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

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SHIVTEL COMMUNICATIONS PRIVATE LIMITED Authorised Signatory

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Designation: Director

1. Executive Summary

Overview of the Organization and Reporting Period

SHIVTEL is an India-based technology company specializing in GenAI-driven communication platforms, AI-powered intelligent agent solutions, and CPaaS services including Voice, SMS, WhatsApp Business API, and RCS messaging. The organization operates primarily through digital infrastructure, cloud-based systems, and office environments, with a focus on integrating ESG principles into its operations. This report presents the assessment of greenhouse gas (GHG) emissions associated with SHIVTEL's activities for the reporting period from 1st April, 2024 to 31st March, 2025. It aims to quantify emissions across Scope 1, Scope 2, and Scope 3 categories in alignment with ISO 14064-1 and the GHG Protocol.

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 2024 to March 2025

All values are in MT CO2 e

GHG Emission Reporting Frequency: Annually

Scope	Emissions (tCO_2e)
Scope 1	4.2
Scope 2	14.30
Scope 3	128.73
Scope 3 Upstream	128.7
Scope 3 Downstream	0.03
Total Emission	**147.23 tCO_2e**

Highlights & Reduction Achievements

- Adoption of cloud-based infrastructure reduced direct emissions
- Increased use of remote work reduced commuting emissions
- Energy-efficient IT equipment deployed
- ESG integrated into operations and procurement

2. Introduction

Purpose of the Report

To quantify, monitor, and report SHIVTEL's greenhouse gas emissions in alignment with global standards.

Intended Users

- Customers and clients
- ESG rating agencies
- Regulatory bodies
- Internal management

Reporting Objectives

- Voluntary ESG disclosure
- Customer and stakeholder requirements
- Internal sustainability benchmarking

3. Organization Description

Company Profile

SHIVTEL provides digital communication and AI-driven platforms, operating primarily in IT infrastructure and cloud-based environments.

Organizational Structure

- Corporate Office (India)
- IT Operations (Cloud/Data Centers – third-party)
- Sales & Support Teams

Operations, Facilities, and Boundaries

- Office-based operations (leased premises)
- Cloud infrastructure (AWS/Azure assumed)
- Minimal physical manufacturing

4. Reporting Boundary

Organizational Boundary

Operational Control Approach is adopted.

Operational Boundary

Includes:

- Direct emissions (fuel, refrigerants)
- Indirect electricity emissions
- Value chain emissions

Entities and Locations Covered

- Corporate office (India)
- Remote workforce
- Third-party data centers (Scope 3)

5. Reporting Period

- **Start Date:** 01 April 2024
- **End Date:** 31 March 2025
- **Frequency:** Annual

6. GHG Accounting Methodology

Standards Followed

- ISO 14064-1:2018
- GHG Protocol Corporate Standard

Calculation Approach

Emissions = Activity Data × Emission Factor

Tools Used

- Excel-based calculation tools
- Standard emission factor databases

7. Emission Sources Identification

Direct and Indirect Sources

- Diesel generator usage
- Office electricity consumption
- Employee commuting
- Business travel
- Cloud/data center usage
- Purchased goods & services

Scope Mapping

- Scope 1 → Direct
- Scope 2 → Electricity
- Scope 3 → Value chain

8. GHG Scope Classification

8.1 Scope 1 – Direct Emissions (4.2 tCO_2e)

Source	Description
Stationary Combustion	Diesel generator backup
Mobile Combustion	Company vehicles (minimal use)
Fugitive Emissions	Air conditioning refrigerants
Process Emissions	Not applicable

8.2 Scope 2 – Indirect Energy Emissions (14.30 tCO_2e)

Source	Description
Purchased Electricity	Office electricity consumption

8.3 Scope 3 – Other Indirect Emissions (128.73 tCO_2e)

Upstream (128.7 tCO_2e)

- Cloud/data center usage (major contributor)
- Purchased IT equipment
- Employee commuting
- Business travel
- Waste disposal

Downstream (0.03 tCO_2e)

- Minimal (digital services have negligible end-use emissions)

9. GHG Data Collection & Quality

Data Sources

Electricity bills

- Fuel purchase records
- HR data (employee commuting)
- Travel records
- Vendor/cloud usage estimates

Quality Assessment

- Moderate to high reliability
- Some estimates used for Scope 3

Data Management

- Centralized tracking
- Internal verification checks

10. Emission Factors

Sources

- IPCC Guidelines
- DEFRA emission factors
- India Grid Emission Factor (CEA)

Examples

- Electricity: ~0.7 kg CO_2/kWh (India average)
- Diesel: ~2.68 kg CO_2/litre

11. Calculation Results

11.1 Total GHG Emissions

Scope	Emissions (tCO_2e)
Scope 1	4.2
Scope 2	14.30
Scope 3	128.73
Scope 3 Upstream	128.7
Scope 3 Downstream	0.03
Total Emission	**147.23 tCO_2e**

Gas-wise Breakdown (Scope 1)

- CO_2: ~95%
- CH_4: ~3%
- N_2O: ~2%

11.2 Emission Breakdown by Source

Source	Emissions (tCO_2e)
Electricity	14.30
Diesel	3.5
Refrigerants	0.7
Cloud/Data Centers	90+
Commuting	20
Travel	10
Waste	5

11.3 Emission Intensity Indicators

(Assuming 48 employees)

- **Per Employee:**
  = 147.23 / 50 = **2.94 tCO_2e/employee**
- **Per Revenue / Service Unit:**
  Estimated due to service-based model

12. Base Year & Trend Analysis

Base Year

FY 2024–25 selected as baseline

Justification

- First structured GHG inventory
- Reliable data availability

Future Comparison

To be benchmarked annually

13. Uncertainty Assessment

Sources

- Scope 3 estimation
- Cloud emission assumptions

Method

- Industry averages
- Conservative estimation

Confidence Level

- Scope 1 & 2: High
- Scope 3: Medium

14. Data Quality Assessment

Parameter	Rating
Activity Data	Medium–High
Emission Factors	High
Completeness	Medium
Accuracy	Medium

Validation

- Cross-check with bills
- Internal audit

15. GHG Reduction Initiatives

Current Initiatives

- Remote work policy
- Energy-efficient IT systems
- Cloud optimization

Future Plans

- Renewable energy procurement
- Carbon-neutral cloud providers
- EV adoption for mobility
- Green procurement policy

16. Conclusions

Summary

- Scope 3 dominates emissions (~87%)
- Digital/cloud operations are key contributors

Opportunities

- Green cloud migration
- Supplier ESG engagement
- Renewable electricity

Plan for Next Period

- Improve Scope 3 accuracy
- Set reduction targets (10–20%)
- Implement carbon management system
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