

Ref No: RML/2024-25/494

Date: July 25, 2024

To,

BSE Limited
Scrip Code: 543228

National Stock Exchange of India Limited
Symbol: ROUTE

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the financial year 2023-24

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, please find enclosed the Business Responsibility and Sustainability Report ("BRSR") for the financial year 2023-24 which also forms part of the Annual Report for the financial year 2023-24.

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

You are requested to take the above information on record.

Thanking You

Yours truly,

For **Route Mobile Limited**

Rathindra Das
Group Head-Legal, Company Secretary & Compliance Officer
M. No. F12663

Encl.:

1. Business Responsibility and Sustainability Report for the Financial Year 2023-24 (Pdf)



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

Route Mobile Limited (“RML”) is a leading CPaaS provider that caters to enterprises, over-the-top (OTT) players, and mobile network operators (MNO). Our Omnichannel CPaaS stack includes Enhanced Business Messaging, A2P Messaging, Roubot, OCEAN, Voice, Email, Digital Identity, and Authentication solutions for global enterprise clients. Our clients include some of the world’s largest and most well-known organisations, including several Fortune Global 500 Companies.

Established in 2004, we are serving more than 40,000 customers worldwide. We aim to add value at multiple touchpoints across the Omnichannel CXPaaS value chain while addressing unique industry use cases for our clients. We are headquartered in Mumbai, India, and have operations in over 20 countries throughout Asia Pacific, the Middle East, Africa, Europe, and the Americas.

As our business grows, we’re committed to making a positive impact on the environment, helping society, and being transparent. We always blend our sustainability goals with our business plans, seeing our focus on ESG as crucial for creating lasting value for everyone involved.

This Business Responsibility and Sustainability Report includes our responses to questions on our practices and performance on key principles defined by Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, covering topics across environment, governance, and stakeholder relationships.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L72900MH2004PLC146323
2. Name of the Listed Entity	Route Mobile Limited (“RML”)
3. Year of incorporation	14/05/2004
4. Registered office address	4 th Dimension, 3 rd Floor, Mind Space, Malad (West), Mumbai 400064, Maharashtra, India
5. Corporate address	
6. E-mail ID	investors@routemobile.com
7. Telephone	+91-022-4033 7676
8. Website	www.routemobile.com
9. Financial year for which reporting is being done	April 1, 2023 to March 31, 2024
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11. Paid-up Capital	₹ 62,78,85,320
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.	Rathindra Das, Group Head – Legal, Company Secretary & Compliance Officer investors@routemobile.com Telephone number: +91-022-4033 7688
13. Reporting boundary – Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis unless otherwise specified.
14. Name of assurance provider	Not applicable
15. Type of assurance obtained	None

II. Products/ services:

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

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

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Enterprise Communication Services like A2P messaging	63999	100%

III. Operations:

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

Location	Number of plants	Number of offices	Total
National	Not Applicable	7	36
International		29	

19. Markets served by the entity:

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

a. Number of locations

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

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

16.99%

c. A brief on types of customers

We cater to customers across different business verticals. Majority of our customer base is Business to Business (B2B). Our customer base encompasses a broad spectrum of industries, including Retail, E-commerce, Banking, Finance, Healthcare, Travel, and Government entities, with a core emphasis on fostering B2B connections and serving marquee clients. We empower enterprises across these sectors through customized messaging and communication solutions to optimize operations, enrich customer interactions, and fuel expansion.

Additionally, our services extend to Mobile Network Operators (MNOs), equipping them with tools to broaden network coverage, unlock new revenue channels, and enhance support for their enterprise clientele. We also support resellers and aggregators, granting them access to our robust infrastructure and global network, enhancing their capabilities to deliver comprehensive communication solutions to their clients.

**IV. Employees****20. Details as at the end of FY 2023-'24****a. Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	492	381	77.44	111	22.56
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	492	381	77.44	111	22.56
WORKERS						
4.	Permanent (F)					
5.	Other than Permanent (G)		Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.			
6.	Total workers (F + G)					

b. Differently abled Employees and workers:

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

21. Participation/ Inclusion/ Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7*	1	14.29
Key Management Personnel	2	0	NA

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

22. Turnover rate for permanent employees and workers

	FY 2023-'24			FY 2022-'23			FY 2021-'22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	15.5%	4.46%	19.96%	25%	6%	31%	19%	2%	21%
Permanent Workers	Not Applicable								

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

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

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Refer to Annexure 1 to the Board's report for information on holding/ subsidiary/ associate companies/ joint ventures.			No

VI. CSR Details

24.	a. Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	b. Turnover (in ₹)	667,08,22,187/- (FY 2023-'24 - Standalone)
	c. Net worth (in ₹)	11,88,77,15,469/- (FY 2023-'24 - Standalone)

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-'24			FY 2022-'23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities		Nil	Nil	None	Nil	Nil	None
Investors (other than shareholders)		Nil	Nil	None	Nil	Nil	None
Shareholders	Yes https://routemobile.com/investors/corporate-policies/	Refer to the "Investor complaints" section of the Corporate governance report of this Annual Report for more information on the investor complaints that have been received and resolved					
Employees and workers				None			
Customers							
Value Chain Partners							
Other (please specify)							

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

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

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

S. No.	Material Issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Digital theft, mobile security and firewall	Opportunity	As with every passing day, more and more people adopt and shift to digital transactions, theft and security issues have also emerged; countries across the globe has a sizeable elderly population who may not very sophisticated in operating phones and computers; this at the same time offers an incredible opportunity for RML through security/ scanning offerings and thus leading to Increasing revenue from our curated service offerings.	NA	Positive
2.	Talent pool	Opportunity and Risk	Increasing revenue from service offerings from cutting edge technology & products, enabled by our talent pool; this could also pose as threat as the company may lose in talent retention if the millennial talent pool is not provided with satisfactory career programs accompanied by industry competitive facilities at work place.	Talent re-skilling, attrition	Positive: Given niche talent pool, we can emerge as a preferred business partner.
3.	Platform reliability	Opportunity	Our platform reliability creates differentiation from competitor, by ensuring high service delivery	Strengthen infrastructure, implement redundancy measures, and continuous monitoring and maintenance	Positive
4.	Business Continuity	Risk	Any downtime can result in poor customer experience, and potential customer loss	Develop comprehensive business continuity plans, conduct regular drills and testing, and establish backup systems	Negative
5.	Innovation	Opportunity	We continuously enhance product capabilities and drive multiple revenue streams with existing / new customer base. At the same time, this helps enhance service quality and customer retention.	Foster a culture of innovation, invest in R&D, and collaborate with technology partners	Positive

S. No.	Material Issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6.	Digital Inclusion resulting in market growth	Opportunity	In order to provide access to everyone in society, especially those in rural areas and low-income households, Companies are making huge investments in digital Infrastructure and programmes that aim to narrow the digital divide. As more companies across various sectors are started using cloud-based services, the cloud communication market in India is expanding quickly. This creates various opportunities for RML.	NA	Positive: With Digital inclusion and rapidly growing market several opportunities are created.
7.	Digital Identity	Opportunity	To avoid income loss, enterprises must be prepared to resist identity theft in real-time. Additionally, it's critical to protect clients from fraud and inconveniences by adding an additional degree of security to their online experience.	NA	Positive: TruSense – A product launched by the Company ensures secure authentication, reliable identity verification and intelligent fraud detection with a frictionless user experience
8.	Data privacy and Regulatory compliance	Risk	As we process data, we may be exposed to privacy breach claims. Further various countries have regulatory authorities for e.g. TRAI in India. These authorities define rules of the game for CPaaS players and changes to these regulatory requirements could affect business potential.	Privacy policy, employee training Robust Compliance programme, Audit	Negative: Claims under privacy laws in jurisdictions where we operate. There's an element of increased cost to hire privacy professionals in different jurisdictions.
9.	Cyber security Threats	Risk	Increasing cyber threats can compromise data and operations, therefore mitigating cyber security risks is essential to protect company data and operations.	Invest in and deploy advanced cyber security tools and measures, regular security audits, employee training	Negative: Potential financial loss from data breaches and recovery costs.
10.	Customer Retention & Satisfaction	Opportunity	High levels of customer satisfaction lead to better retention rates and increased revenue.	Implement customer feedback systems, improve service quality, provide excellent customer support	Positive: increased customer loyalty and revenue
11.	Supply Chain Disruptions (MNO's and Infra vendors)	Risk	Global events can disrupt the supply chain and affect service delivery. Any disruptions in our telecom partner operations or hardware vendors, affect our ability to deliver quality services	Enhance our diversified pool of suppliers and super network of operator connects	Negative: Potential delays and increased costs



S. No.	Material Issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
12.	Technological Obsolescence	Risk	Rapid technology changes can render current systems obsolete	Regularly update tech, invest in R&D, stay ahead of industry developments and needs	Negative: Increased investment in technology updates.
13.	Regulatory Changes	Risk	New regulations can impose additional compliance requirements and costs. Potential of inadvertently violating regulations can make us liable	Stay updated with regulatory changes, adjust compliance programs accordingly	Negative: Increased compliance costs and potential fines.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred to as P1-P9 as given below:

P 1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P 2	Businesses should provide goods and services in a manner that is sustainable and safe
P 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P 4	Businesses should respect the interests of and be responsive towards all its stakeholders
P 5	Businesses should respect and promote human rights
P 6	Businesses should respect and make efforts to protect and restore the environment
P 7	Businesses when engaging in influencing public and regulatory policy should do so in a manner that is responsible and transparent
P 8	Businesses should promote inclusive growth and equitable development
P 9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	Although there isn't a dedicated policy document solely focused on public advocacy, However, Company expresses its opinion on relevant topics such as spamming, data theft, phishing attacks, cybercrime, IP-based authentication, mobile application generating token codes, and mobile identity solutions, through participation in various industry forums, fireside chat, etc.								
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
c. Web Link of the Policies, if available	https://routemobile.com/investors/corporate-policies/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, Policies such as ESG policy, Anti-Fraud, Anti-Bribery & Anti-Corruption Policy, Supplier code of conduct, policy on Prevention of Sexual Harassment Policy (POSH) At Work Place and Code of Conduct for Regulating, Monitoring and Reporting of Trades and Prevention of Insider Trading and Data Protection Policy extend to our value chain partners.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9																
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	We utilize the international standard of GRI framework for our reporting. We also comply with Companies (Corporate Social Responsibility Policy) Rules. We also have a certified (by KVQA Certification Services Private Limited) robust quality management system complying with ISO 9001:2015 and an information security management system complying with ISO/IEC 27001:2013 certified including further CMMI Level 5 certification.																								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	None; however, we have identified certain UN SDGs (sustainable development goals) which complement to our core business and our CSR program which focuses on healthcare, and education & sports. Please read our sustainability report http://www.routemobile.com/compliance/2024/Sustainability-Report-FY-2023-24.pdf for the FY 2023-'24 for further details.																								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Please refer to our Sustainability Report http://www.routemobile.com/compliance/2024/Sustainability-Report-FY-2023-24.pdf for the FY 2023-'24.																								
Governance, Leadership and Oversight																									
7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	CSR Committee, Mr. Rajdipkumar Gupta, Managing Director & Group CEO Composition of CSR Committee:																								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	<table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Name of Director</th> <th>Designation / Nature of Directorship</th> <th>DIN</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Mr. Nimesh Salot</td> <td>Chairman - Independent Director</td> <td>00004623</td> </tr> <tr> <td>2</td> <td>Mr. Sandipkumar Gupta</td> <td>Member - Non-Executive Non-Independent Director</td> <td>01272932</td> </tr> <tr> <td>3</td> <td>Mr. Rajdipkumar Gupta</td> <td>Member - Executive Non-Independent Director</td> <td>01272947</td> </tr> </tbody> </table>									Sr. No.	Name of Director	Designation / Nature of Directorship	DIN	1	Mr. Nimesh Salot	Chairman - Independent Director	00004623	2	Mr. Sandipkumar Gupta	Member - Non-Executive Non-Independent Director	01272932	3	Mr. Rajdipkumar Gupta	Member - Executive Non-Independent Director	01272947
Sr. No.	Name of Director	Designation / Nature of Directorship	DIN																						
1	Mr. Nimesh Salot	Chairman - Independent Director	00004623																						
2	Mr. Sandipkumar Gupta	Member - Non-Executive Non-Independent Director	01272932																						
3	Mr. Rajdipkumar Gupta	Member - Executive Non-Independent Director	01272947																						
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, Under the overarching guidance of committees such as the Nomination & Remuneration Committee, CSR Committee, and Risk Management Committee, functional heads ensure adherence to various policies within their respective domains. These committees provide strategic direction and oversight, ensuring that sustainability initiatives are implemented effectively across the organization.																								
10. Details of Review of NGRBCs by the Company:																									
	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)																
Subject for Review	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9							
Performance against above policies and follow up action	Board	Committee of the Board	Board	NA	Board					Annually							NA	Need based							
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Status of compliance with all applicable statutory requirements is reviewed on a quarterly basis by the Board. Quarterly Compliance Certificate on applicable laws is provided by respective department heads and placed before the Board by the Company Secretary.																								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9	Yes, all the policies of the Company are independently evaluated by Nishant Bajaj & Associates (Practicing Company Secretaries) Mumbai, Firm Registration No.: -2582/2022 and Certificate of Practice No.: 21538 The policies are also evaluated internally from time to time and updated whenever required. The Company continues to sustain its commitment to the highest levels of quality, superior service management, robust information security practices and mature business continuity management. Our quality management system certified by KVQA Certification Services Private Limited complies with ISO 9001:2015 while our information security management system is certified by KVQA Certification Services Private Limited as ISO/IEC 27001:2013 compliant.															



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

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

* There isn't a dedicated policy document solely focused on public advocacy, Route Mobile actively engages in industry forums and conferences to articulate its stance on pertinent issues. The company is in the process of adapting a public advocacy policy.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and Awareness programmes held	Topics / principles Covered under the training and its impact	%age of persons in respective category covered by awareness programmes
Board of Directors	1	Code of conduct, Data Privacy & GDPR, ESG, Structural Digital Database under SEBI (Prohibition of Insider Trading) Regulations, 2015, Familiarization programme covering Digital Personal Data Protection (DPDP) Act, 2023 and The Telecommunications Act, 2023.	100
Key Managerial Personnel	2	Code of conduct, Data Privacy & GDPR, Intellectual Property, Company's code on prohibition of insider trading SEBI (Prohibition of Insider Trading) Regulations, 2015	100
Employees other than BoD and KMPs	6	During induction, all new employees are given walk through our several policies like Anti-Bribery Anti-Corruption policy, Vigil Mechanism, Whistle Blower policy, Company's code on prohibition of insider trading pursuant to SEBI (Prohibition of Insider Trading) Regulations, 2015, Code of Business Conduct & Work Ethics policy, The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, Data privacy / GDPR etc	100
Workers	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020.		

2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors/ KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary

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

Non-Monetary

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

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, We have a zero-tolerance policy for bribery and corruption at RML. As a publicly listed company on the BSE & NSE, we are subject to the regulations of the SEBI. We also comply with the UK Bribery Act 2010 and the US Foreign Corrupt Practices Act, as well as global anti-corruption standards and local anti-bribery and corruption laws.

Our employees receive training upon hiring and periodically thereafter on our Anti-Bribery and Anti-Corruption Policy, which sets forth the expectation that employees comply with all applicable anti-bribery and anti-corruption laws.

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

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

	FY 2023-'24	FY 2022-'23
Directors		
KMPs		None
Employees		
Workers		Not applicable

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

	FY 2023-'24		FY 2022-'23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors				
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				None

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

Not Applicable

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-'24	FY 2022-'23
Number of days of accounts payables	108 days	92 days

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-'24	FY 2022-'23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NIL	NIL
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NIL	NIL
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	a. 10.12%	a. 13.44%
	b. Sales (Sales to related parties / Total Sales)	b. 14.73%	b. 21.10%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	c. 100.00%	c. 100.00%
	d. Investments (Investments in related parties / Total Investments made)	d. 75.96%	d. 77.91%

Being a leading CPaaS provider, our maximum purchases/sales are from Mobile Network Operators (MNOs). Henceforth, we do not deal with trading houses or with dealers/distributors.

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

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

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

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

Yes.

The Board of Directors of Route Mobile Limited has adopted the “Code of Conduct for Directors and Senior Management,” which clearly outlines the expected ethical behaviour and provides guidance on potential conflict of interest situations. This Code of Conduct is readily accessible and can be reviewed at <https://routemobile.com/wp-content/uploads/2021/11/Code-of-Business-Conduct-and-Work-Ethics-Policy.pdf>

RML adhere to following processes diligently:

- Take disclosures of all the entities that the Board of Directors are interested at the beginning of the year.
- Directors to disclose their interest in case of any transaction that come up for discussion.
- Non-participation of interested directors in the discussion or approval.
- All related party transactions were conducted under the careful scrutiny of the Audit Committee, ensuring that they were carried out at arm’s length and in the normal course of business.

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

Essential Indicators

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

	FY 2023-'24	FY 2022-'23	Details of improvements in environmental and social impacts
R&D			
Capex	None		The nature of our business does not involve material carbon emission or any other pollutant into the environment.

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

Yes.

b. If yes, what percentage of inputs were sourced sustainably?

As a part of on-boarding process for suppliers, we require their acceptance of the RML's Supplier's Code of Conduct. Furthermore, we insist that our suppliers adhere to our comprehensive 'Supplier Code of Conduct', which covers crucial areas such as anti-bribery, prohibition of child labour, and anti-harassment measures.

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

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



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

As an IT services company, our waste generation is not substantial as that of other industries like a plant or factory. Nevertheless, we are conscious and sensitive regarding importance of reusing; reducing and recycling of waste generate during our business operations and to the extent applicable, we have adequate processes in place for recycling of waste generated including e-waste, battery waste, plastic waste, printer cartridges through approved recyclers.

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

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

Leadership Indicators

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

Not Applicable. RML is engaged in tech-enabled omnichannel communication space which does not have any potential environmental impacts of a product or process or service.

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

Not Applicable.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-'24	FY 2022-'23

Not Applicable. RML is engaged in tech-enabled omnichannel communication space and do not have any spend on recycled or reused input material.

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

	FY 2023-'24			FY 2022-'23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable. RML is in the technology enabled communication service business and we don't manufacture any products.					
E-waste						
Hazardous waste						
Other waste						

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

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

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	381	381	100	NIL	NIL	NA	NA	381	100	NA	NA
Female	111	111	100	NIL	NIL	111	100	NA	NA	NIL	NIL
Total	492	492	100	NIL	NIL	111	22.56	381	77.44	NIL	NIL
Other than Permanent employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

	FY 2023-'24	FY 2022-'23
Cost incurred on well-being measures as a % of total revenue of the company	0.06%	0.06%

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

Benefits	FY 2023-'24			FY 2022-'23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted & deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	71.54	NA	Yes	61	NA	Yes
Gratuity	98.98		NA	100		NA
ESI	6.5		Yes	100		Yes
Others – please specify	NA		NA	NA		NA

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

**3. Accessibility of workplaces**

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

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

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

RML has an equal opportunity employer policy and the policy statement finds place in our employee Code of Business Conduct and Work Ethics Policy. Our equal opportunity policy is part of the Code of Business Conduct and Work Ethics Policy.

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

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

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

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

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

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

Category	FY 2023-'24			FY 2022-'23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	At RML, we firmly acknowledge and respect every employee's right to freedom of association, as prescribed by prevailing legal standards. Nonetheless, it is pertinent to note that there are currently no officially recognized employee associations or unions within our organization. We remain committed to fostering an open and inclusive work environment, wherein any potential need for such associations can be addressed directly through our existing communication channels and policies.					
- Male						
- Female						
Total Permanent Workers -						
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2023-'24					FY 2022-'23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	381	381	100	131	34.38	313	313	100	142	45.37
Female	111	111	100	40	36.04	91	91	100	61	67.03
Total	492	492	100	171	34.76	404	404	100	203	50.25
Workers										
Male	Company does not employ any worker as defined under sec 2(zr) of the industrial relations Code, 2020									
Female	Company does not employ any worker as defined under sec 2(zr) of the industrial relations Code, 2020									
Total	Company does not employ any worker as defined under sec 2(zr) of the industrial relations Code, 2020									

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

Category	FY 2023-'24			FY 2022-'23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees*						
Male	381	257	67.45	313	187	59.74
Female	111	77	69.37	91	49	53.85
Total	492	334	67.89	404	236	58.42
Workers						
Male	Company does not employ any worker as defined under sec 2(zr) of the industrial relations Code, 2020					
Female	Company does not employ any worker as defined under sec 2(zr) of the industrial relations Code, 2020					
Total	Company does not employ any worker as defined under sec 2(zr) of the industrial relations Code, 2020					

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

10. Health and safety management system:

(a) Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?	Yes, as a technology-enabled service company, traditional occupational health and safety concerns associated with manufacturing plants or factories do not directly apply to us.
(b) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	Safety is a core value at Route Mobile Limited. We operate in a manner that helps protect our employees, contractors, customers and the communities where we operate. Our approach to safety includes identifying possible risks, implementing measures to prevent potential incidents, and educating employees and contractors about unsafe behaviors. We have implemented processes based on legal requirements/ internal benchmarks. We promote a safety-first mentality for Route Mobile employees and contractors to reach our goal of zero workplace injuries and illnesses.
(c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	
(d) Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes, Health Insurance is provided by the Company.

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

There were no safety related incidents during the current and the previous financial year.

Safety Incident/Number	Category*	FY 2023-'24	FY2022-'23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees		
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		None
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

*including in the contract workforce

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

The nature of our business does not expose our employees to any major safety concerns like that of a plant, factory or building site. We though conduct regular fire mock drills for awareness and training.

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

	FY 2023-'24			FY 2022-'23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions			None.			
Health & Safety						

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	As a company predominantly operating from leased facilities, the primary responsibility for conducting health and safety audits and ensuring adherence to relevant safety standards lies with the building management, in accordance with applicable laws.
Working Conditions	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

There were no safety related incidents during the current and the previous financial year.

Leadership Indicators**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)?**

(A) Employees (Y/N)	No.
(B) Workers (Y/N).	Not applicable as RML does not have any workers.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

As per the business agreements/contracts and purchase orders, all vendors are obliged to make necessary statutory payments timely.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-'24	FY 2022-'23	FY 2023-'24	FY 2022-'23
Employees	None of our employees suffered any work-related injuries.			
Workers				

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

No.

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

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

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

5. Details on assessment of value chain partners:

RML expects all its value chain partners to follow the applicable regulations including Health and Safety and Working conditions. To ensure responsible business conduct throughout our value chain, suppliers are contractually bound to adhere to Supplier Code of Conduct. These policies mandate to ensure healthy working conditions for employees and have zero-tolerance for human rights violations.

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	-
Working Conditions	-

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

None

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders****Essential Indicators****1. Describe the processes for identifying key stakeholder groups of the entity.**

Please refer the section on “Stakeholder Engagement & Materiality Definition” of our Sustainability Report of FY 2023-'24.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Email, SMS, conferences, direct interactions, website.	Ongoing	Investments and capabilities in digital technologies; quality of work; data privacy and security; ethical behaviour; customer growth and transformation opportunities, fair business practices.
Shareholders	No	Email, Newspaper, Media Interviews Website, stock exchange websites, Shareholder Satisfaction Survey	Annually/ Half yearly/ Quarterly and as and when required	Financials, revenue analysis; corporate governance; transparency and disclosure.
Suppliers & Vendors	No	Email, SMS, Website, and direct interactions	Ongoing	Quality, credit lines, service and support.
Employees	No	Email, town hall Meetings, Notice Board, Website	Periodic and monthly	Safe and comfortable workplace; diversity; engaging assignments; learning opportunities; career development; compensation structure; rewards & promotions.
Regulators and Government Authorities	No	Representations in policy advocacy, engagement with industry bodies	Annually and As and when required	Changes in regulatory environment, notices and queries on specific issues and incidents, notification for any incidents RML is obligated to report

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.	Our most critical stakeholder is the end user of our services, through our direct customers. RML being a communication partner, is a critical partner to enterprises which provide a range of services to ordinary citizens like banking, travel, shopping etc. we continuously take feedback from our customers which are largely B2C businesses to identify areas of vulnerability and incorporate necessary changes to our offerings to make it more robust and seamless. We understand that privacy and data protection are a very crucial area of concern for our customers as well as the end users, who trust us with their personal data. We continuously look for vulnerability assessments and endeavor to make data processing and retention, secure and reliable.
2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.	
3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.	

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-'24			FY 2022-'23		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of Employees/ workers covered (D)	% (D / C)
Employees						
Permanent	492	492	100	404	404	100
Other than permanent	0	0	0	6	6	100
Total Employees	492	492	100	410	410	100
Workers						
Permanent	Company does not employ any workers as defined under sec 2(zr) of the industrial relations Code, 2020					
Other than Permanent						
Total Workers						

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

Category	Total (A)	FY 2023-'24				FY 2022-'23				
		Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	381	11	2.89%	370	97.11%	313	0	0	313	100
Female	111	0	0%	111	100%	91	0	0	91	100
Other than Permanent										
Male	0	NA				5			5	100
Female	0	NA				1			1	100
Workers										
Permanent										
Male	Company does not employ any Worker as defined under Sec 2(zr) of the Industrial Relations Code, 2020									
Female										
Other than Permanent										
Male										
Female										

*All employees and contractors have been paid more than minimum wage in accordance with the law prevalent in India during the reporting period.

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7*	15000000	1	0
Key Managerial Personnel	2	6762780	0	NA
Employees other than BoD and KMP	379	600696	111	563976
Workers	Not Applicable			

*Includes the Managing Director and Group Chief Executive Officer

b. Gross wages paid to females as % of total wagers paid by the entity, in the following format:

	FY 2023-'24	FY 2022-'23
Gross wages paid to females as % of total wages	14.66%	13.52%

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

Yes. The Human Resources team acts as the focal point to address the Human rights Issues within the organization.

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

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

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

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

	FY 2023-'24			FY 2022-'23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment						
Discrimination at workplace						
Child Labour						
Forced Labour/ Involuntary Labour			None			
Wages						
Other human rights related issues						

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-'24	FY 2022-'23
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on POSH as a % of female employees/workers	NIL	NIL
Complaints on POSH upheld	NIL	NIL

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

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

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

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

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

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

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

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

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

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

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	All our offices were assessed by our internal human resources team on the topics which included child labour, forced labour, harassment, discrimination, work-life balance, training and education and no complaints/ concerns were raised.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

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

Leadership Indicators

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

None.

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

Our HR department is responsible for implementing principles of United Nations guiding principles on Human rights. Further various trainings are conducted on the code of conduct of the Company by the HR team to educate the employees about their rights. An annual confirmation is procured from the employees wherein they are entitled to report any incident violating their human rights. Till date no such instance under the Company's code of conduct has been reported.

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

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

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

4. Details on assessment of value chain partners:

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

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

Based on current year assessment, no gaps have been identified necessitating corrective actions.

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

Essential Indicators

1. Details of total energy consumption (in Giga Joules) and energy intensity, in the following format:

Parameter	FY 2023-'24	FY 2022-'23
From renewable sources		
Total electricity consumption (A)	1,256.54	1,039.42
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	1,256.54	1,039.42
From non-renewable sources		
Total electricity consumption (D)	NA	NA
Total fuel consumption (E)	NA	NA
Energy consumption through other sources (F)	NA	NA
Total energy consumed from nonrenewable sources (D+E+F)	NA	NA
Total energy consumed (A+B+C+D+E+F)	1,256.54	1,039.42
Energy intensity per rupee of turnover (Total energy consumption/ Revenue from operations)	0.429×10^{-8} tCo₂/FTE/annum (Financial)	0.4×10^{-8} tCo ₂ / FTE/ annum (Financial)
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	NA	NA
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	N.A.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes.

Yes, Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company) for the F.Y. 2023-'24.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable since RML's operations do not relate to the designated consumers specified under the PAT scheme of the Government of India.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023-'24	FY 2022-'23
(i) Surface water	NIL	NIL
(ii) Groundwater	3767.82 KL	4,868 KL
(iii) Third party water	85 KL	97 KL
(iv) Seawater / desalinated water	NIL	NIL
(v) Others	NIL	Nil
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3852.82 KL	4965 KL



Parameter	FY 2023-'24	FY 2022-'23
Total volume of water consumption (in kilolitres)	3852.82 KL	4965 KL
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.94*10 ⁻⁷	1.376 × 10 ⁻⁷
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	NA	NA
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes.

Yes, Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company) for the FY 2023-'24.

4. Provide the following details related to water discharged:

Parameter	FY 2023-'24	FY 2022-'23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	NA	NA
- No treatment	3852.79 KL	4965 KL
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	3852.79	4965

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

Yes.

Yes, Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company) for the FY 2023-'24.

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

We operate from leased offices (with limited space or lesser operational control) and building management controls and operates Liquid Discharge, which is generally discharged into municipal sewers. We do not operate any plants/factory and hence zero liquid discharge is not relevant to our operations.

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

Parameter	Please specify unit	FY 2023-'24	FY 2022-'23
NOx	NA	NIL	NIL
SOx	NA	NIL	NIL
Particulate matter (PM)	NA	NIL	NIL
Persistent organic pollutants (POP)	NA	NIL	NIL
Volatile organic compounds (VOC)	NA	NIL	NIL
Hazardous air pollutants (HAP)	NA	NIL	NIL
Others – please specify	NA	NIL	NIL

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company) for the FY 2023-'24.

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

Parameter	Unit	FY 2023-'24	FY 2022-'23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Nil	Nil
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1054.10 tCO ₂ e	144.36 tCO ₂ e
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.259*10 ⁻⁷ tCO ₂ /FTE/ annum (Financial)	0.4 x 10 ⁻⁸ tCO ₂ / FTE/ annum (Financial)
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		NA	NA
Total Scope 1 and Scope 2 emission intensity in terms of physical output		0.259*10 ⁻⁷ tCO ₂ /FTE/ annum (Financial)	0.4 x 10 ⁻⁸ tCO ₂ / FTE/ annum (Financial)
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes.

Yes, Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company) for the FY 2023-'24

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

No

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

Parameter	FY 2023-'24	FY 2022-'23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.20244 metric tons	0.02425 metric tons
E-waste (B)	Nil	
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
Total (A+B + C + D + E + F + G + H)	0.20244 metric tons	0.02425 metric tons
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.498158×10^{-11}	0.672×10^{-12}
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	NA	NA
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	NIL	NIL
(ii) Re-used	NIL	NIL
(iii) Other recovery operations	NIL	NIL
Total	--	--
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NIL	NIL
(ii) Landfilling	NIL	NIL
(iii) Other disposal operations	NIL	NIL
Total	--	--

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes.

Independent assessment has been carried out by Paul Shantanu Engineering Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company) for the FY 2023-'24

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Not Applicable. We do not manufacture any products.

11. If the entity has operations/ offices in/ around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/ clearances are required, please specify details in the following format:

We do not have office/ operations in/ around ecologically sensitive areas

S. No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1.	NA	NA	NA

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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We are a cloud based omni-channel communication platform provider; in terms of nature of our operations, EIA Notification S.O. 1533(E)/2006 on environmental impact assessment is not applicable to us.

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Not Applicable

Leadership Indicators

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

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

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

Parameter	FY 2023-'24	FY 2022-'23
Water withdrawal by source (in kilolitres)		
(i) Surface water		Nil
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		



Parameter	FY 2023-'24	FY 2022-'23
Total volume of water consumption (in kilolitres)		Nil
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		Nil
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

Yes.

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

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

Parameter	Unit	FY 2023-'24	FY 2022-'23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1054.10 tCO ₂ e	693.39 tCO ₂ e
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent per rupee	0.259 × 10 ⁻⁷ tCO ₂ / FTE/ annum (Financial)	1.92 × 10 ⁻⁸ tCO ₂ / FTE/ annum (Financial)
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Nil	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

- Yes.

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

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable as we do not have operations/offices in/around ecologically sensitive areas.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
	At RML, major emissions arise from purchased electricity, work commute and business travels. We continuously innovated and improved our data centre energy efficiency through initiatives like data centre/ server room consolidation, rack cooling solutions, air-flow management, UPS load optimization through modular UPS solutions and centralized monitoring. Our operations do not generate any waste except nominal obsolete IT hardware waste, which are disposed of in a legally compliant manner, ensuring that it does not potentially cause harm to humans, animals and environment. We ensure that e-waste disposal in landfills are not allowed as part of our commitment to clean environment.		

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

RML has a robust Business Continuity and Disaster Recovery Plan (BCP/ DR), which is tested annually. It is based on the principles of prevention, preparedness, response, and recovery. We follow a risk-based approach to identify credible business risks and review the management plan regularly to ensure that it is up-to-date and effective. Emergency preparedness aims to reduce the consequences of damaged caused by unexpected situations like accidents, fire, sabotage, spills, explosions, natural disasters, terrorist activities and medical emergencies. It includes a series of actions to be taken in the case of such emergencies. It shows the preventive actions, preparation to meet adverse situations, how to mitigate them and how to have positive controls during that situation to save lives and reduce property damage. We have also achieved the Capability Maturity Model Integration (CMMI) Level 5 Certification through GAAFS and QCAS Certifications Inc.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

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

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

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

**PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent****Essential Indicators**

1. a. **Number of affiliations with trade and industry chambers/ associations.**
- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations
1	Groupe Speciale Mobile Association	Global
2	Mobile Ecosystem Forum	Global
3	Internet and Mobile Association of India	National
4	Confederation of Indian Industry	National
5	Tech Entrepreneurs Association of Mumbai	National
6	Bombay Chamber of Commerce	National

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

No adverse order was received by the Company from regulatory authorities during the FY 2023-'24 hence no corrective action was required to be taken.

Name of authority	Brief of the case	Corrective action taken
NA	NA	NA

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
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For the time being, Company's public advocacy is through participation in various industry forums where we express our opinions on various relevant topics. Details of our participation on various public platforms and industry body discussion forums are available on <https://www.linkedin.com/company/routemobilelimited/posts/?feedView=all>

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Social Impact Assessments (SIA) in terms of The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 is not applicable to us

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA	NA	NA	NA	NA	NA

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

Not applicable

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
NA	NA	NA	NA	NA	NA	NA

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

Our 24x7 helpdesk, CSR Committee, Head of Operations and our Board at various levels monitor impacts of our operations on the community, receive response/feedback and take improvement measures, if any required

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

	FY 2023-'24	FY 2022-'23
Directly sourced from MSMEs/ small producers	We are a leading CPaaS/Omni channel communication service provider and apart from our major suppliers which are large telecom operators, all our otherwise, procurements, viz. office stationery, equipment and consumables of similar nature are from MSMEs/small producers	
Directly from within India		

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-'24	FY 2022-'23
Rural	0%	0%
Semi-urban	0%	0%
Urban	4.46%	4.39%
Metropolitan	95.54%	95.61%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Leadership Indicators

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

Social Impact Assessments (SIA) in terms of The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 is not applicable to us.

Details of negative social impact identified	Corrective action taken
NA	NA

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

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

S. No.	State	Aspirational District	Amount spent (In INR)
1	NA	NA	Nil

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

(b) From which marginalized/ vulnerable groups do you procure?

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

No, Our Suppliers are selected based on merit and benefit to the Company.

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes / No)	Basis of calculating benefit share
NA	NA	NA	NA	NA

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

Name of authority	Brief of the Case	Corrective action taken
NA	NA	NA

6. Details of beneficiaries of CSR Projects:

Our CSR programs are through various NGOs, healthcare and other institutions dedicated to promotion of healthcare, education and sports for underprivileged sections of the society. During the year we have also dedicated ourselves to helping in the development of an elderly care facility.

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
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The Annual Report on CSR activities undertaken by the Company during the financial year ended March 31, 2024 is given in Annexure 6 to the Boards Report which forms part of this Annual Report.

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

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Our 24*7*365 Customer Support Desk works on a Ticketing System that receives and logs all inbound emails from customers and allocates a Ticket ID to each email. These queries or complaints are classified according to priority and category and responded to within the established Service Level Agreement (SLA). All customers are provided a copy of the SLA with the escalation matrix which informs them whom to contact in case they are unable to get a satisfactory resolution.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and / or safe disposal.	NA

Not applicable considering the nature of RML's business

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

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

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		

Not applicable considering the nature of RML's business

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, <https://routemobile.com/wp-content/uploads/2023/06/Data-Protection-Policy.pdf>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/ action taken by regulatory authorities on safety of products/ services.

Not Applicable



7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches** NIL
- b. Percentage of data breaches involving personally identifiable information of customers**
Not applicable
- c. Impact, if any, of the data breaches** Not applicable

Leadership Indicators

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

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

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

Standard term of use of our services, privacy policy, cookie policy, etc are available on our website and in our template contracts.

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

Standard disclaimer on service suspension, disruption, etc not in our control from point of our template contracts.

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

Not applicable. Our Company is regularly featured in ROCCO Research’s surveys of mobile operators and enterprises ranked with respect to customer satisfaction and technical capabilities. Additionally, our online Ticketing Tool secures continuous feedback from all our customers.