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# Corporate Social Responsibility (CSR) Policy

**AUGUST 2024**

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## Document Information & Status

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## Introduction

We are committed to ethical and sustainable business practices; this means we take account of our social, economic and environmental impact, as we truly believe being corporately and socially responsible is good for the planet, our employees, clients and communities.

This Corporate Social Responsibility (CSR) policy sets out how we aim to work ethically, considering human rights as well as the social, economic, and environmental impacts of what we do as a business.



## Our Values

Our company values are proudly displayed on our corporate website and embossed on the walls of our office.

With these values embedded in our everyday approach we aim to be the best and most trusted IT supplier to the AO and EPAO markets with an incredible solution and service developed and delivered by people who dare to challenge and truly want to go further and be better than the rest.



### ALWAYS LOOKING FOR A SOLUTION



Our team have a positive 'can-do' attitude to solving problems and overcoming issues. They are always innovating to create the best solution and so there is rarely anything that is truly 'out-of-scope'.

### BE THE BEST



We aim to be the best system in the sector, continually striving to enhance our solutions and improve our products and services.

### CLIENT-FOCUSED



Our clients needs and wants are at the forefront of everything we do. We work to fully understand your business allowing our collaboration to be fully configurable, effective and efficient.

## Making Creatio a Great Place to Work

We continually strive to make working for Creatio and with our clients as enjoyable as possible and the well-being of our staff, their families and lives are truly as important to us as their contributions to work. As such, we implement a range of benefits that are not normally seen across companies of our size, from annual performance related pay increases and increases to staff annual leave based on length of service; to ensuring all staff have the latest equipment they need to work effectively, safely and comfortably in the office and at their homes; access to confidential support and health care cash back schemes for staff and a commitment to investing in internal and external training for staff where required.

In addition, we truly do believe in a work-life balance, therefore in 2022 we introduced a reduced working week meaning staff can work four days a week or five shorter days with no loss of pay. Staff are free to suggest the working pattern they prefer within the parameters of the model we introduced – ensuring there is no adverse impact on the service we provide to our incredible clients, and communities.

Our arrangements and commitment to equality, well-being and social responsibility

is reflected in our everyday arrangements and various policies and are available to all staff in our internal Transform Governance Logs, some of which are outlined on the page opposite:

These arrangements – along with our other company policies and procedures - are subject to independent annual audits by BSI as part of our ISO arrangements to ensure we continue to reflect good practice.

We have regular departmental team and cross company meetings to engage staff in projects and developments, provide a forum to raise and discuss issues collectively – and importantly to maintain and continually strengthen cross team working and relationships. In addition, we also have formal and informal one-to-ones with staff members. Our culture encourages staff to feel comfortable to raise any matters of concern in meetings or by speaking in confidence to their line manager or the Managing Director at any time.



- [Equal Opportunities and Diversity Policy](#)
- [Environmental Policy](#)
- [Office Security Policy](#)
- [Health, Safety and Well-being Policy](#)
- [Home Working Policy](#)
- [Whistle-blowing Policy](#)
- [Anti-bribery and Corruption Policy](#)
- [Recruitment and Selection Policy](#)
- [Staff Handbook](#)

## Making Creatio a Diverse and Fair Place to Work

We have an incredibly diverse company and are proud of the range of the backgrounds, skills and insight our staff bring to work every day, which play a huge part in our company culture, ethos and approach.

It's our personnel that make Creatio so successful, and that's why we work hard to be an inclusive employer. Demonstrated in the company's certification as a Disability Confident and Mindful Employer.

We know that embracing different perspectives and celebrating diversity makes Creatio a great place to work because it means we foster innovation and make better decisions as a business.

We welcome applicants regardless of age, gender including gender reassignment, disability, relationship status - marriage and civil partnership, pregnancy, maternity or menopause, race, religion, belief, or sexual orientation. These are classified as 'protected characteristics'.

Our gender split across our staff and management team is shown on the page opposite.

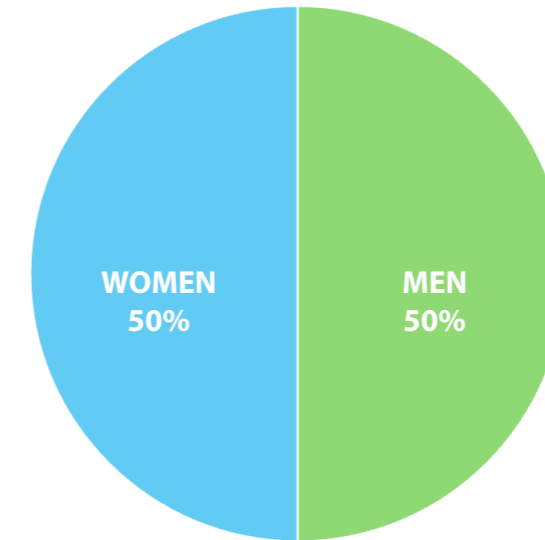
The office layout and facilities are accessible and wheelchair friendly for visitors and staff (with emergency alarm fitted in the bathroom). We also make it clear to all staff upon recruitment and in their first meetings with our management team, that they can request any special equipment they feel would help in their role and we will look to accommodate accordingly. This is evidenced by some of the arrangements and reasonable adjustments we have in place already for some of our workforce, along with ensuring staff's workstations at home or in the office suit their needs (e.g. each member of staff can have the same type of ergo-dynamic chairs and tables at their home as they have in the office, for example).

This approach also extends to our staff social events/team experiences to ensure they are accessible and take account of the diverse needs and situations across our workforce (e.g. religious considerations to practical single parent and child-minding arrangements).

In addition to our internal efforts, we have designed creatiogreen so clients can configure it to reflect their brand and the needs of their business and users so that no features unnecessarily disadvantage, or discriminate against, a group of users who share a particular 'protected characteristic'.

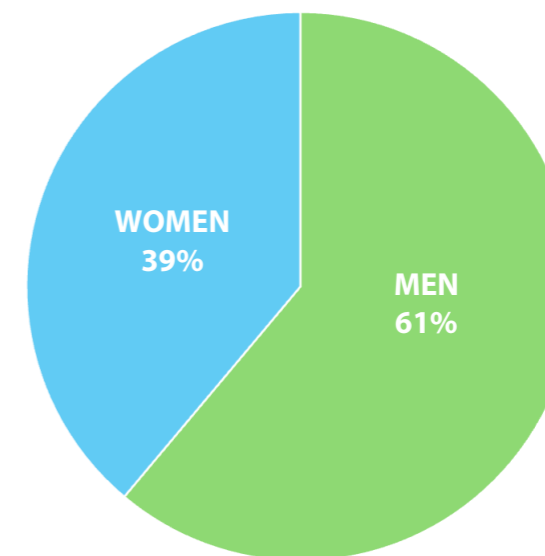
**CREATIO MANAGEMENT**

4 Staff Members



**TOTAL CREATIO WORKFORCE**

18 Staff Members



## Reducing Our Environmental Impact

We are committed to reducing our direct impact on the environment by actively managing our waste, emissions and consumption of natural resources.

We know that our work has an impact on the environment and that we have a duty of care to manage that impact in a responsible and ethical manner. We do this through identifying all significant environmental impacts and putting processes into place to prevent, reduce and mitigate them both in our office and when we exhibit at conferences by ensuring we source environmentally friendly materials and gifts for our stands.

This also makes good business sense and helps embed our culture and approach.



## External Standards, Schemes and Scrutiny

In fact, as a company, we want to have independent and demonstrable compliance across all areas of our business as a minimum and aim to meet or exceed all relevant legislation. Where no legislation exists, we will seek to develop and implement our own appropriate standards.

As part of our commitment to provide the best possible service to our clients to make sure they have a positive and lasting impression of our business and to make Creatio a place where staff are proud to work.

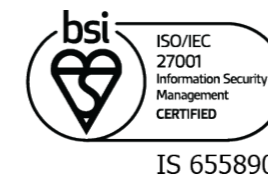
We are seeking external certifications in the following standards: ISO 20000 Service Management System and ISO 14001 Environmental Management System.

However, we have already been awarded the certifications displayed below.

This means we are subjected to various internal and independent external audits each year.

In addition, we use a specialist external HR support company (The HR Depart) to review and advise on our staff HR arrangements to provide assurance that our recruitment, training and day-to-day arrangements are not only legally compliant but fair and unbiased.

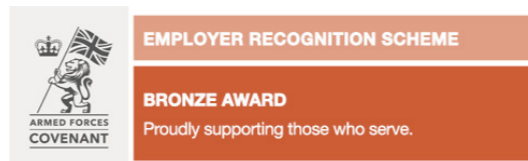
### AWARDED CERTIFICATIONS



## External Standards, Schemes and Scrutiny

As part of our approach to being a socially diverse and responsible company who puts equality and well-being at the heart of our operations, we have taken the opportunity to sign-up to different schemes shown below.

We are currently Disability Confident Committed Level 1, but are working towards upgrading to Level 2.



## Community Engagement

Creatio and our team want to play a positive role in society and hence we have embarked on building a culture that promotes employee volunteering and fundraising – and we also sponsor the amazing and successful Whiston Wildcats under 9's in Rotherham (a local football team where the son of one of our staff plays).

We have also partnered with one of our clients to undertake a client-paid British Sign Language Course which every member of staff at Creatio has the opportunity in undertaking and learning.

We strive to provide support to our local community; therefore, we engage through charities and donate where possible to various causes such as:

- Centre Point  
<https://centrepoint.org.uk/>
- London Pride  
<https://prideinlondon.org/>
- Action Homeless Charity  
<https://actionhomeless.org.uk/>
- Cancer Research  
<https://www.cancerresearchuk.org/>
- Save The Children  
<https://www.savethechildren.org.uk/>

## Always Improving...

Whilst we are proud of the above activities and arrangements, we are not complacent and will continue seeking to improve our approach as a company both for our amazing clients and amazing team.

We are committed to making Creatio a great company to work for and to do business with, and as such this policy will be reviewed regularly and revised as necessary in response to feedback, changes in our practices or legislation and as we implement new arrangements.

