

CSR Policy



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What do we do **for the world?**

To get a picture of what kind of company Future Processing is, just take a look at our mission statement: **we develop technological solutions to allow people and organisations realise their full potential and have a positive impact on the world.** That is why the nature of our company is reflected not only in the IT projects we deliver to NGOs but also in our FP value code – which, in turn, translates into the contribution we can make in the world. This is how we developed our CSR policy, in accordance with ISO 26000.

We didn't want to create a bulky volume full of lofty words – we wanted to be as specific as possible, as you can see below. We hope you will enjoy reading this document. And remember – everyone can do some good for the world!

● **Tomasz Ciapała,**
Chief People Office at Future Processing



Social participation

Social participation is one of the most obvious goals of corporatesocial responsibility. Our social involvement refers to FP team develop-ment, education, and charity. FP employees are often very pro-active in this respect. Even though most of our activities are planned, we also help spontaneously when an occasion arises – that’s we did when the Covid-19 outbreak took place and schoolchildren needed to have computers delivered to be able to study. What exactly have we done as far as social participation is concerned?

NGOs

We are eager to cooperation with non-governmental organisations. So far we have worked, among others with:



Education

- Our engineers have taught at the Faculty of Automatic Control, Electronics and Computer Science at the Silesian University of Technology in Gliwice. The subject's name is "**Software development in changing business environment**".
- For many years now, we have carried out the project of holiday student internships. Our involvement has been appreciated in the competition for the best companies offering internship programmes in the region of Silesia, organised by the University of Silesia in Katowice: **we received the first prize in 2014 and 2016 and the honourable mention in 2015.**
- Since 2012, we have been the organiser of **the Quality Excites conference**, whose subject is software quality.
- Future Processing is **organizing a meetup called 'Under CTRL'** event being organized in Silesia and Gdynia and it is about the future of data and how to manage it.
- **Best Practices in Software Development** – this is a series of lectures and workshops for young software developers organised by our IT specialists, who share their knowledge with participants.

Best Practices in Software Development ●





- The article titled **“Digital Safety of Children: How to Keep a Finger on the Pulse”** by Dominik Samociuk PhD, Head of Security at Future Processing, discusses the importance of digital security for children. It emphasizes the need for parental involvement in managing and educating children about the safe use of smartphones, including setting up parental controls and engaging in open dialogues about online safety. The article provides practical advice on using technology responsibly to protect children from online risks. For more details, you can read the [full article](#).
- We have organised a **lecture for FP family members focused on the security of the increased use of modern technologies**. The lecture was delivered by our Information Security Manager. The second edition of the event was devoted to the ways of detecting fake news, as part of which we have written a technical blog article on the subject.
- The **‘Understanding AI’ campaign** by Future Processing targeted individuals over 50 to integrate AI tools into their lives. The study with over 2000 British adults revealed that nearly a third use AI voice assistants daily, and about 40% use chatbots for customer services, demonstrating trust and acceptance in AI. However, over 35% are unaware of AI image generators, indicating a need for digital education. Gender differences and age trends show a reluctance to adopt AI, especially in older age groups. The campaign underscores the importance of adapting and educating about AI among the older generation. This initiative, led by Dominik Samociuk, PhD, Head of Security, and Krzysztof Szabelski, Head of Technology at Future Processing, was designed to bridge the digital divide.
- We have also organised seven editions of the **Future Dev Day** – a conference for software engineers.

Public involvement



ca. PLN
100,000

collected as part of
the **Noble Gift** social
scheme



in 2016 ca. PLN
50,000

donated to **ISKIERKA
Foundation**,
which provides support
to children with cancer



By 2022, FP employees had
donated a total of

58 liters of blood.

In subsequent years, the
amounts were: **10 liters in
2022 and 5.4 liters in 2023.**



353 kg
of clothes

collected as part of the
"**Ubrania do oddania**"
nationwide fundraising
initiativ.

For a couple of years now, we have organised the **#FitPochytani** campaign, whose goal is to combine physical activity with charity.

- In 2017, we helped the patients of Świetlikowo, **a children's hospice in Tychy**;
- In 2018, over 530 people were involved in the action – their energy was transformed into the funds used to buy a rehabilitation bed for the then-two-year-old **Julia Mętlewicz**;
- In 2019, in the third edition of the campaign, 711 people took part. The participants managed to more than double the predicted goal of the campaign (where minutes of physical activity are changed into money) and thus support the rehabilitation of **Zosia Olszówka**;
- In 2020, we are supporting the treatment of **Julka Wochnik**.
- In 2021, 504,130 minutes were dedicated to support Zosia Olszówka as in 2019;
- In 2022, 10,655 hours were devoted to **Iwek Zomrowski's** rehabilitation program;
- In 2023, a total of 12,040 hours were contributed to support the nationwide foundation "**Nauka to lubię**".

- In 2019, as part of the Fantastic Present action, we were engaged in the UnBOX Possibilities campaign organised by the Polish division of **UNICEF**. In cooperation with our clients, based on a blockchain-system developed by our programmers, we chose gifts for the children in need living around the world.
- In 2020-22, we invited our partners to jointly decide who we, as Future Processing, should help. **We supported seven global (like WHO) and local NGOs worldwide.**
- In 2023, as part of the **Fantastic Present** initiative, we leveraged the power of Artificial Intelligence to create a dedicated website with a chatbot that helped our clients and partners choose a charity to support. This way, we asked for their opinions and gave them much space to select an NGO aligned with their values. The aim was to showcase the potential of AI as one of the latest technological trends with many practical, transformative, and clever applications. Our second goal was to help as

many NGOs as possible through technology while we asked our partners how to improve the world in a small piece. As a result, we delivered a comprehensive digital service based on AI, creating a fully operational prompt system. This user-friendly chatbot guided our clients through engaging conversations and a dedicated website.

We used AI to search and verify

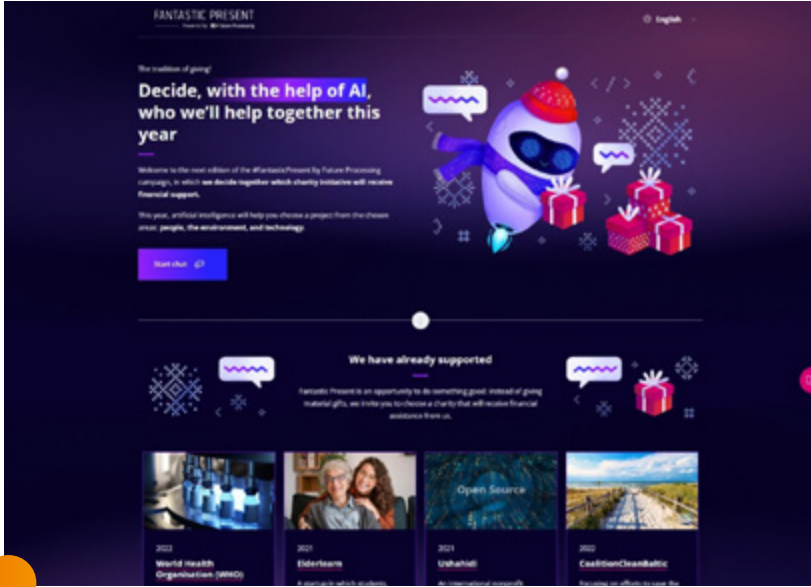
580 NGOs

We helped (in 2023)

17 NGOs

- **7 NGOs** aimed at people
- **4 NGOs** aimed at technology
- **6 NGOs** aimed at the natural environment

When opening our Centre of Excellence in the USA (Plano, Texas), we asked how to get involved in the local community. By voting, we redirected our financial support to two organisations:



Social commitment

The industry is not slowing down despite the lasting effects of the pandemic. The impact of the coronavirus pandemic still marks 2021. But it was another year in which **Future Processing has implemented several CSR initiatives.**

Don't forget the mountains emergency number: **601 100 300**

Support GOPR - get training from the GOPR Academy offer or donate 1% **KRS: 0000607021**

Future Processing supports **Mountain Volunteer Search and Rescue Foundation (Fundacja GOPR)**. Mountain tourism in Poland experienced a real renaissance last year as millions of tourists enjoyed the charms of the Beskidy, the Sudety, and the Tatra Mountains. With that in mind, when it comes to health or life-threatening situations, **the Mountain Volunteer Search and Rescue (GOPR)** rush to help those in need. **In 2020, mountain rescuers saved over 6,000 people.** However, a growing number of tourists meant more accidents and increased rescue costs—as well more equipment, more fuel or more personal protective equipment was needed. The pandemic reality meant that GOPR lost some of its sources of income, and the loss is counted in hundreds of thousands of PLN.

Why is this important? Because *“GOPR are experts characterised by professionalism, commitment and dedication. A small team takes care of the safety of millions of people. The mission of GOPR is noble and in line with the values of Future Processing. That is why we decided to support it”.*

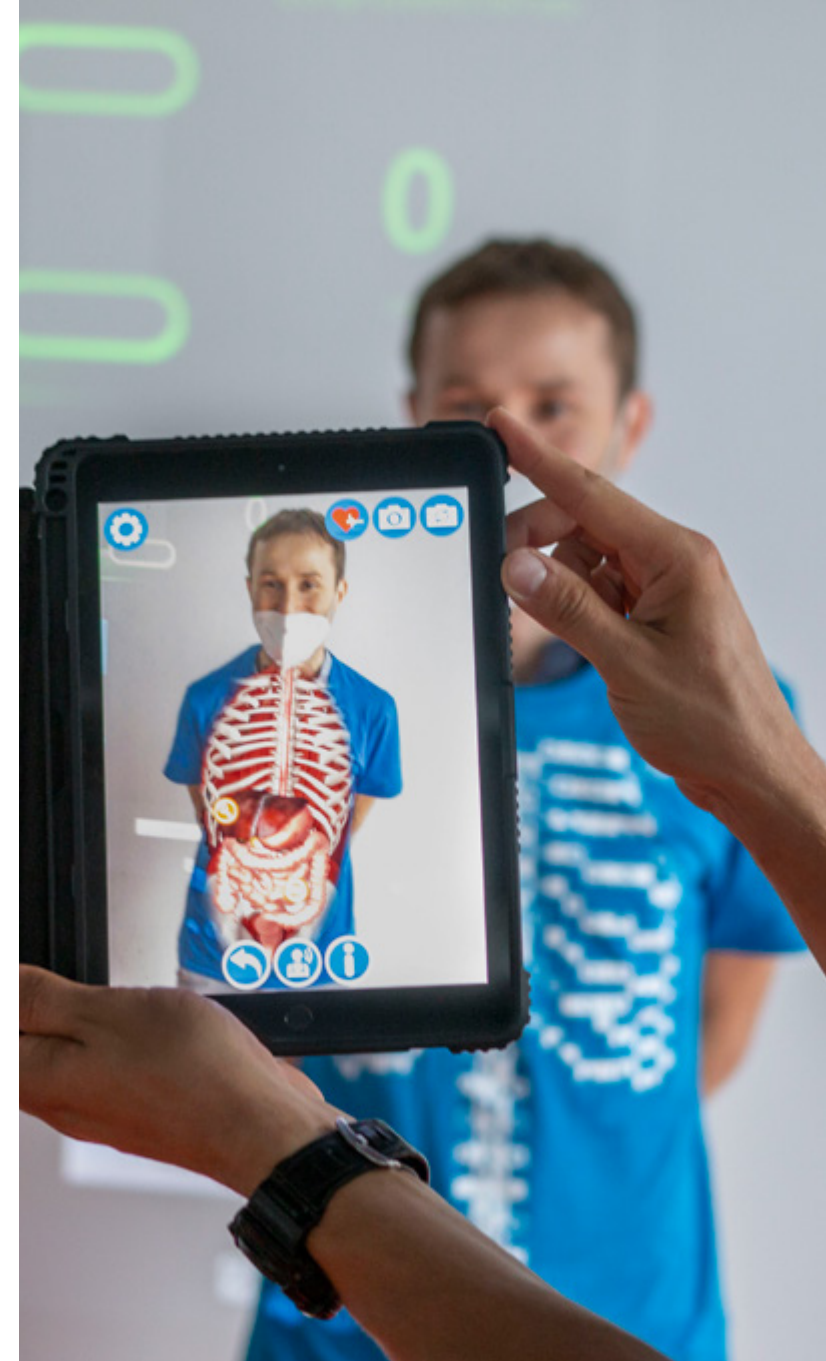
Future Processing has made pro bono a modern version of the GOPR Foundation website and the GOPR Academy established by the GOPR Foundation. The Academy offers professional training courses to mountain sports enthusiasts. That is an essential part of financial support for the organisation. We are proud to know that we have played a role in ensuring the continuity of critical emergency services.

What else have we managed to achieve in 2021?

- Over the past three years, we have actively engaged in socially responsible activities. As part of our initiatives, we conducted a series of first aid trainings, in which a total of 250 FP employees participated. In the year 2021, 151 employees took part, in 2022, 65 employees, and in 2023, 34 employees. Our actions demonstrate a consistent commitment to the education and safety of our staff.
- “Being active” became second nature to us. This year’s we conducted the 5th edition of the **#Fit-Pochytani campaign**. It combines physical activity with charity. The joint involvement of 120 people let us collect 504 130 minutes of positive energy and health. What’s more, this sport effort has not been wasted at all! **We supported Zosia Olszówka, who was able to go on speech therapy thanks to the gathered funds.**

We launched the following services:


- Rentownia** - a free rental service for employees to borrow gardening and outdoor equipment, including items like a catering table, coffee machine, pressure washer, bicycle trailer, child carrier, tents, mattress, bike rack, carpet cleaner, and scarifier.
- Golden Hand** - a service available twice a year for home maintenance tasks, ensuring high-quality work compliant with building regulations.
- FP Architect** - consulting and designing home offices with FP covering consultation and design costs.
- Remote work apartments** in Gdańsk, Jelenia Góra, and Ustroń.
- Fresh vegetables** every Thursday from a local farmer (privately funded).
- Tailor service** (privately funded).





- In 2023, we organized 4 **exhibitions** as part of the „FPowicze Artistically” initiative to support employee passions.
- We launched **The „Human-Not Robot” campaign**, found at <https://czlowieknierobot.pl/>, focuses on employee wellbeing in the IT sector, acknowledging the challenges of high pressure, expectations, and constant deadlines.
- Each year, our **Christmas lottery** supports FP employees, their families, or external organizations. In 2023, we invite participation in our traditional corporate lottery at FP offices in Gliwice and Gdynia on December 6th. Funds raised will be donated to children at the Łaziska Górne Orphanage for Christmas gifts. These children, facing challenges like FAS, trauma, domestic violence, and autism, find joy in simple activities like play, trips, and conversations.
- In 2022, we **raised funds for Mateusz Tkocz**, related to an FP employee, suffering from congenital cytomegaly, cerebral palsy, and severe hearing loss, needing ongoing treatment and rehabilitation.
- In 2021, **our collected funds supported a needy person** within our community.

Transparency and Openness



FP is built by people! The culture of dialogue is one of the pillars of our company – we regularly ask our employees about their opinions. The results of all these activities are analysed by the HR and Branding & Communication departments as well as by the management and the conclusions are then presented to the employees. We place great emphasis on clear and honest communication and on giving comprehensible answers to the team's questions. Here's how we do that:

- Every month, we ask team members how they feel, using the **Mini Happy Team survey**; every quarter we ask two simple questions to FP team members to evaluate their motivation and workplace conditions.

- As part of our system, every employee has **direct contact with the management during the onboarding process and general company meetings**. New team members meet the CPO when they receive their first congratulatory phone call or when they attend the course on the FP Philosophy (which is part of the FP Adventure training programme). After three months, the new employees meet the CEO and they are able to give their feedback regarding the company. Additionally, at the end of each year, all FP employees meet the management to sum up the year at work and ask questions to senior managers.
- At regular meetings, team leaders **get insights and feedback** from their team members.



- Every year, **we run the Happy Team study**, conducted by an external independent company: Korn Ferry Hay Group. Thanks to this tool, we are able to see our company from the employees' perspective and thus find the answer to the question: what works well in our organisation and what needs fixing?
- **Thanks to MyFuture** (the FP intranet), team members are free to express their opinions on a given subject; they can also regularly comment on the texts which are published on the management's blog and ask questions. This is also the place where we publish the data concerning the **current financial status of the company, its strategic goals, and the employee turnover**.
- Every employee has **direct contact with the company's management**. What's more, there is no

separate office for the company's management, so there's also no unnecessary distance and everyday contact with the team is made easier.

- **FP Idea** – this is an initiative resembling participatory budgeting, where every employee can submit his or her own ideas for the company's development. The best ideas are selected by voting done by the whole team and by the commission which manages the budget for their implementation.
- We have implemented the **"Mum is back to the Future"** programme, aimed at supporting mothers returning from maternity leave and providing them with all the necessary information about relevant rights and privileges.
- Our intranet provides access to transparent information about the **salary range for each position**.

Learning & Development

We have always supported the development of our employees and **we have placed great emphasis on sharing our experience with them.**

We provide our employees with access to state-of-the-art know-how as well as to special trainings and industry conferences. That's what we do to facilitate the development of FP employees:

- We have **funded two university computer laboratories**: at the Faculty of Automatic Control, Electronics and Computer Science at the Silesian University of Technology in Gliwice and at the Faculty of Science and Technology at the University of Silesia in Katowice: we have donated PLN 166,000 from our budget for this purpose.
- Every quarter, team leaders have individual meetings with each member of their teams to hear their **feedback**, which is a crucial part of development at FP.
- We have opened the **FPAcademy** – our internal educational unit, whose goal is to ensure comprehensive development of our team's qualifications.
- We can boast of an amply equipped **library**, offering over almost 1961 books and 989 e-books and a special space for **book crossing** among FP employees.
- There also several knowledge exchange initiatives functioning in our company, such as the **Mentoring Market**, where you can find out how to solve your problem in a friendly conversation.
- In cooperation with the academic staff of the University of Silesia, we have launched **the first Quality Assurance specialisation in Poland**, as part of the IT programme at the Faculty of Science and Technology.





We take care of work-life balance, too

Beginning your day at work with a smile on your face is really beyond price, that's why **team spirit** and **good atmosphere** are some of our company core values. Particular teams have their own funds for teambuilding; apart from that, we meet as a whole company twice a year.

Work-life balance is crucial for us. We want our employees to have time for themselves. In the FPark, they can make use of a number of facilities.

- In the area of the FP campus, there is a **restaurant** offering a versatile menu, including vegetarian options. There is also a **gym** and a **spa zone**.
- There is a **day care centre**, where our employees' children can spend time when their parents are at work.

- We encourage our employees to examine their health regularly; they can make use of optional seasonal flu vaccines or have an appointment with a dietician. They can also attend a medical consultation as part of **the Health Week**.
- **The FP Olympics** was an annual sports celebration organized by Future Processing, which lasted several weeks and included various disciplines such as chess, pull-ups, and darts. This event, no longer held in recent years, aimed to encourage physical activity and camaraderie among employees through diverse and engaging sports challenges.
- The participants can do various types of sports; e.g. we have the FP Running Team, whose members take part in **Poland Business Run** in Katowice. What's more, the FP team took part in the contests of Corporate Sports Leagues.

Environment



Our objective is to systematically limit our negative impact on the environment and to promote good practices in this respect:

- **Waste sorting:** at FP, there are separate containers for paper, plastic, and glass, and the collected waste is submitted for recycling.
- We also collect used batteries, lightbulbs, and electronic devices, which we then submit to special companies that can process them in an environmentally-friendly manner.
- We take part in the charity campaign consisting in **collecting plastic bottle caps** - "Zakręcone nakrętki".

We save power: we have launched a series of investments and actions aiming to reduce human impact on the environment:

- We have installed a **network of drivers** to automate lighting and kitchen appliances control. Energy-efficient bulbs have been installed in all the rooms of the FPark.
- We have distributed a number of stickers around the area which function as invitations to save electricity with the motto: **"Join the dark side"**.
- Green areas have a positive impact on people's health. Meetings can be organised in rooms with vertical gardens, in the spirit of the **sustainable office trend**.

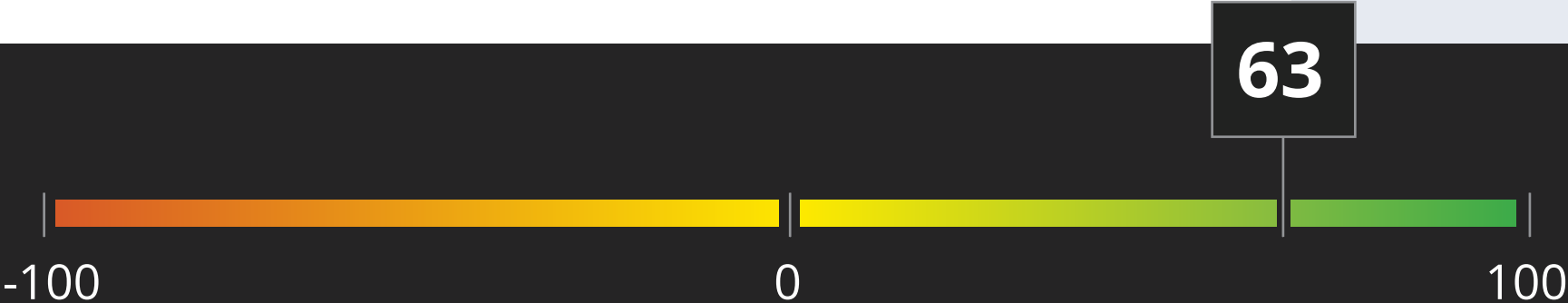
Honesty in relationships with out business partner and candidates

We have introduced an evaluation system for our clients and employees. By means of Net Promoter Score (a research tool used to study customer satisfaction), we regularly ask our customers to evaluate our operations. Our result **NPS=63 (Excellent)** means that we are in the 90th percentile of the companies working in the same sector. More than 70% of our clients have cooperated with us for over three years.

According to a survey we conducted among the candidates for FP, the NPS result is 63. The average for the whole period of using this methodology (March–October 2019), as far as the category of Candidate Experience is concerned, is 61. **This is a great result, considering that anything above NPS 50 is believed to be outstanding.**

Net Promoter Score

63 on the scale from -100 to +100: this result is considered excellent for the IT sector. For more information, visit: <https://delighted.com/nps-benchmarks>



In the past 20 years, we have developed a unique approach to software development: **The Future Processing Way**. This is an exceptional method of working and delivering the best results to our clients, combining several methods, tools, and behaviours, which help our clients achieve the expected outcomes thanks to cooperating with us. This approach is based on five pillars:

- technical expertise,
- predictable and high-quality delivery,
- trustworthy partnership,
- operational agility,
- strong work ethic.



How we have dealt with COVID-19 pandemic?

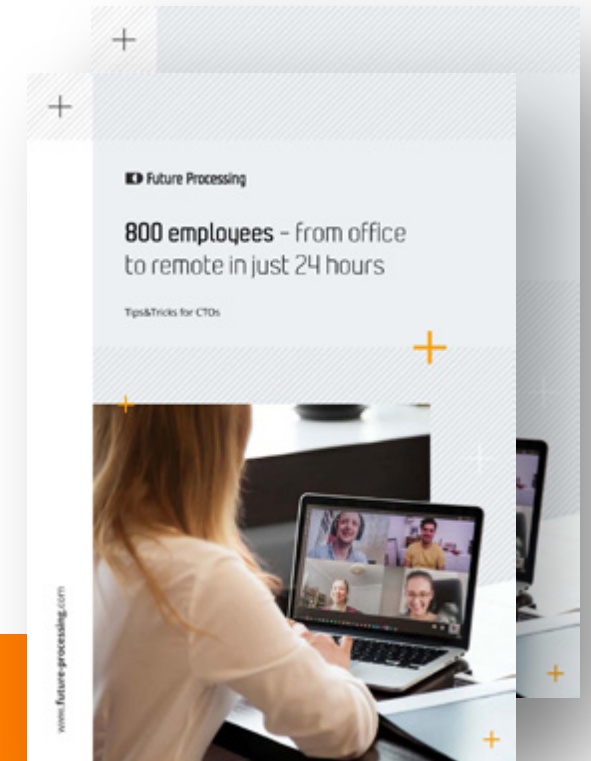
Owing to the outbreak of COVID-19, we had to face challenges which had never happened to us before. Everyone feared for their future and had no idea how to behave in that situation. Our focus turned to internal communication oriented towards strengthening the sense of safety among the team members as well as transparency of steps taken by the management – everyone is informed about the situation in the company once a week. The management presents the current business situation, perspectives, and the general atmosphere in the teams.

To prevent the spread of the virus in the company, everyone switched to the **remote work mode within 24 hours in March.**

We have also conducted a series of internal actions, such as webinars on stress management, the creation of colouring books for FP kids by the Design team, and a photo competition (with prizes!), whose main theme was **#stayathome**.

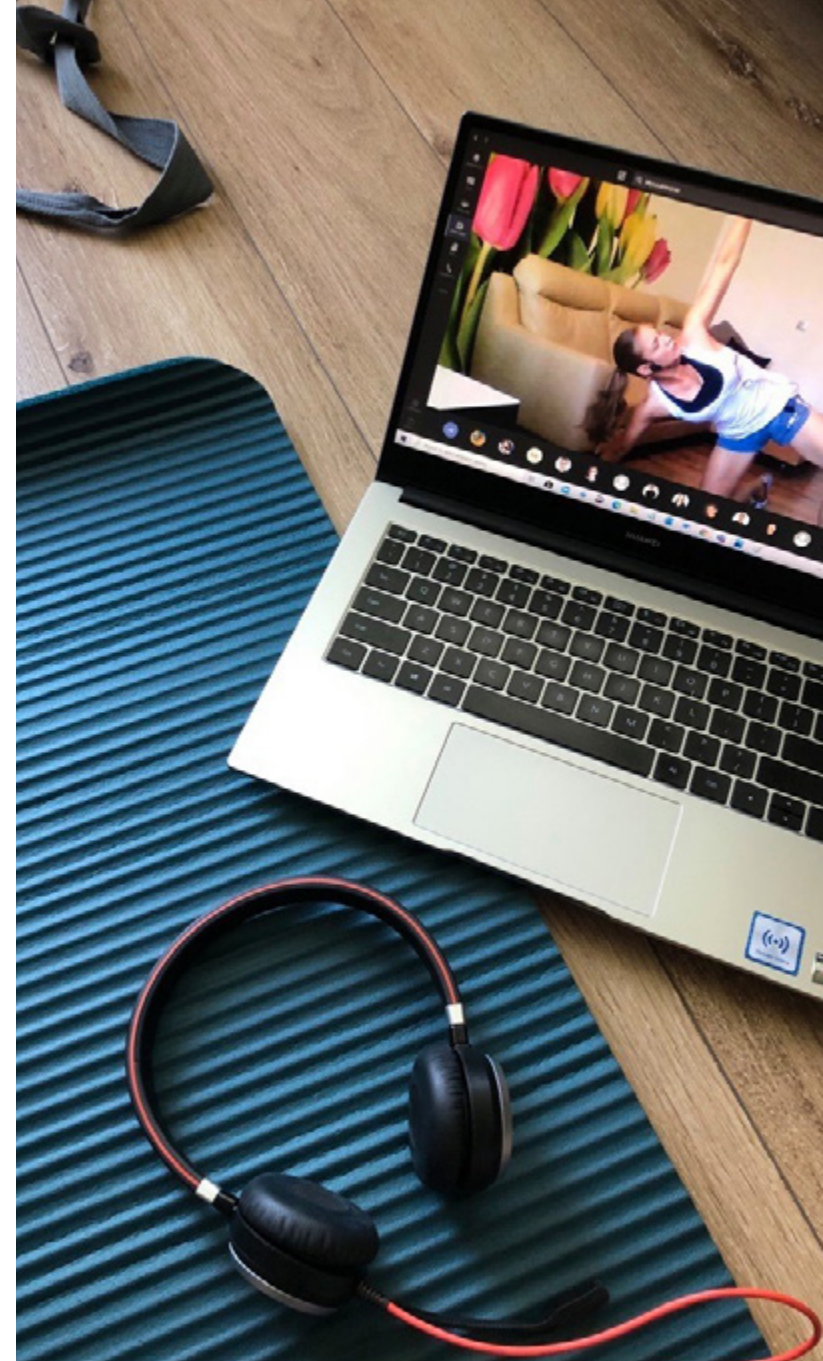
Over 800 employees switch to home office within 24 hours. How is that even possible?

[FIND OUT MORE →](#)



That's not all, though. In response to the pandemic, we have introduced the following initiatives:

- We have produced company face masks to be used in public spaces for protection;
- We have organised "**Friday Relaxation**" – regular workouts with physiotherapists, constituting part of the #FitPochytani action;
- "We have invited FP employees for virtual morning coffee chats – **FPogadajmy** ("Let's talk");
- Our engineers, in cooperation with the Polish division of Microsoft, helped schools across Poland in overcoming the problems related to the implementation of MS Teams; moreover, we have donated computers to schools to help children study at home;
- We are renting office chairs to our employees' home offices to improve their daily work comfort;
- We have opened a **drive-in cinema** in the space of the FPark for FP employees;
- We have launched online hobby clubs.



What about our clients?



They also received our support – we just couldn't leave them alone in such difficult business circumstances. **What were their reactions? Just take a look:**

Future Processing has been very helpful and allowed us to **focus our limited resources on our most important priorities at any given time all within one team**. There were times over the years when we needed more extensive UX design work, more intensive workshops. **Recently, we had a handful of different needs** – security, infrastructure, and how to get the most value out of the data. As an NGO, it is **extremely valuable to us to have one partner that has all the expertise and competencies**, and Future Processing has been that partner for us.

Kristen Bennett, CEO of




Challenge there was, of course, that we had to bring together the data of all those four organisations into one place and then assign these unique **Bridge IDs to all of the unique organisations that were in the four data sets. BRIDGE had to tackle a system and design a system that allowed us to figure out which records across the four organisations were the same**. The only way that Bridge could be successful, if less than 3% out of that whole matching exercise, would end up being, what we can call, an ambiguous record.

Paul van Haver, **techsoup**

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Freedom from Torture has been delighted to work with Future Processing on this project and in further developments of our clients’ database, which has vastly improved our data processing and reduced requirements on staff time. They are always helpful and very professional, we would highly recommend them.

Rocio Roberts, Director of Finance and ICT 

Future Processing Cloud Ops team provided an excellent service. They rapidly assembled a team who got to grips with the challenge, formulated a plan and **conducted the infrastructure migration seamlessly**. This was a critical project for us with a compressed timescale and they also took the opportunity to review our Azure subscription and **significantly reduced our operating costs**. It was a pleasure working with the team on this project.

Philip Vaughan, Programme Director of 

While looking for an outsourcing partner, we noticed that **Future Processing is a big, experienced company**. Back then you had around 150-200 people and you were still growing. I’m happy to see your vast expansion and that you’ve used your size wisely. The fact that **so many people are eager to work** for you also means a lot to us.

Michał Szwarc, Senior Director of 

Our Value Proposition workshop was fabulous. While we already knew our need and challenge, **taking a moment to step back with fresh eyes really helped hone in our understanding** of what could drive the biggest impact and outcome, helping to support even more people affected by cancer.

Avril Chester, Founder of 



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