



**BENEFIT
CORPORATION**
PEOPLE, PLANET & PROFIT

A
BETTER
AND SAFER
WORKED



Critical
software



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What We Believe

At Critical, we aspire to be more than a business. This means going beyond what we do to understand who we are and why we do it. We are technologists, inventors, innovators. We want to use the power of technology to help our clients, our communities, our employees and the planet around us – whilst contributing to more sustainable ways of doing things. Ultimately, we want to do our bit to help engineer a better and safer world.

For nearly a quarter of a century, we have invested in research, development, social responsibility initiatives, communities and technologies, with the goal of positively impacting the world around us. We're proud of our talented people who have contributed to our story, lending their engineering excellence, pushing the boundaries of what's possible, and ensuring we develop technology for good.

Like the pursuit of anything worthwhile, it hasn't always been easy. There have been challenges to meet and lessons to learn. But our commitment to being more than a business has remained steadfast.

Looking to the future, we have set ourselves impact and sustainability goals that are more ambitious than ever before – challenging ourselves to believe in better. Better technologies. Better ways of working. And better and more inclusive societies. We want to maximise our positive impacts, inspiring communities and showing how technology and human endeavour can come together to engineer change.

As ever, we count on every individual who is part of the Critical community to help deliver on our ambitions. As a B Corporation and a citizen company, we understand we are greater than the sum of our parts. What we are able to achieve is always the result of our diverse and talented community pushing the boundaries of what's possible – by working together.

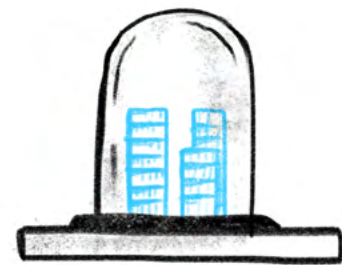
To the future.



Part One: Where We Are



2021 Snapshot



Turnover
€64m



Number of employees
1000+



Number of offices
9



Social responsibility support
€265k+

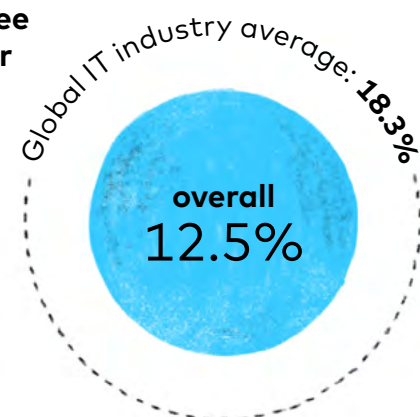
Did you know?

All our offices in Portugal source their energy from suppliers using completely renewable sources. We plan to roll that out across all our international offices too!

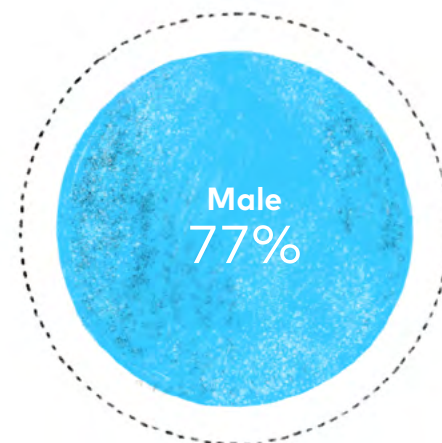
R&D investment
€1.6m
2.5% of turnover



Employee turnover



Male to female ratio all employees

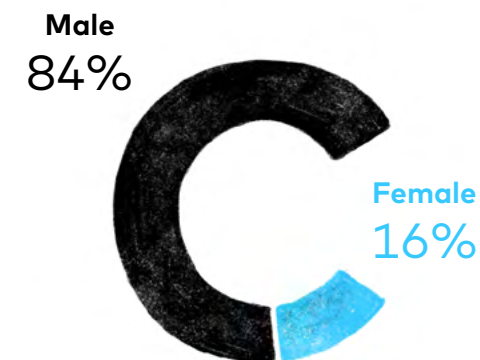


Female
23%



Global software developer average:
Male 92%
Female 5%
Non-binary 2%
Prefer not to say 3%

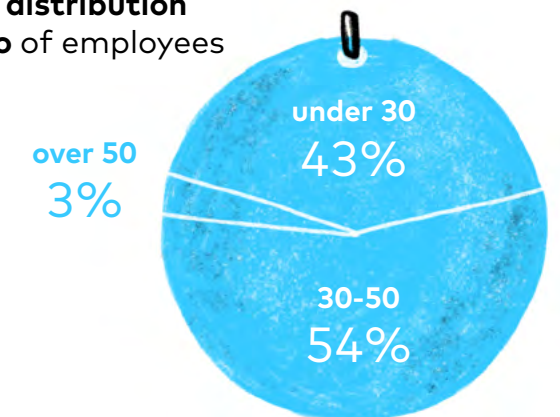
Male to female ratio in management positions



Did you know?

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).

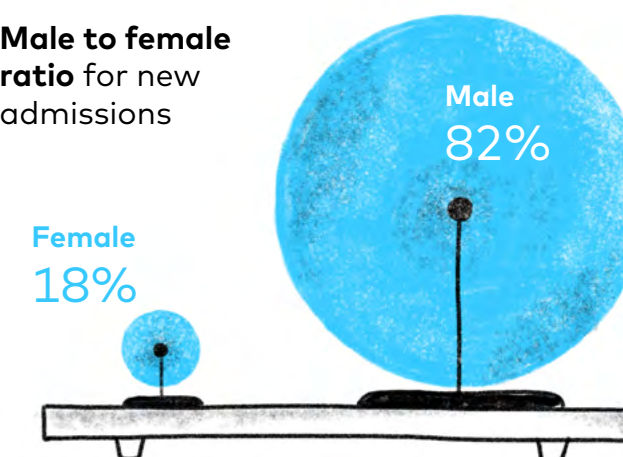
Age distribution ratio of employees



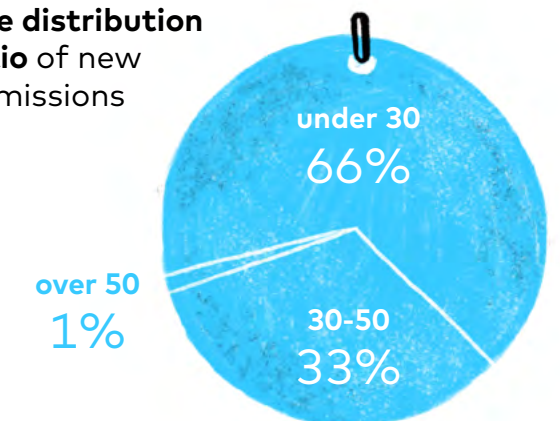
Did you know?

Fikalab is our very own engineering playground, where imaginations come to life. Our employees are free to invent all sorts of tech that can help to improve communities and the world around us.

Male to female ratio for new admissions



Age distribution ratio of new admissions



Employees'
average age
33.9



Did you know?

Family is important to us at Critical. 49 of our employees welcomed new children into the world during 2021. In Portugal and the UK, we extend paid paternity leave over and above national requirements.

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 – key to any sustainability goals.

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!

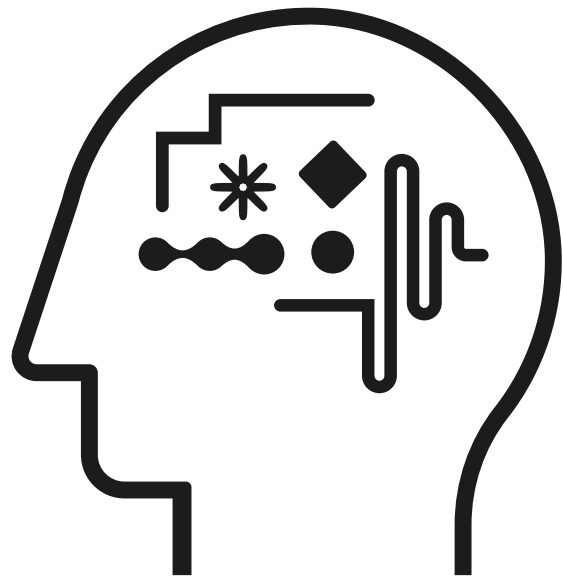


Investors in People is the international benchmark for people management, defining what it takes to lead, support, train and manage people effectively to achieve sustainable results.



Three Short Stories

Neurodiversity



Partnering with Specialisterne, a global company recruiting and training people with autism, our neurodiversity programme was launched to help ensure careers in tech are open to talented people from all kinds of different backgrounds.

Our neurodiversity programme aims to support employment applications from people with a confirmed diagnosis of autism or Asperger's, many of which have a real aptitude or motivation towards a career in IT.

Since the programme's launch in 2021, we've hired and trained 7 individuals and have been contacted by associations, psychologists, and family members of people with autism and Asperger's, and other IT companies interested in the programme too. The many words of encouragement have increased our determination to continue diversifying the talent pool working in the IT sector.

Companhia do Estudo



Partnering with the likes of Critical TechWorks, Bluepharma, Nest Collective and Present Technologies, Companhia do Estudo allows employees to contribute their expertise and time to support and mentor children from socio-economically disadvantaged backgrounds. With over 75 volunteers from Critical lending their support, the programme has so far reached over 240 young students, and a further 400 have taken part in events sponsored by the initiative.

Apart from supporting students' subject knowledge, the initiative helps to develop their interpersonal skills, self-confidence and self-esteem, all necessary to achieve success - not only in education, but in the wider world.

Critical Fit

Critical Fit is a chance for our employees to keep strong and healthy whilst supporting charitable causes: a win-win. Each month, we set a target number of workout hours for employees to hit. Any exercise counts – from walking outside to cycling in the gym. For each month our employees hit the exercise target, Critical donates the 'prize money' to charity. In 2021, over 15,000 hours of exercise were completed, with over €10,000 donated to good causes.



Part Two: Where We're Going



Stop, Look, Listen

We recently embarked on a process of reflecting on our sustainability journey to date. We wanted to take our passion and ambition and begin the process of taking our tenet of 'business with a purpose' to the next level. We knew we couldn't do this alone – so we partnered with a leading sustainability agency to help us. Then, before we did anything else, we listened: to our employees, clients, suppliers, partners, educational institutions and communities.

We ran interviews and focus groups to better understand the thoughts of our stakeholders across the world.

Some of the conclusions were:

We have a strong, empowering culture and a positive, caring attitude that wants to ensure tech is a force for good.

We are innovative, knowledgeable and trustworthy.

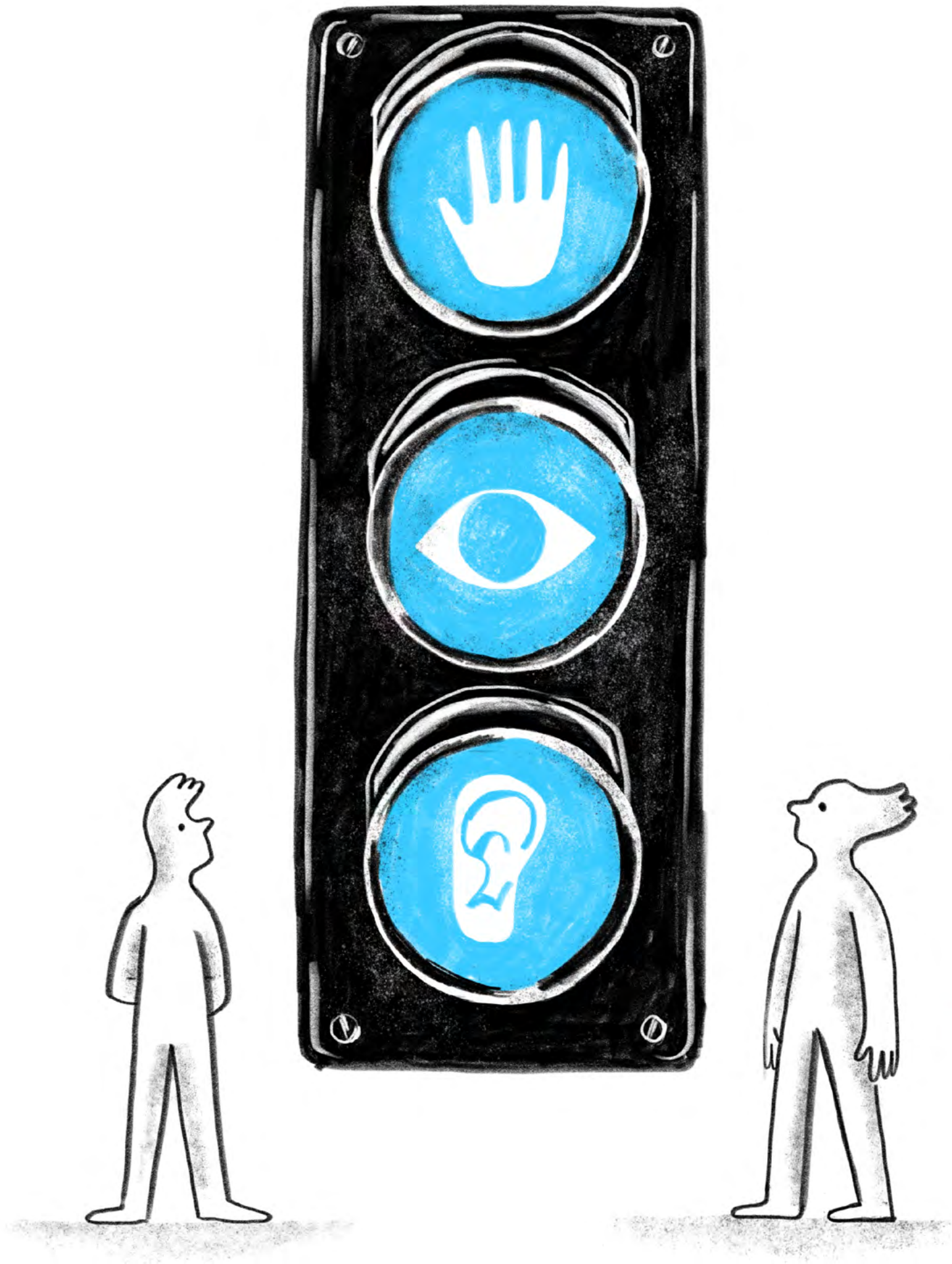
We have a long tradition of social and community projects that make a positive difference at a local level.

We have a clear sense of responsibility for our community and our employees.

We are passionate about being more than a business and being a citizen company.

We have real potential to shape the way society connects with and uses technology - increasing participation for all.

We can further grow awareness that the projects we deliver to clients and the industries we work in are big opportunities to positively impact the world around us.



Our Sustainability Circle

After gathering and analysing the feedback on where we are to date, and learning from others with similar ambitions, we began looking at where we could make the biggest differences on the world around us.

We tried to balance the issues that research suggested were important to society with those that we believed we could most have a positive impact on. In doing so, we created our very own sustainability circle – with our sense of purpose at its core, and the key issues we want to address circling around it.

Definitions and goals:

FOUNDATIONS

Our foundations: how we see the world.

Inclusion and diversity
Foster diversity, inclusion, and equal opportunities in the workplace and the community at large.

Ethics and trust
Operate to our code of conduct and foster trust in our technologies and our relationships with stakeholders.

Climate and the environment
Reduce our energy consumption and GHG emissions, use renewable energy sources and implement ecologically-sustainable practices.

BUSINESS

Our core business, industries and innovation.

Secure technology
Protect against data fraud, theft, misuse and malevolent cyber actions.

Safe technology
Protect society, wellbeing and life through dependable technologies.

Transformative technology
Tackle social and environmental challenges by developing transformative, impactful technologies.

PEOPLE

Our internal communities and employees.

Employee empowerment, wellbeing and engagement
Promote an open, participatory, and caring environment that drives professional and personal development and wellbeing.

Upskilling, reskilling and growth
Develop our people's skills, key talents, and competences - upskilling and reskilling employees.

Grow the number of women in tech careers
Create more opportunities and support efforts to increase the number of women taking up careers in tech.

COMMUNITY

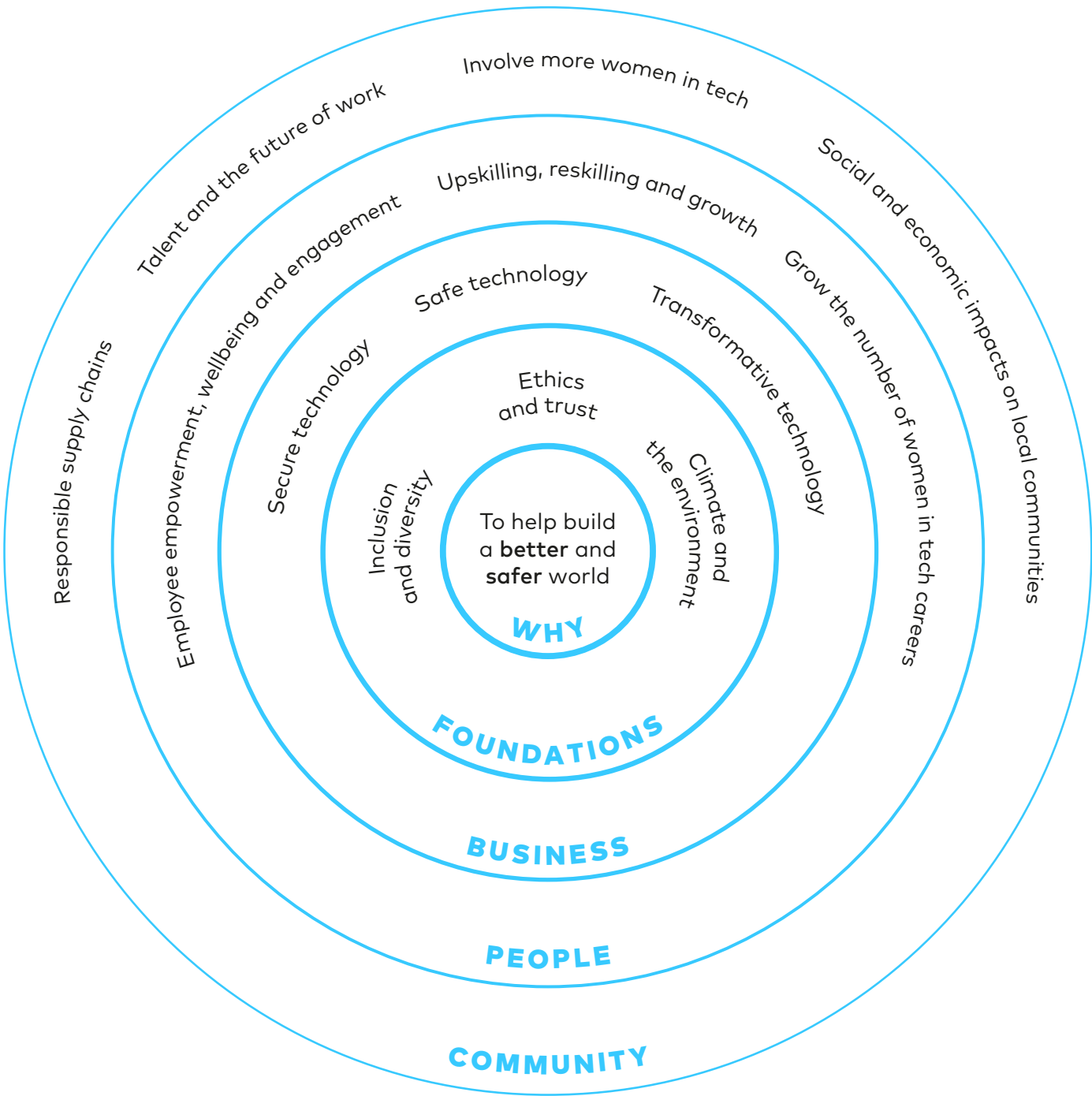
Our wider communities, local economies and supply chains.

Responsible supply chains
Foster sustainable practices amongst suppliers and clients.

Talent and the future of work
Foster new career opportunities in society through upskilling and digital inclusion.

Involve more women in tech
Ensure that women are supported and given opportunities to be equal and active participants in a technology-driven world.

Social and economic impacts on local communities
Grow our local economies and participate in the social flourishing of our communities.



These issues can be reflected in three core foundational pillars:

1. Develop sustainable and trusted solutions and relationships.

2. Ensure a caring, healthy and challenging workplace centered on community spirit.

3. Help build a better and stronger society (socially & environmentally).

UN Sustainable Development Goals

To ensure we keep our sustainability and impact goals relevant, we have cross-referenced them with the UN's 2030 Sustainable Development Goals (SDGs) to identify which are most in line with ours. The UN's 17 SDGs are a well-recognised, international framework setting a positive transformation agenda for governments and businesses across the world. The SDGs most relevant to Critical are:

4 *Quality education*

Ensure an inclusive, equitable and quality education and promote lifelong learning opportunities for all.

5 *Gender equality*

Achieve gender equality and empower all women and girls.

8 *Decent work and economic growth*

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

10 *Reduced inequalities*

Reduce inequality within and among countries.

9 *Industry, innovation and infrastructure*

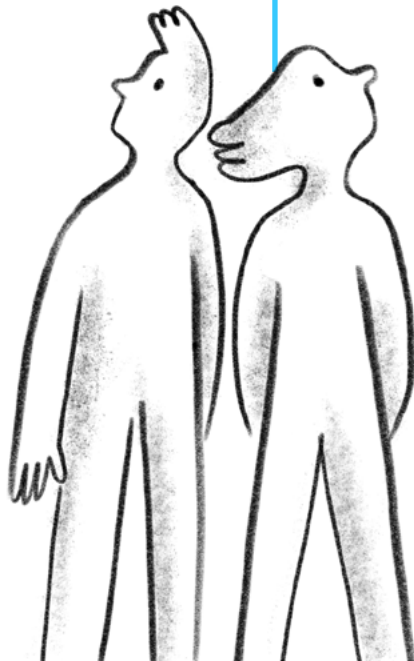
Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

11 *Sustainable cities and communities*

Make cities and human settlements inclusive, safe, resilient and sustainable.

13 *Climate action*

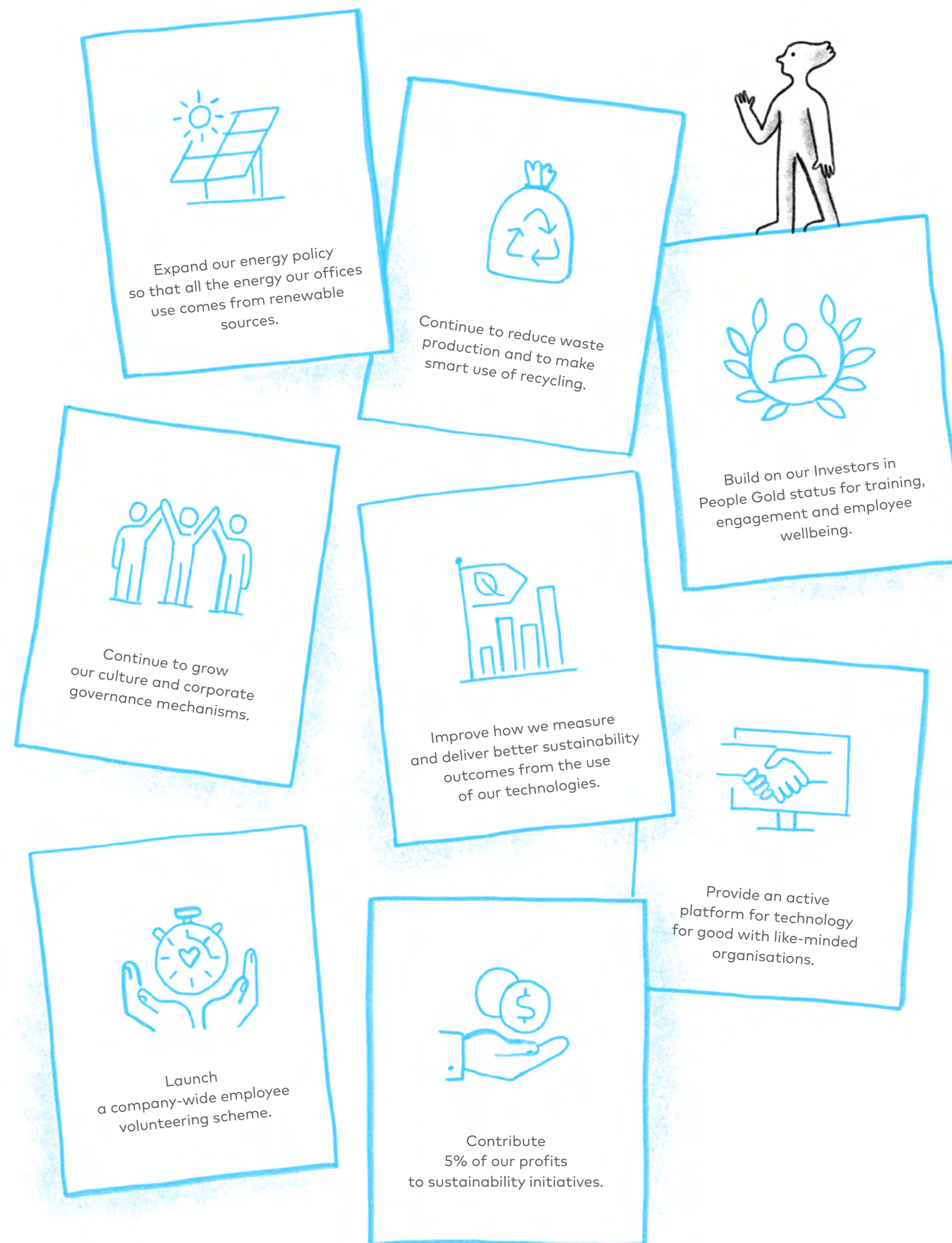
Take urgent action to combat climate change and its impacts.



Lights, Camera, Action!

Strategies and ambitions are all well and good.
But turning them into reality is what counts.
With our foundations in place, we set about
turning our ambitions into an action plan.

*We have lots of exciting initiatives
planned – big and small.
Here are just a few...*



The Devil is in the Detail!

Here’s a more comprehensive and detailed overview of our action plan for the next few years.

Develop sustainable and trusted solutions and relationships.		Help build a stronger and better society (socially & environmentally)	
GOAL	DESCRIPTION	GOAL	DESCRIPTION
Protect against the misuse of tech and malevolent cyber actions.	Build a solid and well-adapted culture of security and risk management that promotes trust amongst all stakeholders. Be transparent about how we do this.	Support more women to take up careers in tech.	Help to grow the number of women pursuing careers in tech and increase the number of women employed at Critical Software.
	Develop technologies using security measures and methodologies that reduce business risks, improve customer confidence and protect our own, clients’ and partners’ information.	Reduce our energy consumption and GHG emissions.	Optimise the use of utility resources on all our sites (water management). Promote low-GHG emissions when it comes to operations/travel/commuting and become a carbon negative company.
Develop and encourage technological solutions with positive social and/or environmental impacts.	Ensure Critical’s positioning is well-known to its clients and other stakeholders, as a citizen company committed to sustainability.	Ensure our facilities are powered by renewable resources.	Use only renewable energy to power our buildings.
	Promote the exploration and awareness of sustainable technologies and solutions through Fikalab.	Promote a circular economy - reduce, reuse, recycle.	Establish a triple R policy and an eco-friendly mindset and infrastructure at Critical.
	Assess projects’ likely sustainability impacts and their alignment with Critical’s purpose during business qualification processes.	Reduce inequalities in accessing education, reskilling, and digital inclusion.	Help young people from disadvantage backgrounds to succeed in education and prepare them for later life, including developing their technology skills. Scale up our reskilling programmes.
Measure how our technologies and ideas impact social and environmental challenges.	Monitor the impact of projects and mititgate any deviations from sustainability targets identified in proposals.	Grow our local economies and participate in the social flourishing of our communities.	Ensure that our purchasing policy supports local suppliers and avoids monopolies. Ensure that it encourages diversity, inclusion and equal opportunities and prioritises environmentally-concious suppliers. Ensure that our strategy to positively impact the world around us involves, as much as possible, our people and our community. Promote sustainable growth and opportunities across regions.
	Engage with strategic clients and commit to supporting the core UN SDGs (Sustainable Development Goals) they pursue.		
	Produce an annual sustainability report.	B Corp certification	Achieve B Corp certification in 2023 with a score of three digits.
		ECOVADIS certification	Achieve ECOVADIS gold medal certification.

Ensure a caring, healthy and challenging workplace centered on community spirit.			
GOAL	DESCRIPTION	GOAL	DESCRIPTION
Foster professional and personal development and individual wellbeing.	Ensure tailored and proactive management of our employees. Facilitate personal and professional growth. Promote continuous and systematic feedback and guidance.	Develop our people’s skills, key talents and competences.	Invest in the personal and professional growth of our employees: upskilling and reskilling them.
	Ensure close support and monitoring of our employees throughout their employment lifecycle, from onboarding to offboarding.	Promote an open, inclusive and participatory environment.	Promote our culture, stressing the key aspects, mechanims, and policies that embody it: (e.g. code of conduct, wealth distribution, ombudsperson, whistleblowing, anti-bribery, anti-corruption).
	Monitor and improve employee engagement.		Improve our mechanisms for involving our employees in key aspects of company life, such as governance, policy and decision making.
	Invest in strategies to promote mental and physical health among our people.		Improve on the ways we foster a sense of employee and community ownership.
	Proactively promote a healthy work-life balance, including the definition of a hybrid work framework and strategies to help people to switch off when out of work.		Improve our governance mechanisms, increasing the percentage of independent Board of Director members.
	Help our people to build stronger and more functional families, including support for parents (e.g. maternity and paternity leave) and those taking care of the elderly.	Ensure diversity, inclusion and equal opportunities for all.	Identify, integrate and promote underrepresented groups at Critical.
	Continue to invest in the quality of life on offer at our offices, providing services and facilities that people value.	Support more women to take up careers in tech.	Ensure that women are well-represented and recognised for their contributions across our ecosystem, particularly: . in top and mid-management roles . on our Boards (exec and non-exec) . in engineering roles
	Ensure that all of our employees are entitled to decent living conditions and that our wealth is equitably distributed.		
	Ensure that our wealth is equitably distributed amongst our stakeholders (share holders, employees, external communities, company reinvestments).		
	Achieve Investors in People platinum accreditation in 2024.		
	Ensure the personal and professional development of our employees factors in social and environmental conscientiousness, aligned with our sustainability goals.		

Time to Believe

If you have any feedback or ideas,
or you would like to get more involved
with our efforts to make a positive,
sustainable impact, please get in touch:

sustainability@criticalsoftware.com