

creatio

CORPORATE SOCIAL
RESPONSIBILITY POLICY

WWW.CREATIO.ORG.UK



Table of Contents

1	<i>Introduction</i>	2
2	<i>Our Values</i>	2
3	<i>Making Creatio a Great Place to Work</i>	3
4	<i>Diverse and Fair Place to Work</i>	4
5	<i>Reducing Our Environmental Footprint</i>	5
6	<i>External Standards, Schemes and Scrutiny</i>	5
7	<i>Community Engagement</i>	6
8	<i>Always Improving</i>	8

Document Information and Status

Title:	Creatio Corporate Social Responsibility Policy
Version & Status:	5.0
Date of Issue:	5 th May 2023
Author:	Alan Long
Confidentiality:	Protected Document/Restricted External Access. Copyright in this document remains vested in Creatio Ltd. All rights reserved. The information within this document is not intended for any public circulation nor to be referenced in full or part in any public communication without the prior consent and approval of Creatio. The contents, features, services outlined and referenced within are confidential and must not be disclosed to other competing - or potentially completing companies - and should not be reversed engineered. To do either would be a breach of Copyright and/or IPR and would result in the matter being referred to our legal representatives to take forward accordingly.



1 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, socially responsible is good for the planet, our employees, clients and communities.

This Cooperate 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.

2 Our Values

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



BE THE BEST

We aim to be the best system on the market and continually strive to enhance our solutions and improve our products and services.



LOOK FOR SOLUTIONS

We have a positive 'can-do' attitude to solving problems and overcoming issues. There is rarely anything that is truly 'out of scope'.



CLIENT FOCUSED

We put clients' needs at the front of everything we do. We aim to fully understand their business so we can work effectively with their teams to deliver real change and benefits.



HAVE FUN AND ENJOY

We make work as enjoyable and fun as we can and pride ourselves on having just the right mix of business and pleasure.

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.



3 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 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 and in 2022 introduced a reduced working hours week which means staff work in effect 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.

Our arrangements and commitment to equality, well-being and social responsibility is reflected in our everyday arrangements and various policies and are available in our internal Transform Governance Logs, some of which are outlined below:

- Equal Opportunities and Diversity Policy
- Environmental Policy
- Office Security Policy
- Health, Safety and Wellbeing Policy
- Home Working Policy
- Whistle-blowing Policy
- Anti-bribery and Corruption Policy
- Modern Slavery Policy
- Recruitment and Selection Policy
- Staff Handbook

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

We have regular team and cross company meetings to engage staff in projects and developments and to 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. Our culture is such that staff can raise any matters they want in meetings or speak to their line manager or the Managing Director in confidence at any time.



4 Diverse and Fair Place to Work

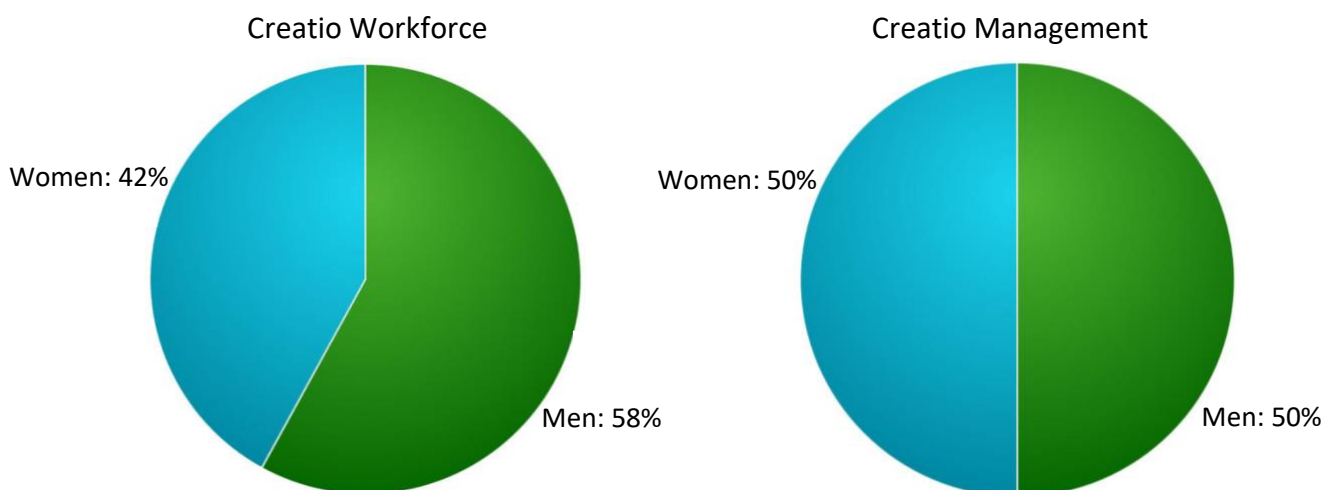
We have an incredibly diverse company and are proud of the range of the backgrounds, skills and insight our staff bring to work every day which play a huge part in our company culture, ethos and approach

It's our people that make Creatio so successful, and that's why we work hard to be an inclusive employer.

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

We welcome applicants regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, belief, or sexual orientation.

Our gender split across our staff and management team is:



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. As 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 (eg each member of staff can have the same type of ergo-dynamic chairs and tables at their home which we have for them in the office etc).

This approach also extends to our staff social events to ensure they are accessible and take account of the diverse needs and situations across our workforce (eg from 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 Clients and end users, so no features unnecessarily disadvantage, or discriminate against, a group of users who share a particular 'protected characteristic'.

5 Reducing Our Environmental Footprint

We're 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 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 and efforts in gaining ISO14001 (Environmental Management System) later this year.

6 External Standards, Schemes and Scrutiny

In fact, as a company, we want to have independent and demonstrable compliance across all areas of our business and as a minimum 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 make Creatio a place staff are proud to work, we have or are seeking external accreditations in the following standards that will span all areas of our business:

- ISO27001 – Information Security Management
- ISO20000 - Service Management System
- ISO22301 - Business Continuity Management
- ISO14001 - Environmental Management System
- Cyber Essentials Plus

The above accreditations mean we are subjected to various internal and independent external audits each year. In addition, we use a specialist external HR support company 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.



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 such as:

- The Armed Forces Covenant
- Living Wage Employer
- Disability Confident Committed Level 1, working towards upgrading to Level 2.
- Mindful Employer



We also fund an independent employee assistance programme (EAP).

7 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. As part of this we are sponsoring two local children's football teams, which include our staff's children. We sponsor the amazing Whiston Wildcats under 11's in Rotherham and Aston Swallownest Under 13's in Sheffield. With both teams, as well as providing funding for kits, balls and social activities, we also sponsor the award for the Most Improved Player. This is important to us as it is about championing children who are working hard to improve their skills and to celebrate and acknowledge what they have achieved.

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://centrepoin.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/>

We have also partnered with one of our clients to undertake a British Sign Language Course paid for by our client in this area and which every member of staff can take the opportunity in undertaking and learning.



Throughout the year we also promote a number of external social causes or issues via our social media accounts:

Creatio @Creatio_Ltd · 8 Mar ...
Today we bring the Creatio colours to support all Women. Today we celebrate the Women of the world, and what a better way than celebrating our colleague @BeckyLauder who sent us this powerful snap from Switzerland.

#InternationalWomensDay #BreakTheBias



Creatio @Creatio_Ltd · 30 Jun 2021 ...
Ending pride month the best way we know, supporting you!

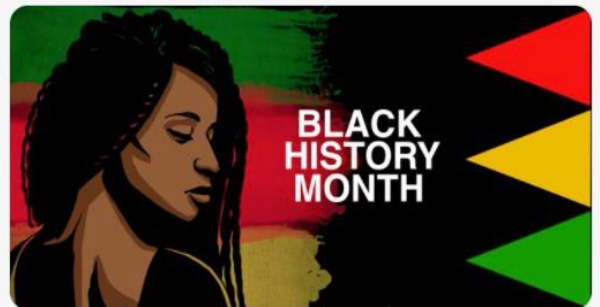
Whoever you love, Creatio loves you!

#Pride2021 #Pride #Love #BeYourself



Creatio @Creatio_Ltd · 1 Oct 2021 ...
Good morning everyone! As #October1st has approached, Creatio wants to acknowledge #BlackHistoryMonth 🇵🇸, to stand against racial discrimination and celebrate black history!

We want to share this amazing picture and hope you use it too.



8 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.

