2024 ESG Report

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About This Report

This is HighRadius Corporation's and its subsidiaries' ("HighRadius", "we," "our" or "us") second annual ESG report, completed in December 2025. In this report, we describe the many ways we create long-term value for all our stakeholders.

Data provided herein represents our operations globally for the fiscal year ended December 31, 2024, unless otherwise noted. If you have any questions or would like to provide your comments, please contact us at esg@highradius.com

CEO Message

As I reflect back on 2024, I'm proud of how HighRadius continues to grow. We are not only growing in scale and capability, but also in maturity, responsibility and purpose. This year was an important step forward as we strengthened our culture, our governance and our commitment to creating long-term value for our stakeholders.

One of our most important areas of progress has been in how we support and develop our people in a process that is free from bias and discrimination. This belief guided our rollout of AutoPH, our KPI-based performance management system. AutoPH is a crucial part of building a truly meritocratic culture, one where employees understand exactly how their contributions drive outcomes. Evaluations are rooted in objective data and not subjective manager evaluations, which are prone to biases.

Just as we invest in our people, we also invest in protecting the trust our customers place in us. This year, we strengthened our security posture through enhancements to our ISO-certified security management system and new tools that unify and modernize our cloud security.

Environmental stewardship is another area where our values are pushing us to go further. As a technology partner to global enterprises, we recognize that our environmental footprint is part of a much larger ecosystem. That's why we measure and report on our greenhouse gas (GHG) emissions annually, and we submitted our first CDP in 2024.

As we grow, we are committed to ensuring our values scale with us. Our newly formed ESG Committee is helping embed ESG into every corner of our business, keeping us purpose-driven and proactively aligned with the expectations of our people, customers and communities. Together, we are building the structures and culture that will sustain HighRadius for the long term.

I am grateful to our employees who drive our progress, the customers who guide our innovation and the partners who hold us to high standards. Together, we are building a stronger and more sustainable HighRadius, one that is prepared not just for today's challenges, but for the opportunities ahead.

Sashi Narahari

Sashi Narahari
President & CEO

> **Our ambition is to build a company that our stakeholders can rely on for the long term by grounding performance in data, protecting our customers' trust and raising our environmental ambitions.**
>
> — **Sashi Narahari,** President & CEO
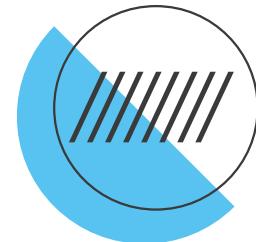
About HighRadius

Headquartered in Houston, Texas and Hyderabad, India, HighRadius guarantees Value Creation for the Office of the CFO with a single Agentic AI platform. The platform integrates 180+ AI agents that orchestrate end-to-end processes across Order-to-Cash, Close & Reconciliation, Consolidation & Reporting, Accounts Payable, B2B Payments and Treasury. Each agent is tied to measurable KPIs, ensuring real outcomes in just 3–6 months across 1,100+ Global Enterprises.

Geographical Presence

AMSTERDAM
LONDON
FRANKFURT
PARIS
USA
INDIA
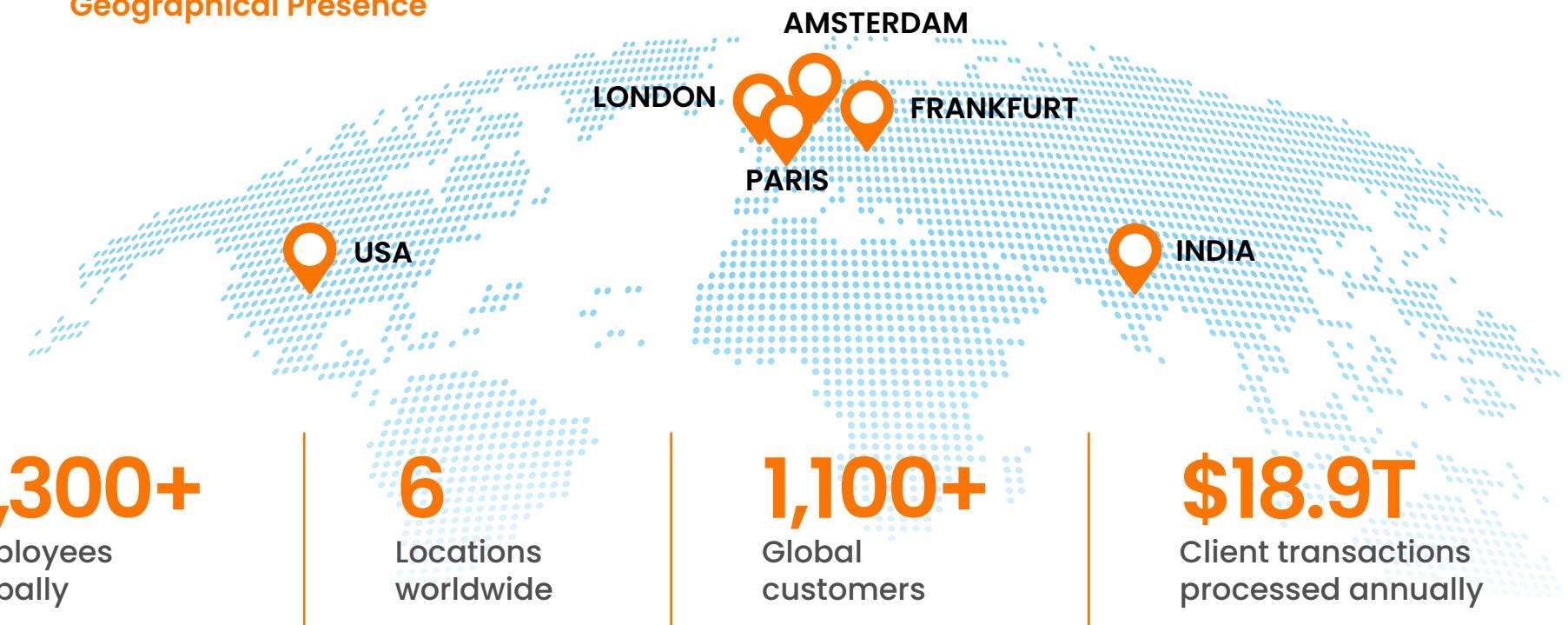
2006
Company founded

3,300+
Employees globally

6
Locations worldwide

1,100+
Global customers

$18.9T
Client transactions processed annually

Who We Are

Our Mission

We define success not by just deploying software, but improving KPIs. That's why 40% of our Implementation and Support teams' bonuses are directly tied to client outcomes.

Our Vision

For decades, CFOs got shiny promises with little accountability. HighRadius changes that with Agentic AI that goes beyond automation to deliver end-to-end finance outcomes.

Our Values

Our core values are the foundation of who we are and the driving force behind everything we do. In early 2025, we redefined our values, simplifying from eight to four and making them easier to remember and embed into our day-to-day operations.
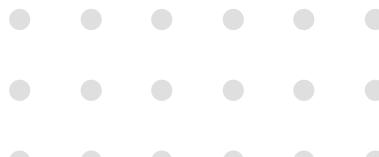
Core Values Demonstrated by HighRadians

Humble

Curious, respectful, continuous learners with low ego, ready to roll up sleeves to solve tough challenges as a team.

High IQ

Intelligent, using brainpower to solve problems, natural innovators, adaptive to cultural context and champions of out-of-box thinkings.

Hungry

Gritty, ambitious and growth-minded, embracing work-life integration defined by purposeful career drive and resilience.

Hyper Energy

High-energy to bring daily Zing, inspire peers and teams toward sustained high-octane performance across work and play.

Identifying What Matters

We conducted a double materiality assessment in 2024 to prioritize the ESG topics most important to our business and stakeholders. This approach evaluated both financial materiality (considering the risks and opportunities that sustainability issues may pose to financial performance) and impact materiality (assessing the organization's broader social and environmental impact).

To define these priorities, we identified 15 key ESG topics through a comprehensive review of global reporting standards, industry benchmarks and input from internal and external stakeholders.

Surveys gathered insights from customers, suppliers, board members and employees, who rated each topic's significance from two perspectives: its importance to broader social and environmental welfare and its impact on HighRadius's financial performance.

Our matrix illustrates the issues that the assessment defined as highest importance to our stakeholders and most critical to our business. These priorities inform this ESG report, serving as an input for future planning efforts as we continue to evolve ESG at HighRadius.

Materiality Matrix

Key
- Environment
- Social
- Governance

Impact Materiality

- Data Privacy & Cyber Security
- Employee Health & Well-Being
- Employee Engagement, Opportunity & Inclusion
- Labor Practices
- Corporate Governance
- Business Ethics
- Energy Efficiency
- Water Efficiency
- Business Innovation
- GHG Emissions
- Risk Management
- Community Engagement
- Business Resilience
- Responsible Sourcing
- Waste Management

Financial Materiality

Environment

GHG Emissions

Our climate strategy focuses on expanding emissions tracking, improving data quality and integrating environmental sustainability into daily operations. Through these efforts, we are working to better understand our environmental impact and identify opportunities to reduce our carbon footprint, while advancing our long-term climate goals.

Measuring Our 2024 GHG Emissions

In 2024, we completed our second year of greenhouse gas (GHG) emissions accounting, continuing to measure Scope 1 and Scope 2 emissions while further strengthening data collection across relevant Scope 3 categories. This work is aligned with the GHG Protocol and reflects our ongoing efforts to develop a more comprehensive view of our indirect emissions.

Overall, our GHG emissions decreased between 2023 and 2024. The primary contributors to our 2024 emissions footprint were purchased goods and services (42%), business travel (21%), electricity consumption (16%), and employee commuting (16%). The year-over-year reduction in emissions was driven primarily by the absence of new construction activity in 2024 and the consolidation of office space in Hyderabad, resulting in a smaller overall operational footprint.

Our Climate Goals

Goal
Utilize data centers from providers with 100% renewable-powered operations by 2025, including Amazon Web Services, Google Cloud Platform and Microsoft Azure.

2024 Progress
We remain on track to achieve this goal through our major cloud service providers, all of which plan to achieve 100% renewable energy matching in 2025.

Goal
By 2050, source 100% renewable power in all our offices.

2024 Progress
In 2024, we made progress toward sourcing 100% renewable electricity and we remain on track, working with our real estate partner to advance the transition.
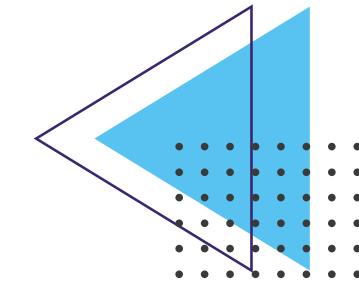
2024 GHG Emissions

	MT CO_2e
Scope 1	7
Scope 2 (location-based)	2,615
Scope 3	13,536
Total	**16,158**

Scope 3 Emissions by Category

Category	MT CO_2e
1 Purchased goods & services	6,849
2 Capital goods	500
3 Upstream energy generation	344
4 Waste generation	6
5 Business travel	3,337
6 Employee commuting (includes work from home)	2,500
Total	**13,536**

16,158

MTCO$_2$e

2024 GHG Emissions
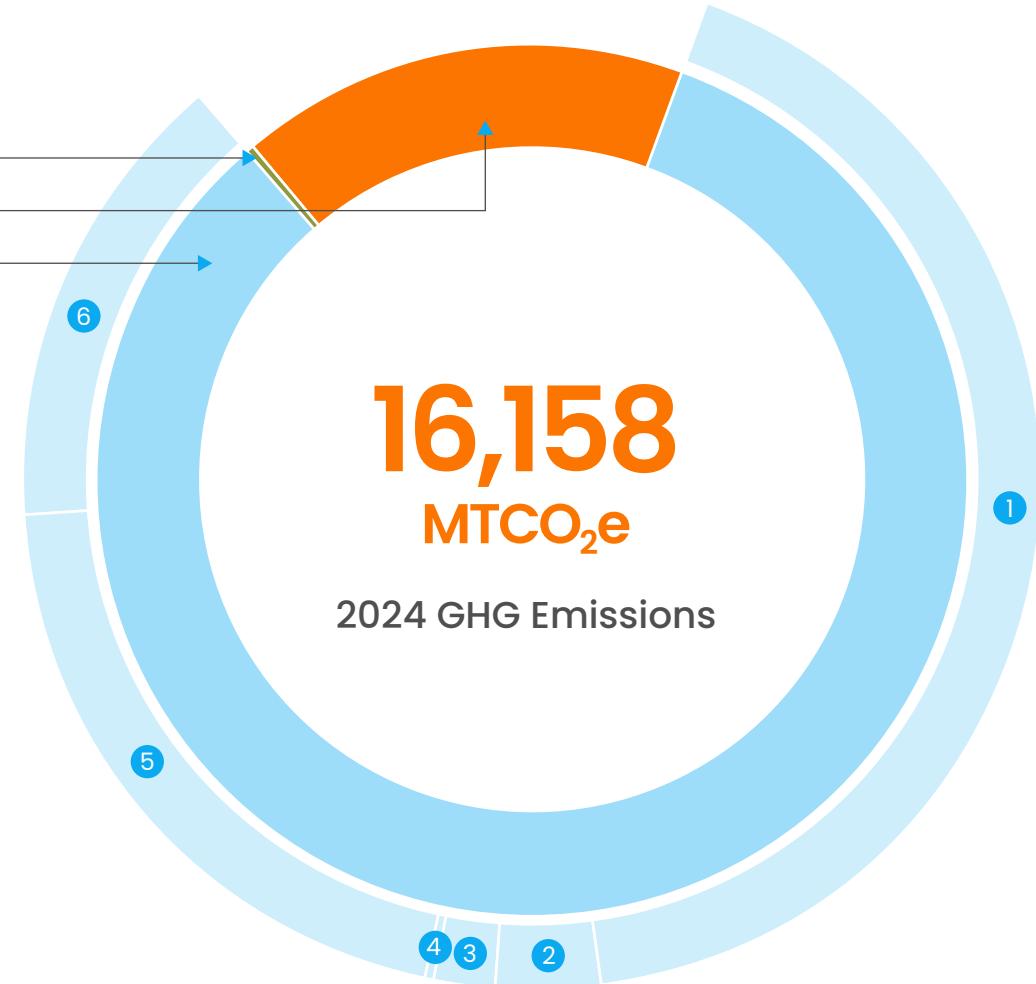
Toward Cleaner Travel

Our travel policies encourage employees to make lower-carbon choices whenever possible. We recommend flying economy class, which generates roughly 75% fewer emissions than business class; pooling airport transfers to reduce the number of single-occupancy trips; and using public transportation. In Hyderabad, our office's proximity to a metro station supports this effort, while employees in the Netherlands are reimbursed for metro passes to encourage sustainable commuting.

As part of our ongoing commitment to electrified transportation, we are in the process of transitioning to 100% electric vehicles (EVs) for employee transport in Hyderabad. This transition replaces all conventional gas and diesel vehicles with EVs and will significantly reduce emissions from daily operations. We also continue to track cab utilization, encouraging shared rides over single trips to further minimize our transportation footprint.

In the U.S., our Houston office is preparing to support electric mobility with the installation of EV charging stations in the building's garage. Once city approvals are finalized, these chargers will be made available to employees, thereby expanding access to clean transportation options across our operations.

Energy Use

Central to our environmental strategy are reducing energy consumption and transitioning to cleaner power sources. Across our global offices, we are implementing smart technologies that make our workspaces more efficient, more comfortable and require less energy.

Smart Systems for Efficient Workspaces

In 2024, we continued to advance energy efficiency through the use of smart building technology. Lighting in work areas and meeting rooms automatically turn off when not in use, and temperature settings adjust dynamically according to seasonal and ambient conditions. These measures create a more efficient and responsive workspace that balances energy conservation with employee comfort.

In our Hyderabad office, power and lighting schedules are automatically adjusted based on employee access data, ensuring systems operate only when spaces are occupied. This data-driven approach helps reduce unnecessary energy use, while maintaining comfort across offices.

Scaling Renewable Energy Use

Our office in Hyderabad is on track to go fully renewable by January 2026, driving measurable reductions in operational energy use. In partnership with our real estate partner, we are working with the Telangana State Southern Power Distribution Company Limited to source renewable electricity for this office.
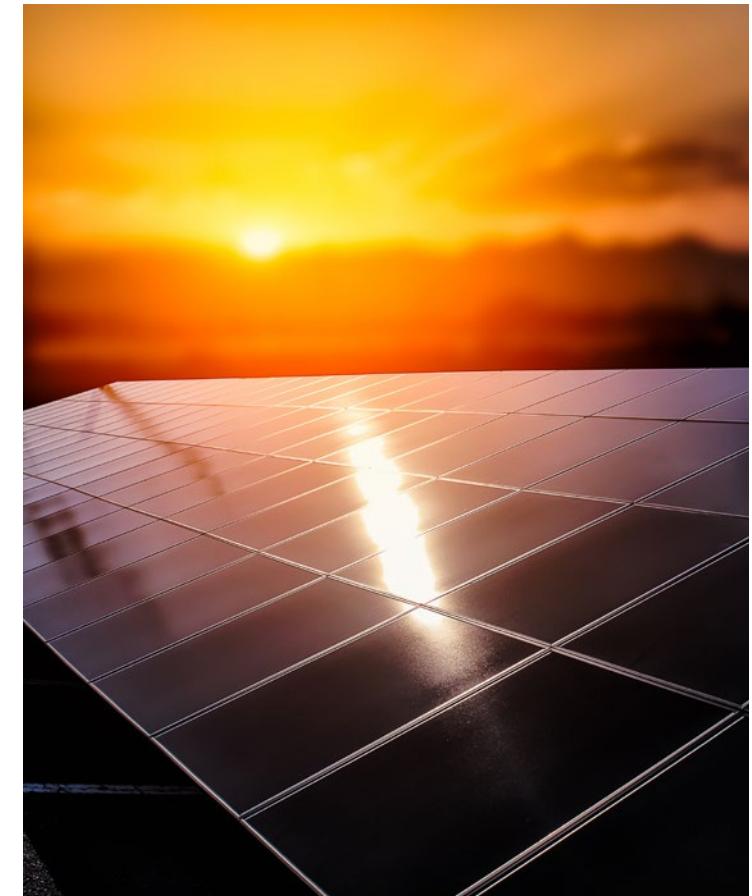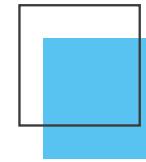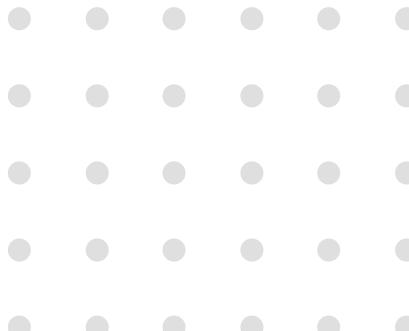
Waste and Water

We are improving our resource efficiency by managing consumption more thoughtfully and reducing waste company-wide. Through a combination of smart systems and employee engagement, we encourage mindful use of water and materials, so that resources are managed responsibly throughout their lifecycle.

Minimizing Operational Waste

Our largest source of waste comes from office operations, particularly electronic waste (e-waste) such as laptops and other electronic equipment. To extend product lifecycles and reduce waste, employees are encouraged to maximize the use of their devices. The expected lifespan for a company laptop, for instance, is at least 48 months. Once equipment reaches the end of its usable life, we prioritize reuse and refurbishment before recycling, ensuring materials are diverted from landfills.

In 2024, we strengthened our e-waste management initiatives through a series of collection drives at our Houston office. These drives ensured all outdated electronic equipment was properly collected, processed and recycled. Employees were also invited to bring personal electronic items from home for safe recycling. In Hyderabad, company devices were refurbished and given a second life, while items that could not be reused were disposed of responsibly through government-approved vendors.

To make our events more sustainable in 2024, we expanded our waste-reduction efforts across our many celebrations and employee experience activities that we host each year. Historically, these events relied on materials such as thermocol and flex, which are petroleum-based and non-recyclable. This year, we replaced those materials with cloth and cardboard options that significantly reduce our environmental impact and better align with our sustainability goals.

Building Awareness, Inspiring Action

Across our offices, awareness plays a key role in driving responsible consumption. Educational posters and digital displays reinforce messages around waste reduction, covering topics such as reducing food and paper waste. To embed this awareness into daily habits, we replaced wood pulp-based tissues with bamboo-based alternatives, eliminated single-use paper cups and transitioned to ceramic mugs and water glasses for all employees.

Managing Our Water Footprint

In line with our broader waste-reduction strategy, we apply the same mindset of mindful consumption to water use across our offices. Alongside installing smart water systems, such as sensor-based taps and foam faucets to reduce consumption and prevent leaks, we also promote water conservation among employees. Educational materials, including posters and digital displays, encourage teams to adopt responsible water-use practices as part of daily operations.

To further minimize unnecessary waste in 2024, we replaced single-use water cans and bottles with office water dispensers and encouraged employees to bring their own reusable cups. These changes reinforced our commitment to reducing resource waste wherever possible and fostering a culture of conservation.

Supply Chain

We integrate sustainability into our procurement practices by prioritizing products and suppliers that align with our environmental and social values. Across our operations, materials and services are sourced from vendors who provide ethical and high-quality solutions. This includes the use of environmentally preferred products, such as organic-based cleaners and bamboo-based materials for housekeeping, as well as efforts to engage partners who demonstrate responsible production and waste reduction practices.

Holding Vendors Accountable

Our Vendor Code of Conduct sets clear expectations for how we work with suppliers and business partners. It reinforces our commitment to integrity, fairness and responsible business practices, ensuring that everyone in our value chain upholds the same high standards. The Code covers key areas, including: human rights, labor practices, modern slavery, health and safety, resource management and ethics and compliance.
By partnering with HighRadius, vendors agree to align with these principles, helping us build relationships rooted in trust and a shared responsibility.
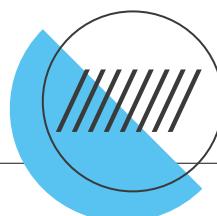
Social

Employee Experience

We believe a strong workplace culture is built through intentional listening and authentic connection. That's why our employee experience strategy combines AI-enabled insights with personal engagement. Through thoughtful check-ins, recognition programs and community-building activities, we create an environment where employees feel supported, recognized and connected to each other across teams and locations.

Better Tools for Stronger Engagement

To deepen our understanding of employee sentiment, we transitioned from traditional, infrequent surveys to a more dynamic and responsive engagement model in 2024. A key component of this approach is our AI-enabled survey tool.

This survey tool reaches out to employees at meaningful moments to gather real-time insights into their experience. Early-stage check-ins ensure new hires feel supported from the start and ongoing pulse surveys provide a powerful way to spot trends and identify engagement "hotspots."

The insights generated by this tool are then synthesized by our analytics team who transform the data into clear storyboards and actionable recommendations. This AI-driven intelligence helps us proactively address issues while also amplifying strengths.

Blending Data with Dialogue

Our AI-enabled engagement tool gathers real-time feedback at key milestones, such as onboarding, anniversaries, promotions and quarterly check-ins. To complement these insights, our Employee Experience team meets individually with employees throughout the year, ensuring every data point is reinforced by real conversations and human connection.

But this technology is only half the equation. To balance digital insights with human connection, our Employee Experience team meets individually with employees throughout the year. Through one-on-one conversations, held twice annually at a minimum, we check in on how employees are feeling, what challenges they may be facing and what's working well. These discussions ensure every data point is grounded in real conversations.

The team aims to meet with at least 80% of employees annually, a target they often surpass. Employees are encouraged to reach out at any time, whether through a quick message or an impromptu call, creating a culture where support is readily available and human connection remains at the center of our engagement strategy.

By combining AI-powered insights with intentional, person-to-person dialogue, we create a balanced and responsive engagement ecosystem, while giving leadership the clarity needed to continuously improve the employee experience.
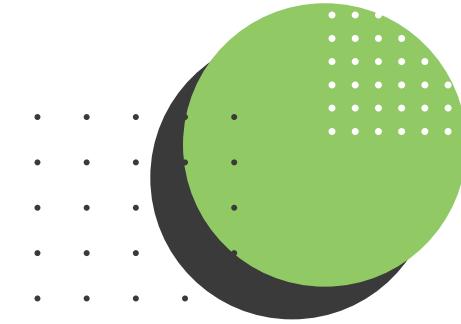
AI-Powered Insights + Human Connection = Better Employee Experience

AI-Powered Insights

Our AI-enabled engagement tool generates dynamic, real-time data through:

- Automated check ins at key milestones
- Tracking employee sentiment and surfacing employee "hotspots"
- Enabling the analytics team to turn insights into storyboards and actionable recommendations

Better Employee Experience

Human Connection

The Employee Experience Team turns AI insights into real dialogue through:

- One-on-one meetings at least twice a year
- An open-door approach including chats, calls and ad-hoc check ins
- Consistently meeting with more than 80% of employees each year

Stronger Outcomes for People and Leaders

Employees
Feel heard, supported and connected

Managers
Spot emerging needs and opportunities early

Leaders
Have a clear line of sight to where to , improve and celebrate

Celebrating Performance and Values

At HighRadius, recognition is an essential part of how we reinforce our values and celebrate the contributions that drive our success. Across the organization, employees take on challenging work, demonstrate resilience and collaborate to overcome obstacles. Our recognition programs highlight these behaviors by honoring individuals who deliver strong results and elevate those around them.

▶ *HighFlyer Awards*
Our quarterly HighFlyer Awards showcase employees who consistently exceed expectations. Each award presentation includes storytelling that highlights the employee's journey, their impact and the values reflected in their work. These recognitions are shared widely across the company, reinforcing how each recipient has exceeded performance expectations and provided tangible value to the company.

▶ *Consulting Peer Awards*
Within the Consulting organization, employees participate in monthly peer-nominated awards. These recognitions invite fellow peers to highlight colleagues who embody our shared values. The awards are intentionally creative, bringing a sense of fun and pride to the process. This peer-driven approach ensures recognition is authentic and grounded in day-to-day collaboration.
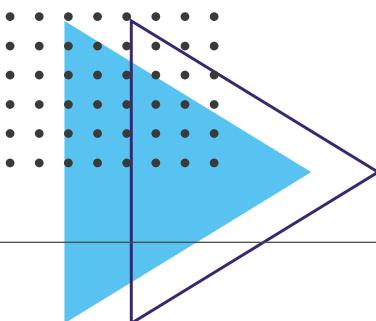
Engagement Beyond the Workplace

Employee engagement extends beyond the workplace, creating meaningful moments of connection for our employees, their families and the broader community. Throughout the year, we host activities that bring people together to strengthen relationships and foster a sense of belonging across teams and locations.

One example is our Halloween celebration in 2024, where employees were invited to bring their children into the office for a trick-or-treat experience. This event gave families a chance to see where their parents work, turning the office into a place their families can connect with and enjoy.

Across our offices, Sports Day continues to be a popular way to build camaraderie. Teams compete in friendly mental and physical challenges that encourage collaboration and a bit of healthy competition. In the Netherlands, this tradition extended to an offsite Summer outdoors games Day that included team-building exercises and group activities, giving employees an opportunity to connect outside the daily work environment. While some employees enjoyed the physical challenge, others joined to cheer on their colleagues, reflecting the inclusive spirit behind the event.

Whether running together, competing in team challenges or showing up simply to support one another, these activities help strengthen our culture and create shared experiences that bring everyone closer, no matter their interests.

Talent Management

We are committed to supporting employees from the moment they join through every step of their career. Our approach to talent management reflects this commitment, from onboarding programs that set employees up for early success, to development plans that help them map their future, to performance reviews rooted in clarity and fairness. Paired with robust learning opportunities, these programs ensure each employee has what they need to learn and grow with HighRadius.

Onboarding for Success

A meaningful employee experience starts on day one. Each new hire is welcomed through a structured onboarding journey designed to create a smooth transition into the organization. During the first week, managers and peers introduce new employees to our culture and ways of working, ensuring they feel supported from the start.

Our onboarding process is intentionally comprehensive. New employees follow a detailed plan that spans several weeks and includes training, role-specific development and deep immersion into how HighRadius operates. Depending on the role, the full onboarding experience ranges from six weeks to three months, giving individuals the time and tools they need to become confident and effective in their positions.

To further support new hires, our Buddy Program pairs each new employee with a dedicated buddy who provides one-on-one guidance, answers questions and helps them navigate their first months in the organization. The program fosters connection and ensures employees always have a trusted resource to turn to.

Building Career Pathways

Career development plans are a core part of how we invest in our people. A development plan defines what an employee wants to accomplish and the skills and actions required to get there. Managers and employees collaborate to identify a focus area, determine areas that will enable growth and agree on how progress will be measured. Each plan includes a target date and regular status updates to ensure accountability.

Development planning is not a one-time exercise. Quarterly check-ins ensure steady progress and keep development efforts aligned with team and company priorities. Employees drive their own plans, while managers provide guidance and feedback to help them succeed. Together, this shared responsibility creates a transparent, future-focused development process that empowers employees to grow with intention and impact.

Developing Skills Together

Continuous learning is built into how our employees work and grow. Both our Sales and Consulting teams participate in structured development programs designed to keep skills sharp and support evolving business needs.

For our Sales teams, training touchpoints, such as Summer Sales Bash and Sales Kickoff, bring employees together for multi-day, in-person sessions focused on product knowledge, industry trends and skill building. These events provide an immersive environment for learning and collaboration. Additionally, our Consulting teams participate in recurring development sessions.

Across both functions, we also offer a dedicated Friday afternoon skills-building program, covering a range of topics, from leveraging AI in day-to-day work to adopting updates to our delivery playbooks and client engagement practices. These weekly sessions create a steady rhythm of development, ensuring employees are continuously learning and strengthening their skills throughout the year.

Meritocracy in Action

At HighRadius, performance management is designed to reflect our core values in action. In 2024, we rolled out *AutoPH*, a new KPI-based performance management system aimed at reducing manager bias. Championed by our CEO and guided by our leadership principle, "Numbers don't lie," this initiative reflects our commitment to fostering a meritocratic culture where performance is recognized and rewarded. Using both input and output KPIs, this review system provides an empirical assessment of performance across our 3,300+ HighRadius employees.

While *AutoPH* is metric-driven, it is equally grounded in promoting fairness and inclusivity. Employees are evaluated not only on what they achieve, but on how they achieve it. The process is rigorous by design, and the intent is simple: give employees clarity, reduce ambiguity and ensure that the evaluation of performance is rooted in data.

Since the rollout, *AutoPH* has focused on understanding whether each KPI is the right fit—for the individual and for the company—and refining, when needed, to ensure expectations are objective and meaningful. From day one, employees have had full transparency into their input and output KPIs, supported by clear documentation and tools that define what success looks like in their roles.

Performance Reviews Built on Transparency

AutoPH is specifically engineered to eliminate common performance review pitfalls, including recency bias, halo bias and inconsistent manager judgment. To support this, we:

- Refine KPIs each cycle to ensure they reflect both business needs and individual roles.
- Publish detailed KPI documentation for each department.
- Hold Weekly Business Review sessions to track progress in real time.
- Provide full visibility into KPI dashboards via the *AutoPH* tool.
- Maintain clear, transparent scoring processes from start to finish.

Much of *AutoPH's* improvements in its first year have come directly from employee feedback. If a KPI was unclear or misaligned, employees voiced concerns and those conversations became catalysts for change. We encourage employees to question their KPIs and seek clarity when they can't see the connection to their work, as well as to challenge their *AutoPH* outcome if it doesn't reflect their contributions.

Employee feedback is the engine of this system. It ensures *AutoPH* continues to evolve in ways that reflect the realities of our work and the voices of the people who power it.

Health and Wellness

We provide comprehensive access to healthcare and insurance initiatives. Our offerings include a wide range of benefits, such as retirement/pension schemes, healthcare plans, wellness apps, paid time off and many more. The specific benefits provided vary by country, in accordance with local requirements, and industry and cultural norms. Wellness programming is also a regular part of the employee experience, including annual health fairs, flu-shot events and other preventive-care activities.
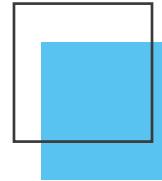
Supporting Parents in the Workplace

To help working parents navigate family responsibilities with confidence and flexibility, our workplace flexibility policy in the U.S. allows employees with childcare needs to adjust their office hours as needed.

In 2024, we introduced a Maternity Return-to-Work Program designed to ease the transition back into the workforce. The program provides:

- Flexible scheduling during late stages of pregnancy.
- Remote-work options when needed based on role requirements.
- Exemptions from work-related travel during pregnancy and early post-postpartum months.
- Three months of fully paid leave for baby-bonding.
- A phased return timeline, gradually increasing on-site days from months four through seven.

For traveling employees, we also offer mother's milk shipping services, ensuring new mothers can continue to balance work and childcare needs.

A Workplace for the Whole Employee

Our Houston office was intentionally selected to enhance employee well-being and create a positive, energizing work environment. The CityWest campus includes:

- On-site gyms and fitness centers
- Dry-cleaning services
- Car care services
- Indoor and outdoor recreation spaces
- Collaborative lounges, game areas and walking trails

These amenities help employees integrate wellness into their daily routines, whether through a mid-day workout, a quick walk outside or participating in team events such as Sports Day or office-wide scavenger hunts.

Ergonomics and Workplace Safety

Employee safety and comfort remain a top priority. All employees complete a detailed health and safety assessment covering workstation ergonomics, temperature, equipment needs, potential trip hazards and overall workspace setup. Feedback from this assessment guides adjustments to ensure each workstation supports healthy posture and productivity.

In our Houston office, employees have access to:

- Ergonomic chairs
- Sit-stand desks
- Under-desk treadmills
- Monitors and accessories designed for safe and comfortable use

Weekly walkthroughs by the office manager and HR ensure that office spaces remain safe, clean and well-maintained, with clear signage and hazard-free environments.

The Zen Den: A Wellness Retreat

Next year, we plan to open the Zen Den, a calming, in-office retreat created to support employee well-being in our Houston office. This dedicated space offers a quiet environment to recharge, meditate or take a restorative break during the workday. With comfortable seating and simple relaxation aids, the Zen Den is designed to help employees decompress and prioritize self-care.
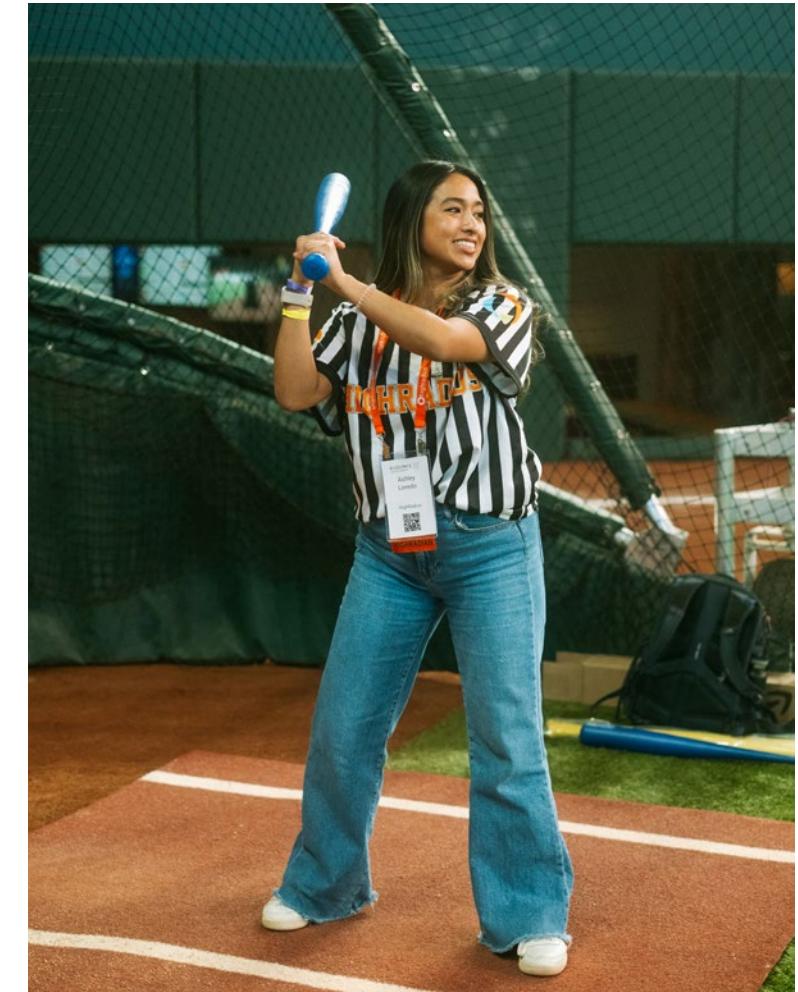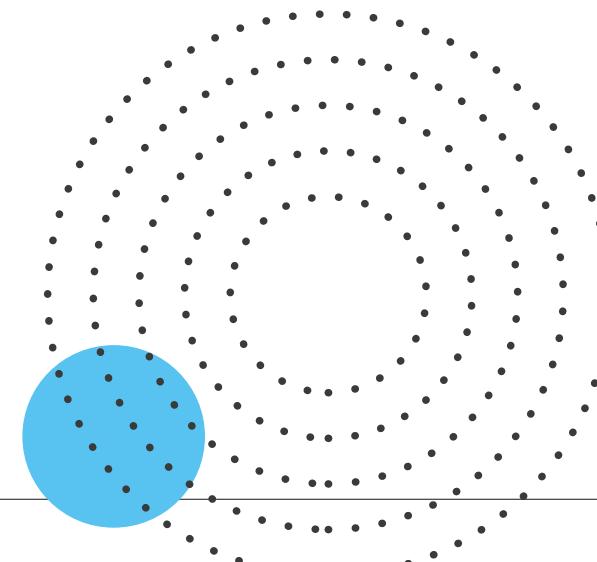
Opportunity and Inclusion

We believe creating opportunity and fostering inclusion strengthens team performance and innovation. Our initiatives focus on expanding access, building awareness, supporting education and encouraging allyship across the organization.

In 2024, we introduced our "AutoPH" system to focus on setting and measuring objective KPIs for employees as a way of removing biases and discrimination from performance management. This data-driven approach minimizes bias, especially in a context where traditional barriers, such as race, caste and gender, may limit career advancement.

Stories that Strengthen our Culture

Throughout 2024, we continued to build a more informed and inclusive workplace by hosting a series of cultural observance events and lunch-and-learn sessions. These gatherings celebrated Black Heritage Month, Women's History Month, AAPI Heritage Month, Pride Month, Juneteenth, Hispanic Heritage Month and Native American Heritage Month. Each event served as an opportunity for employees to deepen their understanding of the histories and lived experiences of these communities.

In addition to celebrating heritage and identity, the sessions helped spark thoughtful conversations about equity and the unique challenges different groups face, both inside and outside the workplace. By creating space for storytelling and open dialogue, we aim to foster cultural awareness and a stronger sense of belonging across our organization.

Cultivating Belonging Through ERGs

Employee resource groups (ERGs) at HighRadius serve as vital platforms for connection, support and advocacy among employees. HighAlly is our ERG dedicated to providing education, visibility and support for the LGBTQ+ community. Through events, discussions and awareness-building initiatives, the group helps foster an inclusive environment where employees can learn and connect. In addition to programming, HighAlly offers a safe space where members can share experiences and seek guidance, both personally and professionally.

L.E.A.D. (Learn. Empower. Advocate. Disrupt.) is our ERG focused on empowering women at HighRadius. This group helps women navigate workplace challenges, build confidence and develop the skills needed to advance in their careers. L.E.A.D. also advocates for greater representation of women in leadership and decision-making roles, while challenging cultural and organizational norms that limit equity. Regular events, including networking sessions, mentorship opportunities and skills-building workshops, consistently draw strong participation. These gatherings create a supportive space for women to build community and learn strategies for career progression at HighRadius.

Community Engagement

Our approach to community engagement is anchored in two key pillars:

- Financial empowerment through training and upskilling; and
- Employment generation for underprivileged community segments.

Since 2021, HighRadius has partnered with the Kalinga Institute of Social Sciences (KISS) in Bhubaneswar, India, to advance these goals. Through this collaboration, we help provide vocational training to more than 500 underprivileged tribal students each year, equipping them with skills that support long-term self-sufficiency.

In addition to our ongoing partnership with KISS, employees in our Houston office participate in local community events, such as a 5K run benefiting a local children's hunger organization.

While our formal community initiatives remain consistent, we continue to encourage employee-led participation in activities that support the broader community.

CSR Engagement in India

In 2024, HighRadius India supported community development through its Corporate Social Responsibility (CSR) program, in accordance with India's Companies Act of 2013. We donated to organizations focused on education, children's rights, elder care and inclusive development, including CRY (Children's Rights and You), HelpAge India, Teach For India and several vision initiatives. Learn more about our CSR Policy.

Governance

ESG Governance

As HighRadius continues to grow and mature, so does our approach to ESG governance. In 2024, we established a newly formed ESG Committee composed of key leaders across the organization. This Committee reflects a meaningful evolution in our ESG oversight, driving a more proactive and sustainability-centered approach.
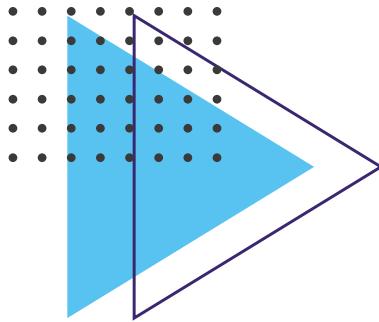
Activating ESG Oversight

During 2024, the Committee met as part of a preparatory year to establish processes and alignment for ESG governance. The Committee focused on ensuring ESG initiatives were aligned with the company's overarching strategy and informed by emerging industry best practices.

As part of its mandate, the Committee collaborated with teams across the business to begin embedding ESG considerations into daily operations, strengthening the company's ability to identify risks and opportunities. Committee members are encouraged to bring forward potential ESG programs or initiatives, fostering a collaborative environment where ideas can surface organically.

As HighRadius continues to grow, this cross-functional and forward-looking approach will ensure ESG remains an integral part of our governance structure and long-term strategy.

Ethics and Compliance

Guided by our values, our Code of Employee Conduct and Ethics outlines the fundamental principles of workplace behavior. We maintain strict confidentiality regarding both company and third-party information, and we firmly prohibit any dishonest, unethical or illegal activities.

Our Corporate Policies

- Anti-Corruption and Bribery Policy
- Anti-Fraud Policy
- Code of Ethics
- ESG/CSR Policy
- Environmental Policy
- Human Rights Policy
- Modern Slavery Statement
- Privacy Policy
- Vendor Code of Conduct

Confidential Reporting and Hotline

We empower our employees to uphold our standards through a robust reporting and enforcement mechanism, which includes a confidential ethics hotline. This hotline provides 24/7 access for anonymous reporting of any unethical behavior, ensuring that every employee can voice their concerns without fear of retaliation.

Human Rights and Fair Labor Practices

Our commitment to human rights is reflected in our Human Rights Policy that prohibits modern slavery, forced labor, child labor and any form of discrimination. We are dedicated to providing a safe workplace that upholds fair working conditions, wages and benefits.

Cyber Security and Data Privacy

Our fundamental responsibility is to protect the information entrusted to us by our customers, partners and employees. We closely monitor the evolving regulatory landscape, maintain compliance with emerging data privacy and security requirements and continuously assess and strengthen our cybersecurity posture.

Information Security and Compliance

Our Governance, Risk and Compliance (GRC) and Privacy programs establish the strategic framework that guides our approach. These programs define policies, manage cyber risks and ensure adherence to global regulations. Through this disciplined and proactive model, we work to safeguard sensitive information and uphold the trust placed in us across every market we serve.

We have industry-standard technical and organizational security measures in place to secure the information we process for ourselves and for our customers. To demonstrate our adherence to stringent security controls and best practices, we take the following measures:

- Maintain an audited ISO 27001:2013-certified information security management system
- Undergo annual SOC audits to assess the effectiveness of our security controls and operational processes
- Ensure ongoing compliance with Payment Card Industry Data Security Standard (PCI DSS) requirements to protect payment card data and maintain secure transaction practices

In 2024, these reviews reported no major exceptions, demonstrating strong compliance and effective control performance.

Preparing for Emerging Cyber Risks

The financial technology sector continues to see ransomware as one of its most significant emerging threats. To stay ahead of these risks, HighRadius employs a multi-layered, defense-in-depth strategy designed to prevent attacks, detect suspicious activity early and recover quickly if an incident occurs.

Our approach to managing cyber risks includes:

- Advanced endpoint protection
- Strict access control and network segmentation
- Continuous vulnerability management
- 24/7 monitoring
- Incident Response Plan
- Immutable backups and rapid recovery
- Employee training and phishing simulations
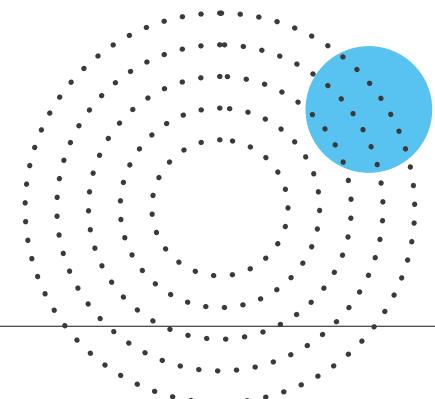
Advancing our Security Framework

In 2024, we continued to strengthen our information security posture through rigorous compliance practices and a proactive approach to data protection. Building on our solid foundation, the most notable advancement was our transition to the updated PCI DSS 4.0 standards, which included an upgrade of our certification to PCI DSS 4.0.

We also invested in a Cloud Security Posture Management (CSPM) tool, creating a single, unified platform for cloud security. This investment helps break down silos between security, development and operations teams, fostering a shared responsibility for maintaining strong security practices. Together, these efforts enable HighRadius to build and innovate confidently in the cloud.
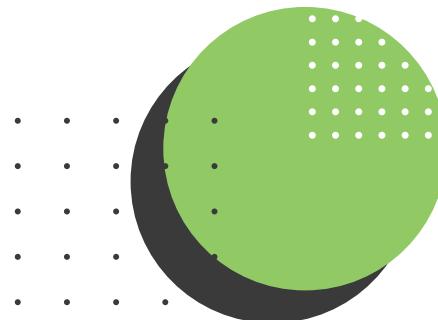
Our Security Performance KPIs

At HighRadius, we quantify the effectiveness of our security controls, procedures and tools as key indicators of our overall security posture. We employ the following KPIs to measure success.

Key Performance Indicator	Performance Measure
1 Improvement in the detection capability of any potential incident and the time required to detect and remediate incidents	We track performance against the goal of 100% SLA adherence for Mean Time to Detect (MTTD), Mean Time to Respond (MTTR) and Recovery Time Objective (RTO) across critical, high and medium security incidents. These metrics are monitored and reviewed throughout the year to ensure timely detection and effective remediation.
2 Improvement in the ability to identify changes in the attack surface	We enhance our ability to identify changes in the attack surface through automated asset discovery, continuous monitoring, vulnerability scanning and Shift Left security integration to ensure developers embed secure practices early in the lifecycle.
3 Improvement in the time taken to patch/remediate a vulnerability	We follow defined SLA timelines for patching and remediation to maintain consistent security hygiene. Required remediation windows are: Critical: 5 days; High: 30 days; Medium: 90 days; Low: 180 days. These timelines ensure vulnerabilities are addressed promptly and reliably.

Third-Party Risk Management

We take a rigorous approach to managing third-party risk and ensuring all vendors and external systems align with our security expectations. Our vendor security program is designed to safeguard data, maintain compliance and ensure partners uphold the same high standards we apply internally.

To achieve this, we implement the following controls:

- **Comprehensive Third-Party Assessments:** We conduct security assessments during vendor onboarding and annually thereafter. These reviews evaluate each vendor's security posture, compliance with applicable regulations and the maturity of their own third-party risk management practices.
- **Legally Binding Security Commitments:** Our vendor contracts include robust security and compliance requirements that form a key part of our own risk-mitigation strategy.
- **Active Monitoring and Issue Resolution:** Any findings or non-compliance issues we identify during assessments are tracked to closure, ensuring continuous improvement and alignment with our security standards.

This structured approach helps us to maintain a secure and trusted ecosystem across all third-party relationships.

Security Awareness and Training

We maintain ongoing information security awareness and education programs to foster a true "security-first" culture. Security considerations are embedded into daily operations and into how we design, develop and deploy our products, ensuring teams play an active role in protecting our systems and data.

Our training program includes regular cyber security and data-handling education for all employees, supported by phishing simulations and red/blue team exercises. These activities help strengthen incident readiness and ensure employees understand how to recognize and respond to potential threats. Insights from these exercises are shared across teams, reinforcing a proactive security mindset and continuously improving our overall security posture.

Data Privacy, Protected

To maintain data privacy and end user protection, HighRadius operates according to its Privacy Policy. This policy explains what information we collect, why we collect it, what we do with it and provides our customers with options for how information may be used. By providing transparency into our data practices, we aim to empower users to control how their information may be used.

Responsible AI Governance

In 2024, AI governance remained a top priority, driven by developments such as the EU Artificial Intelligence Act and new U.S. state-level AI laws, particularly those focused on high-risk AI processing. To stay ahead of these changes, we implemented policies and controls that ensured AI was used responsibly across our products and internal operations.

Our Legal and Product teams continue to work closely together to interpret regulatory requirements, update internal guidance and educate teams on how the landscape is shifting. This cross-functional partnership ensures AI systems are designed and deployed responsibly.

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