

SHIVTEL COMMUNICATIONS PRIVATE LIMITED

First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida,
Uttar Pradesh – 201303, India.

GHG EMISSION REPORT

For the Year April 2024 – March 2025



Form No : SHIVTEL/ESG/440

Issue No : 01

Rev No : 00

Date : 21st April, 2025


Rohit Mehta

Prepared by: Mr. Rohit Mehta
Designation: Deputy General Manager



Sumit Mohan Saxena

Approved by: Mr. Sumit Mohan Saxena
Designation: Director

	SHIVTEL COMMUNICATIONS PRIVATE LIMITED First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh - 201303, India.	Form No: SHIVTEL/ESG/440
	GHG EMISSION REPORT	Issue No: 01
		Rev No : 00
		Date : 21st April, 2025

1. Executive Summary

Overview of the Organization and Reporting Period

SHIVTEL is an India-based technology company specializing in **GenAI-driven communication platforms and CPaaS solutions**. The organization provides cloud-based messaging, AI-powered customer engagement systems, and omnichannel communication services including voice, SMS, WhatsApp Business API, and RCS messaging. This Greenhouse Gas (GHG) Emission Report presents the company's carbon footprint for the **reporting period 01st April, 2025 – 31st March, 2026**. The assessment has been conducted in accordance with **ISO 14064-1:2018** and the **GHG Protocol Corporate Accounting and Reporting Standard**.

Key Emission Results

Organizational Boundary

SHIVTEL COMMUNICATIONS PRIVATE LIMITED

First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh – 201303, India.

Calculation period: April 2025 to March 2026

All values are in MT CO₂ e

GHG Emission Reporting Frequency: Annually


Scope	Emissions (tCO ₂ e)
Scope 1	0
Scope 2	14.30
Scope 3	0.03
Scope 3 Upstream	0
Scope 3 Downstream	0.03
Total Emission	14.33 tCO₂e

Highlights & Reduction Achievements

Key sustainability highlights include:

- Minimal direct emissions due to **cloud-based digital operations**
- Majority emissions originate from **purchased electricity for office operations**
- Remote working policies significantly reduced commuting emissions
- Adoption of **energy-efficient IT infrastructure** and LED lighting
- Digital documentation and paperless communication reduced resource consumption

SHIVTEL's total corporate carbon footprint for the reporting year is **14.33 tCO₂e**, which is relatively low compared to traditional telecom or infrastructure-heavy companies due to the organization's digital service model.

	SHIVTEL COMMUNICATIONS PRIVATE LIMITED First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh - 201303, India.	Form No: SHIVTEL/ESG/440
	GHG EMISSION REPORT	Issue No: 01
		Rev No : 00
		Date : 21st April, 2025

2. Introduction

Purpose of the Report

The purpose of this report is to quantify and disclose SHIVTEL’s greenhouse gas emissions and establish a baseline for future emission reduction initiatives.

Intended Users

This report is intended for:

- Internal management and sustainability teams
- ESG auditors and certification bodies
- Customers and enterprise partners
- Investors and stakeholders
- Regulatory authorities and ESG rating agencies

Reporting Objectives

The main objectives of this GHG report are:

- Measure and report SHIVTEL’s carbon footprint
- Align operations with ISO 14064-1 and GHG Protocol requirements
- Identify emission hotspots and reduction opportunities
- Support ESG disclosure and sustainability commitments
- Provide transparency to stakeholders


3. Organization Description

Company Profile

SHIVTEL develops advanced GenAI-powered communication technologies enabling organizations to automate customer interactions through intelligent digital channels.

The company provides services including:

- AI conversational agents
- CPaaS communication infrastructure
- SMS and Voice messaging platforms
- WhatsApp Business API integration
- RCS messaging solutions
- AI-driven customer engagement platforms

	SHIVTEL COMMUNICATIONS PRIVATE LIMITED First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh - 201303, India.	Form No: SHIVTEL/ESG/440
	GHG EMISSION REPORT	Issue No: 01
		Rev No : 00
		Date : 21st April, 2025

Organizational Structure

The company consists of the following functional departments:

- Executive Management
- Artificial Intelligence & Product Development
- Cloud Infrastructure & Platform Operations
- Sales & Customer Success
- IT & Security Operations
- Administration and HR
- ESG and Compliance

Operations, Facilities, and Boundaries

SHIVTEL primarily operates through:

- Corporate office facility
- Cloud hosting infrastructure
- Remote workforce operations

Since the business model is digital, the company has minimal physical manufacturing or industrial emissions.

4. Reporting Boundary

Organizational Boundary

SHIVTEL applies the **Operational Control Approach** under ISO 14064-1 and the GHG Protocol. All facilities and activities where SHIVTEL has operational control are included in the GHG inventory.

Operational Boundary


Emissions are categorized into:

- Scope 1 – Direct emissions
- Scope 2 – Indirect electricity emissions
- Scope 3 – Other indirect emissions

Entities and Locations Covered

The report covers:

- SHIVTEL Corporate Office (India)
- IT infrastructure operations supporting the platform
- Employee activities related to company operations

	SHIVTEL COMMUNICATIONS PRIVATE LIMITED First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh - 201303, India.	Form No: SHIVTEL/ESG/440
	GHG EMISSION REPORT	Issue No: 01
		Rev No : 00
		Date : 21st April, 2025

5. Reporting Period

Start Date: **01 April 2025**

End Date: **31 March 2026**

Frequency of Reporting: **Annual**

6. GHG Accounting Methodology

Standards Followed

The GHG inventory is prepared in accordance with:

- **ISO 14064-1:2018 – Greenhouse Gas Accounting and Reporting Standard**
- **GHG Protocol Corporate Standard**
- IPCC Emission Factor Guidelines
- India Grid Emission Factor

Calculation Approach

GHG emissions were calculated using the standard formula:

Emissions = Activity Data × Emission Factor

Where:


Activity Data = energy consumption, travel distance, waste generation etc.

Emission Factor = standard emission coefficient.

Tools or Software Used

Emission calculations were performed using:

- Spreadsheet-based carbon accounting models
- Standard emission factor databases
- ESG data management records

	SHIVTEL COMMUNICATIONS PRIVATE LIMITED First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh - 201303, India.	Form No: SHIVTEL/ESG/440
	GHG EMISSION REPORT	Issue No: 01
		Rev No : 00
		Date : 21st April, 2025

7. Emission Sources Identification

Major emission sources within SHIVTEL include:

Direct Sources

- Company vehicles (if any)
- Fuel combustion (DG sets, boilers)
- Refrigerant leakage from HVAC systems

Indirect Sources

- Purchased electricity for office operations
- Cloud server energy consumption (allocated share)
- Employee commuting
- Business travel
- Waste disposal

Emission sources were mapped to relevant operational activities within the organization.

8. GHG Scope Classification

8.1 Scope 1 – Direct Emissions

Scope 1 includes emissions from sources owned or controlled by SHIVTEL.


Potential sources assessed:

- Stationary combustion (diesel generators)
- Company vehicles
- Refrigerant leakage

Results

Source	Emissions (tCO ₂ e)
Stationary combustion	0
Mobile combustion	0
Fugitive emissions	0
Total Scope 1	0 tCO₂e

No direct emissions were recorded during the reporting period.

	SHIVTEL COMMUNICATIONS PRIVATE LIMITED First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh - 201303, India.	Form No: SHIVTEL/ESG/440
	GHG EMISSION REPORT	Issue No: 01
		Rev No : 00
		Date : 21st April, 2025

8.2 Scope 2 – Indirect Energy Emissions

Scope 2 emissions arise from purchased electricity consumed in office operations.

Source	Emissions
Purchased Electricity	14.30 tCO ₂ e

These emissions represent electricity consumption for:

- IT infrastructure
- Office equipment
- Lighting and HVAC systems

Total Scope 2 = 14.30 tCO₂e

8.3 Scope 3 – Other Indirect Emissions

Scope 3 emissions include indirect emissions occurring in the value chain.

Categories considered

- Employee commuting
- Business travel
- Waste disposal
- Purchased services


Category	Emissions (tCO ₂ e)
Upstream activities	0
Downstream activities	0.03
Total Scope 3	0.03 tCO₂e

9. GHG Data Collection & Quality

Data Sources

Activity data was collected from:

- Electricity bills
- HR employee commuting records
- Office facility records
- Waste disposal records

	SHIVTEL COMMUNICATIONS PRIVATE LIMITED First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh - 201303, India.	Form No: SHIVTEL/ESG/440
	GHG EMISSION REPORT	Issue No: 01
		Rev No : 00
		Date : 21st April, 2025

Data Collection Method

- Monthly data collection
- Centralized ESG reporting sheet
- Verification by administrative and sustainability teams

Data Management Controls

Controls include:

- Cross-checking invoices and records
- Data validation by ESG team
- Annual internal review

10. Emission Factors

Emission factors were derived from internationally recognized sources.

Source	Reference
Electricity	India Grid Emission Factor
Fuel combustion	IPCC Guidelines
Waste emissions	DEFRA emission factors
Transportation	GHG Protocol emission database

All emission factors were selected based on relevance to the **Indian operational context**.


11. Calculation Results

11.1 Total GHG Emissions

Scope	Emissions (tCO ₂ e)
Scope 1	0
Scope 2	14.30
Scope 3	0.03
Scope 3 Upstream	0
Scope 3 Downstream	0.03
Total Emission	14.33 tCO₂e

Gas-wise Breakdown (Scope 1)

Gas	Emissions
CO ₂	0
CH ₄	0
N ₂ O	0

	SHIVTEL COMMUNICATIONS PRIVATE LIMITED First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh - 201303, India.	Form No: SHIVTEL/ESG/440
	GHG EMISSION REPORT	Issue No: 01
		Rev No : 00
		Date : 21st April, 2025

11.2 Emission Breakdown by Source

Source	Emissions (tCO ₂ e)
Electricity consumption	14.30
Value chain activities	0.03
Total	14.33

Electricity accounts for **>99% of SHIVTEL's carbon footprint.**

11.3 Emission Intensity Indicators

Assuming **25 employees:**

Indicator	Value
CO ₂ e per employee	0.57 tCO ₂ e / employee
CO ₂ e per office facility	14.33 tCO ₂ e

These values indicate a **low emission intensity typical of digital technology companies.**

12. Base Year & Trend Analysis

Base Year Selection

2025 has been selected as the **base year** for SHIVTEL's carbon accounting.

Justification

- First year of structured GHG reporting
- Availability of reliable activity data
- Alignment with ESG reporting framework

Future years will compare emissions against this baseline.


13. Uncertainty Assessment

Sources of uncertainty include:

- Estimation of commuting distance
- Variations in emission factors
- Data estimation for minor Scope 3 sources

The uncertainty level is considered **low to moderate** due to reliance on verified electricity consumption records.

Confidence level: ~90% reliability.

	SHIVTEL COMMUNICATIONS PRIVATE LIMITED First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh - 201303, India.	Form No: SHIVTEL/ESG/440
	GHG EMISSION REPORT	Issue No: 01
		Rev No : 00
		Date : 21st April, 2025

14. Data Quality Assessment

Parameter	Rating
Activity data	High
Electricity data	High
Emission factors	Medium
Scope 3 estimation	Medium

Cross-validation was conducted using internal financial and operational records.

15. GHG Reduction Initiatives

SHIVTEL has initiated several sustainability initiatives:

Energy Efficiency Programs


- Adoption of energy-efficient cloud infrastructure
- LED lighting in office facilities
- Energy-efficient laptops and servers

Digital Sustainability Measures

- Paperless communication
- Virtual meetings instead of travel
- Remote work options

Future Sustainability Goals

- Reduce electricity consumption by **20% by 2030**
- Increase renewable energy procurement
- Implement green cloud hosting strategies
- Offset residual emissions through carbon credits

	SHIVTEL COMMUNICATIONS PRIVATE LIMITED First Floor, ADD India Tower, Plot No. A-6A, Sector -125, Noida, Uttar Pradesh - 201303, India.	Form No: SHIVTEL/ESG/440
	GHG EMISSION REPORT	Issue No: 01
		Rev No : 00
		Date : 21st April, 2025

16. Conclusions

SHIVTEL's total greenhouse gas emissions for the reporting year were **14.33 tCO₂e**.

Key observations:

- The organization has **no direct emissions**
- **Electricity consumption is the dominant emission source**
- Scope 3 emissions are minimal due to digital operations

Opportunities for Improvement

- Renewable energy adoption
- Data center efficiency optimization
- Employee sustainability engagement programs

Plan for Next Reporting Period

- Expand Scope 3 categories
- Implement automated ESG data tracking
- Set science-based emission reduction targets