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 Officer at Future Processing
Social participation

Social participation is one of the most obvious goals of corporate social responsibility. Our social involvement refers to FP team development, 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:

<table>
<thead>
<tr>
<th>Bridge</th>
<th>techsoup</th>
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<tbody>
<tr>
<td>FareShare</td>
<td>Freedom from Torture</td>
</tr>
</tbody>
</table>
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”.

- **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.

- 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.

- We are involved in the community of software engineers through organising **Quality Meetups** or **Angular Silesia**. We also support other local initiatives.

- 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.

- Since 2012, we have been the organiser of the **Quality Excites conference**, whose subject is software quality.

- We have also organised seven editions of the **Future Dev Day** – a conference for software engineers.
# Public Involvement

<table>
<thead>
<tr>
<th><strong>ca. PLN 100,000</strong></th>
<th><strong>58 liters</strong></th>
<th><strong>353 kg</strong> of clothes</th>
</tr>
</thead>
<tbody>
<tr>
<td>collected as part of the <em>Noble Gift</em> social scheme</td>
<td>of blood donated by FP employees as part of <strong>blood donation actions</strong></td>
<td>collected as part of the “<em>Ubrania do oddania</em>” nationwide fundraising initiative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>ca. PLN 50,000</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>donated to <em>ISKIERKA Foundation</em>, which provides support to children with cancer</td>
</tr>
</tbody>
</table>

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*Charity concert for ISKIERKA Foundation*
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 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. Together, we managed to buy:

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3680</td>
<td>Vaccines against polio and tuberculosis</td>
</tr>
<tr>
<td>1890</td>
<td>Antibiotics doses against meningitis</td>
</tr>
<tr>
<td>17640</td>
<td>Anti-malaria tablets</td>
</tr>
<tr>
<td>240</td>
<td>Sets of school supplies for children and teachers</td>
</tr>
<tr>
<td>52</td>
<td>School starter kits with schoolbags, notebooks, and pencils</td>
</tr>
<tr>
<td>138</td>
<td>Mathematics kits for grades 1-6</td>
</tr>
</tbody>
</table>

*photo: © UNICEF/Khuzaie*
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.

**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.

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

Support GOPR - get training from the GOPR Academy offer or donate 1% KRS: 0000607021
What else have we managed to achieve in 2021?

- We learned to help. We conducted a series of **first aid training** in which was participated by 113 FP employees.

- Blood saves lives. FP employees honourably **donated more than 12 litres of blood**.

- “Being active” became second nature to us. This year’s we conducted the 5th edition of the #Fit-Pochytni 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.**

- Many of us still operate in a hybrid work system. As a part of the sharing economy and in line with the slogan “do not buy, rent”, we have launched the “Rentownia” initiative (a rental office). FP employees can rent special equipment useful in everyday life in terms of work, leisure or family meetings, making life easier during a pandemic reality.
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 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**” programe, 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 **2000 books and 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 an 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.

- We organise the FP Olympics: an annual sports celebration, which lasts a couple of weeks and comprises a number of disciplines, including chess, pull-ups, and darts.

- 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.

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*The #trashtag challenge. We have joined forces with Watra, a students’ tourist club.*
Honesty in relationships with our 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 \textbf{NPS=65 (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 65. 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. \textit{This is a great result, considering that anything above NPS 50 is believed to be outstanding.}

\textbf{Net Promoter Score}

65 on the scale from -100 to +100: this result is considered excellent for the IT sector.

\textit{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.
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 launched a concierge service for employees: AskHenry;

- We have organised “Friday Relaxation” – regular work-outs 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:

As always, Future Processing has and will continue to find the best possible solution to provide the high level of service that they are known for. Their ability to adapt to any given situation is one of their many strengths and this has been demonstrated during the COVID-19 pandemic.

Company from the healthcare sector

(...) In my 20 years working in IT, I’ve never worked with teams that delivered such a high standard product and were such a pleasure to work with, even from a social perspective. It’s incredible how these standards have been consistent for over 5 years. I’ve been thinking hard, but I cannot think of anything you could improve, in general or during the COVID-19.

Company from the software sector
Quality of work remained the same during COVID-19 and deadlines were not impacted. Thank you for all the support!

Company from the automotive sector

The COVID-19 pandemic has not impacted our work with FP at all. This is the highest praise I can give - there has been no service interruption or change in the quality or speed of service provided.

Company from the financial sector

The FP team have made quick changes to address the challenges during COVID-19. Communication has been excellent. Team have been supportive.

Company from the software sector
GET IN TOUCH

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