

August 23, 2023

To,
National Stock Exchange of India Limited BSE Limited
(NSE: RATEGAIN) (BSE: 543417)

Subject: Business Responsibility and Sustainability Report for FY 2023

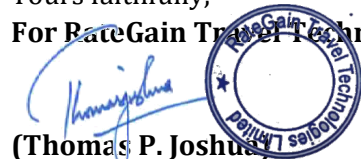
Dear Sir/Ma'am,

In compliance with Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find attached herewith the Business Responsibility and Sustainability Report forming part of the Annual Report of the Company for FY 2022-23.

Please take above information on record

Yours faithfully,

For RateGain Travel Technologies Limited



(Thomas P. Joshua)
Vice President – Legal & Company Secretary
Memb. No.: F9839

Encl.: As above

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	01-04-2022 31-03-2023
	Previous Year	01-04-2021 31-03-2022
	Prior To Previous Year	01-04-2020 31-03-2021
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 10,83,17,192
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 Company Secretary & Compliance Officer
	Contact Number Of Contact Person	+91-120 5057000
	Email Of Contact Person	companysecretary@rategain.com
13.	Reporting boundary	Standalone basis

II. Products/Services

14. 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

15. 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 DaaS portfolio are AirGain, CarGain, Demand.AI, Optima, Parity + and Rev.AI	62099	28.64%
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	34.38%
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	36.98%

III. Operations**16. 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	7	7

17. Markets served by the entity:**a) Number of locations**

Location	Number
National (No. of States)	27 states
International (No. of Countries)	23 countries

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 96.82%.

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**18. 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)	460	380	82.61%	80	17.39%
2.	Other than Permanent (E)	26	20	76.92%	6	23.08%
3.	Total employees (D + E)	486	400	82.30%	86	17.70%

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)
Differently-abled employees						
1.	Permanent (D)	0				
2.	Other than Permanent (E)	0				
3.	Total differently abled employees (D + E)	0			Not Applicable	
Differently-abled workers						
4.	Permanent (F)	0				
5.	Other than Permanent (G)	0				
6.	Total differently abled workers (F + G)	0			Not Applicable	

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

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	2	33.33%
Key Management Personnel	3	0	0.00%

20. Turnover rate for permanent employees and workers

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in current FY)			FY 2020-21 (Turnover rate in current FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	14%	8%	21%	16%	7%	22%	19%	13%	32%

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

V. Holding, Subsidiary and Associate Companies (Including Joint Ventures)

21. (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
4.	BCV Social LLC (US)	Subsidiary	100	Yes
5.	Myhotelshop GmbH	Subsidiary	100	Yes
6.	Myhotelshop S.L.	Subsidiary	100	No
7.	RateGain Technologies LLC (UAE)	Subsidiary	100	Yes
8.	RateGain Adara Inc.	Subsidiary	100	Yes

VI. CSR Details

22. CSR Details

Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
Turnover (in ₹)	1,13,27,55,434
Net worth (in ₹)	6,57,86,94,939

VII. Transparency and Disclosures Compliances

23. 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 2022-23			FY 2021-22		
		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 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	Nil	Nil	NA	Nil	Nil	NA

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 2022-23			FY 2021-22		
		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
Investors (other than shareholders)	<p>Yes</p> <p>RateGain's Whistle Blower Policy, which can be accessed here:</p> <p>https://rategain.com/pdf/governance/Whistle-Blower-Policy.pdf</p> <p>outlines the procedure and channels for addressing grievances, ensuring transparency and accountability.</p> <p>Additionally, the Investor Relations Department proactively monitors and is readily available to address any concerns raised by investors, underscoring RateGain's commitment to fostering a trustworthy and responsive relationship with its stakeholders.</p>	Nil	Nil	NA	Nil	Nil	NA
Shareholders	<p>Yes</p> <p>RateGain's Whistle Blower Policy captures the procedure and channels for addressing grievances, making it accessible and available to all stakeholders.</p> <p>https://rategain.com/pdf/governance/Whistle-Blower-Policy.pdf</p> <p>The shareholders can also raise concerns directly with Stock Exchange(s), SEBI (SCORES) and through Registrar & Share Transfer Agent.</p>	Nil	Nil	NA	Nil	Nil	NA
Employees and workers	<p>Yes</p> <p>RateGain's Whistle Blower Policy serves as a comprehensive guide, outlining the procedure and channels for addressing grievances. Accessible to all, this policy provides transparency and ensures that concerns are handled effectively and responsibly.</p> <p>https://rategain.com/pdf/governance/Whistle-Blower-Policy.pdf</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>Additionally, employees can raise complaints regarding operational aspects through the internal ticketing tool to the respective department.</p>	3	0	These complaints were about working conditions and have been addressed. There were no concerns/complaints raised under the Whistle Blower Policy and/or POSH.	1	0	A POSH related complaint was raised and this has been duly addressed

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 2022-23			FY 2021-22		
		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
	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.						
Customers	<p>Yes</p> <p>RateGain's multichannel approach ensures a harmonious handling of customer grievances by blending proactive and reactive measures seamlessly. Through frequent Net Promoter Score (NPS) outreach, the company gains valuable insights into customer concerns and challenges, showing an unwavering commitment to customer satisfaction.</p> <p>Additionally, RateGain's dedicated feedback system captures complaints and feedback from customers, highlighting their dedication to continuous improvement and unparalleled service.</p>	35,168	441	See details shared under Principle 9, Question 3	31,288	267	See details shared under Principle 9, Question 3
Value Chain Partners	<p>Yes</p> <p>RateGain adopts a balanced approach, utilizing both proactive and reactive measures to understand and address supplier/partner grievances. Frequent NPS outreach enables the company to grasp their concerns and challenges, while a dedicated feedback system gathers any complaints from this group.</p>	Nil	Nil	NA	Nil	Nil	NA

24. 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.	Data Security and Cyber-Security	Risk	Cyber-attacks pose a significant threat for RateGain's operations and importantly, for the company's customers using RateGain products. Such an exposure could lead to reputational loss and poor customer relationships.	a) Developing applications that address all known vulnerabilities. b) Conduct extensive VAPT (Vulnerability Assessment and Penetration Testing) of the applications before releasing them for customer use.	Negative Implications
2.	Regulatory Compliance	Risk	In the ESG (Environmental, Social, and Governance) landscape in India, a multitude of new regulations and guidelines have been introduced, alongside updates to existing ones, aiming to enhance compliance. As RateGain operates in multiple geographies, adhering to the ever-changing and numerous laws, regulations, and local statutes worldwide can be challenging. This complexity poses a risk of non-compliance in the regions of operation, underscoring the necessity for a proactive and robust approach to ensure adherence to the evolving regulatory landscape.	a) RateGain has a dedicated in-house compliance team that manages compliance globally. b) RateGain also engages with specialist consultants across the globe who support the company in adhering to country-specific compliance and regulatory requirements.	Negative Implications

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)
3.	Climate Change	Risk & Opportunity	<p>Risk - Climate change risks are increasingly manifesting in RateGain's business and its clients' businesses as strategic risks, physical risks and transitional (market and compliance) risks, which if not managed adequately, can affect the company's operations and profitability.</p> <p>Opportunity - RateGain's clients are from the travel and tourism industry, which is a carbon-intensive business, by its very nature. With due consideration to this reality, the clients have already integrated climate actions in their strategic roadmaps in the near, medium and long-term. These roadmaps require them to revisit their operations and customer-facing offerings. RateGain can position itself as an ideal enabler for its clients as their trusted IT partner.</p>	Actively integrating ESG in the Company's business decisions and designing the Company's operations and business activities aligned with climate action.	Negative and Positive Implications
4.	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.	Collect and provide E-waste to a responsible waste management company	Negative Implications
5.	Health and Safety	Risk	The health and safety of the Company's teams as well as their physical, emotional, and mental well-being is critical to keeping them motivated, driving their productivity, and influencing their retention.	a) Conduct awareness programs on mental health and well-being b) Carry out awareness program on workplace safety c) Conduct fire drills at regular intervals	Negative Implications
6.	Talent Acquisition and Retention	Opportunity	RateGain's employees are the key contributors to value creation. It is essential to recruit qualified individuals as well as provide necessary training to upskill themselves to meet the clients' requirements.	Not Applicable	Positive Implications

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)
7.	Product Designing & Development	Opportunity	In line with the travel and tourism industry's Net Zero transition commitments by 2050, the potential ability of RateGain's products to enable its clients' interests in sustainability transitions will also be explored.	Not Applicable	Positive Implications
8.	Board Structure and Leadership	Opportunity	ESG holds a central position in RateGain's strategy, with a strong emphasis on integrating it across the entire strategic roadmap. To ensure success, the company recognizes the vital role of strong leadership and board-level oversight. A well-defined plan of action, driven from the top, will be implemented to effectively propel ESG initiatives forward.	Not Applicable	Positive Implications
9.	Protection and energy conservation	Opportunity	The Company being SaaS solutions provider for the travel and hospitality industry, the business operation of the Company is not energy-intensive. As a responsible corporate citizen, it makes conscious efforts towards energy management and conservation thereby reducing its energy consumption.	Not Applicable	Positive Implications
10.	CSR Activities	Opportunity	RateGain's CSR approach is geared towards making a positive impact on environmental indicators while also creating meaningful social change. Through the Company's CSR initiatives, it aims to contribute to environmental sustainability while simultaneously focusing on fostering social impact. By engaging with the community, RateGain has the opportunity to shape and improve livelihoods, making a tangible difference in the lives of those it serves.	Not Applicable	Positive Implications

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1b. Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1c. Web Link of the Policies, if available	<p>RateGain has captured relevant policies against these principles, and published the same on its website. These policies (listed below) can be found at https://rategain.com/about-us/governance/</p> <ul style="list-style-type: none"> • RateGain Familiarization Programme • Anti-corruption or anti-bribery policy • Code of Conduct for Board and Senior Management Personnel • Policy on Related Party Transactions • Policy on Board Diversity • Code for Independent Directors • CSR Policy • Whistleblower policy • Risk Management Policy • Anti-Competitive Conduct Policy <p>Further, the company provides its Employees' related Policies and HR policies, which are available to all employees through the Intranet platform.</p>								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/ certifications / labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>RateGain is a Payment Cards Industry(PCI)-certified enterprise. The company is aiming to undergo industry-recognized certification during the year on cybersecurity.</p>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	RateGain's management has committed to integrating ESG principles across the enterprise. Leveraging past efforts, the company aims to scale up its ESG agenda by engaging stakeholders consistently. Conducting an extensive Materiality Assessment, RateGain will build a robust ESG framework as the foundation for its future roadmap.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Considering that the company is in the planning and strategizing phase, its performance against the targets set during the year should ideally be compared in the subsequent years.								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	<p>Today, ESG is at the heart of the business across the industry. RateGain has taken this into complete cognizance and decided to take bold steps in that direction. With growing investor interest in ESG practices and heightened attention from regulatory authorities, we are viewing ESG as a strategic imperative. Our global presence across markets like the US, Europe, Middle-East and others means that we are expected to support a diverse set of client expectations depending on geographical mandates.</p> <p>We are cognizant that the travel and tourism industry contributes significantly to global carbon footprint today. There are efforts underway at our clients' end to reduce their overall footprint and we are aligned internally to support them along this journey.</p> <p>Within our operations, we are in the middle of our transformation into an efficient-enterprise by optimizing our IT practices and products. Considering our clients are marquee names in the industry and have global operations, we need to ensure that our projects are not disruptive, to say the least.</p> <p>Our commitment to employee welfare, across the RateGain enterprise, continues to remain strong. We will be enhancing this further with a holistic employee engagement plan, embedding facets of sustainability into the engagement experience.</p> <p>We have institutionalized governance mechanisms to ensure a rigorous and robust framework driving compliance, data management, ethical practices and stringent controls. Our implementation of RegTech system has only bolstered this further, ensuring a zero-slippage tolerance.</p> <p>During FY 2023-24, we will be executing a holistic materiality assessment to identify the material ESG topics for our internal and external stakeholders. We believe this year will lay the strong foundation for us to implement and scale our sustainability strategy. Our management is strongly committed to make ESG integral to our activities across the enterprise.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Bhanu Chopra (Chairman & Managing Director)								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.	<p>Mr. Bhanu Chopra, the Chairman & Managing Director of RateGain, assumes the crucial role of decision-making on sustainability matters. His involvement extends to being a Member of the Stakeholder's Relationship Committee (SRC) and Risk Management Committee (RMC), as well as holding the position of Chairman for Corporate Social Responsibility (CSR). These Committees diligently adhere to industry best practices on governance and sustainability, effectively implementing key sustainability strategies and policies.</p> <p>Guided by a profound commitment to empowering clients, RateGain's business plan centers around positively influencing people and communities while ensuring sustainable operations. The company envisions a future that fosters sustainability not only for itself but for everyone associated with it, a vision passionately pursued under Mr. Bhanu Chopra's leadership.</p>								

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									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	RateGain adheres to a stringent governance practice that includes periodic assessments to evaluate performance against all policies. These assessments help the company gauge its alignment with the established principles. Subsequent to the evaluations, proactive follow-up actions are taken to address any areas of improvement, ensuring continual alignment with the set standards and principles.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company places paramount importance on compliance, treating it as the cornerstone of its operations. Adhering to a profound commitment to its guiding principles, RateGain ensures unwavering adherence to all relevant statutory requirements. This diligent approach stands as a testament to the company's unwavering dedication to upholding ethical standards and regulatory obligations, fostering trust and confidence among stakeholders.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No) If yes, provide the name of the agency.

RateGain has not undergone external agency assessments of its policies thus far. However, in response to the recently announced SEBI mandate requiring third-party assurance of the Business Responsibility and Sustainability Reporting (BRSR) Core, the company is proactively preparing itself for such assessments and evaluations. This proactive approach highlights RateGain's commitment to transparency and accountability, ensuring its alignment with the evolving regulatory landscape and industry best practices.

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)	NA								
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	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	4	As part of its commitment to continuous improvement and effective governance, RateGain conducts regular training sessions for its directors. These sessions cover various crucial aspects, including business models, risk minimization procedures, compliance management, recent trends in technology, changes in the domestic and overseas industry scenario, and the Company's business performance. The objective is to ensure that all directors are well-informed and aligned with the organization's strategies and goals. Furthermore, to maintain legal compliance and keep the directors updated on regulatory changes, RateGain organizes presentations on significant amendments in Corporate and other allied laws. By equipping its directors with up-to-date knowledge, RateGain ensures a well-prepared leadership team that can navigate the evolving business landscape effectively, making informed decisions that contribute to the Company's continued success.	100%
Key Managerial Personnel	4	RateGain conducts regular training for Key Managerial Personnel(s) (KMPs) on various aspects, including business models, risk minimization, compliance, technology trends, industry changes, and business performance. Presentations on significant amendments in Corporate and allied laws keep them updated on legal changes and governance standards.	100%
Employees other than BoD and KMPs	61	During induction all new employees are trained 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 & Safety, POSH Product Awareness, Training Stakeholder Management, Thalassemia Awareness, etc	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 company upholds professionalism, fairness, and integrity in all its business dealings worldwide. The policy is available on the company website at <https://rategain.com/pdf/governance/Anti-Bribery.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 2022-23	FY 2021-22
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 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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

LEADERSHIP INDICATORS

1. 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 well-established processes to prevent and manage conflicts of interest involving board members and senior management. The Code of Conduct for Board and Senior Management strictly prohibits any engagement in activities, businesses, or relationships that could conflict with the Company's interests or be prejudicial to it. Moreover, they are required to avoid conducting company business with their relatives or firms where they or their relatives have significant interests unless proper disclosure is made to the Board. This ensures transparency and upholds the Company's integrity in all dealings.

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 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D			
Capex		N.A.	

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

2. 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 running 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

Amidst the unique nature of its business, RateGain upholds a profound commitment to sustainability. While the scope for using recycled material as processed inputs may be limited, the company exudes responsibility and conscientiousness in every aspect of waste disposal. With a heart dedicated to environmental stewardship, RateGain treads on a path of conscious choices, leaving behind a legacy of responsible and mindful practices that echo its dedication to a greener, more sustainable world.

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 demonstrates its commitment to responsible e-waste management by collaborating 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.

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	380	379	99.74%	379	99.74%	0	0	227	59.74%	0	0
Female	80	80	100%	80	100%	26	32.50%	NA	0	0	0
Total	460	459	99.78%	459	99.78%	26	5.65%	227	49.35%	0	0
Other than Permanent employees											
Male	20	3	15%	3	15%	0	0	0	0	0	0
Female	6	3	50%	3	50%	1	16.67%	0	0	0	0
Total	26	6	23.08%	6	23.08%	1	3.85%	0	0	0	0

The reason for the Health insurance and Accident insurance not showing 100% coverage is due to the onboarding process for new employees, which takes approximately 4 weeks. Employees who joined towards the end of the financial year might not have had insurance coverage at that time. However, the Company ensures that all employees are eventually covered under the Company's insurance policies.

In addition to this, the Company has a tie-up with Practo in India (covering nearly 70% of our employee base) wherein each employee can enroll 4 adults and 2 children with Practo and get 15 free consultations with medical doctors every month including psychological experts on mental health. The Company also runs contests like Fitness month, etc. where it encourages employees to embrace an active lifestyle.

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						NA					
Total											
Other than Permanent workers											
Male											
Female						NA					
Total											

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

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

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	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 workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	82.61%		Yes	78.87%		Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	0.22%		Yes	0.47%		Yes

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 is compliant with the requirements of the Rights of Persons with Disabilities Act, 2016, ensuring accessibility for differently-abled employees and workers. This includes wheelchair ramps to enter and leave the building, braille signages to improve accessibility in the elevators etc. 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.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%		
Female	100%	100%		NA
Total	100%	100%		

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	Yes	RateGain prioritizes maintaining 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. This approach fosters an environment where employees can freely express their concerns, and the company is committed to addressing them with utmost attention and care.
Other than Permanent Employees		<p>RateGain's Whistle Blower Policy outlines the procedure and channels for addressing grievances, ensuring transparency and accountability.</p> <p>RateGain has an online ticketing system for employees to raise grievances on https://help.rategain.com which are then assigned to HR business partners for closure. In case employees face any form of harassment including sexual harassment, they can raise a complaint on icc.@rategain.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> <p>In the future, the company plans to further enhance the grievance reporting process by implementing an online ticketing tool. This upcoming tool will provide employees 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>

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

RateGain does not have any employee associations or unions. The employees are however, not discouraged to raise their collective concerns through the relevant channels.

Category	FY 2022-23			FY 2021-22		
	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		NA			NA	
Female						
Total Permanent Workers						
Male		NA			NA	
Female						

8. Details of training given to employees and workers:

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

Category	FY 2022-23					FY 2021-22				
	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	380	45	11.84%	147	38.68%	340	50	14.71%	68	20.00%
Female	80	15	18.75%	80	100.00%	86	10	11.63%	32	37.21%
Total	460	60	13.04%	227	49.35%	426	60	14.08%	100	23.47%

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

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	380	335	88.16%	340	270	79.41%
Female	80	71	88.75%	86	59	68.60%
Total	468	406	88.26%	426	329	77.23%

RateGain believes in providing continuous career development opportunities to its employees. To facilitate this, the company has established a comprehensive Learning Management System that offers access to over 80,000 courses. Through this platform, employees can enhance their skills and knowledge, furthering their professional growth and contributing to their overall career advancement. RateGain's commitment to continuous learning empowers its workforce to thrive and excel in their respective roles.

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 of such system?

Yes. 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?

As a SaaS Company, the nature of RateGain's work involves minimal hazards. The company's office spaces are thoughtfully designed and we prioritize providing ample breakout, recreational, and collaboration areas to ensure a stress-free work environment for its valued employees. Safety is of utmost importance, and at the office locations, it maintains and regularly tests fire detection, alarm, and suppression systems. Mock drills for fire evacuation and medical emergencies are conducted routinely to ensure its team members' safety and preparedness.

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 instant online consultation, 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:

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	N.A.	N.A.
Total recordable work-related injuries	Employees	0	0
	Workers	N.A.	N.A.
No. of fatalities	Employees	0	0
	Workers	N.A.	N.A.
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	N.A.	N.A.

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, 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:

	FY 2022-23			FY 2021-22		
	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	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.	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

14. Assessments for the year:

% 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.

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. This methodical approach ensures that concerns are handled promptly and effectively, fostering a positive work environment for all employees.

LEADERSHIP INDICATORS

1. **Does the entity extend any life insurance or any compensatory package in the event of death of Employees (Y/N)**

Yes

2. **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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

Not Applicable owing to the nature of business.

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 in consultation with various department heads. These stakeholders include communities, investors, shareholders, employees & workers, customers, value chain partners, business partners, civil society actors, and media. To further understand their concerns and priorities, the Company recognizes the importance of conducting a detailed materiality assessment. As part of its commitment, the company plans to undertake this comprehensive materiality assessment in the coming year, which will aid in identifying and prioritizing the key stakeholder groups' needs and expectations.

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 Communication mails and newsletters Intranet notifications Team events/programs 	<p>Quarterly for reviews, rewards, recognitions etc</p> <p>Need-based communication to deliver important announcements and messages</p> <p>Team events happen periodically every quarter</p>	Employees are engaged regularly to understand their Learning and Development needs, Career development plans, Performance reviews, Rewards and Recognitions, General safety and well-being.
Investors & No Shareholders	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 as well as understand the growth opportunity for the company
Customers	No	<ul style="list-style-type: none"> Closed Group events Dedicated customer success manager and QBRs "Reboot" event was curated to meet customers and take their feedback about what is changing in the industry 	Frequent and need based	Product enhancements and stability mechanisms are identified through feedback loops. This also includes solving for new use cases that have emerged post COVID to help customers manage their time and resources better
Suppliers	No	<ul style="list-style-type: none"> Procurement Process (Floating of RFPs, Pre-agreement negotiations, Engagement Letters, Issuance of PO/ S O / P r o c u r e m e n t 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)	<p>Regular operational aspects including the rates of product and services, quality of service/product,</p> <p>customer support and grievance redressal, risk exposure, assessments and evaluations etc.</p> <p>Exclusive assessment of vendors such as MSMEs</p>
Community	Yes	<ul style="list-style-type: none"> Engagement through dedicated NGOs 	Quarterly	Working on uplifting the education of the marginalized children, as well as investing in reduction of carbon emissions
Media	No	<ul style="list-style-type: none"> Online meetings or through email 	Quarterly and need based	Providing insights on how travel industry is recovering and how travel trends impact the economy

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
Government and regulatory authorities	No	<ul style="list-style-type: none"> Engagement with Indian Government through FICCI. One on one meetings 	Frequent and need based	Discussions with regard to the development of technology in tourism

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 actively engages with its key stakeholders on economic, environmental, and social matters. Feedback from these stakeholders is carefully considered, and the valuable insights gained are communicated to the Board. This collaborative approach ensures that the company's decision-making process incorporates the perspectives and concerns of its key stakeholders, leading to a more informed and responsible business strategy.

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 has a well-defined stakeholder engagement process in place to gather inputs from all its stakeholders, including shareholders, on matters related to environmental, social, and governance (ESG) topics. Responding to valuable feedback received from investors, the company has implemented various initiatives to strengthen its ESG disclosures. By actively incorporating stakeholder perspectives, RateGain aims to enhance its ESG practices and maintain transparency and accountability in its operations.

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

RateGain epitomizes a culture of inclusive and equitable cooperative growth by engaging and communicating actively with all stakeholders. This encompasses not only internal members but also external entities, including underprivileged, vulnerable, and marginalized groups. The company firmly believes in amplifying their voices and addressing their needs. To achieve this, RateGain employs diverse mechanisms such as user feedback, dedicated customer support, robust HR policies, impactful CSR initiatives, and responsive measures to address shareholder grievances. This collective commitment ensures a harmonious and empathetic ecosystem where everyone's well-being is valued and nurtured, driving the company's mission towards a better and more inclusive world.

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 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	460	460	100%	426	426	100%
Other than permanent	26	26	100%	33	33	100%
Total Employees	486	486	100%	459	459	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 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	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	460	Nil	0%	460	100%	426	Nil	0%	426	100%
Male	380	Nil	0%	380	100%	340	Nil	0%	340	100%
Female	80	Nil	0%	80	100%	86	Nil	0%	86	100%
Other than permanent	26	Nil	0%	26	100%	33	Nil	0%	33	100%
Male	20	Nil	0%	20	100%	19	Nil	0%	19	100%
Female	6	Nil	0%	6	100%	14	Nil	0%	14	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, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	3	480,000	2	270,000
Key Managerial Personnel	3	12,223,756	0	0
Employees other than BoD and KMP	376	1,030,371	81	769,261
Workers	0	0	0	0

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. 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:

	FY 2022-23			FY 2021-22		
	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	Nil	Nil	NA	1	Nil	The complaint by the employee was duly received, extended to the ICC, studied and resolved appropriately in accordance with Rule 7 of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Rules, 2013.
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/ Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human rights related issues	Nil	Nil	NA	Nil	Nil	NA

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

RateGain has implemented well-defined policies and procedures, including a code of conduct, to prevent adverse consequences for complainants in cases of discrimination and harassment. In the event that such cases are filed, the Human Resources team treats them with utmost seriousness. 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.

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

No

9. 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%
Others – please specify	

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable

LEADERSHIP INDICATORS

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

RateGain is in the process of implementing an online system that will enable employees to share their complaints in the form of tickets. This system will serve as the central point for complaint resolution and will include a virtual help desk for prompt assistance. Furthermore, the company conducts regular sensitization sessions for its employees on the Code of Conduct through various training programs. This proactive approach reinforces the company's commitment to fostering a respectful and compliant work environment, where employees can voice their concerns and receive appropriate support.

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 2022-23	FY 2021-22
Total electricity consumption (A)	Gigajoules	795.91	627.72
Total fuel consumption (B)	Gigajoules	21.31	11.28
Energy consumption through other sources (C)	Gigajoules	0	0
Total energy consumption (A+B+C)	Gigajoules	817.23	638.99
Energy intensity per rupee of turnover (Total energy consumption/ turnover in lakh rupees)	Gigajoules/lakh INR	0.072	0.088
Energy intensity per employee (Total energy consumption/ number of employees)	Gigajoules/number of employees	1.682	1.392

The total energy consumed i.e., electricity and fossil fuel combustion were gathered from monthly electricity bills and diesel generator bills provided by the building management, covering the FY 2021-22 and FY 2022-23 periods. The bills provided the values in kWh, and a conversion tool was used to convert it into Gigajoules.

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, 2023, 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 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)			
(i) Surface water	kilolitres	Nil	Nil
(ii) Groundwater	kilolitres	2715.43	2262.86
(iii) Third party water	kilolitres	Nil	Nil
(iv) Seawater / desalinated water	kilolitres	Nil	Nil
(v) Others	kilolitres	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	kilolitres	2715.43	2262.86
Total volume of water consumption (in kilolitres)	kilolitres	2715.43	2262.86
Water intensity per rupee of turnover (Water consumed / turnover in lakh rupees)	Kilolitres/ lakh INR	0.238	0.311
Water intensity per employee (Water consumed / number of employees)	Kilolitres/ number of employees	5.587	4.930

The water source details, and total water withdrawal numbers were determined based on the details shared by the building management, covering the FY 2021-22 and FY 2022-23 periods. Since the water consumption was at a building level, a proportionate allotment was made for RateGain's consumption, considering it occupies one floor in the building.

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. 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.

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

RateGain's operations do not generate air emissions that lead to particulate air pollution. However, the company does track the GHG emissions due to its operations, as captured in the next section.

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

Parameter	Unit	FY 2022-23	FY 2021-22
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	26.09	25.83
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	203.07	160.16
Total Scope 1 and Scope 2 emissions per rupee of turnover (in lakh rupees)	tCO ₂ e/ lakh INR	0.020	0.026
Total Scope 1 and Scope 2 emission per employee	tCO ₂ e/ number of employees	0.472	0.405

RateGain has used globally-accepted methods based on the GHG protocol to calculate its emission footprint resulting from purchased electricity at office, office air conditioning, fossil fuel use for energy backup under its Scope 1 and Scope 2 emissions. Emission factors have been drawn out of recognized sources, prioritizing India-based benchmarks (Ex: CEA) and supplementing global benchmarks (Ex: IPCC). Based on these exercises, RateGain has taken note of the data gaps that exist currently and will be putting measures in place to address these in the subsequent reporting cycles.

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.

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

Yes, the company is in the process of completing the migration of its entire IT infrastructure from an in-house data center to a cloud-based data center. This strategic move to the cloud offers numerous benefits, including increased scalability, flexibility, and cost-efficiency. Cloud-based data centers enable the company to optimize its operations, enhance data security, and leverage advanced technologies and services. As the migration nears completion, the company is well-positioned to further improve its digital capabilities and provide enhanced services to its customers.

RateGain's premises at Club 125 facility in Noida proudly holds the prestigious ESG LEED Gold Standard Certification. This remarkable achievement reflects RateGain's unwavering commitment to Environmental, Social and Governance (ESG) principles, as well as its dedication to sustainable and eco-friendly practices. The LEED Gold Standard Certification signifies the facility's exemplary green building design and efficient use of resources, setting a benchmark for environmental stewardship in the region. Through this recognition, RateGain establishes itself as a trailblazer in the industry, showcasing its passion for promoting sustainability and responsible business practices.

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

Parameter	Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)			
Plastic waste (A)	metric tonnes	Nil	Nil
E-waste (B)	metric tonnes	0.3110	0.2610
Bio-medical waste (C)	metric tonnes	Nil	Nil
Construction and demolition waste (D)	metric tonnes	Nil	Nil
Battery waste (E)	metric tonnes	0.0015	Nil
Radioactive waste (F)	metric tonnes	Nil	Nil
Other Hazardous waste. Please specify, if any. (G)	metric tonnes	Nil	Nil
Other Non-hazardous waste generated (H) - Mix of Wet and Dry waste from the premises	metric tonnes	3.8016	3.1680
Total (A+B + C + D + E + F + G + H)	metric tonnes	4.1141	3.4290
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	Nil	Nil
(ii) Re-used	metric tonnes		
(iii) Other recovery operations	metric tonnes		
Total	metric tonnes		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)			
Category of waste			
(i) Incineration	metric tonnes	Nil	Nil
(ii) Landfilling	metric tonnes		
((iii) Other disposal operations	metric tonnes		
Total	metric tonnes		

The waste type details and quantities of total waste were determined by collecting daily data based on approximation of waste generated in separate bins in the office. E-waste and battery waste were collected through certificates from authorised recyclers, covering the FY 2021-22 and FY 2022-23 periods.

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.

- 9. 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.**

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.

- 10. 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			

- 11. 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					

- 12. 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. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	Please specify unit	FY 2022-23	FY 2021-22
From renewable sources			
Total electricity consumption (A)	Gigajoules	Nil	Nil
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	795.91	627.72
Total fuel consumption (E)	Gigajoules	21.31	11.28
Energy consumption through other sources (F)	Gigajoules	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	Gigajoules	817.23	638.99

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.

2. Provide the following details related to water discharged:

Parameter	Please specify unit	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)			
(i) To Surface water	kilolitres	Nil	Nil
(ii) To Groundwater	kilolitres		
(iii) To Seawater	kilolitres		
(iv) Sent to third-parties	kilolitres		
(v) Others	kilolitres		
- No treatment	kilolitres		
- With treatment	kilolitres		
Total water discharged (in kilolitres)	kilolitres		

With an operational Zero Liquid Discharge (ZLD) system in place, the wastewater generated in the office premises is treated and reused for landscaping activities. Hence, there is no discharge of wastewater to the environment.

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

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

RateGain's office in Noida does not fall within a water stressed 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) If yes, name of the external agency.

No. This is not applicable since RateGain does not operate in a water stressed region.

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

Parameter	Unit	FY 2022-23	FY 2021-22
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	13056.58	12463.18
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/ lakh INR	1.153	1.713
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity	tCO ₂ e/ number of employees	26.865	27.153

RateGain has used globally-accepted methods based on the GHG protocol to calculate its emission footprint resulting from data center operations (Category 1), purchased goods (Category 1), upstream transport (Category 4), business travel (Category 6), employee commute (Category 7). Where necessary data or methods were not available, recognized calculators have been used (recommended by UK DEFRA). Wherever necessary, factors have been drawn out of recognized sources, prioritizing India-based benchmarks (Ex: India GHG Protocol) and supplementing global benchmarks (IPCC, DEFRA) etc.

The emissions calculations for hotel stays covers 48% of its domestic bookings and 31% of its international bookings in FY21-22, 94% of its domestic bookings and 59% of its international bookings in FY22-23. This considers only the transactions for which the company's systems had the complete information recorded.

Based on these exercises, RateGain has taken note of the data gaps that exist currently and will be putting measures in place to address these in the subsequent reporting cycles.

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.

5. 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.

6. 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	Shift to cloud-based data center	Shifting the whole IT infrastructure from inhouse data center to cloud-based center	Operational efficiency in the usage of the company products	NA
2	Sustainable IT initiative	The product development approaches have been embedded with sustainable IT practices across the lifecycle. It includes, moving towards serverless environments, putting services to sleep when not in use, migration of services to AWS Graviton.	Significant reduction in GHG emissions associated with hosting the application	NA
3	E - waste collection and safe disposal initiative	The E-waste collected is handed over to certified E-waste recycler for effective management and safe disposal of waste.	Increasing the availability of recycled materials for reuse.	NA
4	Two bin system of waste collection	Wet waste and Dry waste are collected in two separate bins and provided to the City Municipal Corporation for its management.	Waste segregation helps better management of waste.	NA

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web link.

Yes

RateGain's Business Continuity Plan strives to manage the restoration of vital company services during facility disruptions brought on by natural or artificial disasters. The plan focuses on localized disasters and is separate from the IT Disaster Recovery Plan, which addresses technology facilities' recovery. It assumes a viable IT Disaster Recovery Plan, available space for relocation, and maintenance of the plan. Apart from this, the plan's sections cover business continuity strategy for facility disruptions, identifying Recovery Team functions and assigning specific responsibilities, outlining the sequence of activities and sub-team responsibilities for recovery.

8. 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.

A substantial portion of the company's operational footprint is attributed to the data center that houses its products. In response to its environmental responsibility, the company has been closely monitoring the development of data center providers offering green data center locations situated near its business markets. As part of its commitment to sustainability, the company intends to explore the possibility of adopting such eco-friendly alternatives in the near future. By making this move, the company aims to reduce its environmental impact and contribute to a more sustainable and eco-conscious approach to data center operations.

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.

One

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. 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

Name of authority	Brief of the case	Corrective action taken

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, the nature of RateGain's business has limited exposure to vulnerable sections of the community. However, the Company is committed to its Corporate Social Responsibility (CSR) activities, which are carried out through NGO partners. These partners have a proven track record in their respective areas and have established effective systems to receive feedback and grievances from the community they serve. Utilizing these feedback systems, they can gain insights into areas that require focus and direction, ensuring that CSR efforts are aligned with the community's needs and aspirations. Through these initiatives, RateGain aims to make a positive impact and contribute to the welfare and development of society.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	17.32%	33.01%
Sourced directly from within the district and neighboring districts	67.10%	43.54%

LEADERSHIP INDICATORS**1. 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.	Shikshaantra Plus programme on Awareness Sessions - WASH, Life Skills and Events (Khushii NGO)	500	100%

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.**

The company has 24X7 live chat support, Call and Email support, dedicated helpdesk and customer success managers across each business unit and region. All consumer complaints and feedback are recorded on Salesforce application.

Hospitality support: There are 3 ways clients can register their complaints/requests with the company. 1) They can send an email to help@ategain.com which will be forwarded automatically to the Salesforce tool and create a ticket and through the Salesforce Dashboard the customer success team will pick up a ticket and answer it accordingly. 2) They can call on the support numbers and the consultant who picked up the call will answer the query and record this as a ticket on Salesforce tool in form of ticket. 3) Clients can reach out through Zendesk chat tool integrated on the company's Hospitality products which will be visible to them after they login and support team members will answer their query/issue/request.

Travel Support: Clients can send an email to travel.cs@ategain.com which will be forwarded automatically to the Salesforce tool and create a ticket and through the Salesforce Dashboard, the customer success team will pick up a ticket and answer it accordingly.

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	NA
Recycling and/or safe disposal	

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

	FY 2022-23 (Current Financial Year)		Remarks	FY 2021-22 (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	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-security	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	35168	441	The numbers represent global data, as the company has a significant market presence in Europe and America. The customer requests are created globally and the employees in India are working to address the complaints. Providing India specific number may under report the exact picture.	31288	267	The numbers represented for FY 22-23 here capture the complaints globally that were received throughout the year, including the short window during which RateGain experienced a cyberattack (Ref the response to Q5 below). During this attack, customer complaints were about non-availability of services. There were no concerns about its customers experiencing cyberattack or data privacy violations.
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Other	Nil	Nil	NA	Nil	Nil	NA

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		NA

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.

Yes, following the cyberattack in May 2022, the Company appointed a leading cyber security firm to conduct forensic audit investigation. Based on their guidance, a complete containment, restoration, root cause analysis actions were conducted. While the Company has maintained a highly secure environment, there is always room for improvement. Lessons have been taken from this incident, and an action plan has been put in place to improve and introduce changes to the environment that reduce risk of future similar events.

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.

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.

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

Considering the nature of RateGain's SaaS products, it is highly unlikely that irresponsible use of products is possible by consumers.

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

RateGain considers Business continuity to be a critical aspect of its delivery and ensures minimal disruption to its services. In case of a planned outage, the company proactively shares information about the timing of the outage, the duration, and the emergency contact number in case they need any help.

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

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact - One

b. Percentage of data breaches involving personally identifiable information of customers - Zero