



Introduction:

We work across our value chain with the aim of ensuring that we and our business partners operate with respect for human rights. Our commitment includes responding to the many forms of human slavery – such as forced labour or child labour. With an annual turnover of €2.5m we are committed to ensuring an excellence in corporate governance, transparency and accountability that is appropriate for our size. Our executives and managers are accountable for creating and promoting a workplace environment in which compliance and ethical business conduct are expected and encouraged.

Governance:

We have developed a code of corporate governance which sets out the standards of behaviour we expect our people to adhere to. It embodies our commitment to good corporate governance and responsible business practice.

Principals:

- ✓ We act in the best interest of the company and stakeholders and work as one team to deliver solutions for our customers
- ✓ We compete fairly and comply with the law in the countries we deliver services into
- ✓ We act honestly and with integrity and don't make or receive improper payments, benefits or gains
- ✓ We secure and protect the property of SmartCIC and others, including company and personal information
- ✓ We maintain a safe and inclusive working environment where we treat each other with respect
- ✓ We communicate responsibly and use technology appropriately
- ✓ We're all individually accountable for complying with these principals and we are free to let others know when this is not the case

Diversity & Anti-Slavery:

Core Values

1. We value diversity and inclusion and the benefits they bring to achieving our objectives and attracting, engaging and retaining talented people.
2. The diversity of our people should reflect the diversity of our customers and the broader communities of the countries where we deliver services.
3. We are opposed to all forms of human trafficking and slavery and we take all necessary steps to ensure the promotion of sound, moral and ethical practices within our business.

Principals:

- ✓ We value diversity and inclusion and the benefits they bring to SmartCIC in achieving our objectives, enhancing our reputation and attracting, engaging and retaining talented people.
- ✓ Diversity means difference, in all its forms, both visible and not visible, and includes differences that relate to gender, age, cultural background, disability, religion and sexual orientation, as well as differences in background and life experiences and interpersonal and problem-solving skills.
- ✓ The diversity of our people should reflect our diverse, global customers and the countries in which we operate.
- ✓ The strategies we employ to support diversity and enable inclusion are in service of our business strategy, as well as imperatives around fairness and corporate social responsibility
- ✓ We recruit, develop, promote and pay our people in a way that supports our commitment to being more diverse and inclusive.
- ✓ We're open to considering flexible ways of working in every role
- ✓ We're diverse and inclusive, which means everyone has a part to play in actively and intentionally behaving with inclusion in mind

SmartCIC is opposed to all forms of human trafficking and slavery and takes all necessary steps to ensure the promotion of sound, moral and ethical practices throughout the whole of its business.

We are committed to ensuring that there is no modern slavery or human trafficking within our supply chains or in any part of our business. We undertake all necessary and practicable steps, to ensure that our standards are being implemented throughout our business and supply chain.

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