



Sustainability Report

Route Mobile Limited 2021 - 22

ASSOCIATE MEMBER



A Global Player in Cloud Communications Platform

www.routemobile.com



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MD & Group CEO Message

Dear Stakeholders,

I have great pleasure in presenting the 2nd edition of Route Mobile's Sustainability Report for the fiscal 2022. Our commitment to ethics and integrity and our culture of sustainability benefits communities and the world, while improving our shareholder value, reputation, productivity, and employee retention.

As promised last year, I am extremely pleased to share with you all that we are transitioning to publishing sustainability report "In Accordance – Core Option" level of the Global Reporting Initiative (GRI) Standards. I believe that our reporting practice is consistent with GRI's reporting principles in all material respects. Our business practise incorporates Ten Principles of the UN Global Compact, which find place in various policy documents and especially in our employee as well as supplier code of conduct. We're very aware that companies can no longer stay on the sidelines when it comes to global issues, and I'm very satisfied with the level of our sustainability ambitions. What we are and will be doing is fitting for a company of our size, knowledge, reach and leverage. Our commitment to leadership in sustainability is anchored in our corporate values. We want to create more value – for our customers, our employees, our shareholders, for the communities we operate in, and for our company – while reducing our environmental footprint at the same time.

We ended this year with three key acquisitions viz. Masivian S.A.S., Colombia, (South America), Interteleco International

for Modern Communication Services, (Kuwait) and M.R Messaging FZC (UAE, Malta and South Africa); with these acquisitions, not just we are hoping to grow exponentially, they also become our maiden foray into new markets like LATAM viz. Colombia, Peru, Mexico etc., Kuwait in GCC region and South Africa. Route Mobile in true sense a multi-national entity now and we have begun executing to achieve our new vision, which is to become the largest aggregator and provider of communication solutions to enterprises and local businesses, connecting and simplifying our customers' reach-out programs or digitising business offerings. Digitisation will be a disruptive force going forward & companies are working to digitise the ways they operate their assets, transactions, and interactions with customers, and to develop new digital service offerings. Our strategy going forward is to provide simple end-to-end offerings that serve all our customers' communication needs, with the largest, most reliable and most cost-competitive network, and with connected, digital and engaging ways to interact with customers. Simultaneously around the above program, our various geography leaders of these entities & managers in the regional and national companies steer the implementation of Route Mobile's integrated sustainability agenda. With the support of the corporate functions and the operating business units, they develop an implementation strategy appropriate to the individual geography and their local circumstances. They're also responsible for implementation of our supplier code of conduct in their regions to fulfil our commitment of UN Sustainable Development Goals (SDGs.)



We are guided by the commitments we have made to operate in accordance with the 10 principles of the UN Global Compact and the UN Guiding Principles on Business and Human Rights and our internal policies and standards. Sustainability is a part of our vision, values and employee purpose. We are convinced that the goals provide a shared focus that can empower collaborative action and will drive much stronger progress toward sustainability. This year, we are incorporating in this report, some of the United Nations Sustainability Development Goals (SDGs), that complement our business and some goals that we pursue as part of our CSR programs.

We live in extraordinary times. The coronavirus pandemic has substantially altered life as we knew it, adversely impacting lives and livelihoods across the globe. While the middle class is growing worldwide, large sections of the global population are still facing poverty, poor labor conditions and a lack of development prospects. We will have to significantly improve our efficiency in order to reconcile people's desire to live well with the resource limits of the planet, and to allow us to build on our economic success. Ongoing dialog with stakeholders and experts, and benchmarking our performance, are key foundations for our work. We create the technology to connect the world. Technology plays a huge and increasing role in all our lives. For me, that means that we have a responsibility to act in a way that benefits people and the planet. As we reflect on the past year, the COVID-19 pandemic fundamentally shifted our lives and changed the way we think about interacting with the people and spaces around us. The past year has been difficult for us all. Throughout these challenges, I am so proud of our colleagues who showed real resilience and a passion to make a positive difference.

My vision is to build an inclusive culture where we can attract employees from the widest talent pool, and where there is diversity of thought in our leadership reflecting that

of our global customers, authorities and business partners. I am determined to strengthen and further build our culture of diversity and inclusion and committed to building a diverse and inclusive team that will help us continue to attract the best talent and drive best in-class performance of our products and services.

How well you can demonstrate your commitment, and contribution, to meeting ESG and sustainability goals, and whether you can directly deliver on the United Nation's 17 Sustainable Development Goals (such as 'no poverty', 'zero hunger', and 'sustainable cities and communities'), is becoming a clear measure of new world success – and tax transparency is increasingly seen as both an essential element of ESG disclosure and a key metric when demonstrating you are responsible towards tax transparency. There is no time to lose and we must urgently act on ESG and tax transparency initiatives. Tax-related illicit financial flows, including tax evasion and avoidance, are global problems and require global solutions. One example of recent developments stands out was the proposal for a United Nations convention on tax launched by The European network on debt and development (Eurodad) and the Global alliance for tax justice which would aim to ensure tax systems are 'transparent, equitable and effective' to tackle illicit financial flows. I see this as a game-changer, as for the first time there was a globally agreed position on what tax transparency looks like and acknowledgement that tax is a sustainability issue, with stakeholders pressing for transparency.

Finally, I welcome Securities and Exchange Board of India's (SEBI) recent initiative in 2021 to introduce Business Responsibility and Sustainability Report (BRSR). The BRSR seeks disclosures from listed entities in India on their performance against the nine principles of the 'National Guidelines on Responsible Business Conduct' (NGBRCs) and reporting under each principle is divided into **essential**

and **leadership** indicators. With effect from the calendar year 2023, (FY 2022-2023), filing of BRSR shall be mandatory for the top 1000 listed companies (by market capitalization) and shall replace the existing BRR, though I am happy to share with you that, we are starting to publish the BRSR from this year only, as part of our good governance initiative and voluntary corporate disclosure practice, apart from this sustainability report.

The steps towards Sustainable Development kick off from a responsible and profitable business. During the reporting period, our business profits grew by more than 28.11% (C) over the previous reporting period, and giving back to the society would be the end objective of a profitable business.

I would like to sincerely thank my fellow Directors on the Company's Board, the management team, and all our employees for playing an active part in our ongoing sustainability journey. We are proud of our achievements, yet there is more work to be done. We are building the future today, and I thank our stakeholders for partnering with us in our sustainability journey.

I shall look forward to your feedback on this report.

Regards,



Rajdipkumar Gupta
MD & Group CEO

Board of Directors



Sandipkumar Gupta

Chairman & Non-Executive Director
(Non-Independent Director)

Mr. Sandip Gupta is the Chairman & Non-Executive Director of Route Mobile. He holds a bachelor's degree in commerce from Mumbai University. He is also a qualified Chartered Accountant and a member of the Institute of Chartered Accountants of India. He is a SAP-certified solution consultant – mySAP Financials – Management and Financial Accounting. Sandip is the Promoter of Route Mobile and has been associated with our company since its inception. Before incorporating Route Mobile, he worked with PricewaterhouseCoopers Private Limited, and Covansys (India) Private Limited. He has over 20 years of experience in audit and accounts, business analysis, SAP configuration, and software system consulting.



Rajdikumar Gupta

Managing Director & Group CEO

Mr. Rajdik Gupta is the Managing Director and Group Chief Executive Officer of our Company. He is a dynamic entrepreneur who founded and is leading one of the fastest growing global technology & Cloud Communications companies – Route Mobile Limited. He is among one of the youngest tech entrepreneurs globally.

His leadership has led Route Mobile to become one of the top global Cloud Communications Company providing Communications Platform as a Service (CPaaS). His vision has ensured the company enables end-to-end communications for enterprises / brands by offering products & services in Messaging, Voice, Firewall, Email, New age messaging services like RCS, WhatsApp, Viber and IP messaging, among others. Route Mobile has 16+ offices in the North America, LATAM, Europe, Middle-East, Africa and Asia Pacific.

He holds a bachelor's degree in science (physics) from Mumbai University and master's diploma in software engineering from Aptech Computer Education. He has more than 20 years of experience in the field of software designing and development.



Chandrakant Gupta

Non-Executive Director
(Non-Independent Director)

Mr. Gupta was Route Mobile's immediate past Chairman, a position he relinquished to focus more on other professional commitments. He presently serves on the board as a Non-Executive Director. He has been a Director on our Board since 2007 and steered the company through manifold growth in the last decade. Mr. Chandrakant Gupta is a seasoned entrepreneur, business strategist, and Investor in early-stage tech and hospitality businesses spread across India and abroad.

Board of Directors



Arun Gupta

Independent Director

Mr. Arun Gupta is an Independent Director on our Board. He is an independent consultant in the private equity, M&A and business development space. He has served in the past as Board member / investor / mentor / adviser to various companies including Biba, House of Anita Dongre, Skechers, Clovia, Skinkraft, Vedix, Bewakoof, faballey, Crimsoune Club, Clarks, Turtle men's wear, Blue foods restaurants, Biryani by kilo, traworld luggage, Priority backpacks, Neeru's ethnic wear, Amar Chitra Katha, Famozi shoes, Tresmode shoes, Desibelle, Holii handbags, Mother Earth, Giovanni etc. He has more than 28 years of experience in Investment Banking, Media, Gaming, Animation, Education, Internet & Technology companies. In the past, he has held senior management positions at Yahoo, STAR, MTV, Mauj Mobile, Equirus Capital, Future Group and Cnet. He also serves on the investment committee of Endiya tech product vc. Mr. Gupta is a post graduate in Commerce and Economics from Mumbai University & adjunct faculty at few leading Business schools.



Sudha Navandar

Independent Director

Mrs. Sudha Navandar is an Independent Director of Route Mobile. She is a qualified Chartered Accountant and a member of the Institute of Chartered Accountants of India. She is a Certified Public Accountant, USA, and also an Insolvency Professional registered with the Indian Institute of Insolvency Professional of ICAI. Sudha is currently a partner in M/s. Pravin R. Navandar & Co., Chartered Accountants, with main focus on corporate audits (internal and statutory), bank audits, company law cases, income leakage, and corporate advisory services. She is also an Independent Director on the board of Kolte-Patil Developers Limited and Tribhovandas Bhimji Zaveri Limited.



Nimesh Salot

Independent Director

Mr. Nimesh Salot is an Independent Director of our Company. He holds a bachelor's degree in commerce from the University of Mumbai. He is a qualified Chartered Accountant and a member of the Institute of Chartered Accountants of India. He is also a qualified Cost accountant and a member of the Institute of Cost Accountants of India. He has more than 14 years of experience in the field of investment banking. He has previously worked with Ladderup Corporate Advisory Private Limited, Mape Advisory Group Private Limited, Rabo Finance Limited, Ernst and Young, India, DSJ Communications Limited, and Kayjay Financial Research Services Private Limited. He is currently associated with Ace Lansdowne Investment services LLP as President and Partner



Bhaskar Pramanik

Independent Director

Mr. Bhaskar Pramanik is an accomplished management leader and professional from the Technology Industry. He has held National and Global Leadership positions in leading Multinational Technology Companies. He has worked in India, Singapore, and the US. He was on the Executive Committee of NASSCOM, the National Committee of CII, and AMCHAM.

He recently retired from the Central Board of SBI, India's largest Bank. He retired as Chairman of Microsoft India in September 2017 after a successful 45 years career in the technology industry. Before this, he was the Managing Director of Oracle Corporation and Sun Microsystems in India. He was also the Global VP for Commercial Systems at Sun Microsystems Inc based out of Menlo Park, CA.

Mr. Pramanik has received multiple awards throughout his career, notably the Baton Award at Digital Equipment Corporation, the Global Leadership and the best GEM VP award at Sun Microsystems, and the Platinum award for the best Area at Microsoft. Recent industry awards at Microsoft include the IMA award for best MNC, the Ranstadt Award for the most attractive employer in India, the Great Place to work in Asia by GPTW.

Leadership Team



Rajdikumar Gupta
Managing Director & Group CEO



Suresh Jankar
Chief Financial Officer



Rathindra Das
Group Head Legal, Company Secretary & Compliance Officer



Gautam Badalia
Group Chief Strategy Officer & Chief Investor Relations Officer



John Owen
Chief Executive Officer
(Europe and Americas)
Route Mobile (UK) Limited



Tushar Agnihotri
Executive Vice President
India & APAC



Sharad Kumar Thukral
Executive Vice President & Business Head (Middle East)
Route Mobile L.L.C



Milind Pathak
Group Chief Business Officer

Leadership Team



Tonio Ellul
Chief Executive Officer
365squared Ltd



Sammy Mamdani
Executive Vice President
Group Head - Global Operations



Robin Sullivan
Chief Executive Officer
M.R Messaging FZE



Rainer Viertel
Chief Executive Officer
Masivian S.A.S



Ramesh Chaudhary
Chief Executive Officer
SendClean Inc.



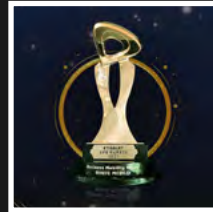
Elsa Shibu
Vice President & HR Head



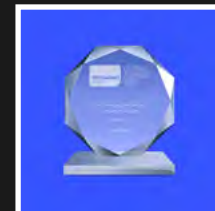
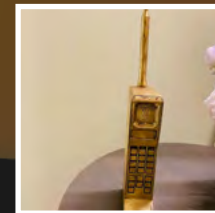
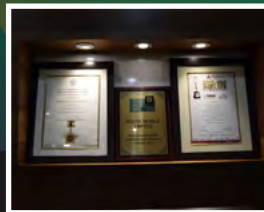
Mujahid Rupani
Group Chief Technology Officer
365squared Ltd

Achievements & Awards





ACHIEVEMENTS & AWARDS



About Route Mobile

We enable smart communication by providing products and services that optimize digital communication and minimize paper work, while fast pacing transactions at lightening speed. Our communication product stack, based on a CPaaS Principles, infusing Conversational AI across a broad range of industries including social media companies, banks and financial institutions, e-commerce entities, and travel aggregators, healthcare, education, data centers, airlines, and beyond make life easier every day. Route Mobile Limited ('Route Mobile'/'RML'/'Company') is a leading Cloud Communication Platform service provider, catering to enterprises, over-the-top (OTT) players and mobile network operators (MNO). Our range of enterprise communication services includes smart solutions in Messaging, Voice, Email, and SMS Filtering, Analytics & Monetization. Route Mobile is headquartered in Mumbai, India. Our operations are further spread across SE Asia, GCC region, Africa, LATAM, USA, UK and Europe. We have direct presence in more than 18 countries.

Route Mobile, India's largest multinational omni-channel cloud communication company, has over 323 of the best-

trained technocrats & 54 business managers in more than twelve countries. The Company generated revenues of ₹ 333.81 crores and net profit of ₹ 27.76 crores (consolidated revenues of ₹ 2002.03 crores and net profit of ₹ 170.08 crores) for the year ended March 31, 2022.

Route Mobile is a publicly listed company in India and is traded on the leading exchanges like BSE Limited ("BSE") and National Stock Exchange of India Limited ("NSE").

Route Mobile Limited has a global presence, deep domain expertise in multiple industry verticals, and a complete portfolio of offerings – grouped under Messaging, Voice, Email, and SMS Filtering, Analytics & Monetization. The five key vertical clusters are: Banking, Financial Services & Insurance (BFSI), Internet and Social Media companies, app-enabled service providers, Retail and Consumer Business, Communication Media and Technology (CMT), Manufacturing, etc.

Defining Report Content and Boundaries

Determining what to include in this report begins with an understanding of our impacts throughout our value chain, which include our associations with business partners, our work undertaken for clients and our thought leadership activities. This report addresses those items that are of significant interest to our stakeholders and to RML's business strategy. We explain how we see the role of RML in wider sustainability issues, the impact we have through our client work and own operations, and the role that our experts play in professional associations, industry forums and other thought leadership activities to address important issues raised by our stakeholders.

RML publishes the Sustainability Report on an annual basis (April-March). The last report was published for FY 2021. The current report, for FY 2022 (April 1, 2021 to March 31, 2022), is the 2nd such report published by RML till date. There has been no restatement of information or changes in the material topics or boundaries provided in the prior year's report. The intent of these reporting elements is to provide a level of comfort among our stakeholders that the information we report is timely, accurate, reliable and complete. It reflects our commitment for the UN Global Compact.

This report has been prepared in accordance with the GRI Standards: **Core Option**. We currently do not seek any external assurance though our Emissions related disclosures were assessed & certified by Paul Shantanu Engineering

Pvt. Ltd. (Rated by Crisil and Care, Certified by BEE and an ISO 50001 accredited Company). For entities included in the consolidated financial statements, please refer to page no. 62 of the Annual Report. For all data pertaining to Corporate Social Responsibility, human resources, standalone data has been used in this report; for emissions etc. the main & largest office situated in Mumbai has been considered.

Our values, principles, standards, and norms of behavior find its commitment statement in our code of business conduct & ethics policy, which is approved by the Board. Other key policies which binds our people and partners are Anti-Fraud, Anti-Bribery & Anti-Corruption Policy, supplier code of conduct etc. and periodic trainings are provided to employees and vendors. There is separate code of conducts applicable for the board members (including senior executives of the company) and annual affirmations signed by the Directors are submitted to the Board. Our HR & Compliance department is responsible for dissemination, collection of affirmations from various stakeholders of the company on due observance of these policies.



UN Sustainable Development Goals

How we support US Sustainable Development Goals (SDGs)?

The UN Sustainable Development Goals and Our Business

We further evaluated the relationship between the SDGs and our business, sustainability focus areas, materiality analysis, targets and the support we can provide in reaching these goals. This relationship has also been presented to our Board of Directors and the leadership team. The technology and the solutions we invent, create, and deliver can potentially contribute to every goal. The illustration highlights our strategic sustainability priority areas and how they correlate to the SDGs. We aim to further integrate the SDGs into our sustainability strategy, CSR programs, and reach out initiatives.




No Poverty & Zero Hunger

Our CSR reach out programs are designed to make contributions to various social service organizations dedicated to eradication of poverty and hunger



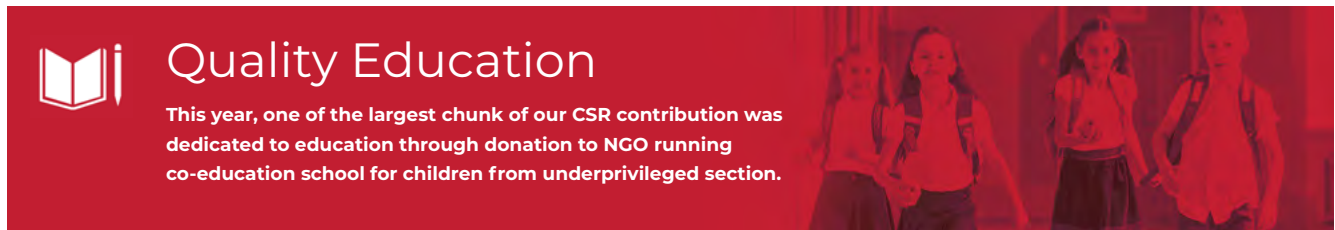

Good Health & Well-Being

Making grants and supply of oxygen cylinders, food etc. during COVID-19 crisis in Fiscal 21 and 22.

Quality Education

This year, one of the largest chunk of our CSR contribution was dedicated to education through donation to NGO running co-education school for children from underprivileged section.




Industry, Innovation & Infrastructure

We are dedicated to build resilient infrastructure, and promote innovation. This is the most material SDG for us as it is directly linked to our core business of delivering technology innovation and connectivity that reduce paper use, intra-city travel & improve lives.




Reduced Inequalities

Our CSR reach out programs are designed to make contributions to various social service organizations dedicated to promoting education and thereby eradication of poverty and hunger.



Scale of the Organization

Our Company (by numbers)



RML offers a scalable and flexible **Omnichannel CPaaS** platform to enterprises across industry verticals, globally



Strong industry tailwinds: Global CPaaS market will grow to **\$34.2bn** in 2026, from \$8.7bn in 2021⁽¹⁾

280+ direct MNO connects, overall access to **900+** MNOs (**Super Network**)



₹20,020mn FY21-22 Revenue
33% Revenue CAGR FY2019 – FY2022

Global footprint across **20+** locations; **2,500+** active billable clients; **800+** new customer onboarded in FY21-22



₹2,576mn FY21-22 EBITDA
44% EBITDA CAGR FY2019 – FY2022

Infrastructure comprising **16 data centers** and **6 SMSCs** globally



134% Net revenue retention in FY21-22

ESG leader, rated **"A"** by a reputed ESG rating agency



₹10,262mn Net cash and cash eqv. as on Mar 31, 2022

Recognized as "Established Leader" – **Juniper**, "Top Tier 1 A2P SMS vendor" – **ROCCO**, "Representative Vendor" – **Gartner** for CPaaS



700+ employees spread across 5 continents
c. 20.6% attrition rate in FY21-22



(1) Juniper - CPaaS Future Market Outlook, 2021

Note: Information provided above are on consolidated basis

Key Statistics



Note: Information provided above are on consolidated basis

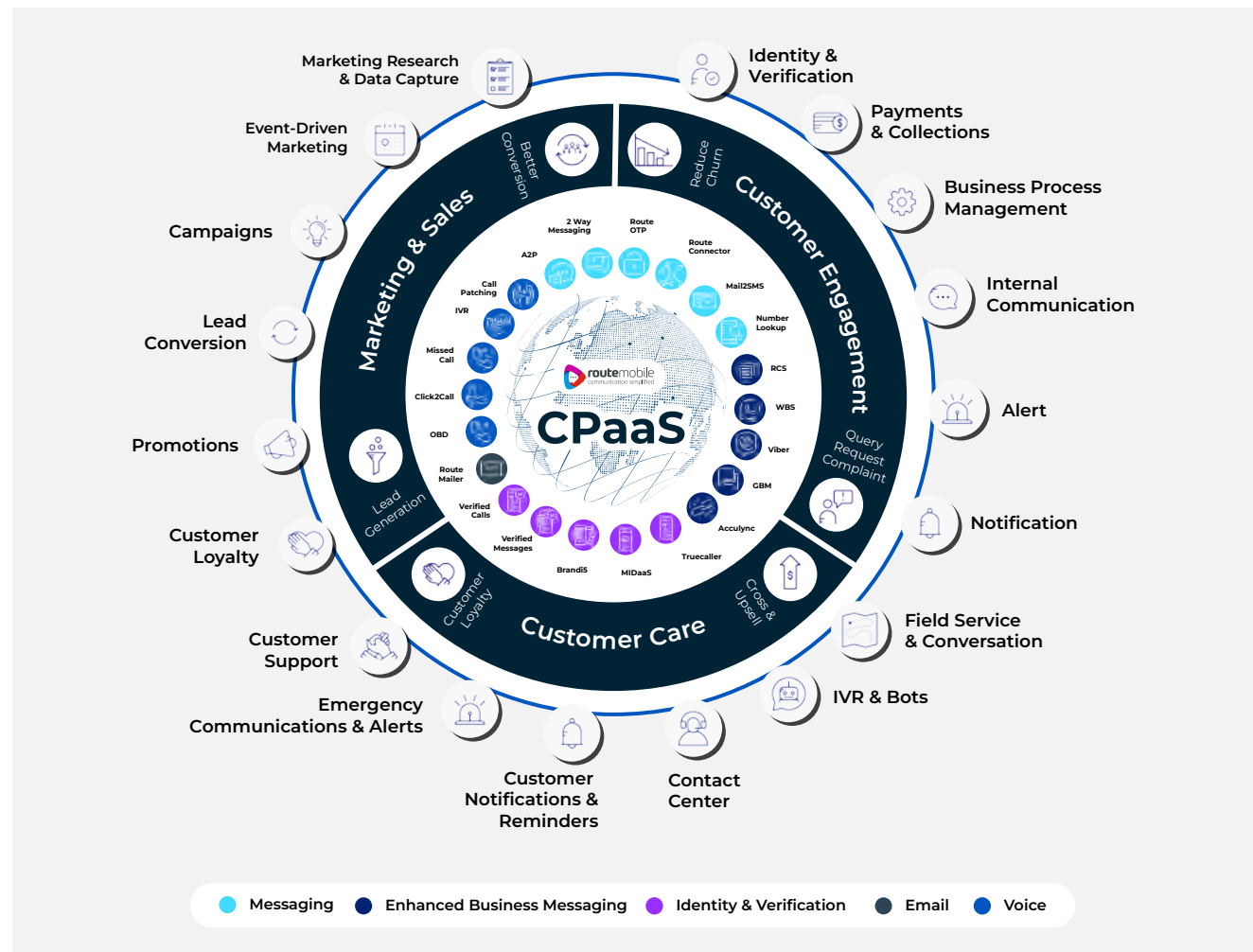
Our Products & Services

We are a leading cloud communication platform provider (Source: Juniper Reports), catering to enterprises, over-the-top (“OTT”) players and mobile network operators (“MNO”). Our product portfolio focused on enterprises and OTT players includes smart solutions in digital communication including Application-to-Person (“A2P”) SMS, Rich Communication Services (“RCS”) and OTT business messaging, voice and email. We have created a full stack of Software-as-a-Solution (“SaaS”) solutions for MNOs, including Artificial Intelligence (“AI”) and Machine Learning (“ML”) driven SMS filtering, analytics and monetization, short messaging service centre (“SMSC”) and multimedia messaging service centre (“MMSC”) solutions and Digital Ledger Technology (“DLT”) solutions. We offer a scalable and flexible omni-channel Communication Platform as a Service (“CPaaS”) to enterprises globally and across industry verticals, OTT players and MNOs. We deliver a comprehensive communication product stack, based on CPaaS principles, infusing conversational AI. Our CPaaS platform is leveraged by enterprises across a broad range of industries including social media companies, banks, financial institutions, e-commerce entities, and travel aggregators, amongst others.

The reach of our services at the mass level itself is expected to reduce paper work & wastage to a significant extent throughout the world as the millennials continue to first adopt digitalization in all matters of life.

We aim to make our offerings designed in a cost effective, fraud proof and completely reliable manner for our target customers and end users.

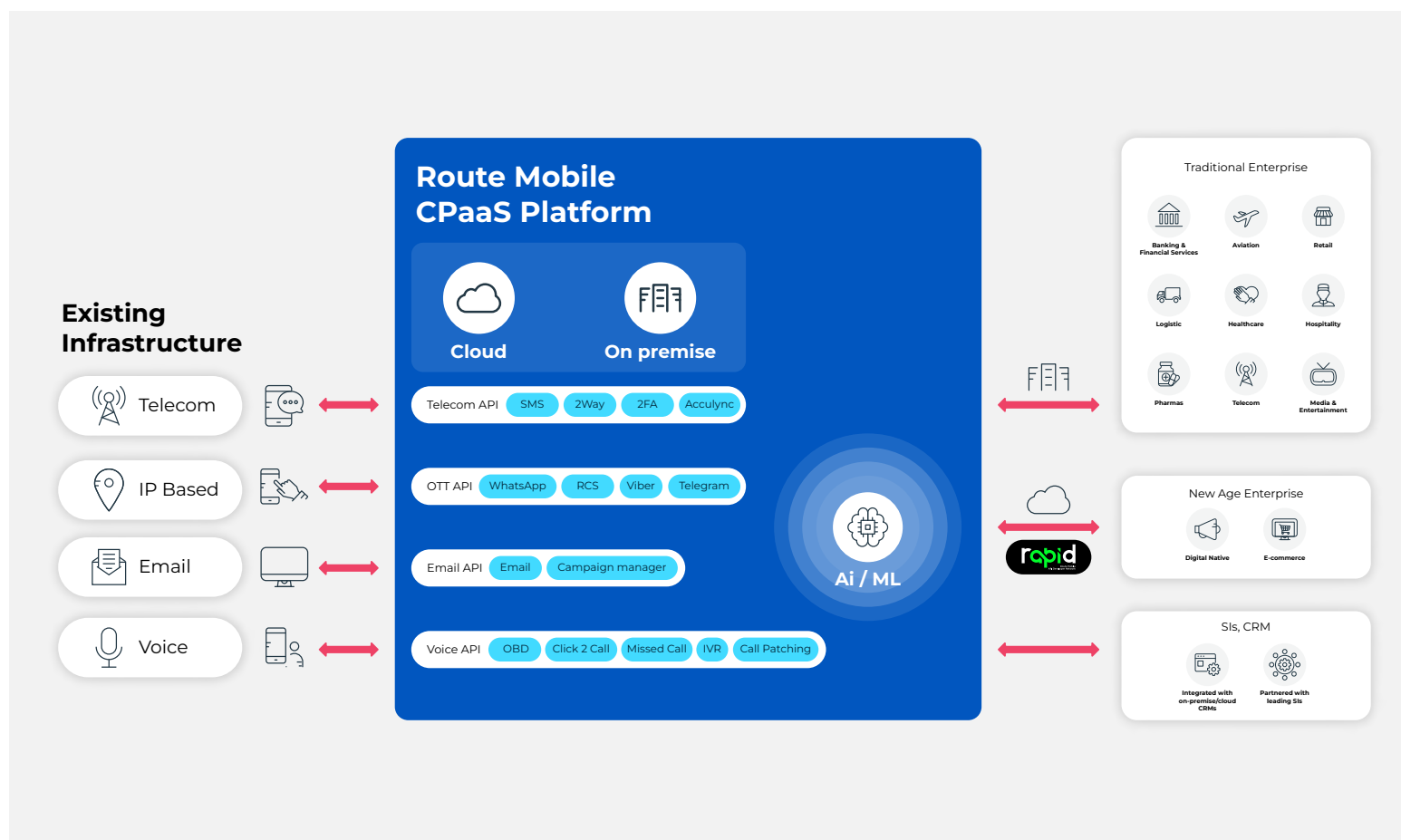
We offer digital communication solutions that address enterprises’ requirements across the entire lifecycle of enterprises’ end-customers as set out below:



We also provide real-time connected customer experiences with our advanced Communications Platform as a Service (“CPaaS”), globally. With omni-channel workflows and a data-centric approach, our comprehensive CPaaS solutions help businesses to create real-time, smart, and conversational customer experiences.

Our CPaaS platform gives our current and potential customers the ability to leverage our network of MNOs (“Super Network”) and APIs to build out their digital communication service needs. We provide a suite of APIs for various communication channels, across multiple geographies that are scalable and flexible to fit the customers' requirements. The following chart provides an indicative representation of the capabilities of our CPaaS platform:

Our enterprise solution comprises four primary components; a front-end that provides an interface for enterprises to integrate with a middle tier that receives the content that enterprise clients intend to transmit to end customers and incorporates AI and ML technology that enables intelligent routing of the communication using various MNOs / OTT messaging partners / email depending on the enterprises' preferences. The third component is the connectivity layer that connects the middle tier of our platform to our Super Network. Further, the connectivity layer is also integrated with OTT business messaging solution providers, and is capable of supporting RCS business messaging, offering multiple channels of communication to enterprises. The fourth layer or the database tier, of our solution, comprises database servers for storing all communication and end-customer data that has been received from our clients.



Our Global Presence



📍 Office Locations | 📍 Sales Presence

Information of Employees & other Workers

Total number of employees by employment contract (permanent and temporary), by gender.	Total number of employees by employment contract (permanent and temporary), by region.	Total number of employees by employment type (full-time and part-time), by gender.	Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees.	Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries).
Male:330 (Permanent:324) (Temporary-6)	N.A. as a significant location, our india office on a standalone basis has been selected for the purpose of this report.	Male: 330 (Full time: 330) (Part time:NIL)	No	Not Applicable
Female:77 (Permanent:76) (Temporary-1)		Female: 77 (Full time:77) (Part time:NIL)		
Total:407		Total:407		



Supply chain: organization’s supply chain, including its main elements as they relate to the organization’s activities, primary brands, products, and services including significant changes to the organization’s size, structure, ownership, or supply chain:

RML strives to implement strategies that manage both everyday and exceptional risks along the supply chain, while better identifying suppliers throughout its many tiers. It is critical to understand supplier profiles at lower tier levels to ensure a complete risk assessment and response in the event of potential supply disruptions. Our major suppliers are large telecom operators and internet & mobile based communication platforms. We relay communication messages for our customers, which are primarily enterprises who uses our platform to reach to their end user/customer.

Changes in the location of, or changes in, operations, including facility openings, closings, and expansions	During the year, the company expanded its operations in growth markets like Kuwait, Saudi Arabia, Indonesia, Colombia, Peru and South Africa.
Changes in the share capital structure and other capital formation, maintenance, and alteration operations	Please read our Board's Report for Fy 2021-22 which is available on our website www.routemobile.com
Changes in the location of suppliers, the structure of the supply chain, or relationships with suppliers, including selection and termination	Large telecom operators (MNOs) are our most significant business partners and during the year we have increased our network to over 280.

Precautionary Principle or approach

The precautionary principle aims to anticipate and minimize potentially serious or irreversible risks under conditions of scientific uncertainty. Thus, it preserves the potential for future developments. As a company in the ITeS and omni-channel communication space which is built around CPaaS and CXPaas principles, with direct presence in more than 18 countries worldwide, compliance with the law is our primary commitment focus and what we demand of ourselves. Our work thus focuses on preventing violations of statutory and internal company regulations. To ensure this, risk management system, risk management plan and risk management committee are in place as a precautionary approach. These records and assesses risks at regular intervals and, most importantly, systematically. The aim of our precautionary approach is to avoid any potential negative effects or damage from the outset, despite not knowing the type, extent or probability of these risks. Of course, our service offerings, if misused, may lead to economic damage, and this pose as a serious risks for our customers. This is why we have established very different management systems in the areas of quality, cyber security and data privacy modelled around EU GDPR. We regularly monitor key environmental indicators (e.g., GHG scope 2 & 3 factors) so that it can measure and reduce environmental impact. Further, our compliance policies are not merely about adhering to statutory provisions and internal guidelines; they are also intended to raise awareness of our own fundamental values and put these into practice in our everyday business. We continue to sustain our 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. We have also achieved the Capability Maturity Model Integration (CMMI) Level 5 Certification through GAAFS and QCAS Certifications Inc. Compliant behavior on the basis of defined values is the aim of our Code of Conduct. The RML Code of Business Conduct & Ethics, Supplier Code of Conduct, for example, are intended to safeguard the long-term integrity of our conduct, securing and reinforcing our company values. We also encourage our employees, customers and business partners to alert us of any indications of such breaches or any suspicions they may have, by using the whistle-blower system. They have the option to do so anonymously. A compliance induction is also an integral part of new colleagues' onboarding. Anti-corruption guidelines were introduced across Route Mobile in 2019. The aim of these guidelines is to explain the terms of anti-corruption laws, to preventively tackle corruption and to provide specific instructions and examples for different topic areas. We feel supply chain sustainability a vital aspect of our corporate responsibility. For us, sustainability covers the entire procurement process of materials, products and services. As part of our Code of Conduct for suppliers, we also commit to upholding the International Labor Organization (ILO) Minimum Age Convention. We do not have any operations at significant risk for incidents of child labor. We were not made aware in the reporting period of any non-compliance with laws and regulations in the social and economic area and/or incidents of non-compliance concerning the health and safety impacts of our services or non-compliance with environmental laws and regulations. Our Operations and HR team led cyber security awareness

& training programs combine multiple measures intended to prevent employees and, in turn, the company and partner companies from falling victim to various cyber-attacks and to regulate the reliable, efficient and secure use of information technology at the company, social media and principles of communication, what to do in the event of data breaches and IT security incidents and the personal use of internet-enabled devices.



Approach to Tax: Description of the approach to tax: management approach to tax transparency

As corporation tax and tax transparency come under greater scrutiny from policymakers and investors, clear and consistent data to objectively assess the state of corporate tax disclosures across the globe is crucial. Development of and adherence to tax management principles is the responsibility of senior leadership within the organization. The senior leadership's effort to apply consistent standards to mitigate tax risk is supported by regional tax management personnel (Americas, EMEA, APAC) and by functional tax management (indirect tax, transfer pricing) having global responsibilities. The senior leadership provides regular updates to, and receives guidance from, the Chief Executive Officer and Chief Financial Officer on tax matters, and reports quarterly to the Audit Committee of the Board of Directors, as well as to the full Board of Directors on any material tax developments to ensure appropriate oversight.



Whether the organization has a tax strategy and, if so, a link to this strategy if publicly available	RML exercises internal controls over processes for tax compliance, planning, tax payments and financial reporting of tax and assesses their effectiveness on a quarterly basis. We also continually monitor developments in tax jurisprudence and changes in tax laws to ensure consistent compliance. Before we implement transactions having significant tax implications, we often seek input and review from leading external tax advisors, and do not undertake tax positions which management determines are not sufficiently likely to be sustained upon review from tax authorities. We have clearly defined internal processes for all employees to raise any questions or concerns in accordance with our Code of Business Conduct and Ethics. We fully comply with disclosure requirements pursuant to financial reporting standards and applicable tax laws and regulations. We publicly disclose total income taxes paid for the group.
The governance body or executive-level position within the organization that formally reviews and approves the tax strategy, and the frequency of this review;	Apart from external consultants, the Company has a separate direct and indirect tax team within the organisation that formally reviews every month all the taxation matters.
The approach to regulatory compliance;	RML is committed to accurate and timely tax compliance. We comply with all applicable tax laws in the jurisdictions in which we operate and have a taxable presence and make all required disclosures and tax payments on a timely basis. In the event of claiming government sponsored tax incentives, we ensure they are aligned with applicable statutory and regulatory frameworks.
How the approach to tax is linked to the business and sustainable development strategies of the organization.	Our tax planning activities align with RML's business model with a view to enhancing value in a sustainable manner for our shareholders. RML's strategic tax planning and optimization efforts are supported by commercial and economic substance and reflect reputational considerations in-line with our culture and values. Our intercompany group transactions employ best practices with a goal to comply with the "arm's length standard" featured in local transfer pricing laws.
A description of the mechanisms for reporting concerns about unethical or unlawful behavior and the organization's integrity in relation to tax.	Under the whistle-blower mechanism, any person dealing with the tax matters, may directly report his concerns to the functional head or chairperson of the audit committee.
A description of the assurance process for disclosures on tax and, if applicable, a reference to the assurance report, statement, or opinion.	We are subject tax audit every year in accordance with the applicable laws.

Information Security and Cyber Security Risk Management

RML has put in place a cross-functional team of professionals focused on the cyber security of our corporate systems and vehicles through activities such as threat monitoring, design enhancements and third-party penetration testing. Cyber security and information risks across industries are rising in an increasingly networked world. In response, we deploy leading-edge data security programs and tools to protect our operations and customers and collaborate with our peers on cyber security. Unpredictable disruption to business operations is a growing threat in a globalized and networked world. RML invests in comprehensive, global business continuity and resilience programs to prepare for and recover from technological, security and environmental disruptions. These efforts prioritize the physical safety of our staff and include controls to protect and maintain our operations and technology. We deploy considerable resources and expertise to protect our customers' privacy and maintain their trust. We also have global privacy and data-protection policies and procedures in place governing the collection, storage, access, use and disclosure of such data. The company has attained Quality Management System certification with ISO 9001:2015 standards and Information Security Management System certification with ISO/

IEC 27001:2013 standards. This framework covers cyber security, privacy and physical/environmental and personnel related controls, thereby covering people process, and technology. We consider all client information confidential and have implemented rigorous processes to protect the same. At RML, we pursue a holistic approach for the management of cybersecurity. We bring cybersecurity and business decision-makers in the Group together to develop a joint approach aligned with our strategic goals and this is done in a formal and structured manner through our Risk Management Committee, where cyber security is one of the essential terms of reference for the Committee to monitor and take precautionary steps, on an ongoing basis. This approach is reflected in all Group security policies. The great majority of our operations play an important role in the reliable provisioning of critical digital transactions on an everyday basis. The constantly evolving cyber threats pose a real risk for all stakeholders in this value chain, be it our customer or their end user. Guidelines for management and the organisation of corporate security are developed within the company. Business continuity management (BCM) ensures that all critical business processes can be continued or promptly restored in case of internal or external incidents.

In case of significant cybersecurity incidents, RML is able to deploy emergency and crisis teams. The company takes all necessary organisational measures to ensure that all incidents that could have a negative impact on the IT environment are dealt with in a timely manner, including our commitment to collaborate and cooperate with Indian Computer Emergency Response Team (CERT) for applicable matters on reporting, if any. Established vulnerability management ensures that, once identified, vulnerabilities are remedied swiftly and do not return. Efficient vulnerability management also includes ongoing updates with the latest security software for all critical IT systems at both server and user level. Our Cybersecurity Programme is based on the ISO 27001 standard for information security management, which covers key areas of management, technical and physical controls, legal, compliance and business continuity management. Effective governance of the programme is seen as crucial, which is why it is overseen by the Risk Management Committee that provides oversight and direction in information security, cyber defence and data protection risks, ensuring that the Board of Directors is regularly informed on relevant matters.

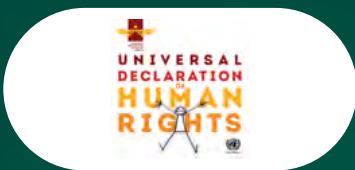
Data Privacy Concerns

Our design for privacy, security solutions and due diligence processes to avoid misuse, help to ensure the benefits of the technology will be enjoyed by all. RML considers the personal rights and privacy of each and every individual to be fundamental in our business relationships and intends to protect values such as confidentiality and personal data protection rights. RML aims to operate in accordance with the laws and regulations around the world that govern the collection and processing of personal data. Our Code of Conduct and Data Privacy Guidelines, available on our Company website, provide guidance on the management of personal and sensitive data, and the prevention of potential privacy and security risks and incidents. Our internal processes help to enforce the proper handling, storage, transmission and destruction of sensitive or confidential information. We have established a comprehensive company-wide privacy program that is based on relevant laws, best practices and standards. Our objective is to mitigate privacy risk in relation to the data we collect, process and store. We regularly update our privacy processes in readiness for the GDPR (General Data Protection Regulation) ensuring they remain fit for purpose.



Externally-developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses

We work with local communities across the levels in the areas of education, skill development, health and wellness, and the environment. We are big supporters of global initiatives like the



Memberships of industry or other associations, and national or international advocacy organizations.

RML's approach to engaging with public institutions, industry associations, and other organizations aims to make a positive contribution to business conditions that are competitive, as well as sustainable over the long term. We are a member of the GSMA which represents the interests of mobile operators worldwide, uniting more than 750 operators with almost 400 companies in the broader mobile ecosystem, including handset and device makers, software companies, equipment providers and internet companies, as well as organisations in adjacent industry sectors. We are also a member of MEF; Established in 2000, The MEF (Mobile Ecosystem Forum) is a global trade body that acts as an impartial and authoritative champion for addressing issues affecting the broadening mobile ecosystem. In addition, we are the members of below industry associations:



The GSMA is a standard developed by the European Telecommunications Standards Institute to describe the protocols for second-generation digital cellular networks used by mobile devices such as mobile phones and tablets. It was first deployed in Finland in December 1991.



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



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



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



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

Stakeholder Engagement & Materiality Definition

Our goal is to respectfully engage with local stakeholders — those who impact or may be impacted by our business — to understand their values and interests, reduce the impact of our operations, and contribute to economic opportunities. RML is committed to delivering the best possible outcome for all of our stakeholders. This requires continual efforts to be an engaging collaborator, partner, visionary, employer and innovator. Our materiality assessment involves seeking inputs from stakeholders that we identify and commitment to continuous improvement on communication and delivery to build a sustainability strategy. We see ourselves as a core component of society, and our activities are closely monitored to ensure we abide by relevant laws and regulations, meet the expectations of our stakeholders, and achieve the high standards we set for ourselves. While external stakeholder engagement is guided by governmental regulations, our internal engagements are motivated by our commitment and belief that we must engage, empower and improve conditions of our stakeholders, in all spheres. Our approach is to proactively communicate in all cases with our community and government stakeholders – both individually and in venues such as town halls, open houses and visitor centres, where we provide information about our activities (planned and ongoing) and invite feedback.

Our goal is to foster mutual understanding, trust and cooperation with stakeholder groups on sustainability topics. We interact with a variety of stakeholders via community meetings, digital and social media, corporate publications and one-on-one discussions. We continue to focus our corporate responsibility activities on the most material topics in relation to our business and the impact on sustainable development. We identify our material topics based on a combination of the factors which include our strategy and vision, risks and opportunities, feedback from stakeholder interaction, customer and legal requirements and our Code of Conduct. Maintaining an open dialogue provides opportunities to listen to concerns, discuss approaches and share plans. We gain valuable insights from this exchange which we use to continuously develop our quality and sustainability management as well as our reporting procedures.

Our town hall sessions (photos on the right-hand side) has transformed into an amazing platform for employees & management to share ideas and recognise exceptional performance through awards and certificates to exceptional performers.



Stakeholder feedback is integral to RML’s sustainability reporting process. Following are the key stakeholders group that are integral to our operations.

Stakeholder	Interfacing Group	Approach to stakeholder engagement	Material Topics
Customers	Sales/Pre Sales Marketing	Relationship meetings and reviews; executive meetings and briefings; customer visits; responses to RFIs/RFPs;	Investments and capabilities in digital technologies; quality of work; data privacy and security; ethical behavior; customer growth and transformation opportunities, fair business practices, community development.
		RML website; social media (LinkedIn, Twitter, Facebook, Instagram, YouTube)	
Employees	HR	Town halls; video & audio conference calls;	Safe and comfortable workplace; diversity; engaging assignments; learning opportunities; career development; compensation structure; rewards & promotions.
Shareholders	Senior Management	Press Releases and Press Conferences; Earnings Calls, Call recording and Transcripts on website of the Company and BSE & NSE;	Financials, revenue analysis; corporate governance; transparency and disclosure.
Suppliers & Vendors	Procurement teams	Direct interactions	Quality, credit lines, service.
		We require all our suppliers to adhere to our Supplier Code of Ethics, which covers issues such as labor, human rights, and the environment. Generally, RML expects suppliers to behave ethically as well as to maintain open and honest communications. We believe this to be true with every supplier that we have under contract. We also rely on local, state and federal agencies to monitor a supplier's compliance with environmental and labor laws.	Local business opportunities, Local supplier development, Operational integrity.

Material Topics

RML's sustainability reporting focuses on those topics that have been determined to be material, that is, reflecting the organization's significant economic, environmental and social impacts; or substantially influencing assessments and decisions of stakeholders. It is based on guidance provided by the Global Reporting Initiative (GRI). These topics include the most important factors that relate to and have an impact on RML's ability to create long-term value for our stakeholders. RML reviews the different ways in which its activity impacts these topics. Engaging with multiple stakeholder groups requires multiple media outlets and approaches tailored for the various groups. These range in scope and frequency. RML invests significant efforts to be accessible to its many stakeholders. To engage with the general public, RML publishes information on mass media, as well as social media, through informative video clips on RML's activities and products, and through targeted campaigns. The Company also follows public sentiment and works to engage and inform on multiple platforms, including social media. To engage with its investors, RML publishes financial reports and holds regular sessions with financial analysts. The scope of this report covers RML's efforts in relation to the material topics identified in the Company's most recent analysis.

Material Topic	Impact	Boundary
A. Corporate Governance	Corporate Governance comes at the forefront of all operations and the manner in which they are carried out while being fair, ethical and transparent. Board composition, board diversity, Woman representation on the Board, skill matrix among board members relevant for the Company, financial disclosure and integrity of financial statements, disclosure practice-regulatory and business.	Internal
	<p>Digital Transformation & Innovation</p> <p>Our markets are changing rapidly; this is particularly true with regard to digital trends in health care, education & e-commerce etc. which have been further accelerated by COVID-19. We are seeing increasing demand from customers for new digital services along the entire value chain. Data-driven decision-making is becoming increasingly important. At the same time, cyber security risks have made us aware of the need for standardized and resilient IT infrastructures.</p> <p>Data Protection</p> <p>As a globally operating company, we process the personal data of among others, our employees, customers, suppliers, and other business partners. To meet this responsibility, we are continuously developing our data protection measures. RML is committed to the right to informational self-determination and the privacy of all individuals from whom we receive and process data in the course of our business. This also includes the processing of personal data by third parties on our behalf. To meet new requirements or to accommodate new technologies, we are constantly developing our data protection management systems. We continuously work to ensure that all processing of personal data that we hold, meets the requirements of the EU General Data Protection Regulation (EU-GDPR) and other national and international data protection regulations.</p> <p>As a globally operating company, we give high priority to ensuring an appropriate level of data protection in all international data transfers as defined by the GDPR and all other international legal requirements relating to data transfer. To this end, in addition to commercial contracts, we also enter into specific supplementary data processing agreements with data controllers which are primarily our customers. The latest developments in the area of international data transfer, such as the European Court of Justice ruling in the Schrems II case on the Privacy Shield and the corresponding recommendations of the European Data Protection Board and of the national authorities and their committees, are closely monitored and taken into account in risk assessments and while concluding contracts.</p>	External
B. Environmental Footprint	GHG emissions; water management; effluents and waste.	External
C. Talent Management	Company's ability to attract, develop, motivate, and retain talent is critical to the success of the business.	Internal
D. Social Responsibility (CSR)	Business has to be rooted in community and be aligned with its larger interests. Any adversarial relationship can hurt the Company's ability to create long term value.	External
	Access to Education, Health Care and Medicine	

Corporate Governance

The foundation of RML's governance model is the Code of Conduct and a collection of supporting statements, including guidelines, that reflect our commitment to a culture dedicated to integrity, responsibility and ethical behavior. The Company governance model regulates the decision making processes and the approach used by the Company and our employees in interacting with all stakeholders. This model is supported by the whistleblowing process for reporting situations, events, or actions which may be inconsistent with the Code of Conduct; an advanced risk management system; and an ongoing alignment with international best practice and the India's SEBI Listing Regulations viz. Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015. The Company's Corporate Governance philosophy is based on transparency, accountability, values and ethics, which forms an integral part of the Management's initiative in its ongoing pursuit towards achieving excellence, growth and value creation. The Company has adopted a Code of Conduct for Board Members and Senior Management which suitably incorporates the duties of Independent Directors as laid down in the Companies Act, 2013 ('Act'). The Company has taken all necessary steps to ensure the Rights of Shareholders and

seek approval of the shareholders as and when required as per the provisions of the Companies Act, 2013 or other applicable legislations.

governance structure and its composition	Board comprised of executive, non-executive directors; independent directors constitute more than 50% of the board size.
role of the highest governance body in setting the organization's purpose, values, and strategy	Business plan & strategy, capital & revenue budgets, financial and corporate governance.
competencies and performance evaluation of the highest governance body	Through confidential questionnaire, feedback is collated on performance of individual directors, various committees and chairman of the Board.
role of the highest governance body in sustainability reporting	Managing Director and Group CEO, under the guidance of the CSR committee, plays the active role driving the EGS commitments.
role of the highest governance body in evaluating economic, environmental and social performance	CSR committee and Managing Director & Group CEO review & evaluate economic, environmental and social performance.
remuneration and incentives	Board remuneration is approved by shareholders; senior executive and key managerial remuneration is recommended by the nomination & remuneration committee and approved by the Board.

Board Composition and Selection of Board & Committee Members

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

Related Party Transactions

All related party transactions that were entered into during the FY 2021-'22 were on arm's length basis, in the ordinary course of business and were in compliance with the applicable provisions of the Act and the Listing Regulations. There were no materially significant related party transactions made by the Company with Promoters, Directors, KMPs or their relatives which may have a potential conflict with the interest of the Company at large. The Board of Directors has adopted a policy on Related Party Transactions. During the FY 2021-22, the Company did not have any material pecuniary relationship or transactions with Non-Executive Directors apart from payment of sitting fees.



Environmental, Social, and Governance (ESG) Ratings

In 2021, we reviewed and prioritized our stakeholders; to this end, existing corporate communication channels, the requirements of ESG ratings and rankings, and frequent inquiries from investors were evaluated. Accordingly, we assessed ourselves by ESG Risk Assessments & Insights Limited and received an overall rating of **ESG-RISK A**, indicating Route Mobile as an ESG leader with a largely positive track record of managing material risks. As part of our commitment to good business, we engage regularly with key stakeholders. This process helps us to understand, prioritize and manage our sustainability impacts as an organization as well as evolve our client services.



Anti-bribery and Corruption and Political Engagement

Route Mobile forbids all forms of bribery and corruption, and accordingly has implemented policies, procedures and internal controls reasonably designed to comply with applicable anti-corruption laws and regulations in the jurisdictions where we operate. These include: due diligence and preclearance requirements for certain third-party engagements; preapproval for providing certain gifts, entertainment and charitable contributions; transactional due diligence; and hiring controls for candidates referred by or closely associated with clients or government officials. All Route Mobile employees must take anti-corruption training at least annually, and we provide more frequent, targeted training for relevant employees such as customer facing business development & sales teams. Our ethical culture depends on the active participation of everyone who works for us. Our Code of Conduct guides the day-to-day behavior of approximately 1000 employees worldwide, and requires them to report legal or ethical concerns through a range of channels. Options include a supervisor, Human Resources, the Legal and Compliance Division and our Audit Committee Chairperson.

Direct Economic Value Generated and Distributed

Direct economic value generated and distributed (EVG&D) on an accrual basis, including the basic components for the organization's global operations

i. Direct economic value generated: revenues	Total Revenue - ₹ 2,002 cr
ii. Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments;	₹ 1,832 cr which includes all the operating costs viz. Cost of goods sold, employee wages and benefits, all other operating overheads, depreciation and amortization, finance cost and taxes paid/proposed to be paid
iii. Economic value retained: 'direct economic value generated' less 'economic value distributed'.	₹ 170 cr

Internal Financial Control

Management is responsible for establishing and maintaining an adequate system of internal control over financial reporting, including safeguarding of assets against unauthorized acquisition, use or disposition. This system is designed to provide reasonable assurance to management and the board of directors regarding preparation of reliable published financial statements and safeguarding of the Corporation's assets. Company's internal control over financial reporting is a process designed by or under the supervision of, the Company's CEO and CFO, and effected by the company's board of directors and audit committee to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements. Under the supervision and with the participation of our management, including the Chief Executive Officer and Chief Financial Officer, we have evaluated the effectiveness of our disclosure controls and procedures as required by Companies Act and Listing Regulations as of the end of the period covered by this report. Based on that evaluation, the Chief Executive Officer and Chief Financial Officer have concluded that these disclosure controls and procedures are effective.

Sustainable Executive Remuneration

Sustainable remuneration is generally described as remuneration based on long-term economic, social and environmental targets. According to this, a remuneration scheme fully based on financial measures might be seen to be sustainable if it had long-term focus. The key components of senior management remuneration are fixed and variable pay. Variable pay is usually made up of bonuses, and long-term equity incentives (ESOPs) that are related to different targets. Incentives are usually short-term or long-term by nature and the job-specific remuneration schemes as determined by the MD & Group CEO under the supervision of remuneration committee. Directors (except MD) are paid only sitting fees and no commission is paid. In order to ensure the quality and efficiency of the Board of Directors, each year it assesses its own operation, the performance and contribution of each director and the diversity in the composition and competencies of various committees. The assessment includes the performance of the Board as a whole, chairman of the Board and the functioning of its Committees. The Annual Report for Fiscal 2022, approved by the Board of Directors, including the directors' remuneration policy, details of the remuneration received by each of them as further contained in the Annual Report for Fiscal 2022 are available on our website www.routemobile.com



Code of Business Conduct and Work Ethics Policy: Human Rights

Our Code of Business Conduct and Ethics spells out the general principles of conduct that everyone at RML should respect – every day, everywhere, and in every role. Our Code asks much more of each of us than a list of required behaviors or simple adherence to the laws and regulations of any particular host countries in which we are present, operationally or through a direct legal entity. It empowers all employees to take positive steps and lays out a roadmap based on the most demanding international codes of corporate conduct. This pledge is a significant part of our efforts to assure employee health and safety, talent development, diversity and inclusion and to respect human rights within and beyond our Group. By conducting our business based on such a firm foundation, we give our customers and all our other stakeholders confidence and show our reliability and sustainability as business partners and corporate citizens. The Group is committed to the prevention of adverse human rights conditions. RML requires adherence to internationally recognized principles for the respect and support of fundamental human rights

in all geographic areas where the Group operates. RML promotes these principles and expects our suppliers, contractors and other business partners, with whom we do business, to adhere to these standards. The RML employee code of conduct containing Human Rights Guidelines, are consistent with the spirit and intent of the United Nations Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights (Ruggie Framework), the United Nations Sustainable Development Goal, the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization, and the U.K. Modern Slavery Act 2015 (as may be applicable for our UK operations).

RML prohibits the use of child and forced labor. We seek to provide a diverse and inclusive workplace, free from discrimination and harassment. We recognize and respect workforce members’ freedom of association and are committed to providing employment conditions that are competitive and compliant with all applicable employment, wage and working hour laws.

Environment

We are facing extraordinary challenges that will impact our social and economic systems for years to come, from environmental pollution and global warming. We are in a climate crisis — the amount of greenhouse gases in the atmosphere is the most urgent issue today. Climate change impacts every individual, company, city, and nation, and it disproportionately affects the vulnerable sections, increasing thereby global inequality. Along with the Paris Agreement on climate change, this global agenda designed by the UN has become - despite the fact that just three years have elapsed since it was rolled out - a shared roadmap through which to channel the joint actions of governments, the private sector and citizens. We will focus to invest in carbon offsets covering emissions from all key operational impacts (use of electricity, business travel, commuting, waste and water).

Reducing the Carbon Footprint (Energy & Emissions)

As governments and industries seek to limit the amount of greenhouse gas emissions, environmental standards, organizations and legislations increase to actively address the impact of human activity on the environment. For businesses in many nations, compliance with environmental directives is required to avoid financial penalties. While our digital lifestyle comes with significant environmental benefits on the one hand (reduction of travel-related carbon emissions, to name one example), the increased internet usage also comes with its downsides for the environment. Evidently, tech companies are challenged to find solutions to reduce their environmental impact. A significant amount of emissions for digital & internet based communication channels come from devices, network infrastructure and data centres. Due to the complexity and dynamic nature of this area, finding reliable data here is not always easy. Besides server and data processing emissions, the emissions from customers and users often make up a substantial part of digital companies' carbon footprints. Business travel is actually a very prominent emission driver, especially for international companies. Tackling climate change is one of the biggest challenges faced by the world today. Though there is undoubtedly a level of responsibility on national

governments to protect our environment, there is equal if not more responsibility on both citizens and businesses to do their part in living and working sustainably. Corporate emissions such as business travel, external services and office emissions are often underestimated despite having a considerable impact on the carbon footprint of technology companies. We are prioritizing video/tele-conferencing over taking business trips. The other measures we employ are:

- Switching to a renewable energy provider;
- Using smart meters to lower heat-based emissions;
- Avoid unnecessary business trips and replace them with online meetings;
- Use the train for necessary business trips and corporate events;
- Switch to green(er) suppliers and encourage our suppliers also to analyse and reduce their own carbon footprint. Where it is technically feasible to do so, we have implemented other measures including the replacement of air conditioning chillers with Computer Room Air Conditioning units (typically delivering an estimated 25 per cent energy saving), cold aisle rack containment, power factor correction, and installation of Data Centre Infrastructure Management (DCIM) systems.



Electricity Consumption (kWh/FTE/month)

Management Approach: Around the world, the push to reduce carbon emissions and even fully decarbonize is also gathering momentum. Climate change is a material environmental issue — a challenge that we must actively contribute to resolving through innovation and business solutions.

a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	NIL
b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.	NIL
c. In joules, watt-hours or multiples, the total:	
<ul style="list-style-type: none"> i. electricity consumption ii. heating consumption iii. cooling consumption iv. steam consumption 	Total Electricity Consumption Meter Units (KWh): 2250704
GHG emissions [from direct energy consumption, like fuel, if any (Scope 1), purchased electricity (Scope 2) and other indirect sources, if any, (Scope 3)]	<p>Direct GHG emissions occur from sources that are owned or controlled by the Company, for example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc. At RML, we do not have any such instances.</p> <p>GHG emissions from purchased electricity (Scope 2) for the reporting period FY 2021-22 was 1.05×10^{-7} tCo2/FTE/annum.</p> <p>Indirect emissions are consequences of the actions of a reporting entity, but are produced by sources owned or controlled by another entity. All other indirect emissions are from Scope 3 emissions. These are emissions caused by sources not owned or controlled by the Company but are connected to its operations like business related travels, employee commuting etc.</p> <p>Scope 3: 1.12×10^{-7} tCo2/FTE/annum.</p>
d. In joules, watt-hours or multiples, the total	
<ul style="list-style-type: none"> i. electricity sold ii. heating sold iii. cooling sold iv. steam sold 	Not Applicable.
e. Total energy consumption within the organization, in joules or multiples.	We are in the Service Industry, electricity is the only significant form of energy consumed. Total Electricity Consumption Meter Units (KWh): 2250704
f. Standards, methodologies, assumptions, and/or calculation tools used; & g. Source of the conversion factors used.	The electricity consumption is controlled by certain changes in process, e.g. Controlling the temperatures of HVAC, Regular maintenance of HVAC on monthly basis. Usage of energy efficient lighting to reduce the power consumptions, curbing the unnecessary usage of electricity. The organisation aims to control the overhead costs by keeping a check on the electricity consumption on a regular basis, thus contributing to Sustainable/positive development.

Direct (Scope 1) GHG Emissions

Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent.	NIL
Gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , or all.	NIL
Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent.	NIL
Base year for the calculation, if applicable, including:	
i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.	NIL
Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	NIL
Consolidation approach for emissions; whether equity share, financial control, or operational control.	NIL
Standards, methodologies, assumptions, and/or calculation tools used.	NIL

Energy indirect (Scope 2) GHG Emissions

Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent.	2138 tCO ₂ e
If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent.	NA
If available, the gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, or all.	NA
Base year for the calculation, if applicable, including:	
i. the rationale for choosing it;	NA
ii. emissions in the base year;	NA
iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.	NA
Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	Thermal Power plant standard emission
Consolidation approach for emissions; whether equity share, financial control, or operational control.	FTE (Financial)
Standards, methodologies, assumptions, and/or calculation tools used.	Comparing KWH generated to emissions by thermal power plant



Scope 3: Our own operations - energy efficiency and carbon emission virtual meetings increased, business travel emissions decreased

We also continued internal lobbying and guidance to reduce the need for physical meetings, business travel and encouraged the use of virtual meetings. Business travel includes flights, rail, rental cars, taxis, and public transport. The use of virtual hours (webex & zoom people hours and video conference room hours) increased in 2021 when compared to 2019. We conducted an employee commuting assessment & most of the employee commuting emissions come from single person car use. Remote work was considered as zero emission commuting.

Other indirect (Scope 3) GHG Emissions

Gross other indirect (Scope 3) GHG emissions in metric tons of CO ₂ equivalent.	2253 tCO ₂ e
If available, the gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , or all.	NA
Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent.	NA
Other indirect (Scope 3) GHG emissions categories and activities included in the calculation.	NA
Base year for the calculation, if applicable, including:	
i. the rationale for choosing it;	NA
ii. emissions in the base year;	NA
iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.	NA
Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	Fuel Equivalent of Petrol and Diesel
Standards, methodologies, assumptions, and/or calculation tools used.	Fuel used for allocated parking + Fuel for employee travel + Fuel for Air Travel

Water Withdrawal by Source

Accessing the sustainability features in water supply, that is to say, the three-fold goals of economic feasibility, social responsibility and environmental integrity, is linked to the purpose. Sustainable water supply is a component of integrated water resource management, the practice of bringing together multiple stakeholders with various viewpoints in order to determine how water should best be managed. We operate our offices through leasing of shared buildings operated by independent agencies (at the builders' premises) and therefore do not control water treatments directly, hence water consumption is not directly measurable. Water is drawn primarily from municipal water supplies and private purchase.

Total volume of water withdrawn, with a breakdown by the following sources

Surface water, including water from wetlands, rivers, lakes, and oceans	NIL
Ground water	4870 KL (Tanker Water)
Rainwater collected directly and stored by the organization	NIL
Waste water from another organization	NIL
Municipal water supplies or other public or private water utilities	1425 KL MCGM + 58 KL Drinking
Standards, methodologies, and assumptions used	Tanker water is considered as ground water

Waste Generation and significant Waste-related Impacts

We are committed to managing the environmental impact of our business activities responsibly, and doing what we can to tread lightly on the planet, particularly as our business grows. As a major CPaaS provider, our approach to environmental management focuses on our two most material environmental impacts – climate change (from GHG emissions) and waste (from redundant e-wastes like computers, hardwares & other electrical peripheral). A 2019 study by the GSMA estimated that avoided emissions enabled by mobile communications technologies may be approximately ten times greater than the emissions of the mobile sector. Route Mobile recognizes the public’s concern regarding plastic waste and prioritizes eliminating unnecessary waste from our operations to increase efficiency and minimize potential impacts to the environment. We recognize the urgent need to protect the world’s biodiversity and ecosystems, give equal access to a safe and healthy environment, reduce carbon emissions associated with the creation and end-of-life of these materials, and meet the needs of a growing population.

As a tech enabled omni-channel cloud communication company, our facilities only generate electronic, electrical,

and office consumables waste and municipal solid waste. We are increasing the use of recycled content, selecting recyclable or compostable materials, reducing hazardous substances, and designing out waste. We keep products and materials in use longer through reuse, repair, and recycling programs. In 2021, employees working from home was one of the main drivers of the decrease of over 60% percent in total waste generated on our cafeteria operations were minimal. We use our assets as long as we can effectively, then reuse what we can to extend hardware life. After decommissioning, we move towards a diversified approach, ensuring that assets are dispositioned to optimize value, security, compliance, and sustainability.

Organization’s significant actual and potential waste-related impacts, a description of:

The inputs, activities, and outputs that lead or could lead to these impacts	NIL
Whether these impacts relate to waste generated in the organization’s own activities or to waste generated upstream or downstream in its value chain	NIL




Talent Management

We prioritize the development of each one of our employees. It begins with recruiting exceptional talent and continues with individually planned assignments and experiences that lead to broad skill development and a deep understanding of our businesses. Through a combination of work assignments, on-the-job experiences, and focused training and education, employees acquire the necessary skills and competencies to take on increasing levels of responsibility and job complexity. Our reward programs are designed to attract and retain key talents and engage our employees. They reflect our values, they are understood and valued by employees, and they contribute to our business success by balancing market competitiveness and affordability based on a total reward approach. These are performance driven (both on an individual and company basis), flexible and fair. The key elements of our compensation structures are annual base salary, incentive/bonus programs, recognition programs and long-term incentives such as stock options. Our approach to performance management and rewards highlights the importance of quality dialogue between line managers and employees, and greater rewards for individual contribution. Annual Awards makes it easy to acknowledge the contribution of colleagues. This year we all gathered in Goa (India) from different parts of world to celebrate our success during the last year. It also became a melting point for different cultures to amalgamate into one identity.


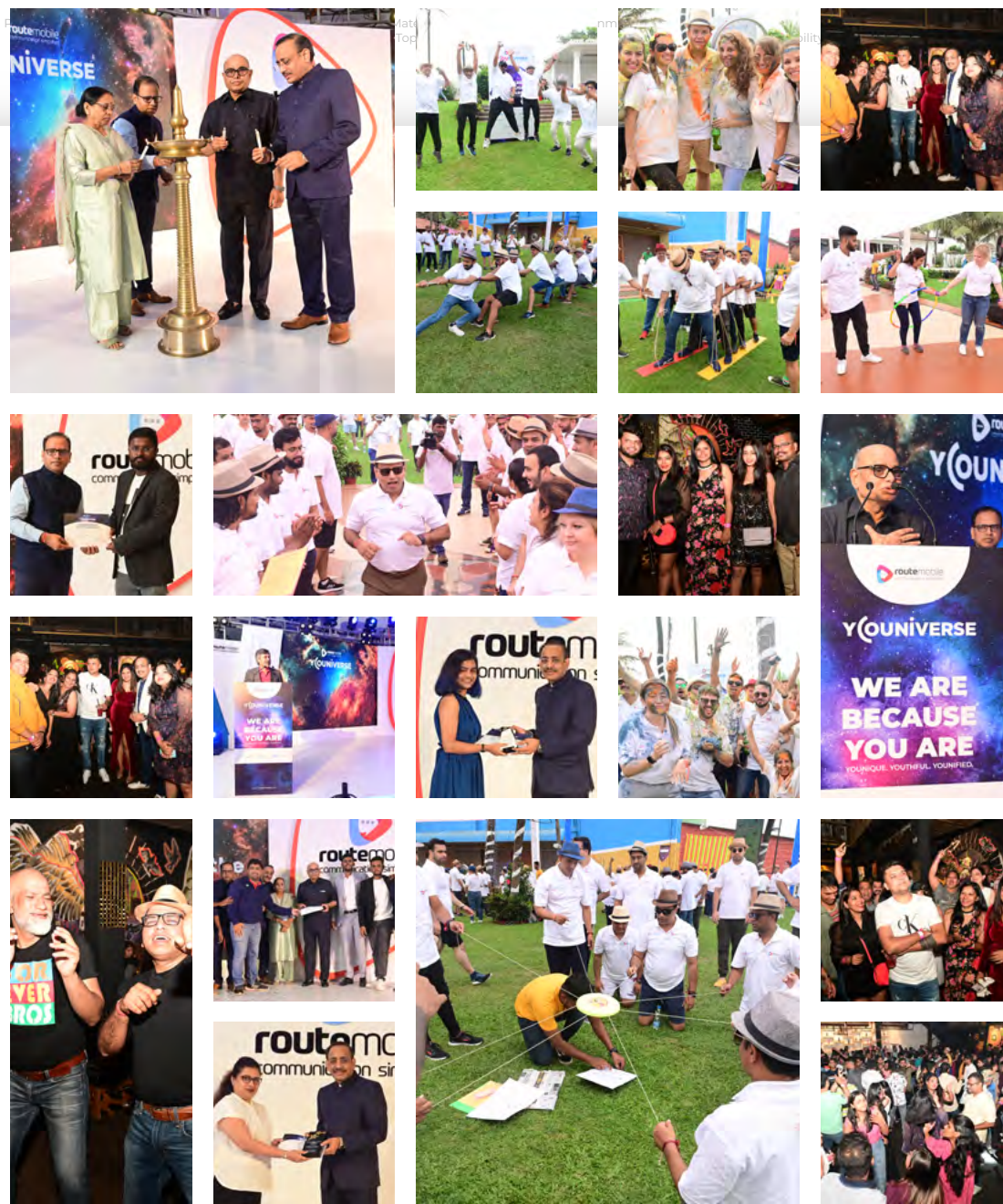






YOUNIVERSE

 Annual Gathering of RMLites at Goa (Feb - 2022)

Employment: New employee hires and employee turnover

Total number and rate of new employee hires during the reporting period, by age group, gender and region.				Total number and rate of employee turnover during the reporting period, by age group, gender and region.		
Region	Age group	Female	Male	Age group	Female	Male
India	20-30	13	92	20-30	1	38
	30-50	5	57	30-50	6	31
	50+	0	1	50+	0	0
Total		18	150		7	69

Minimum notice periods regarding operational changes

Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them.	For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.
30 days	NA

Benefits provided to Full-time Employees that are not provided to Temporary or Part-time employees

a. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum:	
i. Life Insurance;	None
ii. Health Care;	Yes, Medicaclaim is provided to all our employees and covers the spouse & children of the employee as well.
iii. Disability and Invalidity Coverage;	None
iv. Parental Leave;	Yes
v. Disability and Invalidity Coverage;	Not Applicable.
vi. Stock Ownership;	Performance based and as approved by the Nomination and Remuneration Committee of the Company. The objective of employee stock option plan is to reward employees to align individual performance with Company objectives and drive share-holders' value creation, create a culture of ownership among the executives, and employees to enhance their commitment to organization, collaborate and attract and retain key talent critical to organization's success. For details on our ESOP programme, please refer to the Board's report which is available on our website www.routemobile.com under the investors section.
b. Significant Locations of Operation	This report is on standalone basis and our Mumbai, India, Headquarter has been considered.

Workers representation in formal joint management - worker health and safety committees:

Explanation of the material topics and its boundaries, management approach & its evaluation

Safety is a core value at Route Mobile. We operate in a manner that helps protect our employees, contractors, customers and the communities where we operate. Our approach to safety includes identifying possible risks, implementing measures to prevent potential incidents, and educating employees and contractors about unsafe behaviors. We promote a safety-first mentality for Route Mobile employees and contractors to reach our goal of zero workplace injuries and illnesses. Our workforce is empowered to intervene or stop work when they observe an at-risk situation or unsafe behavior. During the reporting period, there was no reportable safety breach or incident of injury.

The level at which each formal joint management-worker health and safety committee typically operates within the organization.	NA
Percentage of workers whose work, or workplace, is controlled by the organization, that are represented by formal joint management-worker health and safety committees.	NA





Training & Development: Management Approach

Our career development processes include career profiles, discussions and planning, which inform the annual talent review and succession planning process. Strategic talent reviews and succession planning occur annually across all business areas globally. In these meetings, senior leaders discuss key talent management topics including the review of critical roles, top talent, strategic talent moves, and their talent management focus for the coming year. Training and development opportunities for employees at all stages of their careers empower them to reach their full potential. Employees are also critical to the long-term success of our business. We encourage employees to identify the paths that can build the skills, experience, knowledge, and competencies needed for career advancement.

We train employees on current requirements and threats in connection with data protection and data security. To this end, we use an extensive range of e-learning courses, face-to-face training, and other training measures. We supplement general training with training measures for specific employee groups. In this way, we ensure that

employees entrusted with processing data are informed about the current legal situation and the corresponding internal requirements. We inform new employees about the appropriate handling of sensitive data and oblige them to maintain confidentiality. Newly hired employees at RML receive online mandatory instruction in data protection within a specified period. In-depth training sessions are also held on an ad-hoc basis. Across the organization, one way our leaders are monitoring the progress on representation of diverse talent is via our succession planning and talent review processes, which allow for pipeline development and career planning for diverse talent. Our approach to learning focuses on reinforcing key principles that are designed to support a person's effectiveness in their current job, and in future situations. Our business transformation blueprint is supported not only by the right structure but also the right people. The success of this is reflected in the business bounce back in the second half of the year, indeed a credit to our people. Throughout the world, Route Mobile employees are encouraged to develop by doing, take charge of their learning and growth, and seek support along the way.

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

I. Gender	Female - 22 Male - 22
I. Employee category*	Employee category Product:40 Technology-60 Sales:20 Marketing:8
II. Breakdown of employees by level (such as senior management, middle management) and function (such as technical, administrative, production)	by level Leadership Team- 10 People Managers: 38 Individual Contributors: 80

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

Diversity of governance bodies and employees

Diversity of thought, ideas, perspectives, skill, knowledge and culture makes Route Mobile more innovative, resilient and better able to navigate the complex and changing global energy business. Creating an inclusive workplace enables our global employees to bring their unique perspectives to help achieve Route Mobile’s business objectives. Our global workforce reflects the local communities and cultures where we operate. Our objectives are to seek and hire talented, dedicated employees and give them opportunities to learn, grow and succeed. The result is a diverse and multi-faceted employee based representing different perspectives and ideas.

a. Percentage of individuals within the organization’s governance bodies in each of the following diversity categories:

- i. Gender;
- ii. Age group: under 30 years old, 30-50 years old, over 50 years old;
- iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).

b. Percentage of employees per employee category in each of the following diversity categories:

- i. Gender;
- ii. Age group: under 30 years old, 30-40 years old, over 40 years old;
- iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).

Age Group	Gender			Age Group	Gender		
	Total	Female	Male		Total	Female	Male
20-30	NA	Nil	Nil	20-30	162	31	131
30-50	2	Nil	2	30-40	180	36	144
50+	5	1	4	40+	65	10	55





Ratio of Basic Salary and Remuneration of Women to Men

Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.

Age Group	Gender	
	Female	Male
20-30	24189	23863
30-50	44096	66956
50+	NA	NA

Significant locations of Operation: This information is not currently consolidated at the global level. Because of the subsidiary structure and variations in subsidiary policies, it is difficult to consolidate this information at the global level in a meaningful way. Alignment on the level of materiality, on reporting system requirements and investments and on resource availability needs to occur to enable reporting on this metric. It may be three or more years before this information is available.

Percentage of total employees covered by collective bargaining agreements.

We do not have Labour Unions and no collective bargaining agreement has been executed

Corporate Social Responsibility (CSR)

RML is committed to building a secure future, not only for our Company but also for society as a whole. We embrace our responsibility to balance business with social needs by creating jobs through our facilities, promoting employee volunteerism and engagement, and targeting our charitable giving to address local needs. Our partnerships with non-profit organizations and community, academic and local leaders provide an important connection between our employees and the communities where they live and work. In alignment with the United Nations Sustainable Development Goals, our social contribution efforts focus most particularly on Quality Education; Gender Equality; Decent Work and Economic Growth; Reduced Inequality; Industry, Innovation and Infrastructure; and Sustainable Cities and Communities. Our social investments address key needs such as access to health care, disaster relief, education and economic development. To fulfill our company's vision and value statements, we strive to be a good neighbor and a positive community partner. We seek to make the community a better place. Society is today undergoing great changes and faces a range of challenges, from energy and environmental issues to water scarcity, rapid urbanization, an aging society, insufficient infrastructure, and security. Our CSR programmes are inspired by UN Sustainable Development Goals (SDGs) to reduce extreme poverty & reduce inequality and therefore focuses

on three distinct areas of intervention namely: Promotion of Education for children & Sports for talented youths from poorer sections, Healthcare & Hygiene, medical aid for marginalised sections and other aids during times of emergencies like flood etc. Social responsibility is an integral part of our corporate citizenship. We strive to foster a socially responsible corporate culture by introducing a balanced approach to business. This is done by addressing social and environmental challenges through required investments, necessary resource allocation and engaging with the stakeholders. The CSR committee and RML Foundation are playing a central role in advancing RML's sustainability strategy. In keeping with the mission to provide support to keep communities safe, smart and sustainable, the Foundation also contributed to organizations that provide assistance to the most vulnerable populations in the communities where our employees live and work.

Like in FY 2020-21, even during COVID-19 situation in Fiscal 2022, we reached out to the displaced and marginalised sections of the society with food, clothes, oxygen cylinders and other essential medical supplies, which are beyond the regular mandates of applicable laws in India mandating CSR spending. Our general CSR initiatives form part of our Board's Report every year. The same is available on <https://routemobile.com/investors>



Operations with local community engagement, impact assessments, and development programs:

Percentage of operations with implemented local community engagement, impact assessments, and/or development programs, including the use of:

social impact assessments, including gender impact assessments, based on participatory processes;	Our CSR strategy, which is primarily focused of promoting education, healthcare and sports, makes larger proportion of contribution to gender neutral avenues like schools, hospitals and thus ensures that CSR efforts are uniformly spread out.
stakeholder engagement plans based on stakeholder mapping;	
environmental impact assessments and ongoing monitoring;	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.
public disclosure of results of environmental and social impact assessments;	
local community development programs based on local communities' needs;	
broad based local community consultation committees and processes that include vulnerable groups;	Not Applicable. We are a tech-enabled service company and therefore occupational health and safety management concerns are not applicable to us in the traditional ways as that would be applicable to a plant or factory. There are no prevalent laws which are specifically applicable to us with regard to occupational health and safety.
works councils, occupational health and safety committees and other worker representation bodies to deal with impacts;	
formal local community grievance processes.	



GRI Standards Content Index

RML publishes the Sustainability Report on an annual basis. The last report was published for FY 2021. The current report, for FY 2022 (year ending March 31, 2022), is the 2nd such report published by RML till date. This report has been prepared in accordance with the GRI Standards: **Core option**. The following table lists content within the document that relates to specific GRI Standards indicators. Each indicator references the appropriate pages in the FY 2021-22 Sustainability Report or the 2021 Route Mobile Annual Report.

GRI Standard	Disclosure	Page No./headings	Omission
GRI 101: Foundation 2016 (GRI 101 doesn't include any disclosures)			
General disclosures			
Organisational Profile			
GRI 102: General Disclosures 2016	102-1 Name of the organisation	9	
	102-2 Activities, brands, products and services	14-15	
	102-3 Location of headquarters	9	
	102-4 Location of operations	16	
	102-5 Ownership and legal form	9	
	102-6 Markets served	9	
	102-7 Scale of the organisation	13	
	102-8 Information on employees and other workers	17	
	102-9 Supply Chain	18	
	102-10 Significant changes to the organisation and its supply chain	18	
	102-11 Precautionary principle or approach	19	
	102-12 External initiatives	23	
	102-13 Membership of associations	24	
Strategy			
GRI 102: General Disclosures 2016	102-14 Statement from senior decision maker	1-2	
Ethics and Integrity			
GRI 102: General Disclosures 2016	102-16 Values, principles, standards, and norms of behavior	10	
Governance			
GRI 102: General Disclosures 2016	102-18 Governance structure	28	
Stakeholder Engagement			
GRI 102: General Disclosures 2016	102-40 List of stakeholder groups	26	

	102-41 Collective bargaining agreements	46	
	102-42 Identifying and selecting stakeholders	25-26	
	102-43 Approach to stakeholder engagement	26	
	102-44 Key topics and concerns raised	26	
Reporting Practice			
GRI 102: General Disclosures 2016	102-45 Entities included in the consolidated financial statements	10	
	102-46 Defining report content and topic boundaries	10, 27	
	102-47 List of material topics	27	
	102-48 Restatements of information	10	
	102-49 Changes in reporting	10	
	102-50 Reporting period	10	
	102-51 Date of most recent report	10	
	102-52 Reporting cycle	10	
	102-53 Contact point for questions regarding the report	Rathindra Das complianceofficer@routemobile.com	
	102-54 Claims of reporting in accordance with the GRI Standards	10	
	102-55 GRI content index	50	
	102-56 External assurance	-	None.
Material Topics - Economic			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	27	
	103-2 The management approach and its components	27	
	103-3 Evaluation of the management approach	27	
GRI 201: Economic Performance 2016	201-1 Direct economic Value generated and distributed	30	
Material Topics - Environment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	27	
	103-2 The management approach and its components	29, 32 - 33	
	103-3 Evaluation of the management approach	32 - 33	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	34	
GRI 303: Water			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	27	
	103-2 The management approach and its components	38	

	103-3 Evaluation of the management approach	38	
	303-1 Water withdrawal by source	38	
GRI 305: Emissions			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	27, 33	
	103-2 The management approach and its components	27, 33	
	103-3 Evaluation of the management approach	27, 33	
	305-1 Direct (Scope 1) GHG Emissions	35	
GRI 306: Effluents and Waste			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	27	
	103-2 The management approach and its components	27	
	103-3 Evaluation of the management approach	32	
GRI 306: Effluents and waste 2016	306-1 Waste generation and significant waste-related impacts	39	
Material Topics - Social			
GRI 401: Employment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	27	
	103-2 The management approach and its components	40	
	103-3 Evaluation of the management approach	40	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	42	
GRI 402: Labor/Management Relations			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	27	
	103-2 The management approach and its components	40 - 41	
	103-3 Evaluation of the management approach	40 - 41	
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	42	
Material Topics - Social			
GRI 403: Occupational Health and Safety			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries	27	
	103-2 The management approach and its components	27	
	103-3 Evaluation of the management approach	27	
GRI 403: Occupational Health and Safety 2016	403-1 Workers representation in formal joint management-worker health and safety committees	43	

GRI 404: Training and Education			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries		27
	103-2 The management approach and its components		44
	103-3 Evaluation of the management approach		44
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee		44
GRI 405: Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries		27
	103-2 The management approach and its components		28
	103-3 Evaluation of the management approach		31
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees		45
	405-2 Ratio of basic salary and remuneration of women to men		46
GRI 413: Local Communities			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundaries		27
	103-2 The management approach and its components		47
	103-3 Evaluation of the management approach		47
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs		48

Contact us

The selection of topics for this Report is based on the results of our Corporate priorities, the dialogue with stakeholders, the Global Reporting Initiative Standards requirements. This Report includes material aspects as well as topics which are not material, but which may be of interest to selected stakeholders. Your opinion is important to us. Please email any feedback/queries to:

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Note:

Route Mobile believes that the information in this document is accurate as of its publication date; such information is subject to change without notice. The information contained herein covers the time period beginning on April 1, 2021, and ending on March 31, 2022, unless otherwise indicated. Certain information contained in this publication may constitute “forward-looking statements” as defined in applicable securities laws. Forward-looking statements include statements that are predictive in nature, depend upon or refer to future events or conditions, and include statements regarding Route Mobile’s operations, business, financial condition, expected financial results, performance, prospects, opportunities, priorities etc. In some cases, forward-looking statements can be identified by terms such as “expects,” “anticipates,” or future or conditional verbs such as “may,” “will,” “should,” “would” and “could.” Reliance should not be placed on forward-looking statements & the actual results, performance, or achievements may differ materially due to various factors, internal & external. Route Mobile undertakes no obligation to update or revise statements or information in this publication, whether as a result of new information, future developments, or otherwise. None of Route Mobile, its officers, employees, agents, or affiliates makes any express or implied representation, warranty or undertaking with respect to the accuracy, reasonableness, or completeness of any of the information contained herein.