

CORPORATE SOCIAL RESPONSIBILITY CHARTER



Purpose and Vision

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 and the belief that sustainability is the foundation of long-term success.

Commitment to Sustainability Development

As a socially responsible company, SPS is dedicated to supporting the United Nations Sustainable Development Goals (SDGs) and upholding the ten principles of the UN Global Compact, which form the foundation of our corporate governance. We are committed to continuous improvement in our sustainability efforts, integrating best practices to create a positive impact on the environment and society.

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 practices.

Guiding Principles

Our Sustainability strategy is centred around five key pillars that define our approach to responsible business. These guiding principles help us navigate our commitments to our stakeholders while remaining agile and focused on sustainable growth:

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

1. Our Employees

At SPS, we recognise that our people are at the heart of our success. We are committed to cultivating a work environment where each employee feels valued, supported, and motivated to reach their full potential. To achieve this, we prioritise employee engagement, health and safety, and continuous professional development. Our global talent programs, leadership academies, and e-learning platforms provide opportunities for growth, enabling our employees to develop their skills and advance their careers. We continuously seek feedback through our employee satisfaction surveys, ensuring that we address concerns and celebrate successes. By fostering a culture of recognition, we aim to be an employer of choice in every market where we operate.

2. Diversity and Inclusion

SPS is dedicated to creating a diverse and inclusive workplace where every employee feels respected and empowered. We believe that diversity drives innovation and strengthens our ability to serve our clients effectively. Our Global Equality, Diversity, and Inclusion (EDI) committee, CoreVoices, leads our initiatives to embed inclusivity across the organisation. Through unconscious bias training, leadership sponsorship of employee networks, and regional programs, we foster a culture that values diverse perspectives. By embracing differences, we unlock the creative potential of our workforce, allowing us to deliver better solutions to our clients.

3. Business Ethics

Upholding the highest standards of ethics and integrity is a core principle for us. We are committed to ethical business practices, responsible sourcing, and protecting human rights across our operations and supply chains. Our strict code of conduct and code of ethics applies to both suppliers and employees ensuring adherence to the principles that safeguard workers' rights, safety, and dignity.

We maintain a zero-tolerance policy on bribery and corruption, with clear guidelines and to prevent any unethical conduct. Additionally, we provide secure and confidential whistleblower channels that enable employees and stakeholders to report concerns or violations without fear of retaliation, ensuring transparency and accountability.

Our commitment extends to responsible marketing, ensuring all communications are accurate and fair. We also prioritise data privacy, adhering to stringent data protection laws and cybersecurity measures to safeguard sensitive information.

Additionally, our supplier due diligence ensures alignment with our ethical standards, promoting integrity and sustainability throughout our value chain.



4. Environment

At SPS, we believe that responsible practices not only protect the environment but also create long-term value for our clients and stakeholders. Our commitment extends to both our internal operations and the solutions we deliver to clients.

We have developed a carbon reduction strategy that includes switching to renewable energy sources, transitioning to electric and hybrid vehicles, and collaborating with sustainable suppliers. We continuously seek ways to optimise resource use, minimise waste, and lower our environmental footprint. To ensure accountability and transparency, we measure and report on our greenhouse gas emissions, across Scope 1, 2, and 3 categories. This data allows us to set clear targets and track progress toward reducing our carbon footprint.

Beyond reducing our own environmental impact, we are committed to helping our clients achieve their sustainability goals. We design solutions that enhance efficiency and reduce emissions by leveraging digital transformation and optimising processes. Our focus on energy-efficient, technology-driven solutions enables clients to streamline their operations, reduce resource consumption, and operate more sustainably. Our aim is to lead by example, demonstrating that sustainable business practices can align seamlessly with operational excellence and growth.

5. Privacy and Data Security

As custodians of data, we adhere to stringent privacy and security standards, ensuring compliance with regulatory requirements. Our commitment to the highest standards of data privacy, security and integrity is demonstrated by certifications we hold such as: 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.

Learn more how SPS people make an impact and explore our full sustainability report for more details at www.spsglobal.com

