

ESG

Factsheet FY25



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Reporting Boundary:

The disclosures cover all activities and operations included in Tanla’s Integrated Report for FY25 (including non-financial reporting), representing more than 90% of the revenue of the company.



Corporate Governance

1. Target share for Independent Directors:

In compliance with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, our company—where the CEO also holds the position of Chairman—is required to ensure that at least 50% of the Board of Directors comprises independent directors. We have not only met this requirement but exceeded it, thereby reinforcing our commitment to corporate governance. Additionally, to further enhance the independent functioning of the Board, we have appointed a Lead Independent Director.

2. Shareholder approval required for changes in bylaw:

Any amendment to the company’s bylaws requires prior approval from shareholders. Such changes must be passed through a special resolution at a general meeting, as prescribed under the Companies Act, 2013 and SEBI regulations. This ensures transparency and alignment with stakeholder interests

3. Limitation to directors’ liabilities:

Provisions exist regarding directors’ personal liability to the extent allowed by applicable state law. These provisions provide protection when directors act in good faith and within the scope of their fiduciary duties and statutory responsibilities, provided their actions are aligned with the company’s best interests.

4. CEO Succession plan:

We have an established CEO succession plan that has been formally approved by the Board, ensuring leadership continuity and organizational resilience as part of our long-term governance strategy.

5. Management Ownership

	Name	Num of Shares	Share price at 31st Mar 2025	Share holding	Base salary	Ownership
CEO	Mr. Uday Kumar Reddy	2,92,39,225	480.45	14,04,79,85,651	2,52,57,360	556.19
Other Executives	Mr. Deepak Goyal*	2,634,010	480.45	1,26,55,10,105	3,50,41,974	36.11
	Ms. Seshanuradha Chava	135,289	480.45	6,49,99,600	9,010,200	7.21
Average Management Ownership of other executives						21.66

* Mr. Deepak Goyal, is also the CEO of Karix Mobile Private Limited (Karix-wholly owned subsidiary of the Company) and draws salary from Karix.

6. ESG Governance Oversight:

The Company has established an executive-level ESG Council (the “Committee”) that formalizes oversight of key environmental, social, and governance (ESG) matters. The Council comprises three members—one Independent Director, one Non-Executive Director, and one Executive Director—ensuring balanced representation and strategic depth in its deliberations. As the designated ESG oversight committee, the Council guides the Company in effectively managing material ESG parameters across operations and strategy. Oversight of ESG-related risks is further supported by the Chief Risk Officer (CRO), reinforcing a robust governance framework for sustainability integration and risk stewardship.



Materiality Assessment:

Materiality analysis is conducted once in 3 years, with material topics identified through engagement across internal and external stakeholder groups including employees, customers, investors, regulators, industry peers, and community representatives, supported by in-depth research and comprehensive benchmarking. To ensure its continued relevance in a dynamic business environment, the resulting framework has been embedded within our Enterprise Risk Management (ERM) system, directly informing performance indicators and sustainability disclosures. Our materiality assessment is reviewed and approved by the company's senior management.

1. Material issues and metrics for enterprise value creation

Material Issue	Climate change	Labour practices, D&I	Health and safety
Business Case	At Tanla, we are committed to measuring and reducing greenhouse gas emissions in line with the 1.5°C global warming target outlined by the Paris Agreement. Addressing climate change is not only a corporate responsibility but a strategic business imperative that directly impacts our cost structure and operational risks, as we are committed to achieving net carbon neutrality by 2030. We actively support the transition to a low-carbon economy by embracing energy-efficient technologies and innovative solutions. Through a sustainability-focused mindset and forward-thinking strategies, we aim to contribute meaningfully to global efforts in combating the challenges posed by climate change.	At Tanla, we recognize that workforce diversity fosters richer perspectives, strengthens our capacity to understand and respond to the varied needs of our customers, and serves as a catalyst for sustained success across our business.	At Tanla, our guiding principle is to place our people at the heart of everything we do. We believe that the happiness and well-being of our employees are vital not only to cultivating a positive and thriving workplace culture, but also to ensuring the seamless and effective operation of our business. By nurturing a supportive and engaged workforce, we lay the foundation for organizational excellence and long-term success.
Business Impact	Risk	Risk	Risk
Business Strategies	We have developed a strategic framework called RRR—'Reduce, Review & Restore'—to guide our sustainability efforts. This initiative focuses on minimizing consumption and emissions by rigorously analysing usage patterns, transitioning to renewable energy sources, and implementing carbon offset measures such as tree plantation. Through these integrated actions, we strive to restore environmental equilibrium and advance our commitment to climate stewardship.	To translate our commitment to diversity into action, we continue to build a workforce that mirrors the broad spectrum of backgrounds, experiences, and talents present in society. Through progressive integration of diversity and inclusion principles into our hiring practices, we have fostered a more inclusive and equitable work environment. By welcoming individuals from diverse cultural, ethnic, and social backgrounds, we harness unique perspectives and capabilities that drive innovation and accelerate our collective success.	At Tanla, we believe that happy and healthy employees cultivate a happy and healthy workspace. We recognize that sustainable growth is achievable only when our people and those around them are supported in leading healthy lifestyles within a nurturing work environment. Employee well-being has long been a foundation of our organizational success. A workforce that is mentally, physically, and emotionally well is not only more engaged and productive, but also instrumental in fostering a vibrant workplace culture. To reinforce this commitment, we have implemented a range of wellness initiatives including yoga sessions, workplace safety trainings, and sports programs, all aimed at enhancing holistic health and encouraging a balanced professional life.

Target metric	We are dedicated to advancing resource efficiency and contributing to a cleaner, greener future. Our climate strategy focuses on the absolute reduction of greenhouse gas emissions by at least 1% year-on-year, supported by a targeted shift toward renewable energy sources and operational improvements. While we continue to implement effective carbon management practices, we strive to achieve net-zero emissions by 2050, reinforcing our commitment to long-term environmental stewardship.	Aligned with our commitment to fostering diversity and equality, we have established clear goals to enhance female representation across our organization—targeting 25% women in the overall workforce and 20% in top management roles by 2025.	Our target is to maintain zero incidents year-over-year in occupational health and safety.
Target Year	2050	2030	2026
Progress	Total Scope 1 and Scope 2 emissions tCO2e 103.26 & 1029	As of the current reporting period, women represent 20.26% of the company's workforce, reflecting ongoing efforts towards gender diversity and inclusion.	Zero incidents in the reporting year.
Executive compensation		Relevant executives have Key Responsibility Areas (KRAs) that are directly tied to tracking and improving gender-based hiring metrics. This alignment ensures accountability and reinforces the organization's commitment to advancing inclusive workplace practices through performance-linked incentives.	Relevant executives have KRAs that include safety performance indicators such as reduction in incident rates, adherence to safety protocols, and implementation of proactive safety measures. This alignment ensures accountability and reinforces the organization's commitment to maintaining a safe and compliant work environment.



2. Material issues and metrics for enterprise value creation

Material issues for External Stakeholders	Customer Privacy	Customer Relationship
Cause of the impact	Business Value Chain responsible for external impact: <ul style="list-style-type: none"> • Operations • Products/Services • Supply Chain Business activity Coverage: >50%	Business Value Chain responsible for external impact: <ul style="list-style-type: none"> • Operations • Products/Services • Supply Chain Business activity Coverage: >50%
External stakeholders impact areas evaluated	<ul style="list-style-type: none"> • Environment • Society • Consumers/end-users • External employees (e.g. supply chain, contractors) 	<ul style="list-style-type: none"> • Environment • Society • Consumers/end-users • External employees (e.g. supply chain, contractors)
Topic Relevance on External Stakeholders	In today's interconnected digital landscape, where personal data is continuously collected and processed, safeguarding customer privacy stands as both an ethical imperative and a key component of corporate responsibility. Ensuring the protection of sensitive information upholds individual rights and dignity, while reinforcing trust across the broader digital ecosystem. Type of Impact: Positive	Effective customer relationship management plays a pivotal role in advancing societal and environmental outcomes, especially during materiality assessments. By nurturing strong connections with customers, we gain deeper insights into their evolving needs and preferences, enabling us to deliver customized solutions that optimize resource use and minimize environmental impact. This approach not only reduces waste and lowers our carbon footprint but also fosters customer loyalty, diminishing the demand for resource-intensive acquisition efforts. A loyal customer base enhances business stability and scalability, while our reputation for customer-centricity attracts ethically conscious stakeholders—reinforcing our commitment to sustainable growth. Type of Impact: Positive
Output Metric	Breaches involving customer data to achieve CSAT score more than FY25	As part of our commitment to continuous improvement and stakeholder satisfaction, we set a target of achieving a 10% year-on-year increment. In line with this, we attained a customer satisfaction score of 76%, reflecting our focus on service excellence and responsiveness to client needs.
Impact Valuation and Metric	We prioritize safeguarding end-users from fraud and phishing threats by upholding a zero-tolerance approach to customer data breaches, ensuring the highest standards of information security and digital trust.	As part of our commitment to continuous improvement and stakeholder satisfaction, we set a target of achieving a 10% year-on-year increment. In line with this, we attained a customer satisfaction score of 76%, reflecting our focus on service excellence and responsiveness to client needs.



Risk Management:

We continue to strengthen our risk culture through the integration of innovative financial incentives tied to Key Performance Indicators (KPIs) that embed risk management metrics. These KPIs are actively monitored by our leadership and directly influence performance assessments, ensuring alignment between individual and team contributions and risk-aware decision-making.

Our internal audit function provides independent assurance on the effectiveness of our risk management and compliance processes. Risk exposures are reviewed annually, and the Audit Committee has

conducted focused audits annually to evaluate the robustness of our risk management framework. Regular risk management education for non-executive directors is facilitated through structured updates and briefings. While formal training sessions are primarily conducted for members of the Risk Management Committee, key insights and learnings from these sessions are regularly shared with the Board, including non-executive directors, ensuring they remain informed and engaged on critical risk-related matters. As part of their onboarding, non-executive directors undergo a dedicated induction module that covers core principles of risk management, mitigation strategies, and benchmarking practices. This ensures alignment with our enterprise-wide risk philosophy from the outset of their tenure.

To reinforce this commitment, the Risk Management Committee submits an annual report to the Board, detailing the effectiveness of risk identification, assessment, and mitigation processes across the organization. Front-line employees and dedicated operational roles play a crucial part in this framework, actively identifying and managing risks within their domains. Their insights and proactive measures contribute significantly to our overall risk management strategy. This structured engagement ensures that risk oversight remains a shared responsibility and is embedded into strategic decision-making at the highest level.



Information Security Governance:

The Risk Committee is entrusted with strategic oversight of information security, ensuring comprehensive governance and proactive risk management oversight and enforcement of compliance are led by the Chief Information Security Officer (CISO), who ensures continuous alignment with industry standards and organizational preparedness. As part of our proactive security measures, Tanla has conducted Vulnerability Assessment and Penetration Testing (VAPT) in 2025 and continues to conduct VAPT annually to identify and mitigate potential threats. Additionally, regular internal audits of the IT infrastructure and information security management systems are performed to assess their effectiveness and identify areas for improvement. This integrated governance framework reinforces our commitment to data integrity, cybersecurity resilience, and responsible digital operations.



Ethical Leadership and Non-Political Engagement:

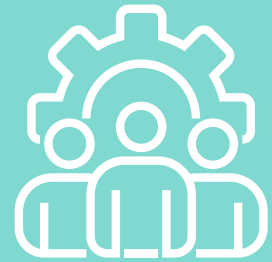
Throughout the reporting period, Tanla maintained a strict policy of non-engagement in political activities. Over the past four years, we have not directed any financial or non-financial resources toward political campaigns, organizations, lobbyists, lobbying groups, trade associations, or other tax-exempt entities. This reflects our unwavering commitment to impartiality, ethical governance, and the avoidance of potential conflicts of interest.



Environmental Management Systems

We have implemented comprehensive Environmental Management Systems (EMS) across all our operations, which are regularly verified by our in-house environmental specialists. These internal audits are conducted using globally recognized best practices and standards (RC 14001) to ensure consistency, compliance, and continuous improvement in our environmental performance.

This structured approach reflects our commitment to environmental stewardship and supports our broader sustainability objectives by embedding accountability and excellence into our operational processes.



Energy Management Systems:

We have undertaken internal energy assessments to evaluate consumption patterns and identify efficiency opportunities across our operations. Based on these insights, we established quantified energy-saving targets and invested in research and innovation, most notably through the design of our LEED-compliant Innovation & Experience Centre to enhance long-term energy efficiency. As part of our clean energy transition strategy, we deployed solar power systems at appropriate sites and currently operate two solar panels, with plans to install a third at our Gurgaon (ValueFirst) office, further expanding our renewable energy footprint. Additionally, we conduct regular energy efficiency training to foster awareness and empower employees to actively contribute to energy conservation efforts. Additionally, 100% of our environmental management systems undergo internal verification conducted by qualified company specialists, ensuring compliance with established standards and continuous improvement in environmental performance.



Waste Management Systems:

We continue to advance our commitment to responsible waste management through targeted action plans focused on minimizing waste generation and maximizing landfill diversion. Comprehensive waste audits are conducted to identify performance improvement opportunities, supported by quantified reduction targets and strict adherence to disposal protocols, ensuring 100% of waste is managed through authorized vendors. E-waste and incidental office waste are channelled to certified recyclers in full compliance with environmental regulations. We have implemented waste reduction training to heighten employee awareness and encourage sustainable workplace practices. As part of our zero waste-to-landfill ambition and digital-first approach, individual wastepaper baskets have been removed to discourage unnecessary printing. These collective efforts align with our broader sustainability objectives, including our transition toward carbon neutrality and the creation of a more resource-efficient operational footprint.



Water Management Programs:

We have conducted comprehensive water use assessments to identify opportunities for enhancing efficiency across our office locations. In alignment with our targets to reduce water consumption, we achieved a 2% year-on-year reduction in water intensity by implementing water-efficient fixtures and promoting the reuse of treated water for landscaping purposes. The commissioning of Sewage Treatment Plants (STPs) at our office locations has significantly enhanced our capacity to recycle wastewater, thereby lowering reliance on municipal sources. Treated water is reused on-site (excluding human consumption), further supporting our sustainable water management goals. To foster a culture of environmental stewardship, we provide regular awareness training to employees focused on water efficiency and responsible usage practices.



Climate-Related Management Incentives:

The Administration Business Unit Managers and their teams have KRAs focused on implementing energy-efficient systems, optimizing resource usage, and maintaining sustainable facilities. The ESG Business Unit Managers and their teams are responsible for driving sustainability initiatives, ensuring regulatory compliance, and managing environmental reporting and disclosures.

6. TCFD Report

We conducted a climate risk assessment during FY24. For comprehensive insights, please refer to the detailed analysis in the [tcf-report-2024.pdf](#)

Pillar	Description	Location
Governance	a) Describe the board's oversight of climate related risks and opportunities.	TCFD Report
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	
Strategy	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	TCFD Report
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	
Risk Management	a) Describe the organization's processes for identifying and assessing climate-related risks.	TCFD Report
	b) Describe the organization's processes for managing climate-related risks.	
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	
Metrics & Targets	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Factsheet
	b) Disclose Scope 1, Scope 2, and if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	

Whistleblower Mechanism:

To foster a culture of integrity and ethical accountability, the Company ensures that employees are regularly sensitized on the whistleblowing mechanism.



Internal Mobility:

We are committed to promoting internal mobility within our organization, as evidenced by the fact that 7% of open positions were filled by internal candidates. This reflects our dedication to developing and retaining talent from within, ensuring that our employees have opportunities for growth and advancement while leveraging their existing knowledge and experience to contribute to our success.



Labour Practices Commitment:

Tanla is committed to upholding responsible labor practices across its entire ecosystem which includes employees, contractors, partners, and operational teams, ensuring dignity, fairness, and equity for all. We guarantee the payment of living wages that meet or exceed cost-of-living benchmarks, supporting a dignified standard of living. Our workforce policies are designed to prevent excessive working hours, with clearly defined maximum limits and proactive measures to avoid or reduce overtime. We uphold equal remuneration for men and women, supported by regular monitoring and analysis to close any gender pay gaps. Individuals are entitled to paid annual leave, and we actively encourage its utilization to promote well-being and work-life balance. We also maintain transparent and respectful procedures, including minimum consultation or notice periods prior to any termination, to ensure employment transitions are handled with fairness and accountability.





Diversity & Inclusion In Workplace:

In our commitment to fostering an inclusive and diverse workplace, we continuously monitor and report on the gender composition of our workforce across various departments. This section highlights the representation of female employees in key areas of our organization, reflecting our ongoing efforts to promote gender equality and empower women in the workplace.

As part of our sustainability initiatives, we are proud to report on the representation of female employees within our organization. In the Revenue Generation department, women constitute **30.34%** of the workforce, demonstrating our commitment to gender diversity in critical business functions. In STEM roles, women currently represent **17.71%** of our workforce. This highlights a valuable opportunity for us to further strengthen gender diversity by attracting and retaining more female talent. These figures reinforce the importance of our ongoing initiatives aimed at promoting gender equality and creating a more inclusive environment for all employees. As of FY25, our junior, middle and senior management positions are predominantly held by Indian nationals (99.39%), reflecting our strong domestic leadership base and commitment to nurturing local talent. The remaining representation includes Egypt (0.21%), Bulgaria (0.20%) and other nationalities (0.20%).



Employee Turnover Analysis:

In this section, we provide a comprehensive overview of total employee turnover within our organization, complementing our reporting on voluntary turnover categorized by age, gender, and management levels. Understanding total turnover is essential for evaluating our overall workforce stability and identifying potential areas for improvement. The following tables present detailed insights into turnover rates across various demographics, enabling us to assess trends and implement effective strategies to enhance employee retention and foster a positive workplace culture.

Total Employee Turnover Rate – By Gender

Gender	HC	Overall	%
Male	241	786	30.68%
Female	93	207	44.93%

Total Employee Turnover Rate – By Age Group

By Age Group	HC	Overall	%
Less than 30 years	158	353	44.76%
Between 30-50 years	172	606	28.41%
More than 50 years	4	34	11.76%

Total Employee Turnover Rate – By Management Level

By Management level	HC	Overall	%
Senior Management	9	36	25.35%
Middle Management	95	336	28.32%
Junior Management	106	304	34.87%
Others	124	318	39.06%



Human Rights Mitigation & Remediation:

We have instituted a robust and proactive framework to identify, assess, and mitigate human rights risks across our operations. This reflects our deep commitment to ethical business practices and sustainability. This includes risk identification in new business relations such as mergers, acquisitions, and joint ventures. Any newly added operations will also fall within the scope of this framework.

As of the current reporting year, no human rights cases have been reported across any of our operational sites. This outcome is a direct result of our vigilant monitoring and proactive risk management strategies. In the previous fiscal year, we successfully identified and mitigated a significant human rights

risk through targeted remediation actions, including enhanced preparedness and focused awareness initiatives. These efforts have significantly reduced the likelihood of future risks and potential violations.

Our framework is designed to respond swiftly and effectively to any emerging concerns, ensuring that human rights are respected and upheld throughout our value chain. We conduct systematic and periodic reviews of our risk mapping to ensure relevance and responsiveness to emerging issues. This helps us refine mitigation strategies and uphold our commitment to responsible business conduct. Key initiatives under this framework include:

Inclusive Recruitment: We maintain non-discriminatory hiring practices, with a focus on accessibility and inclusivity for differently-abled individuals. This includes accessible job descriptions, inclusive interview processes, and supportive onboarding.

Transparent Appraisals: Performance reviews are conducted quarterly and aligned with Key Result Areas (KRAs). Townhalls, awareness campaigns, and continuous manager training ensure employees understand the evaluation process and feel empowered to provide feedback.

Awareness Campaigns: We have launched targeted internal communications to improve employee awareness of available benefits. These include email updates, intranet posts, and integration of benefit information into onboarding.

Health and Wellness Programs: Our wellness initiatives include access to medical consultations, nutrition support, and workshops. Managers are trained to support employee well-being, and regular updates on maternity benefits are shared. Feedback is actively gathered to enhance offerings.

SpeakUp Integration: As part of our induction process, employees are introduced to our SpeakUp – Single Window Redressal Mechanism, ensuring they are aware from day one of our commitment to transparency, ethical conduct, and responsive grievance handling.





Long-Term Incentive Plan:

Our Long-Term Incentive Plan (LTIP) is designed to recognize and reward key employees particularly Vice Presidents who play a critical role in advancing the company's strategic agenda. Under this program, eligible leaders are granted Restricted Stock Units (RSUs) in recognition of their impactful contributions to core initiatives and overall business performance.

Performance is assessed over a multi-year period, typically two years or more, with RSUs

granted based on sustained achievement across defined metrics. These include customer satisfaction, product quality, and the integration of sustainable technologies, highlighting our commitment to ESG excellence. A structured vesting schedule further supports employee retention and continuity. As of FY25, 5% of our workforce is enrolled in the LTIP, demonstrating our strategic focus on recognizing high-potential talent and reinforcing performance-driven growth.



Performance Appraisal System:

Tanla's performance appraisal framework leverages diverse methodologies to ensure transparency, meritocracy, and continuous development. Through Management by Objectives, employee goals are strongly aligned with business priorities, fostering individual accountability and strategic focus. The Multidimensional Performance Appraisal approach incorporates insights from peers, supervisors, and cross-functional partners to build a balanced and comprehensive view of performance. Team-based appraisals promote collaborative success by assessing collective achievements while recognizing

individual contributions within group outcomes. Meanwhile, agile conversations encourage continuous, real-time feedback and goal recalibration, driving adaptability and learning agility. This multi-tiered evaluation process enhances fairness, minimizes bias, and celebrates high performers. In line with Tanla's merit-driven culture, fast-track promotions are facilitated to accelerate the career growth of top talent. Notably, in FY25, 100% of eligible employees participated in the annual appraisal cycle, reaffirming our commitment to inclusive performance management.



Employee Benefits:

Sports: Inspired by the Indian Premier League (IPL), our Cricket tournament, Tanla Premier League (TPL), was held across all our offices as part of our Mind Over Matter mental wellness campaign. The tournament strengthens team spirit and camaraderie while encouraging a healthy competitive spirit among employees. Beyond the game, such activities promote fitness, support mental well-being, reduce stress, and deepen interpersonal relationships, creating a more cohesive and motivated workforce.

Utilization of paid annual leave entitlements is tracked and encouraged to foster employee well-being and rest. Employees are provided the option to work from home and access flexible working hours, promoting greater autonomy in how they manage their schedules. By enabling occasional remote work, the organization supports a healthier work-life balance and overall employee well-being.

Over the past four years, the organization has not engaged with any trade unions, nor

has it made financial contributions to trade associations or tax-exempt groups. This reflects our current operational structure and stakeholder engagement approach. Also, we conduct regular training sessions for all employees focused on building financial discipline, understanding various financial instruments, and developing smart saving habits. These programs are designed to equip individuals with the knowledge and confidence to make informed financial decisions, helping them plan effectively for long-term goals, including a secure and fulfilling retirement.

We recognize the importance of work-life balance and offer flexible working arrangements to support our employees' diverse needs. Flexible working hours are available across teams, and work-from-home options are considered on a case-by-case basis, ensuring both individual well-being and business continuity. This approach reflects our commitment to fostering a supportive and adaptable work environment.

While we remain committed to our long-term goal of achieving 25% women's representation in our workforce by 2030, we are setting an interim goal to increase women's representation by approximately

12% YoY (year-on-year) from the FY25 baseline, reinforcing our focus on building a more diverse and inclusive workplace.



Employee Development Learning Methods:

Our organization is committed to fostering employee development through a variety of structured programs designed to enhance skills and prepare employees for future challenges. We offer a range of learning methods for employee development, both internally and externally, to enhance skills and foster professional growth. One prominent approach is through coaching and mentorship, where experienced employees provide guidance and support to their team members, facilitating personal and career development. Additionally, we emphasize the importance of teams and networks, such as Employee Resource Groups, which allow employees to engage with both internal and external trainers. Learning through these collaborative networks encourages individuals to connect with others beyond their day-to-day roles, participating in professional networks and interactions with customers and suppliers.

Key offerings include a Leadership Development Program, which equips emerging leaders with the necessary skills to guide teams effectively, and Cultural Education initiatives that promote understanding and appreciation of diverse backgrounds within the workplace. We also provide Transition Programs for retiring employees, ensuring they have the support needed during significant career changes. We also conducted a Managerial Excellence Program for 120 managers, strengthening decision-making, goal setting, and team alignment. This initiative led to an employee satisfaction score of 95.4 through improved engagement and performance management.

A notable highlight is our Digital Transition Program, which includes comprehensive AI/ML training aimed at enabling all participants to effectively leverage artificial intelligence

and machine learning in their daily work. With an attendance of 268, this training focused on practical applications such as sales optimization, HR automation, and customer analytics, empowering teams to design predictive models and automate decisions. The program has positively impacted various teams, enhancing dashboard preparation and refining sales pitches through the effective use of AI tools like Co-Pilot and ChatGPT.

Moreover, our Constructive Feedback Program for all People Managers, attended by 129 managers, addressed challenges in delivering timely and actionable feedback, fostering a culture of continuous improvement. This initiative has led to more engaged teams and improved performance evaluations.

We also offer specialized training sessions, such as Golang Training for the Engineering, Product, and QA teams, which has enhanced coding efficiency and collaboration, and Redis Cluster Training for the Engineering Ops team, improving data management capabilities. Other programs, like SolarWinds Training and Spark Training for the Systems Engineering and Data Science teams, have strengthened system monitoring and real-time data processing skills, respectively. Importantly, these training programs are conducted for both contractual employees and the company's own workforce, ensuring that all team members have access to valuable development opportunities.

By leveraging these diverse learning methods and programs, we aim to cultivate a culture of continuous learning and development within our organization, ensuring our employees are well-equipped to meet the evolving demands of the industry.



Employee Engagement Score:

In FY25, our employee engagement score remained steady at **7.3**, consistent with FY24. This reflects our sustained efforts in fostering a positive and inclusive workplace culture. Notably, **82.38% of employees** were identified as **engaged or actively engaged**, highlighting the effectiveness of our people-centric initiatives and our commitment to employee well-being and organizational resilience.



Privacy Policy:

Our privacy policy enforces a zero-tolerance stance on breaches, ensuring that any violation is met with swift and decisive action to protect our stakeholders' data. Our Customer Privacy Policy is available at [TERMS AND CONDITIONS \(trublog.com\)](#)



Customer Privacy and Ethical Data Practices:

As part of our commitment to responsible and sustainable business practices, we maintain full transparency in our interactions with government and law enforcement agencies regarding customer data inquiries. In the previous fiscal year, we received 57 formal requests for customer information. Each request was rigorously assessed to ensure compliance with legal standards and our internal privacy protocols. Ultimately, 100% of these requests resulted in the disclosure of data, strictly in accordance with applicable laws.

We uphold the highest standards of data stewardship, prioritizing the privacy and trust of our customers. Our data management policies strictly prohibit the repurposing of customer data for secondary objectives, and we can confirm that none of our customers' data is repurposed for secondary objectives, reinforcing our ethical stance on data usage. This approach reflects our broader sustainability goals, which include safeguarding stakeholder interests and fostering long-term trust.

Our zero-tolerance policy on data breaches ensures that any violation is addressed with immediate and decisive action. We remain committed to protecting customer privacy through robust governance and continuous improvement of our privacy frameworks. For more information, our Customer Privacy Policy is publicly available at [TERMS AND CONDITIONS \(trublog.com\)](#).





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