



Leverx Group Corporate Social Responsibility (Csr) Policy Statement

At LeverX Group, the way we lead, work, and behave is driven by our core values – Reliability, Honesty and Integrity, Noteworthy & Professionalism, Open Communication and Collaboration, and Reducing Global Impact. These values influence the way we meet client needs while respecting the regulatory requirements and promote ethically sound practices within all companies of LeverX Group.

LeverX Group is committed to integrating responsible and sustainable business practices across all operations. Our policy is to act responsibly in our day-to-day relationships with our customers, suppliers, employees, and communities.

We have a 19-year history of supporting the public that we serve. Protecting our shared environment is of fundamental importance to LeverX Group, as it is to our employees. We have modeled our policy after some of the core principles of [ISO 26000:2010](#) and [ISO 9001:2015](#). These principles are embedded in our business processes, IT-solutions delivered by us, and ways of working.

Our daily work in corporate responsibility and sustainable excellence is driven by a bold and influential approach that encompasses:

- High ethical standards when running a business.
- Acting in an environmentally conscientious and responsible manner.
- Respecting the privacy and dignity of our employees, suppliers, customers, and contractors.
- Promoting a work environment of equal opportunity and never engaging in unlawful discrimination.

- Committing to employing a diverse workforce, maintaining a safe and healthy work environment.
- Spending time, money, and resources to give back to the community and embrace philanthropy.

This Statement is about how LeverX Group takes account of its economic, social, and environmental impact in the way we operate as a business in all countries where the company offices are located. By demonstrating our commitment to Corporate Social Responsibility, we aim to align our business values, purpose, and strategy with the needs of our clients while embedding such responsible and ethical principles into everything we do.

The elements of this Statement cover our approach in working with our clients, suppliers, and the local community. These principles include established standards to ensure that working conditions are safe, that employees are treated with respect and dignity, and that business operations are environmentally responsible and conducted ethically.

LABOR PRACTICES

Labor practices are committed to upholding our employees' rights and treating them with dignity and respect. This applies to all employees including temporary employees, interns, contract employees, direct employees, and any other types of workers. We have developed detailed processes to ensure we are in compliance with all state and local regulations and laws.

Performance Management

Annual goal setting and performance reviews are the key opportunity for LeverX Group to evaluate employees, measure their progress, give constructive feedback, and provide developmental plans and activities.. LeverX Group has an ongoing and annual performance program focused on providing thorough, thoughtful, and candid feedback and goals to increase employee skill set and abilities. We also make it a point to recognize top performance and productivity both through internal awards programs and informal recognition.

Benefits & Total Compensation

We recognize that employee benefits are an important part of the employment relationship. Some of the benefits LeverX Group offers include:

- Health benefits, including medical insurance, opportunities for sport & fitness as well as mental health.
- Support in re-location.
- Vacation, bereavement pay, maternity aid, employee assistance program, and voluntary insurance programs (such as accident, enhanced short-term disability, life insurance).

HEALTH AND SAFETY

LeverX Group recognizes that in addition to minimizing the incidence of work-related incidents and illness, a safe and healthy work environment enhances the quality of products and services, consistency of production/performance, and employee retention and morale. We also recognize that ongoing employee input and education are essential to identifying and solving health and safety issues in the workplace.

Our policies cover the following areas:

Occupational Safety

- Each employee's responsibility is to conduct all tasks safely and efficiently, complying with all local, state, federal and customer safety and health regulations, programmatic standards, and special safety concerns identified by LeverX Group for use in a particular area or with a client.
- When on-site at a client location, LeverX Group employees are required to follow customer safety rules and procedures. We provide additional training for our employees as necessary for or specific to the client.
- Annual review with Risk Management to ensure all policies and procedures are up-to-date.
- LeverX Group provides new hire and ongoing safety training to address General Safety Rules or any other training required by our customers.
- We also provide training aimed at reducing workplace injury on Lifting and Moving, Proper Lifting Techniques, Stretching, Keyboard Posture, and Proper Sitting.
- Employee exposure to potential safety hazards is controlled through proper design, engineering and administrative controls, preventative maintenance, safe work procedures, and employees responsible for Labor Policy control and executing.

- Employees are encouraged to bring forth safety concerns and input to ensure a safe working environment.
- LeverX Group has Ergonomic Specialists available for workplace analysis and reasonable accommodations are provided as necessary (including specialized chairs, keyboards, etc.).
- Employees are provided with ready access to ergonomic workplaces organized in accordance with specific of its occupation, and potable water and sanitary food preparation, storage, and eating facilities. Employees are free to choose the possibility of working in the home office.

Emergency Preparedness

Potential emergency situations and events are identified and assessed, and their impact minimized by implementing emergency plans and response procedures at LeverX Group and on-site at client locations.

Occupational Injury and Illness

Procedures and systems are in place for LeverX Group offices and every client location to prevent, manage, track and report occupational injury and illness, including provisions to:

- Encourage employee reporting.
- Classify and record injury and illness cases.
- Provide necessary medical treatment.
- Investigate cases and implement corrective actions to eliminate their causes.
- Facilitate the return of employees to work.

FAIR OPERATING PRACTICES

We operate according to our Code of business Policy , Anti-Corruption Policy, Quality, information security and asset management policy.

Business Integrity

LeverX Group ensures that we deal responsibly, openly, and fairly with clients and potential customers. It upholds the highest standards of ethics including:

- The highest standards of business integrity are upheld in all business interactions.

- We have a zero tolerance policy to ensure prohibition of any and all forms of bribery, corruption, extortion and embezzlement.
- All business dealings are required to be transparently performed and accurately reflected on business books and records.
- Bribes or other means of obtaining undue or improper advantage are not offered or accepted. If an error occurs, we will acknowledge it and put corrective procedures in place to address the root cause and minimize the likelihood of the problem repeating.
- LeverX Group is committed to protecting the reasonable privacy expectations of personal information of everyone we do business with, including suppliers, clients, consumers and employees.
- We comply with privacy and information security laws and regulatory requirements when personal information is collected, stored, processed, transmitted, and shared.
- LeverX Group actively solicits and uses client feedback for continuous improvement.
- LeverX Group ensures we benchmark and evaluate our procedures and practices in order to constantly improve our competitiveness in the marketplace.

Suppliers and customers

We expect our suppliers and customers to:

- Put in place sufficient systems to monitor and take responsibility for compliance with social policies.
- Conduct regular assessments of their operations to identify eventual non-compliance cases.
- Develop remediation plans to resolve non-compliance cases.
- Regularly monitor the effective implementation of remediation plans.

HUMAN RIGHTS

LeverX Group strives to foster safe, respectful, and inclusive workplaces. LeverX Group takes tremendous pride in established corporate culture and diversity as a group of companies acting in different countries worldwide. LeverX Group's culture is committed to respect, integrity, service, and excellence. This commitment applies to all our employees and spans our efforts to develop a diverse workforce, main-

tain safe and secure workplaces, and support the health, wellness, and career development of our employee base. We define these values to hiring, workplace behavior, and employee conduct toward each other, our clients, and our clients and business partners.

Humane Treatment

There is zero tolerance for harsh or inhumane treatment including sexual abuse, corporal punishment, mental or physical coercion or verbal abuse of employees; nor is there to be the threat of any such treatment. Disciplinary policies and procedures in support of these requirements are clearly defined and communicated to employees.

Harassment Prevention and Non-Discrimination

Unlawful harassment, in any form and regardless of intent, is a form of discrimination and interferes with our commitment to equal employment opportunity. LeverX Group does not engage in discrimination based on race, color, age, gender, sexual orientation, ethnicity, disability, pregnancy, religion, political affiliation, union membership, or any other category protected by law. Harassment and/or discrimination contradict our values and have no place at LeverX Group. Our employee guidelines clearly addresses our policies and disciplinary action regarding harassment.

Open Communication

Open communication and direct engagement between employees and management are the most effective ways to resolve workplace and compensation issues. Our company has an open door policy that allows employees to communicate discreetly and openly with all levels of management.

We expect and encourage employees throughout our business operations to make LeverX Group principles and practices a part of their everyday work and hold our employees accountable for adhering to [our Conduct and Work Rules Policy](#).

ENVIRONMENT ISSUES

Protection of the environment in which we live and operate is part of LeverX Group's values and principles that is described in our [Environmental Policy](#), and we consider it to be sound business practice. The nature of our work as an IT-integrator and a service provider means that we do not inherently have a high environmental impact, but care for the environment is one of our key responsibilities and an important part of the way in which we do business. We strive to reduce our

energy use, manage our carbon footprint and decrease our overall environmental impact.

We commit our company to:

- Comply with all relevant environmental legislation, regulations and approved codes of practice.
- Protect the environment by striving to prevent and minimize our contribution to pollution of land, air, and water.
- Seek to keep waste to a minimum and maximize the efficient use of materials and resources.
- Manage and dispose of all waste in a responsible manner.
- Provide training for our staff so that we all work in accordance with this policy statement and within an environmentally aware culture.
- Regularly communicate our environmental performance to our employees and other significant stakeholders.
- Develop our management processes to ensure that environmental factors are considered during planning and implementation.
- Create, realize, and involve employees in green-eco-initiatives in the frame of the internal corporate programs.
- Monitor and continuously improve our environmental performance.

We strive to ensure that LeverX Group reduces its environmental impact by:

- We not only strive to reduce paper usage/storage in our own company, we support our clients in their efforts in this area as well.
- Reducing our transportation requirements wherever possible by utilizing web-ex and conference calls.
- Using hybrid vehicles that are regularly serviced and checked.
- Efficient use of energy.
- Ensuring that all lights and equipment are switched off when not required including end of day checklists to ensure we are conserving energy wherever possible. Use of motion sensor lights.
- Participation in Energy Efficiencies Program involving thorough review of our energy usage and recommendations for improvement.
- Ensuring that water is used efficiently including use of water coolers with reusable cups.

- Properly disposing of any electronic office equipment.
- Optimizing efficiency for all printing, copying, and mailing functions including printing in mono and double sided wherever possible.
- Participating in recycling programs including paper shredding, bottles/cans, and toner cartridges as well as initiating of own yearly activities or participating at projects for cleaning of environment and recycling.
- Using scrap paper for drafts and notes .
- Encourage electronic marketing materials whenever possible.

CUSTOMERS ISSUES

LeverX Group recognizes the importance of understanding the needs and expectations of our customers. We want to ensure that the client's expectations are met and exceeded. Our process for monitoring client satisfaction encompasses regular and frequent communication with the client.

The following are some of the methods utilized by LeverX Group:

- Regularly schedule meetings with clients including weekly and quarterly meetings with key topics addressed including client satisfaction, SLAs, scorecards, future initiatives, etc.
- Satisfaction survey. Data collected from this process is used in a number of ways. Any dissatisfaction issues require an investigation and a corrective action. In addition, all issues are tracked on a global basis to ascertain any trends and to effect systemic change if needed.
- LeverX Group takes client feedback and complaints seriously and encourages open communication to obtain "the voice of the customer". Processes and systems are put in place to minimize process failures and associated complaints. When a complaint occurs, it is addressed immediately. By protocol, the next level of management is made aware of the complaint and can help effect resolution and implement needed corrective actions in a prompt manner. All complaints are logged to help capture trends and identify solutions.

COMMUNITY INVOLVEMENT

LeverX Group recognizes the importance of community involvement.

LeverX Group is active in community participation and encourages and supports employee participation in service activities that contribute to our communities.

We organize our own activities and work, support and volunteer with local and national charities/organizations.

SUMMARY

The operations and ultimate responsibility for the commitment to our corporate social and environmental sustainability principles lies with every employee of LeverX Group. The effectiveness of the CSR Policy will be monitored and reviewed at least annually by the CEO to ensure the LeverX Group's continuing compliance with any relevant legislation and to meet new business requirements and to identify areas in need of improvement. We will also ensure that all changes will be brought to the attention of employees as necessary.

LEVERX GROUP, 2022