

Corporate culture and ethics

Effective leadership and governance are the cornerstones of our business and strategy to drive sustained growth. RAIN's Board of Directors ensures effective organisational governance, upholding the highest standards of corporate governance. In addition, we ensure complete adherence to appropriate and relevant industry norms, organisational policies, codes of conduct and internal control systems.

Our governance philosophy

At our core, we are committed to meeting the aspirations of all our stakeholders and we believe that operating our business on the principles of transparency, integrity and accountability are critical drivers of business growth while creating sustained value for stakeholders. While structured as a group of entities, we function as a single unit aligned with our collective purpose.

Ethics and compliance

Our Board oversees the administration of RAIN's Code of Business Conduct and Ethics (the 'Code of Conduct'), which applies to all Directors, officers and employees.

The Code of Conduct reflects the RAIN's commitment to doing business with integrity and provides a general roadmap for the directors, officers and employees to follow as they perform their day-to-day responsibilities. We comply with applicable laws, regulations, codes, policies and the highest ethical standards. As our industry evolves, our values continue to serve as the pillar through which we express who we are and what we believe in.

A culture of integrity is critical to achieving sustainable growth. High levels of trust and a strong business reputation, make it easier to attract and retain talented people, customers and suppliers, forge productive relationships in our local communities and pave the way for confidently entering new markets. Compliance is an essential element of our culture of integrity, requiring responsible conduct by all employees, directors and third-party business partners in accordance with all applicable laws, internal codes and policies.

Code of Conduct

The fundamental standards that staff members must adhere to are outlined in the Company's Code of Conduct. Additionally, we have a strong integrity and compliance programme that involves educating and training employees on the Code of Conduct. The programme helps employees to be familiar with the leadership expectations on behaviours and compliance, legal requirements, how to avoid conflicts of interest, how to provide a safe and healthy workplace, how to protect our property and information, how to make the best use of information technology resources and how to report any suspected unethical or illegal behaviour without fear of retaliation.

To ensure that our colleagues understand and abide by the Code of Conduct, we take confirmation from all our employees on an annual basis. Furthermore, we undertake assessments on the implementation and effectiveness of the code.

Whistle-blower policy

Our Company has established a Whistle Blower Policy, which is approved by the Board.

Our Whistle Blower Policy provides a structured framework for directors and employees to report any unethical behaviour, suspected fraud or breaches of the Code of Conduct and Ethics. It ensures protection against retaliation for those who raise concerns and grants direct access to the Chairperson of the Audit Committee in exceptional cases. We affirm that all employees have unrestricted access to this mechanism. With a strong commitment to fairness and ethical responsibility, we foster a culture of trust, integrity and accountability.

Greater focus on ESG issues

ESG issues, aligned with our stakeholders' needs, are a crucial priority for the Board of Directors. Our Board has been increasingly emphasising the need to adopt best-in-class ESG practices across the organisation. We are continuously mapping our performance against our peers and have a host of initiatives planned over the short and medium terms.