



**Tanla Platforms Limited**

Tanla Technology Centre,  
Madhapur, Hyderabad,  
Telangana, India - 500081

CIN: L72200TG1995PLC021262



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91-40-23122999



info@tanla.com



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Date: June 27, 2026

To,

**BSE Limited**

Phiroze Jeejeebhoy Towers,

Dalal Street,

Mumbai - 400 001

Scrip Code: **532790**

**National Stock Exchange of India Ltd.**

“Exchange Plaza”

Bandra-Kurla Complex, Bandra (East),

Mumbai - 400 051

Symbol: **TANLA**

Dear Sir/Madam,

**Sub: Business Responsibility & Sustainability Report for the financial year 2025-26**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility & Sustainability Report which forms part of the Integrated Annual Report for the financial year 2025-26.

Kindly take the above on record.

Thanking you

Yours faithfully,

For **Tanla Platforms Limited**

Seshanuradha Chava

General Counsel and Company Secretary

ACS-15519

# Business Responsibility & Sustainability Reporting(BRSR)

Responsible business is the foundation on which Tanla builds trusted digital experiences. As an AI-native platform company, we are acutely aware of the trust placed in us by enterprises and telecom operators who rely on our platforms to power interactions with hundreds of millions of end-users every day. Our products and solutions, from Wisely.ai's AI-powered trust and security intelligence to Trubloq's blockchain-based consent management infrastructure, are purpose-built to uphold the highest standards of security, privacy, and compliance, safeguarding our customers' customers, citizens and communities they serve.

In FY26, we continued its strategic evolution from a cloud communications provider into an AI-native platform company, guided by our purpose of Shaping a World of Trusted Digital Experiences. This transformation carries with it a deepened responsibility to deploy artificial intelligence ethically, to govern data with integrity, and to ensure that the scale at which we operate translates into proportionate positive impact for people and the planet.

Through this BRSR, we reaffirm our commitment to ethical, inclusive, and sustainable growth. This disclosure reflects our efforts to embed Environmental, Social, and Governance (ESG) principles across every layer of our operations and value chain, from responsible AI governance and cybersecurity stewardship to climate action, employee wellbeing, and community development. As a survey respondent in the S&P Global Corporate Sustainability Assessment (CSA), and with our ESG practices assessed by an independent third party, we hold ourselves to a standard of transparency and accountability that goes beyond regulatory compliance.

The BRSR is structured in accordance with the National Guidelines on Responsible Business Conduct (NGRBC) and is presented in the following sections:

<b>SECTION A</b>	Provides a broad overview of the business - our platforms, products and services, operational footprint, workforce profile, and CSR activities.
<b>SECTION B</b>	Covers management and process disclosures demonstrating the governance structures, policies, and processes we have embedded across all nine NGRBC Principles, including our frameworks for Responsible AI, data privacy, and ethical conduct.
<b>SECTION C</b>	Provides indicator-wise disclosures mapped to the nine principles of the NGRBC, as listed at the beginning of Section B.
<b>SECTION D</b>	Provides indicator-wise performance disclosures mapped to the nine Principles of the NGRBC, spanning Essential and Leadership Indicators, and including BRSR Core KPIs assessed by an independent third party.
<b>SECTION E</b>	Provides ESG disclosures for our value chain, reflecting our commitment to extend responsible business conduct beyond our own operations to the partners and suppliers who are integral to our ecosystem.

## SECTION A: GENERAL DISCLOSURES



### I. Details of the listed entity [GRI 2-1, 2-5]

Particulars	FY26 (Update if changed)
1 Corporate Identity Number (CIN) of the listed entity	L72200TG1995PLC021262
2 Name of the Listed Entity <sup>[GRI 2-1]</sup>	Tanla Platforms Limited
3 Year of Incorporation	1995
4 Registered Office Address	Tanla Platforms Limited, Tanla Technology Centre, Hitech City Road, Madhapur, Hyderabad, India - 500081
5 Corporate address <sup>[GRI 2-1]</sup>	Tanla Platforms Limited, Tanla Technology Centre, Hitech City Road, Madhapur, Hyderabad, India - 500081
6 E-mail <sup>[GRI 2-3]</sup>	<a href="mailto:investorhelp@tanla.com">investorhelp@tanla.com</a>
7 Telephone	91-40-40099999
8 Website	<a href="https://www.tanla.com">https://www.tanla.com</a>

9	Financial year reporting <sup>[GRI 2-3]</sup>	April 1, 2025 to March 31, 2026
10	Stock Exchanges Listed	BSE (532790) & NSE
11	Paid-up Capital	INR 132,617,359
12	Contact Details <sup>[GRI 2-3]</sup>	Ms. Seshanuradha Chava General Counsel and Company Secretary Phone: 040 40099999  <a href="mailto:investorhelp@tanla.com">Email: investorhelp@tanla.com</a>
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together). <sup>[GRI 2-2]</sup>	The disclosures under this report are made on a consolidated basis, unless otherwise specified.
14	Name of assessment or assurance provider	SGS India Private Limited ("SGS India")
15	Type of assessment or assurance obtained <sup>[GRI 2-5]</sup>	Annual Integrated Report Assurance

*GRI 2-4: There are certain restatements as per the guidance provided under Industry Standards Note on BRSR Core. The effects and reasons have been included under the respective Principles of this report. These restatements would enable consistency and comparability of information for the current year and previous year.*

## II. Products/services <sup>[GRI 2-6]</sup>

### 16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of main activity	Description of business activity	% of turnover of the entity (FY26)
1	CPaaS - Communications Platform as a Service	Tanla offers a platform with comprehensive and advanced messaging capabilities. It supports both outbound and inbound messaging with various delivery formats, including plain text, regional languages, and flash messages. The platform ensures secure, end-to-end encrypted communication via a single API, leveraging guaranteed delivery with intelligent fallback and patented data security technologies.	100%

### 17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Description of Main Activity	NIC Code	% of Total Turnover Contributed (FY26)
1	Other information technology and computer service activities	62099	100%

## III. Operations <sup>[GRI 2-1]</sup>

### 18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	NA	15	15
International	NA	7	7

## 19. Markets served by the entity:

### a. Number of locations <sup>[GRI 2-6]</sup>

Markets Served	FY25	FY26
National (States/UTs)	Served across the country. Operating from 5 states (Telangana, Haryana, Karnataka, Tamil Nadu, Maharashtra)	Served across the country. Operating from 5 states (Telangana, Haryana, Karnataka, Tamil Nadu, Maharashtra)
International (Countries)	Majorly served across 5 countries - Singapore, UAE, KSA, Indonesia, Brazil	Majorly served across 5 countries - Singapore, UAE, KSA, Indonesia, Brazil
Exports as % of Total Turnover	26.3% (INR 1,060 Cr of INR 4,027.7 Cr consolidated)	26.5% (INR 1,169 Cr of INR 4,417.7 Cr consolidated)

### b. What is the contribution of exports as a percentage of the total turnover of the entity?

Out of total turnover INR 4,417.7 Cr on consolidated basis for FY26, the percentage of revenue from exports contribute to INR 1,169 Cr (26.5%).

### c. A brief on types of customers

Tanla serves a broad and diverse customer ecosystem spanning from telecom operators to government agencies, regulators, and enterprises across multiple sectors. Our enterprise clientele includes leaders in banking, financial services, insurance, e-commerce, retail, healthcare, education, technology, and media, among others. We power, mission-critical communications and trusted digital interactions for over 2,500 active customers, including top banks, digital-first companies, and public sector organisations, of which 350 customers individually contribute more than INR 1 crore in annual revenue, reflecting the breadth and depth of our relationships. Notably, 50% of our revenue from the top 100 customers comes from accounts that have been with us for over five years, a testament to the trust we have built and the value we consistently deliver.

## IV. Employees

### 20. Details as at the end of Financial Year:

#### a. Employees and Workers (including differently abled): <sup>[GRI 2-7, GRI 2-8]</sup>

S. No.	Category	FY26 Total (A)	Men		Women	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent Employees (D)	1,043	817	78.3%	226	21.6%
2.	Other than Permanent (E)	71	57	80.2%	14	19.7%
3.	Total Employees (D+E)	1,114	874	78.4%	240	21.5%
<b>WORKERS</b>						
4.	Permanent Workers (F)					
5.	Other than Permanent Workers (G)				NA	
6.	Total workers (F+G)					

**Note:** Tanla's workforce comprises of only 'Employees' and no 'Workers'.

#### b. Differently Abled Employees and Workers

S. No	Category	FY26 Total (A)	Men		Women	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent Employees (D)	NA	NA	NA	NA	NA
2.	Other than Permanent (E)	NA	NA	NA	NA	NA
3.	Total Employees (D+E)	NA	NA	NA	NA	NA

WORKERS						
4.	Permanent Workers (F)	NA	NA	NA	NA	NA
5.	Other than Permanent Workers (G)	NA	NA	NA	NA	NA
6.	Total workers (F+G)	NA	NA	NA	NA	NA

## 21. Participation/Inclusion/Representation of women <sup>[GRI 405-1]</sup>

Category	Total (A)	No. and percentage of Women	
		No. (B)	% (B / A)
Board of Directors	7	1	14.29%
Key Management Personnel	4	1	25.00%

## 22. Turnover Rate for Permanent Employees <sup>[GRI 401-1]</sup>

Category	FY26			FY25			FY24		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Permanent Employees	24.5%	32.2%	26.1%	30.7%	44.9%	33.6%	29.1%	41.1%	31.7%

**Note:** Employee turnover includes both voluntary and involuntary attrition.

## V. Holding, Subsidiary, and Associate Companies (including joint ventures)

### 23. Names of holding/subsidiary/associate companies/joint venture <sup>[GRI 2-2]</sup>

Sr. No.	Name of the holding / subsidiary/associate companies/joint ventures (A)	Indicate whether holding/ Subsidiary/Associate/ Joint Venture	% of shares held by listen entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Karix Mobile Private Limited	Subsidiary	100%	Yes
2	ValueFirst Digital Media Private Limited	Subsidiary	100%	Yes
3	Tanla Digital Labs Private Limited	Subsidiary	100%	Yes
4	Tanla Mobile Asia Pacific Pte Ltd, Singapore	Subsidiary	100%	Yes
5	Tanla Foundation (Section 8 Company)	Subsidiary	100%	Yes

\*Refer Form AOC-1 provided in this Integrated Report for the list of subsidiaries.

## VI. CSR Details <sup>[GRI 201-1]</sup>

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes

(ii) Turnover (in INR Crore): INR 744.33

(iii) Net worth (in INR Crore): INR 514.70

\*As per the standalone financial statements of FY26 under Ind AS.

Particulars	FY26 (Standalone)
Turnover (INR Cr)	INR 744.33*
Net Worth (INR Cr)	INR 514.70*
Prescribed CSR (2% avg net profit)	INR 4.10*
Actual CSR Spent (INR)	0
CSR Excess / Shortfall	0

\*Note: The unspent CSR amounts pertaining to FY24 was fully utilized towards the ongoing projects. Out of the unspent CSR amount pertaining to FY25, an amount of INR 8 lakh was spent as on March 31, 2026. The balance unspent amount shall be utilized towards ongoing projects within the prescribed statutory timeline, i.e., on or before March 31, 2028. During FY26, Tanla and its group entities undertook CSR activities through Tanla Foundation. As part of its long-term commitment to community development, Tanla Foundation acquired approximately 12 acres of land at Gangaram, Khammam District, Telangana, for the proposed development of the Tanla Integrated Center. Refer to Annexure 6 of Annual Report on CSR Activities FY26 for unspent CSR amounts of FY24 and FY25.

## VII. Transparency and Disclosures Compliances

### 25. Complaints/Grievances on any of the nine principles under the National Guidelines on Responsible Business Conduct:[2-25]

Stakeholder group from whom complaint is received	Grievance Redressal mechanism in place (Yes/No) (If Yes, then provide web-link for grievance redress policy) [GRI 2-16, GRI 2-25, GRI 2-26]	FY26			FY25		
		FY26 Filed	FY26 Pending	Remarks	FY25 Filed	FY25 Pending	Remarks
Communities	Yes <a href="https://www.tanla.com/investor-relations/corporate-governance-policy">https://www.tanla.com/investor-relations/corporate-governance-policy</a>	0	0	-	0	0	-
Investors (other than shareholders)		0	0	-	0	0	-
Shareholders		3	0	-	8	0	-
Employees and Workers		2	0	-	0	0	-
Customers		0	0	-	0	0	-
Value Chain Partners		0	0	-	0	0	-
Other		0	0	-	0	0	-

Sl. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk / Opportunity	In Case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
1	Climate Change	R	<p><b>Risk</b></p> <p>Transition risks arising from tightening climate regulations, renewable energy mandates, and emissions reduction targets may increase compliance costs and require investments in energy-efficient data infrastructure and low-carbon technologies. Additionally, physical climate risks such as extreme heat, flooding, and water stress may affect data centre cooling efficiency, operational continuity, and service reliability, posing risks to business operations despite existing risk assessments.</p>	<p>Develop a structured decarbonization roadmap with near- and medium-term targets for Scope 1 and 2 emissions, and expand Scope 3 coverage across the value chain. Continue leveraging renewable energy sources at critical sites and maintain operational continuity through alternate power solutions (UPS, diesel generators). Conduct periodic physical climate risk assessments for key infrastructure locations and build contingency protocols for climate-related service disruptions. Align disclosures with GRI 201-2 and ISSB S2 requirements.</p>	<p><b>Negative Impact</b></p> <p>GHG emissions (Scope 1, Scope 2, and partially covered Scope 3) from office operations, diesel usage, and energy-intensive data centre operations contribute to climate change. Although the organization has conducted a climate risk assessment and initiated emissions tracking, the absence of a structured decarbonization roadmap and limited Scope 3 coverage led to continued environmental impact.</p>
2	Energy Management	R/O	<p><b>Risk</b></p> <p>Dependence on conventional energy sources for offices and backup systems, along with exposure to rising energy prices and stricter regulatory expectations, may increase operational costs and require additional investments in energy-efficient infrastructure.</p> <p><b>Opportunity</b></p> <p>Enhancing energy efficiency across operations, increasing the share of renewable energy, and optimizing data centre energy usage can reduce costs, improve operational resilience, and support compliance with evolving energy and carbon regulations.</p>	<p>Increase procurement of renewable energy through green tariffs or PPAs. Invest in energy-efficient data centre infrastructure (targeting improved PUE metrics) and set measurable energy intensity reduction targets. Implement real-time energy monitoring across offices and server environments to identify and eliminate inefficiencies. Explore green data centre partnerships to reduce Scope 2 emissions from out-sourced compute.</p>	<p><b>Positive Impact</b></p> <p>Adoption of renewable energy, improved energy efficiency, and the use of green data centres help reduce dependence on fossil fuels and lower environmental footprint from operations.</p> <p>Enhancing energy efficiency across operations, increasing the share of renewable energy, and optimizing data centre energy usage can reduce costs, improve operational resilience, and support compliance with evolving energy and carbon regulations.</p>

3	Waste Management	R/O	<p><b>Risk</b></p> <p>Dependence on conventional energy sources for offices and backup systems, along with exposure to rising energy prices and stricter regulatory expectations, may increase operational costs and require additional investments in energy-efficient infrastructure.</p> <p><b>Opportunity</b></p> <p>Enhancing energy efficiency across operations, increasing the share of renewable energy, and optimizing data centre energy usage can reduce costs, improve operational resilience, and support compliance with evolving energy and carbon regulations.</p>	<p>Establish end-to-end waste tracking across all streams – e-waste, general waste, and hazardous materials. Formalize partnerships with certified/authorized recyclers and waste management vendors. Introduce structured waste segregation protocols at all office locations and conduct periodic compliance audits. Expand zero-plastic commitments and explore circular economy practices in asset lifecycle management.</p>	<p><b>Positive Impact</b></p> <p>Structured handling of e-waste through authorized recyclers and the adoption of zero-plastic practices across offices support responsible waste management and reduce environmental impact.</p>
4	Talent Attraction, Development, Engagement & Retention	R/O	<p><b>Risk</b></p> <p>There is a risk of talent attrition and skill shortages due to intense competition for digital and telecom professionals, along with skill obsolescence from rapid technological change. Dependence on specialized talent may also affect workforce stability, productivity, and business continuity.</p> <p><b>Opportunity</b></p> <p>There is an opportunity to strengthen competitive advantage by developing a future-ready talent ecosystem and enhancing the employee value proposition through flexible work models and strong career pathways to improve engagement, retention, and talent attraction.</p>	<p>Strengthen L&amp;D programs with a focus on digital, AI, and telecom-specific skills to address rapid technology change. Implement structured employee engagement surveys, promote internal mobility pathways, and conduct regular skip-level conversations. Offer competitive, benchmarked compensation and benefits. Build a differentiated employer brand emphasizing flexible work models, career growth, and purpose-driven work to improve talent attraction and reduce attrition.</p>	<p><b>Positive Impact</b></p> <p>Focused investments in talent, continuous learning, and employee engagement build a high-performing workforce aligned with Tanla's innovation strategy, enhancing satisfaction, strengthening its employer brand, improving retention, and supporting sustained innovation and long-term resilience.</p>

5	Employee Health, Safety & Wellbeing	R	<b>Risk</b>	Inadequate attention to employee health, safety, and wellbeing may lead to increased stress, burnout, workplace incidents, and lower morale, negatively impacting productivity and retention. Evolving workplace expectations and regulatory requirements also pose compliance risks if not effectively managed, potentially affecting business continuity and reputation.	Institutionalize proactive health and safety protocols across all office locations, including regular safety audits and emergency response drills. Expand mental health and wellbeing programs – including EAP (Employee Assistance Programs), counselling access, and stress management initiatives. Track and monitor absenteeism, burnout indicators, and safety incident rates. Ensure compliance with applicable occupational health and safety regulations and embed wellbeing metrics into people management reviews. 1.00	<b>Positive Impact</b>	A strong focus on employee health, safety, and wellbeing fosters a supportive and resilient work environment, enhancing employee morale, productivity, and engagement. Initiatives that promote physical and mental wellbeing, along with safe workplace practices, contribute to reduced absenteeism, improved performance, and a more committed workforce aligned with organizational goals.
6	Diversity, Equity & Inclusion	O	<b>Opportunity</b>	There is an opportunity to strengthen performance by embedding inclusive practices, expanding diverse hiring, promoting equitable growth, enhancing innovation, and attracting top talent.	Expand diverse hiring pipelines through targeted outreach and partnerships with institutions supporting underrepresented groups. Embed DEI metrics into leadership scorecards and people analytics dashboards. Promote equitable access to growth opportunities through structured mentoring, sponsorship programs, and transparent promotion criteria. Conduct periodic pay equity analyses and publish DEI disclosures aligned with BRSR requirements.	<b>Positive Impact</b>	A strong focus on diversity, equity, and inclusion fosters an inclusive culture that drives innovation, improves engagement, enhances decision-making, and supports long-term business success and reputation.

7	Customer Engagement	O	<b>Opportunity</b>	<p>There is always an opportunity to further enhance customer engagement by leveraging advanced analytics, AI-driven insights, and strategies to deliver more personalized and proactive experiences. Strengthening feedback mechanisms and continuously innovating service offerings can deepen customer relationships, improve retention, and create a differentiated market position.</p>	<p>Establish a dedicated Customer Success function to drive proactive engagement, timely issue resolution, and relationship continuity. Deploy advanced analytics and AI-driven insights to deliver more personalized, anticipatory service experiences. Strengthen structured feedback mechanisms – including NPS, CSAT, and periodic business reviews – to align offerings with evolving customer needs and improve retention.</p>	<b>Positive Impact</b>	<p>A strong emphasis on customer engagement strengthens trust, satisfaction, and long-term relationships by delivering personalized, reliable, and seamless communication experiences. This drives higher customer loyalty, enhances brand reputation, and supports sustained revenue growth by aligning services closely with evolving customer needs and expectations.</p>
8	Responsible Technology & AI Ethics	O	<b>Opportunity</b>	<p>There is an opportunity to lead in ethical innovation by embedding responsible AI practices, enhancing data protection and transparency, and differentiating through trusted and responsible digital solutions.</p>	<p>Develop and operationalize a formal Responsible AI policy framework covering fairness, transparency, explainability, and bias mitigation. Embed privacy-by-design and ethics review processes into product development lifecycles. Leverage Wisely's fraud detection capabilities as a proof point for responsible technology deployment. Enhance disclosures on AI governance for customers and investors.</p>	<b>Positive Impact</b>	<p>A strong commitment to responsible technology and AI ethics fosters trust through transparent, secure, and fair use of data and platforms, enhancing customer confidence, strengthening reputation, and supporting sustainable innovation.</p>
9	Governance, Ethics & Corporate Culture	R	<b>Risk</b>	<p>Any inconsistency in corporate culture or ethical lapses can result in compliance failures, reputational harm, loss of stakeholder trust, regulatory penalties, and diminished employee confidence, ultimately affecting operational performance and long-term sustainability.</p>	<p>Strengthen the Code of Conduct with clear escalation mechanisms, whistleblower protections, and zero-tolerance policies for ethical violations. Conduct regular ethics and compliance training across all levels, including the Board. Implement periodic governance audits with Board-level ESG oversight. Monitor culture health through structured employee feedback and engagement mechanisms, and track outcomes via internal reporting.</p>	<b>Positive Impact</b>	<p>A strong governance framework and ethical culture enhance transparency, accountability, and trust, aligning employees, reducing misconduct risks, and supporting sustainable long-term growth.</p>

10	Digital Trust, Privacy & Cybersecurity	R	<b>Risk</b>	Despite robust controls, there remains an inherent risk of data breaches, cyberattacks, and evolving regulatory requirements. Potential vulnerabilities in third-party integrations, cloud environments, or data transmission channels may expose the organization to risks of data breaches, service disruptions, or regulatory penalties	Maintain a robust, layered cybersecurity architecture including SOC implementation, Zero Trust Architecture, regular VAPT, and encryption at rest and in transit. Conduct Privacy Impact Assessments (PIAs) and enforce privacy-by-design principles across all platforms. Ensure ongoing alignment with ISO 27001, SOC 2, DPDP, and GDPR frameworks. Strengthen third-party and vendor security due diligence, particularly for cloud and API integrations. Establish and periodically test a cyber incident response and business continuity plan.	<b>Positive Impact</b>	Strong governance frameworks, compliance with applicable data protection regulations like GDPR etc., and deployment of advanced cybersecurity systems help ensure secure handling of customer data and maintain stakeholder trust.
11	Transparency, Reporting & Policy Engagement	O	<b>Opportunity</b>	To further strengthen leadership positioning through enhanced disclosures, alignment with emerging global standards (such as IFRS/CSRD updates), deeper stakeholder engagement, and leveraging ESG performance to attract investors, clients, and strategic partnerships.	Continue publishing the Integrated Report aligned with GRI, BRSR Core, and emerging ISSB/IFRS standards. Proactively engage with ESG rating agencies (MSCI, Sustainalytics, CRISIL) to close disclosure gaps and improve scores. Participate in industry forums and policy consultations to strengthen Tanla's positioning as a responsible digital infrastructure provider. Expand stakeholder engagement mechanisms to improve feedback quality and reporting credibility.	<b>Positive Impact</b>	Tanla demonstrates strong transparency through the annual publication of its Integrated Report. Active participation in global ESG benchmarks reflect robust disclosures, high governance standards, and proactive stakeholder engagement.

12	Sustainable Innovation & Digital Solutions	R/O	<p><b>Risk</b></p> <p>Rapid technological advancements, increasing demand for high-performance platforms, and evolving sustainability expectations may require continuous investment in innovation, infrastructure upgrades, and talent. Failure to keep pace may impact competitiveness, operational efficiency, and client retention.</p> <p><b>Opportunity</b></p> <p>There is an opportunity to strengthen market position by enhancing sustainable product offerings, leveraging AI and digital platforms to improve efficiency, expanding into green and responsible technology solutions, and driving differentiation through innovation-led sustainability.</p>	<p>Establish a structured innovation investment roadmap with dedicated R&amp;D allocation and technology horizon scanning. Monitor regulatory and technology trends proactively to anticipate platform upgrade needs and maintain competitive readiness. Leverage Wisely and AI capabilities to embed sustainability into product offerings and create differentiated, responsible digital solutions. Build talent pipelines in emerging technology areas (AI, cloud, cybersecurity) to reduce the risk of capability gaps affecting client retention and growth.</p>	<p><b>Positive Impact</b></p> <p>Development and deployment of innovative digital communication platforms and solutions enable efficient resource utilization, reduced physical infrastructure dependency, and lower environmental footprint. Continuous focus on scalable, secure, and sustainable technology solutions strengthens business competitiveness and supports clients in achieving their digital transformation and sustainability goals.</p>
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## 26. Overview of the entity's material responsible business conduct issues <sup>[GRI 3-1, GRI 3-2]</sup>

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters

that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

### Material Responsible Business Conduct Issues <sup>[GRI 3-1, 3-2]</sup>

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk / Opportunity	In Case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
1	Climate Change (Emissions, Water Consumption, Energy Efficiency)	R	Climate-related factors such as emissions, water usage, and energy efficiency can disrupt business operations and regulatory compliance, especially during natural calamities or power crises.	Tanla uses renewable energy sources at critical sites and ensures continuity through alternate power solutions like UPS and diesel generators. Proactive environmental planning and infrastructure are in place to avoid reactive measures post-calamity.	Investment in resilient infrastructure helps maintain operations, ensure compliance, and minimize long-term business disruption. [GRI 201-2]
2	Employee Engagement and Talent Retention	R & O	Attracting, engaging, and retaining talent is critical for sustaining innovation, growth, and operational continuity, especially in a competitive technology environment.	Strengthening L&D programs, implement employee engagement surveys, promote internal mobility, conduct regular skip-level meetings, and offer competitive compensation to retain talent and reduce attrition.	Investment in learning, development, and benefits enhances retention and reduces rehiring and productivity loss costs.
3	Labour Practices and Diversity & Inclusion (D&I)	O	Non-compliance with labor norms and lack of focus on D&I may lead to reputational damage and legal exposure. On the other hand, promoting diversity and ethical practices strengthens innovation, employer branding, and stakeholder confidence.	Ensure compliance with labor laws, uphold ethical labor practices, and promote diversity and inclusion across the organization.	Enhanced innovation, brand reputation, and access to wider talent pools.
4	Customer Privacy	R	Any breach of customer data can severely impact Tanla's brand trust, result in regulatory penalties, and affect customer retention.	Strengthen data security protocols, ensure compliance with privacy laws, maintain transparency in data handling practices. Conduct Privacy Impact Assessments (PIA), implement DLP solutions, and enforce privacy-by-design principles.	Potential customer churn and loss of revenue due to reputational damage. Investment in data privacy solutions is essential to avoid regulatory fines and maintain long-term business sustainability.
5	Data Privacy and IT Security	R	Cybersecurity threats pose significant operational, reputational, and compliance risks. Any breach could compromise sensitive data, disrupt services, and affect Tanla's market credibility. Data compromise can lead to risks that can impact beyond a company.	A robust IT security infrastructure including SOC implementation, Zero Trust Architecture, regular VAPT, encryption at rest and in transit, security awareness training for employees, and tabletop exercises for senior management has been prioritized. These are aligned with ISO 27001, SOC2, and DPDP frameworks to strengthen resilience and ensure proactive mitigation.	Significant investment required for infrastructure, tools, and training. These initiatives prevent costly breaches, improve regulatory compliance, reduce business disruption, and reinforce long-term customer and investor confidence.

6	Customer Relationship Management	R & O	Strong customer relationships drive retention, loyalty, and revenue growth, while weak engagement can result in customer churn and lost opportunities.	Establish a dedicated Customer Success function, ensure timely grievance redressal, and conduct regular customer reviews and feedback sessions.	Investment in Customer Success teams enhances customer retention, enables proactive issue resolution, and drives revenue growth through improved trust and relationship management.
7	Corporate Social Responsibility (CSR)	R & O	CSR reflects Tanla's commitment to ethical practices and social good. A lack of visible CSR initiatives can impact reputation and stakeholder trust, while active programs enhance community relations and brand value.	Align CSR initiatives with community needs and sustainability goals, ensure transparency in CSR reporting, and engage employees in volunteering and social impact programs.	Allocation of resources & investment for CSR strengthen the brand image, improve stakeholder engagement, and support long-term sustainability objectives, contributing to social license to operate.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES



Principle 1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable
Principle 2	Businesses should provide goods and service in a manner that is sustainable and safe
Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders
Principle 5	Businesses should respect and promote human rights
Principle 6	Businesses should respect and make efforts to protect and restore the environment
Principle 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
Principle 8	Businesses should promote inclusive growth and equitable development
Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner

**Note:** This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

### Policy and management processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1a. Policy covering each principle and core elements? (Y/N) <small>[GRI 2-23]</small>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1b. Policy approved by Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1c. Web link of Policies [GRI 2-19] <small>[GRI 2-20, GRI 2-24]</small>	<a href="https://www.tanla.com/investor-relations">https://www.tanla.com/investor-relations</a>								
2. Policy translated into procedures? (Y/N) <small>[GRI 2-24, GRI 2-10]</small>	Yes, across all principles								

**3. Policies extend to Value Chain Partners? (Y/N)**

[GRI 2-23]

Yes, across all principles

**4. Standards / Certifications Mapped to Principles**

Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.

Principle	Standards / Certifications / Labels
P1 – Ethics	ISO 27001: Certification for information security management systems SOC 2 Type 2: Compliance with Security, Availability, and Confidentiality Trust Service Criteria ISO 20000: IT Service Management standard ensuring the organization follows best practices for IT service delivery ISO 31000: Risk management standard ensuring a structured approach to managing risk Internal Policies: Code of Conduct, Whistle Blower Policy, Anti-Bribery / Anti-Corruption Policy, Internal HR & Wellness Policies, POSH Act Compliance
P2 – Products	ISO 9001: Quality Management System Secure Software Development Lifecycle (SSDLC) Product Security, Privacy by Design, Secure Coding, VAPT, SAST/DAST, ISO 27001
P3 – Employees	ISO 27001: Awareness & Access Control Requirements ISO 9001: Process Training Internal Policies: Employee Wellness Policies, Employee Training & Awareness Programs, Diversity & Inclusion Initiatives, POSH Act Compliance
P4 – Stakeholders	ISO 22301:2019 Business Continuity Management System Standard, ISO 27001, ISO 31000
P5 – Human Rights	GDPR: Compliance with the General Data Protection Regulation for data protection and privacy in the European Union DPDPA: Adherence to the Data Protection Bill, ensuring comprehensive data privacy protocols across the organization LGPD: Compliance with Brazil's General Data Protection Law, ensuring data protection for Brazilian customers  Internal Policies: Privacy Policy, Data Protection Policy, POSH Policy, Employee Grievance Mechanism, Equal Opportunity / Non-Discrimination Policy, Human Rights-related HR Practices
P6 – Environment	Governed by Tanla Physical & Environment Controls Policy & Procedures which Includes: - Carbon footprint audit with CII - Custom GHG emission tracking tool - Ban on single-use plastics (since 2021) - LEED certified premises - Transition planning for renewable energy use - Energy Reduction through Infrastructure Consolidation and Technology Modernization
P7 – Policy	Participation in Content Management Survey / Consultation Responsible Policy Advocacy Engagement on Responsible Communication Content Governance Platform Misuse Prevention and Consumer Protection
P8 – Inclusive Growth	ISO 9001: Quality management system CMMI Level 3: Maturity model for process improvement in Mobile Engagement & Communication and Support Services Internal Policies: CSR Policy, Digital Inclusion Initiatives, AI-led Responsible Communication Solutions, Responsible Communication Platforms

P9 – Consumers

ISO 27001: Certification for information security management systems.  
SOC 2 Type 2: Compliance with Security, Availability and Confidentiality Trust Service Criteria  
GDPR: Compliance with the General Data Protection Regulation for data protection and privacy in the European Union  
DPDPA: Digital Personal Data Protection Act  
ISMS: Information Security Management System  
ISO 22301: Business Continuity Framework  
Internal Policies: CSAT Policy, Privacy Policy, Data Protection Framework, Cybersecurity Framework,

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#### 5. Specific Commitments, Goals & Targets set by Entity with Defined Timelines [GRI 3-3]

We have set well-defined Environmental, Social, and Governance (ESG) goals that form the foundation of our long-term strategy to drive sustainable growth and create enduring value for all stakeholders.

Our ESG vision is forward-looking and aligned with emerging global priorities. As an AI-native platform company, we recognise that our responsibility extends beyond our own operations, to the integrity of the digital ecosystem we help power. We are committed to ensuring safe, healthy, and inclusive workplaces, advancing responsible AI governance, and embedding ESG principles across our value chain. Through this integrated approach, Tanla aims to make a meaningful contribution to environmental resilience, social progress, and digital trust.

The following goals are actively being pursued and are integrated into our broader business strategy:

Goals and Targets Table:

S. No.	ESG Commitment	Dimension	Timeline	FY26 Update
1	Achieve Carbon Neutrality and progress toward long-term Net Zero	Environmental	Ongoing	<p>Tanla advanced its decarbonisation journey in FY26 through energy efficiency measures, cleaner infrastructure, expanded emissions measurement, and operational discipline across facilities.</p> <p><b>Energy Efficiency</b></p> <p>Total energy consumption in FY26 was 7,070.12 GJ (FY25: 6,653.05 GJ), with energy intensity improving to 1.600 GJ per INR Cr of revenue (FY25: 1.652 GJ per INR Cr), demonstrating efficiency gains despite campus expansion. Occupancy-based infrastructure utilisation, motion-sensor lighting, LED fittings, and integrated facility management continued to strengthen energy discipline across all locations.</p> <p><b>Renewable Energy and Cleaner Infrastructure</b></p> <p>Renewable electricity accounted for 3.46 GJ in FY26, sourced from the rooftop solar system at our Gurgaon campus. A structural evaluation for a rooftop solar installation at our Hyderabad SEZ campus was completed during the year, confirming feasibility, with commissioning targeted for FY27.</p> <p>Diesel generator usage was completely eliminated at the Hyderabad SEZ campus following the dual-phase power backup system commissioned in FY25, materially reducing direct emissions. At our Gurgaon campus, a new generator was commissioned with a CPCB-certified Retrofit Emission Control Device (RECD) to reduce particulate emissions at source, with the legacy equipment decommissioned as part of the transition.</p> <p><b>Emissions Performance</b></p> <p>Scope 1 emissions declined for the second consecutive year to 88.43 tCO<sub>2</sub>e (FY25: 102.59 tCO<sub>2</sub>e), driven by the elimination of diesel generator use at Hyderabad SEZ and a fleet renewal programme under which ageing vehicles were replaced with newer, fuel-efficient models. Scope 2 emissions (location-based) were 1,090.75 tCO<sub>2</sub>e (FY25: 1,090.49 tCO<sub>2</sub>e), remaining essentially flat despite expanded operational floor space across Hyderabad and Bengaluru campuses. Combined Scope 1 and Scope 2 emission intensity improved to 0.267 tCO<sub>2</sub>e per INR Cr of revenue (FY25: 0.296 tCO<sub>2</sub>e per INR Cr), confirming that revenue growth is decoupling from emissions growth.</p> <p>In FY26, Tanla completed its most comprehensive Scope 3 inventory to date, covering four material categories totalling 3,458.07 tCO<sub>2</sub>e: Capital Goods (1,770.11 tCO<sub>2</sub>e), Business Travel (807.38 tCO<sub>2</sub>e), Upstream Fuel and Energy – Category 3, disclosed for the first time in FY26 (550.91 tCO<sub>2</sub>e), and Employee Commuting (329.67 tCO<sub>2</sub>e). Total GHG emissions across all three scopes were 4,637.25 tCO<sub>2</sub>e.</p> <p><b>Resource Efficiency</b></p> <p>Water consumption was 7,947.76 kL in FY26 (FY25: 8,059.40 kL), a reduction of 111.64 kL despite facility growth, reflecting the impact of rainwater harvesting, STP recycling, and conservation practices across the network. E-waste of 12.97 MT accumulated across the network was disposed of in full through Form 6-certified authorised recyclers during the year. Total non-hazardous waste generated was 14.06 MT; no hazardous waste was generated in FY26 following the elimination of diesel generator use at Hyderabad SEZ.</p> <p>Tanla remains committed to energy optimisation, renewable energy adoption, and the progressive expansion of its emissions measurement boundary in alignment with its long-term decarbonisation ambition.</p>

2	Accelerate transition to renewable energy	Environmental	Ongoing	<p>Tanla's near-term decarbonisation gains have been achieved primarily through operational efficiency, fleet renewal, and the elimination of fossil fuel-dependent backup power. The next phase of the Company's climate strategy requires a structural shift in how energy is sourced, with renewable energy adoption as the central lever.</p> <p><b>Current Position</b> Renewable electricity accounted for 3.46 GJ in FY26, generated by the 10 kW rooftop solar system at our Gurgaon campus, representing less than 0.1% of total energy consumption of 7,070.12 GJ. While modest in absolute terms, this system has established the operational experience and organisational confidence required for broader deployment. The Gurgaon installation remains the only source of on-site renewable generation within Tanla's portfolio, a position that the Company is actively working to change.</p> <p><b>Priority Initiatives</b> A structural evaluation for a rooftop solar installation at our Hyderabad SEZ campus was completed in FY26, confirming technical feasibility. Commissioning is targeted for FY27, which will extend on-site renewable generation beyond a single location for the first time and meaningfully increase the renewable share of total energy consumption. The SEZ campus, as Tanla's largest electricity consumer accounting for approximately 36% of total grid electricity consumption, represents the highest-impact site for on-site generation. Beyond on-site generation, Tanla is evaluating renewable energy procurement options including open access and green tariff arrangements across its leased locations where direct installation may not be feasible. This assessment spans our campuses in Chennai, Bengaluru, and Mumbai, where building ownership constraints limit rooftop deployment options.</p> <p><b>Digital Infrastructure as an Enabler</b> As a software and communications platform company with no manufacturing footprint, Tanla's energy consumption is concentrated in its data centres and office campuses. The FY26 e-waste disposal programme, under which 12.97 MT of legacy servers, networking equipment, UPS units, and IT peripherals were decommissioned and replaced with newer-generation infrastructure, directly reduces energy draw per unit of compute. Continued investment in server virtualisation, infrastructure consolidation, and compute efficiency reduces the quantum of energy – renewable or otherwise – that the Company needs to procure, strengthening the economics of the renewable transition and contributing to the longer-term Scope 2 reduction pathway.</p> <p><b>Forward Targets (FY27)</b> Tanla's renewable energy objectives for FY27 are threefold: commission the Hyderabad SEZ rooftop solar installation and bring it to full operational output; increase the renewable share of total energy consumption beyond the current sub-0.1% baseline; and progress the evaluation of open access and green tariff procurement options across leased facilities to an actionable decision on at least one location. Together, these steps are designed to establish renewable energy as a meaningful and measurable component of Tanla's energy mix by the end of FY27.</p>
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3	Reduce environmental impact through the RRR (Reduce, Reuse, Recycle) approach	Environmental	Ongoing	<p>Tanla's waste and resource management is guided by reduction at source, responsible reuse, and certified recycling, with all practices aligned to applicable regulatory requirements.</p> <p><b>Waste Management</b></p> <p>Total operational waste generated in FY26 was 14.06 MT (FY25: 14.42 MT). The year-on-year reduction reflects the effectiveness of restricted printing protocols, digital-first workflows, occupancy-calibrated food ordering, and waste segregation at source across all facilities. No hazardous waste was generated in FY26, as the elimination of diesel generator use at the Hyderabad SEZ campus removed the primary source of DG lube oil – the sole hazardous waste stream in prior years.</p> <p>In addition to operational waste, Tanla conducted a comprehensive e-waste clearance drive in FY26, disposing of 12.97 MT of end-of-life technology assets – including decommissioned servers, racks, switches, cables, UPS units, IT peripherals, and wiring assemblies – through Bhangarwala Waste Management Pvt. Ltd., an authorised recycler. Form 6 certifications were obtained for each disposal lot in compliance with the E-Waste (Management) Rules, 2022, providing full regulatory traceability. This was a deliberate strategic action to retire legacy infrastructure and replace it with energy-efficient equipment, contributing directly to the longer-term Scope 2 reduction pathway. The drive reset the network to a near-zero e-waste accumulation position at year-end.</p> <p>Digital cafeteria feedback mechanisms continued to align food preparation with actual demand, moderating food waste across campuses. The Company's no single-use plastic policy remained in force across all locations.</p> <p><b>Water Stewardship</b></p> <p>Total water consumption was 7,947.76 kL in FY26 (FY25: 8,059.40 kL), a reduction of 111.64 kL achieved despite continued operational activity and facility expansion. Water intensity improved from 2.001 kL per INR Cr of revenue in FY25 to 1.799 kL per INR Cr in FY26, confirming that water efficiency is improving relative to business scale. At the Hyderabad SEZ campus, rainwater collected on the building terrace is channelled through a Sewage Treatment Plant and recycled for washroom flushing and garden maintenance, enabling near-zero utility water wastage at that campus. At the Gurgaon ValueFirst campus, rainwater harvesting has kept domestic water consumption flat at 120 kL for three consecutive years despite headcount growth. Pressmatic taps and water-saving fixtures remain standard across all office restrooms, delivering metered, time-limited releases that eliminate standby wastage.</p> <p>Through these measures, Tanla continues to strengthen circular resource management, minimise operational environmental impacts, and advance its commitment to responsible consumption.</p>
4	Obtain ISO 14001 certification for all offices and data centres	Environmental	Ongoing	The certification process for ISO 14001 is in progress.

5	Maintain zero workplace injuries or health and safety incidents	Social	Year-on-year	<p>Tanla maintained its record of zero workplace injuries, occupational illnesses, and reportable health and safety incidents in FY26, marking the fourth consecutive year without a lost-time injury across its operations.</p> <p>This performance is supported by a proactive occupational health and safety framework focused on prevention rather than response. During the year, Tanla continued to strengthen its approach through structured workplace risk assessments, periodic safety inspections, quarterly cross-functional safety walkthroughs, preventive maintenance programmes, emergency preparedness drills, and ongoing hazard identification and mitigation measures.</p> <p>Health and safety awareness programmes, fire safety training, and mock emergency response exercises were conducted across facilities to reinforce a culture of shared responsibility and preparedness. The Company also expanded employee wellbeing support through access to doctor-on-call services, wellness infrastructure, and preventive health initiatives, recognising that workplace safety extends beyond physical safety to overall employee wellbeing.</p> <p>Tanla remains committed to maintaining a safe, healthy, and incident-free workplace through continuous monitoring, employee engagement, and adherence to established health and safety standards.</p>
6	Enhance employee experience, engagement, and diversity	Social	Ongoing	<p>In FY26, Tanla's total workforce stood at 1,114 employees (874 men, 240 women), with 406 new joiners during the year. Voluntary attrition reduced to 17.1% (FY25: 24.8%), with total turnover declining to 26.1% (FY25: 33.6%). Against an Indian IT services sector benchmark of 19–20% by NASSCOM, this represents a meaningful structural improvement. Tanla's FY27 target of a further 2% reduction is grounded in this trajectory and would position the Company at the lower end of the sector range.</p> <p><b>Learning and Development</b></p> <p>Total training hours in FY26 were 23,429 hours (men: 18,277; women: 5,152) across technical, behavioural, leadership, compliance, and process programmes, at an average investment of INR 7,600 per FTE. Performance reviews are conducted quarterly, with annual appraisals incorporating self-assessment, manager evaluation, and CXO review with CEO sign-off.</p> <p><b>Parental Support</b></p> <p>In FY26, 817 men (5-day paternity entitlement) and 226 women (184-day maternity entitlement) were eligible for parental leave. Return-to-work rate was 98% and post-leave retention stood at 95% across genders.</p> <p><b>Grievance Mechanisms</b></p> <p>The SPEAKUP grievance channel remains active at speakup@tanla.com, providing all employees a confidential route to report workplace concerns.</p>

7	Expand CSR impact target 50,000+ lives annually	Social	Ongoing	<p>Tanla Foundation reached 35,683 beneficiaries across more than 9 active programmes, with a CSR spend of INR 9.25 crore. Building on this foundation, Tanla has set a target of 50,000+ beneficiaries annually for FY27. All programmes were executed through Tanla Foundation in alignment with Schedule VII of the Companies Act, 2013, contributing to SDG 4 (Quality Education), SDG 8 (Decent Work), SDG 10 (Reduced Inequalities), and SDG 16 (Peace and Justice).</p> <p><b>Education and Skill Development</b></p> <p>The PILLARS programme supported 363 students across adopted government schools in rural Telangana through academic coaching in Mathematics, Science, and Social Studies, supplemented by digital learning via DIKSHA-loaded tablets. Three low-income students received direct financial sponsorship preventing dropout from private schools in Hyderabad.</p> <p>At IIT Madras, 15 meritorious but economically disadvantaged students received scholarships for Computer Science Engineering and Artificial Intelligence programmes. At IIIT Basara, 100 final-year students completed Data Science, AI/ML, and NLP training; 41 have been placed to date with the remaining cohort in active hiring pipelines.</p> <p><b>Rural Healthcare</b></p> <p>The Rural Health Centre, serving Gangaram village and 15 surrounding areas, provided free outpatient consultations, telemedicine sessions, and medicines to 2,784 patients since its launch in September 2025.</p> <p><b>Road Safety and Digital Inclusion</b></p> <p>The Cyberabad Traffic Pulse initiative delivered real-time traffic alerts via WhatsApp, Google RCS, and SMS to 31,248 subscribers. The initiative received the Most Impactful Road Safety Project of the Year at the Global CSR and ESG Awards 2025 and Special Recognition at the IIT Madras Social Impact Awards.</p> <p><b>Livelihoods and Community</b></p> <p>A livelihood enhancement programme supported the Animal Breeders and Cherishers Mutually Aided Cooperative Society in Andhra Pradesh, improving dairy farm productivity through subsidised high genetic merit semen supply. The Sankranthi Utsavam community sports event, expanded to five days in FY26, engaged 850 participants across 20 villages with structured inclusion of women and government school students.</p>
8	Embed Responsible AI governance across platforms and products	Governance	Ongoing – new FY26 commitment	<p>Tanla advanced Responsible AI governance from an embedded operational principle to a formalised governance commitment. Responsible AI and Data Ethics are explicitly referenced in the FY25 Integrated Report as part of the enterprise-wide governance framework, alongside Enterprise Risk Management and the Code of Conduct, with ethical considerations around AI, data governance, and platform integrity integrated into strategic decision-making processes.</p> <p>A formal, publicly available Responsible AI Policy covering the required elements, data privacy, cybersecurity, bias avoidance, human-in-the-loop oversight, transparency and explainability, accountability, and prohibited use boundaries, has been published in FY26.</p> <p>Tanla's AI-native platform, Wisely.ai, safeguards over 210 million consumers from scam and phishing threats through AI-driven message scanning at scale, processing over 1.5 billion messages daily across SMS, WhatsApp, and voice channels. Threat detection is powered by proprietary AI and machine learning engines, including natural language processing, deep learning, and large language model techniques, identifying phishing, spoofing, and impersonation attacks in under 50 milliseconds with over 99% efficacy and a false positive rate below 0.5%.</p> <p>Wisely.ai is GDPR-compliant, ensuring all data handling and threat detection processes meet global standards of privacy and user consent. Access to sensitive AI capabilities is governed by defined controls, AI model outputs are subject to regular assessment for fairness, accuracy, and drift, and employee training on the ethical use of AI is embedded within Tanla's organisation-wide security awareness programme.</p>

9	Maintain and strengthen ESG disclosure quality and third-party assurance	Governance	Annual	<p>We significantly strengthened our assurance posture by expanding the scope of independent third-party assurance from BRSR Core indicators alone to the entire Integrated Annual Report, a step that goes beyond regulatory requirements and reflects our commitment to the highest standards of ESG disclosure quality. This marks a meaningful progression from the limited assurance obtained from SGS India Private Limited on BRSR Core indicators in FY25.</p> <p>The S&amp;P Global CSA 2025 score of 80/100, placing Tanla at the top in its global Software peer group, and significantly above the industry average of 24/100, and continues to serve as an external benchmark of disclosure quality and ESG performance. We are a member of the S&amp;P Global Sustainability Yearbook and have actively participated in the CSA assessment cycle.</p> <p>ESG disclosures in FY26 continue to be reported in accordance with GRI Standards, SEBI BRSR Core requirements, and IIRC Integrated Reporting principles.</p>
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## 6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met. <sup>[GRI 3-3]</sup>

Tanla continued to set a benchmark among its peers through dedicated and measurable progress across all ESG commitments. With initiatives rooted in the UN Sustainable Development Goals, the Company has deepened its alignment of business strategy with long-term sustainability. ESG disclosures in FY26 are reported in accordance with GRI Standards and SEBI BRSR requirements, with third-party assurance extended to the entire Integrated Annual Report, a significant step beyond the BRSR Core assurance obtained in prior years.

### Advancing Environmental Stewardship

Tanla completed its planned group-wide e-waste disposal cycle in FY26, with 12.97 MT of electronic waste disposed through an authorised certified recycler across all group entities, in full compliance with the E-Waste (Management) Rules, 2022. Form 6 certifications were obtained for each disposal lot, providing full regulatory traceability from point of collection to point of recycling. The disposal covered decommissioned servers, racks, switches, cables, DG sets, UPS units, IT peripherals, and wiring assemblies – a deliberate strategic action to retire legacy infrastructure, reduce accumulated technology debt, and transition to newer-generation equipment with a significantly lower energy draw and carbon footprint per unit of compute. The drive reset the network to a near-zero e-waste accumulation position at year-end.

Waste segregation at source, the no single-use plastic policy, and digital-first workflows were sustained across all locations. Paper waste stood at 1,666 kg in FY26, a marginal increase from 1,590 kg in FY25 reflecting the partial-year implementation of print controls; with controls now embedded across Hyderabad campuses and rollout to remaining locations planned for FY27, a measurable reduction is expected in the next reporting cycle. No hazardous waste was generated in FY26, as the elimination of diesel generator use at the Hyderabad SEZ campus removed the sole source of DG lube oil that had constituted this stream in prior years.

Integrated Facility Management services were launched across the Hyderabad SEZ, Hyderabad TTC, and Mumbai locations during FY26, consolidating previously fragmented vendor arrangements under a single framework and improving waste segregation discipline, energy management, and environmental standard consistency across covered campuses. Extension to remaining locations is planned for FY27. SOP-based space and infrastructure utilisation was implemented across campuses to calibrate electricity consumption to actual daily occupancy. Motion-sensor lighting, 100% LED operations, and preventive maintenance plans were sustained across all facilities.

At the Hyderabad SEZ campus, rainwater collected on the building terrace is channelled into a Sewage Treatment Plant, treated, and recycled for washroom flushing and garden maintenance, achieving near-zero utility water wastage at that campus within the requirements of its LEED Gold certification. At the Gurgaon ValueFirst campus, rainwater harvesting has held domestic water consumption flat at 120 kL for three consecutive years despite headcount growth. Pressmatic taps and water-saving fixtures remain standard across all office restrooms, delivering metered, time-limited releases that eliminate standby wastage. Total water consumption in FY26 was 7,947.76 kL (FY25: 8,059.40 kL), a reduction of 111.64 kL achieved despite continued operational activity and facility expansion, with water intensity improving from 2.001 kL per INR Cr of revenue in FY25 to 1.973 kL per INR Cr in FY26.

### Strategic Climate Commitments

Our decarbonisation roadmap continued across three pillars: energy efficiency, renewable energy transition, and carbon credit programmes. Total Scope 1 emissions declined for the second consecutive year to 88.43 tCO<sub>2</sub>e in FY26, a 13.8% reduction from 102.59 tCO<sub>2</sub>e in FY25 and a 54.4% reduction from 193.94 tCO<sub>2</sub>e in FY24. The FY26 reduction was driven by the complete elimination of diesel generator use at the Hyderabad SEZ facility, following the dual-phase power supply commissioned in FY25. Scope 2 emissions were 1,090.75 tCO<sub>2</sub>e in FY26 (FY25: 1,090.49 tCO<sub>2</sub>e), reflecting additional grid electricity drawn by new employee well-being and collaboration spaces. Combined Scope 1 and Scope 2 emissions were 1,179.18 tCO<sub>2</sub>e in FY26 (FY25: 1,193.08 tCO<sub>2</sub>e), with combined intensity declining to 0.267 tCO<sub>2</sub>e per INR Cr of revenue (FY25: 0.296 tCO<sub>2</sub>e per INR Cr), confirming that revenue growth is decoupling from emissions growth.

In FY26, Tanla completed its first comprehensive Scope 3 inventory across four categories, totalling 3,458.07 tCO<sub>2</sub>e: Capital Goods (1,770.11 tCO<sub>2</sub>e), Business Travel (807.38 tCO<sub>2</sub>e), Upstream Fuel and Energy (550.91 tCO<sub>2</sub>e), and Employee Commuting (329.67 tCO<sub>2</sub>e). Solar installations at the Gurgaon facility remain operational; a structural evaluation for rooftop solar at the Hyderabad SEZ campus was completed in FY26 confirming feasibility, with commissioning targeted for FY27.

## Social Commitment – Inclusive Impact

### Communities

In FY26, Tanla Foundation reached 35,683 beneficiaries across more than 9 active CSR programmes, with a total spend of INR 9.25 crore. Programmes spanned rural education through PILLARS (363 students), free healthcare through the Rural Health Centre serving 15 villages (2,784 patients), skill development at IIT Basara (100 students trained, 41 placed), IIT Madras Computer Science scholarships (15 students), road safety through Cyberabad Traffic Pulse (31,248 subscribers), and community sports and livelihood initiatives. All programmes were executed through Tanla Foundation in alignment with Schedule VII of the Companies Act, 2013. Building on this foundation, Tanla has set a target of 50,000+ beneficiaries annually for FY27.

### Employees

Voluntary attrition declined significantly from 24.8% in FY25 to 17.1% in FY26, favourably positioned against the Indian IT services sector benchmark of 19–20%. Total training hours delivered were 23,429 hours across a workforce of 1,114 employees, at an average investment of INR 7,600 per FTE. Return-to-work following parental leave was 98%, with post-leave retention at 95% across genders. Zero incidents of discrimination, harassment, or child or forced labour were recorded during the year.

### Responsible AI and Governance Excellence

Tanla advanced its governance framework by formalising Responsible AI and Data Ethics as a strategic governance commitment, integrated into Board-level oversight alongside Enterprise Risk Management. Wisely.ai continues to operate on the principles of transparency, consent, human oversight, and bias avoidance, consistent with the OECD AI Principles and the prohibited use boundaries defined under the EU AI Act.

Tanla's ESG disclosure scope was expanded in FY26 to encompass third-party assurance of the entire Integrated Annual Report, a significant step beyond the BRSR Core assurance obtained in prior years. In recognition of its ESG performance and disclosure quality, Tanla received an S&P Global ESG Score of 80/100 in FY26, placing the Company in the 100th percentile of the global Software industry. This reflects the Company's commitment to disclosure transparency, accountability to stakeholders, and continuous improvement across climate strategy, responsible AI governance, and workforce equity.

### Awards and Recognitions

Our ESG performance was recognised through several prestigious awards in FY26:

- **S&P Global CSA – 100th Percentile, Global Software Industry:** We top the global software industry in ESG performance, reinforcing its position among the world's most sustainable technology companies
- **Gartner Magic Quadrant for CPaaS – Visionary, four consecutive years:** Sustained recognition for innovation-led platform strategy
- **Google Growth Partner of the Year (two years running):** ValueFirst recognised as Google's RCS partner of choice, with 2 billion RCS messages delivered in a single month – India's largest RCS messaging platform by scale
- **Meta Partner of the Year 2025:** Karix, a Tanla company, earns Meta's highest partner recognition for the second consecutive year
- **Best Organization for Women (two years running):** Recognised as a top workplace for women, reinforcing our inclusive culture and gender equity commitments
- **Corporate Governance Award:** Governance framework recognised with strengthening commendation year-on-year
- **Best Made-in-India Telecom Innovation, IMC 2025:** Wisely.ai recognised as India's best telecom innovation of 2025, affirming our leadership in AI-native platform development

### Governance, Leadership and Oversight

Governance Disclosure	Details
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements:  [GRI 2-22]	<p>Our core values continue to guide us in building an AI-native platform company that delivers profitable growth while honouring our responsibility to every stakeholder we serve. This commitment to inclusive and sustainable value creation is not incidental to our strategy, it is foundational to it.</p> <p>We maintain the highest standards of corporate governance, grounded in independence, transparency, and ethical leadership. Our diverse and experienced Board ensures compliance, integrity, and strategic oversight, with the ESG Council playing a central role in advancing sustainability-linked goals in FY26. The expansion of third-party assurance to cover the entire Integrated Annual Report this year reflects our conviction that transparency must deepen as our business scales.</p> <p>We view CSR as a catalyst for long-term societal impact. In FY26, Tanla Foundation's programmes touched approximately 80,000 lives across education, healthcare, road safety, and livelihood initiatives, more than doubling our FY25 reach and exceeding our 50,000-lives annual target ahead of schedule. Our focus on digital inclusion, vocational training, and community wellbeing continues to be delivered through scalable, partnership-driven programmes that create measurable, lasting change.</p> <p>Together, our governance, ESG, and CSR commitments reinforce our mission to shape a world of trusted digital experiences, responsibly, inclusively, and sustainably.</p>

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).

[GRI 2-10, GRI 2-12, GRI 2-13, GRI 2-14]

The Board holds the highest authority for overseeing and ensuring the implementation of Business Responsibility policies. In FY26, this oversight has been further strengthened through the expansion of third-party assurance to cover the entire Integrated Annual Report, reflecting the Board's commitment to accountability that goes beyond regulatory compliance.

Oversight is specifically exercised through the ESG Council, which is entrusted with driving environmental, social, and governance initiatives, including the formulation, execution, and periodic review of BRSR policies. The ESG Council's mandate has been extended to encompass Responsible AI governance and Data Ethics, recognising these as material ESG considerations for an AI-native platform company.

The composition of the ESG Council is provided below:

Name	Category	Designation
Dr. Ram Sewak Sharma	Independent Director	Chairperson
Mr. Uday Reddy	Executive Director	Member
Ms. Naiyya Saggi	Independent Director	Member
Mr. François Ortalo-Magné	Independent Director	Member

This governance structure ensures that all sustainability-linked actions are aligned with our strategic objectives, regulatory expectations, and stakeholder interests, with regular updates provided to the Board for informed decision-making and accountability.

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

[GRI 2-9]

Yes. We have a dedicated ESG Council in place to provide focused governance oversight of its sustainability agenda.

In FY26, the ESG Council's mandate was extended to encompass Responsible AI governance and Data Ethics, reflecting Tanla's evolution as an AI-native platform company and the materiality of these issues to its operations, stakeholders, and long-term value creation.

**The Council is tasked to:**

- Oversee the development and periodic refresh of our ESG strategy, ensuring alignment with emerging global standards, regulatory requirements, and material stakeholder expectations
- Identify ESG matters that affect or are likely to affect the Company's operations and strategy, including climate risk, human capital, digital trust, and responsible AI
- Work in conjunction with the Risk Committee to identify, assess, and mitigate ESG-related risks, and to recognise associated opportunities
- Oversee the formulation and implementation of ESG policies and codes of practice, and monitor their ongoing relevance and effectiveness
- Oversee the Company's engagement with its broader stakeholder community across investors, customers, employees, regulators, and communities
- Review statutory sustainability reporting requirements, including SEBI BRSR, GRI Standards, and S&P Global CSA obligations
- Ensure the quality and integrity of ESG disclosures, in FY26, overseeing the expansion of third-party assurance to cover the entire Integrated Annual Report

The ESG Council periodically reports its progress and key updates to the Board of Directors, ensuring all sustainability-linked actions remain aligned with Tanla's strategic objectives and stakeholder interests.

10. Review of NGRBCs

Business responsibility policies reviewed periodically by the Board; assessments lead to updates in policies, procedures, and internal controls.

11. External Assessment of Policies

Majority of policies enforced through ISO 27001, ISO 20000 (previously noted as ISO 23001), GDPR certifications. Annual audits by independent external agencies.

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly / Quarterly / Any other – please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	<p>The Business Responsibility policies are reviewed on a periodic basis by the Board. In FY26, this review process was strengthened through the expansion of third-party assurance to the entire Integrated Annual Report, providing an independent and comprehensive evaluation of policy adequacy and disclosure quality.</p> <p>Reviews assess the effectiveness of existing policies against evolving regulatory requirements, including SEBI BRSR Core, GRI Standards, and S&amp;P Global CSA criteria, as well as emerging material issues such as Responsible AI governance, climate risk, and value chain ESG disclosures. Where assessments identify gaps or areas for improvement, necessary updates to policies, procedures, and internal controls are implemented to ensure continued relevance, compliance, and alignment with stakeholder expectations.</p>																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non compliances	<p>We comply with all applicable statutory and regulatory requirements, including SEBI LODR, the Companies Act 2013, BRSR disclosure obligations, E-Waste (Management) Rules 2022, and data protection frameworks including DPDPA and GDPR. There have been no instances of non-compliance during FY26.</p>																	
<b>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.</b>	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
	<p>The majority of our policies are enforced through and validated by internationally recognised certifications including ISO 27001 (Information Security Management), ISO 9001 (Quality Management), ISO 22301 (Business Continuity Management), SOC 2 Type 2, CMMI Level 3, GDPR, and DPDPA. In FY26, the scope of independent external assurance was further extended to cover the entire Integrated Annual Report, going beyond the BRSR Core assessment obtained in prior years. Annual surveillance audits and re-certification processes are conducted by independent external agencies to ensure the continued validity, adequacy, and effectiveness of all applicable certifications and compliance frameworks.</p>																	

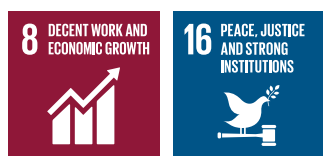
**12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:**

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical re-sources available for the task (Yes/No)									NA
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

Through this section Tanla highlights the integration of the Principles and Core Elements into its key processes and decision-making frameworks. It underscores our approach to aligning business objectives with socially, environmentally, and ethically responsible practices. The disclosures are structured into two categories: “Essential” indicators, which demonstrate our adherence to regulatory requirements, and “Leadership” indicators, which reflect our voluntary efforts to lead in sustainability and governance.

**Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**



## Essential Indicators

### 1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year: <sup>[GRI 2-17]</sup>

Segment	FY26 No. Programmes	FY26 Topics Covered	FY26 % Coverage	FY25 % Coverage
Board of Directors	5	Insider Trading, Code of Conduct, Business Overview, Legal, Governance, Cyber, Risk, Policies	100%	100%
Key Managerial Personnel (KMPs)	7	POSH, DPDPA, ISMS, Cybersecurity, AI, Human Rights, Health & Safety	100%	100%
Employees other than BoD and KMPs	756	Technical, Functional, Behavioral, Leadership, Policy, Process, Health & Safety	100%	100%
Workers	NA	NA	NA	

### 2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators / law enforcement agencies / judicial institutions, in the financial year, in the following format: <sup>[GRI 2-27]</sup>

Type	NGRBC Principle	Regulatory Authority	Amount (INR)	Brief of Case	Appeal?	FY25
Penalty/Fine						
Settlement			Nil			
Compounding fee						

### 3. Of the instances disclosed in Question 2 above, details of the Appeal / Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory / enforcement agencies / judicial institutions
	Not Applicable

### 4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy. <sup>[GRI 2-23, GRI 205-2]</sup>

Tanla maintains comprehensive Anti-Fraud and Anti-Money Laundering policies, reflecting its commitment to conducting business in a fair, transparent, and ethical manner. These policies reinforce a zero-tolerance approach towards any form of fraudulent activity, corruption, bribery, or unethical practice, whether by employees, partners, or any external party dealing with the Company. In FY26, these commitments were further embedded through structured awareness programmes, contractual safeguards with value chain partners, and the active operation of the SPEAKUP whistleblower mechanism ([speakup@tanla.com](mailto:speakup@tanla.com)), overseen by the Audit Committee to ensure independence, confidentiality, and protection against retaliation. The policies are applicable across all levels of the organisation and form an integral part of Tanla's broader governance and compliance framework.

These policies are available at: <https://www.tanla.com/investor-relations/corporate-governance-policy>

### 5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption: <sup>[GRI 205-3]</sup>

	FY26	FY25
Directors		
KMPs		
Employees		Nil
Workers		

Note: No fines, penalties, or actions have been imposed on the company by any regulatory authorities or judicial institutions during the financial year in relation to anti-competitive conduct or anti-trust issues.

## 6. Details of complaints with regard to conflict of interest: [GRI 2-15]

Category	FY26		FY25	
	Number	Remarks	Number	Remarks
Board of Directors	Nil	No cases pertaining to conflict of interest	Nil	No cases pertaining to conflict of interest
KMPs	Nil	No cases pertaining to conflict of interest	Nil	No cases pertaining to conflict of interest

Note: No complaints or cases related to conflicts of interest have been filed against any Director/ KMP with any competent authority or court during the financial year.

## 7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable

## 8. Days of Accounts Payables [(Accounts Payable × 365) / Cost of Goods Procured]

Metric	FY26	FY25
Number of days of accounts payables	72	67

Note: Days Payable Outstanding increased to 72 days in FY26, reflecting renegotiated payment terms with key vendors.

## 9. Openness of Business – Concentration of Purchases & Sales

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY26	FY25
Concentration of Purchases	Purchases from trading houses as % of total	Nil	Nil
	Number of trading houses	Nil	Nil
	Top 10 trading houses as % of purchases from trading houses	Nil	Nil
Concentration of Sales	Sales to dealers/distributors as % of total sales	Nil	Nil
	Number of dealers/distributors	Nil	Nil
	Top 10 dealers/distributors as % of total sales to dealers	Nil	Nil
Share of RPTs	Purchases (RPT / Total Purchases)	Nil	Nil
	Sales (RPT / Total Sales)	Nil	Nil
	Loans & Advances (RPT / Total Loans)	Nil	Nil
	Investments (RPT / Total Investments)	Nil	Nil

Note : Tanla is into CPaaS business, and our major purchases/sales are from Mobile Network Operators. We don't deal with trading houses or dealers or distributors.

SGS India Private Limited, an external agency has carried out independent assessment on the Integrated Reporting indicators.

## Leadership Indicators – P1

### 1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

FY26 No. Programmes	FY26 Topics / Principles	FY26 % VCPs Covered (by business value)
18	DPDPA Code of Conduct	100%

### 2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

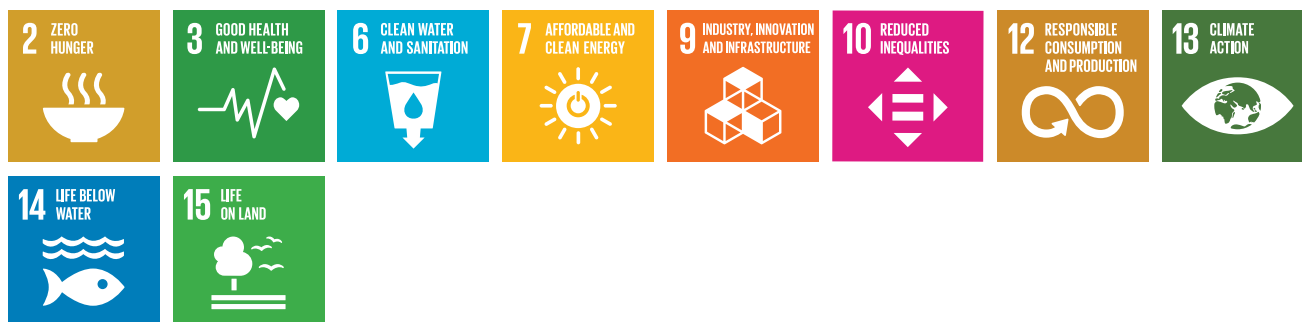
We maintain a structured framework to proactively prevent, identify, and manage conflicts of interest at the Board level, ensuring that all decisions are made objectively and in the best interest of the Company and its stakeholders.

All Board members are required to make annual declarations of any financial, personal, or other interests that may give rise to conflicts, in accordance with the Code of Conduct for Directors and Senior Management. Directors are additionally expected to promptly disclose any emerging conflict situations during the course of the year. These declarations are reviewed by the Company Secretary and placed before the Board, ensuring complete transparency and regulatory compliance.

In FY26, these governance safeguards were further reinforced through the SPEAKUP whistleblower mechanism, which provides an independent and confidential channel for reporting concerns relating to potential conflicts or ethical breaches. Such matters are escalated directly to the Audit Committee or the Board, as applicable, and resolved in a fair and unbiased manner with full protection against retaliation.

Together, these mechanisms reflect our commitment to the highest standards of governance, integrity, and accountability at the leadership level, consistent with the Corporate Governance commendation received from the Indian Chamber of Commerce in FY26.

## PRINCIPLE 2: SUSTAINABLE PRODUCTS & SERVICES Businesses should provide goods and services in a manner that is sustainable and safe.



### Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Category	FY26	FY25	FY24	Details of Improvements
R&D	Nil	Nil	Nil	Nature of business does not involve material carbon emissions or pollutants
Capex	61%	57%	33%	Digital-first infrastructure; energy-efficient servers; green data centres

2 a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Tanla is committed to embedding responsible and sustainable practices across its supply chain. This commitment is formalised through a Responsible Sourcing Policy and a Supplier Code of Conduct, which together establish Tanla's expectations across six pillars: integrity in business practices, fair and inclusive workplaces, human rights and sustainability, transparency and governance, environmental stewardship, and zero tolerance for corruption. Every supplier is required to sign a Supplier Code of Conduct declaration upon onboarding, ensuring baseline alignment with Tanla's ethical and sustainability standards as a condition of engagement.

Vendors are onboarded following structured due diligence covering labour standards, data security, and environmental compliance. In FY26, this framework was strengthened through the rollout of a formal Human Rights Due Diligence supplier survey, extending ESG expectations systematically across the value chain. Local supplier spend stood at 97% in FY26 (FY25: 97%), reflecting Tanla's sustained preference for India-based partners and its commitment to supporting domestic ecosystems. Procurement processes operate through an automated Procure-to-Pay platform providing end-to-end visibility, transaction accuracy, and a complete audit trail. Regular assessments and engagement initiatives are conducted to promote awareness and strengthen sustainable practices across the supplier ecosystem.

2 b. If yes, what percentage of inputs were sourced sustainably?

Not Applicable. As part of the onboarding process, all suppliers are required to sign a Supplier Code of Conduct declaration, embedding sustainability commitments at the point of engagement. Inputs sourced directly from MSMEs constituted 1.94% and 67.99% from within India.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste. [GRI 3-3, GRI 306-2]

a. Plastics

Tanla does not manufacture, distribute, or sell products involving plastic packaging. Plastic waste generated through operations is limited to incidental packaging materials received from external vendors and suppliers. A strict No Single-Use Plastic Policy has been maintained across all office locations since 2021, with the Company continuing to operate a near-plastic-free workplace environment. Any residual plastic waste is segregated at source and channelled through authorised recycling partners to maximise material recovery and minimise landfill disposal.

## **b. E-waste:**

As a technology-led organisation, e-waste represents the most significant waste stream generated by Tanla. The Company follows a structured lifecycle management approach that prioritises asset optimisation, reuse, refurbishment where feasible, and environmentally responsible disposal at end-of-life. In FY26, Tanla completed a comprehensive group-wide e-waste disposal programme, with 12.97 MT of electronic waste disposed. The disposal was undertaken in full compliance with the E-Waste (Management) Rules, 2022, with Form 6 manifests and supporting documentation maintained across all group entities. The Company continues to prioritise infrastructure virtualisation, hardware optimisation, and responsible asset management to extend equipment life and reduce e-waste generation.

## **c. Hazardous Waste:**

Tanla's business activities do not involve manufacturing, processing, or industrial operations that generate hazardous waste as defined under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016. No material hazardous waste is generated through the Company's normal operations. Limited waste streams such as used batteries and electronic components are managed through authorised recyclers and disposal partners in accordance with applicable regulatory requirements.

## **d. Other Waste:**

Waste generated through office operations—including paper, cardboard, packaging materials, food waste, and other non-hazardous streams—is segregated at source and managed through authorised municipal agencies and certified recycling partners. The Company promotes digital-first and paperless ways of working through restricted printer access, controlled printing protocols, and workflow digitisation initiatives. Occupancy-calibrated food ordering and digital cafeteria feedback mechanisms align food preparation with actual employee demand, reducing excess preparation and food waste. These practices collectively support Tanla's Reduce, Reuse, Recycle approach and its commitment to responsible resource consumption across all locations.

## **4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

No. Extended Producer Responsibility (EPR) is not applicable to our activities.

As an AI-native platform and digital communications company, We do not manufacture or sell any products that fall under the purview of EPR regulations, including plastic packaging, electrical and electronic equipment, or batteries. This position remains unchanged in FY26.

Notwithstanding this, We uphold responsible waste management practices across all locations. In FY26, this was demonstrated through the completion of a comprehensive group-wide e-waste disposal cycle, with 13,590 KG (13.59 MT) disposed through a MPCB-licensed certified recycler in full compliance with E-Waste (Management) Rules, 2022, with Form 6 manifests obtained for all entities.

## **Leadership Indicators**

### **1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

We have not conducted a formal manufacturing product-based Life Cycle Assessment, as we are an AI-native platform and digital communications services company and does not engage in manufacturing or physical product distribution. Therefore, a conventional product LCA covering raw material extraction, manufacturing, physical distribution, product use, and end-of-life disposal is not directly applicable to our core business model.

However, We follow a structured life-cycle approach for all our products, platforms, and services, including AI-based products, through its Software Development Life Cycle / Secure Software Development Life Cycle framework. Environmental, social, security, privacy, compliance, quality, and operational considerations are embedded from requirement gathering, design, development, testing, deployment, operations, monitoring, support, and continual improvement.

This approach ensures that responsible practices are built into the product and platform life cycle rather than being applied retrospectively. Our life-cycle governance is supported by established processes and independently validated frameworks, including ISO 27001, ISO 9001, ISO 22301, SOC 2 Type 2, and CMMI Level 3. Procurement-related considerations are further addressed through supplier evaluation, Tanla's Supplier Code of Conduct, and Human Rights Due Diligence framework across the value chain.

### **2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Our AI-native platforms and cloud-based digital communication services do not give rise to direct social or environmental concerns from production or disposal. The primary environmental considerations associated with Tanla's operations, energy consumption, GHG emissions, e-waste, and water usage, are actively monitored, managed, and disclosed under Principle 6 of this report, with key metrics independently assessed by a third-party assurance provider.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry). [GRI 301-2]

Input Material	FY26
Water	Tanla operates a closed-loop water model at key campuses: treated wastewater is recycled through STPs for washroom flushing and landscape irrigation, and rainwater harvesting supplements municipal supply, reducing net freshwater draw. Water-efficient pressmatic fixtures are standard across all locations. Five of seven offices maintain zero water wastage, supported by tech park and SEZ building infrastructure.
IT Hardware (E-waste)	Tanla operates a closed-loop water model at key campuses: treated wastewater is recycled through STPs for washroom flushing and landscape irrigation, and rainwater harvesting supplements municipal supply, reducing net freshwater draw. Water-efficient pressmatic fixtures are standard across all locations. Five of seven offices maintain zero water wastage, supported by tech park and SEZ building infrastructure.
Packaging	Packaging waste arising from office operations is segregated at source and directed through certified recycling partners. A No Single-Use Plastic Policy has been in force since 2021; the Company maintains a 98% zero-plastic office environment group-wide, significantly limiting the quantum of packaging waste entering the waste stream.
Paper	Tanla has systematically reduced paper consumption through restricted printer access, per-person daily print limits, and digital document workflows across all offices. These controls, now embedded across Hyderabad campuses and being extended network-wide in FY27, are expected to deliver a measurable reduction in paper waste in the next reporting cycle.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format: [GRI 301-3]

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not applicable, as we primarily offer digital communication and platform-based technology solutions.	

### PRINCIPLE 3: EMPLOYEE WELLBEING

Businesses should respect and promote the well-being of all employees, including those in their value chains.



#### Essential Indicators

1. a. Details of measures for the well-being of employees

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	%(B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No.(E)	%(E/A)	No.(F)	%(F/A)
<b>Permanent employees</b>											
Men	817	817	100%	817	100%	817	100%	817	100%	0	0%
Women	226	226	100%	226	100%	226	100%	226	100%	0	0%
Other	0	0	0	0	0	0	0	0	0	0	0%
<b>Total</b>	<b>1043</b>	<b>1043</b>	<b>100%</b>	<b>1043</b>	<b>100%</b>	<b>1043</b>	<b>100%</b>	<b>1043</b>	<b>100%</b>	<b>0</b>	<b>0%</b>
<b>Other than Permanent employees</b>											
Men	57	57	100%	57	100%	57	100%	57	100%	0	0%
Women	14	14	100%	14	100%	14	100%	14	100%	0	0%
Other	0	0	0	0	0	0	0	0	0	0	0%
<b>Total</b>	<b>71</b>	<b>71</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>0</b>	<b>0%</b>

**1b. Details of measures for the well-being of workers:**

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	%(B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent workers											
Men											
Women											
Others											
Total											
Other than Permanent workers											
Men											
Women											
Others											
Total											

**1c. Wellbeing Spending as % of Total Revenue:**

Metric	FY26	FY25
Cost incurred on wellbeing as % of total revenue	0.24%	0.26%

Note: Wellbeing expenditure as a percentage of revenue moderated from 0.26% in FY25 to 0.24% in FY26, primarily reflecting the impact of revenue growth to INR 4,418 Cr (+9.7% YoY). In absolute terms, investment in employee wellbeing programmes remained stable.

**2. Retirement Benefits <sup>[GRI 201-3]</sup>:**

Benefit	FY26 % Employees Covered	FY26 Deducted & Deposited	FY25 % Employees Covered	FY25 Deposited
PF	100%	Y	100%	Y
Gratuity	100%	NA	100%	NA
ESI	100%	Y	100%	Y
Leave Encashment	100% (as per eligibility)	Y	100% (as per eligibility)	Y

**3. Accessibility of Workplaces**

**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Yes, all our office premises are accessible to differently-abled employees and visitors, in alignment with the Rights of Persons with Disabilities Act, 2016. In FY26, targeted facility upgrades across key locations, including enhanced entry and exit points, ergonomic infrastructure improvements were made for the ease of mobility across our campuses. We continue to assess and upgrade our facilities on an ongoing basis to ensure equitable access for all.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

Yes. We are committed to fostering an inclusive workplace that ensures equal opportunities for all individuals, regardless of background, gender, identity, or ability. This commitment is firmly embedded in our Code of Conduct and Employee Development Policy, which set clear expectations for non-discrimination, equitable treatment, and respectful conduct across all levels of the organisation. These policies are available at: <https://www.tanla.com/investor-relations>

In FY26, our inclusion agenda delivered measurable progress. Women constituted 21.7% of the total workforce, up from 20.3% in FY25, while the number of women employees increased by 12.4% year-on-year, meeting our FY26 target. Women in revenue-generating management roles grew to 34.2% (FY25: 30.34%), and women in STEM positions increased to 18.7% (FY25: 17.7%), reflecting the sustained impact of targeted hiring, placement, and development initiatives.

We ensure fair and equitable treatment across our workforce, with remuneration aligned to the nature of work, skills, and experience, irrespective of gender, background, or identity. Our people practices promote non-discriminatory recruitment, gender-neutral policies, and accessibility provisions wherever required. Regular awareness and sensitisation programmes are conducted across all locations to strengthen an inclusive, supportive, and equitable work environment for all employees.

We were recognised as one of the Best Organisations for Women for the second consecutive year in FY26, reaffirming the measurable impact of these commitments in practice.

#### 5. Return to Work & Retention Rates (Parental Leave):

Gender	FY26 Return to Work Rate	FY25 Return to Work Rate	FY25 Retention to Work Rate
Men	100%	100%	100%
Women	94%	100%	80%
Other	0%	0%	0%
<b>Total</b>	<b>98%</b>	<b>100%</b>	<b>95%</b>

#### 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief. <sup>[GRI 2-25]</sup>

Category	Yes/No (If Yes, please share details on the mechanism brief)
Permanent Workers	<p>Yes, We have robust mechanisms in place to receive and redress grievances across all categories of employees and workers.</p> <p><b>Vigil Mechanism (Whistleblower Policy):</b> Applicable to all directors, employees, and stakeholders, the Vigil Mechanism provides a secure and confidential channel, SPEAKUP (speakup@tanla.com), to report concerns relating to unethical behaviour, violations of the Code of Conduct, or misconduct. The mechanism is overseen by the Chairman of the Audit Committee to ensure independence, confidentiality, and full protection against retaliation. In FY 2025-26, zero incidents of retaliation against whistleblowers were recorded.</p> <p><b>Employee Grievance Redressal Forum:</b> A dedicated forum enables employees to voice workplace-related grievances, including those relating to working conditions, compensation, interpersonal conduct, and career-related matters, ensuring fair resolution through open dialogue while maintaining confidentiality at all times.</p> <p><b>POSH Committee:</b> A fully constituted Internal Complaints Committee (ICC) is in place across all locations in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.</p> <p><b>Human Rights Grievance Channel:</b> The General Counsel serves as the designated focal point for human rights-related concerns, with a confidential escalation mechanism ensuring timely and impartial resolution.</p> <p>These mechanisms collectively reflect our commitment to fostering a transparent, ethical, and inclusive work environment. Policy link: <a href="https://www.tanla.com/investor-relations/corporate-governance-policy">https://www.tanla.com/investor-relations/corporate-governance-policy</a></p>
Other than Permanent Employees	
Permanent Employees	
Other than Permanent Workers	

#### 7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY26 Total	FY26 No. in Union	FY26 %	FY25 Total	FY25 In Union	FY25 %
<b>Total Permanent Employees</b>	1,043	-	-	992	-	-
Men	817	-	-	791	-	-
Women	226	-	-	201	-	-
Workers				NA		

## 8. Details of training given to employees and workers: [GRI 403-4, 403-5, 403-6, 403-8, 404-2]

Category	FY26 Total	FY26 Health & Safety No./%	FY26 Skill Upgrade No./%	FY25 Total	FY25 H&S %	FY25 Skill %
Men	1,029	46.74%	107.8%	791	28.3%	92.3%
Women	300	51%	85.27%	201	36.3%	100%
Total	1,329	47.84%	102.68%	992	30%	93.85%
Workers			NA			

Note: The total number of employees who underwent training in FY26 (1,329) is higher than the closing headcount as on 31 March 2026 (1,043 permanent / 1,114 including contract) due to workforce movement during the year. Training data captures all employees who received training at any point during FY26, including new joiners onboarded during the year and employees who subsequently exited the organisation through voluntary or involuntary attrition. This is consistent with GRI 404-1 reporting practice, which measures training coverage across all individuals employed during the reporting period rather than only those on roll at year-end. 66.3% of men and 89.3% of women were trained on POSH during FY26.

## 9. Details of performance and career development reviews of employees and worker: [GRI 404-3] [GRI 404-3]

Category	FY26 Total	FY26 Reviewed No.	FY26 %	FY25 Total	FY25 Reviewed	FY25 %
Men	817	817	100%	791	791	100%
Women	226	226	100%	201	201	100%
Total	1,043	1,043	100%	992	992	100%
Workers						NA

## 10. Health & Safety Management System:

### a. OHS System Implemented? [GRI 403-1, 403-2, 403-3]

Yes, Our OHS management system covers all corporate offices and key operational locations including subsidiaries. In FY26, the framework was strengthened with half-yearly fire safety drills and safety awareness training sessions conducted across all locations in compliance with statutory fire drill requirements. A new fire alarm system connected to the standby DG set was installed at one of our facility in Hyderabad, replacing the older system to ensure uninterrupted safety coverage. Emergency Response Teams (ERT) and Quick Response Teams (QRT) are constituted and functional across all locations, with a minimum of three trained ERT members supported by dedicated security personnel at each site. Air purifiers are deployed across all office floors, with oxygen-generating indoor plants refreshed monthly.

### b. Hazard Identification Processes

Ensuring a safe and risk-free workplace is a core priority for us. We have established comprehensive processes for identifying work-related hazards and assessing risks, covering both routine operations and non-routine activities, implemented across all office locations and functions to promote a proactive safety culture.

#### Routine Hazard Identification and Risk Assessment:

- Workplace inspections are conducted across all locations to proactively identify potential hazards before they escalate
- Internal safety audits ensure ongoing compliance with Tanla's OHS standards and applicable legal requirements
- A standardised risk assessment protocol is implemented uniformly across all sites
- Risk matrices are used to evaluate the likelihood and impact of identified hazards, enabling informed prioritisation of mitigation actions

#### Incident Analysis and Data-Driven Reviews:

- Employees are encouraged to report unsafe conditions, near-misses, or safety improvement suggestions through formal reporting channels, the SPEAKUP mechanism, and HR touchpoints, confidentially and without fear of retaliation
- All incident and near-miss reports undergo root cause analysis to identify patterns and recurring risks
- Learnings from past incidents are systematically incorporated into updated risk management strategies and mitigation plans

#### Training and Safety Communications:

- Regular toolbox talks, onboarding safety briefings, and targeted training sessions equip employees with the knowledge to recognise hazards and follow prescribed safety measures
- Half-yearly fire safety drills and safety awareness training sessions are conducted across all locations in compliance with statutory fire drill requirements, a structured enhancement introduced in FY26
- Cross-functional walkthroughs are conducted quarterly to review workplace safety practices and ensure continuous risk monitoring

#### Task-Specific Risk Assessments:

- Before executing non-routine tasks, detailed risk assessments are carried out involving all relevant stakeholders to ensure comprehensive hazard coverage
- Tasks are monitored in progress to capture emerging risks, with post-task debriefs conducted to evaluate control effectiveness and capture learnings for future application

## Documentation and Continuous Improvement:

- All risk assessments, incident reports, corrective actions, and safety audits are documented, reviewed, and retained as part of Tanla's OHS records
- Safety protocols and risk controls are periodically updated to reflect operational changes, employee feedback, and evolving regulatory requirements

In FY26, a new fire alarm system connected to the standby DG set was installed at key locations, replacing legacy systems to ensure uninterrupted safety coverage. ERT and QRT teams, constituted and trained across all locations, remain on standby to respond to any reported hazard or emergency promptly

### c. Worker Hazard Reporting Processes

Yes. Employees may report unsafe acts, conditions, near-misses, and incidents through the SPEAKUP mechanism (speakup@tanla.com) and designated HR touchpoints – confidentially and without fear of retaliation. Each report undergoes root cause analysis, followed by corrective and preventive action plans. ERT and QRT teams are trained and on standby across all locations to respond to reported hazards promptly.

### d. Access to Non-Occupational Healthcare

Yes. All employees have access to comprehensive non-occupational medical and healthcare services including group mediclaim insurance, group term life cover, mental health support, stress management programmes, and periodic health check-ups. In FY26, dedicated doctor rooms are operational at key campuses, providing on-site medical consultation. Wellness infrastructure across campuses includes yoga rooms, gym facilities, sports arenas, and turf areas. Zero occupational injuries or health incidents were recorded in FY26.

## 11. Safety Related Incidents <sup>[GRI 403-9]</sup>

Safety Metric	Category	FY26	FY25
Lost Time Injury Frequency Rate (LTIFR (per million person-hours))	Employees	0	0
	Workers	NA	-
Total recordable work-related injuries	Employees	0	0
	Workers	NA	-
No. of fatalities	Employees	0	0
	Workers	NA	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	-

## 12. Describe the measures taken by the entity to ensure a safe and healthy workplace. <sup>[GRI 416-1, 416-2]</sup>

We are committed to fostering a safe, healthy, and inclusive work environment that supports the well-being of all our employees. Our approach is holistic, embedding safety and health into the core of our workplace culture. In FY26, this commitment was strengthened through targeted infrastructure upgrades, structured safety programmes, and expanded wellness facilities across all campuses.

### 1. Well-Defined Safety Policies and Emergency Preparedness

Robust health and safety policies covering emergency protocols, incident reporting, and hazard mitigation are in place and accessible to all employees. In FY26, a new fire alarm system connected to the standby DG set was installed at key locations, replacing legacy systems to ensure uninterrupted safety coverage. Emergency Response Teams (ERT) and Quick Response Teams (QRT) are constituted, trained, and functional across all locations, with half-yearly fire safety drills and safety awareness training conducted in compliance with statutory requirements.

### 2. Employee Wellness Infrastructure and Doctor on Call

In FY26, We operationalised dedicated employee wellbeing spaces across key campuses, encompassing a cafeteria, doctor's room, recreational area, sports arena, turf area, collaboration zones, yoga room, and gym. A significant initiative since FY25 is the Doctor on Call initiative, a round-the-clock medical consultation service provided by a physician with over three decades of clinical experience, accessible to all employees across all locations. The initiative goes beyond physical health, offering counselling and support for mental health concerns as well, ensuring employees have access to trusted, professional guidance whenever they need it. This service has been actively utilised by employees across all locations since its introduction, reflecting strong uptake and genuine value to the workforce.

Holistic wellness is further supported through mental health programmes, stress management sessions, and healthy lifestyle initiatives. Air purifiers are deployed across all office floors, with oxygen-generating indoor plants maintained and refreshed monthly.

### 3. Periodic Risk Assessments

Structured risk assessments are undertaken on a routine basis to identify potential safety hazards and implement controls to mitigate them. Risk matrices are used to prioritise actions, and all assessments are documented and reviewed periodically to reflect operational changes and regulatory developments.

#### 4. Clean and Hygienic Work Environment

A clean and organised workspace is maintained through defined housekeeping protocols, waste disposal systems, and sanitation measures across all locations. Drinking water was upgraded from RO to mineral water across campuses in FY26, prioritising employee health. Wet and dry waste is segregated at source daily, and food procurement is calibrated to actual daily occupancy to minimise waste and maintain cafeteria hygiene standards.

#### 5. Workplace Audits and Safety Inspections

Regular workplace inspections and internal safety audits monitor compliance with Tanla's OHS standards and applicable statutory safety norms. Cross-functional quarterly walkthroughs ensure continuous risk monitoring and drive ongoing improvements in safety standards across all locations. .

#### 6. Employee Feedback and Reporting Channels

Employees are encouraged to voice safety-related concerns through the SPEAKUP mechanism ([speakup@tanla.com](mailto:speakup@tanla.com)), designated HR touchpoints, and ERT/QRT channels, confidentially and without fear of retaliation. Food committees with digital daily feedback mechanisms have been constituted at key locations, ensuring quality, hygiene, and employee satisfaction are continuously monitored and addressed.

Through these integrated efforts, We ensure full compliance with regulatory requirements while cultivating a safe, empowered, and resilient workforce. Zero occupational injuries or health and safety incidents were recorded in FY26.

#### 13. Complaints by Employees/Workers <sup>[GRI 2-25]</sup>:

Complaint Type	FY26			FY25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	2	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

#### 14. Assessments for the year

Assessment Type	FY26 % Assessed
Health and safety practices	0%
Working conditions	0%

#### 15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

There were no safety-related incidents recorded during FY26, extending our record of zero workplace injuries or health and safety incidents. No significant risks or concerns were identified through health and safety assessments or working conditions reviews during the reporting period.

As a proactive measure, We continued to strengthen our OHS framework through a series of targeted interventions in FY26, including the installation of a new fire alarm system connected to the standby DG set at key locations, the constitution and training of Emergency Response Teams (ERT) and Quick Response Teams (QRT) across all campuses, and the conduct of half-yearly fire safety drills in compliance with statutory requirements. Periodic safety audits, quarterly cross-functional walkthroughs, and structured risk assessments continue to be conducted across all locations to identify potential hazards and enhance organisational readiness.

We remain committed to continuous improvement in workplace safety and employee well-being through ongoing training, infrastructure enhancements, the Doctor on Call initiative, and active engagement with employees through dedicated safety reporting channels.

### Leadership Indicators

#### 1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

(A) Employees – Yes

(B) Workers – Not Applicable

We provide comprehensive life and accident insurance coverage to all eligible employees as part of our employee welfare framework, ensuring financial protection for their families in the event of an untimely death. In FY26, this coverage continues to be administered through established insurance providers, with Group Term Life insurance applicable to all permanent employees. Coverage terms are defined by role and policy guidelines and are reviewed periodically to ensure continued relevance and adequacy. This benefit reflects our commitment to the long-term wellbeing of our employees and their dependents.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

Compliance with statutory obligations by value chain partners is a key component of our responsible business practices. In FY26, this framework was further reinforced through the rollout of a formal Human Rights Due Diligence supplier survey, now in its third iteration, extending ESG expectations systematically across the value chain. The following measures are in place to ensure all statutory dues are properly deducted and deposited by vendors and service providers:

- 1. Vendor Onboarding Due Diligence:** All value chain partners undergo a rigorous onboarding process, including verification of statutory registrations such as GST, PAN, PF, and ESI where applicable. Only partners with valid and active compliance credentials are engaged, and the Supplier Code of Conduct declaration is mandatory at the point of onboarding.
- 2. Contractual Safeguards:** Standard vendor agreements include explicit clauses mandating compliance with all applicable statutory laws, including timely deduction and remittance of taxes and social security contributions. Human rights, labour standards, and data security obligations are embedded as contractual requirements across all vendor engagements.
- 3. Documentation & Verification:** Vendors are required to submit relevant challans, returns, and proof of deposit of statutory dues, including TDS and GST, as part of the invoicing and payment process. These documents are verified by our finance and compliance teams prior to payment processing.
- 4. Periodic Reviews:** Regular compliance reviews and audits are undertaken for critical vendors, particularly those providing manpower or outsourced services, to ensure continued adherence to legal and ethical standards.

Through these structured checks, contractual controls, and review mechanisms, we ensure that our value chain operates in alignment with legal, ethical, and sustainability standards.

**3. Provide the number of employees / workers having suffered high consequence work- related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment: [GRI 403-9, 403-10]**

Category	FY26 Total Affected	FY26 Rehabilitated	FY25 Total Affected	FY25 Rehabilitated
Employees	0	0	0	0
Workers	NA			

**4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No) [GRI 404-2]**

At present, We do not have formal transition assistance programmes in place for retirement or separation. However, in FY26, all statutory dues and final settlements continue to be processed in full compliance with applicable laws and within defined timelines. Employees exiting the organisation are supported through a structured handover and exit process, ensuring continuity and a dignified separation experience. Reference letters are provided upon request, and exit interviews are conducted to capture feedback and inform continuous improvement in employee experience.

**5. Details on Value Chain Partners – Health & Safety Assessment:**

Assessment Criteria	FY26 % VCPs Assessed
Health and safety practices	Part of Supplier Code of Conduct; deemed complied & agreed by all vendors. 80% of VCPs gave undertaking
Working conditions	80% undertaking

**6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

No corrective actions were required in FY26, as health and safety assessments and value chain partner reviews did not identify any significant risks or concerns during the reporting period.

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all their stakeholders**



## Essential Indicators

### 1. Describe the processes for identifying key stakeholder groups of the entity.

In FY26, We continued to engage proactively with all key stakeholder groups critical to its business, including employees, customers, shareholders, vendors, regulatory authorities, and partners. Engagement was undertaken through structured mechanisms spanning employee connect sessions, customer feedback forums, quarterly business reviews, investor interactions, and vendor assessments, complemented by the formal rollout of a Human Rights Due Diligence supplier survey extending ESG dialogue across the value chain.

Insights from these engagements informed strategic decisions and operational focus areas, ensuring continued alignment with stakeholder expectations. This stakeholder-centric approach remains integral to our commitment to responsible, inclusive, and sustainable value creation.

### 2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group. [GRI 2-29, GRI 407-1]

Stakeholder Group	Whether Identified as Vulnerable & Marginalised (Yes/No)	Channels of Communication	Frequency of Engagement	Purpose and Scope of Engagement including Key Topics and Concerns Raised
<b>Government &amp; Regulatory Authorities</b>	No	<ul style="list-style-type: none"> <li>Website</li> <li>Regulatory filings</li> <li>Newspaper</li> <li>Industry representations</li> </ul>	Periodical as and when required	<ul style="list-style-type: none"> <li>Taxes and charges</li> <li>Timely disclosures</li> <li>Compliance with laws and regulations (SEBI, MCA, TRAI, DPDPA, GDPR)</li> <li>Policy advocacy on DLT, RCS, and AI regulation</li> <li>Statutory reports and returns</li> </ul>
<b>NGOs &amp; Local Community</b>	No	<ul style="list-style-type: none"> <li>Community outreach programmes</li> <li>Engagement through local NGOs</li> <li>In-person meetings</li> <li>Monitoring visits</li> <li>Email</li> <li>SMS</li> <li>Telephonic calls</li> </ul>	Annually / Ongoing / Need-based	<ul style="list-style-type: none"> <li>CSR programme implementation and monitoring</li> <li>Investment in local communities</li> <li>Education, healthcare, and road safety</li> <li>Livelihood and skill development</li> <li>Infrastructure development in surrounding areas</li> </ul>
<b>Academia</b>	No	<ul style="list-style-type: none"> <li>Email</li> <li>In-person meetings</li> <li>SMS</li> <li>Telephonic calls</li> </ul>	Periodical as and when required	<ul style="list-style-type: none"> <li>Research collaborations</li> <li>IIT-M scholarship programme</li> <li>Discussions on emerging technology regulations</li> <li>Talent pipeline development</li> </ul>
<b>Employees</b>	No	<ul style="list-style-type: none"> <li>Awareness training</li> <li>performance Appraisals</li> <li>Grievance redressal mechanism (SPEAKUP)</li> <li>Email communication / newsletters</li> <li>Employee portals</li> <li>Surveys and feedback forms</li> <li>One-to-one counselling</li> <li>Doctor on Call</li> </ul>	Annually / Ongoing / Need-based	<ul style="list-style-type: none"> <li>Occupational health and safety</li> <li>Rewards and recognition</li> <li>Personal development and growth</li> <li>Empowering work environment</li> <li>Diversity, equity and inclusion</li> <li>Training and capacity building</li> <li>Code of Conduct and corporate policies</li> <li>Career planning and development</li> <li>Market-based compensation, benefits and amenities</li> <li>Employee welfare programmes</li> <li>Mental health and wellbeing</li> </ul>
<b>Investors</b>	No	<ul style="list-style-type: none"> <li>Email advisories</li> <li>Newspaper</li> <li>Website</li> <li>Stock exchange intimations</li> <li>In-person meetings, earnings calls</li> <li>Press conferences</li> </ul>	Quarterly / Continuous / Annual (AGM)	<ul style="list-style-type: none"> <li>Financial results</li> <li>Business updates</li> <li>ESG performance</li> <li>Event-driven disclosures</li> <li>Future strategy and platform business outlook</li> </ul>
<b>Shareholders</b>	No	<ul style="list-style-type: none"> <li>Company website</li> <li>One-on-one meetings</li> <li>AGM Investor / analyst meets Quarterly results</li> <li>Stock exchange disclosures</li> <li>Press releases and public announcements</li> </ul>	Annually / Quarterly / Event-driven	<ul style="list-style-type: none"> <li>Financial and operational performance</li> <li>Future approach and platform strategy</li> <li>Public domain disclosures</li> <li>Corporate governance standards</li> <li>Ethics and compliance</li> <li>Economic performance</li> <li>Shareholder queries and grievances</li> </ul>

<b>Customers</b>	No	<ul style="list-style-type: none"> <li>• Project-related calls and meetings</li> <li>• Project management reviews</li> <li>• Relationship and executive meetings</li> <li>• Customer visits</li> <li>• RFI / RFP responses</li> <li>• Sponsored events</li> <li>• Mailers</li> <li>• Newsletters</li> <li>• CSAT and NPS surveys</li> <li>• Quarterly Business Reviews (QBRs)</li> </ul>	Continuous / Half-yearly surveys / Annual summits	<ul style="list-style-type: none"> <li>• Understanding client, industry and business challenges</li> <li>• Identifying opportunities to improve services and products</li> <li>• Data privacy and security requirements</li> <li>• Complaint resolution</li> <li>• Platform reliability and uptime</li> <li>• AI-driven product capabilities</li> </ul>
<b>Suppliers</b>	Yes	<ul style="list-style-type: none"> <li>• Email</li> <li>• SMS</li> <li>• Telephonic calls</li> <li>• ERP tools</li> <li>• Human Rights Due Diligence (HRDD) supplier survey</li> </ul>	Periodical as and when required / Annual (HRDD survey)	<ul style="list-style-type: none"> <li>• Obtaining quotes for services and supply</li> <li>• Contract management</li> <li>• Vendor onboarding</li> <li>• Statutory compliance verification</li> <li>• ESG expectations and Supplier Code of Conduct</li> <li>• Human rights due diligence</li> </ul>

## Leadership Indicators – P4

### 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board [GRI 2-12]

Consultation with stakeholders on economic, environmental, and social topics remains an integral part of our governance and sustainability approach in FY26. Direct consultations are led by senior functional leaders across business, ESG, HR, legal, and customer success functions, with feedback and insights formally communicated to the Board through periodic ESG Council updates, CSR Committee meetings, and strategic review sessions.

In FY26, the scope of stakeholder consultation was extended through the third iteration of the Human Rights Due Diligence supplier survey, systematically capturing ESG-related feedback from value chain partners, and through enhanced customer engagement via Quarterly Business Reviews, CSAT and NPS surveys, and executive-level interactions. Material concerns, stakeholder expectations, and emerging risks identified through these engagements are escalated to the Board for consideration in policy formulation and strategic decision-making, ensuring that sustainability remains embedded in our long-term business strategy.

### 2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes/No). If so, provide details of instances as to how the input received from stakeholders on these topics were incorporated into policies and activities of the entity.

Tanla uses stakeholder consultations to actively inform and shape its environmental and social agenda. In FY26, employee feedback on wellbeing directly influenced the operationalisation of dedicated wellness infrastructure, including doctor's rooms, yoga and gym facilities, sports arenas, and the introduction of the Doctor on Call initiative providing round-the-clock medical and mental health consultation. Customer inputs around data protection, digital trust, and AI governance continued to influence platform security measures, privacy practices, and the advancement of Wisely.ai and Trubloq's responsible AI capabilities. Supplier feedback gathered through the Human Rights Due Diligence survey informed updates to our procurement practices and Supplier Code of Conduct. Such inputs have been incorporated into both internal operational protocols and external-facing commitments under Tanla's ESG roadmap, ensuring stakeholder perspectives translate into tangible and measurable action.

### 3. Provide details of instances of engagement with, and actions taken to address the concerns of vulnerable.

Through Tanla Foundation, its dedicated CSR entity, Tanla engages with marginalised and underserved communities to address their specific needs in a targeted and sustainable manner. In FY26, this engagement deepened significantly, with approximately 80,000 lives touched across more than 10 active programmes spanning rural education, healthcare, road safety, sports sponsorship, digital security awareness, and livelihood development. Initiatives are designed in close collaboration with implementation partners, grounded in community-level feedback, and reviewed regularly to ensure they remain impactful, inclusive, and aligned with Schedule VII of the Companies Act, 2013 and the UN Sustainable Development Goals.

## Principle 5: HUMAN RIGHTS

### Businesses should respect and promote human rights



## Essential Indicators

### 1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity: <sup>[GRI 410-1]</sup>

Category	FY26			FY25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	1,043	831	79.7%	992	863	87%
Other than permanent	71	0	0%	40	0	0%
<b>Total employees</b>	<b>1,114</b>	<b>831</b>	<b>74.6%</b>	<b>1,032</b>	<b>863</b>	<b>84%</b>
<b>Workers</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
<b>Total workers</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

### 2. Minimum Wages <sup>[GRI 2-19]</sup>

Category	FY26					FY25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Men	817	0	0%	817	100%	791	0	0%	791	100%
Women	226	0	0%	226	100%	201	0	0%	201	100%
<b>Total</b>	<b>1,043</b>	<b>0</b>	<b>0%</b>	<b>1,043</b>	<b>100%</b>	<b>992</b>	<b>0</b>	<b>0%</b>	<b>992</b>	<b>100%</b>
<b>Other than Permanent</b>										
Men	57	0	0%	57	100%	29	0	0%	29	100%
Women	14	0	0%	14	100%	11	0	0%	11	100%
<b>Total</b>	<b>71</b>	<b>0</b>	<b>0%</b>	<b>71</b>	<b>100%</b>	<b>40</b>	<b>0</b>	<b>0%</b>	<b>40</b>	<b>100%</b>
<b>Workers</b>										
<b>Permanent</b>										
Men	-	-	-	-	-	-	-	-	-	-
Women	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other than Permanent</b>										
Men	-	-	-	-	-	-	-	-	-	-
Women	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

### 3. Details of remuneration/salary/wages, in the following format:

#### a. Median Remuneration/wages: <sup>[GRI 2-19, GRI 2-21, GRI 405-2]</sup>

Category	Men		Women	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	6	16,00,000	1	9,00,000
Key Managerial Personnel	3	INR 2,71,01,254	1	INR 1,08,00,000
Employees other than BoD and KMP	814	INR 15,14,017	225	INR 12,48,000
Workers			NA	

**Note:** FY26: BoD and KMP median computed for Tanla Platforms Limited only.

#### b. Gross wages paid to Women as % of total wages paid by the entity

Metric	FY26	FY25
Gross wages paid to women as % of total wages	15.11%	13.73%

#### 4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No) <sup>[GRI 2-13]</sup>

The Chief Human Resources Officer (CHRO) remains the designated focal point for addressing human rights-related issues across the organisation. In FY26, this responsibility encompasses not only the adherence to ethical workplace practices, diversity and inclusion, and the resolution of concerns related to discrimination, harassment, or unfair treatment, but also the oversight of our Human Rights Due Diligence framework, now in its third iteration, which systematically extends human rights expectations across the value chain. This responsibility is supported by clearly defined internal policies, the SPEAKUP (speakup@tanla.com) whistleblower mechanism, and structured reporting channels that enable timely, confidential, and impartial resolution of human rights concerns at all levels of the organisation.

#### 5. Describe the internal mechanisms in place to redress grievances related to human rights issues. <sup>[GRI 2-25]</sup>

We remain committed to maintaining a safe, respectful, and transparent work environment for all employees. In FY26, a confidential grievance mechanism overseen directly by the General Counsel continues to provide employees with a secure channel to raise concerns or report potential human rights violations, without fear of retaliation and with full protection of identity at all times. This mechanism operates alongside the SPEAKUP whistleblower channel (speakup@tanla.com), ensuring every employee has access to an independent, confidential, and impartial avenue for escalation.

#### 6. Number of Complaints on the following made by employees and workers: <sup>[GRI 406-1]</sup>

Complaint Category	FY26			FY25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	0	-	0	0	-
Discrimination at workplace	1	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour <sup>[GRI 409-1]</sup>	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Others	-	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013:**

Metric	FY26	FY25
Total Complaints reported under POSH Act	1	0
Complaints on POSH as % of Women employees/workers	0.44%	0
Complaints on POSH upheld	0	0

**8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.** <sup>[GRI 2-25]</sup>

We are committed to creating a workplace where every individual can report discrimination or harassment without fear of retaliation. In FY26, the following safeguards remain firmly in place across all locations and levels of the organisation:

- All complaints are handled with strict confidentiality and impartiality, with the identity of the complainant protected throughout the grievance redressal process
- The Whistleblower Policy and POSH Policy explicitly prohibit any form of retaliation against complainants or witnesses, any retaliatory behaviour is treated as a separate violation and is subject to disciplinary action
- Employees have the right to escalate unresolved or sensitive concerns directly and confidentially to the General Counsel via [speakup@tanla.com](mailto:speakup@tanla.com), ensuring independent oversight and fair treatment at all times
- The Internal Complaints Committee (ICC), constituted across all locations in compliance with the POSH Act, 2013, ensures timely, fair, and impartial resolution of any complaints filed

**9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes. We embed clauses related to ethical conduct, non-discrimination, labour law compliance, and adherence to human rights in all vendor and partner agreements. In FY26, this commitment was further strengthened through the third iteration of the Human Rights Due Diligence supplier survey, which systematically assesses value chain partners against our human rights expectations, going beyond contractual obligations to actively verify compliance in practice. These contractual provisions and due diligence mechanisms collectively require all business partners to comply with applicable laws and uphold fundamental human rights standards in their operations, reinforcing Tanla’s commitment to responsible and sustainable business practices across its entire value chain.

**10. Assessments of the year**

Assessment Area	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Tanla internally monitors compliance with all relevant laws and policies pertaining to child labour, forced labour, sexual harassment, discrimination, and wages at 100% of its office locations.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

**11. Details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 10 above.** <sup>[GRI 2-27]</sup>

No significant risks or concerns were identified through human rights assessments conducted in FY26, across either Tanla’s own operations or its value chain partners. Accordingly, no corrective actions are currently required or underway. We continue to monitor our operations and value chain on an ongoing basis, through internal compliance reviews, the Human Rights Due Diligence supplier survey, and structured grievance mechanisms, to proactively identify and address any emerging risks before they materialise.

**Leadership Indicators – P5**

**1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.**

No human rights-related grievances or complaints were reported during FY26. Consequently, no changes or modifications to existing business processes were necessitated in this context. Tanla nonetheless continues to proactively strengthen its human rights framework, through the ongoing SPEAKUP mechanism awareness, and periodic policy reviews, ensuring robust mechanisms remain in place to identify and address any concerns should they arise.

**2. Details of the scope and coverage of any human rights due diligence conducted.**

In FY26, we conducted a comprehensive Human Rights Due Diligence exercise covering both our internal workforce and external value chain, representing a meaningful expansion in scope compared to prior years.

For employees, both permanent and contractual, due diligence was conducted across all locations, assessing compliance with human rights principles including non-discrimination, freedom from harassment, fair wages, safe working conditions, and freedom of association. Zero incidents were identified across all categories, child labour, forced labour, sexual harassment, discrimination, and wages – on self-assessment at 100% of office locations.

For value chain partners, suppliers and vendors, the third iteration of the formal Human Rights Due Diligence supplier survey was rolled out, systematically assessing partners against Tanla's human rights expectations covering child labour, forced labour, discrimination, wages, health and safety, and working conditions. All value chain partners are additionally required to abide by Tanla's Supplier Code of Conduct, with human rights clauses embedded in all vendor agreements.

Both strands of due diligence are aligned with the UN Guiding Principles on Business and Human Rights (UNGP) and applicable regulatory frameworks including the DPDPA and GDPR. No significant risks or concerns were identified through either exercise in FY26. We continue to strengthen the depth and coverage of its human rights due diligence as part of its evolving ESG roadmap.

### 3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes. All our office locations are accessible to differently abled individuals in compliance with the Rights of Persons with Disabilities Act, 2016. In FY26, facility upgrades at key campuses, including enhanced entry and exit points and ergonomic infrastructure improvements, further strengthened accessibility and ease of mobility across all locations. We remain committed to fostering an inclusive environment that ensures equal opportunity and access for all employees, visitors, and stakeholders.

### 4. Details on assessment of value chain partners:<sup>[GRI 414-1]</sup>

HR Criteria	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	100%
Child Labour	(Human rights requirements are part of our business agreements and contracts as well as our vendor code of conduct. All our value chain partners are required to abide by that)
Forced Labour/Involuntary Labour	
Wages	

### 5. Corrective Actions for VCP HR Risks: No significant risks or concerns from VCP assessment.

## PRINCIPLE 6: ENVIRONMENT

Businesses should respect and make efforts to protect and restore the environment.



### Essential Indicators

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity <sup>[GRI 302-1, GRI 302-2, GRI 302-3, GRI 302-4]</sup>

Parameter	Unit	FY26	FY25	FY24
From Renewable Sources – Electricity (A)	GJ	3.46	3.46	2.59
From Renewable Sources – Fuel (B)	GJ	0	0	0
Total Energy from Renewable Sources (A+B+C)	GJ	3.5	3.5	2.6
From Non-Renewable – Electricity (D)	GJ	5,526.95	5,095.45	4,775.05
From Non-Renewable – Fuel (E)	GJ	1,529.79	1,552.09	2,824.81
Energy from Other Sources				
Total Energy from Non-Renewable (D+E+F)	GJ	7,056.74	6,647.54	7,599.86
TOTAL Energy Consumed (A+B+C+D+E+F)	GJ	7,060.19	6,651.00	7,602.5
Energy Intensity per INR Cr Revenue	GJ/INR Cr	1.59	1.65	1.93
Energy Intensity per INR Cr Revenue (PPP-adjusted)	GJ/US\$ Cr	32.5 (PPP:20.3)	33.7 (PPP: 20.7)	42.7 (PPP: 22.4)
Energy Intensity – Physical Output (FTE)	GJ/FTE	-	-	-

**Note:**

- SGS India Private Limited, an external agency has carried out independent assessment/evaluation.
- The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF - for India. For the years ended March 31, 2026, and March 31, 2025, it is 20.66 and 22.40, respectively

**2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any:**

No. We do not have any sites or facilities identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India. As an AI-native platform and digital communications company, Tanla's operations are primarily digital and service-oriented, with energy consumption levels well below the thresholds applicable to energy-intensive sectors targeted by the PAT Scheme. Accordingly, no targets have been set or are applicable under this scheme in FY26.

**3. Details of the following disclosures related to water:** [GRI 303-3, GRI 303-5]

Parameter	Unit	FY26	FY25	FY24
Water Withdrawal by Source				
(i) Surface water	KL	0.00	0.00	0.00
(ii) Groundwater	KL	0.00	0.00	0.00
(iii) Third party water (Municipal water supplies)	KL	7,948	8,059.4	6,690.2
(iv) Seawater/desalinated water	KL	0.00	0.00	0.00
(v) Others (Rainwater storage)	KL	0.00	0.00	0.00
Total Volume of Water Withdrawal (i+ii+iii+iv+v)	KL	7,948	8,059.4	6,690.2
Total Volume of Water Consumption	KL	7,948	8,059.4	6,690.2
Water Intensity per INR Cr Revenue	KL/INR Cr	1.79	2.00	1.70
Water Intensity per INR Cr Revenue (PPP-adjusted)	KL/US\$ Cr	36.6	41.3	38.2
Water Intensity in terms of Physical Output	-	NA	NA	NA
Water Intensity (optional)	-	-	-	-

**Note:**

- SGS India Private Limited, an external agency has carried out independent assessment/evaluation.
- The water data and figures for fiscal year 2024 have been restated based on evaluation.
- The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF - for India. For the years ended March 31, 2026, and March 31, 2025, it is 20.66 and 22.40, respectively.

**4. Provide the following details related to water discharged.** [GRI 303-4]

Parameter	FY26	FY25
Water discharge by destination and level of treatment (in kilo liters)		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment		
Total water discharged (in kiloliters)		

Most of our offices (above 70%) are located in IT parks, where the discharged water is recycled through Sewage Treatment Plants (STPs) and reused.

Details of water discharged by each office in the IT park are not calculated, as the discharged water is collected and treated from a central location.

**5 Has the entity implemented a mechanism for Zero Liquid Discharge (ZLD)? If yes, provide details of its coverage and implementation.** [GRI 303-1, GRI 303-2]

We have not implemented a Zero Liquid Discharge (ZLD) system, as our operations are primarily digital and office-based, involving minimal water usage and no generation of industrial liquid effluents. ZLD systems are typically relevant to manufacturing or process-intensive industries and are not applicable to Tanla's business model. In FY26, We continue to uphold responsible water management practices across all locations, with treated wastewater recycled through STPs for washroom flushing and landscape irrigation, rainwater harvesting operational at key campuses, and five out of seven office locations maintaining zero water wastage. Water consumption is regularly monitored, and conservation is actively promoted across all facilities.

**6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:** [GRI 305-7]:

Parameter	Unit	FY26	FY25
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)		Not Applicable	
Volatile organic Compounds (VOC)			
Hazardous air pollutants (HAP)			
Others			

**7. Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:** [GRI 305-1, GRI 305-2, GRI 305-4]

Parameter	Unit	FY26	FY25
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	88.43	102.59
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	1,090.8	1,029.0
Total Scope 1 and Scope 2 emissions	tCO <sub>2</sub> e	1,178.6	1,131.5
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations INR in Cr)	tCO <sub>2</sub> e / INR in Cr	0.267	0.281
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for PPP (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP US\$ in Cr)	tCO <sub>2</sub> e / US\$ in Cr	5.3	5.8
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	NA	NA
Total Scope 1 and Scope 2 emission intensity (optional – the relevant metric may be selected by the entity)	-	-	-

**Note:** The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF - for India. For the years ended March 31, 2026, and March 31, 2025, it is 20.66 and 22.40, respectively.

**8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.** [GRI 305-5]

We continue to implement multiple initiatives aimed at reducing greenhouse gas (GHG) emissions across our operations. During FY26, these efforts resulted in a 13.8% reduction in Scope 1 emissions, which declined from 102.59 tCO<sub>2</sub>e in FY25 to 88.43 tCO<sub>2</sub>e in FY26.

A key contributor to this reduction was the complete elimination of diesel generator usage at the Hyderabad SEZ campus following the successful deployment of a dual-phase backup power system. This transition significantly reduced direct fuel consumption and associated emissions. In locations where diesel backup power remains necessary, we have adopted cleaner technologies, including the commissioning of a CPCB-certified Retrofit Emission Control Device (RECD)-equipped diesel generator at one of its Gurgaon facilities, reducing particulate emissions and improving environmental performance.

In addition, we continue to strengthen energy-efficiency measures across our offices through occupancy-based infrastructure utilisation, motion-sensor lighting, LED lighting systems, integrated facility management practices, and operational controls designed to align electricity consumption with actual workplace occupancy. These initiatives support lower energy intensity and reduced indirect emissions over time.

The Company also continues to evaluate renewable energy opportunities, including the planned expansion of solar infrastructure, as part of its long-term decarbonisation strategy. Further reductions in emissions are expected through ongoing optimisation of facilities, cleaner infrastructure deployment, and resource-efficiency initiatives across locations.

Total Scope 1 emissions in FY26 were 88.43 tCO<sub>2</sub>e, compared with 102.59 tCO<sub>2</sub>e in FY25, representing a reduction of 13.8% year-on-year.

#### Scope 1:

Scope 1 emissions declined from 102.59 tCO<sub>2</sub>e in FY25 to 88.43 tCO<sub>2</sub>e in FY26, a reduction of 13.8%.

#### Scope 2:

Scope 2 emissions (location-based) remained broadly flat, moving from 1,090.49 tCO<sub>2</sub>e in FY25 to 1,090.75 tCO<sub>2</sub>e in FY26, a marginal increase of 0.26 tCO<sub>2</sub>e despite meaningful expansion in operational floor space across the network.

#### Scope 3:

Scope 3 emissions increased from 985.93 tCO<sub>2</sub>e in FY25 to 3,458.07 tCO<sub>2</sub>e in FY26; the increase reflects the addition of Category 3 (upstream fuel and energy) as a new disclosure category in FY26, a significantly higher capital goods investment programme, and increased business travel in line with the Company's geographic expansion into new international markets – and does not represent a deterioration in operational emissions performance.

#### Details related to waste management by the entity: [GRI 306-1, GRI 306-3, GRI 306-4, GRI 306-5]

Parameter	FY26	FY25
Total waste generated (in metric tons)		
Plastic Waste (A)	0.05	0.08
E-waste (B)	0	0.25
Bio-medical Waste (C)	0	0.00
Construction and Demolition Waste (D)	0	0.00
Battery Waste (E)	0	0.00
Radioactive Waste (F)	0	0.00
Other Hazardous Waste (G)	0	0.04
Other Non-hazardous Waste Generated (H)	14.06	14.06
Total Waste Generated (A+B+C+D+E+F+G+H)	14.51	14.42
Waste Intensity per Rupee of Turnover (Total waste generated / Revenue from operations INR in Cr)	0.003	0.004
Waste Intensity per Rupee of Turnover Adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP US\$ in Cr)	XX	0.074
Waste Intensity in Terms of Physical Output	NA	NA
Waste Intensity (Optional)	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of Waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
<b>Total</b>	<b>-</b>	<b>-</b>

#### Note:

- All the wastes have been disposed of to the local municipal authorities, e-waste with respect to last year have been disposed off by authorized dealers.
- The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF - for India. For the years ended March 31, 2026, and March 31, 2025, it is 20.66 and 22.40, respectively.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such waste.

In FY26, we reaffirmed our commitment to environmental sustainability by completing a comprehensive group-wide e-waste disposal cycle, the most significant in the Company's reporting history, with 12,970 kg (12.97 MT) of electronic waste disposed across group companies through a MPCB-licensed certified recycler, in full compliance with E-Waste (Management) Rules, 2022. Form 6 manifests were obtained for all entities, ensuring complete chain-of-custody documentation.

Our approach continues to focus on minimising environmental harm, conserving natural resources, and reducing the volume of waste sent to landfills. The e-waste management policy supports broader climate goals and advances our journey towards a circular economy, through responsible disposal, recovery of materials, and progressive reduction of electronic waste generation through virtualisation and digital-first infrastructure decisions. Employees across all locations are actively encouraged to adhere to responsible disposal practices, reinforcing our culture of sustainability and environmental stewardship.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required, please specify details in the following format: <sup>[GRI 304-1]</sup>

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
NA			

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
NA					

13. Is the entity compliant with the applicable environmental law/regulations/guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law/ regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
NA				

## Leadership Indicators – P6

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): <sup>[GRI 303-1, GRI 303-3, GRI 303-4]</sup>

Not Applicable

For each facility/plant located in areas of water stress, provide the following information:

(i) Name of the area: NA

(ii) Nature of operations: NA

(iii) Water withdrawal, consumption and discharge in the following format: NA

2. Please provide details of total Scope 3 emissions & its intensity, in the following format <sup>[GRI 305-3, GRI 305-4]</sup>

Parameter	Unit	FY26	FY25	FY24
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	3,275.99	1,876	
Total Scope 3 emissions per rupee of turnover	tCO <sub>2</sub> e/INR in Cr	0.74	0.46	

**3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.** <sup>[GRI 304-2]</sup>

Our core operations are primarily digital and service-based, with no manufacturing or extractive activities. As such, We have no direct physical presence in ecologically sensitive areas and no significant direct impact on biodiversity has been identified in FY26.

Indirect impacts remain minimal, relating principally to energy consumption, electronic waste generation, and supply chain practices. In FY26, these were actively mitigated through the completion of the group-wide e-waste disposal cycle, the progressive transition of network infrastructure to green data centres, SOP-based energy optimisation across campuses, and the extension of ESG expectations across the value chain through the Human Rights Due Diligence supplier survey and Supplier Code of Conduct. We continue to encourage green procurement and are advancing our decarbonisation roadmap towards carbon neutrality.

We remain committed to environmental stewardship and continually assesses its operations and value chain for any potential ecological impact, with preventive measures embedded in its ESG framework to ensure responsible operations across all geographies.

**4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Not Applicable			

**5. Does the entity have a business continuity and disaster management plan?**

Yes. Tanla has a robust Business Continuity Plan (BCP) and Disaster Management Plan (DMP) in place, further strengthened in FY26 through structured preventive maintenance plans linked directly to the BCP across all locations. The BCP ensures uninterrupted delivery of critical services by identifying essential processes, evaluating potential risks, and outlining steps for incident response, recovery, and restoration – leveraging unaffected offices, data centres, and recovery sites for seamless continuity. The DMP encompasses IT disaster recovery, succession planning, data backup, and emergency media management, with response teams activated through a defined escalation matrix. Plans are tested annually and updated to reflect operational changes and emerging risks.

**6. Disclose any significant adverse impact on the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.** <sup>[GRI 308-2]</sup>

No significant adverse environmental impacts arising from our value chain were identified in FY26. Our sustainability approach is guided by the principles of responsible resource use, emissions reduction, and circular economy practices. Environmental considerations are embedded across operations and value chain through the Supplier Code of Conduct, mandatory at vendor onboarding, and the Human Rights Due Diligence supplier survey – now in its third iteration – which extends ESG expectations systematically across value chain partners. Green procurement practices are actively encouraged, and network infrastructure continues to be progressively deployed in green data centres.

**7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.** <sup>[GRI 308-1]</sup>

In FY26, We have not yet conducted a formal environmental impact assessment of our value chain partners based on business value. While all vendors are required to comply with applicable environmental and regulatory standards as a condition of engagement – and ESG expectations are embedded through the Supplier Code of Conduct and Human Rights Due Diligence framework – a structured environmental assessment aligned with GRI 308-1 is currently being developed. We recognise this as a priority area and is actively working towards integrating quantified environmental criteria into vendor selection and periodic review processes, with full implementation targeted in the coming reporting cycle.

**8. How many Green Credits have been generated or procured:**

Green Credits Disclosure	FY26	FY25 Reference
Green Credits generated or procured by Tanla Platforms Limited		
Green Credits by Top 10 VCPs (by purchase value)		
Green Credits by Top 10 VCPs (by sales value)		Nil
Green Credit Programme (GCP) scheme name / registry		

## PRINCIPLE 7: POLICY & REGULATORY ADVOCACY

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.



### Essential Indicators

1a. Number of affiliations with trade and industry chambers/associations. [GRI 2-28]

S. No.	Name of Trade/Industry Chamber or Association	Reach
1	The Federation of Telangana Chambers of Commerce and Industry	State

1b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/affiliated with:

Name of authority	Brief of the case	Corrective action taken
NA	No cases to report	NA

### Leadership Indicators – P7

1. Details of public policy positions advocated by the entity:

S. No.	Policy Advocated	Method	In Public Domain?	Board Review Frequency	Web Link	FY26
Not Applicable						

## PRINCIPLE 8: INCLUSIVE GROWTH

Businesses should promote inclusive growth and equitable development.



### Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year [GRI 413-1].

Not Applicable. We do not require to conduct a Social Impact Assessment under applicable laws. However, all CSR projects undertaken through Tanla Foundation in FY26 are subject to structured monitoring and impact measurement frameworks, with programme-level outcomes tracked and reported to the CSR Committee and Board on a periodic basis.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

Not Applicable. Our operations are entirely digital and office-based, with no land acquisition, displacement, or resettlement activities undertaken in FY26 or prior years.

### 3. Describe the mechanisms to receive and redress grievances of the community. <sup>[GRI 2-25]</sup>

Tanla maintains a structured grievance redressal framework for employees through the SPEAK UP mechanism (speakup@tanla.com), providing a confidential channel for raising concerns related to workplace conduct, ethics, and policy compliance. The framework is supported by a Whistleblower Policy and an Internal Complaints Committee for matters under the Prevention of Sexual Harassment (POSH) Act. Employees are made aware of available redressal channels through induction, policy communications, and periodic training. No unresolved grievances were pending at the close of FY26.

Tanla's community grievance redressal framework is embedded within the operating model of the Tanla Foundation, with implementation partners maintaining regular touchpoints with beneficiaries, community representatives, and local stakeholders across all active programmes – spanning rural education, road safety, sports sponsorship, healthcare, and livelihood initiatives. A digital feedback mechanism enables real-time capture of community inputs across key programmes, and Food Committees and programme-level review mechanisms provide additional structured channels for ongoing feedback. No grievances were reported across any Tanla Foundation programme during FY26.

### 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Parameter	FY26	FY25
Directly sourced from MSMEs/small producers	1.94%	1.99%
Directly from within India	67.99%	71.47%

### 5. Job Creation in Smaller Towns – Wages by Location:

Location	FY26 Wages as % of Total Wage Cost	FY25
Rural	0.09%	-
Semi-urban	-	-
Urban	-	-
Metropolitan	99.91%	-

Note: (Places categorized as per RBI Classification System - Rural/ Semi-urban/ Urban/ Metropolitan). The 0.09% of total wage cost attributed to rural locations reflects compensation paid to Tanla Foundation staff engaged in on-ground programme delivery across rural communities. These employees are deployed directly at programme sites in rural geographies as part of the Company's CSR implementation model. The remaining 99.83% of wage cost is attributable to metropolitan locations, consistent with Tanla's technology business operations being concentrated across Hyderabad, Gurgaon, Chennai, Bengaluru, and Mumbai.

## Leadership Indicators – P8

### 1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Not Applicable

### 2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	FY26 Amount Spent (INR)
1	Telangana	Khammam	9,54,68,640

### 3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)

Yes. While Tanla does not operate a formal preferential procurement policy exclusively targeting marginalised or vulnerable supplier groups, the Company's Responsible Sourcing Policy establishes a structured framework that embeds sustainability, environmental responsibility, and social accountability into every procurement decision.

Tanla applies a differentiated approach based on the nature of procurement. For capital expenditure – including technology infrastructure, servers, and networking equipment – vendor selection is governed primarily by quality, performance standards, energy efficiency ratings, and lifecycle cost, ensuring that the infrastructure deployed supports the Company's longer-term Scope 2 reduction objectives. For operational procurement categories such as branding, marketing collateral, office supplies, and facilities-related services, the Company actively gives preference to vendors who demonstrate measurable environmental responsibility – including use of recycled or sustainably sourced materials, responsible waste disposal practices, and reduced carbon footprint in their operations and supply chains.

Across all categories, every vendor onboarded is required to sign a declaration aligned with Tanla's Supplier Code of Conduct, which sets explicit expectations around environmental compliance, labour standards, human rights, and anti-corruption practices. In FY26, 97% of total procurement spend was with India-based suppliers, and 43% of procurement was directly sourced from MSMEs, reflecting the Company's commitment to supporting the domestic supplier ecosystem. Tanla continues to evaluate opportunities to formalise and deepen its inclusive and sustainable procurement practices as part of its evolving ESG roadmap.

**(b) From which marginalised/vulnerable groups do you procure?**

Not applicable

**(c) What percentage of total procurement (by value) does it constitute?**

Not applicable

**4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity, based on traditional knowledge.**

Tanla's intellectual property portfolio, comprising patents, proprietary algorithms, and platform innovations across Wisely.ai, Trubloq, Wisely ATP, and other products, is entirely technology-driven and does not involve or derive from traditional knowledge.

We hold 8+ patents granted and filed 12 provisional patent applications, all relating to digital communications, AI, and blockchain technology. A significant portion of this IP is directed at protecting citizens and enterprises from spam, scam, and fraudulent communications at network scale. Trubloq, India's only blockchain-based commercial communications regulatory platform, processes billions of messages and calls, enabling telecom operators and regulators to authenticate sender identity, enforce consent frameworks, and block unsolicited or malicious traffic in real time. Wisely.ai and Wisely ATP extend this capability into AI-driven threat detection, identifying and neutralising phishing attempts, smishing attacks, and fraudulent transaction alerts before they reach end users. The societal benefit derived from this IP is therefore not limited to commercial value creation – it extends to the protection of millions of individuals from financial fraud and digital deception, contributing directly to the integrity and trustworthiness of India's digital communications infrastructure.

**5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

Not Applicable. Tanla has not been subject to any adverse orders or disputes relating to intellectual property involving traditional knowledge in FY26 or prior reporting periods.

**6. CSR Project Beneficiaries** <sup>[GRI 413-1]</sup>

S. No.	CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	PILLARS (Project for Improvement of Learning Levels through Academic & Other Support in Rural Schools)	363	51%
2	Rural Health Center (RHC)	2,784	55%
3	Support towards low-income group students	3	67%
4	Sponsorship support towards students at IITM	15	40%
5	Skill training in Data Science & AI	100	35%
6	Sankranthi Utsavam	850	47%
7	Cyberabad Traffic Pulse	31,248	20%

**PRINCIPLE 9: CONSUMER RESPONSIBILITY**

**Businesses should engage with and provide value to their consumers in a responsible manner.**



## Essential Indicators

### 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback. <sup>[GRI 2-25, GRI 2-29]</sup>

Tanla has a well-structured system to receive, monitor, and respond to consumer complaints and feedback regarding the delivery of its services. In FY26, this framework was further strengthened through expanded customer engagement mechanisms and enhanced response protocols.

Modes of communication include emails, telephone calls, WhatsApp messages, CSAT surveys, NPS surveys, and dedicated Quarterly Business Reviews (QBRs) conducted by the Technical Account Manager (TAM) and Customer Success (CS) teams. Top customers are assigned dedicated SPOCs from the TAM and CS teams, ensuring personalised and proactive engagement. Priority support is extended to selected top customers for faster resolution and superior engagement. An effective ticketing mechanism tracks all customer issues, enabling timely and transparent resolution with regular status updates communicated to customers throughout the process. In FY26, We achieved a CSAT score of 76 and an NPS score of 65.

Additionally, the SPEAKUP mechanism ([speakup@tanla.com](mailto:speakup@tanla.com)) provides customers, partners, and stakeholders with a confidential and independent channel to raise concerns relating to ethical conduct, data privacy, or service-related grievances, ensuring these are escalated and resolved with full confidentiality and without fear of retaliation.

In line with our commitment to open and responsible practices, dealings with government and law enforcement agencies regarding inquiries for customer data are disclosed transparently. In FY26, 30 requests for customer information were received from government or law enforcement agencies. Each inquiry is meticulously evaluated to confirm its adherence to legal standards and internal guidelines, balancing customers' privacy rights with applicable legal and regulatory obligations. 96.7% of these requests resulted in the disclosure of information.

### 2. Turnover of products and/ services as a percentage of turnover from all products/ service that carry information about. <sup>[GRI 417-1]</sup>

[GRI 417-1]

Category	As the percentage of total turnover
Environmental and Social Parameters Relevant to the Product	100%  Tanla's AI-native platforms and digital communications services inherently support dematerialisation – replacing traditional, paper-based communication modes with secure, scalable digital interactions. In FY26, 100% of Tanla's services support digital transformation for clients, contributing positively to social and environmental outcomes including accessibility, energy efficiency, and reduced physical resource consumption.  Wisely.ai and Trubloq further advance safe, trustworthy digital communications with direct positive social impact – safeguarding over 210 million consumers from scam and phishing threats. The ESG team reviews these attributes as part of product and platform evaluations; however, a monetary segmentation by ESG parameters is not yet applied.
Safe and Responsible Usage	100%  Data privacy, cybersecurity, and regulatory compliance are foundational to all of Tanla's products and services. In FY26, this includes ISO 27001, SOC 2 Type 2, GDPR, DPDPA, and CMMI Level 3 certifications, alongside a Secure Software Development Lifecycle (SSDLC) embedded across all platform development processes.  Features such as secure message routing, consent-based communication via Trubloq, AI-driven threat detection through Wisely ATP, and ethical AI governance are standard across all platforms. As these safeguards are built into every solution, 100% of Tanla's turnover is derived from offerings that promote safe and responsible usage.
Recycling and / or Safe Disposal	0%  As an AI-native, platform-based company with minimal physical product output, we have negligible involvement in material recycling or disposal processes as a revenue-generating activity. However, in FY26, Tanla completed a comprehensive group-wide e-waste disposal cycle – with 13,590 KG (13.59 MT) disposed through a MPCB-licensed certified recycler in full compliance with E-Waste (Management) Rules, 2022. Since this is not a revenue-generating activity, 0% of turnover is attributable to recycling and/or safe disposal.

### 3. Number of consumer complaints in respect of the following: [GRI 417-3]:

Category	FY26			FY25		
	Received	Pending	Remarks	Received	Pending	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of Essential Services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other	0	0	NA	0	0	NA

### 4. Details of instances of product recalls on account of safety issues. [GRI 416-2]

Not Applicable. Tanla's offerings are entirely digital and platform-based. No product recalls were undertaken in FY26.

### 5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) [GRI 2-23]

Yes. Information security and data privacy are foundational to our operations. In FY26, we maintained a comprehensive security and compliance framework spanning multiple geographies, sectors, and regulatory requirements – including an Information Security Management System (ISMS), Privacy Framework, and an Enterprise Risk Management (ERM) approach to identify, assess, and mitigate cybersecurity and data privacy risks.

Tanla is compliant with ISO 27001, ISO 20000, ISO 31000, CMMI Level 3, ISO 9001, ISO 22301, GDPR, and DPDPA. The ISMS ensures continuous improvement through established security practices, while the ERM framework enables proactive risk identification and mitigation. In FY26, we maintained a SecurityScorecard rating of 92 (A-grade), reflecting the strength of its security posture relative to industry peers.

This framework applies to all employees and users of Tanla's information processing facilities. The CEO and senior management are responsible for overseeing policy implementation and ensuring its effective communication across the organisation.

Privacy policy: <https://www.tanla.com/privacy-policy>

### 6. Corrective actions on advertising, cyber security, data privacy, product recalls, or regulatory penalties.

Not Applicable. No corrective actions were required in FY26. There were no incidents relating to advertising compliance, cybersecurity breaches, data privacy violations, product recalls, or regulatory penalties during the reporting period.

### 7. Data Breaches. [GRI 418-1]

Parameter	FY26	FY25
Number of instances of data breaches	0	0
% of breaches involving personally identifiable information (PII) of customers	0%	0%
Impact of data breaches	NA	NA

## Leadership Indicators – P9

### 1. Channels/platforms where information on products and services can be accessed.<sup>[GRI 2-6]</sup>

[www.tanla.com](http://www.tanla.com) | [www.wisely.ai](http://www.wisely.ai) | [www.trubloq.com](http://www.trubloq.com)

### 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

[GRI 417, GRI 3-3]

Our operates as a B2B platform provider serving enterprises and telecom operators, whose communication is managed by Tanla's customers. Accordingly, Tanla's approach focuses on equipping its direct customers to operate responsibly. Every customer is assigned a dedicated Account Manager who informs them on responsible usage during onboarding, covering regulatory compliance, consent management, and platform safeguards. Account Managers also conduct timely, two-directional review meetings, ensuring continuous feedback and alignment as regulations evolve. NPS and CSAT feedback is systematically relayed to internal teams to continuously refine safety, compliance, and usability practices.

### 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

In FY26, customers are proactively informed of any potential risk of disruption or discontinuation of essential services at the earliest stage through predefined communication protocols embedded in client engagement frameworks. Dedicated TAM and Customer Success SPOCs ensure real-time, personalised communication with enterprise accounts. Tanla's robust BCP and DMP, tested annually, ensure that service continuity is maintained and any disruption is contained and resolved rapidly with minimum customer impact.

### 4. Does the entity display product information over and above what is mandated? Consumer satisfaction surveys conducted?<sup>[GRI 417-1]</sup>

Yes. All service-related information is comprehensively captured through formal legal agreements executed with each customer, in line with applicable regulatory requirements. In FY26, Tanla exceeded minimum disclosure requirements by proactively communicating security features, data handling practices, consent management protocols, and regulatory compliance obligations as part of standard onboarding and ongoing engagement.

We conduct bi-annual NPS surveys and continuous CSAT surveys, initiated against every resolved ticket, to assess customer satisfaction across major services and key operational touchpoints. In FY26, Tanla achieved an NPS of 65 (target: 55) and a CSAT of 84% (target: 80%), reflecting strong and improving customer satisfaction across the group. These surveys inform ongoing improvements in service delivery and customer experience.