholder ensure fair working conditions to the workers?	Does the stakeholder ensure fair compensation in accordance with local laws and regulations as applicable?	Does the stakeholder ensure to respect human rights of its workers?	Does the stakeholder have a strict adherence to no child labour?	Do the stakeholder' workers receive training on Occupational Health & Safety topics and use adequate and proper PPE?	Does the stakeholder ensure effective on-job training to be provided to the employees?	Does the stakeholder have systems in place to address the threats of discrimination, sexual harassment and other labour related issues?	Does the stakeholder provide access to basic sanitation and water to its employees?	Does the Company provide fair and equal treatment without any discrimination to all the non-employees working in the Tanla's office location?	Are you aware of the grievance redressal mechanism of Tanla?
Not Known(%)	10	0	0	0	0	20	30	10	0	40	40
No(%)	0	0	0	0	0	0	0	0	0	0	10
Yes(%)	90	100	100	100	100	80	70	90	100	60	50

■ Yes(%)   ■ No(%)   ■ Not Known(%)

For Women Employees: The Human Rights Due Diligence Checklist for Women employees includes several important questions to assess the company's commitment to gender equality and human rights. These questions cover various aspects such as the provision of separate hygiene and sanitation facilities, procedures for addressing discrimination and harassment grievances, ensuring safe working conditions, providing health and safety training, promoting reporting against threats and discrimination, offering equal opportunities regardless of gender, encouraging the recruitment of differently abled individuals with adequate facilities, having a non-discrimination policy, providing maternity benefits, offering additional benefits like training, daycare facilities, and resting rooms for Women employees, and having a transparent appraisal procedure without discrimination. These questions collectively evaluate the company's adherence to human rights standards and their efforts to create an inclusive and equitable work environment for women.

For suppliers and service providers: The Human Rights Due Diligence Checklist for suppliers and service providers includes questions to assess their adherence to regulations, fair working conditions, fair compensation, respect for human rights, absence of child labor, provision of occupational health and safety training and proper protective equipment, effective on-job training, systems to address discrimination, sexual harassment, and labor-related issues, access to basic sanitation and water, fair and equal treatment for non-employees working in Tanla's office location, and awareness of Tanla's grievance redressal mechanism. These questions evaluate stakeholders' commitment to human rights, compliance with labor laws, and their efforts to provide a safe and inclusive working environment

69%
Mean satisfaction level among Women employees

12%
Mean discontentment level in Women employees

19%
Mean lack of awareness level among Women awareness

85%
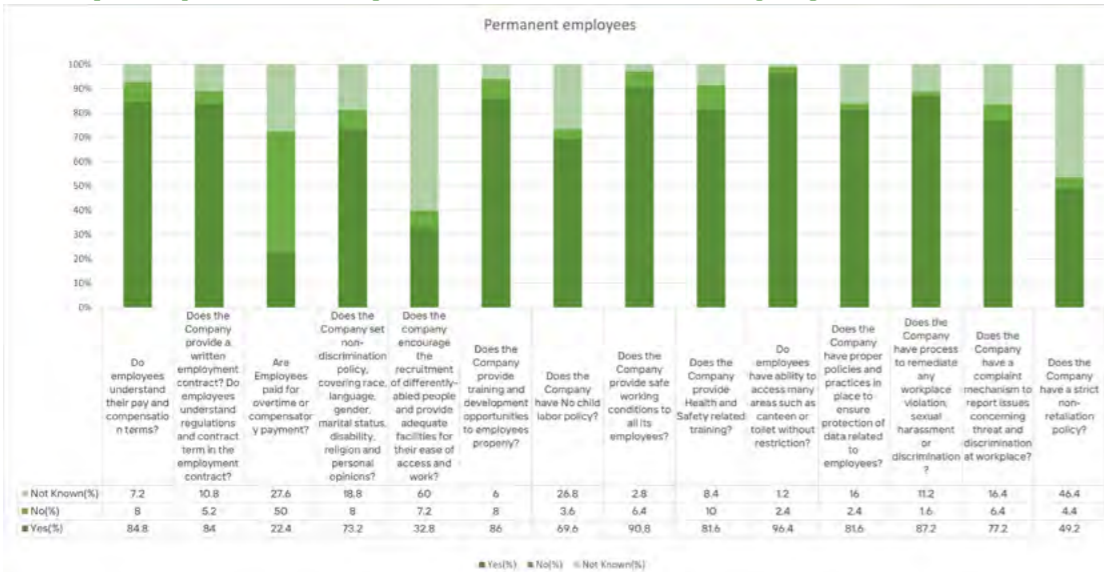**Mean satisfaction level among Suppliers and Service Providers**

1%
Mean discontentment level among Suppliers and Service Providers

14%
Mean lack of awareness level among Suppliers and Service Providers

Survey Response Analysis for Permanent Employee

Permanent employees

Not Known(%)	7.2	10.8	27.6	18.8	60	6	26.8	2.8	8.4	1.2	16	11.2	16.4	46.4
No(%)	8	5.2	50	8	7.2	8	3.6	6.4	10	2.4	2.4	1.6	6.4	4.4
Yes(%)	84.8	84	22.4	73.2	32.8	86	69.6	90.8	81.6	96.4	81.6	87.2	77.2	49.2

Yes(%)   No(%)   Not Known(%)

For permanent employees: The Human Rights Due Diligence Checklist for permanent employees encompasses questions concerning various aspects of employment and workplace conditions. These questions include whether employees understand their pay and compensation terms, if the company provides a written employment contract and if employees comprehend its regulations and terms, if employees are paid for overtime or compensatory work, if the company has a non-discrimination policy covering multiple factors, if the company encourages the recruitment of differently-abled individuals and provides appropriate facilities, if the company offers proper training and development opportunities, if the company strictly prohibits child labor, if the company ensures safe working conditions for all employees, if the company provides health and safety training, if employees have unrestricted access to areas like canteens and toilets, if the company has policies and practices to protect employee data, if the company has processes to address workplace violations, sexual harassment, and discrimination, if the company has a complaint mechanism to report workplace issues, and if the company has a strict non-retaliation policy.

Survey Response Analysis for Temporary Employee

Temporary Employees

Not Known(%)	0	0	20	20	0	10	0	60
No(%)	10	0	50	20	0	0	0	0
Yes(%)	90	100	30	60	100	90	100	40

Yes(%)   No(%)   Not Known(%)
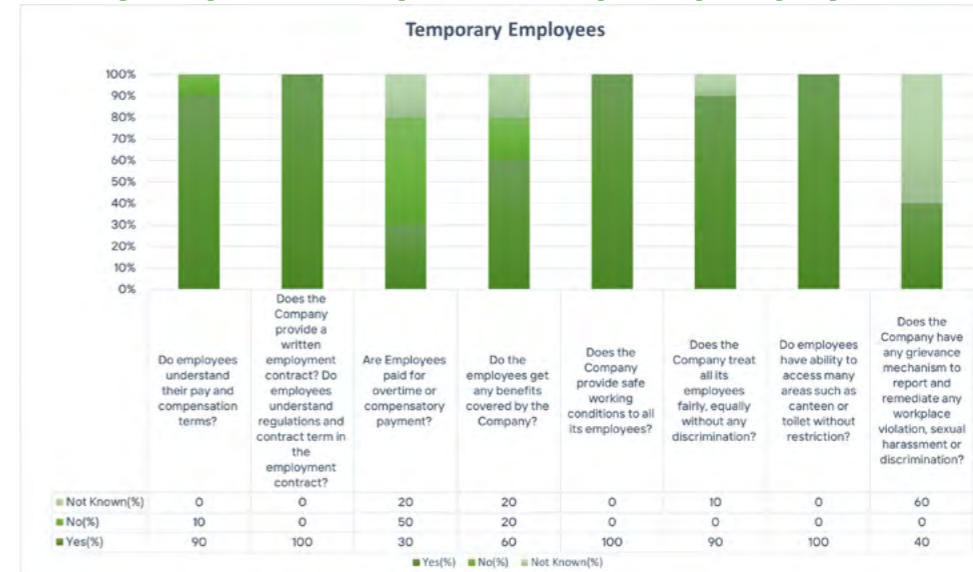
For temporary employees: The Human Rights Due Diligence Checklist for temporary employees includes questions related to various aspects of their employment and working conditions. These questions cover whether employees understand their pay and compensation terms, if the company provides a written employment contract and whether employees understand its regulations and terms, if employees are paid for overtime or compensatory work, if they receive benefits from the company, if the company ensures safe working conditions for all employees, if all employees are treated fairly and without discrimination, if employees have unrestricted access to areas like canteens and toilets, and if the company has a grievance mechanism in place to address workplace violations, sexual harassment, or discrimination.

73%
Mean satisfaction level among permanent employees

8.9%
Mean discontentment level among permanent employees

18.5%
Mean lack of awareness level among permanent employees

76.3%
Mean satisfaction level among temporary employees

10%
Mean discontentment level among temporary employees

13.8%
Mean lack of awareness level among temporary employees

IT Security & Privacy

Tanla upholds integrity in its business operations as well as while interacting and delivering value for diverse stakeholders by enacting a resilient Information Security Policy and Framework that addresses vital information technology (IT) or cybersecurity risks.

The overall objective of an effective information security framework is to maintain:

- **Confidentiality**- Protecting information from unauthorized access and disclosure.
- **Integrity -** Assuring the reliability and accuracy of the information and IT resources by protecting them from unauthorized modification/destruction.
- **Availability -** Defending information systems and resources to ensure timely and reliable access and use of information.

Tanla has instituted an Information Security Management System that is designed to cover the protection of any information as well as all the internal and external threats as mentioned above that is created, processed, stored or transmitted in digital form during the normal course of Tanla's business and management of security thereof. The Information Security Management System covers all information, data and supporting IT and other assets pertaining to its service line operations including messaging, voice, including support functions like human resources, administration and IT operations. This is in accordance with the Statement of Applicability (SOA).

The details of the lines of businesses, locations, assets, technology that is considered within scope for ISMS implementation along with the scope exclusions are also set out below:

The Information Security Management System entails the following

- business critical digital information assets required for key customer delivery.
- IT and other functions that significantly support delivery.
- Assets and related technology belonging to Tanla at various locations and people Pertaining to the following lines of businesses.
- A2P SMSC services
- Voice services Performed out of Tanla's office located at Hyderabad, India

The Information Security Department is responsible for overseeing implementation of security policies, procedures, and controls. The CISO is supported by information security manager and Security analyst.

> "
>
> Covid had incapacitated my lungs almost entirely and no hospital was ready to take me in. Tanla's Covid Task Force found me a hospital within hours of reaching out. @KP, @Santhosh, @Sireesha and other team members continuously followed up with my family to check on my condition. Tanla supported me financially as well during this time. I couldn't be more thankful. Their prompt response shows how employee-centric they are. If it hadn't been for Tanla, it would not have had access to any hospital. I'm so grateful for their support. Their thoughtfulness and constant support helped me survive the lonely battle.
>
> **Ayyappa R K**
> IT & Network Engineer - III
> "

Information security awareness and training

The IT policy and accepted usage policies are published in HRMS portal. All the employees undergo mandatory trainings during induction program with a detailed walk through of the IT security policy and acceptable usage policy as defined Mandatory Cyber Awareness trainings on an annual basis are conducted by an external vendor to familiarize the employees on potential cyber-attack and how they can identify and protect themselves from such attacks. The attendance is tracked, and the evidence is used for our internal ISMS audit.

Information security leadership: This policy identifies the director on the board with relevant background in IT who is engaged in the cybersecurity strategy process and oversees its implementation. It also indicates which role or function within or reporting directly to the executive management team is responsible for overseeing cybersecurity within the company. Roles

Information security continuity management

Tanla's business continuity policy and plans establish a framework to counteract interruptions to its business operations and activities and protect its critical business processes from the effects of major failures of information system or disasters and thereby ensure their timely resumption. Tanla shall ensure continuity of critical operations and other activities of the scoped areas in case of a disaster affecting or disruption to Tanla's business services.

We have established aBusiness Continuity Framework which clearly defines the accountability, structure, roles and responsibilities. For critical processes, a Disaster recovery plan has been put in place, the appropriateness and effectiveness of the plan is reviewed over time

ISMS Forum	• Approve policy. • Review and approve Risk Register and changes thereto from time to time. • Provide sponsorship. • Direct and monitor implementation of policy. • Provide overall governance.
ISMS Officer	• Formulate, review & modify policy as required. • Maintain the risk register.
ISMS Officer	• Ensure effective implementation of policy requirements and continuously monitor improvements. • Report to the ISMS Forum on policy performance and other reporting obligations.
Department Heads	• Participate in risk workshops, identify issues pertaining to interested parties, evaluate risk, agree on risk treatment plans and implement & supervise the action items. • Assess and approve risks from their functional/process perspective and implement policy requirements. • Proactively monitor policy implementation and comply with reporting obligations.
ISMS Auditor	• Audit implementation of the policy requirements. • Continually challenge the implementation to ensure effective policy implementation. • Report on gaps and weaknesses, provide • recommendations and ensure closure thereof.

ABOUT TANLA

ESG

CSR

OUR PEOPLE

KEY ENVIRONMENTAL
INITIATIVES

Key Environmental Initiatives

Environmental Stewardship

At Tanla, our focus is on measuring and reducing greenhouse gas emissions to align with the goal of limiting global warming in accordance with the 1.5-degree target established by the Paris Agreement. We are dedicated to playing our part in facilitating the necessary transition to mitigate the effects of climate change through the adoption of energy-efficient and innovative solutions. By prioritizing sustainability and embracing forward-thinking approaches, we aim to contribute to a collective effort to combat the challenges posed by climate change. As a first step towards achieving this, we have developed a strategy called RRR which stands for **'Reduce, Review & Restore'**. We intend to reduce consumptions and emissions by reviewing the consumption patterns. We have also adopted strategies for transitioning to renewable energy, carbon offsetting through planting trees and thus plan to restore the balance.

As part of our commitment to sustainability and environmental responsibility, we are aiming for **LEED gold certification** for our new office building located at Hyderabad. LEED, or Leadership in Energy and Environmental Design, is the most widely used green building rating system in the world. We intend to make this new office a center-house for all new product ideas, and its design will incorporate sustainable practices and materials, energy-efficient systems, and innovative technologies.

Further, we have set an environmental goal to become carbon neutral by 2025. We are seeking help from tools like Science-based targets (SBTi) to strengthen our environmental targets and create a clear roadmap to achieve those targets We have also taken a significant step towards addressing climate-related financial risks and opportunities by becoming an official supporter and signatory of the T**ask Force on Climate-Related Financial Disclosures (TCFD)**. By joining this initiative, we acknowledge the importance of managing climate-related risks and capitalizing on the potential benefits associated with the ongoing low-carbon transition. Carbon footprint assessment has also been conducted for last 4 financial years and by assessing the results of carbon footprint study, we are developing strategies to reduce our CO2-eq emissions intensity in the coming years.

As part of our strategy, we also plan to work on resource efficiencies, such as energy and water consumption. We record water consumption at all the offices and we will be aiming to reduce overall water consumption by 20 % by 2025. We are also introducing a new electric vehicle policy for all employees. The policy aims to promote the adoption of electric vehicles by offering financial support for purchasing EV cars, both for official and personal use. This initiative serves a

dual purpose: reducing Tanla's carbon footprint and supporting sustainability efforts.

On waste management, we have successfully implemented the ban on single use plastics across all our office locations and have been able to quantify the reduction in single use plastic water bottles waste generation from the previous year which was found to be about 31,386 single use plastic bottles. Our employees have undergone comprehensive training on-site waste management, equipping them with knowledge on effective segregation of dry waste, wet waste, and hazardous waste, fostering a responsible approach towards waste disposal. We are further aiming to reduce the waste generation and thus have set a target to achieve 'zero waste to landfill' by the year 2025 by ensuring that all wastes are sent for recycling and re-use.

Our Carbon Footprint

We collected greenhouse gas emissions data using specific metrics and ensured data accuracy before calculating the carbon footprint. Our comprehensive analysis, following the GHG Protocol standard, allowed us to accurately assess greenhouse gas emissions. We encompassed emissions from various sources across the three scopes, providing insight into each scope's contribution based on emission sources. We reported our company's emission intensity as T CO_2/employee and kgCO_2/ft2. In the fiscal years 2019-20, 2020-21, 2021-22, and 2022-23, we emitted 1879 MT CO_2 eq., 1,242 MT CO_2 eq., 739 MT CO_2 eq., and 1060.7 MT CO_2 eq., respectively. In the 2022-23 financial year, our overall emissions have witnessed a decline of 43.5 % compared to the base year of 2019-20. Scope 1 accounted for 1.5% of overall emissions in 2019-20, 0.9% in 2020-21, and 2% in 2021-22 and 2022-23, while Scope 2 accounted for 87% in 2019-20 and 2020-21, 56% in 2021-22 and 66% in 2022-23. Scope 3 represented 12% in 2019-20 and 2020-21, 42% of emissions in 2021-22 and 32% in 2022-23. In FY 2022-23, our total emissions have increased by approximately 43.4% compared to FY 2021-22. This rise is a result of resuming full-fledged business operations after the post-COVID period. In the most recent financial year, our emission intensity has notably decreased from 3.86 MT CO_2/Employee in 2019-20 to 1.6 MT CO_2/Employee in 2022-23. Even though we expanded our business to different regions in India, we managed to reduce our total emissions compared to our base year 2019-2020. This achievement is a result of adopting sustainable business practices. and this commitment has led to a noticeable decline in our emissions, demonstrating that environmental responsibility and business growth can coexist.

Total GHG emission in FY 2022-23

1188
MT CO2 e

Scope 1 and 2 combined emissions

772
MT CO2 e

Scope 3 emission

467
MT CO2 e

Scope 1 and 2 combined emissions
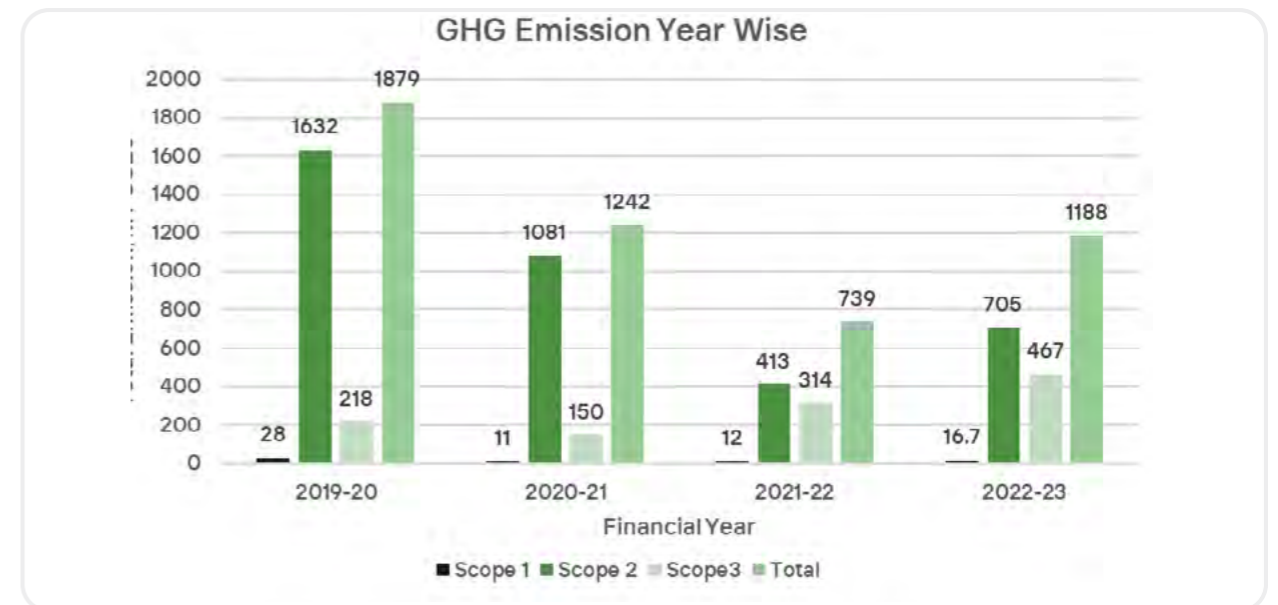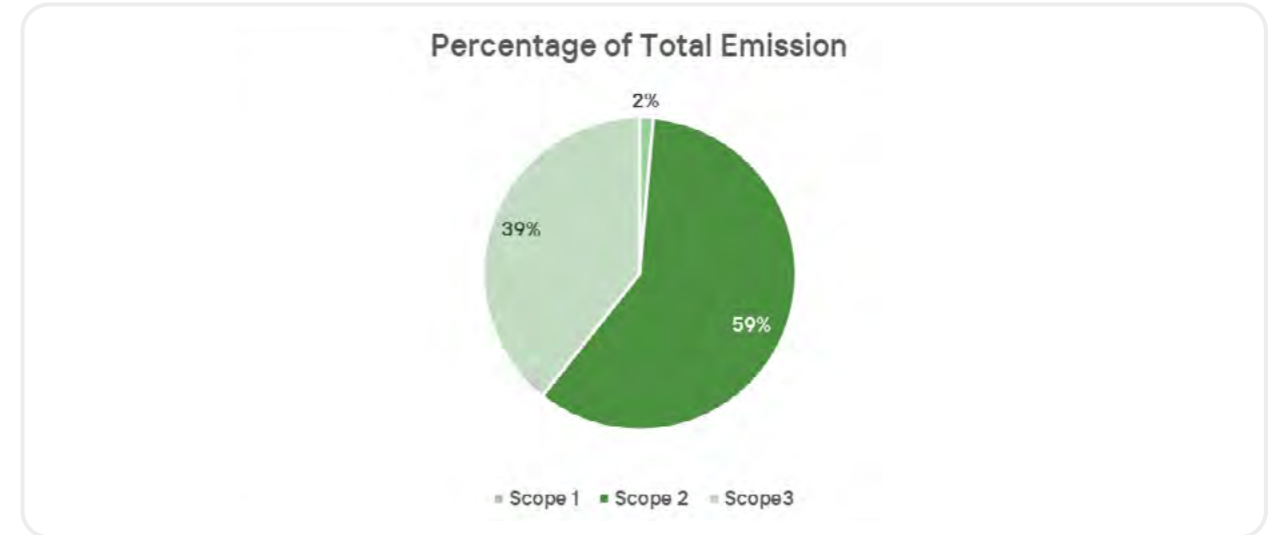
37%
Decline in overall emission in comparison to 2019-20

S.No	Categories	UOM	2019-20	2020-21	2021-22	2022-23
1	Scope 1	MT CO2e	28	11	12	16.7
2	Scope 2	MT CO2e	1632	1081	413	705
3	Sub-total	MT CO2e	1660	1092	425	721.7
4	Scope 3	MT CO2e	218	150	314	467
5	Total	MT CO2e	1879	1242	739	1188.7
6	Emissions	Sq. Ft.	74100	74100	133424	139924
7	Emission Intensity (per employee)	MT CO2e/ Employee	3.33	2.20	1.08	1.8
8	Emission intensity (per built-up area)	kg CO2e /ft2	25.35	16.75	5.54	7.58

59%

Scope 2 contribution in total GHG Emission

• Following pie chart illustrates percentage wise breakdown of emission recorded under each scope

Percentage of Total Emission

- 2%
- 39%
- 59%

■ Scope 1 ■ Scope 2 ■ Scope3

GHG Emission Year Wise

■ Scope 1 ■ Scope 2 ■ Scope3 ■ Total

Scope 1 Emissions

As part of Scope 1 emissions tracking, we monitored emissions originating from various sources, including HSD used in DG Sets, Fuel (Diesel and petrol) used in transport (Company owned and controlled), Refrigerant R 22, Refrigerant R 134 A , Refrigerant R410, and CO2 fire extinguishers (kg). Throughout the financial year 2022-23, the Scope 1 emissions reached a total of 16.7 MT CO2e. The predominant contributors to these emissions were Diesel and Petrol. Collectively, these sources accounted for approximately 2% of the overall emissions. Our diligent emission tracking efforts extended to multiple office locations, encompassing Hyderabad, Gurgaon, Mumbai, Chennai, and Bangalore.

The graph below illustrates the comparison of Scope 1 emissions over the past 4 years. It shows a 40.35% reduction in emissions during the financial year 2022-23, compared to the base year of 2019-20. However, it also indicates a 39% increase when compared to the previous financial year. This significant rise in emissions can be attributed to our efforts to expand our business following the post-COVID period. While the increase is noteworthy, it is essential to acknowledge that our overall emissions have still decreased compared to the base year, highlighting our commitment to sustainable practices despite the challenges posed by business expansion.

S.No	Categories	UOM	2019-20	2020-21	2021-22	2022-23
1	Scope 1	MT CO2e	28	11	12	16.7
2	Scope 2	MT CO2e	1632	1081	413	705
3	Sub-total	MT CO2e	1660	1092	425	721.7
4	Scope 3	MT CO2e	218	150	314	467
5	Total	MT CO2e	1879	1242	739	1188.7
8	Emission intensity	kg CO2e /ft2	25.35	16.75	5.54	7.58

•The summary of source wise emissions for Scope 1 category for 2022 – 2023 are tabulated below:

Emission Soruces	UOM	Hyderabad	Gurgaon	Mumbai	Chennai	Bangalore	Total
Petrol	MT CO2e	2.4	NA	NA	NA	NA	2.4
Diesel	MT CO2e	14.3	NA	NA	NA	NA	14.3
CO2 fire extinguisher	MT CO2e	NA	NA	NA	NA	NA	NA
Total Scope 1 Emissions	MT CO2e	16.7	NA	NA	NA	NA	16.7

Scope 2 Emission

To meet our organization's electricity needs, we rely on procuring electricity from the grid. We have monitored electricity usage across all our office locations in India, including Hyderabad, Gurgaon, Mumbai, Chennai, and Bangalore. In the fiscal year 2022-23, our total electricity consumption amounted to 992450.3 kWh, resulting in an indirect emission of 705 metric tons of CO_2 equivalent. This electricity consumption constituted a significant 59% of our overall emissions. We have made noticeable strides in reducing our indirect emissions, with a remarkable 56.8% decrease compared to the financial year 2019-20.

The following table is the summary of electricity procured from Grid in FY 2022-23 from different locations.

Emission Soruces							
Electricity Purchase	UOM	Hyderabad	Gurgaon	Mumbai	Chennai	Bangalore	Total
Electricity Purchase - Grid (2021-22)	kwh	272022	15663	90816	17524.3	127116.6	523141.9
Electricity Purchase - Grid (2022-23)	kWh	644894	12264.48	113916	74711.52	146664.30	992450.3

The following table is the summary of scope 2 emissions from usage of electricity procured from Grid for 2021-22 and 2022-23.

Scope 2 (MT CO2e)	2021-22	2022-23
Hyderabad	215	458
Gurgaon	12	9
Mumbai	72	81
Chennai	14	53
Bangalore	100	104
Total	413	705

The comparison of Scope 2 emissions for last 4 years is showcased in the graph below
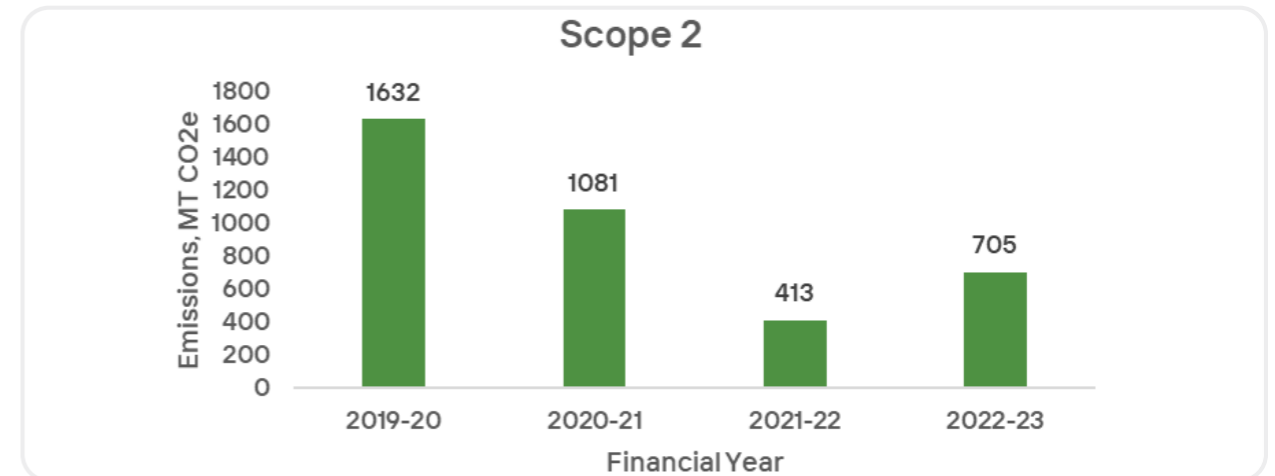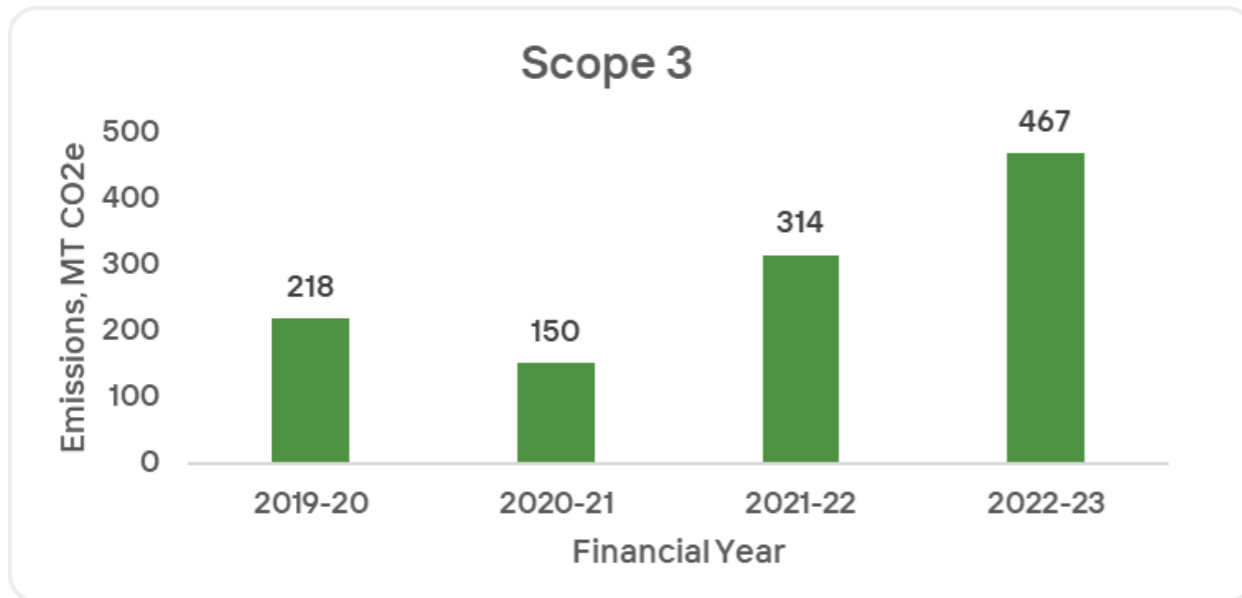
Scope 3 Emission

In order to assess our Scope 3 emissions, we monitored various aspects falling under this category as per the GHG emissions protocol. These aspects included business travel, employee commute, and power distribution losses, among others. During the financial year 2021-22, our organization's Scope 3 emissions totaled 314 metric tons of CO_2 equivalent, comprising approximately 42% of the overall emissions. However, in the following year, 2022-23, the Scope 3 emissions increased to 467 metric tons of CO_2 equivalent, accounting for about 39% of the total emissions. This represents a 49% increase in Scope 3 emissions compared to the previous financial year and a 114% growth in emissions compared to the financial year 2019-20. The significant rise in Scope 3 emissions highlights the need for our continued efforts to address and reduce the environmental impact associated with activities beyond our direct operational control. As we move forward, we remain committed to implementing strategies that effectively mitigate Scope 3 emissions and promote sustainable practices across our entire value chain.

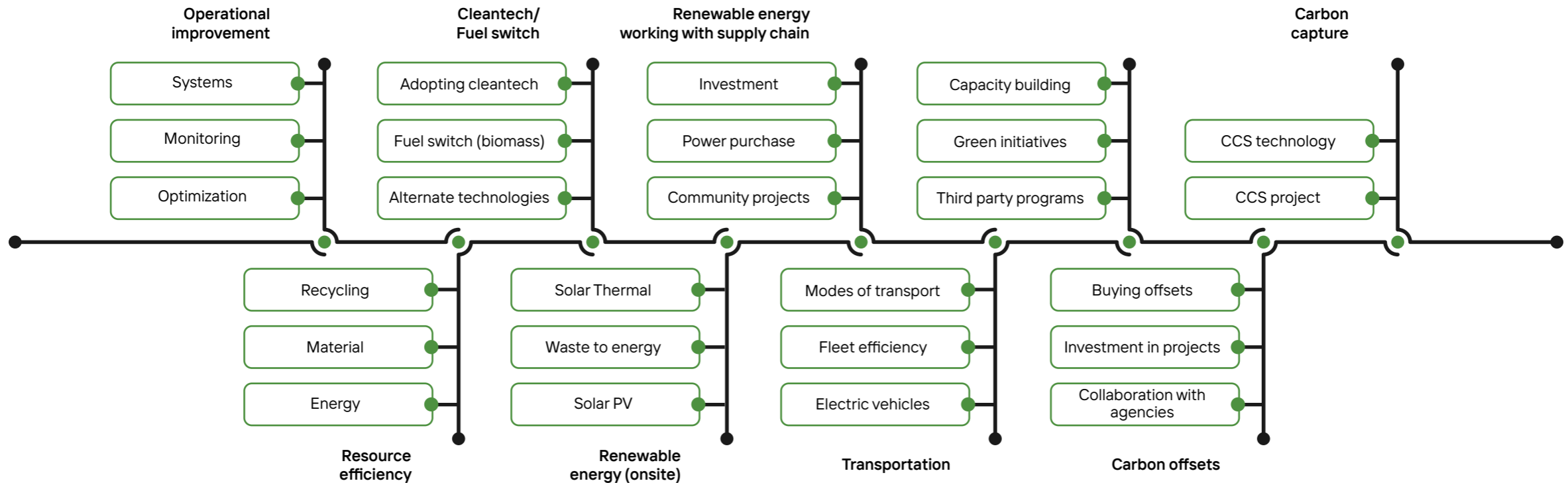• The comparison of Scope 3 emissions for last 4 years is showcased in the graph below

• The following table is the summary of scope 3 emissions recorded from Fy 2019-20 to 2022-23.

Scope III	UOM	2019-2020	2020-2021	2021-2022	2022-2023
		Total	Total	Total	Total
Business travel - Air - Domestic	passenger - kms	126904	94490	899487	1394192
Business travel - Rail	passenger - kms	0	0	0	0
Employee Commute - Bike	kms	0	2148	0	0
Employee Commute - Car	kms	0	142	0	6237
Employee Commute - Public Transport (Bus)/ Metro	passenger-kms	0	48	0	0
Waste Transport	liters	0	0	0	0
Power Distribution Losses	kWh	228117.49	150594.19	59347.84	108303.9
Capital Goods (Laptop)	Numbers	0	0	0	0
Capital Goods (Desktop)	Numbers	0	0	0	0

Our Action Plan to Reduce GHG Emission

We are already working for implementation of various measures to mitigate GHG emissions. One approach we have adopted is to enhance energy efficiency, which involves improving HVAC systems, data centers, and energy efficient lighting facilities at our offices. The usage of energy-efficient lighting, such as LEDs, and maintaining chiller efficiency also contribute to reducing our total energy consumption and emissions. Additionally, the organization aims to increase the percentage of renewable energy procurement for electricity usage, either through onsite installation of solar rooftop systems or offsite procurement through power purchase agreements (PPAs) or open access. To reduce GHG emissions, we have also formulated an action plan that consists of several key steps. Firstly, we commit to conducting an annual assessment of GHG emissions and enhancing the accuracy and completeness of our inventory. This includes the inclusion of data for other relevant categories, achieved through the establishment of a systematic data collection system. Additionally, we recognize the importance of setting clear Key Performance Indicators (KPIs) to monitor our progress effectively. We aim to set both short-term (2-3 years) and long-term (5-8 years) GHG reduction targets, providing us with specific milestones to work towards. Lastly, we commit to public reporting, ensuring transparency and accountability in our efforts to mitigate GHG emissions.

Operational improvement
- Systems
- Monitoring
- Optimization

Resource efficiency
- Recycling
- Material
- Energy

Cleantech/ Fuel switch
- Adopting cleantech
- Fuel switch (biomass)
- Alternate technologies

Renewable energy (onsite)
- Solar Thermal
- Waste to energy
- Solar PV

Renewable energy working with supply chain
- Investment
- Power purchase
- Community projects

Transportation
- Modes of transport
- Fleet efficiency
- Electric vehicles

- Capacity building
- Green initiatives
- Third party programs

Carbon offsets
- Buying offsets
- Investment in projects
- Collaboration with agencies

Carbon capture
- CCS technology
- CCS project

Waste Management at Tanla

Tanla Platforms Limited is dedicated to promoting sustainable waste management practices as part of our commitment to environmental responsibility. To achieve effective waste segregation, we have implemented a comprehensive waste segregation program across all our office locations. Within our facilities, we have designated bins specifically designed for the collection of different types of waste, including recyclables, organic waste, and general waste. We have also conducted training sessions to educate and raise awareness among our employees about the importance of proper waste segregation practices. By instilling this knowledge, we empower our staff to contribute to waste reduction efforts on-site. Additionally, we diligently track and maintain records of the waste generated in our various offices. Through these proactive measures, including source segregation and waste tracking, we are making a significant impact in reducing our environmental footprint and fostering a cleaner and healthier environment for all.

Our waste management policy: We recognize the importance of waste management for promoting good health and clean surroundings in our offices. As a responsible business, we have implemented a waste segregation policy in all of our offices. We have provided designated bins for different types of waste and request the cooperation of employees in following the instructions outlined in the posters displayed in prominent areas of the office. By making a conscious effort towards waste segregation at the source and adopting better waste management practices, we aim to create a healthier and more sustainable environment.

Our E-waste management policy: We are committed to environmental sustainability and has implemented an e-waste policy to address the growing problem of electronic waste. As an environmentally conscious organization, we actively practice e-waste recycling and disposal through authorized recyclers to minimize adverse effects. We emphasize the importance of recycling in preserving ecological balance, reducing landfills, and conserving resources. By recycling e-waste, the organization aims to save energy, prevent pollution, and contribute to a greener environment. We also encourage employees to follow the policy by handing over electronic products only to authorized recyclers. Overall, the focus of our e-waste policy is on promoting responsible e-waste management practices.

As part of our policy, we practice waste segregation directly at each of our office sites. This segregation involves categorizing waste into paper waste, plastic waste, food waste, batteries, and e-waste. Non-hazardous solid waste is then responsibly handed over to the municipal corporation corresponding to each office location. Furthermore, any e-waste and battery waste generated is carefully transferred to authorized vendors for proper recycling. Through these measures, we ensure that waste management is carried out efficiently and in compliance with environmental regulations.

Following table illustrates our generated waste data

Waste Type	Hyderabad-TTC	Hyderabad-SEZ	Gurgaon	Mumbai	Chennai	Bangalore	Total
Scrap Metal(Kg per year)	-	-	-	-	-	-	-
Paper(Kg per year)	-	-	60	-	24	24	108
Plastic(Kg per year)	-	-	-	-	-	-	-
Food Waste(Kg per year)	1716	120	360	-	2016	864	5076
Batteries (80 Numbers)	5471.8	-	-	-	-	-	5471.8
Cardboard(Kg per year)	-	60	36	60	36	60	252
Any other -C-Fold and Tissue Papers(Kg per year)	864	60	-	-	1728	2016	4668
E-waste(kgs)	600 (120 No's 2021-22 Generated)	-	-	-	-	-	-
Hazardous waste(Kg per year)	-	-	-	-	-	-	-
Total Solid waste generated in FY 2022-23 (Kgs)	15575.8						

Water Management at Tanla

We recognize the importance of responsible water management and are wholeheartedly committed to incorporating sustainable practices throughout all our offices. We actively monitor the total water consumption, including the water used for drinking and domestic purposes, in each of our office locations across the country. Our goal is to ensure efficient and conscientious water usage as we uphold environmental responsibility.

Table below illustrates water consumption data for each of our offices*

Sl.No.	Office	FY 21-22			FY 22-23		
		Municipal Water (KL)	Drinking water (KL)	Total Water Consumed (in KL)	Municipal Water (KL)	Drinking water (KL)	Total Water Consumed (in KL)
1	Hyderabad-SEZ	1909	113	2022	3305	81.2	3386.2
2	Hyderabad-TTC	-	-	-	264	13.8	277.8
3	Bangalore	26.4	6.8	33.3	274.9	16.2	291.1
4	Chennai	514.8	3.6	518.4	784.1	28.2	812.3
5	Mumbai	501.6	18	519.6	739.2	84.5	823.7
6	Gurugram	207.9	16.5	224.4	462	33	495
	Total (KL)	**3159.7**	**158**	**3317.7**	**5829.2**	**256.9**	**6086**

6086 KL

Total Water Consumption across all the offices in FY 2022-23

29%*

Reduction YoY

In Total Water Consumed per employee

* Based on number of employees working from office

GRI index

GRI STANDARD	DISCLOSURE	LOCATION	PAGE NO'S
GRI 2: General Disclosures 2021	2-1 Organizational details	Reimagining Communications for a Sustainable Future	10
	2-2 Entities included in the organization's sustainability reporting	Report Content and Approach	5
	2-3 Reporting period, frequency and contact point	About this Report	4
	2-6 Activities, value chain and other business relationships	Leading with Innovation, backed by Integrity & Impact, Other Products, Our Solutions	12
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	2-9 Governance structure and composition	Corporate Governance at Tanla, Our Board	
	2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance at Tanla, Our Board	18
	2-14 Role of the highest governance body in sustainability reporting	Corporate Governance at Tanla, Our Board	
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GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality	26
	3-2 List of material topics	Materiality	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Scope 2 Emission	69
	302-4 Reduction of energy consumption	Scope 2 Emission	69
	303-5 Water consumption	Water Management at Tanla	73
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Our Carbon Footprint , Scope 1 Emissions	68
	305-2 Energy indirect (Scope 2) GHG emissions	Our Carbon Footprint , Scope 2 Emissions	69
	305-3 Other indirect (Scope 3) GHG emissions	Our Carbon Footprint , Scope 3 Emissions	70
	305-4 GHG emissions intensity	Our Carbon Footprint	66
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	306-3 Waste generated	Waste Management at Tanla	72

GRI 401: Employment 2016			
	401-1 New employee hires and employee turnover	Employee Engagement and Talent Retention, Innovative Talent Magnetization Approach	39
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Enhanced Employees Benefits Package	42
	401-3 Parental leave	Enhanced Employees Benefits Package	43
	403-3 Occupational health services	Secure and Healthy Work Environment	56
	403-6 Promotion of worker health	Secure and Healthy Work Environment	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Augmenting Learning for Professional Excellence	46
	404-2 Programs for upgrading employee skills and transition assistance programs	Augmenting Learning for Professional Excellence	
	404-3 Percentage of employees receiving regular performance and career development reviews	Percentage of employees receiving regular performance and career development reviews	49
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Embracing Diversity, Inspiring Inclusion	52
	405-2 Ratio of basic salary and remuneration of women to men	Gender Pay Gap	55
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Advocating Workplace Equity	41

Disclaimer

Safe Harbour:

This document might contain statements that are forward looking in nature. All statements other than statements of historical fact could be deemed as forward-looking in nature. Such statements are inherently subject to risks and uncertainties, some of which cannot be predicted or quantified. By receiving this document, you acknowledge that you will be solely responsible for your own assessment of the market and our market position and that you will conduct your own analysis and be solely responsible for forming your own view of the potential future performance of our business.

No duty to update:

Tanla assumes no obligation to update any information or forward-looking statement contained herein, save for any information we are required to disclose by law.

We welcome your views:

We warmly invite all our stakeholders to provide feedback and comments on our Sustainability Report:

amrita.shrivastava@tanla.com

Our reporting ecosystem:

We pay special attention on transparency and making content easy to find.

This report is part of a broader reporting ecosystem which covers other topics relevant to Tanla Group. The publications include among others.

🔗 Annual Report 2021-22

🔗 Shareholder report Q1FY24

🔗 Investor update Q1FY24

🔗 Tax Trasparency Report FY'23

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Hi-Tech City Road,
Madhapur,
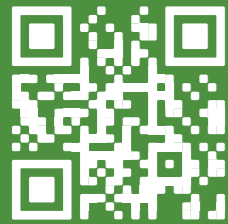Hyderabad - 500 081,
Telangana,
India.

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Tanla Unveils Sustainability Report for Fiscal Year 22- 23

HYDERABAD, India — August 11, 2023 — Tanla Platforms Limited (NSE: TANLA, BSE:532790)

Tanla proudly announces the release of its first Sustainability Report for the fiscal year 2022-23. This report has been prepared in accordance with Global Reporting Initiative (GRI) standards 2023. The report underscores Tanla's unwavering commitment to sustainability, environmental stewardship, and corporate responsibility.

Sustainable Initiatives: Tanla's dedication to a sustainable future is evident in its proactive measures to drive digital transformation and innovation. These initiatives not only support the transition to a low-carbon economy but also prioritize the well-being of communities and the environment. The company's strategy, dubbed "RRR" (Reduce, Review, Restore), aims to reduce emissions and consumption, review consumption patterns, and restore ecological balance.

Our commitment to sustainability goes beyond the platforms we build – we have embedded sustainability practices in everything we do as a company. Our innovations enable accessibility, ensure data privacy and data security, combat spam and scam for the billions of mobile users we serve through our enterprise customers – our customers' customers. All journeys start with a single step – we are hopeful that our steps in this direction will inspire a far greater change. – Uday Reddy, Founder Chairman & CEO, Tanla Group

Highlights of the Report:

- **Carbon Footprint:** In the 2022-23 fiscal year, Tanla's emissions declined by 37% compared to the base year of 2019-20, showcasing its commitment to reducing its carbon footprint.

- **Workplace Excellence:** Tanla emphasizes creating a positive, equitable, and rewarding workplace. This includes skill development, gender equality, and fostering diversity and inclusion.

- **Community Engagement:** Tanla's CSR efforts, known as "Triple E/EEE" (Education, Employment, Environment), focus on transformative education, fostering employment opportunities, and environmental protection.

- **Business Integrity:** Tanla upholds the highest standards of business integrity, transparency, and governance. This is complemented by a robust Information Security Policy and Framework, ensuring data protection and cybersecurity.

- **Environmental Stewardship**: Tanla is aiming for LEED gold certification for its new office building in Hyderabad, reflecting its commitment to green building practices. The company also plans to reduce water consumption by 20% by 2025 and achieve zero waste to landfill by the same year.

  True to our unwavering commitment to a brighter, cleaner, and more sustainable future, Tanla has in August 2023 embarked on a significant initiative for our employees – which is the Electric Car Purchase Assistance Policy. It is one of the resolute initiatives towards our aspiration of achieving Net Carbon Neutral status by 2025. It's more than an incentive—it's a testament to Tanla's promise of nurturing a Green Planet.

Read the full report here: https://www.tanla.com/news/sustainability_report_2023.html
For further information, you may write to: marketing@tanla.com

About Tanla

Tanla transforms the way the world collaborates and communicates through innovative CPaaS solutions. Founded in 1999, it was the first company to develop and deploy A2P SMSC in India. Today, as one of the world's largest CPaaS players, it processes more than 800 billion interactions annually and about 63% of India's A2P SMS traffic is processed through Trubloq, making it the world's largest Blockchain use case. Wisely, our patented enterprise grade platform offers private, secure, and trusted experiences for enterprises and mobile carriers. Tanla Platforms Limited is headquartered in Hyderabad. Tanla is listed on two national exchanges, the NSE and BSE, (NSE: TANLA; BSE:532790) and included in prestigious indices such as the Nifty 500 and BSE 500, Nifty Digital Index, FTSE Russell and MSCI.

Safe Harbour

This document contains "forward-looking" statements, and these statements involve substantial risks and uncertainties. All statements other than statements of historical fact could be deemed forward-looking, including, but not limited to, expectations of future operating results or financial performance, market size and growth opportunities, the calculation of certain of our key financial and operating metrics, plans for future operations, competitive position, technological capabilities, and strategic relationships, as well as assumptions relating to the foregoing. Forward-looking statements are inherently subject to risks and uncertainties, some of which cannot be predicted or quantified. In some cases, you can identify forward-looking statements by terminology such as "expect," "anticipate," "should," "believe," "hope," "target," "project," "plan," "goals," "estimate," "potential," "predict," "may," "will," "might," "could," "intend," "shall," and variations of these terms or the negative of these terms and similar expressions. You should not put undue reliance on any forward-looking statements. Forward-looking statements should not be read as a guarantee of future performance or results and will not necessarily be accurate indications of the times at, or by, which such performance or results will be achieved, if at all.

Forward-looking statements are subject to a number of risks and uncertainties, many of which involve factors or circumstances that are beyond our control. Our actual results could differ materially from those stated or implied in forward-looking statements due to a number of factors. If the risks or uncertainties ever materialize or the assumptions prove incorrect, our results may differ materially from those expressed or implied by such forward-looking statements. We assume no obligation and do not intend to update these forward-looking statements or to conform these statements to actual results or to changes in our expectations, except as required by law.

This document contains statistical data, estimates and forecasts that are based on independent industry publications or other publicly available information, as well as other information based on our internal sources. This information involves many assumptions and limitations, and you are cautioned not to give undue weight to these estimates. We have not independently verified the accuracy or completeness of the data contained in these industry publications and other publicly available information. Accordingly, we make no representations as to the accuracy or completeness of that data nor do we undertake to update such data after the date of this document.

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