

Develab ESG Impact Report Year 2024

Innovating for a Better Future



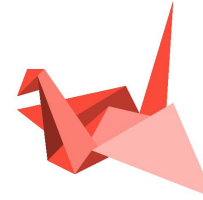
Develab sustainability strategy

We are committed to managing our sustainability initiatives with care and precision, ensuring our operations positively impact our people, the environment, and the communities we serve.

Our goal is to build a resilient business that inspires trust among our employees, customers, partners, and community members—today and for generations to come.

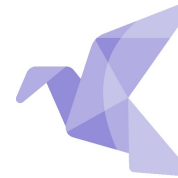
By embedding environmental, social, and governance (ESG) principles into every aspect of our operations, we strive to deliver superior outcomes and long-term value for all stakeholders. Whether through reducing our carbon footprint, promoting diversity and inclusion, or adhering to transparent governance practices, we are dedicated to creating a more sustainable and equitable future for all

Our Pillars



Enable Technology for Good

Driving Solutions for Global Challenges Through Technology and Skills Development



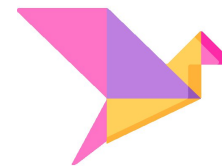
Ensure Good Governance

Commitment to Ethical Integrity and Trustworthy Business Practices



Empower our People

Promoting Inclusivity to Enrich the Communities Where We Live and Work



Protect our Planet

Committed to a Sustainable Future Through Reducing Environmental Impact



Enable Technology for Good



WHAT WE DO

Harnessing Technology to Solve Global Challenges and Equip People for the Future of Work

HOW WE DO



Deploying technology and services to solve challenges



Shaping the Future of Work by Preparing People Today

We are continually inspired by the transformative impact of Develab Business Services.

Our company, technology, and people are helping solve some of the industry's most pressing and complex challenges.

We take pride in empowering small and medium-sized businesses (SMEs) to deliver on their missions more efficiently—driving positive global change through our services and products.

As technology continue to reshape the way people work, we remain committed to providing individuals locally with access to the technology and skills they need to achieve their goals and thrive in the future of work.

Deploying Technology and Services to Solve Challenges



INGREDIENTS, INVENTORY and WASTE MANAGEMENT

Keep Operations Resilient and Smooth - No More Shortages for Food and Beverages (F&B) Merchants

In the post-COVID era, businesses face an increasingly complex environment with unpredictable supply chains, changing demand patterns, and a heightened focus on sustainability. Develab Rideum won product addresses these challenges head-on by offering **advanced ingredients and inventory management features** that ensure **smooth operations, prevent shortages, and minimize waste**.

Rideum's real-time synchronization between material inventories and processed orders helps our merchants to keep track of stock levels, automatically flagging low inventory items to prevent shortages. At the same time, our intelligent waste management features allow you to **optimize inventory turnover, reduce excess stock, and avoid over-ordering**. By **minimizing waste 35.19% annually** and streamlining procurement processes, Rideum enables you to not only safeguard against stockouts but also reduce the environmental and financial costs associated with excess materials.

With Rideum, businesses can stay resilient and agile, adapting quickly to changing market conditions, while also committing to sustainability. Our platform helps you optimize stock levels, reduce waste, and ensure your operations remain efficient and eco-friendly, even in an unpredictable world.



Shaping the Future of Work by Preparing People Today



CHANNEL MANAGER AUTOMATION

Effortlessly Manage Bookings Across Multiple Marketplaces with Intelligent Automation

Rideum's own product takes the hassle out of managing your listings by syncing hotel operators accounts and inventory across multiple online travel marketplaces. **Powered by intelligent automation**, our platform provide **virtual assistant to operational staff** automatically updates availability, pricing, and booking details in real time, ensuring that your bookings are always accurate and consistent across all channels.

Save valuable time and reduce manual effort by **saving average est. 820+ hours annually per FTE** by hotel's back-office staff with automation that handles routine tasks, leaving you free to focus on what matters most—growing your business and delivering exceptional service. Rideum's intuitive interface provides easy oversight from a single platform, allowing you to monitor performance and manage all your listings with ease and precision.



Ensure Good Governance

WHAT WE DO

By Adhering to Ethical Business Practices, We Aim to Create a Foundation of Trust and Integrity.

HOW WE DO



Data privacy and
end user
protection



Information
security and
cybersecurity



Corporate
governance

Stewarding Transformation with Trust and Integrity

At Develab, we take our role as both a navigator and steward of this change with the utmost seriousness. Our leadership position, growth, and ability to create meaningful impact through technology and automation are rooted in the trust we've built and continue to nurture across our stakeholders - a privilege we deeply value and never take for granted.

We are fully committed to fostering good governance, which includes protecting our customers' data, ensuring compliance and security regulations, and implement frameworks that ensure everyone affiliated with Develab with the highest level of integrity.

As we continue to lead in innovation, we remain steadfast in our commitment to transparency, accountability, and building sustainable trust with all our stakeholders.

Data Privacy and End User Protection, Information Security, and Corporate Governance

Develab's Data Privacy and End-User Protection Strategy: Safeguarding Trust and Security

- Practice and focus on building trust and credibility
- Ensure Develab customers data and financial transactions are secured. Develab has implemented policies and practices as below:
 - 1) Security Policy, Privacy Risk Assessment Policy, Privacy Program Policy, Privacy Incidents Reporting Procedure, Partner Risk Management (PRM) Policy, Information Classification Policy, Business Continuity Policy, Assets Management Policy. **100% attendance on quarterly basis of Security Awareness Training for all employees**
 - 2) Deployed **secure Google Workspace for business-wide operations** to securely manage financial reporting data and documents, and business email.
 - 3) Implemented **centralized corporate portal** (<https://wiki.develab.io>) as a repository with **role access management** by department with **authentication and authorization SSO integrated** with Google Workspace
 - 4) Installed **data protection policy and endpoint Business Security online protection** for ransomware and data protection (AVAST solution). **100% installed** in all employees' machines with live updated patch.
- Ethical business practices.



Empower our People



WHAT WE DO

By embracing diverse talents and perspectives, we create an environment that supports personal and professional growth, enabling our people to reach their full potential and contribute their best to our shared success

HOW WE DO



Accelerating
career growth



Supporting and
rewarding
employees



Fostering a diverse
and inclusive
culture

We are committed to creating an inclusive and diverse culture where every individual feels safe to be themselves, valued for their unique contributions, and empowered to reach their full potential.

At Develab, we invest in our people's career growth, offering opportunities to learn, innovate, and thrive. Our employees are rewarded competitively for their efforts and achievements, and we foster a workplace where everyone is challenged to do their best work.

By embracing technology with automation, we aim to accelerate human achievement and create a future where all employees can succeed and excel.

Accelerating Career Growth

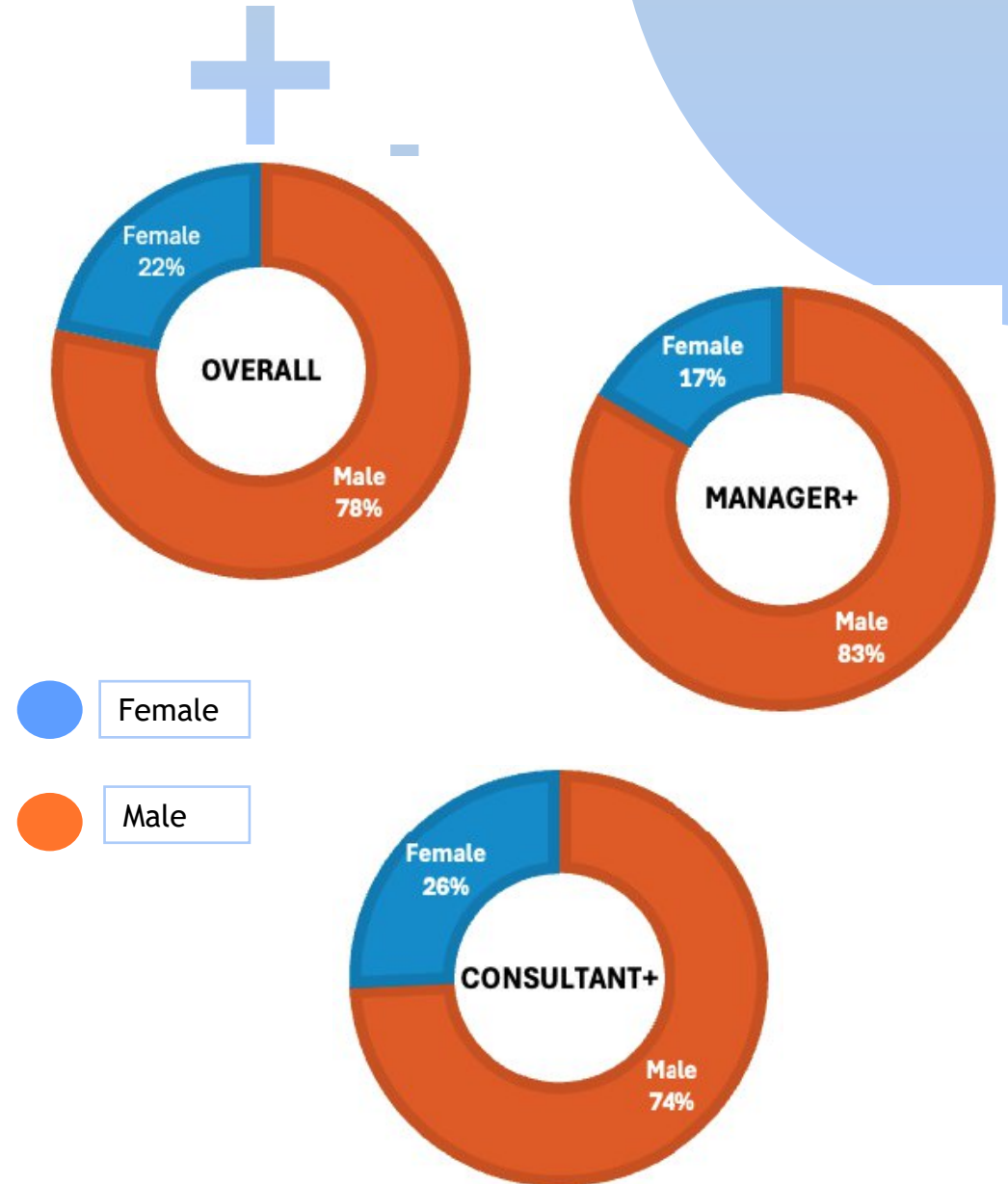
TALENT ATTRACTION: Building a Diverse, Inclusive Workforce and Accelerating Career Growth

In recent years, we've reimaged how we attract, grow, and retain a diverse workforce. To drive measurable impact and ensure accountability, we introduced aspirational goals and objectives for all people leaders, emphasizing the importance of fostering diversity, inclusion, and career development at every level of the organization.

We rolled out a comprehensive regional sourcing strategy to identify and address areas where we have historically been underrepresented. By building diverse candidate slates and prioritizing equitable opportunities, we're making intentional strides to improve representation and create pathways for career growth at all levels.

To accelerate career growth, we've integrated new technologies and initiatives that not only help reduce bias in our hiring process but also support employees throughout their journey with us. Our leaders are equipped with data-driven dashboards, empowering them with insights to better understand their teams and actively support personal and professional development. These tools enable us to create an environment where everyone has the opportunity to thrive and advance.

Through these efforts, we are not only attracting diverse talent but also accelerating career progression, ensuring our people are empowered to reach their full potential and contribute to our shared success



Career Development

CAREER DEVELOPMENT: Empowering Growth, Building Skills, and Shaping Leaders

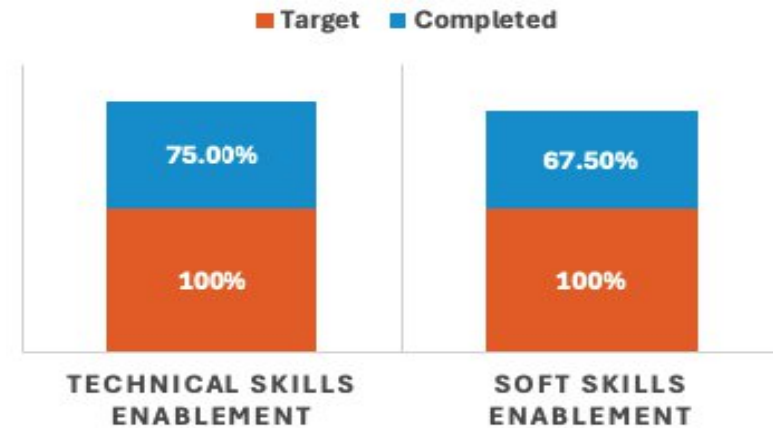
At Develab, we are passionate about equipping our people with the skills they need to succeed in the rapidly evolving world of automation and AI. We offer a wide range of learning opportunities, from function-specific training to critical skills development, to help our employees grow both personally and professionally.

In fiscal year 2024, 100% of Develabers participated in at least **3 compulsory technical and soft skills** of our paid **subscription e-training platform (UDEMY)** tailored with individual strengths and weaknesses where each employee will have a **Career Manager to mentor and consult** together **Human Resource Manager**. This initiative contributed to a record number of internal promotions to the senior manager and director level, a key milestone in career growth at Develab.

We believe in fostering internal mobility and career progression and are proud that one in four Develabers changed roles within the company in fiscal year 2024, with an **20% increase in internal promotions**. To celebrate and share these success stories, we highlight employee career growth through our **Career Growth Panels**—a monthly chat series where we feature Develabers who have made significant internal moves and track their career development.

To support ongoing career and organizational growth, we've implemented company-wide objectives and **key results (OKRs)** and placed a strong focus on **succession planning** to ensure that our future leaders are ready to take on new challenges and opportunities.

Develab e-Learning as per Q3 2024



Develab Bootcamp as per Q3 2024

88

Bi-Weekly Technical Knowledge Sharing Sessions

Participants will present their own topics and Q&A sessions

86

Bootcamp Library (Custom Training Material)

- Programming (68)
- DevSecOps (12)
- Quality Assurance (4)
- Mobile Apps (2)

Supporting and Rewarding Employees

Develab is committed to providing our people with the resources, support, and recognition they need to succeed.

We understand that each individual has unique needs and circumstances, and we prioritize employee input and choice in every decision we make. From offering comprehensive benefits to **creating a flexible hybrid working model**, we ensure that our people have the support and flexibility they need to thrive both professionally and personally.

At Develab, we believe in **rewarding our employees** for their hard work, dedication, and achievements by awarding with **Quarterly Award** for MVP and Best Team for individual and team best performance.

Our commitment extends to the **well-being and vitality** of our employees with **Develab Vitality Program** Initiatives aim to support employees in maintaining a balanced and **healthy lifestyle**.

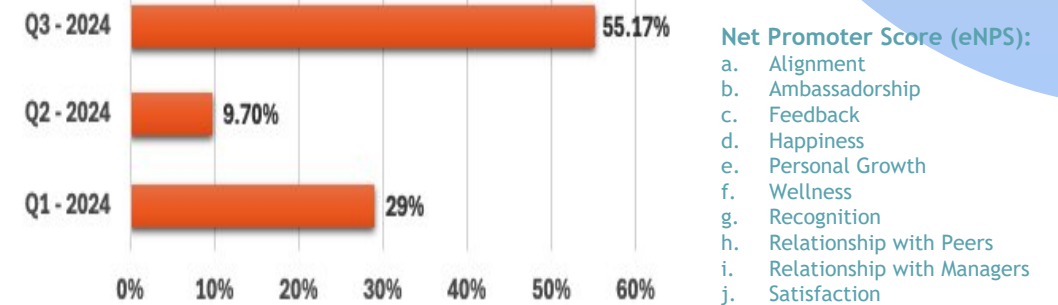
Our competitive compensation and recognition programs are designed to acknowledge the contributions of every individual, fostering a **culture of appreciation and motivation**.

By **actively listening** to our employees and **continually evolving our programs**, we create an environment where everyone feels valued and empowered to reach their full potential.

eNPS Employee Survey

as per Q3 2024 - Avg 31.29%

eNPS Benchmark: 10-30% (Good), 30-70% (Great), 70-100% (Excellent)



Develab Vitality Program

as per Oct 2024



Fostering a diverse and inclusive culture

In our quest to accelerate human achievement, we are committed to fostering a diverse and inclusive culture where everyone has fair opportunities to succeed.

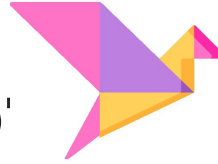
We strive to create an environment where the rich uniqueness of our people is celebrated, and where diverse perspectives are not only welcomed but actively encouraged. We understand that an inclusive workplace drives innovation, creativity, and collaboration, which are essential to achieving our goals.

To ensure continued progress, we are dedicated to improving our talent acquisition and retention efforts, focusing on attracting and nurturing diverse talent across all levels. Our commitment extends beyond recruitment; we implement robust programs **Develab Empowered at Develab**, **Pride at Develab**, and procedures that support equitable career growth, professional development, and advancement for all employees.

At Develab, we believe that **true inclusion** means providing each individual with the resources, opportunities, and recognition they need to thrive. By continually fostering a culture of equity, respect, and belonging, we create a workplace where everyone is empowered to contribute their best work, and where every voice is heard and valued.



Protect our Plane'



WHAT WE DO

Our goal is to foster a sustainable future by reducing our environmental footprint and assisting customers and partners in advancing their own sustainability efforts.

HOW WE DO



Carbon Footprint
Management

Protecting Our Planet: A Commitment to Sustainability and ESG Principles

At Develab, our dedication to sustainability goes beyond just reducing our carbon footprint—it's about creating lasting, positive change for the environment, our communities, and the global economy.

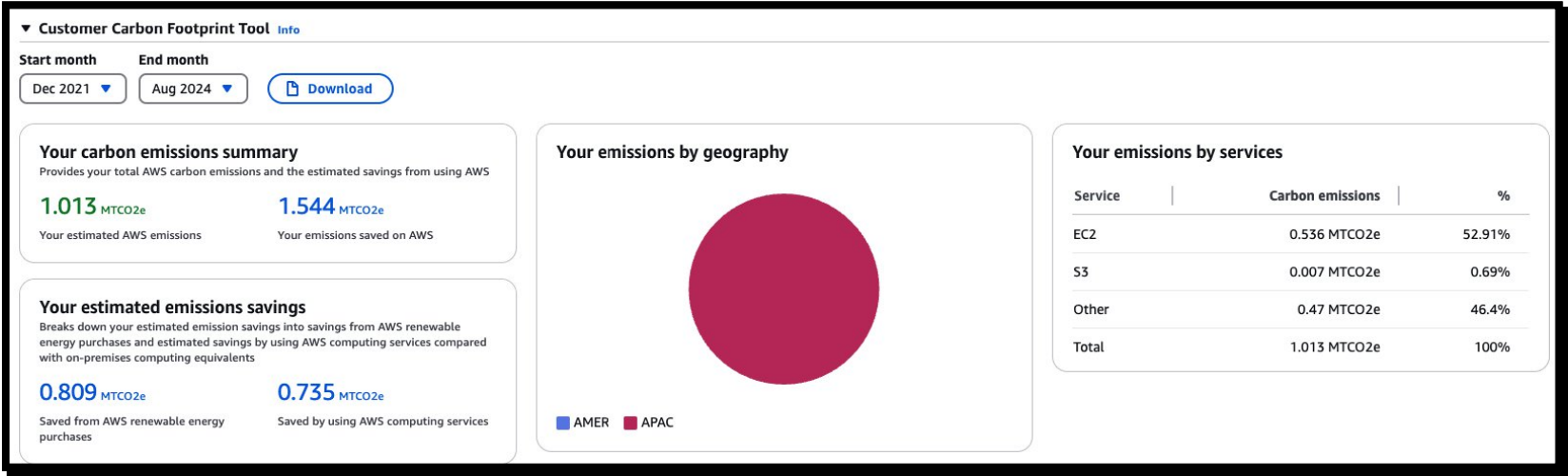
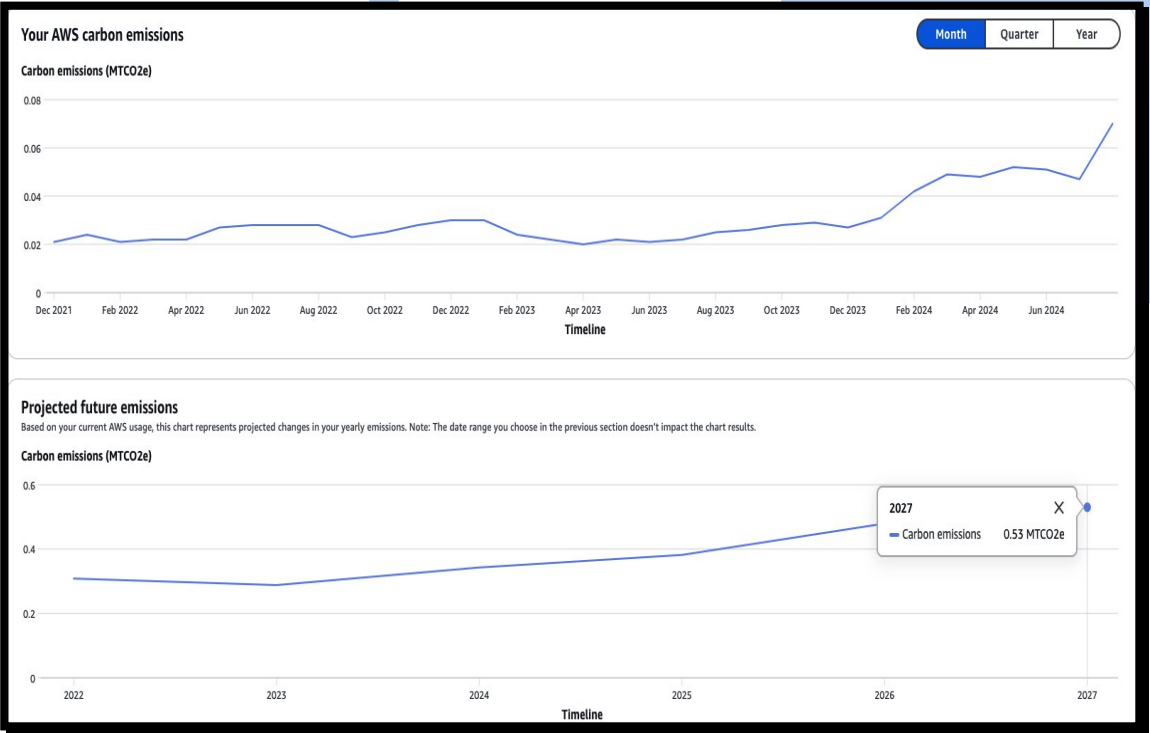
We strive to reduce waste, optimize energy use, and source materials responsibly, all while fostering a culture of sustainability across our organization. From eco-friendly practices in our operations to developing products and services that support a cleaner, greener future, we are committed to driving **environmental stewardship** at every level.

By embedding **sustainability** and **ESG principles** into our corporate DNA, we are not only protecting our planet but also creating a more resilient, equitable, and responsible business model that benefits all stakeholders—today and for generations to come.

Carbon Footprint Management

It is essential for us to assess, manage, and transparently report on our climate impact, including our carbon footprint, so that we can take informed, proactive steps to reduce it.

By closely monitoring our environmental footprint, we can identify key areas for improvement, set measurable sustainability goals, and implement targeted actions that effectively lower our carbon emissions. This commitment to **carbon footprint management** and climate responsibility is fundamental as we work towards a more sustainable, resilient future—one that benefits our business, our stakeholders, and the planet.



Reducing our Impact

We recognize that true sustainability extends beyond environmental metrics, and we aim to align our actions with the highest standards of ESG responsibility

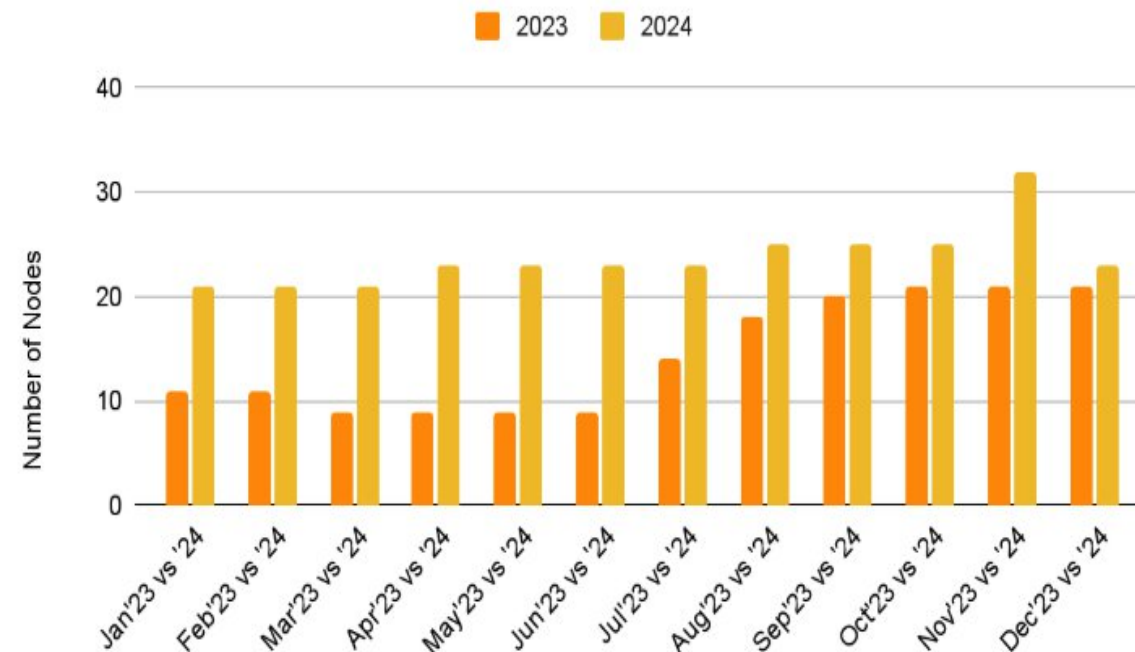
Cloud-First Approach: Leveraging the Power of Cloud Services

At Develab, we embrace a **cloud-first approach** in all aspects of our operations. We do not own any data centers; instead, we leverage trusted **public cloud services** to power our products, applications, and solutions. By relying on the scalability, flexibility, and security of cloud computing, we can deliver efficient, high-performance solutions that meet the dynamic needs of our customers.

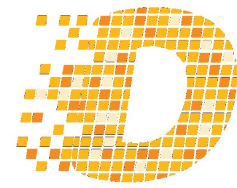
This approach enables us to focus on innovation and agility, while also minimizing the need for significant infrastructure investment. Our use of cloud services allows us to scale rapidly, enhance data security, and offer seamless experiences for our users, all while maintaining a sustainable and efficient IT footprint.

Amazon AWS Cloud Platform

Number of Nodes in 2023 VS 2024



Thank you



DEVELAB

**Social and
Governance**