

# SHIVTEL COMMUNICATIONS PRIVATE LIMITED

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

## CORPORATE SUSTAINABILITY REPORT

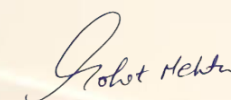
FOR THE YEAR (01<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025)

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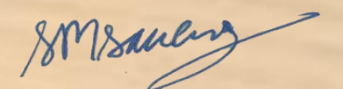
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Prepared by: Mr. Rohit Mehta  
Designation: Deputy General Manager





Approved by: Mr. Sumit Mohan Saxena  
Designation: Director

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## SUSTAINABILITY



## ABOUT US

Transform your business communication with our affordable, efficient, and reliable CPaaS solutions.

Stay Ahead in the Digital Era with CPaaS

Leverage Next-Gen CPaaS Tools for Next-Gen Businesses- Book Demo



## We Will Reach You Within Minutes

From starting the enterprise in 2014 to providing broadcasting solutions to thousands, Fonada has come a long way since its inception. Fonada helps brands become household names. We deliver messages to millions of consumers across the nation within minutes with flawless accuracy. We help businesses to innovate, boost brand image, improve ROI through strategic insights for staying ahead of the curve.

At Fonada, we understand that each organization is unique, as well as its challenges. Our team unplugs specific business needs of your enterprise while our technology improves the overall operational efficiency of your marketing.

## Mission:

To empower businesses with GenAI-driven communication, intelligent automation, and CPaaS services that enhance customer engagement, efficiency, and responsible growth aligned with ESG principles.

## Core Values:

- **Innovation:** Continuously advancing GenAI and communication technologies to deliver cutting-edge solutions.
- **Customer Centricity:** Prioritizing customer needs through reliable, scalable, and personalized communication services.
- **Integrity:** Maintaining transparency, ethics, and accountability in all business practices.
- **Sustainability:** Integrating ESG principles to promote environmental responsibility and social impact.
- **Excellence:** Striving for high quality, performance, and continuous improvement in all operations.
- **Collaboration:** Fostering teamwork, inclusivity, and strong stakeholder relationships.

## Vision:

To become a global leader in AI-powered communication platforms by delivering innovative, scalable, and sustainable digital solutions.



# OUR PRODUCTS

**Voice** ➤ Enhance your communication with versatile CPaaS voice services. Try now!

**Artificial Intelligence** ➤ Transform communication with advanced AI integrated CPaaS solutions. Explore possibilities!

**Messaging** ➤ Empower your messaging with flexible CPaaS solutions. Connect effortlessly today!

**API** ➤ Access powerful communication tools with user-friendly CPaaS API integration. Explore now!

**Multi Level IVR**

- ▶ IVR Service
- ▶ IVR System
- ▶ IVR Blaster
- ▶ IVR Number
- ▶ Office IVR Solutions
- ▶ Call Center IVR

**Missed Call Services**

- ▶ Missed Call Alerts

**Virtual Phone Number**

- ▶ Buy Virtual Number

**Cloud Call Center**

- ▶ Fonadial - Auto Dial Software
- ▶ Call Center Dialer

**Outbound Calls**

- ▶ Automated Phone Calls
- ▶ Outbound Calling Software
- ▶ Voice Broadcasting

**Number Masking Solution**

**Click To Call Solution**

**Toll Free Number**

**Truecaller**

**Voice** ➤ Enhance your communication with versatile CPaaS voice services. Try now!

**Artificial Intelligence** ➤ Transform communication with advanced AI integrated CPaaS solutions. Explore possibilities!

**Messaging** ➤ Empower your messaging with flexible CPaaS solutions. Connect effortlessly today!

**API** ➤ Access powerful communication tools with user-friendly CPaaS API integration. Explore now!

**ChatBot**

**VoiceBot**

**Speech Analytics**

**Text To Speech**

**Voice** ➤ Enhance your communication with versatile CPaaS voice services. Try now!

**Artificial Intelligence** ➤ Transform communication with advanced AI integrated CPaaS solutions. Explore possibilities!

**Messaging** ➤ Empower your messaging with flexible CPaaS solutions. Connect effortlessly today!

**API** ➤ Access powerful communication tools with user-friendly CPaaS API integration. Explore now!

**Promotional SMS**

**Transactional SMS**

**RCS Business Messaging**

**SMS Solutions**

**Voice** ➤ Enhance your communication with versatile CPaaS voice services. Try now!

**Artificial Intelligence** ➤ Transform communication with advanced AI integrated CPaaS solutions. Explore possibilities!

**Messaging** ➤ Empower your messaging with flexible CPaaS solutions. Connect effortlessly today!

**API** ➤ Access powerful communication tools with user-friendly CPaaS API integration. Explore now!

**Verification API**

- ▶ Phone Verification API

**Messaging API**


**WhatsApp Business API**

**Calling API**







**Banking & Financial Services**  
Empowering Banking & Financial Services with Enhanced Communication and Integration Capabilities.




**IT & ITES**  
Revolutionizing IT & ITES with Seamless Communication and Integration Capabilities.




**Education**  
Enhance Learning Experiences with Seamless Communication and Integration Solutions.




**Automobile**  
Revolutionizing Automotive Communication and Integration for Enhanced Customer Experiences.




**Media & Advertisement**  
Enhancing Communication and Integration for Streamlined Advertising Solutions.




**Logistics**  
Optimizing Communication and Integration for Efficient Supply Chain Management and Enhanced Operations.




**Travel, Tourism & Hospitality**  
Streamlining Communication and Integration for Enhanced Travel Experiences and Customer Engagement.



**Consulting Services**  
Elevating Client Engagement with Seamless Communication and Integration Solutions.



**Healthcare**  
Achieve higher operational efficiency and deliver superior care by leveraging CPaaS.



**Consumer Goods**  
Transform your consumer goods business with advanced CPaaS solutions, boosting efficiency, engagement, and sales.

# OUR SOLUTIONS



## OUR RESOURCES



### About Us

Discover our journey and commitment to transforming digital communication solutions.



### Blog

Stay updated with the latest trends, tips, and insights in the world of digital marketing and CPaaS.



### Webinar

Learn from industry experts through our engaging and informative webinars.



### Case Study

Explore our success stories and see how we've helped businesses achieve their goals.



### Careers

Join our dynamic team and shape the future of digital communication and marketing.



## PARTNERSHIP



### Partner With Fonada

Collaborate with Fonada to enhance your communication solutions and drive business growth.



### Truecaller Partnership

Cut through the clutter with Truecaller's Verified Caller ID, ensuring your calls stand out and get noticed.

## Why Fonada?

Fonada's advanced AI-based solutions, including chatbots and voice bots, help you deliver customer support and engagement at a fraction of traditional costs. Leverage our industry-pioneering and unique AI-based, business-empowering CPaaS Solutions.

Fonada's CPaaS Solutions Mean:

- **Multi-Channel Platform**

One platform for all your communications.

- **High scalability**

Smart technology platform to expand your business without any restrictions.

- **Super Quality**

Best voice quality, reduced latency and optimal success rates.

- **Customization**

Customized solutions with instant on-cloud deployment

- **24/7 Support**

Available around-the-clock to your business



# Meet Our Leaders

**Our team is friendly, talkative, and fully reliable.**

Sumit is a BE in Industrial Electronics, complemented by master's in Business Management. He has got 28+ years of massive experience in Telecom industry; he has worked in different domains including Sales and Operations, Marketing & Business Development, Strategy Planning, Distribution Management and Relationship Management. His journey, as a successful and skillful leader, transverses through the renowned Telecom giants including MTS, Airtel and Tata Telecom.

Nitish, a management graduate, has an eventful professional journey. Having 19 years of combined experience in Sales & Marketing, Profit Centre Operations, Business Development, Channel Management and Team Management, he has developed supreme expertise across Telecom/IT Infrastructure. A former employee of Bharti Airtel and HCL, Nitish is a proactive leader with a flair for charting out marketing strategies, market plan execution and contributing towards enhancing business volumes/growth.

Rajnish has worked with Times Internet Limited for over 15 years, where he held various roles including Vice President of Sales & Operations and Business Lead for Times Mobile. In these roles, Rajnish was responsible for revenue generation from mobile operators in mobile VAS, creating and executing sales strategies for operator accounts, revenue assurance, and collections.

**SUMIT MOHAN SAXENA**

27+ Years Experience



CO-FOUNDER

**NITISH GOPALANI**

19+ Years Experience



CO-FOUNDER

**RAJNISH AGARWAL**

15+ Years Experience



CO-FOUNDER



# ISO CERTIFICATION

**Certificate of Registration**  
This is to certify that

**SHIVTEL COMMUNICATIONS PRIVATE LIMITED**  
FIRST FLOOR, ADD INDIA TOWER, PLOT NO. A-6A, SECTOR-125, NOIDA – 201303, UTTAR PRADESH, INDIA

has been independently assessed by QRO and is compliant with the requirement of:

**ISO 14001:2015**  
**Environmental Management System**

For the following scope of activities:  
**AI MODEL RESEARCH, HOSTING AND NO-CODE CONVERSATIONAL AI PLATFORM SERVICES FOR IT AND TELECOM PRODUCTS AND SERVICES**

Date of Certification: 13th April 2026  
1<sup>st</sup> Surveillance Audit Due: 12th April 2029

2<sup>nd</sup> Surveillance Audit Due: 12th April 2028  
Certificate Expiry: 12th April 2029

Certificate Number: 3050260413164E

Head of Certification: [Signature]

## ISO 14001:2015

SHIVTEL is an ISO 14001:2015 certified Indian proprietary GenAI-based communication platform, offering AI-powered intelligent agent solutions, CPaaS services, Voice, SMS, WhatsApp Business API, and RCS messaging. We combine innovation with ESG-driven environmental responsibility to deliver scalable, sustainable, and secure digital communication solutions for enterprises across industries worldwide today globally efficiently.

**Certificate of Registration**  
This is to certify that

**SHIVTEL COMMUNICATIONS PRIVATE LIMITED**  
FIRST FLOOR, ADD INDIA TOWER, PLOT NO. A-6A, SECTOR-125, NOIDA – 201303, UTTAR PRADESH, INDIA

has been independently assessed by QRO and is compliant with the requirement of:

**ISO 45001:2018**  
**Occupational Health and Safety Management System**

For the following scope of activities:  
**AI MODEL RESEARCH, HOSTING AND NO-CODE CONVERSATIONAL AI PLATFORM SERVICES FOR IT AND TELECOM PRODUCTS AND SERVICES**

Date of Certification: 13th April 2026  
1<sup>st</sup> Surveillance Audit Due: 12th April 2029

2<sup>nd</sup> Surveillance Audit Due: 12th April 2028  
Certificate Expiry: 12th April 2029

Certificate Number: 3050260413165HS

Head of Certification: [Signature]

## ISO 45001:2018

SHIVTEL Communications Private Limited is an ISO 45001:2018 certified company specializing in AI model research, hosting, and no-code conversational AI platforms for IT and telecom products and services. We deliver GenAI-powered communication solutions with a strong commitment to occupational health, safety, innovation, and sustainable business excellence.

**Certificate**  
Breakthrough Management Quality Registrar (BMQR)  
Certifies that the Security Management System for the Supply Chain

**SHIVTEL COMMUNICATIONS PRIVATE LIMITED**  
First Floor, ADD India Tower, Plot No. A-6A, Sector-125, Noida – 201303, Uttar Pradesh, India.

has been assessed and found to be in accordance with the requirements of the security standards:

**ISO 28000 : 2022**

For the following scope of certification:  
**AI MODEL RESEARCH, HOSTING AND NO-CODE CONVERSATIONAL AI PLATFORM SERVICES FOR IT AND TELECOM PRODUCTS AND SERVICES**

Further clarifications regarding the scope of this certificate and applicability of ISO 28000:2022 requirements may be obtained by consulting the organization.

Original Certification Date: 27/01/2026  
Current Certification Date: 27/01/2026  
First Surveillance Due on: 26/01/2027  
Second Surveillance Due on: 26/01/2028  
Certificate Expiration Date: 26/01/2029

Surveillance Audit: [Signature]

For BMQR: [Signature]

## ISO 28000:2007

SHIVTEL Communications Private Limited is ISO 28000:2022 certified for supply chain security management, reinforcing our commitment to secure and resilient operations. We specialize in AI model research, hosting, and no-code conversational AI platforms for IT and telecom products and services, ensuring trusted, secure, and innovative communication solutions for enterprises globally.

**Certificate of Registration**  
(Quality Management System)  
**KVQA CERTIFICATION SERVICES PVT. LTD.**

This is to certify that the Quality Management System of

**FONADA (SHIVTEL COMMUNICATIONS PVT. LTD.)**  
1<sup>st</sup> Floor, ADD India Tower, Plot No. A-6A, Sector 125, Noida, Gautam Buddha Nagar - 201 303, Uttar Pradesh, India

has been found to comply with the requirements of

**ISO 9001:2015**

This Certificate is valid for the following Product and service range  
**Proprietary GenAI-based Communication Platforms, AI-Powered Intelligent Agent Solutions, CPaaS - Voice, SMS, WhatsApp Business API and RCS Messaging**

Certificate No.: KDACQ202601072  
Date of Issue: 15, January, 2026  
Valid Until: 14, January, 2029\*

Issued by: [Signature]  
Authorized Signatory KVQA

## ISO 9001:2015

SHIVTEL Communications Pvt. Ltd. is an ISO 9001:2015 certified company delivering proprietary GenAI-based communication platforms, AI-powered intelligent agent solutions, and CPaaS services including Voice, SMS, WhatsApp Business API, and RCS messaging. We ensure quality-driven, innovative, and scalable communication solutions that enhance customer engagement and support business growth globally.

**CERTIFICATE**  
CERTIFICATE NUMBER: 726020324  
This is to certify that

**Fonada, Shivtel Communications Private Limited**  
First Floor, ADD India Tower, Plot No. A-6A, Sector-125, Noida, 201303 Uttar Pradesh

has been found to conform to the Management System Standard:

**ISO/IEC 27701:2019**

Scope: Provision of Privacy Information Management System as per Statement of Applicability V1.0 having additional controls of Annexure A and Annexure B of 27701:2019, as processor and controller.

Certificate Issue Date: 26-Mar-2024  
Certificate Valid Date: 25-Mar-2027

Reference to ISO/IEC 27001:2022 Certificate No. 6020324

During the validity of this certificate, the enterprise must mandatorily continue to satisfy the conditions set out in certification agreement.

Director: [Signature]

## ISO/IEC 27701:2019

SHIVTEL Communications Private Limited is ISO/IEC 27701:2019 certified for Privacy Information Management Systems, demonstrating its commitment to data privacy and information security. We provide proprietary GenAI-based communication platforms, AI-powered intelligent agent solutions, and CPaaS services, ensuring secure, compliant, and privacy-focused digital communication solutions for enterprises across industries globally.

**CERTIFICATE**  
CERTIFICATE NUMBER: 6020324  
This is to certify that

**Fonada, Shivtel Communications Private Limited**  
First Floor, ADD India Tower, Plot No. A-6A, Sector-125, Noida, 201303 Uttar Pradesh

has been found to conform to the Management System Standard:

**ISO/IEC 27001:2022**

Scope: Provision for Information Security related to IT & Telecom Product and Services as per Statement of Applicability V1.0 having additional controls of Annexure A and Annexure B for ISO 27701:2019

Certificate Issue Date: 26-Mar-2024  
Certificate Valid Date: 25-Mar-2027

During the validity of this certificate, the enterprise must mandatorily continue to satisfy the conditions set out in certification agreement.

Director: [Signature]

## ISO/IEC 27001:2022

SHIVTEL Communications Private Limited is ISO/IEC 27001:2022 certified for information security management, reflecting our commitment to secure IT and telecom products and services. We deliver proprietary GenAI-based communication platforms, AI-powered intelligent agent solutions, and CPaaS services, ensuring robust data protection, compliance, and trusted digital communication solutions for enterprises globally.

# INTRODUCTION



SHIVTEL is an innovative India-based technology company specializing in proprietary GenAI-powered communication platforms and advanced digital engagement solutions. The company delivers AI-driven intelligent agent systems designed to enhance customer interaction, automate workflows, and improve operational efficiency across industries. With a strong focus on CPaaS (Communication Platform as a Service), SHIVTEL enables seamless connectivity through Voice, SMS, WhatsApp Business API, and RCS messaging, empowering businesses to communicate with customers in real time and at scale.

At the core of SHIVTEL's operations is the integration of cutting-edge generative AI technologies that facilitate personalized, context-aware, and efficient communication experiences. The company's solutions support businesses in customer service, marketing automation, and engagement analytics, helping them stay competitive in a rapidly evolving digital ecosystem.

Aligned with Environmental, Social, and Governance (ESG) principles, SHIVTEL is committed to responsible innovation, data privacy, and sustainable business practices. The organization emphasizes energy-efficient digital infrastructure, ethical AI deployment, employee well-being, and transparent governance frameworks. By combining technological excellence with sustainability commitments, SHIVTEL aims to drive long-term value for stakeholders while contributing positively to society and the environment.

# STATEMENT OF USE

GRI 1-5

This report is prepared in accordance with GRI standards.



## Organizational Profile (GRI 2: General Disclosures 2021)

### GRI 2-1 Organizational Profile

**Nature of Business:**

Technology company providing GenAI-based communication platforms and CPaaS services (Voice, SMS, WhatsApp Business API, and RCS).

**Additional Business:**

Offers AI automation, chatbot solutions, customer engagement tools, and data analytics services.

**Organizational Profile:**

An India-based innovative company delivering AI-driven communication solutions with strong ESG integration.

### GRI 2-9 Governance Structure

SHIVTEL maintains a structured governance framework designed to ensure accountability, transparency, and effective oversight of business operations and sustainability initiatives. The governance structure consists of senior management, operational leadership teams, and internal committees responsible for strategic planning, risk management, compliance, and ESG implementation. Senior executives oversee corporate governance policies and ensure alignment with regulatory requirements and sustainability commitments. Decision-making authority is distributed through defined reporting lines and internal control mechanisms. ESG responsibilities are integrated into management oversight to monitor environmental performance, ethical practices, and stakeholder engagement. This governance system supports responsible business conduct, strengthens internal accountability, and enables the organization to manage operational risks while pursuing long-term sustainable growth.

### GRI 2-23 Policy Commitments

SHIVTEL demonstrates its commitment to sustainability through a range of corporate policies covering environmental responsibility, ethical governance, employee wellbeing, and responsible digital operations. Key policy commitments include energy efficiency, responsible procurement, anti-corruption practices, data protection, workplace safety, and compliance with applicable laws and international ESG principles. These policies guide decision-making across departments and ensure that sustainability considerations are integrated into operational activities. Employees receive training and awareness regarding policy expectations and compliance requirements. Through policy-driven management systems, SHIVTEL promotes transparency, responsible technology deployment, and continuous improvement in sustainability performance while strengthening stakeholder confidence in its governance and operational integrity.

### GRI 2-29 Stakeholder Engagement Approach

SHIVTEL actively engages with stakeholders to ensure transparency, accountability, and responsiveness to sustainability expectations. Key stakeholders include employees, customers, suppliers, technology partners, regulators, and ESG auditors. Engagement mechanisms include employee surveys, customer feedback channels, supplier consultations, compliance reviews, and sustainability reporting initiatives. Feedback collected through these mechanisms helps the organization identify emerging risks, operational improvements, and sustainability opportunities. Regular internal communication ensures that management teams review stakeholder concerns and integrate them into strategic planning. By maintaining open dialogue with stakeholders, SHIVTEL strengthens trust, enhances decision-making processes, and ensures that its ESG initiatives reflect the expectations and priorities of the broader business ecosystem.



## GRI 3-1 Process for Identifying Sustainability-Related Impacts

SHIVTEL identifies sustainability-related impacts through structured internal assessments that evaluate environmental, social, and governance aspects associated with its operations. The process involves reviewing regulatory requirements, industry ESG frameworks, stakeholder expectations, and operational risk factors. Internal ESG committees analyze energy consumption, greenhouse gas emissions, employee wellbeing, ethical governance, and data protection risks. The organization also considers feedback from employees, customers, and sustainability auditors to identify potential impacts across its value chain. These assessments help determine which sustainability topics are most relevant to the organization’s operations and strategic objectives. The evaluation process ensures that SHIVTEL focuses its sustainability initiatives on areas with the greatest operational and environmental significance.

## GRI 3-2 List of Material Topics

Based on internal assessments and stakeholder consultations, SHIVTEL has identified several material sustainability topics that significantly influence its operational performance and ESG strategy. Key environmental topics include energy consumption, greenhouse gas emissions, and digital infrastructure efficiency. Social topics focus on employee wellbeing, occupational health and safety, training and professional development, and responsible employment practices. Governance topics include ethical business conduct, data protection, anti-corruption practices, and transparent stakeholder engagement. These material topics guide sustainability decision-making and help prioritize initiatives that improve environmental performance, strengthen organizational governance, and enhance workforce engagement. Addressing these topics enables SHIVTEL to manage risks, improve operational sustainability, and support responsible digital innovation.



### MOST MATERIAL ENVIRONMENTAL TOPICS

- Data center energy efficiency
- Renewable energy adoption for IT infrastructure
- Carbon emissions from cloud and server operations
- Green software development and energy-efficient coding
- Electronic waste (E-waste) management
- Sustainable procurement of IT hardware
- Digital infrastructure power consumption monitoring
- Climate risk management for technology operations
- Virtualization and resource optimization
- Employee Health & Safety related to workplace environmental conditions

### MOST MATERIAL SOCIAL TOPICS

- Employee Health & Safety and workplace wellbeing
- Data privacy and customer information protection
- Responsible AI and ethical technology use
- Employee skill development in AI and digital technologies
- Cyber security awareness and protection
- Diversity, equity, and inclusion (DEI)
- Employee engagement and retention
- Customer service reliability and uptime assurance
- Digital accessibility and inclusive communication services
- Prevention of workplace harassment and discrimination

### MOST MATERIAL GOVERNANCE TOPICS

- Data governance and cyber security compliance
- Ethical AI governance framework
- Regulatory compliance in telecom and digital communications
- Anti-corruption and anti-bribery practices
- Information security governance
- Board oversight on ESG strategy
- Risk management and business continuity planning
- Transparency in AI decision-making systems
- Employee Health & Safety governance oversight
- Customer data protection compliance monitoring

## GRI 3-3 Management Approach for Material Topics

SHIVTEL manages its material sustainability topics through structured ESG management systems integrated into operational and strategic decision-making processes. Environmental topics such as energy consumption and emissions are addressed through energy efficiency initiatives, cloud optimization, and renewable energy considerations. Social topics including employee wellbeing and training are managed through workplace policies, professional development programs, and employee engagement initiatives. Governance topics such as ethical conduct and information security are addressed through compliance procedures, internal controls, and cybersecurity frameworks. Performance indicators and internal monitoring systems track progress against sustainability goals. Regular management reviews evaluate effectiveness and identify opportunities for continuous improvement in ESG performance across the organization.

## GRI 201 Economic Performance disclosures

SHIVTEL contributes to economic growth through the development and delivery of innovative communication technology solutions for enterprise customers. Revenue generated from CPaaS platforms and AI-powered communication services supports business expansion, research and development, employee compensation, and digital infrastructure investment. The organization creates economic value by providing employment opportunities, supporting supplier partnerships, and enabling digital transformation for businesses across industries. Financial resources are managed responsibly to ensure sustainable long-term growth while maintaining ethical governance and operational transparency. Through responsible financial management and technological innovation, SHIVTEL strengthens economic resilience while contributing to the broader digital economy and supporting sustainable business development.

## GRI 202-2 Proportion of Senior Management Hired from Local Communities

SHIVTEL prioritizes local talent recruitment and actively hires qualified professionals from communities near its operational locations. A significant proportion of senior management positions are filled by individuals who possess strong knowledge of local markets, regulatory environments, and cultural contexts. Recruiting leadership talent from local communities strengthens organizational understanding of regional business needs and enhances stakeholder engagement. Local hiring also supports economic development by creating employment opportunities and strengthening community relationships. By combining local expertise with global technological capabilities, SHIVTEL builds a management team capable of driving sustainable growth while maintaining strong connections with the communities in which it operates.



## GRI 204 Procurement Practices

SHIVTEL implements responsible procurement practices that prioritize transparency, ethical conduct, and sustainability considerations in supplier selection. Procurement decisions are based on quality, cost efficiency, service reliability, and environmental and social performance. Preference is given to suppliers that demonstrate responsible environmental practices, regulatory compliance, and ethical business conduct. Supplier agreements may include sustainability expectations related to environmental management, labor practices, and anti-corruption commitments. Periodic supplier evaluations ensure continued alignment with organizational standards. By integrating sustainability criteria into procurement decisions, SHIVTEL strengthens supply chain accountability and encourages vendors to adopt responsible operational practices that support the company's broader ESG objectives.

## GRI 205 Anti-Corruption

SHIVTEL maintains a zero-tolerance policy toward corruption, bribery, fraud, and unethical business practices. The organization implements internal governance controls designed to ensure transparency in financial transactions, procurement activities, and contractual agreements. Employees receive guidance and training on ethical decision-making, conflict of interest management, and compliance with anti-corruption policies. Reporting mechanisms allow employees and stakeholders to confidentially raise concerns related to unethical conduct without fear of retaliation. Periodic risk assessments evaluate potential vulnerabilities within operational processes and support the implementation of preventive controls. These initiatives strengthen corporate integrity and ensure that SHIVTEL conducts all business activities responsibly and in compliance with applicable laws and ethical standards.

## GRI 202-1 Ratios of Standard Entry-Level Wage to Local Minimum Wage

SHIVTEL ensures fair and competitive compensation for employees in accordance with applicable labor regulations and industry standards. Entry-level wages offered by the organization are designed to exceed the statutory minimum wage requirements applicable in India, ensuring that employees receive equitable compensation for their work. Salary structures are periodically reviewed to reflect market conditions, skill requirements, and organizational performance. Compensation packages may also include benefits such as health insurance, training opportunities, and career development programs. By maintaining responsible compensation practices, SHIVTEL promotes financial security and employee motivation while strengthening workforce retention and supporting fair employment standards within the organization.

## GRI 203 Indirect Economic Impacts

SHIVTEL contributes to indirect economic development through its digital communication platforms and technology services that support enterprise productivity and connectivity. By enabling businesses to communicate efficiently with customers through AI-driven messaging platforms, the organization facilitates improved customer engagement, operational efficiency, and digital transformation. The company also supports economic growth through employment creation, supplier partnerships, and investments in technology infrastructure. Local service providers, IT vendors, and technology partners benefit from business opportunities generated by SHIVTEL's operations. These activities strengthen regional technology ecosystems while enabling businesses across industries to adopt advanced digital communication solutions and improve operational performance.



## GRI 206 Anti-Competitive Behaviour

SHIVTEL is committed to fair competition and responsible business conduct within the digital communications industry. The organization complies with applicable competition laws and regulatory requirements designed to prevent anti-competitive practices such as price-fixing, market manipulation, or unfair trade behavior. Internal policies promote ethical sales practices, transparent negotiations, and responsible engagement with customers and competitors. Employees are expected to adhere to legal and ethical guidelines when participating in market activities, partnerships, and contractual discussions. Compliance monitoring systems help ensure that business operations remain aligned with competition regulations. By maintaining fair competition principles, SHIVTEL supports a healthy market environment and strengthens stakeholder trust in its business practices.

## GRI 301 Materials

SHIVTEL's operations rely primarily on digital infrastructure and therefore require minimal physical material consumption compared to traditional manufacturing industries. The organization promotes responsible material management by prioritizing digital documentation, cloud-based workflows, and paperless communication systems. Office materials such as paper, packaging supplies, and IT accessories are used only when necessary and are selected based on environmental considerations including recyclability and durability. Procurement policies encourage suppliers to provide environmentally responsible materials and reduce unnecessary packaging. Through efficient material management practices and digital operational systems, SHIVTEL minimizes resource consumption, reduces waste generation, and supports sustainable workplace practices aligned with its environmental sustainability objectives.



## GRI 302 Energy

Energy management is a key component of SHIVTEL's environmental sustainability strategy. The company primarily consumes electricity to operate office facilities, digital communication platforms, IT infrastructure, and cloud-based services. To reduce environmental impacts, the organization promotes energy efficiency through the use of LED lighting, energy-efficient computers, virtualization technologies, and optimized server utilization. Cloud infrastructure providers with renewable energy commitments are prioritized when feasible. Employees are encouraged to adopt responsible electricity consumption practices such as powering down unused equipment and minimizing unnecessary device usage. Through these initiatives, SHIVTEL aims to reduce energy consumption, improve operational efficiency, and support long-term climate responsibility objectives.

### GRI 302-1 Energy Consumption Within the Organization

Energy consumption within SHIVTEL primarily consists of purchased electricity used to power office facilities, computing equipment, networking devices, lighting systems, and climate control systems. Electricity also supports the operation of digital platforms and IT infrastructure required to deliver communication services to customers. Energy usage is monitored through electricity consumption records and facility management reviews. The organization continuously evaluates opportunities to improve energy efficiency through modern IT hardware, virtualization technologies, and optimized equipment usage. By maintaining responsible electricity consumption practices and implementing energy-saving initiatives, SHIVTEL works to minimize its environmental footprint while maintaining reliable and high-performance digital communication services.

### GRI 301-1 Materials Used by Weight or Volume

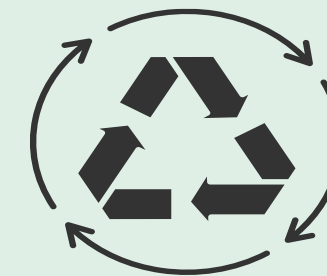
As a technology-driven service organization, SHIVTEL utilizes relatively small quantities of physical materials within its operational activities. Materials primarily include office supplies such as paper, printer cartridges, packaging materials, and minor IT hardware components. These materials are monitored through procurement records and inventory management systems to ensure efficient utilization and prevent excessive consumption. The organization encourages digital communication and documentation practices to significantly reduce the need for printed materials. By maintaining careful control over material usage and promoting responsible procurement practices, SHIVTEL minimizes its environmental footprint while supporting efficient operational management and sustainable resource utilization across its business activities.

### GRI 301-3 Reclaimed Products and Packaging

SHIVTEL promotes responsible product lifecycle management through reuse and refurbishment of IT equipment and operational materials whenever possible. Obsolete computers, networking equipment, and electronic devices may be reassigned for testing environments, internal development purposes, or training activities before disposal. Packaging materials such as boxes and protective materials received from suppliers are reused for internal logistics or storage needs. When equipment reaches the end of its useful life, it is disposed of through authorized recycling vendors in compliance with environmental regulations. These practices support resource efficiency, reduce waste generation, and contribute to the organization's commitment to responsible materials management and circular economy practices.

### GRI 302-2 Energy Consumption Outside the Organization

Energy consumption outside SHIVTEL's direct operational boundaries primarily occurs through the use of cloud infrastructure services and third-party data centers that support the company's digital communication platforms. These external service providers consume electricity to operate servers, networking equipment, cooling systems, and other critical digital infrastructure. While these facilities are not owned by SHIVTEL, the organization recognizes their contribution to overall energy use and associated emissions. To minimize indirect environmental impacts, SHIVTEL prioritizes cloud providers that implement energy efficiency measures and renewable energy sourcing. This approach helps reduce value-chain energy consumption and supports broader sustainability objectives across digital service operations.



### GRI 301-2 Recycled Input Materials Used

SHIVTEL supports the use of recycled materials within its operational processes whenever feasible. The organization prioritizes the procurement of recycled or environmentally certified paper products and encourages vendors to supply sustainable office materials. Recycled packaging materials may also be used during procurement and equipment transportation activities to reduce environmental impacts associated with virgin resource extraction. Employees are encouraged to adopt responsible consumption practices and minimize unnecessary printing or material usage. By incorporating recycled inputs into its operational supply chain and encouraging sustainable procurement practices, SHIVTEL contributes to resource conservation, waste reduction, and circular economy principles while maintaining efficient workplace operations.



### GRI 302-3 Energy Intensity

Energy intensity within SHIVTEL is primarily measured relative to operational scale indicators such as the number of employees, computing workloads, and digital communication transactions processed through the company’s platforms. Monitoring energy intensity allows the organization to evaluate operational efficiency and identify opportunities to reduce electricity consumption per unit of service delivered. Improvements in server efficiency, virtualization technologies, and optimized cloud infrastructure management contribute to lowering overall energy intensity. By regularly monitoring these performance indicators, SHIVTEL aims to enhance digital infrastructure efficiency and support sustainable technology operations while maintaining reliable communication services for its enterprise customers.



### GRI 302-4 Reductions in Energy Consumption

SHIVTEL implements multiple initiatives to reduce energy consumption within its operational environment. These initiatives include the installation of energy-efficient LED lighting, the adoption of high-efficiency computing equipment, and the use of virtualization technologies that reduce the need for additional physical servers. Cloud resource optimization also helps minimize unnecessary computing workloads and electricity usage. Employees are encouraged to follow energy-saving practices such as turning off unused devices and limiting unnecessary printing activities. Continuous monitoring of electricity usage helps identify opportunities for improvement. Through these initiatives, SHIVTEL seeks to lower operational energy demand and reduce associated greenhouse gas emissions.

### GRI 302-5 Reductions in Energy Requirements of Products/Services

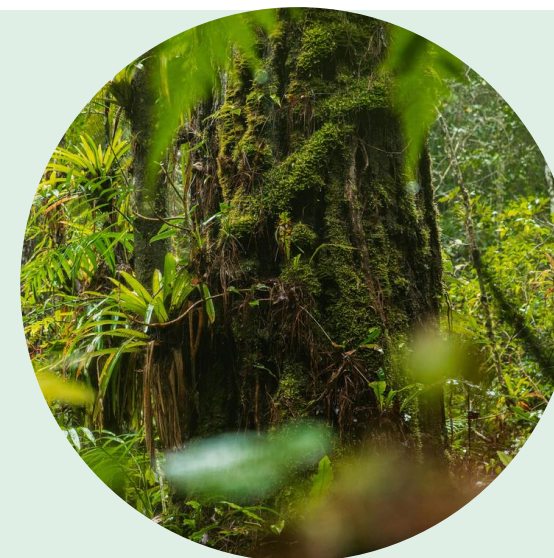
SHIVTEL continuously improves the efficiency of its digital communication platforms to minimize energy requirements associated with service delivery. Software optimization, efficient coding practices, and advanced cloud infrastructure management reduce computing resource demands while maintaining high service performance. Virtualization technologies allow multiple services to operate on shared server environments, reducing the need for additional hardware and electricity consumption. The organization also collaborates with cloud providers that implement energy-efficient data center technologies. These efforts ensure that SHIVTEL’s communication platforms operate with lower energy intensity while continuing to deliver reliable and scalable AI-powered messaging and communication services to enterprise customers.

### GRI 303 Water and Effluents

SHIVTEL’s operations require minimal water consumption as the organization operates primarily within office environments and digital infrastructure systems. Water usage is limited to employee sanitation facilities, drinking water, and general office maintenance. No industrial production processes or water-intensive operations are conducted within the company’s facilities. The organization encourages responsible water usage through employee awareness initiatives and proper facility maintenance practices that prevent unnecessary wastage. Wastewater generated from office activities is discharged through municipal sewage systems in compliance with local regulations. By maintaining efficient water management practices, SHIVTEL minimizes environmental impacts related to water consumption and wastewater generation.

### GRI 304 Biodiversity

Due to its technology-based operational model and office-based infrastructure, SHIVTEL has minimal direct impact on biodiversity or natural ecosystems. The company does not conduct activities such as land development, resource extraction, or industrial production that could significantly affect wildlife habitats or ecological systems. Nevertheless, the organization recognizes the importance of environmental conservation and encourages sustainable business practices across its supply chain. Responsible procurement policies and environmental awareness initiatives support broader ecological protection efforts. By maintaining a low physical environmental footprint and supporting responsible operational practices, SHIVTEL contributes indirectly to biodiversity protection and sustainable environmental management.



### GRI 305 Emissions

SHIVTEL Communications Private Limited reports total greenhouse gas (GHG) emissions of 147.23 tCO<sub>2</sub>e for FY 2024–25, aligned with ISO 14064-1 and the GHG Protocol. The company’s emissions profile reflects its digital-first, GenAI-driven communication platform model, where Scope 3 emissions dominate (~87%), primarily from cloud infrastructure, data centers, and value chain activities. Scope 1 and 2 emissions are comparatively low due to minimal direct fuel usage and limited physical operations. SHIVTEL integrates ESG into its strategy, focusing on cloud optimization, renewable energy adoption, and supplier engagement to systematically reduce emissions and achieve its long-term Net Zero ambition by 2040–2045.

## GRI 305-1 Direct (Scope 1) Emissions

SHIVTEL's Scope 1 emissions total 4.2 tCO<sub>2</sub>e, representing a small portion of its overall carbon footprint. These emissions arise from direct sources such as diesel generator usage for backup power, limited company vehicle operations, and fugitive emissions from air conditioning refrigerants. Due to its digital and service-oriented business model, direct emissions remain minimal. However, SHIVTEL is actively addressing these through initiatives such as transitioning to electric or low-emission vehicles, improving energy efficiency in office operations, and reducing dependency on fossil fuels. These efforts support the company's target of achieving a 50% reduction in Scope 1 emissions by 2030.

## GRI 305-2 Indirect (Scope 2) Emissions

Scope 2 emissions at SHIVTEL amount to 14.30 tCO<sub>2</sub>e, primarily driven by purchased electricity consumption in office operations. These emissions reflect the carbon intensity of grid electricity used in India. While relatively moderate, SHIVTEL recognizes the importance of addressing indirect energy emissions and has committed to transitioning toward 100% renewable electricity by 2030. Planned initiatives include adopting green power tariffs, exploring solar energy procurement, and deploying energy-efficient IT systems. By optimizing energy consumption and shifting to renewable sources, SHIVTEL aims to significantly reduce its Scope 2 footprint and align with global sustainability and decarbonization goals.

## GRI 305-3 Other Indirect (Scope 3) Emissions

Scope 3 emissions are the largest contributor to SHIVTEL's footprint at 128.73 tCO<sub>2</sub>e (~87% of total emissions). These emissions stem from value chain activities, including cloud and data center usage (major contributor), purchased IT equipment, employee commuting, business travel, and waste management. Downstream emissions are negligible due to the digital nature of services. SHIVTEL's reliance on cloud-based infrastructure makes Scope 3 management critical. The company is implementing strategies such as green cloud adoption, sustainable procurement policies, remote work models, and reduced travel to address these emissions, with a target of achieving a 42% reduction in Scope 3 emissions by 2030.

## GRI 305-3 Scope 3 Upstream Emissions

SHIVTEL's Scope 3 upstream emissions total approximately 128.7 tCO<sub>2</sub>e, forming the largest share of its overall carbon footprint. These emissions arise from activities occurring before company operations, including cloud and data center usage (primary contributor), purchased IT equipment, employee commuting, business travel, and waste disposal. As a GenAI-driven and cloud-based organization, digital infrastructure significantly drives upstream emissions. SHIVTEL addresses these through green cloud optimization, sustainable procurement policies, remote work adoption, and reduced travel practices. Supplier engagement and ESG integration across the value chain remain critical to achieving the company's 42% Scope 3 reduction target by 2030.

## GRI 305-3 Scope 3 Downstream Emissions

SHIVTEL's Scope 3 downstream emissions are minimal, estimated at approximately 0.03 tCO<sub>2</sub>e, due to the company's digital service-based business model. Downstream emissions typically include impacts from the use of sold products, end-of-life treatment, and distribution; however, SHIVTEL's offerings—such as CPaaS, AI platforms, and messaging services—do not involve significant physical products or energy-intensive usage by end users. As a result, downstream emissions are negligible. Nonetheless, SHIVTEL remains committed to monitoring these emissions and ensuring that its platforms are energy-efficient, scalable, and environmentally responsible, supporting low-carbon digital consumption patterns for customers.

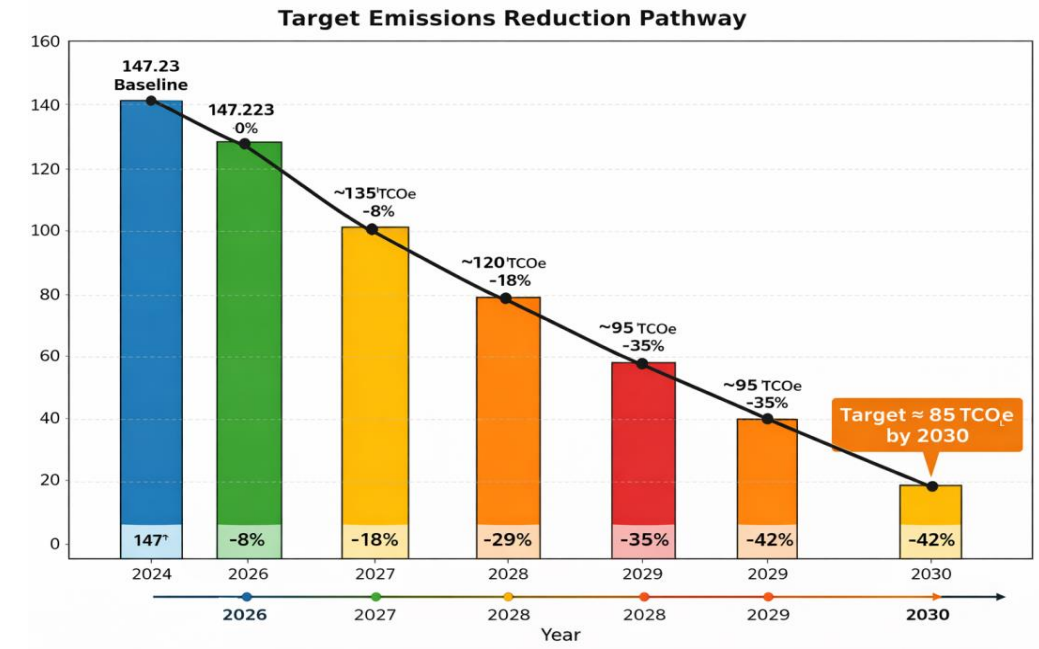
➤ Calculation period: April 2024 to March 2025

➤ Science-Based Emission Reduction Targets

Scope	Emissions (tCO <sub>2</sub> e)
Scope 1	4.2
Scope 2	14.30
Scope 3	128.73
Scope 3 Upstream	128.7
Scope 3 Downstream	0.03
<b>Total Emission</b>	<b>147.23 tCO<sub>2</sub>e</b>

Target Category	Scope	Reduction Target	Baseline	Target Year	Remarks
Absolute Reduction	Scope 1	50% reduction	4.2	2030	Fuel & office emissions
Market-based Reduction	Scope 2	100% renewable electricity	14.30	2030	Green power procurement
Value Chain Reduction	Scope 3	42% reduction	128.73	2030	Cloud & suppliers focus
Net Zero Target	All Scopes	90–95% reduction	147.23	2040–45	Residual offsetting

### ➤ SBTi Emission Reduction Trajectory





## GRI 305-4 GHG Emissions Intensity

SHIVTEL monitors emissions intensity to evaluate operational efficiency and sustainability performance. For FY 2024–25, the company’s emissions intensity is approximately 2.94 tCO<sub>2</sub>e per employee, based on an estimated workforce of around 50 employees. This metric reflects the relatively low direct emissions but highlights the impact of digital infrastructure and cloud usage on overall intensity. As a service-based organization, revenue-based intensity metrics are evolving and will be refined over time. SHIVTEL aims to reduce emissions intensity through AI-driven optimization, energy-efficient technologies, and scalable green infrastructure, ensuring that business growth is decoupled from carbon emissions.

## GRI 305-5 Reduction of GHG Emissions

SHIVTEL has established a structured GHG reduction plan aligned with science-based targets. Key initiatives include renewable energy adoption, cloud optimization, energy-efficient IT systems, remote work policies, and sustainable procurement practices. The company has set a goal to reduce total emissions from 147.23 tCO<sub>2</sub>e to ~85 tCO<sub>2</sub>e by 2030, representing a ~42% reduction. Additional measures include reducing business travel through virtual collaboration, implementing e-waste recycling programs, and engaging suppliers in ESG compliance. These actions are supported by an annual ESG budget and governance framework, positioning SHIVTEL to achieve long-term decarbonization and Net Zero targets.

## GRI 305-6 Emissions of Ozone-Depleting Substances

SHIVTEL’s operations involve minimal emissions of ozone-depleting substances (ODS), primarily limited to refrigerants used in air conditioning systems. These emissions are classified under fugitive Scope 1 emissions and are carefully monitored. The company ensures compliance with environmental regulations and follows best practices in refrigerant management, including regular maintenance, leak prevention, and responsible disposal or replacement of equipment. Given the organization’s low reliance on physical infrastructure, ODS emissions are not material. However, SHIVTEL remains committed to transitioning toward environmentally friendly refrigerants and enhancing monitoring systems to minimize any potential impact on the ozone layer.

## GRI 305-7 NOx, SOx, and Other Air Emissions

SHIVTEL’s emissions of air pollutants such as NO<sub>x</sub>, SO<sub>x</sub>, and particulate matter are minimal due to its limited direct combustion activities. These emissions primarily arise from diesel generator usage and occasional vehicle operations, which are infrequent. As a digital and cloud-based organization, SHIVTEL does not engage in manufacturing or heavy industrial processes, resulting in negligible air pollutant emissions. The company is further reducing these impacts by minimizing fuel usage, promoting remote work, and transitioning to cleaner energy alternatives. Continuous monitoring and adherence to environmental standards ensure that SHIVTEL maintains low levels of air pollutant emissions.

## GRI 306 Waste

SHIVTEL implements responsible waste management practices to minimize environmental impact and promote resource efficiency. Waste streams generated within the organization primarily include office waste such as paper, packaging materials, electronic waste, and printer cartridges. Waste segregation systems are implemented to separate recyclable materials from general waste. Electronic waste is disposed of through authorized recycling vendors in compliance with applicable environmental regulations. Employees are encouraged to adopt responsible consumption practices, reduce unnecessary printing, and reuse materials where possible. By maintaining structured waste management procedures and promoting recycling initiatives, SHIVTEL reduces landfill waste and supports sustainable resource management within its operational environment.

## GRI 307 Environmental Compliance

SHIVTEL is committed to complying with all applicable environmental laws, regulations, and standards relevant to its operations. The organization operates primarily in office environments and digital infrastructure systems, which results in relatively low environmental regulatory exposure compared to industrial sectors. Nevertheless, compliance procedures ensure responsible waste management, energy usage monitoring, and proper disposal of electronic equipment. Environmental responsibilities are integrated into operational policies and employee awareness programs. Periodic compliance reviews help ensure adherence to applicable regulatory requirements. During the reporting period, SHIVTEL did not record any significant environmental violations or penalties, demonstrating its commitment to responsible environmental management practices.



## GRI 308 Supplier Environmental Assessment

SHIVTEL promotes environmental responsibility within its supply chain by evaluating suppliers based on sustainability performance and regulatory compliance. Procurement teams review supplier policies, environmental commitments, and operational practices when selecting vendors for technology equipment, cloud services, and operational support. Preference is given to suppliers that demonstrate environmentally responsible practices such as energy efficiency, responsible waste management, and carbon reduction initiatives. Supplier engagement programs encourage vendors to adopt sustainable operational practices and improve environmental performance. Through responsible procurement and supplier monitoring systems, SHIVTEL extends its sustainability commitments across its value chain and promotes environmentally responsible business partnerships.

### GRI 401 Employment

SHIVTEL maintains responsible employment practices designed to support employee wellbeing, professional development, and long-term workforce engagement. The organization provides fair compensation, health insurance benefits, and opportunities for career advancement through training and skill development programs. Flexible work arrangements such as hybrid and remote working options help employees maintain work-life balance. Recruitment and retention strategies focus on attracting qualified professionals with expertise in artificial intelligence, cloud infrastructure, and digital communication technologies. By promoting positive workplace culture and fair employment practices, SHIVTEL strengthens workforce motivation, improves productivity, and supports sustainable organizational growth.



### GRI 402 Labor/Management Relations

SHIVTEL encourages open communication and constructive relationships between employees and management to maintain a collaborative workplace environment. Regular meetings, internal communication channels, and employee feedback mechanisms allow staff members to raise concerns, share ideas, and discuss workplace improvements. Management teams review employee feedback and integrate relevant recommendations into operational decision-making. Transparent communication practices support trust between leadership and employees while promoting workplace stability. Policies addressing employee rights, workplace behavior, and grievance resolution ensure fair treatment for all staff members. Through these practices, SHIVTEL fosters positive labor relations and supports an inclusive organizational culture.

### GRI 403 Occupational Health and Safety

SHIVTEL maintains occupational health and safety practices designed to ensure a safe and healthy workplace environment for employees. As a technology-based organization, primary workplace risks relate to ergonomics, electrical equipment usage, and extended computer work. The company implements ergonomic workstation guidelines, electrical safety practices, and regular facility inspections to minimize workplace hazards. Employees receive awareness training on emergency response procedures, fire safety, and safe working practices. Emergency preparedness plans include evacuation procedures and communication protocols during incidents. These initiatives support employee wellbeing and ensure that SHIVTEL maintains a safe working environment across its operational facilities.

### GRI 403-2 Hazardous Waste

SHIVTEL generates minimal hazardous waste due to the nature of its office-based operations. Hazardous materials may occasionally include electronic components, batteries, or printer cartridges that require controlled disposal. Such materials are handled in accordance with environmental regulations and are transferred to authorized waste management or recycling vendors. The organization maintains records of hazardous waste disposal to ensure traceability and regulatory compliance. Employees are trained to identify hazardous materials and follow appropriate disposal procedures. By implementing responsible hazardous waste management practices, SHIVTEL minimizes environmental risks and ensures safe handling of potentially harmful materials.

### GRI 403-2 Non-Hazardous Waste

Non-hazardous waste generated by SHIVTEL primarily includes office paper, packaging materials, food waste, and general office refuse. Waste segregation practices are implemented to ensure that recyclable materials such as paper and plastic are separated from general waste streams. Recycling bins and clearly labeled disposal systems are provided within office facilities to support responsible waste management. Employees are encouraged to minimize waste generation through digital documentation and efficient material usage. Non-hazardous waste is collected through authorized municipal waste management services. These practices help reduce landfill disposal and promote sustainable resource management across SHIVTEL's operational environment.

### GRI 403-8 Workers Covered by Occupational Health & Safety (OH&S) System

All employees working within SHIVTEL's operational facilities are covered under the organization's occupational health and safety management practices. These systems include workplace safety guidelines, ergonomic workstation standards, emergency preparedness procedures, and employee awareness programs. Safety policies apply to both permanent employees and contractual staff working within office environments. Facility inspections and safety reviews help identify potential hazards and ensure that workplace conditions remain safe. Employees are encouraged to report safety concerns through internal communication channels. By maintaining comprehensive OH&S coverage for its workforce, SHIVTEL promotes employee wellbeing and ensures safe operational practices across the organization.

### GRI 403-9 Work-Related Injuries

SHIVTEL continuously monitors workplace conditions to prevent work-related injuries and ensure employee safety. Due to the organization's office-based operations and absence of heavy industrial activities, the risk of serious injuries is relatively low. Preventive measures include ergonomic workstation design, safe electrical infrastructure, and employee awareness programs focused on health and safety practices. Any reported incidents are documented and reviewed to identify potential improvement opportunities. During the reporting period, no major workplace injuries were recorded. Continuous monitoring and preventive safety practices help maintain a safe working environment and reduce occupational health risks for employees.

### GRI 404 Training & Education

SHIVTEL prioritizes employee learning and professional development as a key component of its organizational growth strategy. The company provides structured training programs to enhance employee skills in areas such as artificial intelligence technologies, cloud infrastructure management, cybersecurity, and digital communication platforms. Training initiatives include internal workshops, knowledge-sharing sessions, technical certifications, and leadership development programs. Employees are encouraged to continuously upgrade their competencies to keep pace with evolving technological advancements in the digital communications industry. By investing in training and education, SHIVTEL strengthens workforce capabilities, improves operational performance, and supports long-term career development opportunities for its employees.

### GRI 403-10 Work-Related Ill Health

SHIVTEL promotes employee wellbeing by addressing workplace factors that could contribute to work-related health concerns. Potential risks associated with office environments include eye strain, musculoskeletal discomfort, and stress related to extended computer usage. The organization promotes ergonomic workstation design, encourages periodic breaks, and supports flexible work arrangements that help employees maintain healthy work habits. Awareness programs educate employees on posture management, stress reduction techniques, and healthy work practices. During the reporting period, no significant cases of occupational illness were reported. These initiatives support employee health a



## GRI 405 Diversity & Equal Opportunity

SHIVTEL is committed to maintaining a diverse and inclusive workplace where employees are treated with fairness and respect. Recruitment, promotion, and professional development opportunities are based on merit, qualifications, and performance without discrimination based on gender, age, religion, ethnicity, or background. Equal pay policies ensure fair compensation for employees performing similar roles and responsibilities. The organization promotes an inclusive culture that encourages collaboration and innovation among individuals from diverse backgrounds. Workplace policies and grievance mechanisms ensure that employees can raise concerns related to equality or discrimination. These initiatives strengthen organizational culture while promoting equal opportunities and diversity across the workforce.



## GRI 406 Non-Discrimination

SHIVTEL enforces strict non-discrimination policies to ensure a respectful and inclusive workplace environment. Employees are expected to treat colleagues, clients, and stakeholders with dignity and fairness regardless of gender, race, religion, nationality, age, disability, or other personal characteristics. Organizational policies prohibit harassment, discrimination, and any behavior that undermines equal opportunity principles. Employees are informed about these policies during onboarding and through periodic awareness programs. Reporting mechanisms are available for employees to confidentially raise concerns regarding discriminatory practices. Any reported incidents are investigated through internal procedures. By maintaining strong non-discrimination policies, SHIVTEL promotes an ethical workplace culture and ensures equal treatment for all employees.

## GRI 408 & 409 Child Labor and Forced Labor

SHIVTEL maintains a strict zero-tolerance policy toward child labor and forced labor within its operations and supply chain. Employment practices comply with national labor laws and international human rights standards that prohibit exploitation or involuntary labor practices. Recruitment procedures ensure that employees meet legal working age requirements and voluntarily accept employment terms. Suppliers and service providers are expected to adhere to similar ethical labor standards. Procurement policies require vendors to comply with applicable labor regulations and responsible employment practices. Through responsible employment policies and supplier engagement, SHIVTEL ensures that its operations remain free from child labor and forced labor practices.

## GRI 412 Human Rights Assessment

SHIVTEL respects internationally recognized human rights principles and integrates them into its organizational policies and operational practices. Human rights considerations are incorporated into employee relations, workplace safety, supplier engagement, and ethical governance systems. Internal policies promote fair treatment, non-discrimination, freedom of expression, and safe working conditions. Suppliers are encouraged to follow ethical labor standards and responsible business conduct aligned with international human rights frameworks. Periodic internal reviews help identify potential risks related to human rights within operations and supply chains. By maintaining responsible governance practices, SHIVTEL ensures that its operations support fundamental human rights while promoting ethical and socially responsible business practices.

## GRI 413 Local Communities

SHIVTEL recognizes the importance of contributing positively to the communities in which it operates. As a technology-driven organization, the company contributes to community development through employment opportunities, digital innovation, and knowledge-sharing initiatives. The organization supports local economic development by hiring qualified professionals from nearby communities and collaborating with regional technology partners. Community engagement may also include awareness initiatives related to digital technologies, innovation, and responsible communication systems. By maintaining responsible operational practices and supporting regional employment opportunities, SHIVTEL contributes to local economic growth and strengthens relationships with surrounding communities.

## GRI 414 Supplier Social Assessment

SHIVTEL encourages responsible social practices among its suppliers and business partners. Supplier selection and evaluation processes consider factors such as labor practices, ethical conduct, compliance with regulations, and workplace safety standards. Vendors are expected to maintain fair employment practices, respect employee rights, and avoid unethical labor conditions. Procurement teams may review supplier documentation, policies, and certifications to ensure alignment with SHIVTEL's ethical expectations. Supplier engagement initiatives encourage continuous improvement in social performance across the value chain. Through responsible supplier management practices, SHIVTEL strengthens supply chain accountability and promotes socially responsible business partnerships.

## GRI 416 Customer Health & Safety

SHIVTEL prioritizes customer health and safety by ensuring secure, reliable, and uninterrupted digital communication services. Its platforms are designed with robust data protection, system integrity, and continuous monitoring to prevent disruptions and risks. Regular testing and quality assurance processes ensure consistent performance and compliance with telecommunications and data protection regulations. Dedicated support teams promptly resolve technical issues, ensuring smooth operations. Through strong safeguards and responsible service delivery, SHIVTEL protects customers while maintaining high standards of reliability, security, and operational excellence.

## GRI 418 Information Security

As a provider of digital communication services, SHIVTEL places strong emphasis on protecting sensitive data and ensuring secure information management. Information security policies govern access control, data storage, and digital system usage. Role-based access systems restrict unauthorized access to confidential information and communication platforms. Cybersecurity monitoring tools help detect potential threats, while incident response procedures ensure rapid containment of security events. Employees receive training on cybersecurity awareness, password management, and phishing prevention. By implementing robust security controls and continuous monitoring, SHIVTEL protects customer data, maintains platform reliability, and supports regulatory compliance related to information security.

## GRI 419 Social Economic Compliance

SHIVTEL is committed to complying with all applicable laws and regulations governing business operations, labor practices, environmental responsibilities, and digital communication services. Compliance systems ensure that policies and operational procedures align with regulatory requirements and industry standards. Internal monitoring and management reviews help identify potential compliance risks and ensure corrective actions when necessary. Employees are trained to follow ethical and regulatory guidelines relevant to their responsibilities. During the reporting period, SHIVTEL did not record any significant violations related to social or economic regulations. By maintaining strong compliance systems, the organization ensures responsible governance and transparent business operations.

# SUSTAINABILITY PERFORMANCE DATA

(01<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025)

KPI No	Topic	Policy Commitment	KPI	Unit	Measure
KPI 1	Diversity & Inclusion	Promote gender equality and inclusive workforce	Percentage of women employed in the whole organization	Percentage	16.67
KPI 2	Health & Safety	Ensure zero harm workplace	Employee health and safety	Count	0
KPI 3	Energy Management	Promote energy efficiency awareness	Improve employee knowledge and participation in energy-saving practices	Percentage	87
KPI 4	Human Rights	Respect external stakeholder human rights	External stakeholder human rights	Count	0
KPI 5	Climate Change	Reduce direct emissions	Total gross Scope 1 GHG emissions	MT of CO2e	4.2
KPI 6	Climate Change	Reduce indirect emissions	Total gross Scope 2 GHG emissions (market or location based)	MT of CO2e	14.30
KPI 7	Climate Change	Manage value chain emissions	Total gross Scope 3 GHG emissions	MT of CO2e	128.73
KPI 8	Climate Change	Reduce downstream emissions	Total gross Scope 3 Downstream GHG emissions	MT of CO2e	0.03
KPI 9	Climate Change	Reduce upstream emissions	Total gross Scope 3 Upstream GHG emissions	MT of CO2e	128.7
KPI 10	Ethics & Governance	Ensure ethical conduct	Percentage of employees trained on business ethics	Percentage	100
KPI 11	Supplier Management	Ensure sustainable sourcing	Percentage or number of targeted suppliers covered by a sustainability assessment	Percentage	100
KPI 12	Health & Safety	Prevent workplace injuries	Number of days lost to work-related injuries, fatalities, and ill health	Count	0
KPI 13	Diversity & Inclusion	Promote equal opportunity	Percentage of employees from a minority or vulnerable group in the whole organization	Percentage	18
KPI 14	Training & Development	Enhance employee skills	Career management and training	Percentage	100
KPI 15	Biodiversity	Protect natural ecosystems	Biodiversity	Percentage	12
KPI 16	Workplace Ethics	Zero tolerance for harassment	Eliminate harassment incidents across all operations	Count	0
KPI 17	Environmental Responsibility	Promote environmental initiatives	Environmental services and advocacy	Count	7
KPI 18	Energy Management	Optimize energy use	Total energy consumption	kWh	20145
KPI 19	Waste Management	Reduce hazardous waste	Total weight of hazardous waste	Kgs	14.72
KPI 20	Data Security	Ensure information security	Number of confirmed information security incidents	Count	0
KPI 21	Supplier Management	Strengthen supplier ESG compliance	Percentage or number of audited or assessed suppliers engaged in corrective actions or capacity building	Percentage	100
KPI 22	Waste Management	Manage materials responsibly	Materials, chemicals, and waste	Kgs	1012.84
KPI 23	Employee Welfare	Ensure health coverage	Ensure all employees have access to comprehensive health coverage	Percentage	84
KPI 24	Training & Development	Promote continuous learning	Average hours of training per employee	Hours	24.7
KPI 25	Energy & Emissions	Track energy & emissions	Energy consumption and GHGs	kWh	20145
KPI 26	Renewable Energy	Promote clean energy use	Total renewable energy consumption	kWh	0

KPI No	Topic	Policy Commitment	KPI	Unit	Measure
KPI 27	Supplier Management	Conduct supplier audits	Percentage or number of targeted suppliers covered by a sustainability on-site audit	Percentage	100
KPI 28	Working Conditions	Ensure fair working conditions	Working conditions	Percentage	100
KPI 29	Workplace Ethics	Prevent discrimination	Discrimination and Harassment	Count	0
KPI 30	Air Quality	Control air emissions	Air pollution	Index	37.6
KPI 31	Customer Safety	Ensure product/service safety	Customer health and safety	Count	0
KPI 32	Governance	Strengthen whistleblower mechanism	Number of reports related to whistleblower procedure	Count	0
KPI 33	Supplier Management	Ensure responsible contracts	Percentage of targeted suppliers with contracts that include clauses on environmental, labor, and human rights requirements	Percentage	100
KPI 34	Ethics & Governance	Promote ethical decisions	Standardize ethical decision-making across the company	Percentage	92
KPI 35	Procurement	Promote sustainable procurement	Percentage or number of all buyers who received training on sustainable procurement	Percentage	100
KPI 36	Labor Management	Monitor working hours	Number of hours worked	Hours	99848
KPI 37	Health & Safety	Prevent accidents	Number of work-related accidents	Count	0
KPI 38	Social Responsibility	Encourage social dialogue	Social dialogue	Count	7
KPI 39	Human Rights	Eliminate forced/child labor	Child labor, forced labor, and human trafficking	Count	0
KPI 40	Supplier Management	Assess supplier environmental impact	Evaluate environmental impact of supplier operations	Percentage	86
KPI 41	Water Management	Optimize water usage	Water	Liters	16703.42
KPI 42	Waste Management	Promote recycling	Total weight of waste recovered	Kgs	337.371
KPI 43	Anti-Corruption	Zero tolerance for corruption	Number of confirmed corruption incidents	Count	0
KPI 44	Waste Management	Manage non-hazardous waste	Total weight of non-hazardous waste	Kgs	1124.57
KPI 45	Supplier Management	Ensure supplier code compliance	Percentage of targeted suppliers who have signed the supplier code of conduct	Percentage	100

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GRI 403	Occupational Health and Safety	20
GRI 403-2	Hazardous Waste (GRI 403-2)	20
GRI 403-2	Non-Hazardous Waste (GRI 403-2)	20
GRI 403-8	Workers Covered by Occupational Health & Safety (OH&S) System	20
GRI 403-9	Work-Related Injuries	20
GRI 403-10	Work-Related Ill Health	20
GRI 404	Training & Education	20
GRI 405	Diversity & Equal Opportunity	21
GRI 406	Non-Discrimination	21
GRI 408 & 409	Child Labor and Forced Labor	21
GRI 412	Human Rights Assessment	21
GRI 413	Local Communities	21
GRI 414	Supplier Social Assessment	21
GRI 416	Customer Health & Safety	21
GRI 418	Information Security	21
GRI 419	Social economic Compliance	21

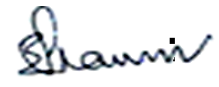
## INDEPENDENT ASSURANCE STATEMENT

This CSR report has been independently verified by BMQR, a third-party assurance provider, in accordance with ISO 17029:2019. The assurance engagement covered a Type 2 assurance of the information and data disclosed within this report.

The scope of the assurance included verifying the accuracy, completeness, and reliability of the disclosures made under all relevant sections of the GRI Standards. The assurance provider conducted the engagement based on applicable assurance principles and issued an assurance statement confirming the integrity of the disclosed information.

**Name of Assurance Provider** : BMQR Certifications Pvt Ltd,  
**Standard Used** : ISO 17029:2019 and GRI.  
**Type of Assurance** : Type 2  
**Web URL** : [www.bmqrassurance.com](http://www.bmqrassurance.com)

**Authorized Representative (Assurer):**

**Name** : S. Elango  
**Designation** : Associate Certified Sustainability Assurance Practitioner  
**Certificate No** : AA1000 (ACSAP) C.N: A09122401  
**Signature** :   
**Date** : 25<sup>th</sup> April, 2025

