



Our Purpose: Shaping the World of Trusted Digital Experiences to Empower Consumers and Enable Companies

Aligned to our purpose, our ESG strategy adapts a 3i framework focusing on Innovation, Impact and Integrity to ensure sustainability remains at the core of all our products, operations and initiatives.



Innovation

Innovating for a Sustainable and Greener Future



Impact

Enabling an Intentional, Positive Impact on our Stakeholders and Community



Integrity

Delivering with Transparency and Responsibility

Environmental

Working to achieve a carbon neutrality by 2025

Adapting 'RRR' strategy – Reduce, Review and Restore to combat climate change.

- Carbon footprint
- GHG Emissions
- Water Management
- Scope 1, 2, 3 emissions
- Waste Management

Social

Creating Opportunities and Empowering Communities

Enabling inclusive growth by positively impacting communities.

- Our communities
- Education to employment
- Our people
- Embracing Diversity and Inspiring Inclusion

Governance

Profit with Purpose: Our Commitment to Stakeholders

Putting profitability at the core through ESG integration.

- Smart, Secure and Sustainable Workplace
- Augmenting Learning for Professional Excellence
- Advocating Workplace Equity
- Embracing Diversity and Inspiring Inclusion

Creating Meaningful Value for all Stakeholders

Value Creation Process



Our Purpose

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



Our Targets

Tech Innovator, Talent Magnet, Customer obsessed and Financial discipline.



How we Operate

Drive growth and profitability, Deepen customer relationships, Collaborate within Digital Interaction value chain, Built talent at scale, ESG at core of all our operations.

Outcome for Stakeholders



Employees

- Investment in training for emerging digital technologies to upskill and provide opportunities to drive continuous improvement
- New tools and automation enabled employees to enhance productivity and develop innovative solutions
- Learning and development aims at developing competencies in emerging digital technologies through tie up with top business schools/ e-academies for customised programs
- Talent retention through holistic employee wellbeing programs



Customers

- Revenue from new customers ₹498 million
- 28% of new customer editions on WhatsApp
- Revenue customer concentration from top twenty customers: 58%
- 223 customers contributing > ₹410 Mn annual revenue
- Product Penetration in top 120 customers - Average +2
- Retention of customers through improvement in NPS



Investors

- Maintain a total dividend payout of 30% of the annual consolidated profit after tax
- Completed 3rd consecutive buyback of shares
- Total payout to shareholders at 72% of profit after tax earnings per share at ₹33.05
- Improved quarterly disclosures in Shareholders Report
- Released Tax Transparency Report



Social and Relationships

- Launched a flagship project called PILLARS (Project for Improvement of Learning Levels through Academic and Other Support in Rural Schools) to provide a holistic learning engagement and enhance educational outcomes of students in rural India
- Skill development training for youth in business development. Successfully trained and placed 354 students
- Launched a scholarship program, collaboration with IIT Madras and assisted five students from economically disadvantaged backgrounds

Setting New Standards of Excellence as a Leading Enterprise Software Company



No Scam, No Spam

We're dedicated to protecting users from spam and scams, ensuring a secure communication experience through innovations like Trubloq and Wisely ATP.



Data Privacy, Data Security

We're on the side of data privacy and security, prioritising the protection of user information while enhancing customer control over their data.



Ubiquitous Accessibility

We envision a world where enterprises seamlessly connect with a global community through our all-encompassing omnichannel API.



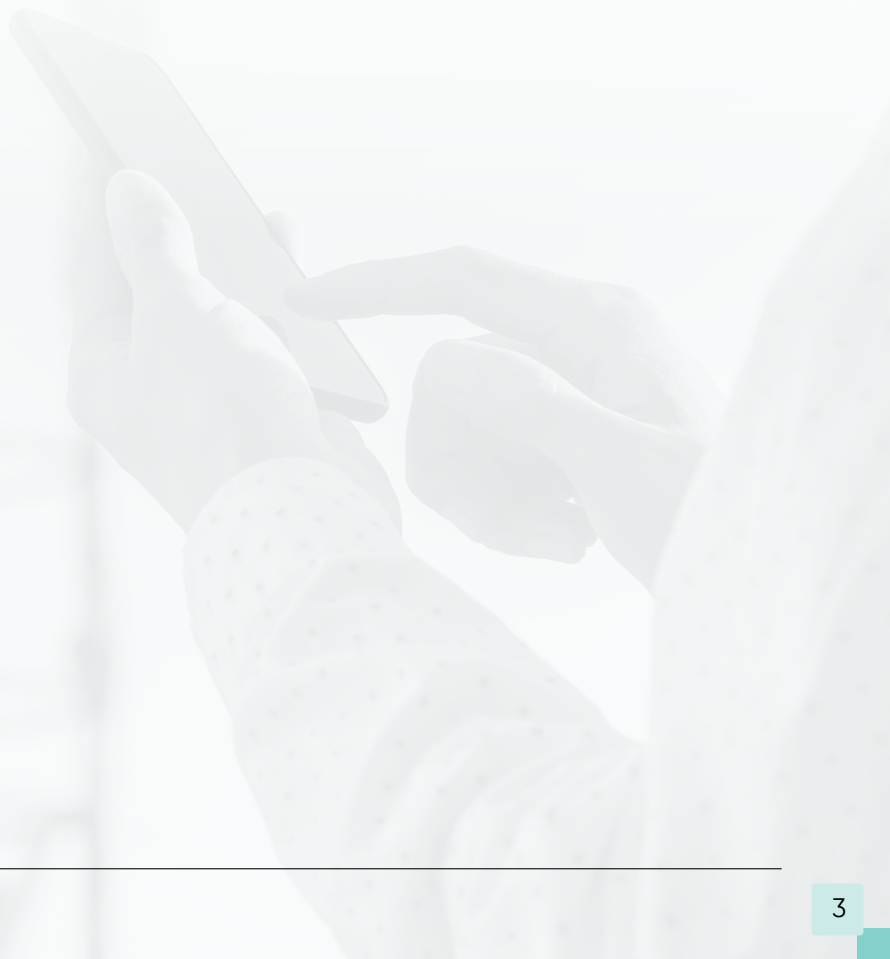
100% Transparency

We aspire to cultivate an environment of data transparency, one that helps build lasting relationships and fosters informed decision-making.



Purposeful Collaboration

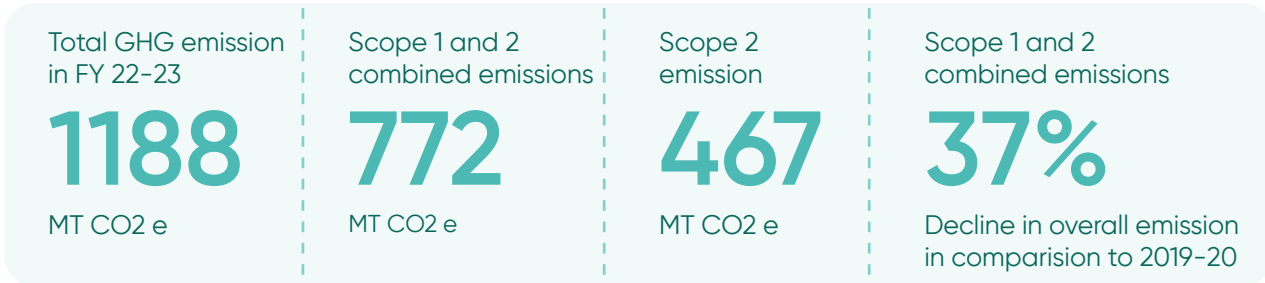
Our success is rooted in nurturing a partner ecosystem that includes 20+ global telcos and OTT players, built on a shared vision of advancing digital communications.



Environmental

Working to achieve a carbon neutrality by 2025

Adapting 'RRR' strategy – Reduce, Review and Restore to combat climate change



| S.No | Categories | UOM | 2019-20 | 2020-21 | 2021-22 | 2022-23 |
|------|---|--------------------------------------|---------|---------|---------|---------|
| 1 | Scope 1 | MT CO ₂ e | 28 | 11 | 12 | 16.7 |
| 2 | Scope 2 | MT CO ₂ e | 1632 | 1081 | 976 | 705 |
| 3 | Sub-total | MT CO ₂ e | 1660 | 1092 | 425 | 721.7 |
| 4 | Scope 3 | MT CO ₂ e | 218 | 150 | 376 | 467 |
| 5 | Total | MT CO ₂ e | 1879 | 1242 | 1364 | 1188.7 |
| 6 | Emissions | Sq.Ft. | 74100 | 74100 | 133424 | 139924 |
| 7 | Emissions Intensity (per employee) | MT CO ₂ e/ Employee | 3.33 | 2.20 | 1.08 | 1.8 |
| 8 | Emissions Intensity (per built-up-area) | kg CO ₂ e/ft ² | 25.35 | 16.75 | 5.54 | 7.58 |

Waste Management

| Waste Type | Hyderabad-TTC | Hyderabad-SEZ | Gurgaon | Mumbai | Chennai | Bangalore | Total |
|--|----------------------------------|---------------|---------|----------------|---------|-----------|--------|
| Scrap Metal (Kg per year) | - | - | - | - | - | - | - |
| Paper 9 (Kg per year) | - | - | 60 | - | 24 | 24 | 108 |
| Plastic (Kg per year) | - | - | - | - | - | - | - |
| Food Waste (Kg per year) | 1716 | 120 | 360 | - | 2016 | 864 | 5076 |
| Batteries (80 Numbers) | 5471.8 | - | - | - | - | - | 5471.8 |
| Cardboard (Kg per year) | - | 60 | 36 | 60 | 36 | 60 | 252 |
| Any other - C- Fold and Tissue Papers (Kg per year) | 864 | 60 | - | - | 1728 | 2016 | 4668 |
| E-Waste | 600 (120 No's 2012-22 Generated) | - | - | - | - | - | - |
| Hazardous waste (Kg per year) | - | - | - | - | - | - | - |
| Total Solid Waste generated in FY 22-23 (Kgs) | | | | 15575.8 | | | |

Water Management

| Sl.No. | Office | FY 21-22 | | | FY 22-23 | | |
|-------------------|---------------|----------------------|---------------------|------------------------------|----------------------|---------------------|------------------------------|
| | | Municipal Water (KL) | Drinking Water (KL) | Total Water Consumed (in KL) | Municipal Water (KL) | Drinking Water (KL) | Total Water Consumed (in KL) |
| 1 | Hyderabad-SEZ | 1909 | 113 | 2022 | 3305 | 81.2 | 3386.2 |
| 2 | Hyderabad-TTC | - | - | - | 264 | 13.8 | 277.8 |
| 3 | Bangalore | 26.4 | 6.8 | 33.3 | 274.9 | 16.2 | 291.1 |
| 4 | Chennai | 514.8 | 3.6 | 518.4 | 784.1 | 28.2 | 812.3 |
| 5 | Mumbai | 501.6 | 18 | 519.6 | 739.2 | 84.5 | 823.7 |
| 6 | Gurugram | 2017.9 | 16.5 | 224.4 | 462 | 33 | 495 |
| Total (KL) | | 3159.7 | 158 | 3317.7 | 5829.2 | 256.9 | 6086 |

6086 KL

Total Water Consumption across all the offices in FY 22-23

29%* Reduction YoY

In Total Water Consumed per employee

*Based on number of employees working from office


Social


Bolstering our Communities with Integrity, Innovation and Impact

From Education to Employment: Building Skills for the Future

Key Highlights of the Program

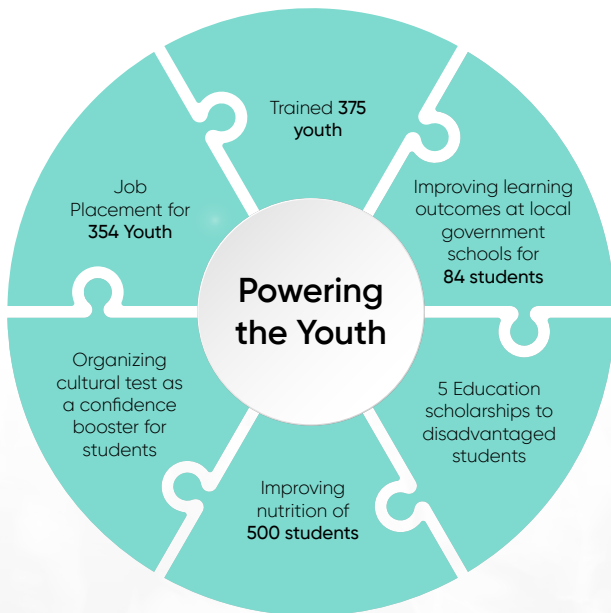
 **44.88%** Women Participants

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

 **80.31%** from 18-25 age category

 **275 candidates** trained **Placed 263**

 Average Salary **₹11,200**



Skill Development Training Programme through National Academy of Construction

Key Highlights of the Program

 **6%** Women Participants

 **94%** candidates from marginalized groups

 **18-25** age category

 **100 candidates** trained, **placed 91**

 Average Salary **₹15,000**

Governance



Materiality

Tanla has identified 10 material topics through primary and secondary surveys conducted with key stakeholders, including customers, investors and employees.

Environment

- 1 Climate (emissions, water consumption, energy efficiency etc.)

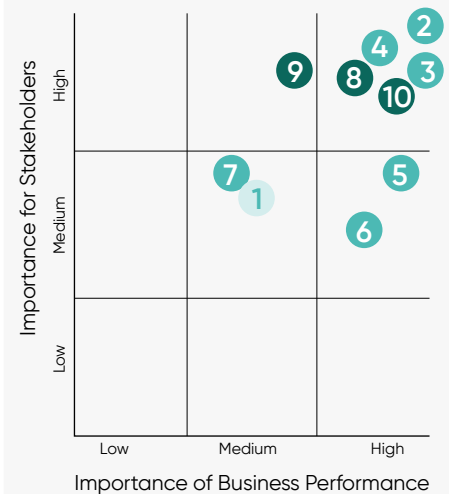
Social

- 2 Employee Engagement and talent retention
- 3 Labor Practices, D&I
- 4 Customer Privacy
- 5 Employee Health and Safety
- 6 Customer Relationship
- 7 Corporate Social Responsibility

Governance

- 8 Business Ethics
- 9 Corporate Governance
- 10 Data Privacy and IT Security

Materiality Map of Tanla is depicted as below:



Smart, Secure and Sustainable Workplace

At Tanla, we are committed to creating a vibrant workplace reflecting our true sustainability values – Integrity, Innovation and Impact. We emphasize on ‘innovation’ at workplace by advancing tech-enabled premises and innovative tools that foster productivity, creativity and collaboration among employees.

Key Highlights

- **SpeakUp** a comprehensive Single Window Redressal Mechanism to address both internal and external violations of policies and ensure transparency and accountability.
- In Partnership with **‘United we care’** we launched a special wellness initiative for employees to track and prioritize their mental well being through diverse services and expert consultations.
- Initiated **#Boosterdose** camp for our employees at offices across all loactions to provide added protection against Covid.
- Launched **APOLLO 24X7** a health app exclusively for our employees. Witnessed an impressive uptake, with 75% of our employees registering on the app and 50% of the registered employees benefitting from the app’s diverse range of healthcare services and resources.
- **Human Rights Due Diligence** an assessment conducted involving stakeholder survey followed by mitigation strategies to promote and safeguard human rights.



Advocating Workplace Equity

Salient policies that guide the workplace conduct at Tanla include code of conduct, code of ethics, prevention of sexual harassment, redressal mechanism for employees and enhanced employee benefits.



Augmenting Learning for Professional Excellence

Throughout the year, our employees dedicate an average of 16 hours to training activities, emphasizing their commitment to personal and professional growth. In FY 22-23, we conducted 550+ trainings - 15,089 training hours for 668 employees, of which around 141 employees were successfully certified in 338 courses.

During FY 22-23

290 Employees

Underwent training for tech skill upgradation

23 Hours

Average hours of training undergone by each employee



Embracing Diversity and Inspiring Inclusion

At Tanla, we are committed to promoting diversity and inclusion in the workplace. The organization's recruitment policies and systems are responsible for establishing a diverse workforce, but we believe that the responsibility lies with every employee and within organizational systems. The Steering Team Enabling Proactive Inclusion (STEPIn) has been developed to enable a diverse workforce to feel engaged and motivated, leading to a drop in attrition and better organizational performance.



Secure and Healthy Work Environment

Tanla follows a 'People' first policy. We at Tanla, believe that happy and healthy employees make a happy and healthy workspace. Employee well-being has transcended from being a mere consideration to becoming a pivotal factor in organizational success. A workforce that is mentally, physically and emotionally well is not just more productive but also contributes to a positive and thriving workplace culture.



IT Security and Privacy

Tanla upholds integrity in its business operations as well as while interacting and delivering value for diverse stakeholders by enacting a resilient Information Security Policy and Framework that addresses vital information technology (IT) or cybersecurity risks. The overall objective of an effective information security framework is to maintain:

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