

ROUTE MOBILE LIMITED

MODERN SLAVERY STATEMENT

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Introduction:

Modern slavery is a heinous crime and a morally reprehensible act that deprives a person's liberty and dignity for another person's gain. It is a real problem for millions of people around the world, including many in developed countries, who are being kept and exploited in various forms of slavery. Every company is at risk of being involved in this crime through its own operations and its supply chain.

Objective:

This statement is made by Route Mobile Limited along with its subsidiaries (hereinafter referred to as "RML Group"), in accordance with the requirements of section 54(2) of the Modern Slavery Act 2015 and the Modern Slavery Act 2015 (Transparency in Supply Chains) Regulations 2015. Route Mobile Limited provides this joint statement for itself and on behalf of subsidiaries directly covered by a disclosure obligation in their respective jurisdictions to elucidate the initiatives undertaken to eradicate the slavery and/or human trafficking from our supply chain or in any part of our organization.

At RML Group we have a zero-tolerance approach to modern slavery and are fully committed to preventing slavery and human trafficking in our operation and supply chain. We have taken concrete steps to tackle modern slavery, as outlined in our statement. This statement sets out the actions that we have taken to understand all potential modern slavery risks related to our business, and to implement steps to prevent slavery and human trafficking during the financial year 2023.

This statement was approved by the Board of Directors of Route Mobile Limited in its meeting held on May 6, 2024

Our Business:

Route Mobile Limited provides real-time connected customer experiences with its advanced Customer Experience Platform as a Service (CXPaaS), globally. Our range of enterprise communication services include smart solutions in A2P Messaging, Voice, Email, and SMS Filtering, Analytics & Monetization. Founded in 2004, Route Mobile Limited is a publicly listed company and among the leading Cloud Communications Platform service provider offering Communication Platform as a Service (CPaaS) solutions. We deliver an entire communication product stack, based on a CPaaS principles, infusing Conversational AI across a broad range of industries including social media companies, banks and financial institutions, e-commerce entities, and travel aggregators. Route Mobile Limited is headquartered in Mumbai, India with a global presence spread across Asia Pacific, Middle East, Africa, Europe, and the Americas.

We establish a relationship of trust and integrity with all our Suppliers across the globe, which is built upon mutually beneficial factors. Our supplier selection and on-boarding procedure includes due diligence of the supplier's reputation, respect for the law, compliance with health, safety and environmental standards, and references.

Our Supply Chain:

RML Group has always epitomized the true spirits of Business Ethics in its interactions with all its stakeholders - be it the Customers, Suppliers, Employees, Shareholders, the Government or the Society at large. RML Group's Supplier Code of Conduct sets out

expectations for our business partners in the areas of business integrity, labor practices, anti-corruption, health and safety, environmental impact, diversity and inclusion.

RML Group is committed to protecting human rights and strives to develop environmentally and socially sustainable chains of responsibility within our sphere of influence. We expect the business partners that we work with, including all vendors, consulting firms, staffing agencies, agency temps, partners and licensees (“Suppliers”), to adhere to the high standards set forth in the Supplier Code of Conduct as a condition of doing business with RML Group. The Supplier Code of Conduct is available on <https://routemobile.com/investors/corporate-policies/>

Policies:

Our policies collectively form a robust framework that strengthens our ability to prevent and detect any instances of modern slavery within our supply chain and engagements with stakeholders. These policies include:

- Code of Business Conduct & Work Ethics Policy (“Code of Conduct”): Our Code of Conduct sets forth the principles and standards of behavior expected from all employees, emphasizing respect for human rights, integrity, and ethical conduct in all business activities. Our Code of Conduct outlines our commitment to honesty, transparency, and fair dealings in all aspects of our operations, including our interactions with Suppliers, partners, and stakeholders.
- Risk Management Policy: Our Risk Management Policy encompasses comprehensive risk assessment processes to identify and mitigate potential risks, including those related to modern slavery, throughout our supply chain and business activities.
- Diversity & Inclusion Policy: We are dedicated to fostering a diverse and inclusive workplace where all individuals are valued, respected, and provided with equal opportunities for growth and advancement.
- POSH (Prevention of Sexual Harassment) Policy: We are committed to maintaining a safe and respectful work environment free from all forms of harassment, including sexual harassment, through clear policies, reporting mechanisms, and employee support systems.
- Whistleblower Policy: Our Whistleblower Policy provides mechanisms for employees and stakeholders to report any concerns or suspicions of unethical behavior, including modern slavery, without fear of retaliation, ensuring prompt investigation and appropriate action.

Due Diligence & Training:

We conduct thorough due diligence while onboarding our Suppliers to assess their adherence to labor standards and identify any potential risks of modern slavery. This includes assessing their policies, practices, and performance related to human rights and labor rights. We actively engage with our Suppliers and stakeholders to promote awareness of modern slavery risks and encourage collaboration in addressing these issues. We provide training and capacity building opportunities to our employees to enhance their understanding of modern slavery risks and build their capacity to address these issues effectively.

Further during the year, no concerns relating to slavery, bullying and discrimination were raised in the reporting period.

Conclusion:

We will continue to prioritize transparency, accountability, and integrity in our efforts to ensure that our business operations remain free from any form of modern slavery. By working together with our Suppliers, stakeholders, and employees, we reaffirm our commitment to promoting human rights and dignity across our supply chain and contributing to a more just and equitable world for all.

Sd/-
Mr. Sandipkumar Gupta
Chairman
DIN: 01272932