

Certified



Corporation

Careers Made Better: Life at Critical Software





Contents

Welcome 4



Life at Critical 6



Purpose & Values 8



Benefits 10



Work-life balance 10
Family 11
Comfort 12
Rest & play 13
Development & diversity 14
Travel 15
Wellbeing & fitness 16
Communication 17
Finance 17

We're a B Corp 18



What is a B Corp? 18
Why B Corp? 18
How did we achieve B Corp certification? 19
What's next? 19

Award-Winning, Certified Gold 20



A Personal Take 22



Welcome

We spend a third of our lives at work. So, choosing where and how we spend that time is important.

Since 1998, we've been fortunate enough to work with technologies and industries that have allowed us to make an impact, engineering real change by helping to build a better and safer world. We're proud of our talented people and their engineering excellence, ensuring we are a trusted partner to some of the world's leading companies.


But working at Critical is more than just a career choice or a decision to join an outstanding school of engineering. More than a business, we're a community with a strong sense of purpose, values, and togetherness. We aspire to be a citizen company, thinking carefully about how we can positively impact the communities and environments that we live in. Being a certified B Corporation reflects just how important this is to us.

At the heart of everything we do are our diverse and talented individuals, pushing the boundaries of what's possible. We take enormous pride in looking after and rewarding our employees – as our Investors in People Gold status reflects.

What follows is just a small slice of what life at Critical is really like and some of the benefits we offer our employees. You can find out more on places like Glassdoor or by getting in touch with us to [say hi!](#) And when you're ready to join us, check out our latest career opportunities at www.criticalsoftware.com/careers.

We look forward to welcoming you to Critical.

—
The People Team

A portrait of Gonçalo Quadros, Chairman, against a dark background. He is a middle-aged man with dark, curly hair, a beard, and glasses, wearing a dark t-shirt. He is smiling slightly.

"We believe our people make us what we are. Their talent is what defines us and makes the difference."

Gonçalo Quadros
Chairman

Life at Critical

Working at Critical Software will challenge and develop you, both personally and professionally.

You'll be working with a diverse group of experts: you'll learn from them, and they'll learn from you. Your passion will help to make a difference in global industries like aerospace, transport, energy, healthcare, finance and more – impacting the lives of millions of people.

You'll also be empowered to make a difference beyond what we engineer for our valued clients. We take pride in what we do beyond our day jobs: from initiatives like Critical Fit (donating to worthwhile causes as we exercise) right through to our neurodiversity programme, training individuals who might not otherwise traditionally pursue a career in technology, despite their ferocious talents.



We're also a playground for those who like to geek out! FIKALAB is our innovation lab, giving access to all kinds of interesting gadgets, and running exciting projects and competitions for like-minded individuals to invent together.

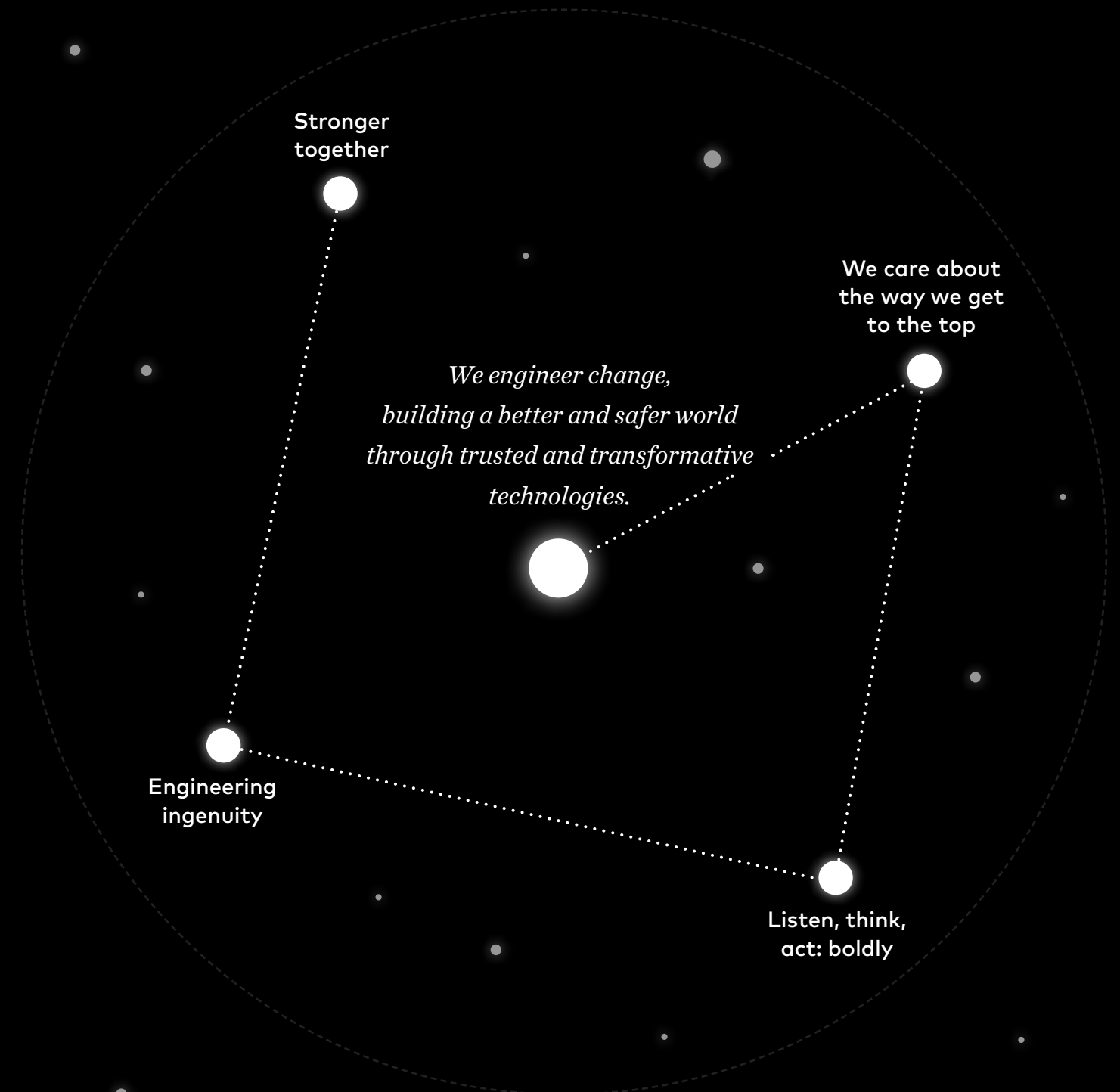
And our cultural and social programmes are as diverse as our people: expect to find all sorts: meditation workshops, dance classes, cocktail master classes, seasonal parties, marathons, family days, team building activities, and even our very own Critical bands creating perfect harmony!



Purpose & Values

Work, rest or play, we're guided by a strong sense of who we are and why we do what we do.

Our values provide us with our sense of direction, our purpose and show us the way forward.



Benefits

We're proud to be an award-winning place to work and our range of benefits are designed to help look after all of our employees

Work-life balance

Our flexible work policies mean it's never been easier to fit your life around your career at Critical.



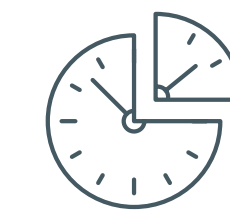
Office and home days

We support a mix of working from home and working from our offices, so you can pick the best way of working that suits you.



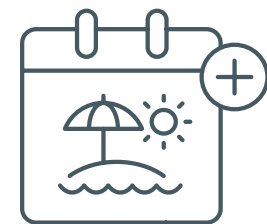
Flex-time

Do you need to start your day a little later than usual? No problem. We trust our people and provide flexibility on working hours so that you can fit your work into your life plans wherever possible.



Part-time hours

We have an active policy that allows you to reduce your working hours to part-time if and when your life demands it.



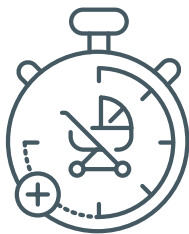
Extra holidays:

On top of our standard annual leave allowances, the longer you work at Critical, the more holiday days you accrue. You get two extra days after just one year of work.



Family

Family is important to us at Critical. Apart from special days for our families and kids, we have a range of benefits designed to support your loved ones.



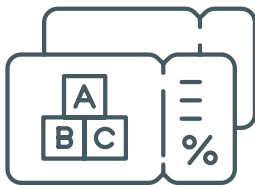
Extra Leave for New Parents

In Portugal, we offer an extra two months fully-paid leave for parents with newborn children, over and above national requirements. If you're the second parental caregiver, we offer an additional month of paid leave too. In the UK, we also go beyond requirements and offer one month of additional paid leave for new parents!



Education tickets

If you live in Portugal, have kids and pay towards their tuition fees, there are opportunities to allocate some of your salary towards these costs through "education tickets", taking advantage of some favourable tax-breaks.



Tax-free childcare

In the UK, we support the government's tax-free childcare scheme, to help support the costs of looking after your little ones!






Comfort

Feeling completely comfortable when working is important.
We want our modern offices to feel like a home from home.





Ergonomic desk spaces
Our desk spaces make use of ergonomic chairs, excellent lighting and multiple screens for your viewing pleasure.








Office snacks
Feeling peckish? Our master chefs offer free soup and cooked snacks, and we provide free fruit and refreshments across our offices.



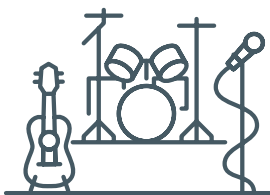


Great locations
From parklands surrounded by historic woods to views across bustling European city centres, our offices are sat in some great locations. But big jobs are not just for big cities. Yes, we're in Lisbon, Porto, Coimbra, Munich and Southampton – but there are some top career opportunities in our offices in places like Tomar, Viseu and Vila Real too.




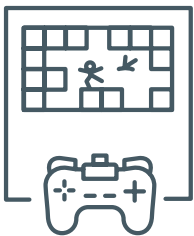
Rest & play

Work hard, play hard. We like to have fun at Critical and there's always something going on. Recent times have seen cocktail mixing, sushi masterclasses, coffee tasting, dance lessons, bomb defusals (!) and more...






The Critical bands
If you're a budding musician, many of our offices have their very own bands that regularly gather to practise (and play at some of our community celebrations!). They also take part in festivals like Brands like Bands!








Videogame
Our very own mascots, the Critical Titans, star in their own video game. Can you beat the critical community's record hi-score?








Events
Family days, birthday celebrations, summer parties, our annual Christmas events and more. We love to party together at Critical.





Fikalab
Our invention playground. Whether you have a budding idea you want to bring to life or you want to simply play around with the latest gadgets, Fikalab is where imaginations come to play.



Development & diversity

We want everyone to grow at Critical. We're always looking to develop programmes that provide unique opportunities for all. Here are just a few...



Companhia do Estudo
Our volunteering programme inviting you to inspire and help children in need to learn and succeed at school. We provide the training, tools and monitoring to help you succeed!



Neurodiversity talent programme
Our programme dedicated to recruiting, training and integrating professionals with autism and Asperger's.



Awards
We run a range of awards that recognise exceptional achievement. From day-to-day random awards – where you can nominate a colleague for their great work – to our prestigious Critical Awards celebrated at our annual end-of-year gathering.



International development opportunities
We're a global company with an international client base – with offices across Portugal, and in the UK and Germany. Being part of this community offers a unique opportunity to work across cultures and geographies with high-profile clients in major industries.



Travel

We offer lots of travel support to help get you from A to B.



Special train discounts
We've secured special train fare rates to help you when you need to travel cross country. Discounts of around 20% are available in Portugal – whether for business or pleasure!
We also have discounts on transport tickets in Germany too!



Cycle to work scheme
In the UK, we support the national cycle to work scheme. This means you can purchase bikes and other cycling accessories directly through Critical and take advantage of tax breaks and the ability to spread the cost over 12 months.



Travel insurance
Wherever your work at Critical may take you, you can rest assured that you're covered by our comprehensive travel insurance should you ever need it.



Club auto
We encourage the use of public transport, but for certain senior positions where travelling by car is a necessity - and where eligibility allows - our Club Auto scheme makes accessing a vehicle easier with a range of finance options, fuel allowances and tax breaks.



Wellbeing & fitness

A healthy community is a happy and productive one. We're all human and we all need looking after from time to time to be at our best.



Health and dental cover

We offer a range of insurance options – from health to dental cover – to ensure you can be confident of receiving the best treatment if any health matters arise. Cover can also optionally be extended to family members.



Mental health

Your state of mind is as important as your physical health. Our employee assistance programmes and access to mental health services are there for you if you ever need support.



Exercise & recreation

Yoga classes, recreation areas, table tennis, gym memberships and more... we support active lifestyle in lots of ways.



Critical Fit

Our charity programme that sees Critical Software donate money to good causes in exchange for any form of daily exercise you complete.



Communication

It's good to talk. And we're keen to help you keep in touch...



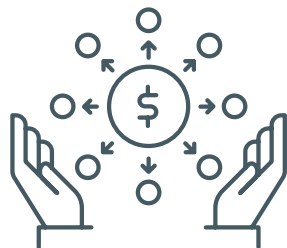
Phone packages

Depending on your location, you can either benefit from our partnerships with major telecommunication service providers - for some very special package deals - or take advantage of our mobile phone allowances.



Finance

We believe in sharing our success with our employees. Our maximum to minimum salary ratio is 10-1 (compared with studies showing many international companies at 100s-1). Apart from our competitive salaries, which we review twice a year, we also provide additional financial benefits too.



Company bonus scheme

Every year, subject to the achievement of the company's annual financial goals, you will be eligible for an additional bonus of 10% for your hard work and contribution. This bonus has been awarded in full for many consecutive years.



Retailer discounts

Being part of the Critical community entitles you to many discounts – from restaurants to banks, from car dealers to pet shops!



Pension plans

Of course, financially planning your future is important too! We offer tax-favourable company pension plans to help build up those savings for when you no longer work!



B Positive! We're a B Corporation

We're proud to be a certified B Corporation. B Corps are businesses that live and breathe the highest social and environmental standards for people and the planet, using their power to build a more sustainable world and ensuring that business is a force for good.

What is a B Corp?

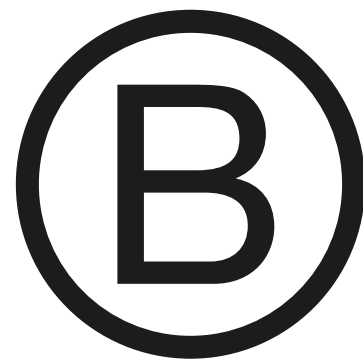
There are over 4,000 B Corps across the world – from small businesses to famous multinationals. Certified B Corporations are required to meet demanding sustainability impact standards across their entire business in five key areas: governance, workers, community, environment, and customers.

Why B Corp?

We've long believed that business is about more than profit. We want to help make the world a better and safer place – and we encourage all our employees to help us achieve our mission.

Being a B Corp gives us a platform to champion business with a purpose, helping to tackle topics like diversity, equality, poverty, community inclusion, high-quality education and jobs, and environmental stewardship. Being a B Corp shows what kind of company we are and our commitment to business and technology as a force for good – both today and in the future.

Certified



Corporation

How did we achieve B Corp certification?

We're assessed on our working conditions, our environmental performance, how we conduct business, and how we support local communities, among many other things.

Businesses need a score of 80 points or above to achieve B Corp certification. We're proud to have achieved a score of 93.2 – and we plan to continue building on this.

What next?

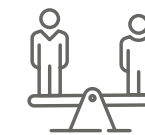
We'll continue to ensure we hit the high standards we've set – and those required of B Corps. And we'll continue to find ways to make a positive difference, working with like-minded individuals and organisations who are passionate about engineering change.



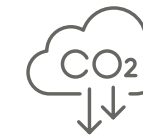
Here's just a taster of some of the things we have planned:



Grow our 'inclusion in tech' diversity and re-skilling programmes.



Reduce social inequality by ensuring technology works for everyone.



Further reduce our carbon footprint and eventually become carbon negative.



Engage with our clients to collaborate on joint sustainability goals and how we can tackle them together.



Expand our energy policy so that all the energy our offices use comes from renewable sources.



Continue to reduce waste production and to make smart use of recycling.



Build on our Investors in People Gold status for training, engagement and employee wellbeing.



Continue to grow our culture and corporate governance mechanisms.



Improve how we measure and deliver better sustainability outcomes from the use of our technologies.



Provide an active platform for technology for good with like-minded organisations.



Launch a company-wide employee volunteering scheme.



Contribute 5% of our profits to sustainability initiatives from 2021.

Award-Winning, Certified Gold!



We're proud to be
an Investors in People Gold
(IiP) accredited organisation.

Investors in People is the international benchmark for people management, defining what it takes to lead, support, train and manage people effectively to achieve sustainable results. Achieving IiP accreditation at any level is a real achievement: but only a small number of organisations go on to achieve gold status.

From the way we recognise individual success to our career progression and empowerment plans, IiP Gold status reflects the investment we make in training and developing our talented people, and in looking after their wellbeing and happiness.

Recognising these efforts, Randstad Employer Research in Portugal has us as a top 20 company to work for, and we've won numerous "employer of the year" awards in the UK too!

A Personal Take

Here's what some of our community have to say about life at Critical...



Márcia Guerra
Project Manager

"Within and outside my team, everyone gets along really well. We're all very generous in sharing our thoughts and ideas. We recognise that people don't know it all and will always need some help from their colleagues, which is why someone is always on hand to help."

It's a special feeling when people are so open to ideas: it gives them a sense of appreciation when these ideas are positively received and a sense of achievement when they're finally implemented. This type of support from our colleagues even extends beyond the world of work."



Patrick Machado
Principal Engineer

"I joined Critical a long time ago. So what still makes me feel so welcome here?"

That's easy: the company's sense of community, its culture and its ethical values. Technically speaking, I've not only felt challenged over the years, but I have always been given space to bring my own ideas to the table.

In just a few words, I've always felt – and still feel - at home!"



Priyesh Patel
Professional Engineer

"I'm a project engineer and I'm leading the team behind our smart meter testing project as part of the SMDA scheme.

I find Critical Software to be a great company for personal growth, with a real focus in investing in the individual and getting the best on each person."



Vânia Lapa
Professional Engineer

"The best part about working at Critical is that we are able to follow the entire lifecycle of a critical system, from outlining requirements to system testing and beyond. It's usually very rare for that to be carried out by the same company.

Four years ago, during my job interview, I was asked: 'Where do you see yourself in 5 years?' I could never have given an answer as good as the reality I've experienced. What a journey it has been..."



Constanze Jurgens
Professional Engineer

"Initially, my main reason for wanting to join Critical was because of the high quality standards and technical excellence of the company. But now I'm part of the Critical family, I see a company that sincerely cares about its people as well as society more generally.

Whether it's investing in employee empowerment, social projects or tackling environmental challenges, I'm proud to be a Critical Titan, not only because of the quality of our work but also because of the purpose and values we all stand for."



Philipp Roessler
Business Development Manager

"I work from Critical's German office at the heart of beautiful Bavaria: Munich.

The daily thrill of finding new ways to grow our railway business in Europe and North America is fun and exciting. I feel like I've found 'home' when it comes to my career.

As an employee I feel totally valued, as new ideas are always welcomed and are implemented quickly.

I'm no stranger to Portugal: I've been travelling there since I was 17, broadening my horizons not just with the country's rich culture and heritage, but also some fantastic vinho verde. So working for a Portuguese company now is just ... maravilhoso!"

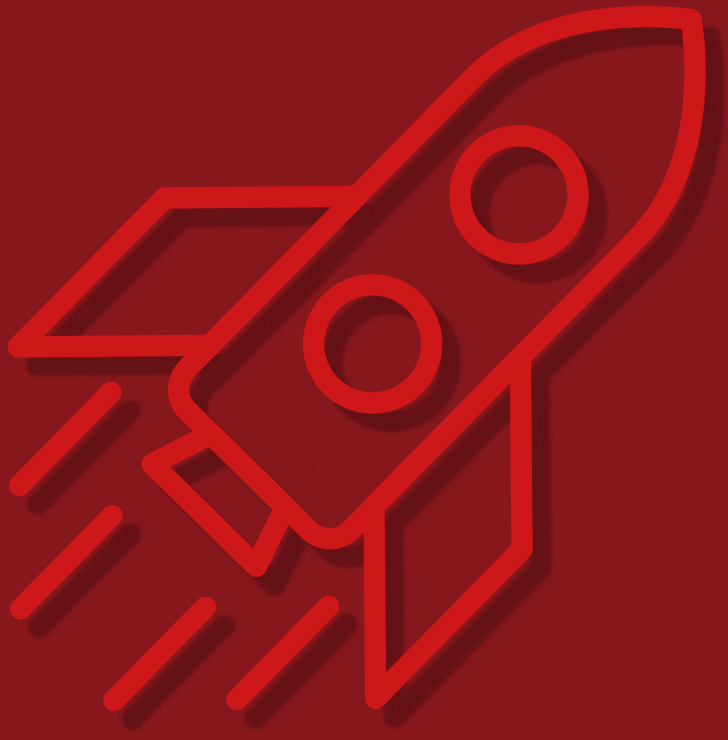


Fernando Abreu
Engineer

"Hi! I'm Fernando and I'm a junior software engineer at Critical Software, working with my team on the development and maintenance of a technically diverse project.

As soon as I joined, it was clear that everyone makes an effort to bring Critical's ideals to life. I believe every single person is important and valued here. For example, Critical offers support for us in perfecting our own professional (and even personal) selves; raises our awareness and knowledge of some important social issues through activities and initiatives; and promotes learning in general through our creativity.

I really feel Critical Software strives to impact the world in a positive way. That means that, inevitably, we are too - and this is a fantastic feeling!"



Join us

We're always looking for bright and ambitious individuals to join us. If you're ready to challenge your limits and be part of something that is more than a business, then we're waiting to hear from you.

www.criticalsoftware.com/careers