

Corporate Social Responsibility

Our commitment to bettering our
communities and our workplace



Citisoft

At Citisoft, our commitment to community spans over three decades. We have always understood the value of **diverse workplaces, community engagement, and responsible business operations** and we're proud to share those values here.

Our Corporate Social Responsibility (CSR) company policy refers to our responsibility toward our clients, communities, and environment. Citisoft is part of a bigger system of people, values, other organizations, and nature. It is our responsibility to give back to our communities and maintain high ethical standards in our operations.

Policy Elements

We strive to be a responsible business that meets the highest standards of ethics and professionalism.

Citisoft's social responsibility falls under two categories: compliance and proactiveness. Compliance refers to our company's commitment to legality and willingness to observe community values. Proactiveness includes our initiatives to promote human rights, help communities, and protect our natural environment.

Compliance

Citisoft is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

Citisoft will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified

employees with disabilities unless the accommodation would impose an undue hardship on the operation of our business.

Legality

Information on our compliance with specific laws in the US, Canada, and the UK can be found in our employee handbook. As a general guideline, Citisoft:

- Respects the law
- Honors its internal policies
- Ensures that all its business operations are legitimate

Business ethics

We'll always conduct business with integrity and respect to human rights. We promote:

- Safety and fair dealing
- Respect toward the client
- Anti-bribery and anti-corruption practices

Values

At Citisoft, our commitment to our employees, clients, and community spans over three decades. We strive to champion the values of our many stakeholders through unmatched service, client success, and support for our communities. We enact these values through three key tenets:

Delivering results. We view our clients' success as our success and focus on delivering results the effect positive change in the company.

Acting with integrity. We understand the importance of treating colleagues and clients with respect, honesty, and care.

Fostering inclusivity and community engagement. We make an impact on our communities at work and at home through inclusivity, equity, charitable giving, and volunteerism.

Proactiveness

Citisoft's policy on socially responsible proactiveness takes a pillar approach with dedicated resources to Talent; Diversity, Equity, and Inclusion (DEI); and Charitable Giving.

The mission of each pillar reflects our ongoing commitment to the communities where we work and live. At Citisoft, we strive to foster equity, stewardship, and proactiveness within our organization through annual goals set by these three committees.

Talent Committee Mission

The mission of Citisoft's talent committee is to promote equal opportunities for professional growth and to foster an inclusive talent pool of strong candidates from all backgrounds. Within resource management and recruiting, we believe that diversity makes Citisoft a stronger performing organization, resulting in increased value to our clients, employees, and communities. We are committed to promoting diversity by exploring and leveraging new diversity-focused recruiting and professional development strategies, partners, and tools to enhance our existing capabilities while honoring our commitment to be a global leader in buy-side consulting.

Diversity, Equity, and Inclusion Committee Mission

The mission of Citisoft's Diversity, Equity, and Inclusion (DEI) committee is to foster education and activism within the company. Through an employee-led forum and resources group, the DEI committee engages employees from all levels of the company to identify DEI goals, provide a medium to educate one another on related topics of importance, and offer a pathway to address issues. This collaborative effort fosters a sense of community, provides a safe space for uncomfortable conversations, and ensures that Citisoft's DEI initiatives align with the values of our employees.

Charitable Giving Mission

The mission of Citisoft's Charitable Giving committee is to allocate resources to charitable organizations on an ongoing basis. This mission is centered on three components: identifying and giving to organizations where we can maximize impact, aligning our donations to corporate values, and providing a framework for other committees to use for charitable giving. Through these efforts, the committee strives to meaningfully give back to the communities where we live and work and to encourage employees across the firm to work alongside us in this goal.

Comitment to Supplier Diversity

Citisoft is committed to assessing, improving, and advocating for increased supplier diversity within the network of vendors and service providers with which we contract. Our primary goals are to increase diversity and equity within our supply chain and help drive economic growth in the communities in which we work. To move these goals forward, Citisoft conducts an annual benchmarking exercise to assess which suppliers are qualified diverse businesses or small business enterprises. We rank all suppliers based on the diversity of their management and leadership teams as well as their commitment to diversity, equity, and inclusion in their own business operations. Based on this benchmarking exercise, we set annual goals for maximizing spend with diverse suppliers and small business enterprises, and we evaluate on an ongoing basis how well we are achieving our supplier diversity goals.



About Citisoft

Since 1986, we've solved complex technology and operations challenges for the investment management industry. With a team of over 85 dedicated consultants in North America and the UK, we're committed to working with asset managers and asset servicers globally on projects of every scope. From guiding complete business transformation programs to on-the-ground delivery, our team is equipped to fulfill any strategic or tactical need.

To learn more about our Advisory and Delivery Services or to leverage the legacy scale in your organization, contact us at insights@citisoft.com or visit us at www.citisoft.com.