

## **Sustainability is our lifestyle!**

Our team, HTCS International, launched its program in Dubai, UAE in 2018, and expanded in Dalian, China in 2022. We are a team of certified Global Deployment Project Analysts. We provide multi-lingual global operations support services for largest hotel franchisor in the world. 16 Languages.7 Countries.1 Global Team.

Following NTT Data's values, we built an environmentally conscious team which focuses on conceptualizing, creating, and implementing team-wide green initiatives.

Our team started to prioritize sustainability in the workplace since Day 1. Our practices ensure that our team meets its goals while protecting the health of communities and the environment.

As a 12-member team, we believe that even small projects can produce big impact. In our day-to-day life, we engage in actions that can make a huge difference for the environment. We call this: Sustainability is a Lifestyle.

We focus on 3 major points:

- ❑ Go Digital! - Manage Storage. No Papers. Less Emails.
  - We are paper free. We use online documents management tools to lighten our work and store our work-related online documents in a way that makes it easy to retrieve. Our annual email usage generates up to 40 kilograms of CO<sub>2</sub>, which equates to driving around 200 kilometers in a small petrol car, which incentivizes us to send less emails.
- ❑ Incentivize eco-friendly travel and expand remote work protocols. - Train Travel. Carpooling. Work from Home
  - A typical passenger vehicle emits about 4.6 metric tons of CO<sub>2</sub> per year. By incentivize eco-friendly travel and remote work Incentivize eco-friendly travel, we reduce this by 80%.
- ❑ Build a Sustainable Culture through Learning.
  - Build a sustainable culture through learning allows our team to remain competitive and relevant in a changing world. Investing in employee sustainability training brings numerous benefits, such as improved performance and increased engagement.

Building a sustainable team seemed no easy task, but we have accomplished it.

As we continue to establish, transparent processes and systems, fostering a culture of continuous improvement, leveraging the right technology, and measuring progress regularly, we created a better-equipped team to respond to changes and move our team forward which translates into five years of success and no attrition.

We are a very small group of individuals, but we are part of a bigger initiative. These are just few of the many ways to take small steps towards a greener life. Any action that benefits the planet's health makes a positive impact no matter how small and is worth taking. By implementing the Sustainability is a Lifestyle project, our teams can make a greener and more sustainable world a reality.