Sustainability 2022

2022 sustainability highlights

#ItsNotOk

A campaign around women's safety against harassment, 153 million people educated about helpline numbers to call if being harassed; reached 1.8 billion people across digital platforms.

Pinning the emergency helpline numbers on TC's quick dial option led to a 100% increase in women reaching out to report crimes in a short period of time.

~50 Bn

Identified spam calls in 2022.

>7 million

downloads of the Guardians – an app for personal safety that was launched in 2021.

>3 million

people accessed the COVID-19 Healthcare Directory on the Truecaller app within one month at the height of the second wave in India.

Sustainability at Truecaller

The mission of Truecaller is to build trust in communication. By this we mean that people and businesses should be able to connect and communicate without risk of fraud or spam that in turn create nuisance, mistrust and hinders economic activity.

A continuous and transparent dialogue with our stakeholders is important to understand where our sustainability work is most beneficial, and prepares the organization to deal with external factors that may affect the business. With the aim of developing our sustainability work, we carried out a material-ity analysis in 2021 that takes into account different sustain-ability perspectives. We had a dialogue with our various stakeholder groups, including our users, corporate customers, employees, owners and suppliers who have all contributed with their approach to Truecaller from a sustainability per-spective. We have also implemented several policies and our Code of Conduct that dictates how both we and our suppliers should work with each other.

To maximize a positive impact
This year's sustainability report, which is Truecaller's second, lays the foundation for continued work in the coming years. The report summarizes how Truecaller works to maximize a positive impact on society, our employees, governance and climate – which are Truecallers four main focus areas for sustainable impact.

Four focus areas for sustainable impact
After the dialogue with our different key stakeholders we choose four focus areas where we as a company want and can make a dfference given our business model. With our daily actions and commitment we also want to inspire our users, our employees, our cooperation partners and other stakeholders to contribute.

#Society Sustainable development lies at the core of Truecaller's business. We strive to be a good force in society by creating a safe environment in a digital world. In everything we do, we work towards our goal of making tomorrow's communication safer, smarter and more efficient.

#Our people We want to create an inclusive environment where everyone feels welcome, safe, and supported to express their opinions. We strive to be the best employer for all, regardless of nationality, gender, sexual orientation, location and religion.

#Governance Winning is not just about results. It's also about how you get there. Ethics and compliance are a fundamental part of every successful company's performance. At Truecaller, we are committed to high standards of ethical business conduct.

#Climate As a digital platform and service provider, Truecaller has a limited direct impact on the environment from our operations. Nevertheless, we do our best to contribute to a zero-carbon world. All companies have an important role to play in the climate transition.

The report contains four sustainability targets, one for each focus area and in the future we will further develop our sus-tainability strategy and investigate what measurable targets that best serve the purpose of Truecaller.

We strive for transparency and clarity
We strive for transparency and clarity in our sustainability work and our impact. To foster comparability and our own accountability we have chosen to apply the recognised Global Reporting Initiative (GRI) standard. We have been a publicly listed company since October 2021. Accordingly, we have expanded our responsibility to encompass new stakeholders – our new shareholders who, like all of our existing stakehold-ers, expect and deserve clear, comparable and reliable report-ing on sustainability. This report is an important part of our continuous dialogue with all our stakeholders, which we see as an essential part of Truecaller's on-going short term and long-term effort to generate value.

Four focus areas for a sustainable impact

Society

#Society

Sustainable development lies at the core of Truecaller's business. We strive to be a good force in society by creating a safe environment in a digital world. In everything we do, we work towards our goal of making tomorrow's communication safer, smarter and more efficient.

Fraud and unwanted communication are endemic to digital economies, especially in emerging markets but also increasingly so in a global context. It has accompanied digital progress, creating mistrust and hindering economic activity. We contribute to local communities around the world by increasing safety and trust for our users, and thereby for society at large. We enable safe conversations for more than 338 million active users globally. Moreover, our wide reach gives us a unique capacity to help communities and individuals in urgent circumstances.

Sustainability target
Our goal is to drive safety and positive change in local communities

How Truecaller impacts

Data & Privacy
Information security and customer safety is the foundation of our work and our license to operate. We strive to be at the forefront of data security by constantly evolving our processes for managing data in a secure manner through our agile organization.

As a leading global platform for verifying contacts and blocking unwanted calls, we have access to data related to our users. Our service is built on trust, and we are committed to securing all user data that we have been authorized to process.

We always seek to make sure that Truecaller's users understand which permissions and data our solution requires for the app to work as efficiently as possible. Users have the power to control how their personal information is displayed on the app, and they can edit or deactivate their profile at any time. When a new user registers, their profile details are private by default. Users can also easily have their personal information deleted from Truecaller.

We do not sell user information to third parties. To ensure that Truecaller's services are free to use, we do however share user data on an anonymized and aggregated level with our trusted partners for advertising purposes. Partners who we have given the permission to process our data are listed in the app. Only analytical insights on an anonymized and aggregate level are shared.

Public policy
Protecting the personal information of our customers and ensuring that we follow the highest standards of privacy and data protection, as well as any other obligations, as required by the law of the land remains a top priority.

We stay committed to working with governments to support their digital transformation efforts in countries where we operate. We engage regularly with our key policy stakeholders on important policy issues like privacy, safety and security to create a safer digital experience for our users.

For more details about our work with data and privacy and public policy see pages 39–40.

Creating awareness about women's safety
Sexual harassment of women and girls through calls and texts is a growing problem. To spread awareness about the issue, which has previously been insufficiently researched, we leverage our unique insight into unwanted communication to publish recurrent reports about the topic, including several editions of "Truecaller Insights: Understanding Impact of Harassment, Spam Calls and SMS for Women".

In addition, Truecaller has been leading the #ItsNotOk campaign since 2017 to fight against harassment of women and increase safety in the world of digital communications; and as a result in the real world. In 2022, we partnered with News18 Network with an aim to encourage women to not just block harassers but take a step further #CallItOut and report incidents of harassment to the relevant authorities. The campaign has helped create awareness across the country with

#Society

policymakers, government stakeholders, law enforcement authorities, women's rights activists, experts and influencers emphasizing solutions and the need for collective action to put an end to harassment.

Driving awareness through action, we traversed the length and breadth of India with innovative ways of interaction and engagement through town halls in New Delhi and other cities in India to catalyze nuanced conversations. Leading the conversation on safety through #ItsNotOk campaign, we have reached over 1.8 billion people bolstering the conversation while highlighting the need for collective action. The campaign has also been successful in educating over 153 million citizens about existing resources, and helpline numbers thereby equipping them with the right tools and knowledge to report harassment.

The six-month-long initiative in 2022, culminated with the unveiling of the #CallItOut Wall and a Run to EmpowHER in partnership with the Delhi Police with the promise of a safer future for women in the digital and physical world. Our partnership with the Delhi Police and the response and participation from citizens is a testament to the campaign's collective efforts in creating a conducive environment for women to report harassment.

Enhancing safety through the Guardians app
People sometimes feel unsafe when walking home alone, exploring new places, or meeting with strangers. Smartphone usage means that phones can be a last line of defense in uncomfortable or dangerous situations. We contribute to making the daily lives of our users safer through a certain security feature in our app.

After building an app that safeguards people in their digital lives, we made a commitment to safety in the physical world. In March 2021, we launched our new personal safety app, Guardians, as a concrete development from the women's safety campaigns we have invested in over the years. More than seven million people have downloaded the Guardians

app which has a rating of 4.6 on Google Play Store. This initiative was further developed with the establishment of volunteer communities, giving users the ability to signal for help in real time to volunteer users nearby.

Impact on local communities

CyberSafety
Truecaller, in partnership with the CyberPeace Foundation, conducted a nationwide cyber safety awareness and training programme called #TrueCyberSafe. As a part of this campaign, cyber safety trainings were conducted across India for 1.6 million citizens and a cyber safety curriculum handout has been made available as a self-learning tool. The initiative is aimed at building the capacity of citizens to stay protected from online abuse, fraud, spam, and scams. Since February 2022, the

#TrueCyberSafe sessions have been held in different regions across the country with the support of premier educational institutions, key government officials and law enforcement agencies.

CyberWise
Truecaller has partnered with the Assam Police to provide cyber safety trainings across all districts in Assam. As part of this partnership, Truecaller has conducted CyberWise sessions for training college students in all districts of Assam, with the assistance of the Assam Police. The college students have been trained through a module focussed on building awareness and training them to better tackle cyber fraud, with the goal of creating a safer online experience for the internet users in the state.

Four focus areas for a sustainable impact

Our people

#Our people

At Truecaller, we want to create an inclusive environment where everyone feels welcome, safe, and supported to express their opinions. We strive to be the best employer for all, regardless of nationality, gender, sexual orientation, location and religion. Across our six office, our almost 400 employees represent more than 35 different nationalities.

We take pride in our pursuit of being a fair employer. Diversity and inclusion are not only important values for us. Our ability to ensure that all our employees feel involved and satisfied with their work is also important to our ability to recruit talent who can continue to develop our services.

Sustainability target
Our goal is to create the most inclusive environment and workplace for everyone, regardless of, ethnicity, religion, gender, age or location.

How Truecaller impacts

Diverse and inclusive workspace

Our approach to diversity, equity , belongingness and inclusion is defined in our dedicated Equal Opportunities policy. We strive to be an equal employer in all aspects of our business, including recruitment, pay, promotion, benefits, training, and parental leave. We take our duty not to discriminate because of gender, age, sexual orientation or any other personal characteristic very seriously.

At Truecaller, it is our aim to ensure that our people are given promotion opportunities solely on the basis of their ability and performance. All qualified employees normally have the opportunity to apply for promoted posts. We strive to offer our people the opportunity to continuously take on new challenges and develop in their careers.

We value the competence and experience that each individual employee brings to Truecaller and as we keep on growing, one of our opportunities is to continue attracting new talent that contributes to further diversity and our collective know-how.

Our People programs are designed in a way to attract and develop talent, like the referral system which gives our employees the opportunity to refer people who they think would thrive with us and contribute to Truecaller's development. The system is designed to increase the proportion of women in tech-related roles in the company and thereby supporting a better balance in the various teams. We also have a TrueBuddy program that is tactically designed for our new joiner's comfort and to help accelerate the onboarding to the team, our product and our culture.

Health and Safety

Truecaller complies with all applicable legislation and regulation concerning fair, safe and healthy working conditions outlined clearly in our work environment policy.

We continuously work to improve the health and safety of our workplace. We also provide support for our employees to maintain a good balance between work and personal life. Truecaller's employees are not bound by collective agreements. Ensuring that all employees have fair and generous employment terms is a priority, where market salaries and generous benefits in the form of private health insurance, health care allowance and no qualifying day are included. The benefits include full-time employees as well as short-term employees or part-time employees.

At Truecaller, all employees are required to participate in health and safety training that cover topics such as risk exposure and safe evacuation. The health and safety of our people must never be compromised.

The launch of TrueCare Wellness Framework in 2022 is a token of Truecaller's commitment towards our people's well-being stemming from one of our core values,'help each other'. This program has been designed to expand the scope of holistic well-being, catering to being more flexible, inclusive, and personalized. The framework encourages employees to make meaningful decisions towards their physical and mental wellbeing.

Employee Engagement

Our investment in employee engagement platform like Winningtemp helps us to listen to our employee voices and understand how our employees really feel using frequent

#Our people

Pulse surveys. This offers us up-to-date insights and gain a better view of what's happening in the organization and providing opportunities to work on real time feedback.

Recognition Program
We take pride in our recognition program – Truecaller Global Best of Culture Awards, which we developed from only annual to quarterly recognition awards to further build on a culture of acknowledging and celebrations.

Learning and Development
Expanding and improving our learning offer in 2022, we introduced the People Growth Team, which helped focus on leader and employee growth and development. We implemented a new cutting edge learning platform, available to all, through which we can provide training opportunities and customized learning paths aligning with teams and business ambitions. In addition we can create and roll out any internal training and knowledge sharing. This is an appreciated add on to the already existing training benefits and we are very proud of providing all these opportunities.

   Some notable training made available globally in 2022 includes Personal Growth, Individual Goal setting, Performance and Development conversation, Time Application, introduction to anti-bribery and corruption, Compliance training, Security Awareness, Expenses Reporting etc. In addition we have also offered local modules for leaders like India POSH (prevention of Sexual Harassment) training and local Swedish modules on Work environment and Labour law.

Our values

At Truecaller, the main aspects of a strong work ethic are professionalism, integrity, respect for the work and our colleagues, delivering as agreed and on time and discipline. Our core values are a strong driver of the work ethic. To guide us in our efforts, we worked together to identify a number of core values, which are essential tools for developing in the same direction as a company, fulfilling our vision and achieving our goals. The values are the foundation for building and upholding a strong company culture that works as a compass at all levels, from the individual to our various teams to top management.

Be fearless

We are committed to creating a safe and secure environment where individuals are encouraged to take risks and try new ideas without fear of failure. Constant change is in our DNA and an asset in our work.

Get sh*t done

Acting fast and decisively is important to us. We want to meet our goals and are not afraid to roll up our sleeves and get it done.

Never give up

We should be patient and respectful towards each other while aiming to constantly better ourselves, learn from our mistakes and from how other people do things when we need to. We motivate each other and support each other even when times are tough.

Help each other

We build trust, develop relationships and get to know each other. We respect each other's differences and are enriched by our diversity. We are not afraid to give or receive feedback and we think it is important to celebrate victories.

1) Company wide training programs, excl. individual L&D initiatives

#Our people

Our people-roadmap emphasizes on three areas – Leadership , Growth and Culture to fuel Truecaller's success.

Leadership
Sharpen skills

Purpose to ensure efficiency and set leaders up for success

Leadership is highly essential as it directly impacts engagement, performance and tenure. In order to best support Truecaller's success we want to make sure that our leaders are equipped with a toolbox that helps them to successfully develop happy and high performing teams.

We cater to focussed programs like:

The True leadership program with 6 modules

First time managers program

Executive program for management team

Leadership forum

Mindset
Truecaller's leaders will drive engagement and build high performing teams by role modeling values, creating clarity, giving feedback to improve performance and coaching for development.

Growth
Developing skills

Purpose to turn strategic aspirations in to HR actions

With personal and professional growth being one of the key drivers behind employee satisfaction and long tenure, we want to make sure that growth opportunities with Truecaller are both long- and short term.

Not only will professional growth make employees feel more satisfied but as employees grow, Truecaller grows.

Mindset
We continue investing in development and will be adding further opportunities for both professional and personal development. Leaders will offer these opportunities when discussing development plans that all employees must have. Employees can and will grow their skills over time with Truecaller.

Culture
Passion

Purpose to enable culture as a business driver

We aspire to provide our employees with a great experience and our culture is the foundation for this.

We want to make sure to keep our identity and drive really strong culture.

Our focus will hence be on activities based on our purpose and uniqueness.

Mindset
Our aim is to ensure employees feel they work for a company with great traction and where there are exciting opportunities and challenges. This will be done by an increased and varied communication connecting employees with Truecaller and bringing employees even closer to management. This will contribute to maintaining a strong culture and drive high engagement.

Diversity, equity, inclusion, and belonging (DEIB) are very important values for us. Our ability to ensure that all our people feel included , safe and satisfied with their work is equally vital for our capacity to attract and retain talent who can continue to develop our services.

🎓 Truecaller Academy

#Our people 👥

Truecaller Academy is our internal platform for knowledge sharing to drive the organization's learning culture. Employees are encouraged to participate as learners and trainers and take charge of their personal development.

On the same lines of creating a learning culture are our Lab Days
This is a dedicated time for employees to explore and showcase passion, a three-day event six times a year!

Employees teamup and focus on various activities like tech talks, geek lunches, and mini-hackathons.

Gender pay equality analysis
Truecaller believes in responsible wage practices securing gender pay equality across all locations. The purpose of this exercise is to detect, correct and prevent unequal pay differences between women and men. Every job gets graded and assessed based on knowledge and skills, as well as the level of responsibility and effort required.

The report is broadly categorized in three groups: Equity, Equivalent jobs and Female dominant group. The use of the Heartpace system to conduct these annual gender equal pay assessments found that, for all countries involved, the statistical significance was within the acceptable range of 5% or less.

During 2022, median salaries for female employees equaled 99 percent of those for males (based on median salaries during the year).

Truecaller Global career framework
An improved global framework and assessment methodology will be rolled out in 2023.

Truecaller's Career Framework is designed to support our people's career progression within the organization providing transparency, control, and clarity.

This framework and methodology takes a holistic approach to the subject of career by placing focus on equality at work, competence, enabling dialogues and career progression. It creates a system that's fair and inclusive.

The aim is to enable each employee to take charge of their personal growth and influence their career direction. The newly designed framework provides visibility of the career path, career levels, and job disciplines and ensures individuals understand and navigate potential career options.

Voices from the Truecaller team
What's the best part of Truecaller culture?

I love the flat organization style Truecaller has - if someone has an idea or a side project, we are encouraged to explore and potentially, it could end up in the app or being a staple campaign.

Another aspect I have newly experienced is the amazing benefit of parental leave, which I returned from 1 year off. I think it's especially important for women in Tech to feel comfortable and confident in their decision to take time off to focus on raising their children while building their career.

Lindsey LaMont, Director of Brand Marketing

In my mind, the two words that describes Truecaller – the company and the team – is "Collaborative and Supportive". Everyone I have encountered so far has been very cooperative and helped me learn the processes so I can get up to speed and contribute to the growth of Truecaller.

Ravi Sharma, Growth Product Manager

Truecaller is a company that focuses on building a positive culture that fosters innovation, collaboration, and growth.

It concentrated on creating a sense of community among its employees. Anyone across teams is just a Slack message away. Teammates are always around to support you and step in for you whenever you need that extra push.

Rashmi Tondare, Sr Backend Engineer

#Our people

Total number of different employees under different categories

2022	Female	Male	Total
Number of permanent employees	115	277	392
Number of temporary employees	2	1	3
Number of non-guaranteed hours employees	0	0	0
Number of part time employees	0	0	0
Number of full-time employees	117	278	395
Number in senior management	1	7	8
Total number of managers	16	64	80

Geographic split of employees

2022	Sweden	India	Israel	Singapore	Total
Number of permanent employees	155	231	5	1	392
Number of temporary employees	2	1	0	0	3
Number of non-guaranteed hours employees	0	0	0	0	0
Number of part time employees	0	0	0	0	0
Number of full-time employees	157	232	5	1	395

KPIs new employees in 2022

Age Range	#	%
Under 30	50	38%
30–50	79	61%
Above 50	1	1%

Gender		
Female	48	37%
Male	82	63%

Location		
India	82	63%
Stockholm	41	31%
Israel	6	5%
Singapore	1	1%
Grand Total	130	100%

Different employee KPIs

2022	
Share of employees on Parental Leave	10%
Average number of internal educational hours / employee	9 hours
Share of employees that had employee evaluations	91%
Number of consultants working in the organization	34
Annual staff turnover	11%

Diverse and inclusive (D&I) workspace

Goal	Strategy	2022	Target 2023
D&I	Increase share of women within our Tech teams	17% Women	25% Women
	Increase share of women in leadership positions	19% Women	25% Women

Employee Engagement

	Measurement	2022	Target 2023
Employee net promoter score, eNPS	Employee net promoter score (–100 to +100) in Winningtemp, our engagement tool	38 (up from 32) 38 = good	50 50 = excellent

Learning and Development

Personal growth opportunities as measured in Winningtemp, our engagement tool	We scored 7.5 out of 10 in Winningtemp, when it comes to personal growth opportunities. Whilst this is a good score we want to do improve as employee growth is equally important to employees, to attract new talent and to Truecaller's development.

"

There is no doubt that our culture is Truecaller's super power. People are passionate not only about the technology and how we built the app but equally passionate about the good we do for people all over the world through our app. Nothing beats a culture of strong passion, it's a powerful advantage through thick and thin and it will fuel Truecaller's continued success.

Fatima Antonsson,
CHRO

Four focus areas for a sustainable impact

Governance

#Governance

Winning is not just about results. It's also about how you get there. Ethics and compliance are a fundamental part of every successful company's performance. At Truecaller, we are committed to high standards of ethical business conduct.

We aspire to be leaders in operating our business responsibly and see it as our duty to uphold the value of uncompromising integrity, both towards our customers and for ourselves. Our strong ethics and values are integral to our operations across the globe.

Truecaller has robust processes and policies in place to ensure that we always comply with laws and regulation in our local markets. We have established a Code of Conduct which lays the foundation for our work with ethical leadership. It encompasses the principles that govern our ethical and legal obligations. It also provides clarity and guidance on how Truecaller expects our people to operate in their daily work.

The standards in our Code of Conduct apply to all our employees and board members worldwide. Each of us has a personal responsibility to understand and practice them in our day-to-day work. Read more about our Code of Conduct on page 39.

> **Sustainability target**
> Our goal is to provide a safe calling experience and enforce privacy-by-design for the Truecaller community.

Consumer protection

Protecting consumers from scams, fraud and unwanted communication is at the heart of our mission. Fraud and scam calls have become an increasingly salient issue in recent years, and reports suggest that billions of dollars have been lost to these calls. We are proud that we have helped protect over 338 million users on our app from potentially fraudulent and scam calls. In 2022 alone, we blocked and identified 46 billion unwanted calls.

How Truecaller impacts

Transparent governance structure

The Annual General Meeting is the company's highest decision-making body, where the shareholders have the opportunity to exercise their influence and where they elect the Board of Directors.

The Board of Directors appoints the CEO who in turn appoints the Senior Management Team.

Truecaller strives for an open and inclusive culture with fast decision-making paths and a non-hierarchical organizational structure governed by the company's core values.

For more information about the corporate governance structure of Truecaller, please read the Corporate Governance Report on pages 51–59.

Cyber Security

At Truecaller, we take cybersecurity seriously and strive to protect our company assets, employees and user data while continuously being in the forefront of enabling new technologies. Our comprehensive cybersecurity program has ensured our systems are secure and our data is safe.

Our security measures rely on multiple layers of security, also referred to as defense in depth, spanning from advanced firewalls, intrusion prevention systems, core security principles and practices, encryption to rigorous authentication procedures. Furthermore, we conduct constant monitoring of our networks, applications, systems and user facing interfaces.

Our information security governance utilizes an extensive Information Security Management System (ISMS) to ensure that we focus and prioritize our efforts where it counts. Our ISMS is based on a set of principles and best practices, which are continuously reviewed and updated in line with industry standards such as ISO 27001, NIST Cybersecurity Framework and SANS CIS Critical Security Controls. The ISMS is designed to identify, assess and mitigate potential risks, while our governance structure is responsible for overseeing the systems, ensuring they are compliant with applicable standards, regulations, privacy concerns and business client expectations. Furthermore, we open up our information security practices for independent auditing and testing at least annually.

We recognize that cyber threats can come from various sources, may it be malicious software, phishing attacks or antagonists trying to exploit vulnerabilities and we are committed to investing in the latest technologies and threat intelligence sources to stay ahead as much as possible. We spend a lot of time and effort in increasing the general security awareness of our employees based on the threat landscape developments and keep them informed on the latest trends. This includes training on how to identify and respond to phishing attempts, and how to recognize the signs of malicious activity both in the digital space as well as in the physical one.

In 2022 we had no incidents related to cyber security, but we understand that cybersecurity is a continuous effort and we will proceed with our commitment to keep our employees and users safe, and continue to invest in our security program.

#Governance

Human Rights and anti-corruption

We recognize that businesses such as ours have the responsibility to respect human rights and the ability to contribute to positive human rights impacts.

Our Code of Conduct establishes that Truecaller and its employees should respect all internationally recognized human rights, including the International Bill of Human Rights. We should avoid causing, contributing to, and being linked to adverse human rights impacts, and should adequately address such impacts if they should occur.

We have a zero-tolerance policy towards any form of corruption and put in place a clear and robust anti-corruption policy. Training concerning this policy is part of the introduction program for all new employees at Truecaller. In addition, employees are obliged to participate in, and pass, the regular anti-corruption training sessions as well. We protect employees who report any violation of applicable laws, including our anti-corruption policy as well as employees who report suspected breaches. In 2022 the company had no confirmed incidents of corruption.

Whistleblowing

All Truecaller employees as well as consultants, subcontractors and other stakeholders are encouraged to report any suspected violations of laws or unethical behavior. We have established a dedicated whistleblowing policy through which we provide a protected channel for our employees and other stakeholders to raise their concerns about suspected wrongdoing without the fear of being subjected to an unfair dismissal or detrimental treatment.

All reports filed according to the Whistleblowing Policy via the company's whistleblowing channel go primarily to the Chief Legal Officer and Chief HR Officer who then create an investigation team based on local needs and the type of suspected violation that the notification relates to. The investigation team evaluates the reported misconduct in accordance with our internal guidelines and informs the reporting individual on the status of the investigation on a continuous basis.

Reporting individuals may be completely anonymous for as long as they wish. Truecaller applies a strict policy of non-retaliation against individuals who report wrongdoings. It is strictly forbidden for all Truecaller employees and Truecaller other representatives to search for the identity of the reporting individual or to subject a reporting individual to any form of special treatment or other negative penalty due to the notification.

Four focus areas for a sustainable impact

Climate

#Climate

As a digital platform and service provider, Truecaller has a limited direct impact on the environment from our operations. Nevertheless, we do our best to contribute to a zero-carbon world. All companies have an important role to play in the climate transition.

We work actively to limit our carbon footprint and minimize the emissions resulting from our operations, workplaces, and suppliers. We also seek to improve our infrastructure for resource use and waste management.

As Truecaller grows, so does our accountability and social responsibility to not just track, but share and ensure we reduce how our business affects the planet.

Truecaller will continuously improve the environmental performance of our business activities.

Sustainability target
Our goal is to reduce our carbon footprint and to do our part to contribute to a sustainable future.

In 2021, we aspired to an ambitious pledge to reach net zero GHG emissions. in 2023 by understanding our sources for GHG emissions and environmental impact, we plan to set measurable goals, prioritize actions and work effectively to reduce emissions in order to reach our net zero target.

To facilitate this process, we plan to focus on areas that serve as our guide to create our own path and map identifiable GHG emissions connected to our business, offices and suppliers. From there the plan is to work with organizations and individuals who can help measure these metrics on a regular basis to prioritize our efforts within our climate strategy by embedding our sustainability efforts across Truecaller and the society at large.

We recognize the need for collaboration is critical to address the climate crisis, so we plan to continue our progress towards a "green initiative" by expanding our work and becoming part of organizations/networks who align with our sustainability goals and share our interest and dedication towards our climate.

We also plan to be inclusive to add more voices, create easy access to climate change information through potentially planned network of dedicated employees – Climate Champions.

At Truecaller we aspire to be actioning towards our journey to make a difference to make an impactful, long-lasting difference for our planet in our own way.

Our Long-term targets
- Lower our business carbon emissions (quantative target to be set during 2023).
- Initiate the CO2 mapping project: Reduce Greenhouse gas (GHG) emissions – we commit to reducing scope 1 and 2 GHG emissions.
- Ensure that processes around data collection and information gathering are in place for coming reports and goals. Commit to setting science-based emissions targets and measure the outcome.
- Reduce our energy needs and strive to Increase the efficiency of energy use (e.g., energy efficiency in our offices globally).
- Join the UN-backed Race to Zero campaign through one or several of the partner initiatives aligned with the 1.5°C ambition.

Short to mid-term targets
- Improve reliability of carbon removal project: Plant and conserve trees With an estimated 15 billion trees cut down every year globally, the impact of deforestation is not only recognized as one of the major sources of greenhouse gas emissions, but also contributes to the damage and degradation of the ecosystems that thrive in and around forests. Afforestation (growth of net new trees) pulls carbon from the atmosphere. At Truecaller we would pledge to take part in tree plantation drives, track the growth and maintenance of these trees as well. We also would plant trees every time we onboard a new business client and a new employee as a part of our ESG commitment aimed at building a sustainable tomorrow.
- To LEED certify our new Bangalore, India office during 2023.
- Create Climate champions network to bring in awareness among our employees on climate change actions and impacts.

#Climate

How Truecaller impacts

Work spaces
Our headquarters in central Stockholm is in a building which has been certified by LEED, a global green certification program which was launched by the U.S. Green Building Council in 1998. The LEED certification provides a framework for green buildings and is recognized globally as a symbol of sustainability achievement and leadership.

LEED aims to promote transformation of the construction industry to contribute to reducing global emissions and protecting the environment as well as individuals' health and well-being. LEED rates buildings according to their performance across various sustainability parameters. Our office premises in Stockholm are certified with LEED's highest rating.

We are very proud of our new Bangalore office in India also is on its successful path to getting certified by LEED as we stay committed to climate and our impact.

Reduce needs for business travel and transportation
We prefer and encourage digital meetings before flying across the globe. We strive to be conscious about the travel that we do and always choose the lowest emitting alternative. In 2023 we will look into offsetting programs that will help us to participate in the transition to a world with net zero emissions.

Waste Management
We continue to look for ways to reduce waste across all our offices by collecting all units of electronic equipment that have reached the end of their life cycle. We aim to join new partnerships to perform collection and recycling services for all of our sites across the globe to treat e-waste.

We also want to do a bit to the society to donate the laptops and mobile phones that can be used by underprivileged schools and children through our CSR initiatives helping the society In locations where possible, we would want to go above and beyond our ambition to minimize waste by tracking progress with general waste, food and plastic as well as electronic equipment which can help us to track and measure our progress in future years.

Our Data Centres
Our datacenter in Stockholm has also been recognized for its limited environmental impact. It is certified as compliant with ISO 14001:2015, an international standard that sets out a framework for effective environmental management systems.

In 2018, when we migrated to cloud-based solutions, one of the reasons we chose Google Cloud Platform(GCP) was because they are committed to run their data centers on clean energy. By renting their Smarter, more efficient data centers as on an average, a Google data center is twice as energy efficient as a typical enterprise data center, it now delivers five times as much computing power for the same amount of electrical power, compared with five years ago. Google shares performance data to move the entire industry forward, and help businesses get greener.

We adjust our server system according to use – we scale up during the evenings because that is when many of the users use the app and then we scale down when the activity is low.

Sustainability governance

The Board of Directors is the highest governing body of Truecaller's sustainability work and responsible for implementing effective governance practices. That includes, but is not limited to, promoting responsible decision-making, monitoring the performance and the delivery of Truecaller's sustainability strategy and outcomes.

The Senior Management Team is responsible for the implementation of the sustainability strategy in the company including long term ambitions and targets. The Management Team takes initiatives and ensures that targets are met with the help of employees across the company.

Policies and Code of Conduct
Truecaller has not developed a separate sustainability policy but has instead integrated important sustainability issues relating to for example the environment, human rights, anti-corruption and fair working conditions in Truecaller's Code of Conduct and in separate policies such as the anti-corruption policy. The code of conduct is mandatory for all employees to take part in in connection with starting work at Truecaller, regular training is carried out and the code is easily accessible via Truecaller's intranet. The Code of Conduct is our foundation of ethical leadership and encompasses the basic principles that govern our ethical and legal obligations to Truecaller. It aims at ensuring the promotion of fair employment conditions, safe working conditions, responsible management of environmental issues, protection of human rights and high ethical standards.

The Code of Conduct sets out the fundamental principles of law and ethics governing the way that Truecaller does business. These principles demonstrate our adherence to the highest standards of business ethics and apply to every member of Truecaller community – directors, executives, managers, employees, and business partners.

The Code of Conduct is not the exclusive source of guidance and information on Truecaller's expectations, but they serve as the basis for other Truecaller policies and guidelines. Our business is also governed by a set of policies which guide us in our work and express our view on specific key issues.

In this respect, each employee is required to review and acknowledge their compliance with our Code of Conduct and the accompanying policies below when joining Truecaller.

- Anti-Corruption policy
- Data Breach Response Policy
- Equal Opportunities Policy
- Global Business Amenities Policy
- Information Relations and Communication Policy
- Information Security Policy
- Insider Policy
- Social Media Policy
- Whistleblowing Policy
- Work Environment and Health Policy
- Group Data Governance Policy
- Contract Management Policy

Truecaller has appropriate grievance redressal mechanisms that are available to employees and other stakeholders, including affected communities, to make comments, recommendations, or complaints concerning the workplace through our engagement tool called Winningtemp, the environment or business practices. Unethical or illegal business conduct on the part of Truecaller is simply unacceptable and will not be tolerated.

To address Prevention of Sexual Harassment (POSH) related grievances we have the Internal complaints committee formed , through which formal complaints on sexual harassment could be addressed.

Whistleblowing function
It is of great importance for Truecaller to protect the company, our employees, suppliers, customers, the environment, and society against serious irregularities that Truecaller could in any way be involved in. Truecaller has therefore introduced an opportunity to report serious incidents through several different reporting channels where individuals may anonymously report serious incidents in accordance with the Whistleblowing Policy.

Compliance and compliance system

1. Privacy and data protection compliance program
We are subject to many different data protection regulations in the countries where we do business and closely track the data privacy landscape in these countries to make sure that we proactively adopt good practices and stand ready to comply with them. We also allocate significant resources to take the necessary steps to become compliant.

The following briefly highlights the compliance efforts we make as part of our compliance program.

- **Privacy governance**
  Truecaller considers formalizing a privacy and data protection governance structure is a good foundation of a transparent and trust-based relationship with its users and of a

culture of privacy within Truecaller. To ensure continuous compliance with the applicable laws, Truecaller adopted its own governance model.

Truecallers model provides for a dedicated privacy office with specific responsibilities and tasks which leads the implementation and maintenance of the privacy and data protection compliance program in the organization. In order to further consolidate the governance structure, starting in 2022, Truecaller has designated "Privacy Champions" within each team to develop safeguards and support the compliance program and ensure that all functions are accountable for the safeguarding and protection of personal information. The Privacy Champions, are offering support, for example, in the maintenance of the records of processing activities and data processors' list.

- **Embedding data protection principles into operations**
  Truecaller cares deeply about embedding data protection measures into corporate policies and procedures and day-to-day activities throughout the organization and preserving its users' privacy and their ability to control their own data. These measures include, but are not limited to, the following:
  – We ensure that the consent we get from our users is freely given, specific, informed and unambiguous by presenting a summary of our privacy practices to our users before they create an account on Truecaller. We also display a similar summary when users log in to their accounts via our website. Users can revoke their consent anytime by deactivating their account either via Privacy Center on the application or Account & Privacy settings on the website.
  – We ask for permissions only when necessary depending on the features users intend to use and do our best to make sure that users fully understand the permissions we need to make Truecaller function how they want. Users can deactivate these permissions anytime.

– All users have the power to control and protect how their personal information is displayed for others even in the markets where Truecaller is not required to do so.
– Users can easily edit their profile in the application at any time, access the personal information we hold about them, rectify it if it is inaccurate or incomplete, or deactivate their account via Truecaller's Privacy Centre.
– The company also has built a data portability feature that allows users to download a copy of all user information in a readable digital format. There is also a dedicated team to address any questions or complaints related to the application or the processing of personal information.
– Truecaller is committed to limiting the personal data collection, storage, and usage to data that is relevant, adequate, and necessary to carry out the purpose for which it is processed, for the shortest period to achieve it.

- **Implementing and maintaining privacy by design and default**
  Truecaller considers privacy implications at an early stage and embeds privacy into the design and architecture of IT systems and business practices. Privacy is integral to the system and all components of Truecaller are proactive in looking at the privacy implications of any new features. Truecaller seeks to deliver the maximum degree of privacy by ensuring that personal data are automatically protected in any given IT system or business practice and that no action is required on the part of the individual to protect their privacy – it is built into the system, by default. For example, when users register, by default the profile details are private to users who search by name. Users cannot access the phone number by looking up a name unless a user approves this contact request. This enables us to confidently use our users' data in a way that is compliant, ethical, and trusted. It is also easy to un-list if a person does not want their information to be on Truecaller unless identified as a spammer.

Using technical and organizational measures to secure personal data
Truecaller has stringent measures in place and a strong DNA in the company to do what is best for our users and employees. Truecaller data is safe and has the highest levels of protection. All the software developed to operate its core services has been developed in-house primarily using open-source technologies. Safety is an important aspect of True-caller's IT strategy. Truecaller aims to protect its assets against unintentional or unauthorized access, alteration,or destruction during storage, transmission, and dissemination.

For example, ll data Truecaller processes is encrypted both in transit and at rest. We ensure that we constantly monitor and protect our digital footprint and are always mindful of keeping our attack surface as reduced as possible. We do not store credentials and require a one-time password (OTP) for authenticating and logging in to our application. The communication is encrypted according to best-practices, Transport Layer Security (TLS). We deploy multiple vulnerability management controls to ensure that our environment is free from malicious artifacts including misconfigurations, poorly constructed code and/or publicly exposed ports.

- **Implementing a security breach management plan and documenting incidents**
  Truecaller has a continuously evolving resilience practice, including stringent processes tied to: vulnerability management, incident management, business continuity management and disaster recovery protocols. Furthermore, Truecaller has deployed managed detect and response capabilities to ensure rapid response and containment of cyber-attacks, including data breach and ransomware. All employees at Truecaller have been trained to ensure reporting of anomalies and after any event, we conduct thorough root cause analysis that results in lessons learned activities.

- **Accountability for processors**
Truecaller uses the third party companies (processors) to process personal data in strict accordance with the terms of a written contract with each processor and maintains an up-to-date list of the names and locations of all processors below. Truecaller imposes obligations on its processors to implement appropriate technical and organizational measures ensuring that the processing of personal data is protected to the standards required by applicable data protection laws.

     For international transfers outside of the European Economic Area, Truecaller ensures that the relevant Standard Contractual Clauses adopted by the European Commission on 4 June 2021 are in place and data subjects have enforceable rights and effective legal remedies.

- **Conducting regular training to integrate policies and procedures**
Truecaller makes relevant training documents such as Employee Handbook, Group Data Governance Policy, Data Breach Response Policy and Code of Conduct available via company intranet to ensure that employees have access to such documents in a simple and accessible way.

     We will continue to hold awareness activities across the company by taking into account the needs of developers, engineers, product managers, and other employees involved in designing or developing the product and service offerings as well as employees involved in designing and developing internal business processes and make sure that Truecallers receive continuous training on data protection and security.

2. Anti-bribery and corruption compliance program
Truecaller has a robust Anti Corruption Policy to ensure that no employee acts in any way that is inconsistent with Truecaller's objectives or with the integrity of the business. The policy is designed to ensure we uphold the highest standards of professional integrity and intended to provide support and guidance to those acting for or on the Truecaller's behalf in their efforts to prevent bribery and corruption.

     In support of this position, Truecaller has a solid anti-bribery and corruption compliance program which includes a robust policy applicable to all employees, as well as compliance procedures and a whistle-blowing function. In line with this, each new employee at Truecaller is required to review and acknowledge their compliance with our Anti-Corruption Policy as part of the introduction program. To facilitate the reporting of potential or suspected violations of applicable laws or policies professional standards, including those relating to anti-bribery and corruption, Truecaller introduced an opportunity to report serious incidents through several different reporting channels where individuals may anonymously report serious incidents in accordance with the Whistleblowing Policy.

     Truecaller will continue to strengthen its anti-corruption efforts by regularly monitoring the efficiency of the compliance program and holding regular anti-corruption training sessions for employees.

Risks and risk management
Truecaller's biggest risk as an employer is that we Truecaller would not be able to recruit or retain competent personnel who are business critical to being successful. In order to manage this risk Truecaller is dedicated to creating an environment and culture where our employees feel involved, secure and satisfied with their work with clear values. Three main areas in our personnel plan are investment in leadership, development and a strong corporate culture.

➜ Read more on pages 6–10.

In terms of environmental impact, the main risk is that we wouldn't handle the environmental issue in a responsible manner which could had an adverse effect on the environment. This could lead to Truecaller finding it more difficult to recruit employees, attract business partners or attract investors. Our risk management approach in the environmental area is tonhave environmentally certified workplaces, reduce the need for business trips, reduce waste from our offices by e.g. collect all electronic equipment and to limit the environmental impact from our data centers.

➜ Read more on pages 14–15.

Not living up to laws and regulations or acting unethically could harm Truecaller through lost business opportunities, fines or other forms of sanctions. We have a clear and robust zero tolerance against all forms of corruption and continuously trains our staff in these matters. Education about our anti-corruption policy is included in the education program for all new hires at Truecaller and our employees are also mandated to participate in and pass digital anti-corruption training. Through our whistleblower channel, we protect employees who report any violation of applicable law, including our policy for anti-corruption, as well as employees who report suspects violations. Read more on pages 35–36.

     In our code of conduct, we also state that Truecaller and its employees must respect all internationally recognized human rights, including the International Convention on Human Rights. The code also includes a number section relating to eliminating the risk of discrimination which for example, freedom of association, prohibition of forced labour, justice employment conditions and fair, safe and healthy working conditions.

➜ Read more on pages 12–13 and page 16.

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	Disclosure 2-14	Role of the highest governance body in sustainability reporting	39	
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	Disclosure 2-16	Communication of critical concerns	54–55	Communication has not been relevant
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	Disclosure 405-2	Ratio of basic salary and remuneration of women to men	32	
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	Disclosure 417-2	Incidents of non-compliance concerning product and service information	–	No reported incidents of non-compliance
	Disclosure 417-3	Incidents of non-compliance concerning marketing communications	–	No reported incidents of non-compliance
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Energy use and intensity	Disclosure 302-1	Energy consumption within the organization	–	Measurement of energy consumption and emissions will be made in 2022
	Disclosure 302-2	Energy consumption outside of the organization	–	
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