Develab ESG Impact Report Sept 2025

Innovating for a Better Future

DEVELAB

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
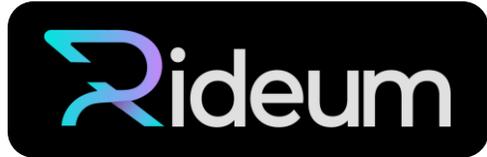
CHANNEL MANAGER AUTOMATION
Effortlessly Manage Bookings Across Multiple Marketplaces with Intelligent Automation

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 reimagined 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.
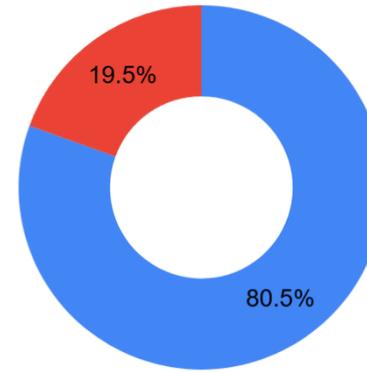
To accelerate career growth, we've integrated new technologies and initiatives that not only help reduce bias in our hiring process but also support employees throughout their journey with us. Our leaders are equipped with data-driven dashboards, empowering them with insights to better understand their 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
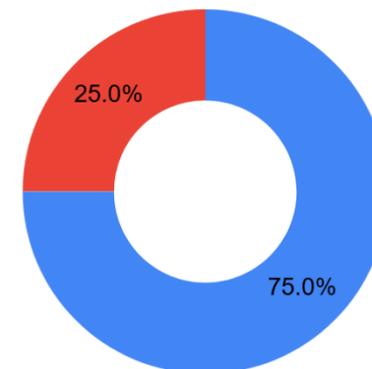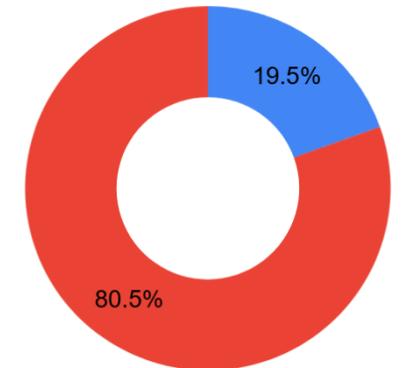
Gender
● Male   ● Female

19.5%

80.5%

Manager vs Employee
● Manager   ● Employee

19.5%

80.5%

Manager Gender
● Male   ● Female

25.0%

75.0%

Career Development

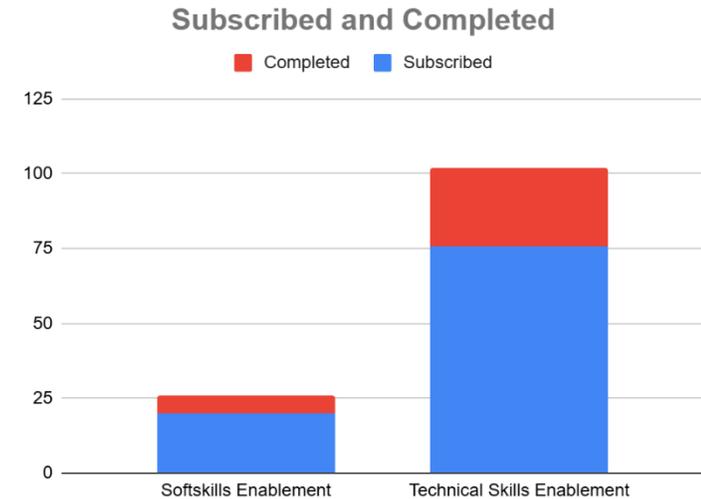**CAREER DEVELOPMENT: Empowering Growth, Building Skills, and Shaping Leaders**

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 2025, 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 2025, 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 of Aug 2025

Subscribed and Completed

Legend: ■ Completed ■ Subscribed

Categories: Softskills Enablement, Technical Skills Enablement

Develab Bootcamp
as per September 2025

123
Knowledge Sharing Sessions
Participants will present their preplanned topics and participate in Q&A sessions.
- AI Knowledge (4)
- Engineering Knowledge (111)
- Brown Bag (8)

93
Bootcamp Library (Custom Training Material)
- Programming (75)
- 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 Q2 2025 – Avg 58.74%

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

eNPS vs. Quarter / Year

Quarter / Year	eNPS
Q4 2024	58.02%
Q1 2025	58.13%
Q2 2025	60.07%
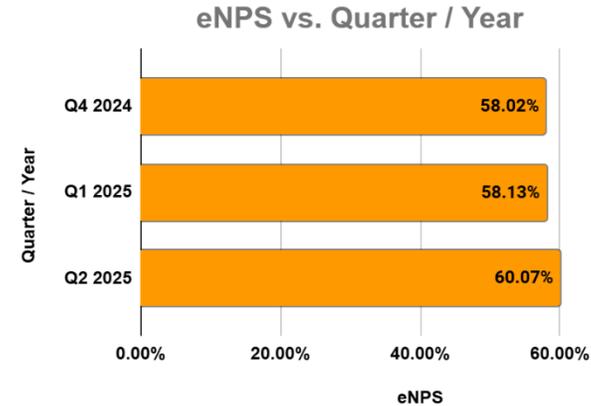
Net Promoter Score (eNPS):
a. Alignment
b. Ambassadorship
c. Feedback
d. Happiness
e. Personal Growth
f. Wellness
g. Recognition
h. Relationship with Peers
i. Relationship with Managers
j. Satisfaction

Develab Vitality Program
as per August 2025

100% Employee Steps Achievement vs Target Steps

Total Steps — Total Target

Month / Year

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.
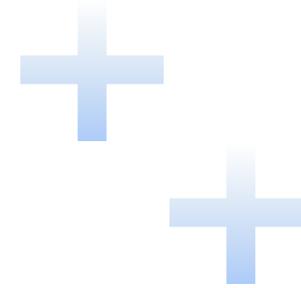
HUMBLE	Listen & Learn	No One Left Behind
BOLD	Explore & Experiment	Challenge Status Quo
FAST	Innovative Thinking	Take Action Towards Excellence

Protect our Planet

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.

DEVELAB CORPORATE SOCIAL RESPONSIBILITY (CSR)

While ESG remains a core focus, Develab is equally committed to driving environmental sustainability through unique initiatives. Recently, Develab organized CSR activities across its hubs in Malaysia and Indonesia

Develab Malaysia
- Waterfall Cleaning on 20 Sep 2025

Develab Indonesia
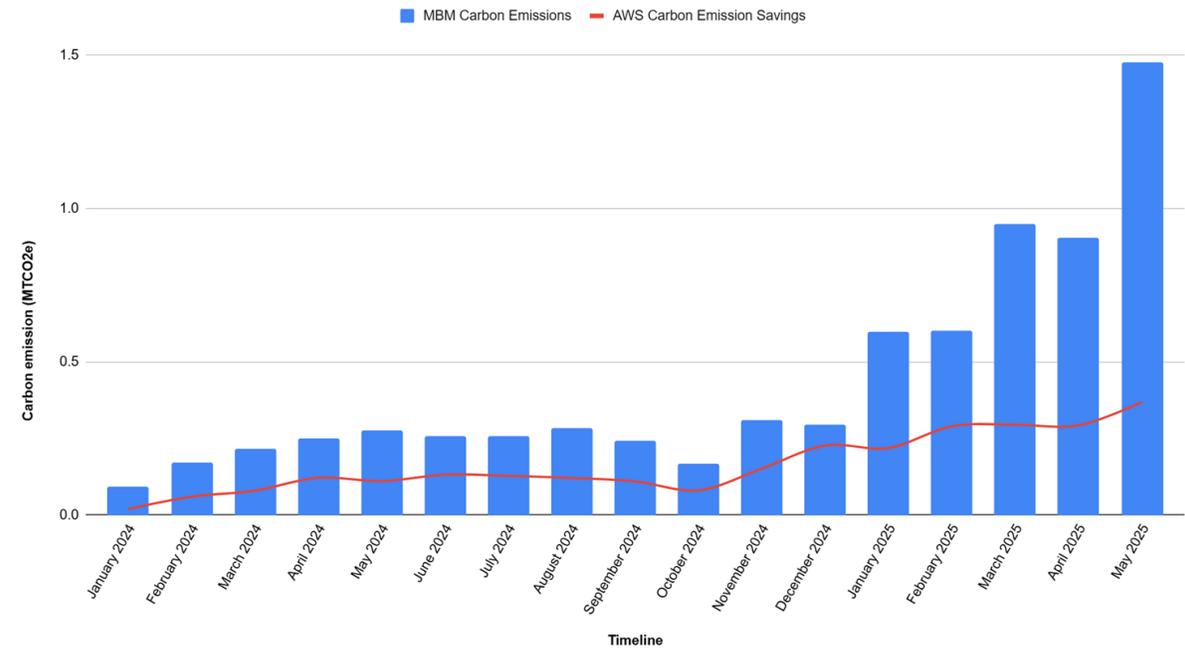- Mangrove Planting on 21 Sep 2025

Carbon Footprint Management

In 2025, we remain dedicated to assessing, managing, and transparently reporting on our climate impact, with carbon footprint management at the center of our sustainability efforts.
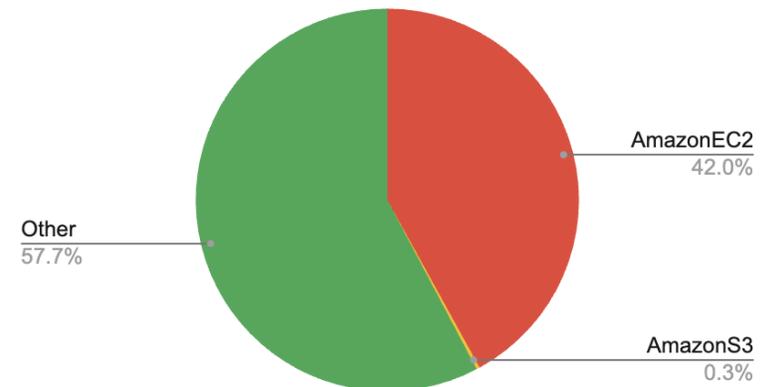
This year's emissions reflect our strong business growth, with an expanding client base and rising transaction volumes requiring greater computing resources to support their needs. While this growth drives higher demand on our infrastructure—particularly Amazon EC2, which represents 42% of our footprint—it also provides a clear opportunity to optimize efficiency and accelerate our sustainability initiatives.

By proactively monitoring our environmental performance, we can align business expansion with responsible resource management, ensuring that our progress benefits not only our clients and stakeholders but also contributes to a more sustainable and resilient future for the planet.

AWS Carbon Emission

Legend: ■ MBM Carbon Emissions — AWS Carbon Emission Savings

Y-axis: Carbon emission (MTCO2e)
X-axis (Timeline): January 2024, February 2024, March 2024, April 2024, May 2024, June 2024, July 2024, August 2024, September 2024, October 2024, November 2024, December 2024, January 2025, February 2025, March 2025, April 2025, May 2025

Carbon Emission by Services

- AmazonEC2 42.0%
- AmazonS3 0.3%
- Other 57.7%

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
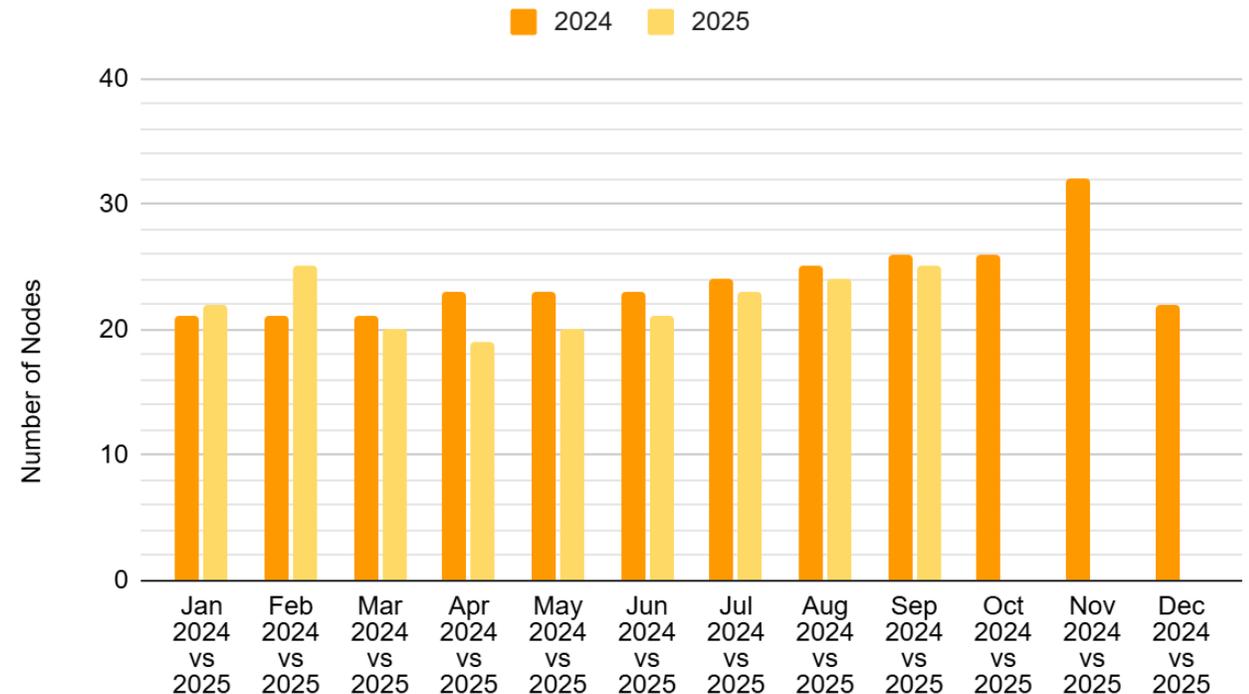
Cloud-First Approach: Leveraging the Power of Cloud Services

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.
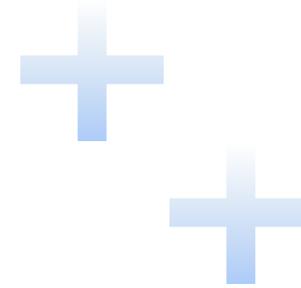
Amazon AWS Cloud Platform
Number of Nodes 2024 vs 2025 (Till Aug)

■ 2024　■ 2025