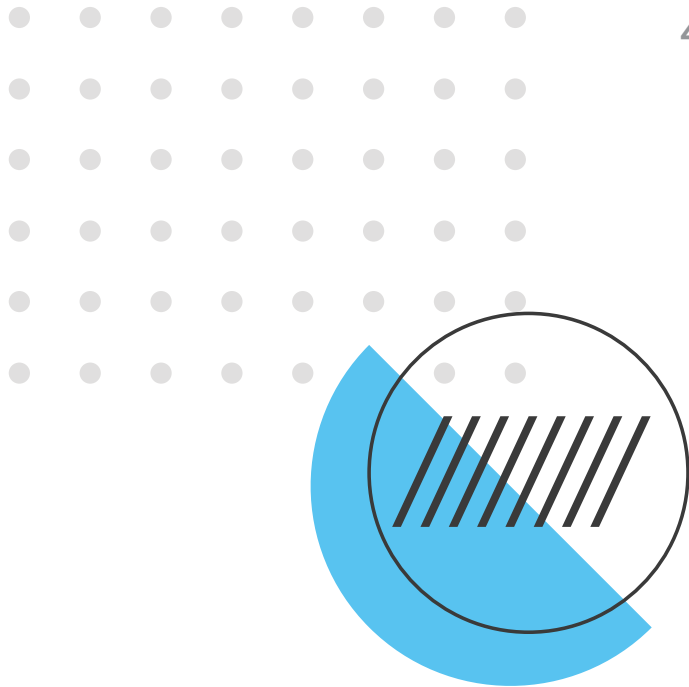




2023 ESG Report

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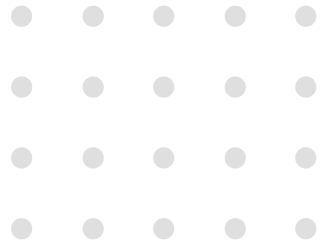
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About This Report

This is HighRadius Corporation's and its subsidiaries' ("HighRadius", "we," "our," or "us") inaugural ESG report, published December 2024. 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, 2023, unless otherwise noted. We intend to publish an ESG report annually. If you have any questions or would like to provide your comments, please contact us at esg@highradius.com.



CEO Message



At HighRadius, we're not just building software; we're forging a future. With a team fueled by grit, a culture built on merit and a commitment to ESG, we're ready to tackle the challenges ahead.



— Sashi Narahari, President & CEO

As CEO of HighRadius, I am pleased to share our inaugural ESG report, marking an important milestone toward greater transparency and accountability. We conducted our first-ever double materiality assessment, a rigorous process that helped us identify and prioritize the ESG topics most relevant to our business and stakeholders. This assessment has informed this report and will guide our ESG efforts in the years to come.

We are also laying the groundwork to establish an ESG Committee that will oversee and drive our ESG strategy. These initiatives mark the beginning of a journey to embed ESG principles into the core of HighRadius, as we work toward creating long-term value for our company, our people and our planet.

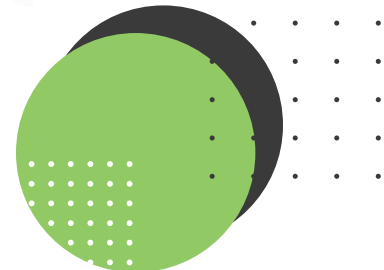
HighRadius is a software company, which means—at our core—we're a people business. Our goal is to build a long-lasting business that outlasts all of us. To achieve this, we focus on delivering exceptional products and building lasting relationships with our customers, all rooted in a culture that is distinctively gritty and candid. The way we deliver value to our customers hinges on the ability of our people to navigate markets, understand trends and master our products. To that end, we strive to empower our people to achieve their full potential while contributing to the company's long-term success.

At HighRadius, we're not just building software; we're forging a future. With a team fueled by grit, a culture built on merit and a commitment to ESG, we're ready to tackle the

challenges ahead. I want to extend my heartfelt thanks to our employees, whose dedication and hard work make all of this possible.

Here's to a bold future!

Sashi Narahari
President &
Chief Executive Officer



About HighRadius



Headquartered in Houston, Texas and Hyderabad, India, HighRadius offers cloud-based autonomous software designed to revolutionize the office of the CFO. Leveraging AI, robotic process automation (RPA), natural language processing (NLP) and connected workspaces, HighRadius's software automates and optimizes [Order-to-Cash](#), [Record-to-Report](#), [Treasury](#), [B2B Payments](#), and [Accounts Payable](#) processes.

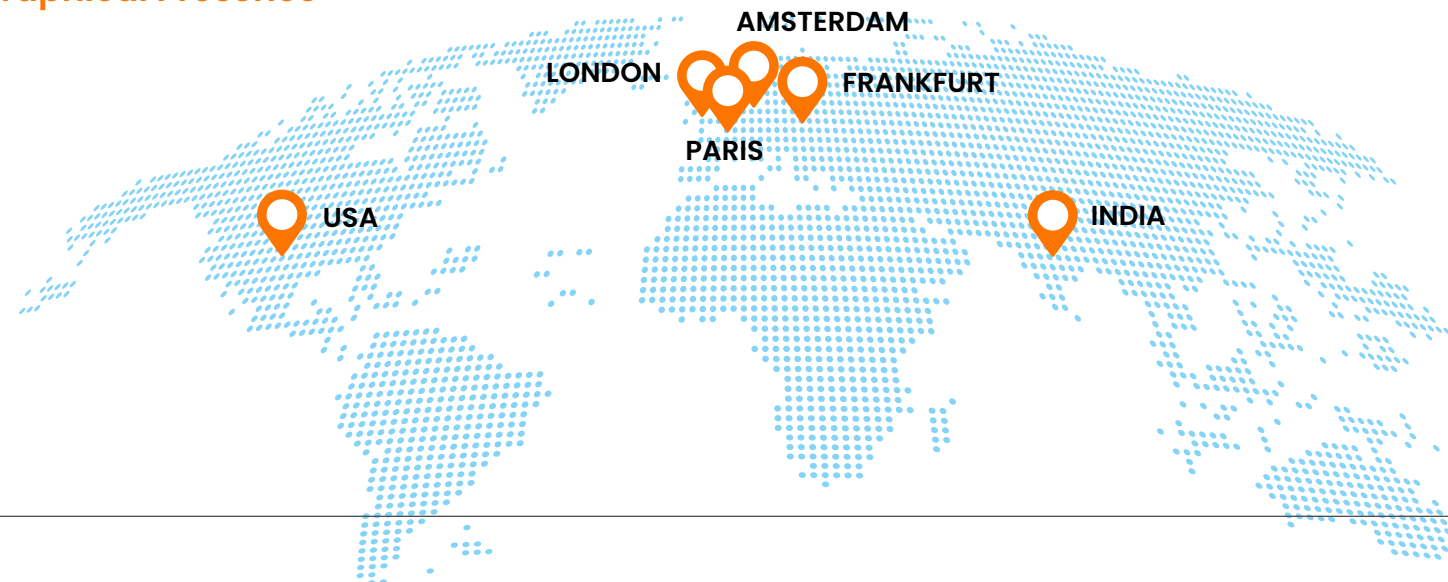
With 2,700+ implementations across 1,000 leading companies, HighRadius enables finance teams to achieve operational excellence and measurable business outcomes, enhancing productivity and reducing operational costs, all within six months.

2006 Company founded

3,000+ Employees globally

7 Locations worldwide

Geographical Presence



Vision, Mission & Values

Our Vision

Transform finance and accounting functions from cost centers to value drivers with the world's first-ever autonomous finance platform for the office of the CFO.

Our Mission

Be the software-as-a-service platform of choice for the office of the CFO. Evolve beyond traditional enterprise software by transforming key finance functions, including accounts receivable, accounting, treasury, billing, revenue recognition and accounts payable, with AI-powered, data-driven intelligent software.

Our Values

Our core values are the driving force behind everything we do. We are bold and transparent, shaping a culture where the best ideas shine. At the end of the day, we believe in a culture that is gritty and is willing to try things and fail fast. The way we see it, making a mistake and fixing it, versus overanalyzing to not make mistakes, is a much better strategy.

What we Believe In



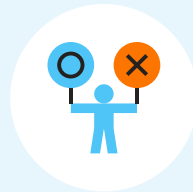
Let the Best Idea Win

Crowdsource by applying First Principles method to make better decisions



Call BS on Your Boss

Transparency from the top builds trust for all of us



Be Bold and Blunt

Honest feedback is oxygen for good business debates



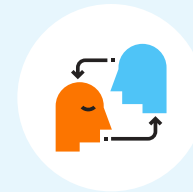
Go Gritty or Go Home

Grit is the #1 reason for success



Hop on the Roller Coaster

Fail-fast, learn-fast, fix-fast is how we execute



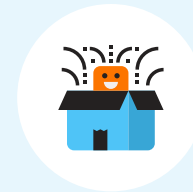
Be Humble But Ready To Rumble at HighRadius

Curiosity and humility is how we learn and grow professionally



Ride or Die with the Customer

Customer service is everyone's job



Bring the Zing!

Life is too short for work without play

Materiality Assessment

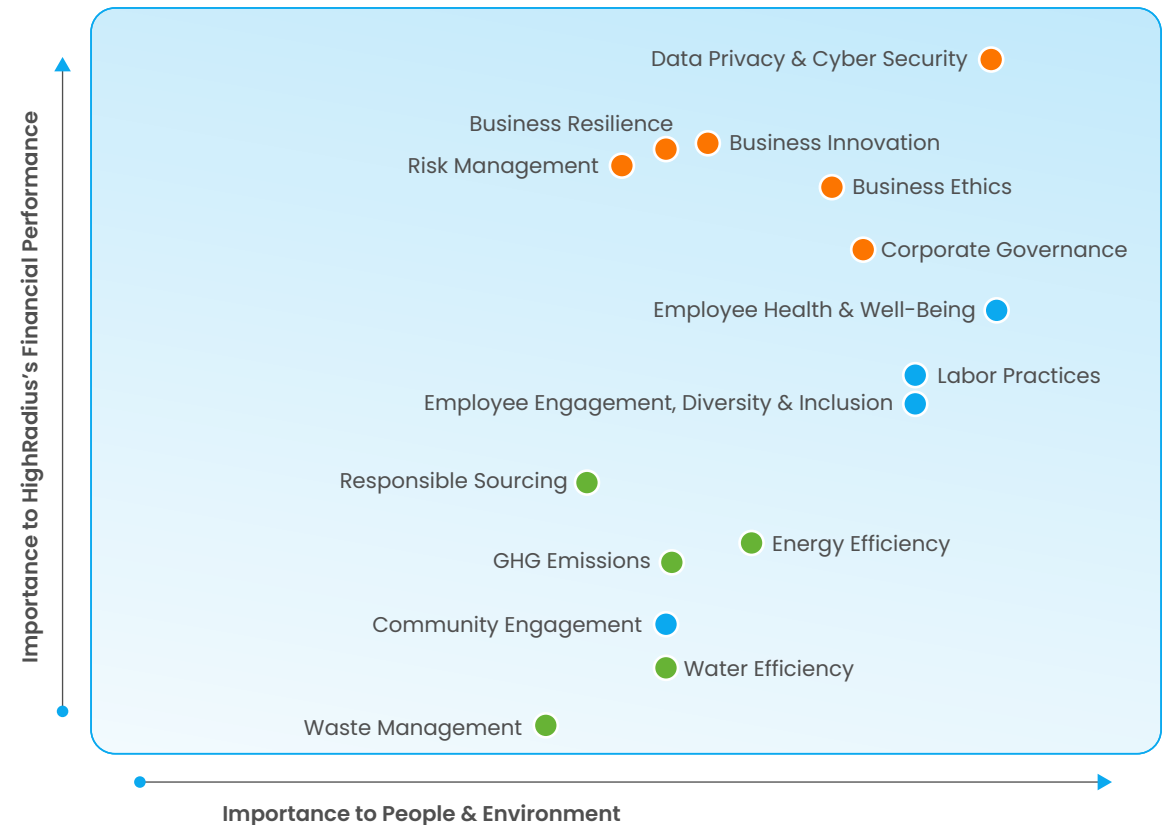
We conducted a double materiality assessment in 2024 to prioritize the ESG topics most important to our business and stakeholders. This approach evaluated both financial materiality (considering the risks and opportunities that sustainability issues may pose to financial performance) and impact materiality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

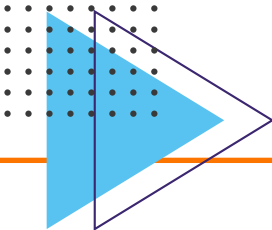
Our matrix illustrates the issues that the assessment defined as highest importance to our stakeholders and most critical to our business. These priorities inform this ESG report, serving as an input for future planning efforts as we continue to evolve ESG at HighRadius.

Materiality Matrix:



Key
 ● Environment
 ● Social
 ● Governance

Environment



We are dedicated to reducing our impact on the environment through innovative solutions, resource tracking and conservation and strategic partnerships.

Emissions & Energy

Our Baseline Year

We undertook our first year of calculating our greenhouse gas (GHG) emissions, setting a foundational benchmark for tracking and managing our carbon footprint. In line with the GHG Protocol, we measured our direct and indirect GHG emissions for all facilities. This initial baseline year provides the groundwork for monitoring future emissions and setting reduction targets.

Our emissions data identified key contributors to our GHG footprint, with capital goods—specifically, construction projects—being a top source of emissions in 2023. For example, in Hyderabad, India, we consolidated our office from two locations to one and moved into a LEED Gold-

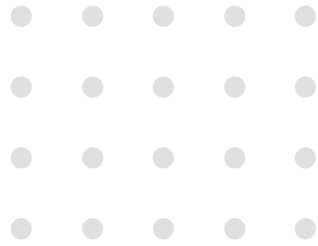
certified building. Although this office consolidation contributed to an increase in emissions in 2023, it, also reflects our commitment to reduced long-term environmental impact.

Other significant contributors to our overall carbon footprint included employee commuting, purchased goods and services and electricity consumption at our offices globally. By pinpointing these areas, we've gained valuable insights into our emissions drivers. This first GHG inventory serves as an essential step toward understanding and mitigating our environmental impact.



Our Climate Goals

- Utilize data centers from providers with 100% renewable-powered operations by 2025, including Amazon Web Services (AWS), Google Cloud Platform (GCP) and Microsoft Azure.
- By 2050, source 100% renewable power in all our offices.

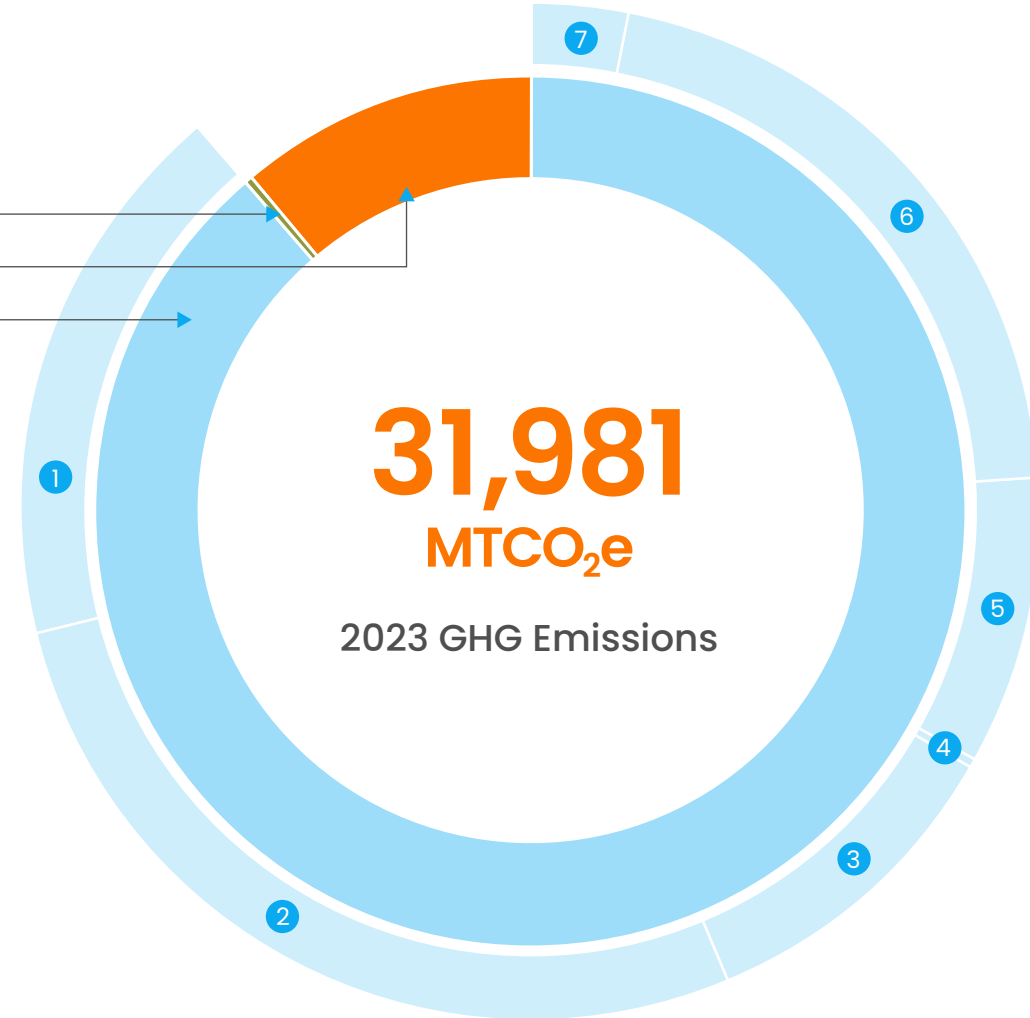


2023 GHG Emissions

	MT CO ₂ e
Scope 1	61
Scope 2	3,592
Scope 3	28,328
Total	31,981

Scope 3 Emissions by Category

Category	MT CO ₂ e
① Purchased goods & services	5,797
② Capital goods	9,008
③ Upstream energy generation	3,175
④ Waste generated in operations	7
⑤ Business travel	2,909
⑥ Employee commuting	6,744
⑦ Work from home energy impact	688
Total	28,328





Adopting Best Practices in Sustainability



Encouraging Conscious Travel

Our travel policies further reflect our dedication to sustainability. We encourage employees to:

- Fly economy class for travel (75% fewer emissions vs. business class).
- Pool airport transfers.
- Utilize public transportation.
 - Our Hyderabad office in India is located near a metro station.
 - We reimburse employees in the Netherlands for the cost of their metro pass.



Driving Toward 100% Electric Vehicles

We offer free transportation home to any employee who is working late at our offices in India. Until recently, we've been using conventional gas or diesel vehicles to transport our employees. We are now initiating a phased approach to transition to 100% electric vehicles by the end of 2024.



Reducing Energy with Motion Sensors

In 2023, we optimized our energy consumption by replacing all compact fluorescent lightbulbs with energy-efficient LED lighting. At our US and India offices, we implemented motion sensor lighting systems that intelligently monitor use in specific zones, keeping unoccupied zones dark. Looking ahead, we plan to explore options to integrate motion sensors with heating and cooling systems.

Water & Waste

We strive to minimize our water footprint through sustainable practices that promote the optimal use of freshwater, rainwater harvesting and the reuse of existing water. We also implement smart systems, such as sensor heads, to reduce consumption and prevent leaks.

In our Hyderabad office, for example, we reduced our use of water by 35% in 2023 by reusing our treated water.

Our largest source of waste comes from our office activities, specifically the e-waste we generate. E-waste includes laptops and other electronic devices and products. To promote responsible e-waste management, we encourage employees to maximize the lifespan of their devices. For example, HighRadius laptops are used for at least 48 months. Once these items are no longer viable, we prioritize reuse (e.g. reselling after refurbishment) and recycling over disposal.



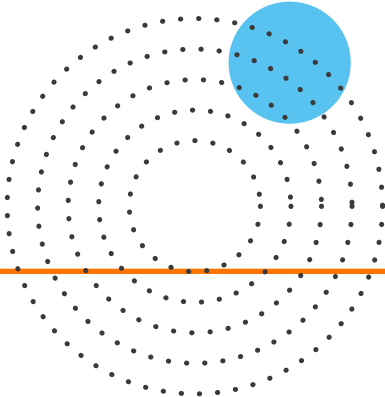
Promoting E-Waste Management

At our Houston campus, we hosted a series of e-waste drives in 2023 and 2024. During these drives, we ensured all our equipment slated for recycling was gathered and processed appropriately. We also encouraged employees to bring in their personal electronic items from home to recycle or dispose of safely.

In India, company laptops are refurbished to give them a second life. For e-waste that is not feasible to re-use, we partnered with a government-approved e-waste vendor to help us safely dispose of our e-waste.



Social



As a global company, we all have the shared responsibility to create a workplace where we can inspire new ways to engage, step out of our teams and make new and meaningful connections at any level.

Diversity, Equity & Inclusion

We believe diverse teams are important in creating high-performance teams. In 2023, we prioritized diversity, equity and inclusion (DEI) initiatives that promote awareness, education and allyship.

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. For more information, see the [AutoPH and Managing Performance](#) section below.

Awareness is Key

We hosted a series of events and webinars throughout 2023, celebrating cultural observances such as Black Heritage Month, Women’s History Month, AAPI Heritage Month, Pride Month, Juneteenth, Hispanic Heritage Month and Native American Heritage Month. These events were designed to increase awareness of the unique challenges faced by various communities. For example, the theme for Women’s History Month in 2023 was Embrace Equity. As such, we focused on ways to provide awareness, education and strategies to be an ally for women at HighRadius.

We also provided employees with foundational knowledge about workplace diversity and practical strategies for fostering an inclusive environment via our “Women in the Workplace” training and DEI 101 and DEI 201 sessions.

Unity in Diversity

Employee resource groups (ERGs) at HighRadius serve as vital platforms for connection, support and advocacy among employees. Through these ERGs, we are committed to fostering a culture where every employee feels valued and supported in their journey.

In 2023, we proudly launched HighAlly, a new ERG dedicated to providing education and support for the LGBTQ+ community. Another ERG, L.E.A.D. (Learn. Empower. Advocate. Disrupt.), aims to equip and encourage women at HighRadius to learn how to overcome the challenges they face in the workplace. We also empower one another to set and achieve goals, advocate for women’s representation in company leadership and decisions and disrupt cultural and company norms related to women in the workplace.

Employee Experience

We pride ourselves in the employee experience, making sure we create a win for our managers, employees and the company alike. To enhance this experience, we focus on developing key areas such as the onboarding process, career development opportunities and performance management systems. Retention of employees is also a core KPI for all people managers at HighRadius and is tracked regularly.

Measuring Continuous Engagement

We believe culture is one part communicating company values and expectations and the other part listening to our employees. Beginning in 2023, we moved away from traditional surveys to glean employee sentiment. Instead, we reach out to every employee at specific milestones, such as work anniversaries and promotions, to actively seek their feedback.

The results of these conversations are analyzed by our analytics team, who in turn creates storyboards and detailed action plans. For instance, we initiated efforts to eliminate manager bias and subjectivity from our performance management system in response to feedback gathered through the survey.

Preparing New Hires

The employee experience truly begins on day one. We prepare for each new hire to ensure a seamless transition into the organization. From the initial onboarding week, managers and peers welcome new employees in order to set them up for success. We implement detailed onboarding plans that span four weeks, offering dedicated time for training and development, as well as insights into how HighRadius operates.



The Buddy Program

We implemented the Buddy Program in the US and India, designed to foster one-on-one mentorship. This initiative allows employees to connect with a designated buddy who can offer guidance and support for any challenges they may encounter.

Pathways for Career Advancement

We are committed to providing pathways for career advancement that empower our employees to grow and thrive within the organization. We have Career Development Plans (CDPs) that outline the skills, experiences and expectations.

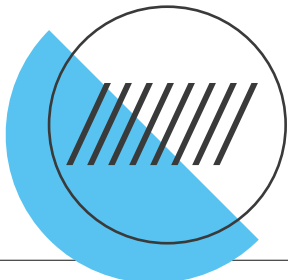
In addition to the CDPs, we offer classroom trainings led by subject matter experts across departments. These training programs cover various products and skills, ensuring our employees have access to continuous learning opportunities throughout the year.



AutoPH and Managing Performance

Our approach to performance management is deeply rooted in our core values—it’s an expression of how we walk the talk. In 2023, we embedded these values into our performance review process. During reviews, we provide feedback to employees on how effectively they are operationalizing our core values and leadership principles. By doing so, we reinforce a culture where values guide behavior and outcomes.

In 2024, we are excited to introduce a new KPI-based performance management system aimed at reducing manager bias, which we call “AutoPH”. 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 will provide an empirical assessment of performance across our 3,000+ HighRadius employees. We believe this innovative initiative is crucial for promoting fairness and inclusivity, ultimately enhancing the experience and growth opportunities for all our employees.



Fostering a Culture of Engagement

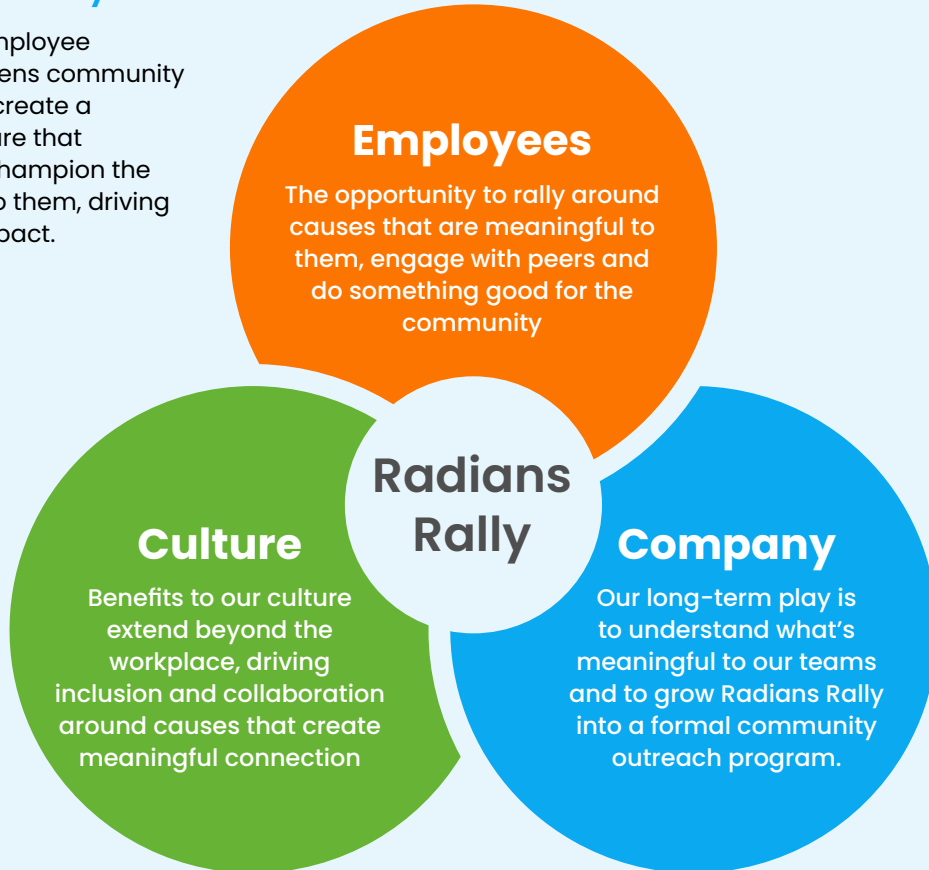
Radians Rally is an initiative designed to connect employees with meaningful opportunities that reflect their passions and values. This program cultivates a culture of collaboration and purpose, empowering employees to crowdsource volunteers, donations and awareness to the non-profit organizations they care about. By allowing individuals to champion causes that matter to them, we foster a culture that transcends a one-size-fits-all approach.

In 2023, employees in our Houston, Texas office volunteered to lay flowers on veteran graves during the Memorial Day celebration at Houston National Cemetery and volunteered at Tony's Place to organize donations for the LGBTQ+ youth in Houston.



Benefits of Radians Rally

Radians Rally enhances employee engagement and strengthens community ties. The program aims to create a supportive workplace culture that empowers employees to champion the causes that matter most to them, driving meaningful and lasting impact.





Health & Wellness

We provide comprehensive access to healthcare and insurance initiatives. Our benefit 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. Looking ahead, we plan to revamp our benefits package to further enhance employee well-being, ensuring all employees have access to the resources they need to thrive both personally and professionally.



Supporting Parents in the Workplace

Our US workplace flexibility policy allows employees with childcare needs to adjust their office hours. As part of our commitment to supporting working parents, we are implementing initiatives designed to facilitate a smooth transition back into the workforce.

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.

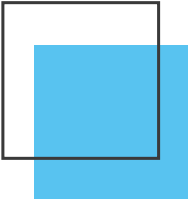
To support these initiatives, since 2021, HighRadius has collaborated with the Kalinga Institute of Social Sciences in Bhubaneswar, India to help train over 500 underprivileged tribal students every year with vocational skills for making them self-sufficient.

Governance

Our governance framework is built on a foundation of integrity, transparency and accountability, adhering to the highest standards of ethical conduct in all aspects of our operations.

Ethics & 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.



Holding Each Other Accountable

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.



Ensuring Human Rights and Preventing Modern Slavery

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.



ESG Governance

In 2024, we plan to further strengthen our governance structure through a newly-formed ESG committee. Comprised of key leaders, the committee will meet regularly to ensure ESG initiatives align with the company's overarching strategy and industry best practices.

As part of its mandate, the committee will also collaborate with other departments to ensure ESG considerations are integrated across all business functions. This cross-functional approach will enable HighRadius to address ESG risks and opportunities holistically, leveraging expertise across the company to enhance sustainability practices and policy updates.





Data Privacy & Cyber Security

To maintain the trust of our customers, partners and employees, we take every opportunity to help ensure their information is kept secure. We monitor the evolving regulatory climate, manage compliance with new and emerging data privacy and security policies, and we continuously test our security posture.

Securing Information

We have industry-standard technical and organizational security measures in place to safeguard and secure the information that we process for ourselves and for our customers. To provide assurance of our adherence to stringent security controls and practices, HighRadius has an audited ISO 27001:2013-certified information security management system. This internationally recognized standard helps ensure we effectively secure customer and company information, safeguarding it against threats and vulnerabilities. We also undergo annual SOC audits. These audits evaluate the effectiveness of our systems and processes, reinforcing our dedication to maintaining the highest standards of information security.

As we navigate an increasingly digital landscape, we continue to enhance our security posture across all applications, infrastructure and networks. Throughout 2023, we implemented robust tools for data protection, focusing

on mitigating insider risks and threats arising from cyber attacks. We also strive to ensure that our prevention and recovery controls were comprehensive, robust and scalable.

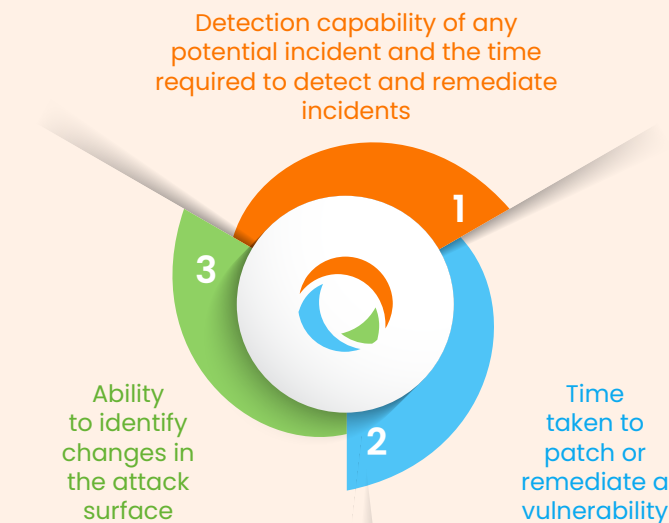
In recent years, several information security trends have influenced our security efforts. Notably, 2023 marked a milestone with the widespread adoption of Generative AI tools across various industries. While these advancements offer numerous benefits, they also introduce unique challenges, as the same AI capabilities that enhance productivity can be exploited to orchestrate sophisticated cyber attacks. This trend prompted us to bolster our incident detection and response capabilities, driving the adoption of advanced security tooling to stay ahead of emerging threats.

Additionally, the introduction of the Data Protection and Digital Privacy Act (DPDPA) in India has further shaped the maturity of security and data protection controls over the past year, emphasizing compliance and robust data management practices. Balancing user experience and productivity with necessary security measures remains an ongoing challenge for organizations, including HighRadius. To that end, we continue to strive for an optimal balance, making sure our robust security protocols do not hinder user efficiency or satisfaction.

Quantifying our Security Posture

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 key performance indicators to measure success:



Building a Security First Workplace

We conduct information security awareness and education internally on an ongoing basis. By fostering a “security first” culture, we ensure security considerations are integrated into how we operate and the way we develop and deploy our products. This holistic approach not only safeguards our systems but also empowers our teams to contribute actively to our collective security efforts.

Ensuring Privacy is 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 options for how information may be used. By providing transparency into our data practices, we aim to empower users with choices regarding their information. This commitment to privacy not only safeguards personal data but also fosters trust and confidence in our services, ensuring end users feel secure in their interactions with HighRadius.





CORPORATE HEADQUARTERS

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