

# CORPORATE SOCIAL RESPONSIBILITY CHARTER

The SPS Purpose:

*“Unlocking the power of possibility for businesses and the people they serve.”*



SPS is the transformation partner for leading companies around the world, leveraging the power of people, processes, data and technology. We enable possibilities for resilient growth and innovation for our clients and the people they serve. Swiss quality, dependability, and precision are ingrained in our DNA, and we unleash the power of possibility, through transformation created with intent.

As a socially conscious company that supports the Sustainable Development Goals of the UN, SPS works to unleash sustainable value. Our aim is to guarantee that we do our share to consistently provide best in class for our clients, employees, investors, the communities we support, and the environment in which we live. We also support the UN Global Compact initiative in our capacity as a member, we view the implementation of its ten principles as the basis of responsible corporate governance.

At SPS we partner with our clients to build and create smarter businesses through transformation with purpose. SPS believes that by delivering sustainable initiatives, we add value to the services we provide, and this is demonstrated by how many of our improvement initiatives are driven, not just by the desire to improve efficiency, but also by an appreciation for the value added by sustainable practice.

We take an ethical approach to our corporate responsibility and take accountability for both the direct and indirect effects of our business activities. We are guided by the Sustainable Development Goals (SDGs) set by the UN as part of its 2030 agenda for Sustainable Development. Under SDG's, SPS will focus on five key areas:

- 1. Our Employees**
- 2. Diversity and Inclusion**
- 3. Business Ethics**
- 4. Sustainability and Environment**
- 5. Privacy and Data Security**

## 1. Our Employees

At SPS we recognise that our employees are core to our success. In order to ensure that each employee's unique growth and development paths are realised, SPS is committed to creating an environment where each employee feels valued, appreciated, included, and has the opportunity to develop. We regularly receive and act upon feedback gathered through our employee satisfaction survey, which has an engagement rate of over 90%. We believe it's crucial that we continually offer performance-based recognition programs and offer professional progression in order to establish ourselves as an employer of choice.

Our Talent Development initiatives around the world include academies, eLearning platforms, and leadership and functional talent development programmes. At all SPS locations, these initiatives promote employee engagement, health and safety, and learning and development. Academy programmes and events provide our employees with talent management and training opportunities, accompanied by meaningful evaluations and incentives. Our objective is to position SPS to attract, retain, develop, and promote our employees, future leaders, and innovators, thereby ensuring that SPS continues to drive change and innovation

## 2. Diversity and Inclusion

SPS is fully committed to fostering a diverse and inclusive workplace environment where employees feel valued, respected, and are encouraged to contribute. We believe that diverse viewpoints lead to the best ideas, which in turn enable us to reflect these ideas in developing the best solutions for our clients. To this point we deliver unconscious bias training to all levels and have several Equality and Diversity Networks who are sponsored at the most senior levels. We truly believe that employee networks have a significant impact on both the personal and professional lives of our employees by providing them with a strong feeling of connection and belonging within SPS.

## 3. Business Ethics

At SPS we lead the way in good corporate governance, with the highest level of ethics and integrity in everything we do. We establish and promote integrity among our employees, our suppliers, and all key stakeholders. At SPS we are committed to ensuring that our suppliers also abide by a code of conduct which provides for the Health & Safety of their employees, protects their right to freedom of association. We refuse any collaboration with suppliers that employ people in prison, forced or slave labour, in debt servitude or child labour. We also ensure all employees receive mandatory training which includes, Information Security, Data Protection and legislative awareness training in Modern Day Slavery and Code of Conduct.



## 4. Sustainability and Environment

SPS believes in delivering sustainable initiatives, our solution designs help our clients reduce their CO<sub>2</sub> footprint, and we are continuing to work on new solution designs that look to protect the environment and allow our clients to be more resilient.

As well as assisting our clients in reaching their climate goals, we are also reducing the undesirable effects of our own business activities on the environment. Our focus is on climate and energy. We are committed to limiting global warming with various retrofit projects, introduction of electric vehicles, procurement of recycled paper, and policy changes which consider the environmental impact of our day-to-day operation. We take our pioneering role in procurement seriously and we commit to responsible procurement. In specific terms, this means that we are integrating sustainability criteria into our procurement processes, as well as our business and support processes. In doing so, we are reducing CO<sub>2</sub> emissions in the value chain and cooperating with our suppliers in a responsible way. We have joined with Climate Partner and are accurately and transparently measuring our scope 1, 2 and 3 emissions while also developing solutions which help our clients also meet their emissions targets.

By uniting the strengths of people, processes, data and technology, SPS serves as a transformation partner for some of the world's most successful businesses. We provide up opportunities for our customers to expand and innovate sustainably, benefiting both themselves and the people they serve. We are rooted in the Swiss traditions of quality, dependability, and accuracy, and we liberate the power of possibility via deliberate reinvention.

Learn more how SPS' people make an impact that matters at [www.spsglobal.com](http://www.spsglobal.com)

## 5. Privacy and Data Security

As an organisation we set ourselves the very highest standards. As data controller and data processor on behalf of our clients, our policies, procedures, and trainings have been carefully developed to ensure we comply with all regulatory and legislative requirements, alongside our own internal best practices when processing personal data. We ensure data privacy and data security through the use of appropriate technical and organisational protective measures, the adherence to legal, regulatory and customer driven security requirements, designed to protect information from wrongful loss, alteration, disclosure, or destruction.

Our commitment to doing the right thing and in the right way is demonstrated in the accreditations we hold: ISO9001 Quality Management, ISO14001 Environment Management, ISO15489-1 Records Management, ISO22301 Business Continuity, ISO27001 Information Security, ISO45001 Health & Safety, PCI DSS Payment Card Industry Data Security Standard.

Our core values embedded in SPS' Purpose demonstrate our commitment to sustainability and adds to the value that SPS presents for its stakeholders: we anticipate risks, plan for future developments and regulations, develop innovation and increase the efficiency of processes related to our services that generate additional benefits, and increase our attractiveness as both a service provider and an employer.