

Sustainability & ESG Policy

Responsible growth. Measurable progress.

Optimum Solutions is committed to building a responsible and sustainable business that creates long-term value for our clients, employees, partners and communities. This policy is built around four priorities: environmental responsibility, people and inclusion, responsible sourcing, and strong governance.

This policy sets out Optimum Solutions' approach to environmental responsibility, people and inclusion, responsible sourcing, and governance. We are progressively strengthening our measurement, policies and reporting across our operations and improving the quality and transparency of our disclosures.

1. Environmental Responsibility

We are committed to reducing the environmental impact of our operations and to progressing toward our published emissions-reduction and net-zero ambitions.

Our current environmental commitments

- Our ambition is to achieve net zero across all relevant emission scopes by 2035.
- Interim emissions-reduction milestones are being developed for Scope 1 and Scope 2 toward 2030, and for relevant Scope 3 categories toward 2035.

Carbon measurement

Optimum has commenced greenhouse-gas emissions measurement in selected markets. In Malaysia, Optimum Infosolutions (M) Sdn Bhd has commenced measurement of electricity-related Scope 2 emissions using the Pantas carbon-management platform.

Current emissions measurement coverage is not yet group-wide. Optimum is strengthening its greenhouse-gas measurement framework across relevant Scope 1, Scope 2 and Scope 3 categories and intends to commence broader group-level reporting of relevant emissions by 2027, subject to the availability and quality of the underlying data.

Science-based targets

Optimum intends to initiate the process toward science-based target setting through the Science Based Targets initiative (SBTi) as part of strengthening its greenhouse-gas measurement and target-setting framework. Our current targets are not externally assured or SBTi-validated.

2. People, Equality, Diversity & Inclusion

Optimum is committed to equal opportunity, non-discrimination and an inclusive workplace in which employees are treated with dignity, fairness and respect. Our workforce spans multiple nationalities, cultures and backgrounds, and we actively work to improve representation and inclusion across our

organisation. Current workforce disclosures are reviewed periodically and updated as underlying employee data changes.

Current workforce profile disclosed by Optimum (September 2026).

39	40%	3%
Nationalities	Women in the workforce	Persons with disabilities

Inclusive employment practices

- Reviewing job advertisements for inclusive language.
- Engaging with non-profit and community organisations to broaden access to opportunities.
- Offering targeted internships and co-op opportunities in selected geographies.
- Providing appropriate workplace tools and support for employees with disabilities.
- Training recruiters to reduce conscious and unconscious bias in the recruitment process.
- Using structured recruitment practices and technology to support consistent initial matching against defined job requirements.

Our formal Equality, Diversity & Inclusion Policy sets out our commitments on equal employment opportunity, non-discrimination, dignity at work and inclusive employment practices.

3. Responsible Sourcing & Supplier Diversity

We believe responsible sourcing includes providing fair access to procurement opportunities for capable small and diverse suppliers while maintaining the same standards for quality, information security, compliance, service and commercial value.

Our supplier-diversity approach

- For competitive sourcing above SGD 50,000 (or local equivalent), include at least one qualified diverse or small supplier where one is available in the relevant category and location.
- Provide unsuccessful bidders with feedback within 10 working days on request.
- Apply standard payment terms of 45 days, with 30-day terms for registered SMEs and diverse suppliers.
- Establish a verified baseline of diverse-supplier spend.
- Work toward measurable diverse-spend targets after the baseline is established and validated.
- Support client supplier-diversity reporting progressively where relevant data is available and reporting requirements have been agreed.

Optimum is currently establishing the underlying supplier classification and spend data required for consistent measurement. We do not currently represent that we have a complete, verified Tier 1 or Tier 2 diverse-spend dataset available for client reporting.

Supplier-diversity spend ambition

Following establishment of a verified baseline, Optimum intends to work toward diverse-supplier spend of approximately 5% of addressable spend by September 2028, 8% by September 2029 and 10% or higher thereafter. These are forward-looking ambitions and will be reviewed annually; they

may be adjusted where the verified baseline, supplier availability, market conditions, client requirements or local regulatory considerations indicate that a different trajectory is appropriate.

These commitments are further set out in Optimum's Supplier Diversity & Inclusion Policy, effective 1 October 2026. The framework will continue to be reviewed and strengthened as supplier classification, measurement and reporting capabilities mature.

4. Governance & Responsible Business

Our sustainability commitments are supported by responsible governance, ethical business conduct, information security and data protection, anti-bribery and anti-corruption controls, respect for fundamental labour rights, and engagement with employees, clients, suppliers and other stakeholders. Our information-security governance is supported by an ISO/IEC 27001-certified information security management system. Employees also have access to established grievance and escalation channels for raising workplace concerns.

- Ethical and transparent business conduct.
- Compliance with applicable laws, regulations and contractual obligations.
- Information security and data-protection controls appropriate to our services, supported by ISO/IEC 27001 certification within the scope of the applicable certification.
- Anti-bribery and anti-corruption expectations across our business relationships.
- Prohibition of forced, bonded and child labour in our operations, with an expectation that suppliers and business partners uphold equivalent fundamental labour standards.
- Periodic review of sustainability-related policies and commitments as our business, regulatory obligations and client expectations evolve.

5. Transparency & Continuous Improvement

We aim to improve the quality, consistency and transparency of our sustainability disclosures over time. As our measurement frameworks mature, we intend to publish periodic updates on progress against our environmental, diversity, responsible sourcing and governance commitments, including broader group-level greenhouse-gas reporting from 2027.

Where information is not yet available on a group-wide basis, we will distinguish clearly between current performance, measured data, formal commitments and future ambitions, and will not represent planned capabilities as current capabilities.

Related Policies and Public Disclosures

- Net Zero Commitment
- Equality, Diversity & Inclusion Policy
- Supplier Diversity & Inclusion Policy (effective 1 October 2026)
- Sustainability & ESG Disclosure and Diversity & Inclusion information on the Optimum Solutions website

Document Control

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