

CORPORATE SOCIAL RESPONSIBILITY POLICY

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1. INTRODUCTION

NetFM UK Ltd recognises that our activities, operations, processes and governance have both a direct and indirect impact on our employees, clients and suppliers as well as the wider community and the environment as a whole.

As such, our business values and operations must meet the expectations of these stakeholders and should be regularly assessed and updated to ensure we maintain a continual commitment to the welfare of our workforce, to the responsible sourcing of suppliers and to the promotion of sustainable working practices.

As an innovative software company dedicated to developing and delivering software solutions that improve efficiency, reduce administration and maximise the use of our clients' facilities and resources, NetFM UK aim to actively demonstrate these responsibilities through our business practices and corporate policies and to proactively evolve these within our ever-changing business environment.

2. SCOPE

This policy has been designed to be a source of reference for NetFM UK employees on an ongoing basis, in conjunction with other internal policies and documentation.

It may also serve as a reference point for clients, partners and suppliers to provide an overview of the business values, internal culture and governance that NetFM UK aspires to.

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3. POLICY

This policy outlines four key areas of responsibility that NetFM UK will address:

- **Environmental impact**
- **People, Employment & Wellbeing**
- **Social Impact and Community Investment**
- **Supply Chain and Market Place**

3.1 ENVIRONMENTAL IMPACT

In order to minimise and mitigate our impact on the local, regional and global environment, NetFM UK will aspire to implement the following wherever possible:

- We will seek to minimise carbon emissions and reduce the negative impacts of transportation when commuting to work or participating in client meetings – promoting home-working and virtual meetings wherever feasible and practical
- We will seek to minimise carbon emissions and reduce the negative impacts of transportation when purchasing goods or services, throughout system development and delivery and while carrying out maintenance on any system hardware
- We will emphasise a preference on using suppliers that have implemented greener, more sustainable working practices and strategies – for instance in the selection of data centres
- We will aim to increase re-use and recycling, and, wherever possible, promote the use of recycled products and return 'all natural' products back to the environment
- We will reduce waste by managing demand, rethinking needs, reducing, reusing and recycling - and regularly reviewing these practices and processes
- We will continue to recycle and dispose of end-of-life IT equipment responsibly and strive to be fully compliant with the Waste Electrical and Electronic Equipment (WEEE) directive and ensure that our own employees, contractors, suppliers and partners also try to meet these standards
- We will develop and maintain an environmental management system (EMS) towards compliance with environmental quality standard ISO14001
- We will comply with all relevant legislative and statutory environmental requirements

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3.2 PEOPLE, EMPLOYMENT AND WELLBEING

NetFM UK recognise that our employees are our most valuable resource. As a key factor in the delivery of services to our clients, we are aware that it is the calibre of the people that make up our team that differentiates us from our competition.

NetFM UK has developed an annual intern recruitment program, hand-picking skilled developers from leading UK universities as the best in their cohort. We provide them with real-world industry experience, challenging them, mentoring them and introducing them to cutting-edge coding languages and technologies.

NetFM UK places a strong emphasis on Equal Opportunities and Diversity within the workplace and takes these factors into account during any recruitment drive. All employees are made aware of our company's culture, legal obligations, policies and internal procedures relating to the provision of Equal Opportunities.

As part of their personal development plan (PDP), each employee is given a clear route for progression, including ongoing technical and professional training and advice.

In a world where homeworking and remote working are both feasible and often increasingly a mandatory requirement, NetFM UK recognises that our employees require additional support and flexibility within their working lives. As such, we have implemented regular team and one-to-one meetings (both on a face-to-face and virtual basis) and offered flexible working hours to allow them to maintain a healthy work / life balance and minimise mental health issues.

As such, NetFM UK will:

- Continue to recruit, develop and retain the best talent in the industry
- Continue to provide each employee with ongoing training and advice within their Personal Development Plan
- Continue to provide ongoing training, advice and support to all our colleagues
- Continue to promote regular communication and support within teams and with individuals
- Regularly review the levels and methods of support we offer our colleagues
- Continue to promote Equal Opportunity and Diversity within the workplace
- Regularly review employee workloads, performance indicators and profit shares

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3.3 SOCIAL IMPACT AND COMMUNITY INVESTMENT

NetFM UK is aware that its activities and operations can have a significant social impact and that the local and wider community is also integral to our own success.

NetFM UK will therefore ensure that:

- All activities of the company, employees and contractors are conducted in such a way to cause minimum negative impact to clients, members of the public or the wider community as a whole
- Employees should act in a polite and professional manner at all times to represent NetFM UK in a positive light.
- High levels of security, privacy and confidentiality of client data are maintained at all times, in conjunction with NetFM UK's Information Security policy and other supporting policies and documentation
- NetFM UK will continue to support a variety of local charities and community activities, where possible

3.4 SUPPLY CHAIN AND MARKET PLACE

NetFM UK considers the environmental performance of suppliers and sub-contractors, and will encourage them to conduct their operations in an environmentally sensitive manner.

For example, we have selected our data centre provider partly on the basis of their approach to sustainability and their implementation of a ground-breaking energy-saving program to cooling and heating of their servers, improving their efficiency by nearly 70%.

We will therefore:

- Encourage the use of sub-contractors who utilise sustainable and environmentally friendly initiatives
- Demonstrate a preference for local companies and services (where financially viable and where required competency and performance levels are proven) in a bid to minimise carbon emissions and contribute to our local community wherever possible
- Continue to use the Preferred Suppliers Directory, created on the basis of the above points
- Encourage all employees to refer to the Preferred Suppliers Directory during any procurement process