

## **ENVIRONMENTAL, SOCIAL AND GOVERNANCE POLICY ('ESG POLICY') OF RATEGAIN TRAVEL TECHNOLOGIES LIMITED ('THE COMPANY')**

### **I. INTRODUCTION**

RateGain Travel Technologies Limited ('RateGain' or 'the Company') is committed to conducting its business operations in a manner that aligns with Environmental, Social, and Governance ('ESG') principles. This policy outlines the Company's dedication to integrating ESG considerations into its decision-making processes, fostering sustainability, and contributing to a more environmentally conscious and socially responsible future.

### **II. COMMITMENT AND POLICY STATEMENT**

RateGain firmly believes that sustainable practices are not just good for the planet but also essential for the long-term success and resilience of its business. The Company is committed to integrating ESG principles into its day-to-day operations and strives to create a positive impact on the environment and society. By incorporating ESG considerations into its business strategy, RateGain aims to enhance its investor and customer relevance, attract, and retain talented employees, and foster long-term value creation for its stakeholders.

### **III. SCOPE AND APPLICABILITY**

This ESG Policy is applicable to:

- all individuals working at all levels and grades, including directors, senior managers, officers, other employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, interns, seconded staff, casual workers and agency staff, agents, or any other person associated with the Company; and
- such other persons, including those acting on behalf of the Company.

### **IV. ENVIRONMENTAL IMPACT**

RateGain acknowledges the environmental challenges faced by the industry and is committed to addressing them. The Company recognizes the significant energy consumption associated with IT operations and the potential environmental impact it can have. In response, RateGain places a strong emphasis on reducing its environmental footprint through various initiatives.

By utilizing energy-efficient hardware, embracing virtualization and cloud computing, and optimizing power management, RateGain strives to reduce its energy usage and carbon emissions. The Company sets clear energy efficiency targets and regularly monitors progress to ensure continuous improvement.

Additionally, RateGain recognizes the importance of streamlining IT processes, eliminating waste, and optimizing resource utilization. By implementing efficient IT practices and promoting process improvement initiatives, RateGain aims to enhance energy efficiency and minimize environmental impact throughout its operations. The Company also acknowledges the significance of IT products in contributing to customers' environmental footprints and is committed to offering environmentally efficient solutions and products that promote sustainability. This includes encouraging the use of energy-efficient methods or software, and supporting virtual collaboration tools or eco-friendly transportation options to reduce travel-related emissions.

Moreover, RateGain aims to implement comprehensive waste reduction programs, promote recycling, and encourage responsible disposal practices. By actively managing, the Company aims to minimize its ecological footprint and contribute to a more sustainable future. Through these commitments, RateGain aims to create a sustainable business model that minimizes its environmental impact and contribute towards a greener IT industry.

## **V. SOCIAL RESPONSIBILITY**

RateGain recognizes the importance of acting ethically and responsibly, contributing positively to society, and aligning its actions with the well-being of its employees, stakeholders, and the communities it serves. The Company strives to foster a diverse and inclusive work environment where every individual is valued and respected.

Diversity and inclusion training programs are implemented to raise awareness and promote understanding among the workforce, ensuring equal opportunities and fair treatment for all employees. RateGain is committed to create an inclusive and supportive workplace that embraces diversity. Employee welfare is prioritized through competitive benefits packages and fair compensation, along with support for work-life balance initiatives. Furthermore, RateGain actively promotes employee health and wellness programs to prioritize their physical and mental well-being, reflecting the Company's dedication to nurturing a healthy and engaged workforce.

RateGain actively engages with its stakeholders, including customers, employees, suppliers, and local communities. Robust procedures are established to seek feedback and input from stakeholders through regular communication channels. By listening to their needs and concerns, RateGain gains a better understanding of their expectations and tailors its strategies and actions accordingly. The Company shall actively address stakeholders' specific concerns, collaborates on solutions, and ensure their voices are heard. This approach fosters dialogue and collective action on important sustainability issues.

Furthermore, the Company recognizes the pivotal role of its supply chain in achieving sustainability goals and have subsequently implemented processes for assessing suppliers of products and services. In tandem with its commitment to sustainability, RateGain actively shall communicate its environmental commitment to clients, emphasizing shared values and practices to foster

transparency and trust. We shall engage with the local community to promote understanding and collaboration on environmental initiatives. This commitment extends beyond our organizational boundaries, showcasing our dedication to being responsible corporate citizens.

Through these initiatives, RateGain aims to not only influence positive environmental practices within its supply chain but also contribute to a broader ecosystem of sustainability and responsible corporate citizenship.

In addition, RateGain takes pride in its Corporate Social Responsibility (CSR) initiatives, actively participating in community development projects, supporting local causes, and engaging in philanthropic activities. These initiatives contribute to the betterment of society and demonstrate the Company's commitment to making a positive impact beyond its business operations.

## **VI. GOVERNANCE AND ETHICS**

RateGain maintains a robust governance framework that prioritizes transparency and accountability across the organization. Well-defined roles and responsibilities ensure effective decision-making, while established communication channels foster open dialogue among employees at all levels. The Company upholds the highest ethical standards, strictly prohibiting bribery, corruption, and unethical behaviour. RateGain cultivates a culture of integrity and ethical decision-making, encouraging employees to act with honesty and fairness in all interactions. Compliance with applicable laws and regulations is a key commitment, with regular assessments to mitigate potential risks to business ethics.

RateGain has a Sustainability Committee comprising senior employees from various departments to collaborate on progress, share insights, and drive initiatives related to environmental sustainability. The RateGain Sustainability Committee takes a proactive approach to oversee sustainability-related issues, conducting regular reviews, discussions, and dedicated strategic planning sessions focused on environmental sustainability. To enhance decision-making, the committee ensures that members possess expertise in respective functional scope of their respective roles and are able to align it with sustainability-related matters. The Company places significant emphasis on effective impact management, tying incentives, performance bonuses, recognition, and career development to sustainability achievements. This approach fosters a culture of responsibility and commitment to environmental goals. The Sustainability Committee would serve as a focal point for integrating sustainability across organizational functions.

## **VII. REPORTING**

RateGain is committed to transparently reporting its environmental, social, and governance (ESG) performance and initiatives. The Company follows regular reporting cycles to provide stakeholders with comprehensive updates on its progress. Various communication channels, such as the corporate website, sustainability reports, and social media platforms, are utilized to disseminate

ESG-related information. By adhering to these reporting frameworks, RateGain aims to provide stakeholders with meaningful and standardized information to assess its ESG performance and commitments.

#### **VIII. TRAINING AND AWARENESS**

RateGain prioritizes educating and raising awareness among its employees about ESG topics to foster a culture of sustainability and engagement. Training sessions, workshops, and awareness campaigns are conducted to enhance their understanding of environmental, social, and governance issues. Through these initiatives, the Company aims to empower employees to integrate sustainable practices into their daily work and personal lives. Their active participation in sustainability efforts is encouraged, seeking their ideas and input to drive innovative solutions and initiatives.

#### **IX. CONTINUOUS IMPROVEMENT**

RateGain is dedicated to continuous improvement in its ESG performance, recognizing it as an ongoing journey. The Company strives to foster innovation and learning in sustainability practices across the organization. Sustainability goals and targets are regularly reviewed and updated to align with industry standards and stakeholder expectations. Research and development investments are made to identify emerging sustainability trends and technologies that can enhance performance.

Feedback from stakeholders is actively sought, and regular performance assessments are conducted to identify areas for improvement and implement corrective actions. Additionally, future additions to strengthen sustainability efforts are planned, including a materiality assessment to prioritize key ESG issues and the development and implementation of targeted policies across various areas such as energy conservation, waste management, carbon emissions reduction, community engagement, responsible sourcing, and supply chain management. These additions demonstrate RateGain's proactive approach to sustainability and its commitment to driving positive change and responsible business practices.