

Business Responsibility and Sustainability Report (BRSR)

SECTION A: GENERAL DISCLOSURES

I. DETAILS

1	Corporate Identity Number (CIN) of the Listed Entity	L72900DL2012PLC244966	
2	Name of the Listed Entity	RateGain Travel Technologies Limited	
3	Year of incorporation	November 16, 2012	
4	Registered office address	M-140, Greater Kailash, Part-II, New Delhi - 110048	
5	Corporate address	4th Floor, Tower A, Club 125, Plot No. 3,4,5, Sector – 125, Noida – 201301	
6	E-mail	companysecretary@rategain.com	
7	Telephone	+91-120-5057000	
8	Website	https://rategain.com/	
9	Date of Start of Financial Year	Start Date	End Date
	Financial Year	01-04-2023	31-03-2024
	Previous Year	01-04-2022	31-03-2023
	Prior To Previous Year	01-04-2021	31-03-2022
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Ltd ('NSE') and BSE Ltd. ('BSE')	
11	Paid-up Capital	INR 11,78,48,649	
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report		
	Name Of Contact Person	Mr. Thomas P. Joshua (Vice President - Legal & Compliance)	
	Contact Number Of Contact Person	+91-120 5057000	
	Email Of Contact Person	companysecretary@rategain.com	
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis	
14	Name of assurance provider	N.A.	
15	Type of assurance obtained	N.A.	

II. PRODUCTS/SERVICES

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

S. No.	Description of main activity	Description of business activity	% of turnover
1	Information and communication	Computer programming, consultancy, and related activities	100

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	DaaS solutions are used by revenue managers, to ensure that the travelers get the right offer on their preferred device and hotels can rank higher on OTAs as well as get more bookings. The Company’s products under Dass portfolio are AirGain, CarGain, Demand.AI, Optima, Parity + and Rev.AI	62099	32.91%
2	Distribution solutions are used by property owners to communicate the availability, rates, inventory, and content from the accommodation providers to the OTAs. The Company’s products under Distribution portfolio are Content AI and RezGain.	62099	22.07%
3	MarTech solutions are end-to-end digital marketing suite for hotels which combines the power of real-time insights using AI. The Company’s products under MarTech portfolio are BCV, MHS and Engage.AI	62099	45.02%

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	Not Applicable	2	2
International	Not Applicable	9	9

19. Markets served by the entity:

a) Number of locations

Location	Number
National (No. of States)	28
International (No. of Countries)	24

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

The contribution of exports as a percentage of the total turnover of the entity is 96.47%.

c) Brief on types of customers

The Company serves both travel and non-travel customer segments globally with services like revenue management, pricing, marketing, and distribution. The customer segments include airlines, car rentals, cruise lines, online travel agencies (OTAs), travel management companies form the travel customer segment, and global hotel chains and Global Fortune companies form the non-travel customer segment.

IV. EMPLOYEES

20. Details as at the end of Financial Year:

a) Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	590	470	80%	120	20%
2.	Other than Permanent (E)	17	11	65%	6	35%
3.	Total employees (D + E)	607	481	79%	126	21%

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

b) Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
1.	Permanent employees (D)	-	N.A.	N.A.	N.A.	N.A.
2.	Other than Permanent employees (E)	-	N.A.	N.A.	N.A.	N.A.
3.	Total differently abled employees (D + E)	-	N.A.	N.A.	N.A.	N.A.

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	2	33.33
Key Management Personnel	3	-	.00

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

22. Turnover rate for permanent employees and workers

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in current FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	6.72%	4.44%	11.16%	14.00%	8.00%	21.00%	16.00%	7.00%	22.00%

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	RateGain Technologies Limited (UK)	Subsidiary	100	Yes
2	RateGain Technologies Spain, S.L.	Subsidiary	100	Yes
3	RateGain Technologies Inc. (US)	Subsidiary	100	Yes

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
4	BCV Social LLC (US)	Subsidiary	100	Yes
5	Myhotelshop GmbH	Subsidiary	100	Yes
6	RateGain Technologies LLC (UAE)	Subsidiary	100	Yes
7	RateGain Adara Inc.	Subsidiary	100	Yes
8	RateGain Adara Japan GK	Subsidiary	100	Yes

Note: Myhotelshop S.L. being a step-down subsidiary of the Company, was wound-up during FY 2024

VI. CSR DETAILS

24. CSR Details

Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
Turnover (in ₹)	1,733,917,193
Net worth (in ₹)	12,908,051,018

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) if Yes, then provide web-link for grievance redress policy	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes As a provider of SaaS services, RateGain's business primarily has limited exposure to vulnerable sections of the community. Nonetheless, the Company remains steadfast in its commitment to Corporate Social Responsibility (CSR) endeavors. To carry out these initiatives, RateGain partners with credible NGOs that boast a proven track record in their respective fields and have established effective feedback and grievance systems within the communities they serve. Leveraging these feedback mechanisms, the NGOs can discern the areas that require focus and direction, aligning CSR efforts with the genuine needs and aspirations of the community. Through these	-	-	N.A.	-	-	N.A.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) if Yes, then provide web-link for grievance redress policy	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
	purposeful initiatives, RateGain strives to create a positive impact and actively contribute to the welfare and overall development of society. For further information, please refer the Company's comprehensive CSR Policy at – https://rategain.com/pdf/governance/CSR_Policy.pdf						
Investors (other than shareholders)	Yes RateGain's Whistle Blower Policy, accessible at the following link: https://rategain.com/pdf/governance/RG_Whistle_Blower_Policy.pdf , details the process and means for addressing grievances, ensuring transparency and accountability. Furthermore, the Investor Relations Department is steadfast in fostering a reliable and responsive relationship with its investors. The department is readily available to address any concerns raised by investors.	-	-	N.A.	-	-	N.A.
Shareholders	Yes RateGain's Whistle Blower Policy having link https://rategain.com/pdf/governance/RG_Whistle_Blower_Policy.pdf outlines the procedure and channels for addressing grievances, ensuring accessibility to all stakeholders. Additionally, shareholders have the option to raise concerns directly with Stock Exchange(s), SEBI (SCORES), Online Dispute Resolution (ODR), and through Registrar & Share Transfer Agent.	-	-	N.A.	-	-	N.A.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) if Yes, then provide web-link for grievance redress policy	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	<p>Yes</p> <p>With the introduction of the Company's state-of-the-art HRMS solution during the year, RateGain employees have an accessible and user-friendly channel to raise complaints or feedback with the HR team,</p> <p>RateGain's Whistle Blower Policy serves as a comprehensive guide, outlining the procedure and channels for addressing grievances. This policy is accessible at https://rategain.com/pdf/governance/RG_Whistle_Blower_Policy.pdf</p> <p>and provides transparency and ensures employee concerns are handled effectively and responsibly.</p> <p>RateGain's detailed POSH (Prevention of Sexual Harassment) policy provides a secure mechanism to raise grievances around workplace sexual harassment, ensuring a safe and inclusive environment.</p> <p>Also, Leena AI effectively handles employees' feedback through an interactive and user-friendly chatbot interface. The advanced natural language processing capabilities categorize feedback accurately, providing valuable insights for data-driven decision-making. This fosters a culture of open communication and enables impactful changes to enhance employee satisfaction and productivity.</p>	6	-	<p>The logged complaints were related to operational and infrastructure upgradation necessitated over time. As solutions, the Company revamped its washrooms, conducted door repairs, installed closed dustbins and sanitary machines.</p> <p>A POSH related complaint was raised and this has been duly addressed in line with RateGain's POSH policy during the reporting year. Further, remedial actions have been put in place leading to the closure of the complaint in the subsequent year.</p>	3	-	<p>These complaints were about working conditions and have been addressed.</p>

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) if Yes, then provide web-link for grievance redress policy	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	<p>Yes</p> <p>RateGain employs a multichannel approach to seamlessly address customer grievances, blending proactive and reactive measures. By conducting regular Net Promoter Score (NPS) outreach, the Company gains valuable insights into customer concerns and challenges, demonstrating an unwavering commitment to customer satisfaction.</p> <p>Moreover, RateGain's dedicated feedback system captures complaints and feedback from customers, underscoring their dedication to continuous improvement and unparalleled service.</p>	4461	100	See details shared under Principle 9, Question 3	4211	53	See details shared under Principle 9, Question 3
Value Chain Partners	<p>Yes</p> <p>RateGain employs a balanced strategy, combining proactive and reactive measures to understand and resolve supplier and partner grievances. Regular NPS outreach allows the Company to identify their concerns and challenges, while a dedicated feedback system gathers complaints from these groups.</p>	1	-	One complaint of a vendor was registered and the same was duly resolved by the Company in compliant manner, by making payments as per the MSME Act.	-	-	N.A.

26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Investor Attractiveness	Opportunity	The ability of RateGain to attract capital based on the Company's goals, values & growth trajectory is reflected through both the business growth and its sound approach to addressing risk	Not Applicable	Positive implication

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			exposure. With both these factors looking favorable in the foreseeable future, the Company positions itself as an attractive avenue for investment.		
2	Product Designing & Development	Opportunity	RateGain's SaaS offerings have recently been migrated to the cloud and further, each product's architecture has been analysed for its abilities to run on optimized IT Infrastructure. With these initiatives already nearing their last leg of implementation, the Company's products carry a significantly lower carbon footprint and are positioned well to support our clients' Climate Goals.	Not Applicable	Positive implication
3	Employee Wellbeing	Opportunity	The Company continues to stay people-focused and in this regard has established policies and taken initiatives to support its employees. The Company's implementation of the HR Management System and a broader implementation of people initiatives puts it in a favorable position to work cohesively for business success.	Not Applicable	Positive implication
4	Customer Business Transactions	Opportunity	RateGain's customers across the Travel and Tourism industry are at the forefront to shape the industry's outlook, both on the business and sustainability front. RateGain, with its future-ready products, is very well positioned to be their trusted partner and help them achieve their business and sustainability objectives.	Not Applicable	Positive implication

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Data Security & Customer Privacy	Risk	Cyber-attacks pose a significant threat for the Company's operations and importantly, for its customers. Such an exposure could lead to reputation loss and poor customer relationships.	The Company has always adopted measures to develop applications with near-zero vulnerabilities and put in place mechanisms to control any potential breach incidents. It has also initiated a stronger validation of its established methods through the ongoing SOC2 certification exercise.	Negative implication
6	Talent Acquisition and Retention	Opportunity	With RateGain's constant and consistent focus on its people, it is very well-positioned to be an employer of choice. The 'Great Place to Work' award for 5 years in a row is a further testament. The Company continues to attract the right talent from a competitive market.	Not Applicable	Positive implication
7	Anti-Competitive Behavior	Risk	RateGain has maintained a steady oversight on its operations, and these include its market-facing efforts to onboard marquee clients. The Company acknowledges that it has to be very guarded in its client engagements, failing which could cause significant reputation damage.	The Company has put adequate intrinsic controls in place to ensure that its approaches are not detrimental to the industry's well-being. Such controls include policies, procedures and policies that help avoid the risk of inadvertent anti-competitive behavior.	Negative implication
8	Corporate Governance	Opportunity	Corporate Governance at RateGain has always remained paramount and can be experienced at various internal and external stakeholder touchpoints. From a strong oversight of data management practices to proactive checks and balances, to a 100% regulatory compliance – the Company ensures it is	Not Applicable	Positive implication

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			well-covered on all facets of Corporate Governance. This gives confidence to the market – both institutional and individual investors – to invest their resources on RateGain.		
9	Waste Management	Risk	Managing the E-waste is an important component of RateGain's waste management process. Disposing them in an environmental-friendly manner is considered critical for RateGain.	The Company has always been disposing the e-waste it generates through authorized recyclers. During the year, the Company worked with the recycler to understand what happens to the waste after it leaves RateGain's premises.	Negative implication
10	Energy Management	Opportunity	The Company, being a SaaS solutions provider for the travel and hospitality industry, its business operations of the Company are not energy intensive. As a responsible corporate citizen, it has made conscious efforts to reduce the energy requirements during the use of its products, by making them more efficient by design.	Not Applicable	Positive implication

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

THIS SECTION IS AIMED AT HELPING BUSINESSES DEMONSTRATE THE STRUCTURES, POLICIES AND PROCESSES PUT IN PLACE TOWARDS ADOPTING THE NGRBC PRINCIPLES AND CORE ELEMENTS.

- P1 Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
- P2 Businesses should provide goods and services in a manner that is sustainable and safe
- P3 Businesses should respect and promote the well-being of all employees, including those in their value chains
- P4 Businesses should respect the interests of and be responsive towards all its stakeholders
- P5 Businesses should respect and promote human rights
- P6 Businesses should respect, protect and make efforts to restore the environment
- P7 Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- P8 Businesses should promote inclusive growth and equitable development
- P9 Businesses should engage with and provide value to their consumers in a responsible manner

NGRBC Principle		1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	1 b. Has the policy been approved by the Board? (Yes/No)	1 c. Web Link of the Policies, if available
Policy and management processes				
P1	Ethics & Transparency	Yes <ul style="list-style-type: none"> RateGain Familiarization Programme Anti-corruption or anti-bribery policy Code of Conduct 	Yes	<ul style="list-style-type: none"> https://rategain.com/pdf/governance/Familiarisation_Programme.pdf https://rategain.com/pdf/governance/Anti_Bribery_And_Anti-Corruption_Policy.pdf https://rategain.com/pdf/governance/Code_of_Conduct_for_Board_and_Senior_Management.pdf
P2	Product/Service Responsibility	Yes <ul style="list-style-type: none"> Risk Management policy 	Yes	<ul style="list-style-type: none"> https://rategain.com/pdf/governance/Risk_Management_policy.pdf
P3	Human Resources	Yes <ul style="list-style-type: none"> Employee well-being policy* Workplace safety policy* Internal grievance redressal policy* Equal opportunity policy (as per the Rights of Persons with Disabilities Act, 2016)* Whistleblower policy Training Policy* 	Yes	<ul style="list-style-type: none"> https://rategain.com/pdf/governance/RG_Whistle_Blower_Policy.pdf
P4	Responsiveness to Stakeholders	Yes <ul style="list-style-type: none"> Data Management policy* Information Security policy* Finance and Accounts policy* 	Yes	Refer note below
P5	Respect for Human Rights	Yes <ul style="list-style-type: none"> Human Rights Policy* POSH policy* Workplace safety policy* 	Yes	Refer note below
P6	Protect Environment	Yes <ul style="list-style-type: none"> ESG Policy Environmental Sustainability Policy* 	Yes	<ul style="list-style-type: none"> https://rategain.com/pdf/governance/ESG_Policy.pdf

NGRBC Principle		1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	1 b. Has the policy been approved by the Board? (Yes/No)	1 c. Web Link of the Policies, if available
Policy and management processes				
P7	Public Policy Advocacy	Yes <ul style="list-style-type: none"> Anti-competitive conduct policy 	Yes	<ul style="list-style-type: none"> https://rategain.com/pdf/governance/RateGain_Anti-CompetitiveConductPolicy.pdf
P8	Inclusive Growth	Yes <ul style="list-style-type: none"> CSR Policy 	Yes	<ul style="list-style-type: none"> https://rategain.com/pdf/governance/CSR_Policy.pdf
P9	Customer Engagement	Yes <ul style="list-style-type: none"> GTM playbook* 	Yes	Refer note below

* Indicates policies that are hosted on the company's intranet and hence, the web link cannot be shared.

Disclosure Question	2. Whether the entity has translated the policy into procedures. (Yes / No)	3. Do the enlisted policies extend to your value chain partners? (Yes/No)	4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	
Policy and management processes				
P1	Ethics & Transparency	Yes	No	
P2	Product Responsibility	Yes	No	
P3	Human Resources	Yes	No	Great Place to Work (GPTW)
P4	Responsiveness to Stakeholders	Yes	No	PCI/DSS certification SOC2 in progress
P5	Respect for Human Rights	Yes	No	
P6	Protect Environment	Yes	No	
P7	Public Policy Advocacy	Yes	No	
P8	Inclusive Growth	Yes	No	
P9	Customer Engagement	Yes	No	

Disclosure Question	5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.
Policy and management processes		
P1	Ethics & Transparency	<ul style="list-style-type: none"> 100% consistent compliance as per regulatory requirements Achieved consistent compliance as per regulatory requirements during FY23-24
P2	Product Responsibility	<ul style="list-style-type: none"> Optimization of IT infrastructure for efficient operations Migration to cloud-based data center near-complete

Disclosure Question	5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	
Policy and management processes			
P3	Human Resources	<ul style="list-style-type: none"> • Implementation of a robust HRMS (Human Resource Management System) • Employee-centric policies and procedures refresh • Materiality Assessment involving Employees • Employee Engagement on sustainability 	<ul style="list-style-type: none"> • HRMS has gone live and is already being used by employees • Launched employee well-being and welfare initiatives • Materiality Assessment has been completed with active inputs from employees • Engaged employees on holistic professional development
P4	Responsiveness to Stakeholders	<ul style="list-style-type: none"> • Prepare for 3rd party ESG Ratings to address investor needs • Materiality Assessment involving internal and external stakeholders 	<ul style="list-style-type: none"> • Evaluations of ESG Rating Agencies and SEBI guidelines for India-based ERPs conducted • Materiality Assessment has been completed with active inputs from internal and external stakeholders
P5	Respect for Human Rights	<ul style="list-style-type: none"> • Zero violations of human rights 	<ul style="list-style-type: none"> • Monitored consistently during FY23-24
P6	Protect Environment	<ul style="list-style-type: none"> • Materiality Assessment • Prepare for 3rd party ESG Ratings and benchmark our ESG actions • Optimization of IT infrastructure for efficient operations • Establishing a Sustainability Committee 	<ul style="list-style-type: none"> • Materiality Assessment has been completed with active inputs from internal and external stakeholders • Evaluations of ESG Rating Agencies and SEBI guidelines for India-based ERPs conducted • Migration to cloud-based data center near-complete • Terms of Reference (TOR) and Agenda for Sustainability Committee has been finalized
P7	Public Policy Advocacy	<ul style="list-style-type: none"> • Not Applicable 	<ul style="list-style-type: none"> • Not Applicable
P8	Inclusive Growth	<ul style="list-style-type: none"> • Performance review of our CSR impact and re-aligning based on our broader ESG priorities 	<ul style="list-style-type: none"> • CSR projects portfolio expanded to include new projects centered around Environmental and Social Impact
P9	Customer Engagement	<ul style="list-style-type: none"> • Materiality Assessment involving customers • Customer Delight and value-generation through our products and offerings 	<ul style="list-style-type: none"> • Materiality Assessment has been completed with active inputs from employees • Added new customer-facing value propositions and offerings

Governance, leadership and oversight

<p>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</p>	<p>RateGain had expanded its sustainability agenda with a broader baseline of E, S and G parameters, establishing a strong foundation and aligning it with the regulatory BRSR framework during FY 2022-23. This period also involved gauging customer sentiments within the Travel and Tourism industry. Moving into FY 2023-24, RateGain expanded its focus to engage with its key stakeholders across its ecosystem to strengthen the Company's ESG positioning. While recognizing that the direct footprint as a Technology Company might be limited, a broader perspective of ecosystem impact is deemed essential to lay the groundwork for a meaningful journey.</p> <p>For RateGain, FY 2023-24 saw deeper engagement with both internal stakeholders and external stakeholders. We took up employee-centric initiatives with our focused Employee Resource Groups (ERGs), 2nd Innings program, Passion Clubs and more. We also introduced an employee-friendly HR Management system (HRMS) released the Employee Handbook. Alongside this, our focus on community well-being also scaled up significantly. We took up projects considering their impact on both the social and environmental parameters. As an example, the Green Yatra project provided RateGain an opportunity to enhance Green Cover through Miyawaki afforestation within the urban periphery.</p> <p>Within our operations, we progressed on our transformation into an efficient enterprise by optimizing our IT infrastructure, processes and products. Our commitment to employee welfare, across the RateGain enterprise, continues to remain strong. We enhanced this with the introduction of an employee-friendly digital channel for all employee touchpoints with the HR department.</p> <p>Looking forward, RateGain will use the experiences and insights from this year's initiatives and accomplishments to scale further on its ESG agenda, maintaining a balance between the E, S and G pillars. The Sustainability Committee constituted recently will oversee the implementation of plans that drive RateGain towards its declared ESG purpose.</p> <p>RateGain looks forward to the coming years with confidence based on its foundational efforts to embrace sustainability.</p>
<p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p>	<p>Mr. Bhanu Chopra (Chairman & Managing Director)</p>
<p>9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No).</p>	<p>Mr. Bhanu Chopra, the Chairman and Managing Director of RateGain, plays a crucial role in decision-making on sustainability matters. He is a member of the Risk Management Committee (RMC), and serves as the Chairman of the Corporate Social Responsibility (CSR) Committee. These committees diligently follow industry best practices on governance and sustainability, effectively implementing key strategies and policies.</p> <p>Driven by a strong commitment to empowering clients, RateGain's business plan focuses on positively impacting people and communities while ensuring sustainable operations. The Company envisions a future that promotes sustainability for itself and everyone associated with it, a vision passionately pursued under Mr. Bhanu Chopra's leadership.</p>

Governance, leadership and oversight

If yes, provide details. Not Applicable

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Any other Committee
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Any other Committee

Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)
Performance against above policies and follow up action Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)	Need-based reviews taken up along with regular reviews
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)	Need-based reviews taken up along with regular reviews
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No

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

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

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1

BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.

ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Since RateGain does not staff any workers, the section below provides details only for its employees.

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4	<p>To ensure continuous improvement and effective governance, RateGain regularly conducts training sessions for its directors. These sessions address key areas such as business models, risk minimization procedures, compliance management, recent technological trends, changes in domestic and international industry scenarios, and the Company's business performance. The goal is to keep all directors well-informed and aligned with the organization's strategies and objectives.</p> <p>Furthermore, to ensure legal compliance and keep directors informed of regulatory changes, RateGain organizes presentations on significant amendments in corporate and allied laws. By providing its directors with current knowledge, RateGain cultivates a well-prepared leadership team capable of navigating the evolving business landscape and making informed decisions that drive the Company's continued success.</p>	100%
Key Managerial Personnel	4	<p>RateGain conducts regular training for Key Managerial Personnel (KMPs) on various topics, including business models, risk minimization, compliance, technology trends, industry changes, and business performance. Additionally, presentations on significant amendments in corporate and allied laws keep them updated on legal changes and governance standards.</p>	100%

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs	84	<p>RateGain conducts trainings for all new employees, during the induction program, on various policies like Whistleblower Policy, Prevention of Sexual Harassment of Women at workplace (POSH) etc. Further, Company keeps on organizing session(s) on Autism Awareness, Breast Cancer Awareness, CSR Activities, Financial Awareness, Health Awareness, POSH Awareness, Training Stakeholder Management, Thalassemia Awareness.</p> <p>Additionally, RateGain also conducts ongoing sessions on Human Rights, Code of Conduct, Behavioral and Soft skills, Safety Training, Risk awareness, Mental well-being, First AID/ CPR training etc.</p> <p>RateGain has also published an Employee Handbook to provide an easy reference to all employee policies and benefits.</p>	100%

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			Nil		
Compounding fee					
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment					
Punishment			Nil		

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

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

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, the Company strictly adheres to its anti-corruption and anti-bribery policy. As per this policy, neither the Company nor its employees shall engage in any illegal payments, gifts, or benefits to gain business advantages. The Company is dedicated to promoting fair, ethical, and transparent business conduct in all its operations. Effective systems are in place to counter bribery, ensuring compliance with all relevant laws, both domestic and foreign. This commitment extends to preventing, deterring, and detecting any corrupt business practices, whether involving public or private sector officials, customers, or suppliers. The policy is available on the Company website at https://rategain.com/pdf/governance/Anti_Bribery_And_Anti-Corruption_Policy.pdf.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

6. Details of complaints with regard to conflict of interest:

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	N.A.	Nil	N.A.
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	N.A.	Nil	N.A.

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

Not Applicable

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-24	FY 2022-23
Number of days of accounts payables	21.21	32.50

9. Open-ness of business

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	N.A.	N.A.
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	N.A.	N.A.
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Nil	Nil
	b. Number of dealers / distributors to whom sales are made	N.A.	N.A.
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	N.A.	N.A.
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	12.14	14.24
	b. Sales (Sales to related parties / Total Sales)	89.08	85.95
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	99.78
	d. Investments (Investments in related parties / Total Investments made)	66.07	58.38

LEADERSHIP INDICATORS

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

S. No.	Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	-	-	-

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

Yes

RateGain has robust procedures in place to prevent and address conflicts of interest involving board members and senior management. The Code of Conduct for Board and Senior Management strictly prohibits any involvement in activities, businesses, or relationships that could conflict with the Company's interests or undermine them. Furthermore, they must refrain from conducting Company affairs with their relatives or firms where they or their relatives hold substantial interests, unless full disclosure is made to the Board. These measures ensure transparency and maintain the Company's integrity in all transactions.

PRINCIPLE 2

BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

ESSENTIAL INDICATORS

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

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D			
Capex		N.A.	

Note: RateGain's accounting systems do not tag its R&D and capital expenses, with Environment or Social flags. The company is studying its system to explore ways and methods to address this in subsequent cycles.

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

No. As the nature of the business of the Company is providing SaaS solutions, at a corporate level, consumption of resources is limited to supporting the operations.
 - b. If yes, what percentage of inputs were sourced sustainably?**

Not Applicable
 - 3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life**
 - a) Plastics (including packaging)**

In the pursuit of environmental responsibility, RateGain generates minimal plastic waste owing to its limited procurement of goods and supplies. At the office premises, waste segregation is diligently practiced, distinguishing between dry and wet waste. The building facility management team ensures proper disposal to the authorities for further responsible processing. This conscientious approach to waste management exemplifies RateGain's dedication to making a positive impact on the environment and creating a sustainable future for all.
 - b) E-waste**

RateGain commitment to responsible e-waste management continued during FY 2023-24. The Company collaborates with government-certified e-waste recyclers. The Company ensures the proper disposal of e-waste generated during its operations by handing it over to these recyclers on a quarterly basis. Through this proactive approach, RateGain safeguards the environment and promotes sustainable practices in handling electronic waste. The Company receives e-waste certificates as tangible proof of its dedication to environmentally friendly practices, solidifying its commitment to making a positive impact on the planet and fostering a greener future.
 - c) Hazardous waste**

Not Applicable
 - d) Other Waste**

RateGain takes responsible waste management seriously, demonstrating a commendable commitment to sustainability. Waste generated in the office premises is collected and thoughtfully segregated into separate bins for wet and dry waste. With meticulous care, the Company ensures that the waste is appropriately handled by the building facility management team ensuring proper disposal to the authorities for further responsible processing. This proactive and conscientious approach reflects RateGain's dedication to minimizing its environmental footprint and contributing to the well-being of the community and the environment at large.

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

Not Applicable, owing to the nature of business.

LEADERSHIP INDICATORS

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

No, the entity did not conduct LCA for any of its products or services.

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

Not applicable

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

Not applicable

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

Not applicable

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Not applicable

PRINCIPLE 3

BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	470	470	100%	470	100%	-	-	275	59%	-	-
Female	120	120	100%	120	100%	53	44%	-	-	-	-
Total	590	590	100%	590	100%	53	44%	275	59%	-	-
Other than Permanent employees											
Male	11	8	73%	-	-	-	-	-	-	-	-
Female	6	4	67%	-	-	-	-	-	-	-	-
Total	17	12	71%	-	-	-	-	-	-	-	-

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)	
Permanent workers											
Male											
Female						N.A.					
Total											
Other than Permanent workers											
Male											
Female						N.A.					
Total											

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the Company	0.35%	0.49%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	87.29%		Yes	82.61%		Yes
Gratuity	100.00%	N.A.	Yes	100.00%	N.A.	Yes
ESI	N.A.		N.A.	0.22%		Yes

Note: The company did not have any employees eligible for ESI during FY 2023-24.

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes

The office fully complies with the requirements of the Rights of Persons with Disabilities Act, 2016, ensuring accessibility for differently-abled employees and workers. This encompasses features such as wheelchair ramps for entering and exiting the building and braille signage to enhance accessibility in elevators, among others. However, there were no differently-abled employees working in the Company during this year.

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

RateGain has an equal opportunity policy, available on its intranet, that emphasizes non-discrimination based on disability, race, gender, age, religion, sexual orientation, or any other beliefs.

The Company is dedicated to promoting equal opportunities for persons with disabilities in all aspects of employment, including recruitment, training, promotions, and working conditions.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%		
Female	100%	100%		N.A.
Total	100%	100%		

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

Yes/No	If Yes, then give details of the mechanism in brief
Permanent Employees	<p>RateGain remains perpetually committed to maintain a healthy, fair, and inclusive work culture. To ensure that employees feel valued and heard, the Company has a dedicated mechanism in place to receive and redress grievances promptly and effectively.</p> <p>In accordance with this, the Company has recently replaced its HR Management System (HRMS) with an in-built ticketing tool which further enables each employee with an additional avenue to report any issues they may encounter. By offering multiple avenues for grievance redressal, RateGain reinforces its commitment to ensuring a fair and transparent workplace for all employees.</p>
Other than Permanent Employees	<p>Yes</p> <p>RateGain's Whistleblower Policy outlines the procedure and channels for addressing grievances, ensuring transparency and accountability.</p> <p>In case employees face any form of harassment including sexual harassment, they can raise a complaint on icc.@ategain.com and the same would be promptly forwarded to the POSH committee for review and investigation. Based on the outcome of the investigation, the action is taken as per the recommendations of the committee. The employee who has raised the complaint, is protected from backlash by either providing paid leave to the employee or by moving the employee another team in case a team member or supervisor of the employee who is accused of the harassment.</p>

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

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

RateGain does not have any employee associations or unions and does not foresee the need arising for one in the future. The employees are however, encouraged to raise their collective concerns through the relevant channels.

Benefits	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
- Male						
- Female		N.A.			N.A.	
Total Permanent Workers						
- Male						
- Female		N.A.			N.A.	

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	470	150	32%	367	78%	380	45	11.84%	147	38.68%
Female	120	48	40%	94	78%	80	15	18.75%	80	100.00%
Total	590	198	34%	461	78%	460	60	13.04%	227	49.35%

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

9. Details of performance and career development reviews of employees and workers:

Category	FY 2023-24			FY 2022-23		
	No. (B)	No. (C)	% (C / A)	No. (E)	% (E / D)	% (F / D)
Employees						
Male	470	408	87%	380	335	88.16%
Female	120	95	79%	80	71	88.75%
Total	590	503	85%	460	406	88.26%

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

10. Health and safety management system:

a) Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes. As a technology Company, RateGain believes its employees have limited exposure to health & safety incidents at the workplace. At the same time, the Company prioritizes health and safety by implementing rigorous management practices. The office is cleaned daily to maintain a healthy working environment, and the building is equipped with firefighting systems, fire alarms, and fire exits for emergency situations. Regular safety drills and awareness posters are in place to ensure employees are well-informed about safety protocols. Air purifiers in meeting rooms and common spaces enhance air quality, while health camps, dental checkups, and blood donation drives are conducted every six months. Moreover, employees have access to a gym, breakout area, and play area within the office premises, promoting a well-rounded and healthy workplace.

b) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

RateGain does not have any material hazards at workplace. Also, we have panel of external experts & auditors, who regularly do health & safety audits to keep a check on health & safety aspect of the employees.

c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes, RateGain has an internal ticket raising platform that enables employees to create tickets for any work-related hazards they encounter. This platform also allows them to check the status of their raised issues and whether they have been addressed. Additionally, the Company actively encourages its people to report any work-related hazards to the administration team, either in-person or through a

phone call. This open and responsive approach ensures that safety concerns are promptly addressed and promotes a secure working environment for all employees.

d) Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes. The Company offers access to non-occupational medical and healthcare services to its employees. A 'Health Plan' has been implemented in partnership with 'Practo', providing benefits such as free instant online consultation with qualified medical practitioners, E-pharmacy, and lab-testing services for employees in this financial year. Additionally, RateGain's employees are covered under the Company's health insurance and personal accident policy, ensuring their well-being and security.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers		N.A.
Total recordable work-related injuries	Employees	-	-
	Workers		N.A.
No. of fatalities	Employees	-	-
	Workers		N.A.
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers		N.A.

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

RateGain prioritizes the safety and well-being of its employees and is committed to providing a secure work environment for all. As part of routine safety measures, contactless biometric scans are installed at all the entrances of the Company building to ensure the safety of employees from viruses like COVID-19. All employees are required to participate in mock drill trainings for Fire Safety and Earthquake Evacuation. To ensure employee safety, biometric scans are installed on the main entrances to prevent unauthorized access to the office premises. Moreover, RateGain's office is equipped with CCTV cameras and other security systems. RateGain also ensures that security personnel receive regular training on fire and earthquake evacuation protocols, further demonstrating the Company's dedication to maintaining a safe workplace.

13. Number of Complaints on the following made by employees and workers:

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	5	Nil	The logged complaints were related to operational and infrastructure upgradation necessitated over time. As solutions, the Company revamped its washrooms, conducted door repairs, installed closed dustbins and sanitary machines.	3	Nil	The complaints were related to the cleanliness of the washroom and were addressed promptly by the concerned department. Also, to ensure no future re-occurrences, the Company has put the required proactive checks in place.
Health & Safety	Nil	Nil		Nil	Nil	

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

14. Assessments for the year:

Safety Incident/Number	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

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

The health & safety practices and working conditions were assessed by the entity as well external compliance vendors. During the last Financial Year, no significant risk or event or incident occurred. Therefore, corrective actions were not required.

At RateGain, a proactive approach is adopted to prevent incidents. Employee complaints are diligently taken up by the administration team, and issues are systematically addressed in accordance with the Company's policies.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of

a. Employees (Y/N)

Yes

b. Workers (Y/N)

Not Applicable, since the Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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

Rategain ensures that TDS is deducted and deposited by our customers for payments made. The Company is tracking it through Form 26AS, TDS Certificates and ledger reconciliations.

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

Not Applicable, since the Company had zero injuries/fatalities during FY 2023-24.

PRINCIPLE 4

BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

ESSENTIAL INDICATORS

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

The key stakeholders of the Company have been identified through the materiality assessment exercise. From an exhaustive list of stakeholders across the ecosystem, the Company narrowed down the key stakeholders, based on a methodical study of each stakeholder and their role in RateGain's operations. These stakeholders had a healthy mix of internal (3) and external stakeholders (4), lending a good balance to the assessment exercise.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> HR Surveys/Polls Streamlined access through newly introduced HRMS Communication mails and newsletters Intranet notifications Team events/programs 	<ul style="list-style-type: none"> Quarterly for reviews, rewards, recognitions etc Peer recognitions through HRMS (Available-on-demand) Need-based communication to deliver important announcements and messages Team events happen at least twice every quarter 	Employees are engaged regularly to understand their Learning and Development needs, Career development plans, Performance reviews, Rewards and Recognitions, General safety and well-being. During the year, employees were also engaged for gathering their inputs for Materiality Assessment.
Investors	No	<ul style="list-style-type: none"> Dedicated email channel Regular one to one interaction as well as roadshows. Demo Day conducted to showcase products 	Frequent and need based	Investors need to better understand the business lines and products to make informed decisions
Customers	No	<ul style="list-style-type: none"> Closed Group Customer events -Website -Tradeshows -Email -Digital Platforms Dedicated customer success manager and QBRs - Customer advisory boards 	Frequent and need based	The Company shares future trends and thought leadership with its customers. It also engages the customers for validate product ideas. Further, customer engagement provides opportunities to upsell higher value services, from RateGain's portfolio.
Board of Directors	No	<ul style="list-style-type: none"> Scheduled Quarterly Meetings Communication mails One-to-One meetings 	Quarterly for reviews	The interaction with the Board of Directors helps the Company appraise them of Regulatory changes, Material business events, Business Performance updates. This further helps keep a tab on the Company's future-readiness.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
CXOs	No	<ul style="list-style-type: none"> Regular leadership meetings Communication mails One-to-One meetings 	Monthly (at minimum)	Our regular engagement with the CXOs helps ensure that there is a strong alignment between the business strategy and business operations. It also provides the opportunity to make well-informed strategic decisions.
Promoters	No	<ul style="list-style-type: none"> Regular briefing meetings Communication mails One-to-One meetings 	Monthly (at minimum)	The interactions with promoters are used to highlight Business Performance and Business growth plans.
Auditors	No	<ul style="list-style-type: none"> Email communications Online and telephonic Calls Online Meetings, SMS and other notification channels Internet channels Website 	Frequent and need based	Checks and Reviews of Company data relevant to the subject of the audit, briefings to assess the actions taken based on past audit observations.
Suppliers	No	<ul style="list-style-type: none"> Procurement Process (Floating of RFPs, Pre-agreement negotiations, Engagement Letters, Issuance of PO/SO/ Procurement agreements) Dedicated email channel Regular one to one interaction 	Quarterly (Vendors are evaluated on a quarterly basis based on interdepartmental feedback on timing of delivery, support and service/product quality)	Regular operational aspects including the rates of product and services, quality of service/product, customer support and grievance redressal, risk exposure, assessments and evaluations etc. Exclusive assessment of vendors such as MSMEs.

LEADERSHIP INDICATORS

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

The Company continues to actively engage with its key stakeholders on economic, environmental, and social matters. This was also reflected in the Materiality Assessment engagement conducted during FY 2023-24. The valuable insights gained through this engagement were communicated to the Board, along with other frequent feedback and observations from the stakeholders.

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

Yes, RateGain's first ever materiality assessment exercise was executed during the year. The purpose of this exercise was to identify the most material ESG topics that could impact RateGain's business and are considered relevant by its stakeholders. RateGain considers the materiality topics that were finalised through this exercise to set the direction for the Company's near-term sustainability agenda. Moving forward, this will form the basis of identifying sustainability initiatives for the Company.

Among the material topics, we again ensured a balance of relevant topics in the 3 buckets of ESG, i.e. Environmental topics, Social topics and Governance topics. Each topic was also checked for its relevance to RateGain's business profile along with its relevance to the industry to which it belongs.

This will form the basis of RateGain's sustainability agenda in the near-term and the targets set for the Company in the medium and long terms.

- 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

RateGain has conducted a stakeholder assessment and engagement exercise during FY 2023-24, as part of its Materiality Assessment. Through this exercise, we reinforced our inclusive and equitable cooperative growth by engaging and communicating actively with all stakeholders. The Company firmly believes in amplifying the stakeholder voices and addressing their needs.

RateGain also employs its existing mechanisms such as user feedback, dedicated customer support, robust HR policies, impactful CSR initiatives, and responsive measures to address shareholder grievances.

PRINCIPLE 5

BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

ESSENTIAL INDICATORS

- 1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	590	590	100%	460	460	100%
Other than permanent	17	17	100%	26	26	100%
Total Employees	607	607	100%	486	486	100%

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (C)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	590	0	0%	590	100%	460	0	0%	460	100%
Male	470	0	0%	470	100%	380	0	0%	380	100%
Female	120	0	0%	120	100%	80	0	0%	80	100%
Other than permanent	17	0	0%	17	100%	26	0	0%	26	100%
Male	11	0	0%	11	100%	20	0	0%	20	100%
Female	6	0	0%	6	100%	6	0	0%	6	100%

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	3	2,00,000	2	2,00,000
Key Managerial Personnel	3	1,39,20,969	0	N.A.
Employees other than BoD and KMP	467	12,14,805	120	6,95,559
Workers	N.A.	N.A.	N.A.	N.A.

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Safety Incident/Number	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	13.37%	12.23%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Employees at RateGain can anonymously report issues related to violations of human rights through an email ID and phone number available on the intranet. The Company has a dedicated ICC committee and email ID specifically designed for employees to report sexual harassment issues. Moreover, the Company's policies and code of conduct are appropriately defined to address and redress grievances related to human rights issues.

In addition to this, the employees have a dedicated online channel through the HRMS to raise any grievances that they have during their day-to-day operations. This comprehensive approach ensures a safe and supportive work environment, promoting employee well-being and upholding human rights standards within the organization.

6. Number of Complaints on the following made by employees and workers:

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	N.A.	0	0	N.A.
Discrimination at workplace	0	0	N.A.	0	0	N.A.
Child Labour	0	0	N.A.	0	0	N.A.
Forced Labour/Involuntary Labour	0	0	N.A.	0	0	N.A.
Wages	0	0	N.A.	0	0	N.A.
Other human rights related issues	0	0	N.A.	0	0	N.A.

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

Safety Incident/Number	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	0
Complaints on POSH as a % of female employees / workers	0.79%	0
Complaints on POSH upheld	1	0

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

RateGain has instituted comprehensive policies and procedures, including a code of conduct, to mitigate adverse outcomes for complainants in instances of discrimination and harassment. Should such cases arise, the Human Resources team handles them with the utmost seriousness. A thorough investigation, overseen by senior HR personnel, is conducted to ensure a fair and comprehensive assessment of the situation. This approach underscores the Company's dedication to fostering a safe and respectful workplace environment, where every employee is valued, treated with dignity, and offered equal opportunities.

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

No

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

Not Applicable

LEADERSHIP INDICATORS

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

While RateGain has implemented a new HRMS system during FY23-24 and it aids in registering complaints, the underlying procedures to address them have remained unchanged. RateGain has strong, well-defined policies and procedures, including a code of conduct, to prevent adverse consequences for complainants in cases of discrimination and harassment. A proper investigation is led by senior HR personnel to ensure a fair and thorough examination of the matter. This approach underscores the Company's commitment to creating a safe and respectful work environment, where all employees are treated with dignity and equality.

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

The Company has a Code of Conduct in place to ensure that all Human Rights protocols are respected and are being followed.

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

Yes, the office is accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

PRINCIPLE 6

BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	Please specify unit	FY 2023-24	FY 2022-23
From renewable sources			
Total electricity consumption (A)	Gigajoules	-	-
Total fuel consumption (B)	Gigajoules	-	-
Energy consumption through other sources (C)	Gigajoules	-	-
Total energy consumed from renewable sources (A+B+C)	Gigajoules	-	-
From Non-renewable sources			
Total electricity consumption (D)	Gigajoules	825.11	795.91
Total fuel consumption (E)	Gigajoules	19.13	21.31
Energy consumption through other sources (F)	Gigajoules	-	-
Total energy consumed from Non-renewable sources (D+E+F)	Gigajoules	844.24	817.22
Total energy consumed (A+B+C+D+E+F)	Gigajoules	844.24	817.22
Energy intensity per rupee of turnover (Total energy consumption/ Revenue from operations)	Gigajoules/lakh INR	0.049	0.072
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	Gigajoules/ lakh INR	0.162	0.258
Energy intensity in terms of physical output (considering Total Employee Count)	Gigajoules/ employee	1.359	1.638

Note: Total energy consumption can not be bifurcated as the source of electricity is State DISCOM. The State DISCOM buys electricity from both renewable & non-renewable sources. Since the company's office is in leased premises, we have no control over source of electricity.

Note 2: The PPP-adjusted revenue has been calculated using the PPP rates published by the IMF. The primary basis has been the USD to INR rate of 22.40 for 2024 and 22.17 for 2023.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No. RateGain has not conducted any external assurance for its electricity consumption.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N)

No, As on March 31st, 2024, the PAT (Perform, Achieve, Trade) scheme, which aims to reduce specific energy consumption in energy-intensive industries, is not applicable to technology/SaaS companies. Therefore, the PAT scheme does not apply to the operations and activities of the Company at this time.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	Please specify unit	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)			
(i) Surface water	kilolitres	-	-
(ii) Groundwater	kilolitres	-	-
(iii) Third party water	kilolitres	3580.67	3168.00
(iv) Seawater / desalinated water	kilolitres	-	-
(v) Others	kilolitres	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	kilolitres	3580.67	3168.00
Total volume of water consumption (in kilolitres)	kilolitres	3580.67	3168.00
Water intensity per rupee of turnover (Water consumed / Revenue from operations)	Kilolitres/ lakh INR	0.207	0.280
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	Kilolitres/ lakh INR	0.689	0.999
Water intensity in terms of physical output (considering Total Employee Count)	Kilolitres/employee	5.899	6.519

Note: The figures for FY 2022-23 (previous year) in the above table, have been revised compared to the values reported in FY 2022-23 BRSR Report. This has been done to reflect the operational scenario where RateGain operated from one floor of a multi-tenanted 6-floor office building during FY2022-23 and FY2023-24. This will make the two columns above comparable year-to-year.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes name of the external agency.

No. RateGain has not conducted any external assurance for its water usage.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
-No treatment		
-With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	Nil	Nil

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No. RateGain has not conducted any external assurance for its water discharged.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes. RateGain’s office is housed in a building in Noida that has a Zero Liquid Discharge system implemented.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

RateGain is a service sector Company, and it operates from leased premises. The building is LEED Certified building. We occupy 1 out of total 6 floors whereas different companies operate from other floors. For electricity needs, we obtain electricity from the builder/lessor. They in turn obtain the same from the State Electricity Board. Only in case of electricity power cut, DGs are used by builder/lessor to supply power to the offices. Builder/lessor bills the lessees as per number of units consumed. Builder/lessor get the stack emission & ambient air emission testing done through independent agencies twice a year. Considering that RateGain’s occupancy is limited to one of the floors in this multi-tenant leased building, the Company is not able to arrive at the air emissions attributable to its operations. However, all air quality parameters were within the Central Pollution Control Board (CPCB) parameters. RateGain actively obtains such test reports from the Builder/Lessor to keep a tab on emissions done by them.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	23.47	26.09
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	210.08	203.07
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/ lakh INR	0.013	0.020
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e/ lakh INR	0.045	0.072
Total Scope 1 and Scope 2 emission intensity in terms of physical output (considering Total Employee Count)	tCO ₂ e/ number of employees	0.385	0.472

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes name of the external agency.

No. RateGain has not conducted any external assurance for its GHG emissions.

8. **Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

Yes, the Company is nearing the completion of its transition of its SaaS offerings to cloud-hosted operations. This initiative began in FY 2022-23 and the Company has pursued it continuously in FY 2023-24 too. Alongside this, RateGain has also optimized its IT infrastructure on the cloud by hosting applications on energy-efficient Graviton processors on Amazon Web Services (AWS)

RateGain continues to operate at Club 125 facility in Noida, that is a ESG LEED Gold Standard certified building. In essence, this helps us work in an campus that has already ensured optimal operational environment with minimal impact.

9. **Provide details related to waste management by the entity, in the following format:**

Parameter	Unit	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)			
Plastic waste (A)	metric tonnes	0.0	0.0
E-waste (B)	metric tonnes	0.4600	0.3110
Bio-medical waste (C)	metric tonnes	N.A.	N.A.
Construction and demolition waste (D)	metric tonnes	N.A.	N.A.
Battery waste (E)	metric tonnes	0.0235	0.0015
Radioactive waste (F)	metric tonnes	N.A.	N.A.
Other Hazardous waste. Please specify, if any. (G)	metric tonnes	N.A.	N.A.
Other Non-hazardous waste generated (H) - Mix of Wet and Dry waste from the premises	metric tonnes	4.3230	3.8016
Total (A+B + C + D + E + F + G + H)	metric tonnes	4.8065	4.1141

Parameter	Unit	FY 2023-24	FY 2022-23
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)		0.0003	0.0004
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	metric tonnes/ lakh INR	0.0009	0.0013
Waste intensity in terms of physical output (considering Total Employee Count)	metric tonnes/ employee	0.0079	0.0084
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)			
Category of waste			
(i) Recycled	metric tonnes	0	0
(ii) Re-used	metric tonnes	0.092	0
(iii) Other recovery operations	metric tonnes	0	0
Total	metric tonnes	0.092	0
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)			
Category of waste			
(i) Incineration	metric tonnes	0	0
(ii) Landfilling	metric tonnes	4.715	0
(iii) Other disposal operations	metric tonnes	0	0
Total	metric tonnes	4.715	0.00

Note: During FY2023-24, RateGain worked closely with its waste recyclers to understand what happens with the e-waste after they collect it. Based on this, we have been able to collect data for waster recovered and waste disposed during the year. The solid waste (wet and dry waste) also reaches the landfills through the Municipal authorities.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No. RateGain has not conducted any external assurance for its waste management.

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

RateGain is an IT Services Company with no manufacturing business. Therefore, the Company does not generate any type of hazardous waste from its operations. RateGain generates solid waste (municipal waste), e-waste (assets used by companies for operating) and battery waste (laptop batteries), as a result of its operations.

The Company takes waste management seriously and implements appropriate measures to manage waste effectively. Waste generated in the Company is collected and segregated using proper dustbins. Wet and dry waste is handed over to the city municipal corporation for management. E-waste is sent to certified third-party recyclers for safe disposal and recycling. Furthermore, old and worn-out batteries are exchanged during the purchase of new batteries, ensuring responsible disposal and environmental protection. These initiatives reflect the Company's commitment to sustainable waste management practices.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons there of and corrective action taken, if any.
Not Applicable			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

Yes, RateGain has complied with applicable environmental law/regulations / guidelines applicable in India. No fine/penalty/action was initiated against the entity under any of the applicable environmental laws/ regulation/guidelines.

S. No.	Specify the law / regulation / guidelines which was not complied with	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not Applicable			

LEADERSHIP INDICATORS

1. **Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

RateGain's office in Noida does not fall within a water stress region or any notified areas demarcated by Central Ground Water Board (CGWB). The Company ensures to utilize the piped municipal supply to cater the daily water need.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Not applicable.

2. **Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	23147.93	13033.08
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/ lakh INR	1.335	1.151
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity	tCO ₂ e/ number of employees	38.135	26.817

Note: The FY2023-24 figures have included the emissions due to employees working from home. This makes sure that the company is considering the hybrid working model of RateGain, that does not require employees to commute to office daily.

The Company has also revisited the numbers for emissions at the Data Center. This is in alignment with the GHG Protocol definition of scope 3 emissions, i.e. Scope 3 emissions for purchased goods and services are Scope 1 and 2 emissions of the supplier. So, we have removed the indirect emissions of the data center operations and only considered their Scope 1 and Scope 2 emissions. This has been reflected in the numbers for both FY2023-24 and FY 2022-23.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, independent assessment/ evaluation/ assurance has been carried out by an external agency.

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

The Company does not operate in ecologically sensitive areas. Hence, this question is not applicable.

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative	Corrective action taken, if any
1	Transition to cloud-hosted operations	Migration of IT infrastructure from inhouse data center to cloud-based center nearly complete.	Operational efficiency and energysavings in the usage of the Company products; stronger monitoring of Carbon footprint by cloud service provider	N.A.
2	Efficient and optimized IT Infrastructure	Wherever practical and feasible, the Company's operations run on servers using energy-efficient Graviton processors on Amazon Web Services (AWS)	Significant reduction in GHG emissions associated with hosting the application	N.A.
3	E-waste collection and safe disposal initiative	The E-waste and Battery waste management process has been strengthened with stronger information gathering through the recyclers to understand our EOL (End of Life) handling better.	Stronger controls on its waste disposal practices	N.A.

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

Yes

Give details in 100 words/ web link.

RateGain's Business Continuity Plan aims to facilitate the restoration of critical Company services in the event of facility disruptions caused by natural or artificial disasters. Distinct from the IT Disaster Recovery Plan, which focuses on technology facilities' restoration, this plan concentrates on localized disasters. It relies on the existence of a viable IT Disaster Recovery Plan, available relocation space, and ongoing plan maintenance. Moreover, its sections delineate the business continuity strategy for facility disruptions, identify Recovery Team functions with specific responsibilities, and outline the sequence of activities and sub-team responsibilities for recovery.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

With RateGain being a IT services Company, its value chain's environmental impact is relatively low. However, the Company has been conscious about progressing towards making the right choices. In its leased office premises, RateGain has worked closely with the building owner to highlight our requirements to lessen the environmental burden – water management, energy management, air pollution etc.

RateGain has also worked very closely with its e-waste recyclers to gather a clearer picture of how they handle the e-waste once it leaves the Company premises. The Company also continues its move to a cloud-hosted data center and has been conscious about the IT infrastructure chosen to host RateGain's solutions, ensuring a lesser carbon footprint at the Data Center.

PRINCIPLE 7

BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

ESSENTIAL INDICATORS

1. a) Number of affiliations with trade and industry chambers/ associations.

Three

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
2	TiE-Delhi-NCR	State
3	NASSCOM	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

No incidents of anti-competitive behaviour reported during the year.

LEADERSHIP INDICATORS

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web Link, if available

None

PRINCIPLE 8

BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

ESSENTIAL INDICATORS

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

The Company has not undertaken any SIAs in the current financial year.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Not Applicable

3. Describe the mechanisms to receive and redress grievances of the community.

As a provider of SaaS services, RateGain's business operations may not directly engage with the community. Nevertheless, the Company remains steadfast in its commitment to Corporate Social Responsibility (CSR) initiatives, which are executed in collaboration with trusted NGO partners. These partners boast a proven track record in their respective domains and have established effective feedback mechanisms to address community feedback and grievances. By leveraging these systems, they gain valuable insights into areas requiring attention and guidance, ensuring that CSR endeavors are closely aligned with the community's needs and aspirations. Through these concerted efforts, RateGain endeavors to make a meaningful and positive impact, contributing to the welfare and development of society.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	16.02%	17.32%
Sourced directly from within the district and neighboring districts	74.52%	67.10%

5. Job creation in smaller towns – disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-24	FY 2022-23
Rural	0%	0%
Semi-urban	0%	0%
Urban	100%	100%
Metropolitan	0%	0%

LEADERSHIP INDICATORS

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

Details of negative social impact identified	Corrective action taken
Not applicable	Not applicable

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

Not applicable

3. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
1	Not applicable	N.A.	N.A.	N.A.

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

Name of authority	Brief of the Case	Corrective action taken
Not applicable	Not applicable	Not applicable

5. Details of beneficiaries of CSR Projects

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Assisting vulnerable and underprivileged children and women (Aashray Society)	50	100%
2	Aid in Education of underprivileged Children (Little India Foundation)	9800	100%
3	Actively supporting initiatives in tree plantation, urban biodiversity conservation and sustainable solutions (Green Yatra) *	2900	0%
4	Supporting projects focused on education, skill development, and sustainable livelihood opportunities for the underprivileged children (Monk.e.WISE)	100	100%
5	Education Today	2000	100%

Note: We have planted trees for environmental sustainability. Hence, the figure mentioned is the count of saplings. While we are sure that the green cover affects people around the project, It is not possible to count the number of human beneficiaries for this project.

PRINCIPLE 9

BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

RateGain continues to extensively use and leverage its established and mature mechanisms to receive and address complaints.

The Company offers round-the-clock (24X7) live chat support, as well as call and email assistance, complemented by a dedicated helpdesk and customer success managers assigned to each business unit and region. To ensure efficient management of consumer feedback and complaints, all interactions are logged and tracked using the Salesforce application.

For hospitality support, clients have three avenues to register their complaints or requests with the Company:

- 1) Email: Clients can send an email to help@rategain.com. The email is automatically forwarded to the Salesforce tool, which generates a ticket. Subsequently, the customer success team, through the Salesforce Dashboard, picks up the ticket and responds accordingly.
- 2) Phone: Clients can call the support numbers, where a consultant will attend to their query and record it as a ticket on the Salesforce tool.
- 3) Zendesk Chat: Clients can reach out through the Zendesk chat tool integrated into the Company's Hospitality products. This chat tool becomes visible to them after logging in, and support team members will address their query, issue, or request.

Travel Support: Clients can initiate travel support by sending an email to travel.cs@rategain.com, which is automatically forwarded to the Salesforce tool to create a ticket. Subsequently, the customer success team, via the Salesforce Dashboard, addresses the ticket promptly and appropriately.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	N.A.
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

Category	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	N.A.	-	-	N.A.
Advertising	-	-	N.A.	-	-	N.A.
Cyber-security	-	-	N.A.	-	-	N.A.
Delivery of essential services	4461	100	See note below	4211	53	See note below
Restrictive Trade Practices	-	-	N.A.	-	-	N.A.
Unfair Trade Practices	-	-	N.A.	-	-	N.A.
Other	-	-	N.A.	-	-	N.A.

Note : We have revisited the FY22-23 numbers compared to the same numbers reported last year. The number represented above refers to consumer complaints only, excluding the internal complaints. This is the reason the numbers vary between the two reports. Going forward also, we will be consistently representing the consumer complaints in this section, making it easy for comparison.

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		N.A.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

RateGain's DHISCO/RezGain products follow PCI/DSS compliance. Also, we have started SOC2 compliance process for Adara entity.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

All the complaints received are assigned to different teams to take corrective action. For example, in case of any bugs or enhancements are required in the products, the engineering team takes the necessary action. After completion of the corrective action, the complaints/requests are closed on the Salesforce platform.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches
Not applicable
- b. Percentage of data breaches involving personally identifiable information of customers
Not applicable
- c. Impact, if any, of the data breaches
Not applicable

LEADERSHIP INDICATORS**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

RateGain publishes information about its products and services through multiple online channels, predominantly through its website and social channels.

- <https://www.linkedin.com/company/rategain/>
- <https://www.linkedin.com/company/bcvsocial>
- <https://www.linkedin.com/company/adara>
- <https://www.linkedin.com/company/myhotelshop-a-rategain-company/>
- <https://rategain.com/offerings/>
- <https://www.youtube.com/@RateGainCompany>
- <https://www.bcvsocial.com/>
- <https://adara.com/>
- <https://rev-ai.io/>
- <https://airgain.ai/>
- <https://myhotelshop.com/>

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

Considering the nature of RateGain's SaaS products, following steps have been put in place

- RateGain's SaaS services come with a user guide to ease their use
- Training sessions, quarterly and monthly business reviews are conducted for the clients to address usage concerns and queries.

It must also be noted that it is highly unlikely that irresponsible use of products is possible our customers.

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

RateGain proactive approach to Business continuity stands out as a critical aspect of its delivery, ensuring minimal disruption to its services and customer experience. In case of a planned outage, the Company shares information about the timing of the outage, the duration, and the emergency contact number in advance with its customers.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not applicable)

Not Applicable. Since RateGain is a SaaS service provider, this does not apply to its operations.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes