

**ADDVERB**

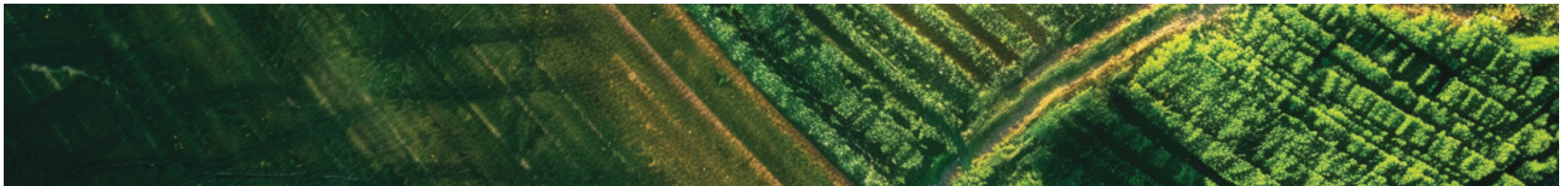
# Technological Ecology



Sustainability Report **FY 2024-25**

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# Message from the Leadership

## Dear Stakeholders,

I am delighted to present Addverb's second Sustainability Report for FY 2024-25. At Addverb, we are consistently pushing the boundaries of what is possible within the domain of robotics and automation to help our clients' businesses become more agile, efficient, and sustainable. Customer centricity is the central principle underpinning our product development efforts, where we deliver not just solutions but create meaningful, lasting connections befitting their unique needs.

Our intelligent warehouse automation solutions, powered by advanced software and robotics algorithms, are designed to optimise energy use, reduce waste, and create long-term value for customers, communities, and the planet. We treat Sustainability as an integral part of both our business offerings and our organisational processes. FY 2024-25 has been a year of strong progress on that front, while also achieving our strategic business goals.

One of the major steps we took to enhance our sustainability commitment is forming the Sustainability Committee. This committee has been entrusted with the task of monitoring our sustainability initiatives and ensuring that they deliver meaningful environmental

social impact. To further strengthen this commitment, we have also established a new Sustainability Policy, which will serve as a guiding framework for embedding sustainable practices across all business functions. In addition, we have taken an internal target to become a net zero organisation by 2050, reinforcing our long-term responsibility towards climate action.

Our local procurement increased from 77% in FY 2023-24 to 83% in FY 2024-25. There has also been a sizable increase in Occupational Health and Safety (OHS) training hours for workers. The average OHS training per worker has increased from 2 hours in FY 2023-24 to 5.6 hours in FY 2024-25. Addverb's environmental certification ISO 14001, ensures implementation of unified environmental management system throughout company operations.

We continue to monitor and reduce GHG emissions across all relevant scopes, prioritise green belt development, and invest in infrastructure such as STPs and bioretention ponds for water security. As part of our sustainability journey, we have initiated Life Cycle Assessment (LCA) studies. This helps us understand the environmental impact of our products from cradle to gate, enabling us to make informed decisions and continually improve our carbon footprint.



**MR. SANGEET KUMAR**

Co-founder & CEO

We believe people are the foundation of progress. Our focus on employee wellbeing is reflected in our health and safety standards, and skill-building programmes across roles and levels. 98% of our employees are given training on Ethics through internal sensitisation programmes, Code of Conduct workshops, and Prevention of Sexual Harassment trainings conducted at regular intervals. We are also proud to have created an open workspace where employees can share their grievances directly with their managers, HR, or leadership.

On the CSR front, Addverb continues to nurture future talent with exciting STEM projects. Through our

extensive academia partnerships, we are building a skilled workforce for the global robotics and manufacturing industry.

Looking ahead, we remain focused on deepening our sustainability practices while accelerating innovation. I express deep gratitude to our employees, partners, customers, investors, suppliers, and other stakeholders for their continued trust and support. Together, we aim to shape a business that sets new benchmarks for proactive improvements towards achieving comprehensive wellbeing of all stakeholders.

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Best Regards,

**Mr. Sangeet Kumar**  
Co-founder & CEO



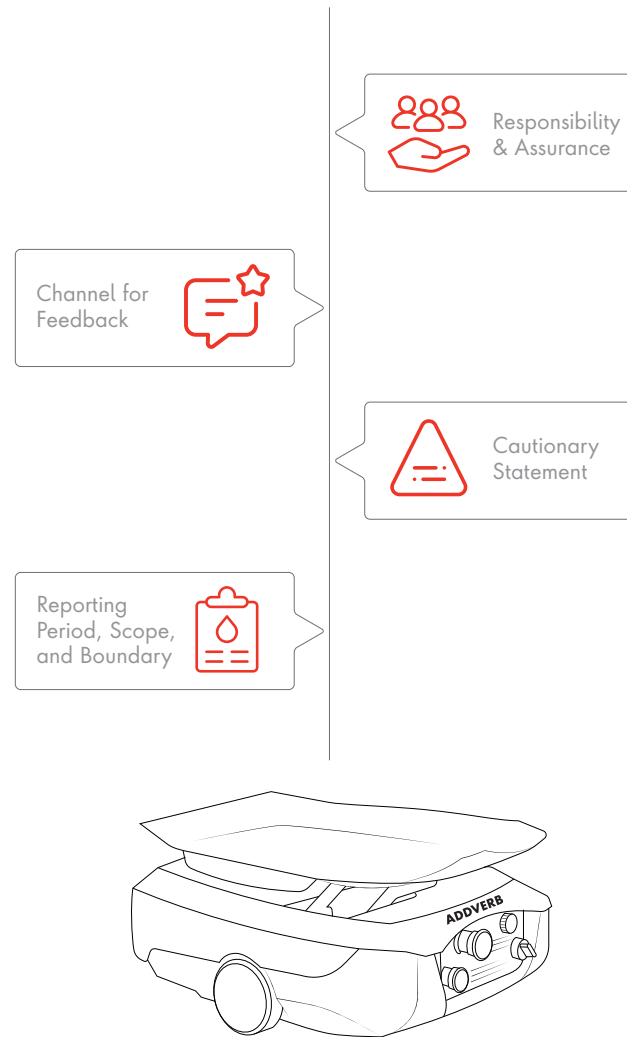
Customer centricity is the central principle underpinning our product development efforts where we deliver not just solutions but create meaningful, lasting connections befitting their unique needs”.

# About the Report

This is the second sustainability report prepared by Addverb Technologies Limited, hereinafter referred to as 'Addverb' or 'the company'. This report captures the sustainable approach adopted by the company across its business model, governance framework and stakeholders' wellbeing initiatives. It highlights the progress made by the company with respect to its environmental responsibilities and the positive impact of the company's CSR and developmental activities.

## Reporting Period, Scope, and Boundary

The reporting period for this report is Financial Year 2025, i.e. from April 1, 2024, to March 31, 2025, and the data is presented on a standalone basis. This report is made in reference to the GRI standards and encompasses comprehensive information about the sustainable production approach, sustainable initiatives undertaken with respect to the environmental, social and governance obligations of the company. The information shared in this report predominantly consists of the activities within India, with a clear distinction unless explicitly mentioned otherwise.



## Responsibility & Assurance

The content of this report has been presented to and verified by the Senior Management at Addverb. This report has been externally assured by an independent third-party, TUV India Private Limited, to provide credibility and enhance stakeholder confidence. The assurance statement, detailing the scope, methodology and conclusions of the assessment, is enclosed at the end of this report.

## Channel for Feedback

The feedback of the company's stakeholders to improve its Sustainability Reporting disclosures is valued and welcome. For any questions or recommendations, please feel free to reach out at [automate@addverb.com](mailto:automate@addverb.com).

## Cautionary Statement

This report contains forward-looking statements regarding Addverb's future events, but there's a risk they may not be accurate. Readers should avoid excessive reliance on these statements, as various factors could cause actual results to differ from predictions.

# About Addverb

**2016** Year Founded

**350+** Clients Around the Globe

**500+** Warehouses Automated

**3000+** Robots Deployed

**10+** No. of Offices Worldwide

**900+** Talent Pool of Technopreneurs\* worldwide

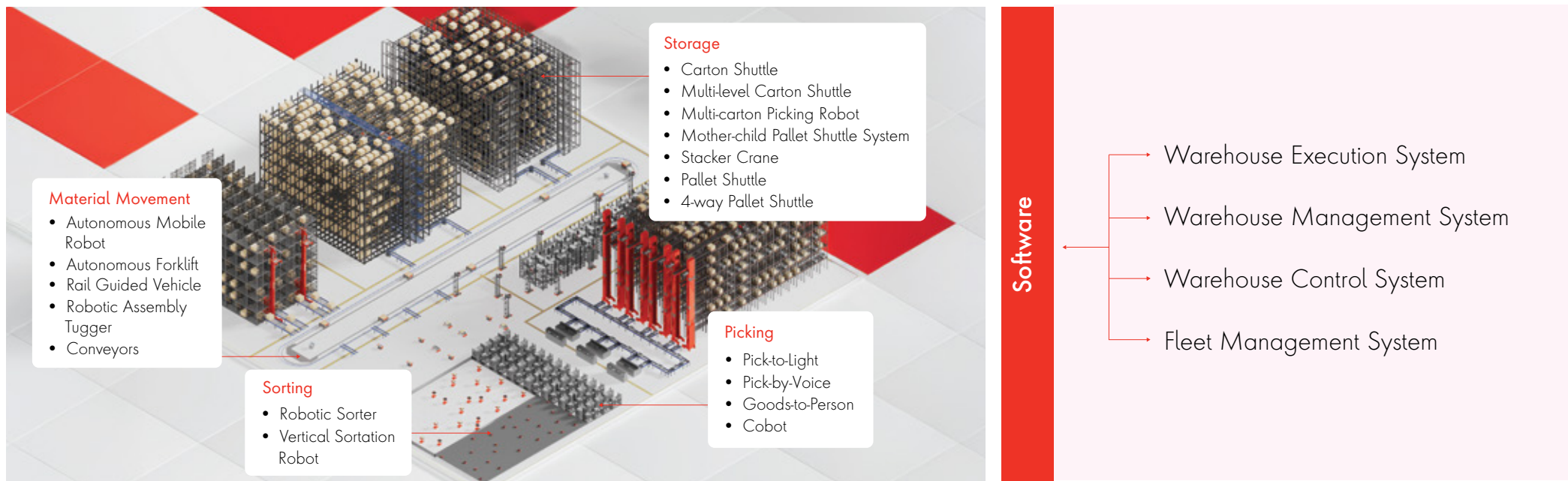
\*At Addverb, employees are referred to as technopreneurs—a term that reflects their unique ability to blend technology with entrepreneurial thinking to address complex challenges in robotics.



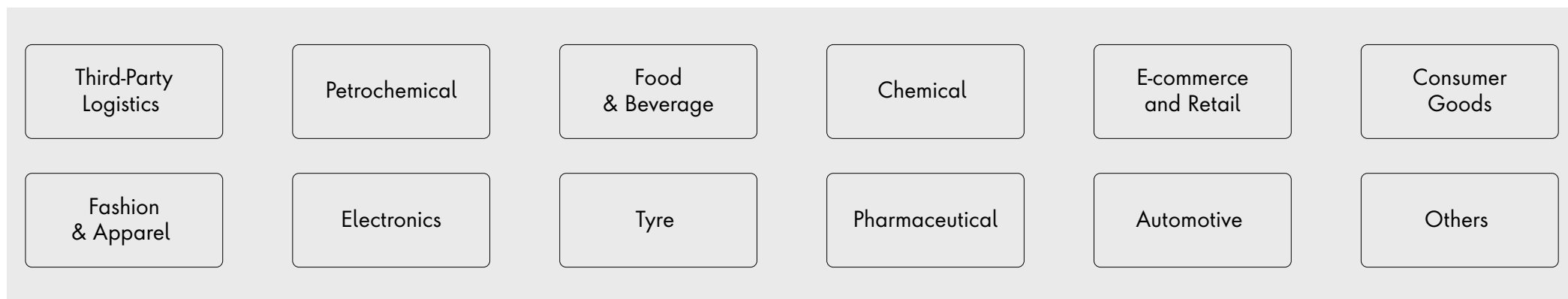
Founded in 2016, Addverb has established itself as a leader in India's robotics domain. The company crafts state-of-the-art, innovative automation solutions for warehousing sector applications. Its portfolio includes intelligent robots, intralogistics systems, and advanced supply chain automation devices seamlessly integrated through modular, scalable software platforms. Addverb takes pride in transforming the fulfilment and delivery functions of its clients worldwide. As it has worked with numerous eminent names across a diverse array of industrial sectors, Addverb fully understands their unique requirements and accordingly moulds niche solutions that seamlessly blend in with their organisational capabilities, elevating them to generate higher operational efficiencies.

While endeavouring to introduce sophisticated automation to its clients' businesses, Addverb is equally mindful of the enhanced responsibility towards its stakeholders. As a committed community member, the company makes sure that its business operations create value not only by generating physical wealth, but also by enhancing the ecological balance and human wellbeing. As part of its commitment to industry advancement and collaborative growth, Addverb is also a proud member of the Confederation of Indian Industry (CII). Through this approach, Addverb continues to shape a future where the shared progress is regenerative, inclusive, and resilient.

# Value Creation at **Addverb**



## Industries



# Value Creation Enablers

## 1 Manufacturing Excellence

- Bot-Valley, Noida - Production capacity of 60,000 robots a year; Customer Experience Centre
- Bot-Verse, Greater Noida - Production capacity of 1,00,000 robots a year; Largest mobile robot manufacturing facility globally

## 2 Software Development Centres

- Noida, India
- Pune, India

## 3 R&D Hubs

- Noida, India
- Fremont, USA

## R&D Strengths

- 250+ R&D professionals
- 15% of the revenues allocated to R&D
- 12 design grants received
- 36 patents filed, with 14 already granted across India, USA, Europe, Australia, UAE, and Saudi Arabia.

## R&D Enhanced through Digital Thread Integration

- Traceability
- Shorter Time to Market
- Transparent Governance & Compliance
- Quality



\*Shop floor at the Bot-Verse facility in Greater Noida, featuring multiple assembly lines

# Sustainability Approach at Addverb

Addverb strives to weave sustainability into its production processes by integrating a sustainable outlook at every step of the product life cycle. From embracing lean manufacturing practices that reduce waste and optimise resource use, to building a responsible supply chain in close collaboration with suppliers, the company's manufacturing approach is designed to meet sustainability benchmarks effectively. In line with this, Addverb has installed a robotic welding cell at one of its facilities, which enhances productivity, improves quality, and reduces operational costs by automating precision tasks. Automating the welding process has significantly reduced safety hazards for employees. Such advanced systems reduce risks, enable scalable production, and provide a competitive edge while supporting sustainability through efficient material usage and lower emissions. Other significant highlights of the sustainability culture at Addverb include:

- Committed to ECOVADIS Certification.
- The Bot-Verse facility is SMETA-audited (SMETA 4-Pillar Audit) for ethical and responsible practices.
- Conducted Workplace Conditions Assessment (WCA) audit for a large MNC client in February 2025, with a high score of 82%—well above industry and country averages.
- Established Social and Ethical Business Practices and a Code of Conduct (CoC) for all employees.

## Designing for Circular Economy and Resource Efficiency

- Manufacturing robots using recyclable materials such as steel and ABS plastic, supporting closed-loop recycling systems.
- Modular architecture and durable construction extend product life, significantly reducing waste from replacements.
- Usage of Li-Titanate batteries with 5x the life of LFP batteries, faster charging, and enhanced safety features, thereby reducing energy consumption over the product's lifecycle.

## Responsible Sourcing of Materials

- All components comply with the RoHS (Restriction of Hazardous Substances) directive, avoiding restricted materials across the supply chain.

## Exceeding Regulatory Compliance

- The products are CE-certified, meeting rigorous European safety and environmental benchmarks.
- Actively participating in the global recovery of plastic and other materials used in the products and packaging under Extended Producer Responsibility (EPR) for E-waste & Battery waste.

## Smart Software and Predictive Maintenance

- Early error detection and predictive maintenance reduce downtime and minimise unplanned repairs through advanced algorithm-based software. This enhances sustainability by lowering the environmental footprint, improving safety, and ensuring reliable, data-driven operations.



\* Crafted from recycled factory scraps.

# ESG Governance Structure

The company has established a structured ESG governance framework comprising an Executive Committee for strategic oversight, a Steering Committee to align ESG initiatives with business goals, and a cross-functional Working Committee for on-ground implementation. Senior leaders from functions such as

R&D, Projects, Production, Procurement, HR, Marketing, and Legal oversee key areas including carbon management, water stewardship, green supply chain, social responsibility, and governance.



# Engaging with the Stakeholders

Addverb adopts a proactive, transparent, and inclusive approach to stakeholder engagement, with enhanced attention to maintaining an open and ongoing communication with them through a variety of channels. These interactions help the company understand the stakeholders' expectations, identify emerging risks and opportunities, and incorporate their insights into the strategic decision-making processes.



Stakeholder Group	Channels of Communication	Purpose of Communication	Frequency of Engagement
Shareholders & Investors	<ul style="list-style-type: none"> <li>- Financial reports</li> <li>- Board &amp; Shareholder meetings</li> <li>- Emails</li> <li>- Website</li> </ul>	<ul style="list-style-type: none"> <li>- Inform about business operations</li> <li>- Effective and transparent corporate governance</li> <li>- Provide timely &amp; appropriate disclosure of financial &amp; non-financial information</li> </ul>	<ul style="list-style-type: none"> <li>- Quarterly</li> <li>- Annual</li> <li>- Need-based</li> </ul>
Customers and Channel Partners	<ul style="list-style-type: none"> <li>- Emails</li> <li>- Calls</li> <li>- SMS</li> <li>- Email marketing campaigns</li> <li>- Social media posts and messages</li> <li>- Digital marketing channels</li> <li>- Channel partners</li> <li>- Events and exhibitions</li> </ul>	<ul style="list-style-type: none"> <li>- Deliver seamless service through regular engagement</li> <li>- Build long-term, trust-based customer relationships</li> <li>- Share product knowledge and technical expertise</li> <li>- Promote innovation in warehouse automation solutions</li> <li>- Update on offerings &amp; industry developments</li> </ul>	<ul style="list-style-type: none"> <li>- Monthly</li> <li>- Quarterly</li> <li>- As updates are available</li> </ul>
Employees	<ul style="list-style-type: none"> <li>- Town hall meetings with senior management</li> <li>- Training &amp; development initiatives</li> <li>- Periodic emails &amp; SMS</li> <li>- Hackathons &amp; similar innovation marathons</li> <li>- Digital application for employees</li> <li>- HR portal</li> <li>- Employee engagement activities</li> </ul>	<ul style="list-style-type: none"> <li>- Share organisational updates and strategic direction</li> <li>- Communicate important announcements, policies, and updates</li> <li>- Foster innovation, collaboration, and employee engagement</li> <li>- Acknowledge employee contributions and boost morale</li> <li>- Evaluate and improve individual or team performance aligned with organisational goals</li> </ul>	<ul style="list-style-type: none"> <li>- Quarterly</li> </ul>

	<ul style="list-style-type: none"> <li>- Rewards, recognition &amp; performance appreciation</li> <li>- Periodical review mechanism</li> <li>- One on one meetings</li> <li>- Team meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Address employee concerns and aspirations, and provide personalised feedback and guidance.</li> </ul>	
<b>Government and Regulators</b>	<ul style="list-style-type: none"> <li>- Government portals</li> <li>- Written correspondence - documents &amp; forms</li> <li>- Bank portal</li> <li>- Emails</li> <li>- Bank visits</li> <li>- Regulatory filings/returns</li> </ul>	<ul style="list-style-type: none"> <li>- Avail new banking facilities</li> <li>- Issue bank guarantees &amp; letters of credit</li> <li>- Communicate regarding financial transactions</li> <li>- Ensure compliance</li> </ul>	<ul style="list-style-type: none"> <li>- Daily</li> <li>- Monthly</li> <li>- Quarterly</li> <li>- As per compliance requirements</li> </ul>
<b>Community</b>	<ul style="list-style-type: none"> <li>- Emails</li> <li>- Phone calls</li> <li>- In-person meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Making contributions to the community via donations</li> <li>- Create awareness about health requirements &amp; emergency contacts</li> </ul>	<ul style="list-style-type: none"> <li>- Monthly (or as required for updates)</li> </ul>
<b>Business Partners</b>	<ul style="list-style-type: none"> <li>- Emails</li> <li>- Phone calls</li> <li>- Online &amp; in-person meeting</li> <li>- Written correspondence - service agreements/ contracts</li> <li>- Purchase orders</li> <li>- Visits by purchase or quality personnel</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure workforce availability</li> <li>- Prepare and reconcile monthly payroll data</li> <li>- Monitor performance and compliance</li> <li>- Address any issues or incidents promptly</li> <li>- Communicate safety and operational guidelines</li> <li>- Raw material procurement &amp; supply chain</li> </ul>	<ul style="list-style-type: none"> <li>- Daily operational coordination (email/phone)</li> <li>- Monthly reviews</li> <li>- As needed for incident handling or updates</li> <li>- Suppliers - As per need</li> </ul>

# Materiality Assessment

## Materiality Assessment Process

### 1 Defining Material Impact Areas

Key areas of material impact are identified based on evolving business trends and societal demands. Each topic is assessed for positive, negative, or dual impact and supported with a detailed impact statement.

### 2 Stakeholder Engagement

A total of 36 surveys, including 22 internal and 14 external, across all major stakeholder groups, to gauge the relevance and priority of each material topic from both business and stakeholder perspectives.

### 3 Topic Identification and Evaluation

Potential material topics are proposed by business unit and corporate function representatives, then evaluated in consultation with external stakeholders for their strategic significance.

### 4 Validation and Oversight

The Sustainability Committee validates all topics and impact statements. Progress is regularly monitored and disclosed in the sustainability report to ensure ongoing alignment with business objectives.

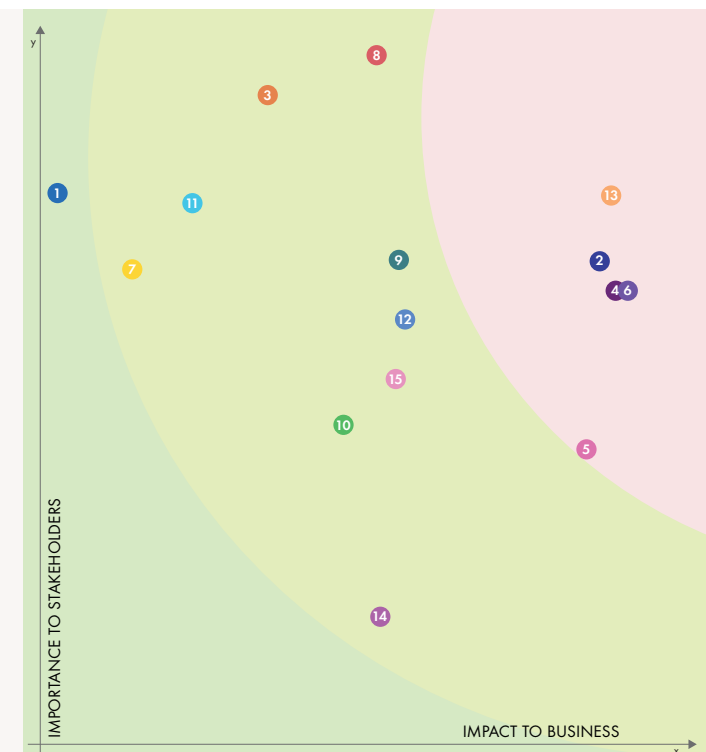
Addverb commits to being an organisation proactively responsive to its stakeholders' evolving needs. By consistently communicating with them, the Company seeks to gauge their feedback about the impact of various business operations on their respective interests. This leads to identifying and prioritising the most relevant economic, environmental, and social topics emerging from such engagements.
















These findings shape a focused materiality matrix and help Addverb determine where to channel its resources for maximising positive outcomes while minimising or mitigating potential negative impacts. For each material topic identified, the company defines measurable goals, key performance indicators (KPIs), and corresponding action plans. This approach ensures that Addverb addresses risks, seizes opportunities, and creates enhanced value for the extended community of stakeholders.

## Materiality Matrix

### Topics

- 1 Biodiversity
- 2 Business Ethics and Compliance
- 3 Circularity and Waste Management
- 4 Climate Change and Emissions
- 5 Corporate Governance
- 6 Data Management and Cyber Security
- 7 Diversity and Inclusion
- 8 Emission & Energy Management
- 9 Employee Wellbeing and Satisfaction
- 10 Human Rights
- 11 Occupational Health and Safety
- 12 Product Safety and Quality
- 13 Responsible Innovation
- 14 Supply Chain Management
- 15 Training and Development



Sr	Material Topic	UN SDG Alignment	Rationale for Selection	Stakeholder Group	Category	Impact Type
1.	Climate change & Emissions	UN SDG 12, 13  	The topic presents both positive and negative implications. On the positive side, embracing sustainable practices and reducing emissions can significantly enhance the company's reputation, attract environmentally conscious clients, and contribute meaningfully to environmental preservation. However, the company's operations currently generate emissions and are located in a high-pollution zone, which exposes it to potential regulatory shifts, stricter compliance requirements, and associated health risks for employees and on-site workers.	<ul style="list-style-type: none"> <li>- Shareholders</li> <li>- Investors</li> <li>- Government &amp; Regulators</li> <li>- Community</li> </ul>	Emission & Energy Management	 
2.	Responsible Innovation	UN SDG 9 	The topic presents both positive and negative implications. Continuous research and development (R&D) and innovation enable Addverb to improve product safety and quality, reduce technology costs, and maintain a competitive edge. However, the use of advanced AI and machine learning technologies, if not developed and implemented responsibly, may compromise product integrity and safety, and raise concerns related to data privacy, cybersecurity, and regulatory compliance.	<ul style="list-style-type: none"> <li>- Customers</li> <li>- Shareholders</li> <li>- Investors</li> </ul>	Economic & Social	 
3.	Data Management & Cyber Security	UN SDG 9, 16, 17   	Addverb collects and generates extensive data across its operations, including employee-related information and proprietary intellectual property, which are critical to running the business. Any data breach could result in regulatory non-compliance and erosion of stakeholder trust. Furthermore, any compromise of the company's Intellectual Property (IP) could lead to significant business losses.	<ul style="list-style-type: none"> <li>- Customers</li> <li>- Shareholders</li> <li>- Investors</li> </ul>	Economic & Social	
4.	Corporate Governance	UN SDG 16 	Strong governance improves Addverb's reputation, decision-making processes, risk management, and long-term sustainability. It helps create a culture of integrity, transparency, and accountability.	<ul style="list-style-type: none"> <li>- Shareholders</li> <li>- Investors</li> <li>- Government &amp; Regulators</li> <li>- Employees</li> </ul>	Governance	
5.	Business Ethics & Compliance	UN SDG 16 	Neglecting business ethics and compliance can erode trust with clients, partners, and stakeholders, while increasing legal risks. This oversight can damage company culture, hinder sustainable practices, and weaken the brand's reputation, ultimately jeopardising long-term success in the competitive automation industry.	<ul style="list-style-type: none"> <li>- Shareholders</li> <li>- Investors</li> <li>- Customers</li> <li>- Community</li> <li>- Value Chain Partners</li> </ul>	Social & Governance	

# Embedding Sustainability into Products

Addverb has proactively conducted Life Cycle Assessments (LCA) for two of its key products Quadron (Carton Shuttle) and Zippy (Robotic Sorter), focusing on their Cradle-to-Gate journey. This initiative evaluates the environmental impacts associated with each stage of the products' life cycles, from raw material extraction to the point of dispatch from the manufacturing facility. The assessment, carried out using SimaPro software, incorporates data related to raw material usage, water consumption, power consumption, waste generation, transportation logistics, and packaging in alignment with the actual process flow. These products represent significant revenue streams for Addverb. Contributing meaningfully to the business, the LCA forms a vital part of the company's sustainability-driven innovation strategy.

By conducting this comprehensive LCA, Addverb aligns with global sustainability frameworks while identifying key intervention points to reduce the environmental footprint across its supply chain.

The data-driven approach reinforces Addverb's commitment to sustainable manufacturing and responsible product development, enabling better environmental governance throughout its operations.

The LCA covers multiple environmental impact categories, including abiotic depletion (minerals and fossil fuels), global warming potential (GWP100a), ozone layer depletion, human toxicity, freshwater aquatic ecotoxicity, marine aquatic ecotoxicity, terrestrial ecotoxicity, photochemical oxidation, acidification, and eutrophication. These categories collectively offer a comprehensive understanding of the environmental implications associated with the materials, processes, and emissions involved in the production of Quadron and Zippy.





\*Our Bot-Verse facility features Micro-forest and Bioretention pond, where employee can spend some time taking a walk in nature and de-stressing.

Governance Highlights	Environment Highlights
Zero cases of corruption, bribery, and non-compliance.	12.76% of energy demand was met through renewable sources, mitigating 425.89 tCO <sub>2</sub> e emissions during FY 2024-25.
Zero cases of anti-competitive behaviour and conflicts of interest.	Established a Sustainability Policy to guide environmental practices and commitments.
Communication of anti-corruption policies and procedures to 100% of employees and suppliers.	56% of key suppliers embraced environmental upgrades post-assessment in FY 2024-25 compared to 15% in FY 2023-24.
95% of employees were trained on anti-corruption policies and procedures.	Recycled 8.0 MT of plastic waste in FY 2024-25 and 8.54 MT in FY 2023-24.
98% of employees were trained in ethics through sensitisation programmes and workshops.	Strategised year-on-year reduction opportunities and set a long-term internal target to achieve Net Zero emissions by 2050.

## Social Highlights

<p>Zero incidents of discrimination occurred during the reporting period.</p>	<p>100% of workers have accident insurance coverage.</p>
<p>Overall turnover declined from 28.01% to 20.50%, indicating improved retention and workforce stability.</p>	<p>83% of procurement spend empowered the local supplier network. Local supplier spends rose from 77% in FY 2023-24 to 83% in FY 2024-25, strengthening local sourcing.</p>
<p>100% of employees received regular performance and career development reviews.</p>	<p>Maternity benefits are extended to 100% of permanent and non-permanent employees, ensuring equitable healthcare access for all female employees.</p>
<p>For employees other than permanent, 100% have access to day-care facilities.</p>	<p>100% of permanent male employees are entitled to paternity benefits.</p>
<p>100% of permanent employees are covered under a robust health insurance plan.</p>	<p>OHS training hours nearly tripled from 2,088 in FY 2023-24 to 6,065 in FY 2024-25.</p>



# Sustaining Earth, Powering Progress

Environmental responsibility is an essential part of Addverb's operations. The company recognises that its products and processes carry an environmental footprint and takes conscious steps to minimise it. Sustainability is embedded across the value chain through energy-efficient design, responsible procurement, and continuous process improvement. Energy performance targets are set and reviewed, energy-saving initiatives are implemented, and compliance with legal requirements is ensured. Energy-conscious practices are encouraged and adopted across every step of the supply chain. The stakeholders are also engaged to promote shared responsibility.



# Emissions Management

With mounting environmental issues fuelled by rapid industrialisation and urbanisation, Addverb continues its efforts toward reducing its own carbon footprint through targeted approaches in sustainability. The company regularly monitors greenhouse gas emissions resulting from direct and indirect sources in order to effectively evaluate, manage, and reduce its impact on the environment. The effort forms part of Addverb's comprehensive commitment to sustainable resource use, and uptake of environmentally friendly approaches aligning with its environmental stewardship commitment.

## Emissions Management Initiatives taken at Bot-Valley and Bot-Verse for FY 2024-25

- DG sets at both manufacturing units have been converted to an environment-friendly dual fuel system, operating at a 70:30 ratio of PNG and diesel.
- In-house RO water is used in machine shop processes, reducing treatment needs, and lowering energy consumption. The rejected RO water is used for irrigation purposes.

### ■ Solar Power for Sustainability

In line with the company's commitment to 'Technological Ecology', solar energy is harnessed across Addverb's premises. The roof top solar system installed at both the manufacturing facilities generate around 1640 Kwh on daily basis. This energy initiative helps reduce dependence on conventional sources, optimises grid power consumption and significantly lowers its carbon footprint.

### ■ Restoring Micro Forest through Miyawaki technique

Recognising the ecological importance of native flora and fauna, a Miyawaki micro forest with around 3,500 trees of over 25 native species has been developed at the company's Bot-Verse manufacturing facility. This innovative Japanese technique accelerates forest growth by mimicking natural ecosystems, fostering biodiversity and attracting 30+ native wildlife species.





## Total Scope 1 and Scope 2 Emissions

Emissions Category	FY 2024-25 (TCO <sub>2e</sub> )	FY 2023-24 (TCO <sub>2e</sub> )
Scope 1	854.15	278.14
Scope 2	1,563.15	1,305.87
Scope 3	429,869.85	294,707.73
Total GHG Emissions	432,287.15	296,291.74
Energy Intensity (tCO <sub>2e</sub> /Revenue in ₹ million)	130.66	102.94

Growth in operations and extended Scope 3 calculations have resulted in higher number of emissions.

## Details of Scope 3 Emissions

Scope 3	FY 2024-25 (TCO <sub>2e</sub> )	FY 2023-24 (TCO <sub>2e</sub> )
Category 1 (Purchased Goods and Services)	3,728.451	3,374.669
Category 2 (Capital Goods)	156.17	799.03
Category 3 (Fuel and Energy Related Activities Not Included in Scope 1 and Scope 2)	321.280	277.40
Category 4 (Upstream Transportation and Distribution)	167.26	116.59
Category 5 (Waste Generated in Operations)	100.93	113.21
Category 6 (Business Travel)	789.75	370.00
Category 7 (Employee Commuting)	735.68	610.50
Category 8 (Upstream Leased Assets)	81.45	-
Category 9 (Downstream Transportation and Distribution)	1,320.07	595.41
Category 11 (Use of Sold Products)	422,092.18	288,355.29
Category 12 (End of Life Treatment of Sold Products)	376.64	95.64
<b>Scope 3 Total Emission (TCO<sub>2e</sub>)</b>	<b>429,869.85</b>	<b>294,707.73</b>

\*EPA's GHG Emission Factors Hub, CEA's CDM - CO<sub>2</sub>, Baseline Database User Guide Version 20, Indian GHG program and Defra have been used for the purpose of GHG emissions calculations.

# Energy Efficiency Measures

Energy efficiency is a key pillar of sustainable production and operational excellence for Addverb. Addverb products, automation, and robotics solutions are designed for maximum performance on minimum energy use, allowing customers to enhance productivity while minimising environmental footprint. By encouraging energy-smart functioning, the company enables global climate objectives and champions responsible use of resources.



## Total Energy Consumed

Particulars	FY 2024-25 (GJ)	FY 2023-24 (GJ)
Electricity Consumed	9,849.44	8,758.67
Non-renewable Source	7,740.49	6,565.82
Renewable Source	2,108.95	2,192.85
Fuel Energy Consumed	6671.73	5190.87
<b>Total Energy Consumed</b>	<b>16,521.17</b>	<b>13,949.54</b>
Energy Intensity (GJ/Revenue in million)	4.99	4.85

## Emissions Mitigated

Particulars	FY 2024-25 (TCO <sub>2</sub> e)	FY 2023-24 (TCO <sub>2</sub> e)
Emission Mitigated: Renewable Source	425.89	436.13

## Energy efficiency measures taken during FY 2024-25 and achievements

- HVAC Interlocking system to reduce energy consumption.
- A dedicated portable 25 CFM compressor has been installed against the bigger compressor 112 CFM at one of the facilities, leading to reduction in energy consumption.
- Maintained power factor of 0.99.
- Auto-cut timers, motion sensors, and AC controllers (set between 20°C-25°C) are used to reduce energy use, CFC emissions, and enhance environmental sustainability.
- Implemented Lux level sensors and controllers to avoid unnecessary power consumption on shop floors.
- Executing preventive maintenance as per monthly charter to minimise equipment breakdown and optimise energy use.
- Installed energy efficient IE3 standard induction motors.
- Paint shop operations are optimised by running on alternate days based on full-day load. This approach can be extended to other equipment for greater efficiency.
- Utilise LED lighting and Energy Star-certified appliances in the company offices.
- Reduced compressed air consumption through daily checks of air outlet points on the shop floor.

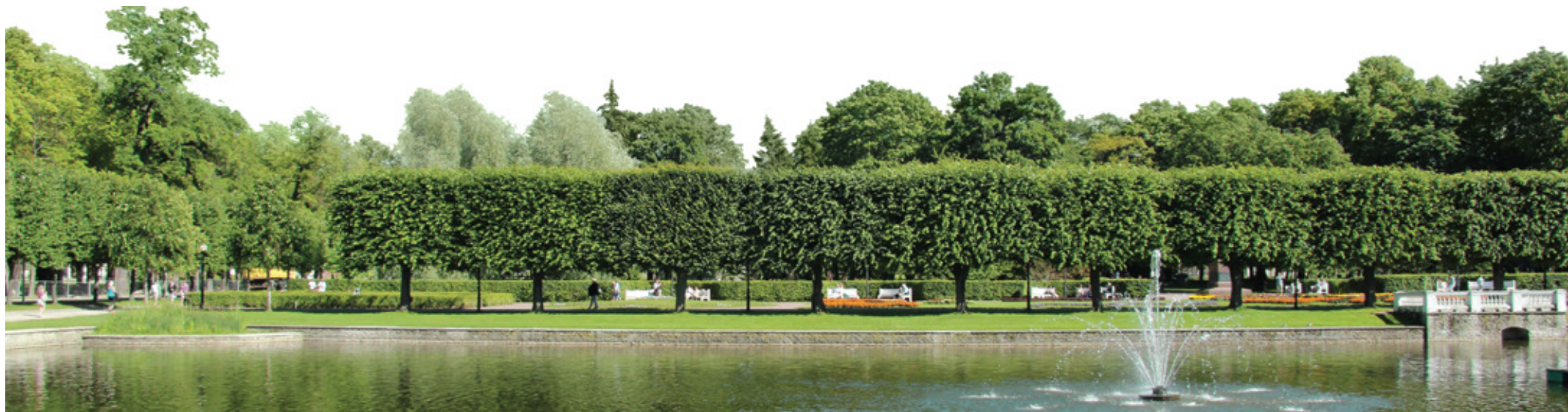


# Water Conservation Initiatives

Addverb proactively conserves water through sustainable water management, monitoring usage, and eliminating areas of water wastage across operations. A comprehensive water balance study has been conducted to identify and mitigate potential leakages and inefficiencies. Rainwater harvesting systems have been installed at key facilities to reduce dependency on freshwater sources. RO-treated water is reused in machine shop processes and in the Powder Coating area. A dedicated in-house water testing lab ensures continuous monitoring of water quality. This in-house laboratory tests ETP and STP water parameters through a set mechanism, optimising water treatment by using energy-intensive steps only when required. This leads to early issue detection, better chemical and aeration control, and improved energy recovery, resulting in energy savings. This recycled water from in-house Effluent Treatment Plants (ETPs) and Sewage Treatment Plants (STPs) is used for landscaping and irrigation purposes.



# Total Water Withdrawal and Consumption



Category	FY 2024-25	FY 2023-24
Water Withdrawal (Megalitres/ML) (Third-Party)	27,460	17,620
Water Consumed*	27,460	17,620
Water Intensity (Megalitres/Crores)	8.30	6.12

\*The company's premises are zero liquid discharge premises. The data for water withdrawal and consumption is the same.

## Bioretention Pond

At Bot-Verse, Addverb's state-of-the-art manufacturing facility, an 800 KL bioretention pond has been developed as an innovative solution for integrated water management. More than just a storage system, the pond facilitates natural groundwater recharge, supports local biodiversity, and effectively manages stormwater runoff, significantly reducing the risk of floods. This initiative sets a new standard in sustainable manufacturing, aligning infrastructure with environmental stewardship.

## Efficient Wastewater Treatment

Efficient effluent treatment is essential for environmental sustainability and regulatory compliance. At Addverb, the facilities house a 15 KL Effluent Treatment Plant (ETP) and a 25 KL Sewage Treatment Plant (STP), enabling comprehensive wastewater management. The treated water is repurposed for internal irrigation of approximately 5000 trees planted around our manufacturing units. This solidifies the company's commitment to sustainable water use and ecological responsibility.

**235 KL**  
at Bot-Valley

**225 KL**  
at Bot-Verse

**460 KL**  
total rainwater harvesting capacity

**4057 KL**  
rainwater harvested (approximately)



# Waste Management and Circularity Measures

Addverb has an active and responsible approach towards managing waste right from the design of its products. Through designing for longer lifetimes of batteries and equipment, and reinforcing preventive maintenance, Addverb minimises waste and restricts hazardous substance generation. The use of non-virgin plastics and lead-free parts in sustainable procurement methods adds support for an environmentally friendly approach to production. Waste disposal is governed through structured systems, such as special trolleys that are employed for secure collection, and disposal information is streamlined through periodic safety checks. Hazardous and electronic waste are shipped out quarterly to authorised government suppliers in complete adherence to Pollution Control Board requirements. The company is also engaged in Extended Producer Responsibility for plastic waste, battery and e-waste and has initiated biomedical waste recycling.

## Waste Generation Details

Category (Tonnes)	FY 2024-25	FY 2023-24
Plastic waste (A)	8.2	6.5
E-waste (B)	0.27	0.40
Bio-medical waste (C)	0.011	0.0034
Construction and demolition waste (D)	0	0
Battery waste / Radioactive waste (E)	0	0
Other Hazardous Waste (F)	7.02	6.56
Other Non-hazardous waste generated (G)	485.81	511.69
Total Hazardous waste (B+C+F)	7.47	6.96
Total Non-Hazardous waste (A+G)	494.01	518.19
Total Waste generated (MT/Revenue in million)	0.15	0.18

Waste Disposal (tonnes)	FY 2024-25	FY 2023-24
<b>Hazardous Waste</b>		
Recycled*	0.27	0.40
Incineration	6.89	6.56
<b>Non-Hazardous Waste</b>		
Recycled**	491.45	506.22
Other Disposal#	11.77	11.22
Landfill	0	0.76

\* It includes E-waste.

\*\*It includes plastic, metal scrap, and paperboard boxes (carton)

#Other disposal includes wet and dry waste managed through municipal management systems.

## Waste Disposal Methods

Addverb complies with the E-Waste (Management) Rules, 2022, Battery Waste Management Rules, 2022, and Plastic Waste Management Rules, 2016. The company holds necessary registrations for managing waste from Electrical & Electronic Equipment (EEE), battery, and plastic packaging. As part of its Extended Producer Responsibility (EPR), Addverb ensures waste collection, recycling, and disposal in line with regulatory targets, working only with CPCB-registered recyclers. It follows safety standards for waste handling and submits required returns to CPCB and state authorities.

# Materials Management

Addverb commits to the sustainable and efficient use of materials throughout its product design and manufacturing processes. Guided by principles of circularity and material stewardship, the company is committed to reducing its environmental footprint while delivering high-quality, precision-engineered solutions. The following is the list of materials used during the year:

Material Type	Percentage of Total Material Used
Steel	93.45%
Electrical*	5.25%
Aluminium	0.37%
Other**	0.92%

\*Electrical includes wires, switchgear, and electrical fittings used across operational areas.



\*Automated Storage and Retrieval System at Bot-Verse facility

# Biodiversity Conservation Efforts

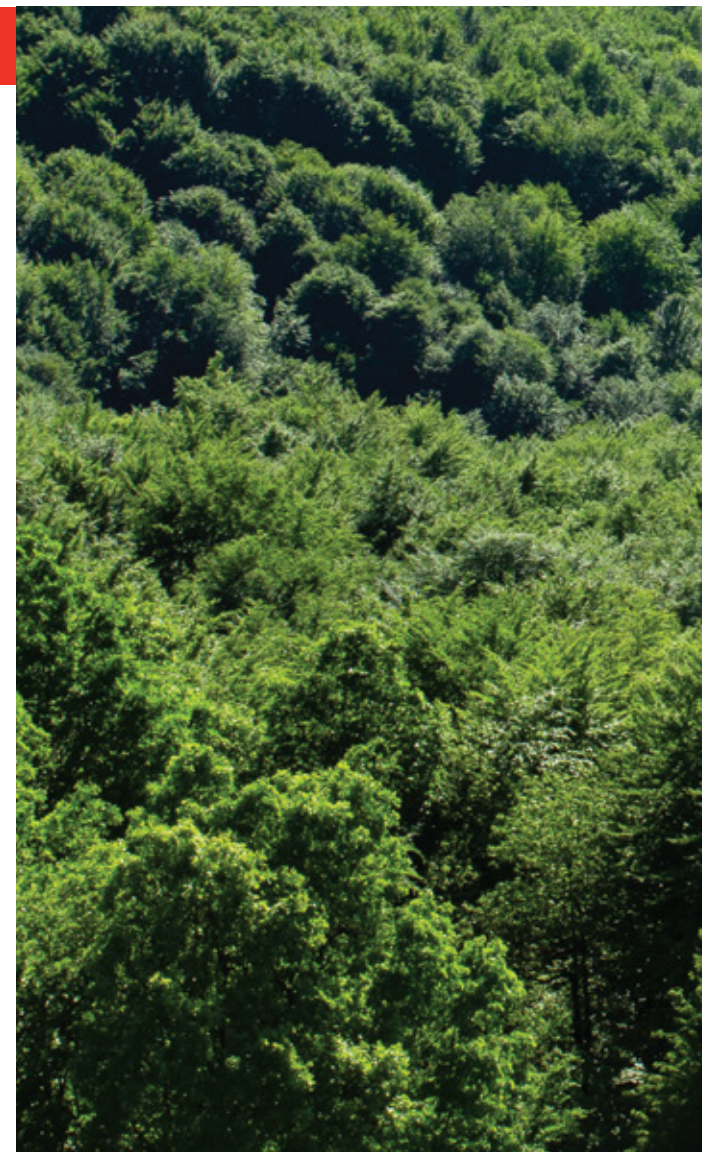
## Case Study: Celebrating Anniversary with Tree Plantation Initiative

As part of its belief in being a sustainable and ecologically responsible business that proactively seeks to counterbalance its carbon footprint, Addverb celebrated its eighth anniversary with an innovative biodiversity project titled 'One Pot for Every Bot.' The tree plantation campaign, which symbolised a direct connection with environmental care, was organised at its cutting-edge Bot-Verse facility in Greater Noida. The project highlighted the fact that for each robot sold in its last financial year, a tree would be planted, reinforcing a balance between technology and nature.

Addverb partnered with Hydragreen Foundation, an environmentally certified partner organisation, and more than 100 passionate Technopreneurs planted 500 trees, creating a new micro-forest with over 25 native species. On this momentous occasion, marked by the active participation of the co-founder and the CEO in the tree plantation drive, Addverb reaffirmed its commitment to sustainability and environmental stewardship, committing to nurturing local biodiversity and preserving natural ecosystems in the regions where the company operates.



The activity not only laid a greener footprint but also fuelled environmental awareness for Technopreneurs with an aim to improving air quality, reducing cooling needs and supporting carbon sequestration.



# Nurturing A Thriving Work Culture

The success of its human talent pool is critical to the success of Addverb. The 900+ Technopreneurs, who are proudly called Addverbians also drive innovation, growth, and operational excellence round-the-clock. Hence, 'Positive work-life integration' is the motto that is followed at Addverb, guiding every aspect of its people strategy, and also while designing a workplace that not only provides a means of sustenance to the workforce but also gives them a sense of purpose and belonging while nurturing their talent.



# Diversity and Inclusion

Addverb prioritises diversity, inclusion, and employee welfare through formal programmes and dedicated committees. The permanent workforce comprises 82% male and 18% female employees. To ensure fair hiring, Addverb uses technology to reduce bias in interviews. It also appoints ‘Career Captains’ trained in competency-based assessments and focuses on hiring more female candidates across departments to promote inclusivity.



## Gender Diversity Among Employees

Category	FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total
<b>By Employment Type</b>						
Permanent Employees	698	153	851	552	154	706
Temporary Employees	7	0	7	6	0	6
<b>By Age Group</b>						
Below 30	440	121	561	372	121	493
30-50	256	32	288	180	33	213
Above 50	9	0	9	6	0	6
<b>Total Employees</b>	<b>705</b>	<b>153</b>	<b>858</b>	<b>558</b>	<b>154</b>	<b>712</b>

## Gender Diversity Among Workers

Category	FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total
Temporary Employees	790	14	804	551	12	563
<b>By Age Group</b>						
Below 30	554	1	555	414	1	415
30-50	2279	13	240	130	11	141
Above 50	9	0	9	7	0	7

## Gender Diversity Within Senior Management

Particulars	FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total
Board of Directors	8	1	9	8	1	9

# Nurturing Talent

At Addverb, attracting and retaining exceptional talent is a key priority. The company's diverse team, known as 'Technopreneurs', comprises individuals from varied backgrounds. Recruitment efforts are focused on top-tier institutions such as IITs, NITs, and IIMs, with employees

entrusted with autonomy and high-impact projects to accelerate skill development. Regular appraisals and performance reviews play a vital role in refining capabilities and enhancing overall performance. In both FY 2023-24 and FY 2024-25, 100% of employees

received regular performance and career development reviews, continuing the trend from previous years. The compensation structure is thoughtfully designed to ensure employees feel fairly rewarded for their efforts and remain motivated to explore their potential and achieve new professional milestones.

## Ratio of Average Salary of Women to Men by Employee level

Employee Level	FY 2024-25	FY 2023-24
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### Permanent Employees

L8	87%	83%
L7	92%	100%
L6	79%	75%
L5	82%	83%
L4	91%	86%
L3	78%	78%
L2	N/A	N/A
L1	N/A	N/A
L0	N/A	N/A

### Contractual Workers

Employee Type	FY 2024-25	FY 2023-24
Semi-Skilled	100%	100%
Unskilled	100%	100%

\* N/A indicates that no female employees were present in this category during the reporting year; therefore, the gender pay ratio is not applicable.

The flat organisational structure fosters a collaborative environment, enabling junior and middle management to work closely with senior leadership, paving the way for career growth and leadership development. Key initiatives to reinforce this approach include:

#### Super Manager and LEAD Programmes:

These tailored 3-6 month journeys for first-time and seasoned managers empower participants to apply their learning to real-world projects, sharing their transformative experiences with senior management and receiving feedback to reinforce behavioural changes.

#### Root Cause Analysis (RCA) Training:

Employees undergo in-depth RCA training, selecting live problems to analyse using the 8D methodology and presenting their findings to department heads, further strengthening their problem-solving capabilities.

#### Encouraging Professional Development:

Addverb introduced its book club, Reader's Rendezvous, to promote a culture of continuous learning. A recent session featured the book 'Being Better Than Your Best', inspiring employees to pursue excellence in both personal and professional spheres.

Recognising the rapidly evolving technological landscape, Addverb actively supports its workforce's skill enhancement through collaborations with platforms like Harappa Education, Coursera, THORS, and Udacity. This partnership strengthens employees' capabilities, ensures their readiness for future challenges.



# Grievance Handling and Human Rights

The company has established open and accessible channels for speedy grievance redressal that enables timely, fair resolutions to complaints in a safe and supportive environment. Employees can voice concerns through structured platforms such as quarterly CEO interactions, monthly HoD townhalls, or the dedicated grievance portal managed by the HR team. The process for grievance handling works as follows:

- The aggrieved worker in the first instance may directly approach their reporting managers, department head, representative of management, HRBPs, or grievance committee and submit his/her grievance verbally or in writing.
- In case the aggrieved employee/complainant doesn't get a resolution or wants to get his/her grievance registered with the grievance committee directly, he/she may drop their complaints to [grievance@addverb.com](mailto:grievance@addverb.com) to get them resolved as per the grievance redressal mechanism.
- A grievance committee is formulated for a tenure of two years, the nominations to the grievance committee shall be given by the CHRO and approved by the CEO. Meetings of the committee are conducted for the resolving grievances. **There was no grievance escalated to the Grievance Committee level during FY 2024-25.**



## Employees Turnover Rate

Employee Turnover	FY 2024-25	FY 2023-24
Male	19.50%	27.89%
Female	25.77%	28.41%
<b>Total</b>	<b>20.50%</b>	<b>28.01%</b>

# Occupational Health and Safety

## Occupational Health & Safety (OHS) Framework

At the company, Occupational Health and Safety (OHS) is governed by a structured management system that ensures a safe and secure workplace across all operations. The OHS framework is designed as a continuous cycle of assessment, training, improvement, and governance, anchored in compliance and proactive engagement.

### 1 Hazard Identification and Risk Assessment (HIRA):

The process begins with the identification of potential hazards and a thorough assessment of associated risks using HIRA, safety audits, and unsafe event observations. This forms the foundation for preventive measures.

### 2 Defined Health and Safety Procedures:

Workers are empowered with well-documented procedures to withdraw from unsafe conditions, reinforcing a culture of safety-first decision-making.

### 3 Reporting and Communication Channels:

A structured mechanism is in place to enable employees to report unsafe conditions or events promptly. The system encourages open communication, feedback, and participation from employees, which is actively reviewed and acted upon by the management on monthly basis.

### 4 Governance by Safety Committee:

A dedicated Safety Committee oversees all aspects of health and safety, ensuring continuous monitoring and strategic oversight of all safety-related initiatives.

### 5 Investigation and Root Cause Analysis:

All incidents are investigated using the 8D methodology. Root causes are identified, and corrective actions are defined using the Hierarchy of Controls—ranging from elimination and substitution to engineering and administrative controls, and provision of personal protective equipment (PPE).

### 6 Training and Induction:

All new employees undergo mandatory EHS induction training before deployment. Ongoing refresher training is also imparted, with automated systems now enhancing security awareness coverage across the workforce.

### 7 Audits and Inspections:

Regular internal audits and weekly safety inspections are conducted for both project sites and manufacturing units. These evaluations form the basis for safety assessments and continuous improvement actions.

### 8 Monitoring and Reporting:

Weekly EHS reports are prepared detailing the outcomes of safety inspections and assessments, ensuring real-time visibility into the safety performance of various business units.

This integrated and step-wise approach enables Addverb to create a resilient safety culture, safeguard its workforce, and maintain full compliance with applicable regulations and standards. OHSMS system covered all workers, activities & workplace, including office, manufacturing units, services and projects. The critical areas of the Addverb OHSMS are as follows:

- Hazard Identification and Risk Assessment: Identifying potential hazards and evaluating risks to ensure a safe workplace.
- Health and Safety Procedures: Implementing controls and preventive measures to protect workers from identified risks.
- Emergency Response Plans: Establishing protocols for responding to accidents or emergencies.
- Safety Training: Ensuring workers are adequately trained on safety practices and emergency procedures.
- Compliance with Legal and Regulatory Standards: Adhering to relevant health and safety laws, regulations, and standards.

### Safety Committee

Safety committee is formulated to maintain consultation and participation of workers at all applicable levels and functions. Workers are consulted and agenda discussed in monthly safety committee meetings & during daily Tool Box Talk (TBT) meetings

#### Functions & Responsibilities of the committee

- Assisting & cooperating with management in achieving the aims and objectives outlined in the IMS Policy.
- Providing a consultative and supportive platform for Field Staff & Contractors on safety issues.
- Enhance Safety Communication to the field.
- Review of Safety PPE and Devices.
- Review of processes and Operational Safety procedures.
- Be a Safety Leader in the field.
- Discuss health, safety & environment issues at work which may require improvement or corrective actions in a collective way.
- Carrying out health and safety inspections and identify causes of accidents.
- Promote educational, training and safety promotion programmes to improve safety culture.
- Encourage near miss & unsafe event reporting.

### Training

Training needs are assessed based on the nature of the work, workplace unsafe event reporting, required by the concerned person and part of the compliance. A yearly training calendar is prepared, offering internal & external training at no cost. The effectiveness of the training is evaluated through pre and post-assessments.

Particulars	FY 2024-25	FY 2023-24
Total Training hours Provided	19805	18477
Average training hours per employee	23.26	26.17
Total OHS training hours provided to workers and employees	6065	2088



# Rewards and Recognition

At Addverb, recognising and rewarding employee excellence is an integral part of nurturing a motivated and high-performing workforce. Through a structured Rewards and Recognition programme called 'The Appreciation Vault', the company celebrates achievements—both big and small—using a blend of monetary and non-monetary incentives that reinforce a culture of appreciation and shared success.

Addverb expresses its appreciation through monetary and non-monetary rewards for its human resources:

- Rookie of the Year Award
- Long Term Service Award
- Game Changer Award
- Service Excellence Award
- The Most Valuable Player Award (MVP)
- Delivery Ninja Award
- Software Samurai
- Sidekick Salute



## Enriching Employee Experience

From structured onboarding to a wide range of wellness and engagement initiatives, the company ensures that every team member feels supported and empowered throughout their journey.

- A formal, well-structured onboarding programme familiarises new employees with Addverb's values, culture, and operations, ensuring a smooth transition from day one.
- The performance management system is transparent and continuous, promoting regular feedback and professional growth.
- Recognition programmes at the leadership, peer, and team levels honour excellence, while long-serving employees are appreciated for their continued contribution.
- Employee wellbeing is anchored in three key pillars: Social Connection, Incentives, and Gratitude.
- Addverb fosters a vibrant and inclusive culture through celebrations, departmental events, sports activities, and family visits.
- Employees are provided with comprehensive benefits, including ESIC coverage, accident and life insurance, and access to on-site occupational health centres.

- Weekly doctor consultations and hospital tie-ups ensure timely medical support.
- Bi-annual and annual health check-ups, eye camps, and blood donation drives are organised.
- Regular educational sessions are organised on nutrition, mental health, financial health, menstrual hygiene, and chronic disease management, helping employees make informed lifestyle choices.

### **Apart from these, the following benefits also form an integral part of work life at Addverb:**

- Collaboration with fintech 'SalarySe' to provide non-collateral loans to employees at better rates as compared to the market rates.
- Car Lease Policy.
- Launched a company portal with Swishclub to offer attractive discounts to employees on shopping through the portal.
- An opportunity for the family members to visit the workplace.
- Transportation to and from the factories.



- Flexible schedules and open workstations (the flexibility to choose their workspace within a designated office area irrespective of roles).
- Dedicated transport for expecting mothers and extended Maternity Leave.
- Creche facility for all employees at Bot-Valley and Bot-Verse.
- Full scholarship for higher education.
- A sabbatical policy to enable the employees to take extended breaks to pursue personal interests, academic pursuits, family commitment or rejuvenation.
- Introduced optional holidays to allow greater flexibility to employees to plan their personal commitments.
- Marriage Benefit Scheme (the travel expenses for the employees and their spouse on their first trip within a year of marriage while employed are covered by the company).



## Employee Engagement Initiatives

### Fostering Health and Social Responsibility

As part of its commitment to employee wellbeing and community engagement, Addverb organised two key health-centric initiatives during the year:

- **Free Health Check-up Camp:**

Conducted in January 2025 at Bot-Verse and Bot-Valley, this initiative aimed to promote preventive healthcare and wellbeing among 120 employees across both facilities. The camp enhanced health awareness and contributed to improved employee productivity through early detection and timely intervention.

- **Blood Donation Drive:**

In March 2024, a voluntary blood donation camp was held at Bot-Verse, enabling employees to contribute to a life-saving cause. The drive supported 30 beneficiaries and fostered a sense of community, solidarity, and awareness around critical health needs.



### Road Safety Week in January 2025

The primary aim of this initiative was to raise awareness about the importance of road safety among Addverb employees at Bot-Verse, Bot-Valley and at Addverb's project site and instil a culture of 'Zero Incidents and Zero Fatality', encouraging responsible road usage and the critical importance of adhering to traffic rules. During this month, various activities centred on the theme 'Sadak Suraksha, Jeevan Raksha' were arranged to sensitise employees about road safety and responsible behaviour, including:

- Road Safety Week Poster Banner Display
- Road Safety Week Briefing by Email
- Road Safety Quiz
- Defensive Driving Training with a virtual session and a practical driving session
- Eye Check-up Camp

This project conferred multiple benefits, including increased awareness of traffic issues, proactive employee involvement as responsible citizens, improved safety and driving practices, and enhanced compliance with rules and regulations at the broader social level.

### National Safety Week

Under this initiative, planned from 4th March, 2025 to 10th March, 2025 at both the manufacturing facilities as well as the project sites to commemorate the 54th National Safety Day, employees were encouraged to commit increasingly to creating a safe and healthy workplace, contributing to the national goal of a safer, prosperous future. The theme of the event was 'Safety & Wellbeing Crucial for Viksit Bharat'.

- The employees took a safety pledge and attended workshops on safety culture and awareness at the workplace.
- A blood donation camp was organised to ensure a stable and sufficient blood supply for medical emergencies.
- This programme resulted in an enhanced awareness about the potential workplace hazards and responsible workplace conduct among the employees to avert disasters, if any, leading to the creation of a safer workplace and enhanced community trust.

# Customer-First, Always

Customer success is integral to Addverb's value system. The company partners closely with clients to understand their unique operational challenges and deliver automation solutions that are agile, innovative, and tailored to their needs. The company's capabilities to provide customer-centric solutions are further bolstered by the ISO 9000 (Quality Management) certification for stringent quality management practices followed. The company's Software Development Centres (SDCs) at Noida and Pune as well as R&D centres at Noida and in the USA are pivotal to crafting innovative automation approaches and delivering value-added solutions and service excellence to the global clientele base of the company.



## Excellence in Every Project

The overarching objective of Project Lifecycle Management (PLM) is to craft and deliver projects of exceptional quality that cater to bespoke client requirements with accelerated performance. To satisfy this core performance criterion, a PLM framework comprising five meticulously defined stages has been devised by Addverb.

- **Inception** - Drafting detailed project objectives and scope and preparing a comprehensive Design Acceptance Package.
- **Plan** - Preparation of detailed project implementation schedule, cost and quality estimates, outlining potential risks.
- **Implement** - Beginning the actual implementation process with S-Curve reporting, virtual commissioning, factory acceptance testing, and effective conflict and crisis management.
- **Adapt** - Agile response to any change requirements with effective change management practices.
- **Closure** - Handing over the project after final testing, approval and comprehensive documentation.

## Innovations That Add Value

At Addverb, innovation is not just about enhancing automation—it is about creating tangible value for the customers. The company continuously evolves its software and digital capabilities to deliver smarter and future-ready solutions that enhance operational efficiency and long-term sustainability.

### Digital Twin

To improve solution accuracy and pre-deployment validation, Addverb has adopted Digital Twin technology across its warehouse automation design process. This virtual model emulates all hardware devices even before robots or automation components are physically manufactured. It serves as a robust platform for developing and validating complete end-to-end low-level and high-level software systems that would be used with the hardware in the solution.



### Key advantages include:

#### Virtual Commissioning before Real Commissioning:

By performing integrated validation of all software stack connected with Digital Twin such as PLC logic for motion control, high-level software's such as Warehouse Management System (WMS), Warehouse Execution System (WES), Warehouse Control System (WCS), and Fleet Management System (FMS) makes the solution full-proof, highly optimised and safe to be deployed.

#### Futuristic Operations Outlook:

It adds to operational efficiency and capacity by providing detailed information on upcoming inventory and order profiles to the Digital Twin, enabling observation of how the warehouse solution manages throughput, system utilisation, and flow dynamics under varying demand conditions.

#### Post-deployment Validation:

Software stack updates (WES, WCS, FMS and PLC logic) and feature enhancements, whether customer-demanded or Addverb-initiated, can be tested virtually without disrupting ongoing operations.

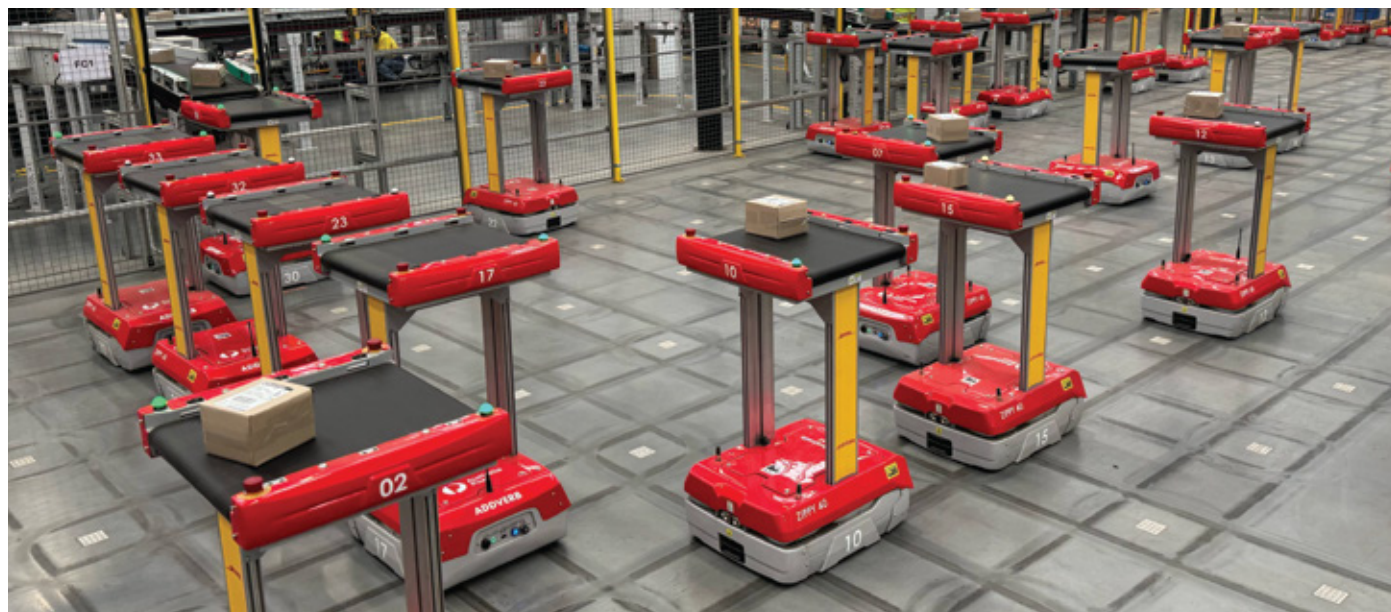
## New Developments at Software Development Centres

Addverb's Software Development Centres (SDCs) in Noida and Pune are pivotal to delivering next-generation digital warehouse solutions. This year, several new developments were undertaken to enhance product offerings.

### Movect Platform:

Catering to the needs of large warehouses, the Movect Platform (Fleet Management System) from Addverb has been enhanced with an intuitive Graphical User Interface (GUI) to manage up to 1,500 mobile robots across warehouse environments. The platform is VDA 5050 compliant, supports robots of multiple brands and navigation types, and increases operational throughput by up to 30% by generating a dynamic heat map and using AI to debottleneck by identifying and isolating high traffic zones. Key features include:

- Can be configured for any floor or table size.
- Supports simulations to assign pick, drop and charging locations to optimise the throughput.
- Download and implement configuration files from other sites to recreate the past and identify improvement points.
- Allows periodic recalibration of LiDAR, sensors and for battery levels.



### Optimus Platform:

Addverb's Optimus (Warehouse Management System) has undergone significant architectural improvement and domain-specific functional extensions to cater to large-scale operations across sectors such as beauty, fashion, automotive, and medical devices. Designed for multi-tenant environments, the platform ensures resilient and seamless inter-service communication through asynchronous messaging and RESTful APIs. Key functional enhancements include prepacking and kitting workflows for automotive operations, Cross-Dock Flow-Through (CDFT) operations, item-level tracking in

non-LPN warehouses, storage compaction and optimisation, and optimised wave allocation to boost picker efficiency and reduce travel time. The platform supports configurable workflows, integrates with ERPs like SAP, and various other WCS/WES. Scalable across multiple sites and clients, the WMS offers role-based access controls, customer-specific UI views, and API-driven external integration. Users benefit from a secure, web-based application with granular permission controls for robust and efficient warehouse management.

# Lifecycle Support for Customers

Lifecycle support is part of Addverb's core vision of long-term customer value delivery. High-performing systems for customers are ensured through extensive support throughout each solution's operating life. The support comes through a comprehensive Computerised Maintenance Management System (CMMS), which serves as the main platform for streamlined maintenance processes. The CMMS facilitates efficient asset stewardship, real-time activity tracking, as well as planned preventive maintenance, thereby reducing downtime and optimising equipment performance. The company's customer support framework is tailored to meet diverse operational needs with flexibility and precision. Addverb offers customised service packages, detailed after-sales training programmes, and round-the-clock technical support to ensure uninterrupted operations. In addition, advanced analytics and reporting tools empower clients with actionable data, helping them track performance metrics, monitor trends, and make informed decisions. With this integrated and proactive approach, Addverb reinforces its role as a dependable partner in driving operational efficiency across industries.

## Three-dimensional After Sales Support

Addverb launched a low-code AFS platform with an intuitive customer interface to help customers with 24\*7 service to fulfil critical business requirements. It enables timely logging and resolution of breakdown issues, before they impact the system, and also enables timely preventive maintenance to maximise equipment uptime and availability. The platform allows tapping into the historical database, which in turn reduces resolution time. It also provides a detailed view of all issues across sites with the ability to add updates on the ticket, giving a real-time view to the stakeholders. The portal enables sharing a detailed RCA, providing full closure to the customer along with transparent process and time reporting.



## Customer-Centric Regional Team

Addverb's regional customer service teams are strategically located to bring agility as well as sustainability to the forefront of after-sales support. By operating closer to client sites, these teams significantly reduce the environmental impact associated with long-distance travel, while also promoting digital service interactions that minimise paper use. Each regional unit upholds the highest standards of ethical conduct by undertaking localised compliance training and driving continuous improvement through structured customer feedback surveys.

## 24/7 Hotline Support

Addverb's global 24\*7 hotline support offers uninterrupted assistance to customers while furthering sustainability. The remote infrastructure supporting this hotline eliminates daily commutes, thereby lowering the company's carbon emissions and enabling fast, energy-efficient problem resolution. Socially, the hotline promotes diversity by providing employment opportunities to talent from across diverse geographic areas and work-life balance by offering wellness support for employees working in high-demand environments. From a governance standpoint, Addverb maintains stringent data protection standards and clear escalation protocols, ensuring real-time oversight of support workflows.

## Computerised Maintenance Management System (Mendix)

This digital solution enhances sustainability by enabling predictive and preventive maintenance, thereby extending asset life, improving energy efficiency, and eliminating the need for paper-based documentation. The system contributes to social impact by improving workplace safety through automated alerts and structured maintenance protocols, while also supporting technician upskilling through access to knowledge resources and real-time asset diagnostics. Governance is reinforced through comprehensive audit trails and real-time performance monitoring.

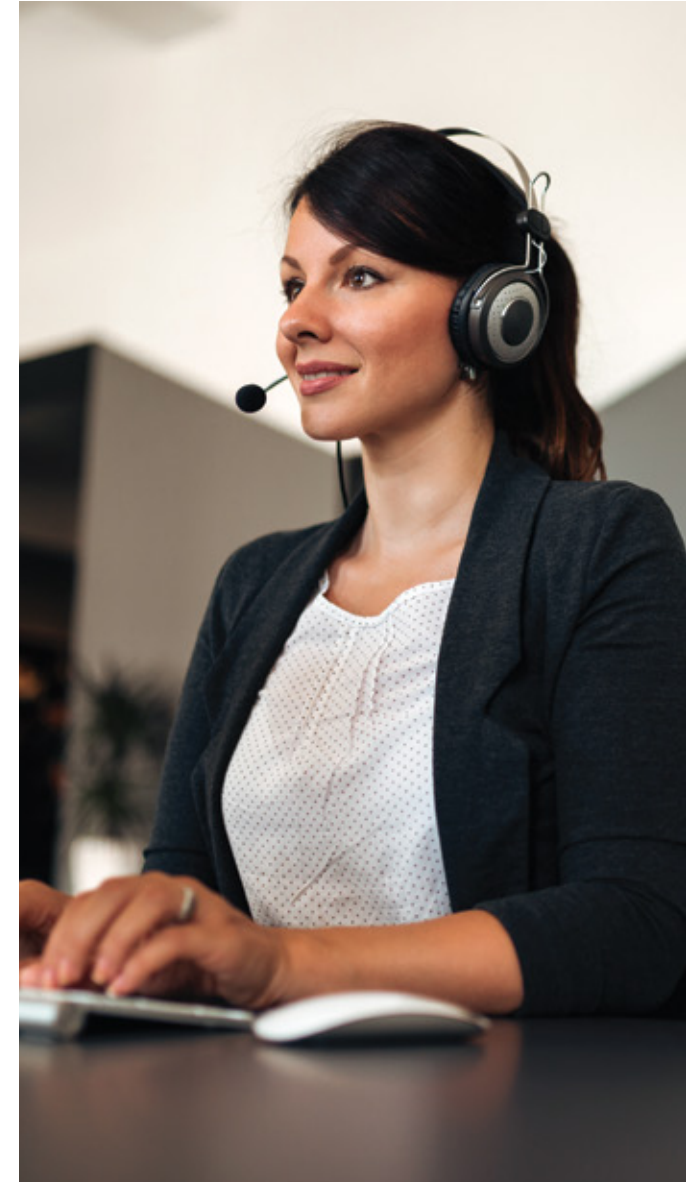
## Customer Grievance Handling Framework

Addverb provides an uninterrupted and responsive customer experience through extensive support throughout all stages of the product lifecycle. Complaints can be made through various channels of communication, consisting of CMMS (Computerised Maintenance Management System), direct contact through telephonic communication, or on-site support staff. Customer issues are channelled through a centralised technology platform to trained technical experts in order to deliver immediate and efficient resolution. Defective spare parts under warranty are handled by the customer excellence team, through

which replacements are coordinated, and service engineers are dispatched if required. The OSS (On-Site Support) team provides customised support for customers under residential support agreements. Dissatisfaction in response to spare parts is addressed by the assigned spare parts department. A properly designed escalation matrix is also in place for unresolved issues, providing an open channel for resolution.

### Features of Customer Service Support:

- 24/7 customer support involving three levels—L1, L2, and L3 teams.
- Expert customer-service professionals.
- Tech and data-driven customer insights and decision making.
- Preventive maintenance and site audits for equipment longevity and performance.
- Prompt onsite assistance for technical issues or service requirements.
- After-sales customer support portal with real-time support tracking, site performance monitoring, and convenient spare parts access.



# Case Study

**Company:** Mondial Relay

**Sector:** Third-Party Logistics (3PL)

**Project Title:** Advanced Robotic Sortation System Implementation

## Problem Statement

Mondial Relay, a major parcel delivery and e-commerce logistics company, needed to expand its operations in response to increasing volumes of parcels. The company faced a limitation in floor space and available staff in its current infrastructure. At the same time, it wanted alignment with sustainable objectives, lowering greenhouse gas emissions while increasing energy efficiency in its operations. The need of the hour was a high-throughput, energy-efficient, and space-efficient solution.

## Solution

Addverb deployed 62 Robotic Sorters (Zippy 10), which were engineered to maximise the sortation of parcels with accuracy and less manual intervention. These Robotic Sorters were equipped with clever routing software and a strong Lithium-Ion battery to guarantee performance and efficiency.

## Impact

- Reached a sorting capacity of 3,000 units per hour, significantly increasing throughput.
- Less manual intervention resulted in higher levels of operational efficiency and workforce flexibility.
- Smart sleep mode reduced idle-time energy usage.
- Increased battery life during downtime through smart charging and self-diagnostics.
- Optimised navigation programmes minimised unnecessary robot movements and reduced energy consumption.



## Safeguarding Innovations through Intellectual Property Protection

Addverb recognises Intellectual Property (IP) as an essential tool to generate competitive advantage and long-term growth. As the value of its technological innovations grows, the company has embedded IP considerations into every stage of product development and long-term innovation planning. This has been done with a view to protecting Addverb's proprietary technologies, enhancing their commercial viability and strengthening their alignment with the company's growth prospects. A structured IP framework, led by a dedicated team and supported by R&D, engineering, and product functions, ensures early identification, timely filing, and global protection of innovations. This proactive approach strengthens Addverb's position in a competitive landscape.



# Nurturing Communities

At Addverb, Corporate Social Responsibility (CSR) has been woven into its core, strategic growth strategy. The Company designs its CSR initiatives to promote sustainable development and inclusive progress, addressing key social and environmental challenges. Every innovation is aligned to deliver wider societal benefits, making CSR an integral part of business operations. Local community engagements, though forming a smaller share of the overall development programmes, are aimed at delivering high impact and driving meaningful change where it matters most.



## Corporate Social Responsibility (CSR) Committee

Addverb's CSR initiatives, primarily focused on the promotion of education and healthcare, energy and climate change, and societal upliftment, are overseen by the CSR Committee, which comprises two independent and three non-independent directors. The Committee establishes guidelines for the company's social and environmental outreach programmes and ensures alignment with the broader provisions outlined in Schedule VII of the Companies Act, 2013. Its primary duties include:

- To formulate and recommend a Corporate Social Responsibility Policy to the Board.
- To recommend the amount of expenditure to be incurred on such activities.
- To monitor the implementation of the CSR Policy of the company from time to time.



## Initiatives for FY 2024-25

### Clothes Donation Drive

In October 2024, Addverb partnered with the NGO Goonj to launch a meaningful project supporting the dignity and welfare of individuals from low-income and marginalised communities. Structured in collaboration with partner NGOs, the initiative included a clothing drive to collect gently used clothes, which were carefully distributed among 50 underprivileged families. Through this small yet powerful gesture, Addverb contributed to improving daily hygiene, comfort, and living conditions, while demonstrating its strong commitment to the values of compassion and humanity.

### STEM Education Initiatives

Science, Technology, Engineering and Mathematics (STEM) education is the pillar that forms a strong foundation of the nation's innovation and technological advancement. Addverb's business offerings derive their core value creation ability from these subjects and hence, the company seeks to promote STEM educational initiatives and encourage, young, minds to explore STEM subjects enthusiastically.

The objective of the STEM initiative:

- To position Addverb as an employer of choice for students.
- Promote robotics as a preferred academic and professional domain.
- Align with our philosophy of building talent.

Addverb has provided STEM projects along with scholarships and internship opportunities to IIT Delhi, IIT Gandhinagar students. The MOU with IIT Delhi also incentivises the faculty who act as guides to these students. The company hosts school and college students (Govt schools in Delhi; GL Bajaj, Sparsh Business School) at its factory sites. Addverb also participated in the E-Yantra hiring organised by IIT Mumbai.



### Vishwakarma Awards

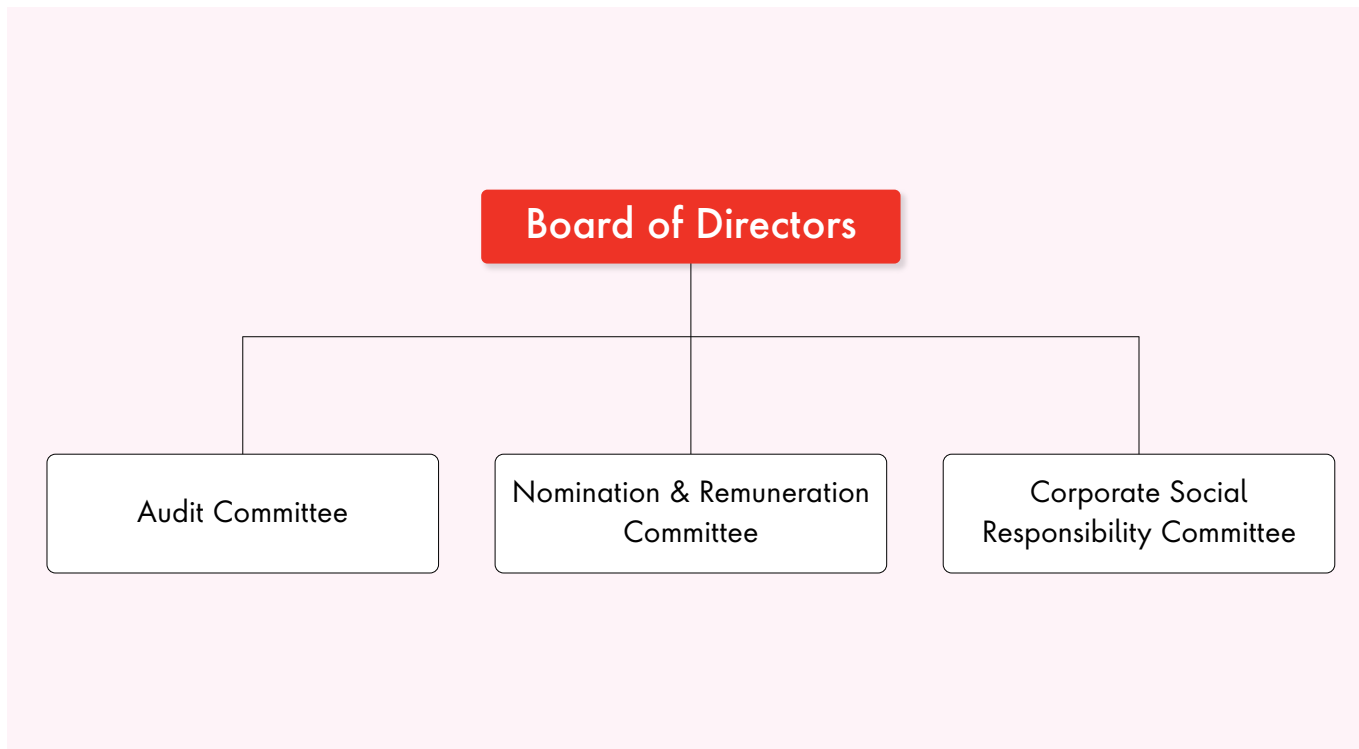
Vishwakarma Awards is an annual event organised to felicitate exceptional student innovations in the fields of water and sanitation, clean technology, and smart mobility. Addverb, in partnership with the Maker Bhavan Foundation, sponsors these awards to reward the endeavours of students from various Indian STEM colleges to develop tech-driven solutions for problems facing the world.

# Building Trust with Integrity and Transparency

Solid governance underpins Addverb's adherence to ethical and responsible business practice. The company's governance model is based on openness, accountability, and compliance both with the Indian laws and international laws. A diverse and seasoned Board ensures robust decision-making, fosters stakeholder confidence, and reinforces Addverb's commitment to balanced, long-term, and values-driven growth.

Strong corporate governance is fundamental to building transparent, ethical, and values-driven organisations. Addverb's Board of Directors is the ultimate supervisory body consisting of diverse experiences, capabilities, age, and gender representation. The diverse composition guarantees fair, balanced, inclusive and holistic decisions based on multiple perspectives. The day-to-day activities are handled by the management, while governance, compliance, and strategic direction are overseen by the Board. To avoid conflicts of interest, the roles of Chairman and CEO have been assigned to different individuals.

# Governance Structure



## BoD Composition

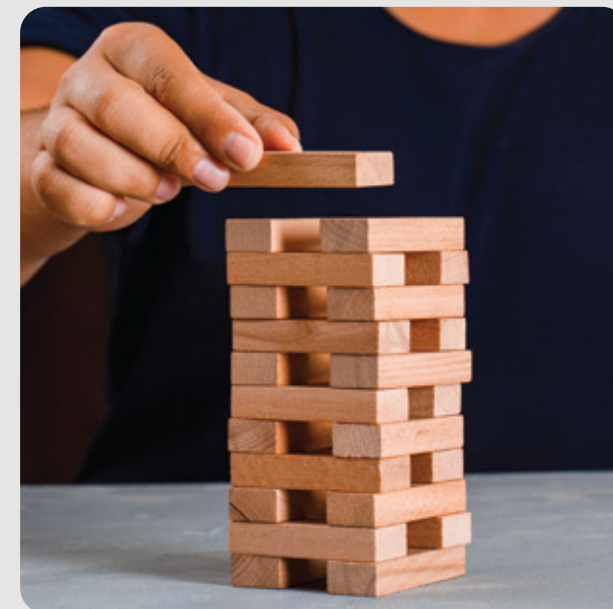
One Executive Director	Out of the nine Directors, two directors are independent	22.22% of individuals are between 30 to 50 years of age
Eight Non-Executive Directors	77.78% of individuals are above 50 years of age	The gender ratio of the Board of Directors is 8:1

## Tenure Details

Independent Directors: 5 years

Whole Time Directors: 3 years

Other Directors: Retire by rotation as per the Companies Act, 2013.



## Nomination and Remuneration Committee

At Addverb, the Nomination and Remuneration Committee, comprising two Independent Directors and one Non-Independent Director, helps in ensuring high level of Corporate Governance. The Committee is tasked with identifying, analysing, and recommending potential directors in accordance with the Selection and Independence of Directors Policy. After a director's appointment, NRC continues to evaluate the Board's collective and individual capabilities in relation to the company's strategic goals. The Committee also conducts an annual performance evaluation of the Board, its committees, and individual directors. On the basis of self-appraisal reports submitted by members, a collective review is formulated by NRC and given to the Chairman for his consideration and action.

As of 31st March 2025, the ratio of the highest-paid individual's annual total compensation to the median of all other employees is **12.86**, while the ratio of their compensation increase to the median increase is **0.53**.

## Performance Assessment of the Board

Addverb follows a clear policy to evaluate the performance of the Board, its committees, and all directors, both Independent and Non-Executive. This evaluation happens once a year through a secure and private online system. The Nomination and Remuneration Committee (NRC) manages this process. They review how the Board, committees, and directors are performing. Independent Directors also review the Chairperson, Non-Independent Directors, and the whole Board. Each committee and director complete a self-assessment, and the results are shared with the NRC. Evaluation reports are kept for noting of Board and Committees. After reviewing all the input, a final report is shared with the Chairman. This clear and thorough process helps the Board stay accountable, improve over time, and work more effectively.



# Policy Framework

Whistleblower  
Policy

Code of Conduct

Maternity and  
Paternity Benefit Policy

Policy on Prevention and  
Redressal of Sexual Harassment  
at the Workplace

Corporate Social  
Responsibility (CSR) Policy

Policy for Selection of Directors  
and Determining Directors'  
Independence

Policy for Appointment of a  
Person in Senior Management

Physical & Environmental  
Security Policy

Remuneration Policy for Directors, Key Managerial  
Personnel, and IMS and ENMS Policy

Policy for Performance Evaluation of Independent  
Directors, Board, Committees of Board, and Other  
Individual Directors

Access Control and  
Data Privacy Policy

Sustainability  
Policy

Incident Management  
Policy

Asset Management  
Policy

Human Resource  
Security Policy

Information  
Classification Policy

Acceptable Usage  
Policy

Information Security  
Policy

## Ethical Business Conduct

The company's Code of Conduct, which is included in every employee agreement, acts as an inspirational framework based on core values, enabling staff at every level to make responsible decisions. In order to stay responsive to changing societal and technological norms, the Code also covers major areas including sustainability, data protection, responsible use of AI, and algorithmic fairness. Cementing its commitment even further, the Whistle-blower Policy and Vigil Mechanism offer a secure, confidential framework for reporting misconduct, breaches of regulation, or unethical behaviour.

### Addverb's Commitment to Business Ethics:

- Code of Conduct training via workshops and modules
- Promotes anti-bribery to supply chain partners
- Secretarial, HR, Legal, and Compliance teams ensure regulatory compliance
- Uses technology for transparent expense tracking
- Emphasise fair dealing
- Manage conflict of interest
- Ensure transparency and quality in public disclosures
- Responsible use of AI, algorithmic bias, and digital risks

## Whistleblower Policy

The company has instituted a Whistleblower Policy as part of its vigil mechanism, empowering the employees and directors to report unethical practices, violations of legal or regulatory requirements, or misconduct in a confidential manner. The policy ensures protection of the person raising concern and reinforces the commitment to ethical governance by promoting transparency and trust across all levels of the organisation.

## Risk Management

At Addverb, risk management is an integral part of the operational ethos to safeguard business continuity, sustained stakeholder value creation, and long-term growth. The company has proactively structured a systematic approach to identify, assess, and mitigate potential financial risks to the stakeholders across all functions through clearly defined Standard Operating Procedures (SOPs). Furthermore, in an attempt to ensure responsible governance and avoid potential conflict of interest, related party transactions are transparently managed through prior identification, disclosure of 'Nature of Interest' in agenda documents, and stakeholder communication via AGM notices.

## Supply Chain Management

Addverb evaluates suppliers based on environmental, social, and safety standards. During the onboarding of new suppliers, a detailed audit is conducted where 19% of the weightage is assigned to environmental and social parameters. The company encourages all suppliers to obtain ISO 14001 and ISO 18001 certifications, reinforcing the alignment with global sustainability standards. In strict adherence to human rights and fair labour practices, Addverb follows a zero-tolerance policy towards violations. Regular visits to the supplier and sub-supplier sites are arranged for informal and formal assessments. Each supplier receives a tailored improvement roadmap based on their audit performance, and these plans are reviewed every six months to monitor progress and ensure ongoing compliance.



## Approach to Regulatory Compliance

The company complies with key international frameworks such as International Labour Organisation (ILO) Conventions, UN Guiding Principles on Business and Human Rights. It also guarantees strong compliance via a committed technology platform granting authorised staff real-time access to the company's legal and statutory obligations. The company also has an active compliance function that regularly tracks and minimises company-wide risks while building a transparent and accountable organisational culture. The staff is obligated to acknowledge completion of compliance activities within scheduled deadlines in order to reinforce accountability and timely compliance throughout the organisation.

Moreover, the company also has IMS in place (ISO 14001 and 45001) and conducted SMETA 4 pillar audit and Workplace Condition Assessment Audit as per customer's requirement. The principles of international human rights are adhered to, if there is a conflict between internationally recognised human rights and national laws.



# Symbols of Excellence

Throughout the year, Addverb's dedication to innovation, operational excellence, and ethical leadership has been acclaimed by prominent industry institutions. These awards and recognitions are strong affirmations of the company's consistent quest for quality, customer satisfaction and technological innovation.

## Awards in 2024-25

**Indian Television PRCS Awards 2024-** Received an award in the category of IT & Technology; Technology for 'Make in India-For the World' approach in 2024.

**Agency Reporter 2024-** Received an award in the Bronze category of Technology and IT for 'Building Future-Ready Warehouses for the Globe' approach in 2024.

**Indian Television PRCS Awards 2024-** Received an award in the Silver category of Manufacturing for 'Make in India-For the World' approach in 2024.

Best Technology Integration in Warehousing- Won in **LogiMAT India 2025.**



**Visionary Logistics Leader Award-** Won in LogiMAT India 2025.

**ET Kaleido Awards-** Received Enterprise Tech (B2B) award for 'Addverb- Make in India- For the World' approach in 2024.

Addverb received the **HSE Excellence Award** from Reliance Retail at the 3rd Annual SAFEtitude event, recognizing its commitment to health, safety, and environmental standards.

# External Assurance

To ensure credibility, accuracy, and transparency of our Sustainability Report, Addverb Technologies engaged TÜV India Pvt. Ltd. as an independent third-party assurance provider for FY 2024-25. The assurance was conducted in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), covering selected Key Performance Indicators (KPIs) relating to environmental, social, and governance (ESG) aspects.

TÜV evaluated the processes, data management systems, and evidence supporting the reported information, and confirmed that nothing has come to their attention that causes them to believe the disclosures are not fairly presented, in all material respects. This external assurance by TÜV reinforces the reliability of our reporting and reflects our commitment to transparent communication with stakeholders.

# TÜVINDIA



# GRI Index

## GRI 2: General Disclosures 2021

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## GRI 3: Material Topics 2021

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- 3-1 Process to determine material topics
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### GRI 202: Market Presence 2016

- 202-1 Ratios of standard entry level wage by gender compared to local minimum wage
- 202-2 Proportion of senior management hired from the local community

### GRI 203: Indirect Economic Impacts 2016

- 203-1 Infrastructure investments and services supported
- 203-2 Significant indirect economic impacts

### GRI 204: Procurement Practices 2016

- 204-1 Proportion of spending on local suppliers

### GRI 205: Anti-corruption 2016

- 205-1 Operations assessed for risks related to corruption
- 205-2 Communication and training about anti-corruption policies and procedures
- 205-3 Confirmed incidents of corruption and actions taken

### GRI 206: Anti-competitive Behavior 2016

- 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

### GRI 301: Materials 2016

- 301-1 Materials used by weight or volume

### GRI 302: Energy 2016

- 302-1 Energy consumption within the organization
- 302-2 Energy consumption outside of the organization
- 302-3 Energy intensity
- 302-4 Reduction of energy consumption
- 302-5 Reductions in energy requirements of products and services

GRI 303: Water and Effluents 2018	<ul style="list-style-type: none"> <li>• 303-1 Interactions with water as a shared resource</li> <li>• 303-2 Management of water discharge-related impacts</li> <li>• 303-3 Water withdrawal</li> <li>• 303-4 Water discharge</li> <li>• 303-5 Water consumption</li> </ul>	GRI 403: Occupational Health and Safety 2018	<ul style="list-style-type: none"> <li>• 403-1 Occupational health and safety management system</li> <li>• 403-2 Hazard identification, risk assessment, and incident investigation</li> <li>• 403-3 Occupational health services</li> <li>• 403-4 Worker participation, consultation, and communication on occupational health and safety</li> <li>• 403-5 Worker training on occupational health and safety</li> <li>• 403-6 Promotion of worker health</li> <li>• 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships</li> <li>• 403-8 Workers covered by an occupational health and safety management system</li> <li>• 403-9 Work-related injuries</li> <li>• 403-10 Work-related ill health</li> </ul>
GRI 304: Biodiversity 2016	<ul style="list-style-type: none"> <li>• 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas</li> </ul>	GRI 404: Training and Education 2016	<ul style="list-style-type: none"> <li>• 404-1 Average hours of training per year per employee</li> <li>• 404-2 Programmes for upgrading employee skills and transition assistance Programmes</li> <li>• 404-3 Percentage of employees receiving regular performance and career development reviews</li> </ul>
GRI 305: Emissions 2016	<ul style="list-style-type: none"> <li>• 305-1 Direct (Scope 1) GHG emissions</li> <li>• 305-2 Energy indirect (Scope 2) GHG emissions</li> <li>• 305-3 Other indirect (Scope 3) GHG emissions</li> <li>• 305-4 GHG emissions intensity</li> <li>• 305-5 Reduction of GHG emissions</li> <li>• 305-6 Emissions of ozone-depleting substances (ODS)</li> <li>• 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions</li> </ul>	GRI 405: Diversity and Equal Opportunity 2016	<ul style="list-style-type: none"> <li>• 405-1 Diversity of governance bodies and employees</li> <li>• 405-2 Ratio of basic salary and remuneration of women to men</li> </ul>
GRI 306: Waste 2020	<ul style="list-style-type: none"> <li>• 306-1 Waste generation and significant waste-related impacts</li> <li>• 306-2 Management of significant waste-related impacts</li> <li>• 306-3 Waste generated</li> <li>• 306-4 Waste diverted from disposal</li> <li>• 306-5 Waste directed to disposal</li> </ul>	GRI 408: Child Labor 2016	<ul style="list-style-type: none"> <li>• 408-1 Operations and suppliers at significant risk for incidents of child labor</li> </ul>
GRI 308: Supplier Environmental Assessment 2016	<ul style="list-style-type: none"> <li>• 308-1 New suppliers that were screened using environmental criteria</li> <li>• 308-2 Negative environmental impacts in the supply chain and actions taken</li> </ul>	GRI 409: Forced or Compulsory Labor 2016	<ul style="list-style-type: none"> <li>• 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor</li> </ul>
GRI 401: Employment 2016	<ul style="list-style-type: none"> <li>• 401-1 New employee hires and employee turnover</li> <li>• 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees</li> <li>• 401-3 Parental leave</li> </ul>	GRI 413: Local Communities 2016	<ul style="list-style-type: none"> <li>• 413-1 Operations with local community engagement, impact assessments, and development Programmes</li> <li>• 413-2 Operations with significant actual and potential negative impacts on local communities</li> </ul>
		GRI 417: Marketing and Labeling 2016	<ul style="list-style-type: none"> <li>• 417-1 Requirements for product and service information and labeling</li> </ul>
		GRI 418: Customer Privacy 2016	<ul style="list-style-type: none"> <li>• 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data</li> </ul>

## **Give your feedback**

[automate@addverb.com](mailto:automate@addverb.com)

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