



Red Flags Reporting

- Those who violate the standards in the Code of Conduct will be subject to disciplinary action, up to and including termination of employment.
- The policy requires establishing a comprehensive framework to identify, assess, manage, and monitor E&S issues and risks.
- Threats or acts of violence must be immediately reported to management, who must then notify the Human Resources Department or Grievance Redressal Committee (GRC).
- Concerns or complaints (e.g., discrimination, OHS issues, work allocation) can be raised informally or formally with a Manager or HR Business Partner.
- If a grievance is not resolved by the Manager or HR Business Partner, the matter can be referred to the Grievance Redressal Committee (GRC), which consists of the Legal Head and the Head of HR.
- Employees are encouraged to report suspected misconduct, such as illegal, unethical, or improper conduct (e.g., taking bribes, fraud, breach of audit regulation) without fear of unfair treatment.
- Accidents/Incidents: Serious accidents/incidents must be immediately reported to the concerned authority/senior management, and all accidents/incidents will be reported to the ESG committee regularly.

Further Reference

Refer Detailed ESG Policy in the Employee Handbook Manual in Darwinbox

Environmental, Social & Governance (ESG) Policy

We protect our people and the communities in which we operate.

Policy Summary

- The policy provides a systematic procedure to check businesses for potential Environmental, Social, and Governance impacts to identify gaps and implement corrective actions.
- It commits to ongoing identification, assessment, and management of ESG risks and impacts in accordance with regulatory obligations and international best practices.
- Environmental Elements focus on minimizing impacts such as waste, water/energy usage, pollution, and promoting resource efficiency and e-waste management.
- Social Elements address ethical business relationships, compliance with labor laws (working conditions, health & safety, anti-discrimination), and promoting diversity.
- Corporate Governance Elements ensure high standards, ethical business, and compliance with all applicable laws and regulations where MoEngage operates.
- The policy applies to all employees, contractors, subcontractors, individuals, and suppliers who must adhere to its principles and local laws.
- An ESG Committee is established to oversee the implementation, monitoring, and reporting of ESG requirements.
- MoEngage adheres to global data privacy standards like GDPR and CCPA, prioritizing customer data security.

Your Role

- All employees must adhere to the principles of this ESG policy.
- Employees are expected to maintain a safe and healthy workplace by following safety rules and reporting unsafe conditions or injuries.
- Employees are encouraged to receive environmental awareness education to understand the impact of their work.
- Adherence to the MoEngage Code of Conduct, which forms the basis for ethical behavior and includes conducting business with integrity.
- Employees must comply with applicable laws, rules, and regulations and promptly report violations of the Code of Conduct.
- Employees must not engage in any form of bribery or corruption.
- Employees are encouraged to express their right to freedom of expression through formal and informal channels.
- Employees must avoid conflicts of interest that interfere with MoEngage's interests or lead to improper personal benefits.

If you become aware of any actual or suspected breach of this policy, you must report this to complaints@moengage.com