keyloop™

2024

# ESG REPORT

## Environmental, Social and Governance Report 2024

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## Statement from Tom Kilroy, Keyloop CEO

**By integrating sustainability into our core operations, we're not only reducing our environmental footprint but also enhancing efficiency and innovation.**

Keyloop are fully committed to social responsibility and ensuring we foster diverse and inclusive workplaces while supporting the communities where we operate. Moreover, robust governance practices ensure transparency, accountability, and trust among our stakeholders.

ESG isn't just a checklist for us, it's the roadmap guiding our journey towards a more sustainable and equitable future. I'm proud to present our first ESG Report for 2024, reflecting our commitment to sustainable practices and responsible corporate citizenship.

This report outlines our efforts to create positive change in areas of environmental stewardship, social responsibility, and ethical governance. It serves as a testament to our dedication to making a meaningful impact on the world while delivering long-term value to our employees, customers, and stakeholders.

Tom

> At our core, we believe that ESG principles are pillars of our existence within the automotive IT industry. Embracing Environmental, Social, and Governance practices isn't just a responsibility; it's a strategic imperative.

**Tom Kilroy, Keyloop CEO**

ADD booth, built with sustainable partner Henoto:

# ABOUT KEYLOOP

**With a history spanning over four decades, we pioneer cutting-edge technology that empowers retailers, manufacturers, financiers and fleet suppliers across the automotive industry.**

Since we established our roots as Kerridge in 1976, we've undergone various transformations - as have our customers - and experienced exponential growth. Renowned as ADP Dealer Services and CDK Global during our expansion across the UK, Europe, the Middle East, Africa, and Asia, we proudly welcomed a significant milestone in 2021 when we were acquired by Francisco Partners, a preeminent technology investment firm, and emerged as Keyloop.

2024 marks our biggest milestone yet. Our acquisition of Automotive Transformation Group allows us to bring further value to customers via an all-new automotive retail platform. Spanning vehicle supply, consumer demand, ownership and internal operations, it streamlines and connects every element of the automotive retail ecosystem via a central platform.

We understand that the automotive industry is working tirelessly to deploy more sustainable, scalable ESG-friendly solutions that satisfy consumer sentiment and support their operations. By harnessing the talent of over 2,200 colleagues across multiple regions, we're able to bring this cloud-based platform to fruition, and ultimately amplify both consumer and vehicle lifetime value for our customers worldwide.

# KEYLOOP AND THE ENVIRONMENT

## ESG Strategy and Accountability

**We take great pride in our software's ability to improve ESG performance. By providing agile, cloud-based, central SaaS platforms, we eliminate the reliance on on-premise legacy systems that negatively impact the environment.**

These platforms are not only more secure from a governance perspective but also promote collaboration between customers and salespeople, building trust and enhancing transparency. But we acknowledge creating world-class products isn't enough. The ESG expectations of our customers, suppliers, and employees are evolving and we're eager to exceed them.

That's why we have established a multifunctional ESG working group that includes representatives from key functions such as Facilities, HR, Communications, Risk, and Legal & Compliance. They are responsible for identifying, prioritising, managing, and ESG Strategy and Accountability. The group fosters collaboration and cross-functional dialogue, valuing diverse perspectives from across the business.

> By integrating ESG considerations into our strategy and operations, we mitigate risks, enhance our reputation, strengthen stakeholder relationships, and promote sustainable growth.

Keyloopers, helping with a local river clean up.


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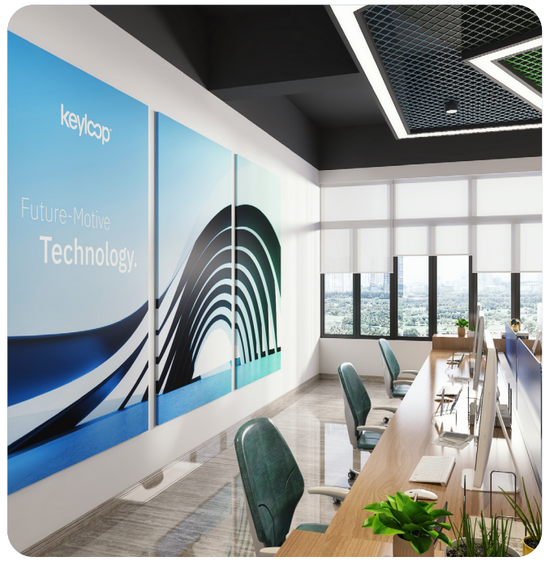


# Office Footprint

**Keyloop operates offices worldwide, encompassing owned, leased, shared, and managed spaces. We collaborate with facilities providers to improve our office's carbon footprint, such as transitioning to renewable energy sources.**

We strive to reduce our carbon footprint through an ongoing global review of office space and local requirements. In the UK, we adopted a green energy strategy several years ago, powering all offices with renewable energy.

A critical project underway aims to transition from physical data centers to a fully cloud-based solution by the end of 2025, enhancing data security, saving space, and reducing energy consumption.

We also proactively review our sites helps reduce our overall office footprint and saves on energy, water, air conditioning, and office resources. This approach ensures a sustainable and efficient use of office spaces globally.

As a result of that work, we have reduced from 351,000 sq. ft (FY22 footprint) to 271,000 sq. ft in FY23 which equates to a 23% reduction. We know that there is potential to condense operations more efficiently and we continuously review this.

> In the office blueprint, we have stripped back on workstations, going from 2020 workstations being available to 1680; this represents 16% less.

# Office Updates

**Our Hyderabad location in India achieved the LEED PLATINUM v4 certification for ID+C:CI which stands for Interior Design and Construction:** Commercial Interiors. LEED is the most sought-after Green Building rating system and a symbol of excellence.

> This certification identifies KEYLOOP INDIA PRIVATE LIMITED as a showcase example of sustainability and demonstrates our support in transforming the building industry. This achievement for our Hyderabad office would not have been possible without the prompt access to the site selection, design process and implementation of all the required parameters.


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# Hybrid/Flexi and Remote working

## The best of all Worlds!

**Keyloop is committed to smart working and positively engaging with all employees worldwide.**

Keyloop promotes smart working, offering flexible, hybrid, and remote options to attract and retain highly skilled employees. This approach helps recruit talent regardless of location, fosters positive employee engagement, and supports better work-life balance.

Encouraging employees to down tools at the end of the day promotes rest and personal happiness, contributing to fewer office locations and downsizing. This not only saves costs but also reduces commuting and environmental impact.



# Emissions

**Keyloop operates offices worldwide, encompassing owned, leased, shared, and managed spaces. We collaborate with facilities providers to enhance our office's carbon footprint, such as transitioning to renewable energy sources.**

Keyloop is on a mission to shrink its carbon footprint and help the world get greener. To do this, Keyloop is committed to collecting data on how much greenhouse gas it emits from its activities, products, and services, and plans to share this data in its upcoming reports. We know and understand that being transparent and accountable about our emissions is one of the keys to building trust and making a real difference and strives to follow the highest standards and practices.

Keyloop is committed to accurately recording carbon emissions from our office locations, data centres, company travel and our owned/ leased fleet vehicles. Our aim is to record these over the coming financial year to set goals for reducing these in the next financial year. We're excited to start reducing our carbon footprint across all areas of Keyloop.

# Carbon Footprint

SEC REPORTING (UK only)

**For the financial year ending 31st of December 2023 Keyloop (UK) Ltd has confirmed that they have met the criteria of a large unquoted company and is required to report under the SECR Regulations.***

| Greenhouse Gas Emissions | 2022 Emissions (tCO2e) | 2023 Emissions (tCO2e) | Difference |
|---|---|---|---|
| **Electricity** | 449.36 | 432.67 | -4% |
| **Natural Gas** | 20.73 | 11.54 | -44% |
| **Diesel** | 2.09 | 0.66 | -68% |
| **Fuel for Business Travel** | 63.57 | 153.44 | 141% |
| **Refrigerant Gas** | 0.07 | 0.06 | -14% |
| **TOTAL** | **535.81** | **598.36** | **12%** |

2022 saw the end of travel restrictions at Keyloop and we can see the increase in 2023 for travel. 2023 was a more normalized level of travel and the main mode of transport for employees is air travel.

We are keen to see the comparison next year between 2023 and 2024 which will help us to consider how we can improve our travel choices for a more positive effect on the environment without affecting our business needs.

**This SEC Report has been prepared by Energy & Technical Services Ltd in line with the Greenhouse Gas Protocol Corporate Standard. The boundaries of the energy and carbon footprint are based on a financial-control approach, and are the same as the boundaries for financial reporting. The reporting period is 1 January 2023 to 31 December 2023*

# Company Cars and Travel

**Keyloop, a global company with diverse third-party relationships, encourages company car drivers to choose hybrid and electric vehicles. To support this, we provide such vehicles and have installed EV charge points at some UK offices, with plans to expand.**

While technology enables effective online meetings, we acknowledge the importance of face-to-face interactions. To reduce emissions, we promote thoughtful travel, including carpooling and public transport. Our travel often involves international flights.

We partner with a third-party travel provider for travel arrangements and integrate our Travel Policy for bookings and authorisation. In our Policy we emphasis our on-going effort to make thoughtful travel choices that optimise any travel that is booked to help Keyloop to minimise carbon emissions.

# Environmental Management

## Oulu Office in Finland

**CONSUMPTION**

| Energy | Travel | Equipment | Paper | Emissions total |
|---|---|---|---|---|
| 30,257 kWh | 481515 pkm | 99 pcs | 8kg | 104,85t CO2 |

**The WWF's Green Office environmental management system, established in Finland in 2002, helps organizations reduce emissions and engage employees in environmental efforts. Keyloop joined the Green Office program in 2023 and received certification in February 2024.**

Investing in WWF Green Office reflects Keyloop's long-term commitment to improving our environmental impact in Finland. Our 2024 plan focuses on enhancing office recycling, energy consumption, and sharing information with our office community and landlord. Partnering with WWF provides access to environmental tools and data management resources, while our annual fee supports WWF's conservation work.

We use 2023 baseline data, converted into $CO_2$ figures by the WWF Climate Calculator, to track emissions from user electricity, property energy, travel, paper use, and IT procurement. With carbon-neutral energy sources, our Oulu office operates sustainably.


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## Revamp and Recycle Waste Electrical and Electronic Equipment (WEEE)

**Keyloop aims to repurpose as much equipment as possible, including donating laptops to local schools. When repurposing isn't feasible, we partner with certified recycling facilities to ensure end-of-life electronics are processed according to environmental regulations and industry best practices.**

In the UK, we collaborate with Byteback, recycling 1,350 kg of electrical items in 2023. Additionally, we work with a mobile phone provider to support a circular economy, where electronic equipment is reused and recovered rather than discarded. Given that smartphones contribute to approximately 10% of global e-waste, this partnership helps us manage devices responsibly at the end of their life.



# SOCIAL AND COMMUNITY

## Learning and Development

### At Keyloop, we want everyone to feel that they belong from day one.

**We provide a warm and welcoming environment and do our best to ensure they've found a role that suits their skills and personality, in turn making their journey with us easy and rewarding.**

Our pre-boarding content introduces Keyloop as a business, our values, CSER, and information about benefits and perks. New employees who pass probation are invited to a starter event to network with other new hires.

## Buddy Up!

As part of our comprehensive induction process, line managers assign a 'buddy' to new Keyloopers. This 'buddy' plays a crucial role in helping new employees feel welcomed, supported, and engaged, particularly for those who are remote and may not have immediate access to a physical office.

This informal network facilitates introductions and makes navigating the first few weeks at Keyloop smoother and more enjoyable.

> I really enjoyed having a buddy from Day 1. I felt that as it wasn't my manager, I was able to approach him with random little questions that popped into my head. I feel like I have someone that I can speak to, and that safety has given me confidence to jump into my new role.

# E-Learning at Keyloop

**At Keyloop, we offer structured online training modules for essential topics accessible through our learning portal.** In 2023, we achieved a 92% completion rate, and we're aiming to boost this in 2024 by focusing on specific functional areas and requests to enhance overall employee knowledge.

## Mandatory courses for all employees' cover:

- Data Privacy
- Modern Slavery
- Whistleblowing
- Anti-bribery & Corruption
- Employee Code of Conduct

Our online learning platform allows employees to train at their convenience, improving completion rates and streamlining the onboarding process for new hires. This approach not only saves time and resources compared to traditional in-person sessions but also helps develop a skilled and adaptable workforce.

We encourage continuous learning in addition to mandatory training. We collaborate with various providers and offer diverse opportunities for growth. Our latest addition, Babble, focuses on language learning, broadening horizons, and fostering personal and professional development.

## Early Careers Program and Ongoing Development Support

**In September 2023, we kicked off a two-year program aimed at nurturing our new and young talent into future leaders.** This program targets employees with 0-5 years of Keyloop experience, including those returning from extended leave or changing careers.

The program takes a blended learning approach, combining skills programs, self-paced learning, and on-the-job practical experience to develop early career professionals into future leaders.

We started with 56 enrollments and successful inductions, and currently, 31 associates are progressing through the two-year program, gaining valuable skills and experiences along the way.

**DELIVERED**

Induction
How to be a Mentee
Resilience and Wellbeing
Start Working Smarter

↓

**PLANNED**

My Personal Brand
Influencing with Impact
Project Management
Commercial Acumen
Business Challenge
Driving your Development
CSR Power to Change

# Learning at work week

**At Keyloop, we run our Learning at Work week once a year.** We strongly believe in giving people the chance to join sessions on different topics of interest, offering opportunities to enhance or learn a new skill, listen to keynote speakers, share experiences, and create new and different connections with other colleagues. 2024 attendance increased from 600 to 1500.

Snippets from LAWW 2024

# Evolve Management Development Programme

Our Evolve programme invites managers to come to self-nominated workshops to explore several topics that may help them in their daily roles or towards their development objectives.

Subjects covered include: Feedback as a gift, Role-Modelling, Career Conversations, Change Leadership, Presentation Skills among many others. There are around 10 subjects covered over 20-30 workshops.

Each workshop is followed by a Learning Pod that allows participants to come back together and share how they have embedded what they learned, as well as celebrate successes or ask questions.

The programme is very much based on empowering our management population and supporting talent of the future.

## In 2023 Keyloop had:

- 321 people attend our Evolve Manager workshops.
- We held 18 Manager 'Spotlight on…' webinars that covered topics such as: Employee Engagement, Wellbeing, Experience-first, and Development Planning.
- Launched 3 Personal Development workshops: Driving Your Development, My Personal, Brand and Mentoring Matters


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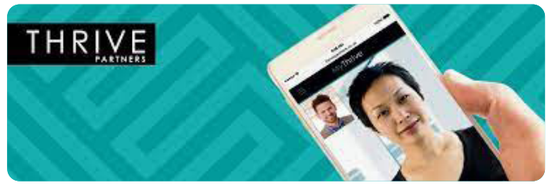
# Coaching and Mentoring

**For Keyloop coaching and mentoring is the predominant style of leading, communicating and working together.** It underpins our core business andpeople strategic priorities of driving a culture of growth and winning and igniting the power of people to drive success. It presents opportunities for learning and development, inspiring people to learn, grow, perform, and achieve their full potential.

We've teamed up with Thrive Partners to provide online executive coaching to everyone when you need it most. They have a range of over 200 fully qualified coaches, speaking multiple languages.

All employees can request three 30-minute sessions to use, and it is available to all levels of the business, allowing everyone to build confidence, skills, and abilities with professionals.




**Thrive have shared the following insights:**

- **95%** session satisfaction score for those receiving coaching.
- **97%** are happy with their coach.
- **97%** recommend coaching.
- **96%** of users said that their actions will have an impact because of coaching.
- **95%** of users said they could put their learning into action within the month.

# Performance Management at Keyloop (BOOST)

**For Keyloop coaching and mentoring is the predominant style of leading, communicating and working together.** BOOST is our annual performance development process and includes bi-annual progress reviews against goals set for individuals in collaboration with the team and in-line with overall strategic objectives of Keyloop.

Each review period consists of a self-review, a manager review and a business calibration activity conducted by HR to ensure that across Keyloop reviews are consistent and unbiased. This process is combined and an overall performance rating is given to each employee.

FOR END OF YEAR 2023

**1%**
of those people who were rated as needing development.

**1%**
those observed as Strong or Exceeding expectations.

**350**
An additional 350 people undertook the performance process.

# Learning & Development Success at Keyloop

**Throughout 2023 our Learning & Development Team worked hard to support and deliver:**

- **18 team offsites** which enabled us to create tailored workshops based on the needs of the teams. This bespoke approach allows us to be fully inclusive and pin-point development that is best suited.
- Hosted Keyloop's Learning at Work Week, whereby **over 500 employees participated** in several activities throughout the week, such as seminars and workshops Invested in the LinkedIn Learning platform, giving access to a vast library of expert-led courses, covering a wide range of topics.
- Keyloopers had watched over **70,000 Learning videos** throughout the year with no sign of this slowing into 2024!
- For the UK we also encourage employees to consider apprenticeships to enhance skills for the future.
- **10 Keyloopers** enrolled onto Apprenticeship programmes (level 3- level 7), utilizing £92,000 from the apprenticeship levy.
- The 'Learning' Peakon (Engagement survey) driver has grown in 2023 and was **up by 14 points, so +34**, which has been a great testament to all the hard work and the initiatives above.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# Community Initiatives  in South Africa

**At Keyloop, we offer structured online training modules for essential topics accessible through our learning portal.** In South Africa, our Keyloop team is dedicated to achieving BBBEE (broad- based black economic empowerment) accreditation. We're an inclusive company, ensuring everyone knows there are opportunities with us.

**Becoming BBBEE accredited reinforces initiatives that Keyloop are already involved in and enhances benefits we're proud of:**

**Positive impact:** Supporting a program tackling inequality in South Africa.

**Skills development:** Providing employees with opportunities to close the skills gap in the country.

**Community commitment:** Demonstrating our dedication to community development.

**Competitive advantage:** BBBEE accreditation will give Keyloop an edge over competitors and enhances our image as a preferred choice for consumers and suppliers.

## In addition to BBBEE efforts, our team actively engages in community initiatives:

1. Volunteers introduced computing basics to 174 children from Grade R to Grade 3.
2. We visited Cosmo City Junior Primary School and Phronesis School in Kya Sands, where positive feedback from learners and administrators reaffirmed the impact of our efforts.
3. We donated 21 refurbished laptops to these schools, making a tangible difference in the lives of those we serve.

> Phronesis school is very grateful for your support. Your donation is a testament to your compassion and generosity. It means the world to us to know that you believe in our work and want to help us make a difference.

**Phronesis School**

# POWER to change

We are committed to creating a better future, protecting the environment, making a difference where it counts, and looking after our people.

Our Power to Change Program is our dedication to doing our best as a company and supporting our clients and partners in doing the same.

## Why is this important?

For us, the Power to Change program is about contributing to a better future through our actions today. Every Keyloop employee can make positive changes, whether through volunteering, making more sustainable choices at work and home, or taking some education to understand others; every change can make a difference.

## How do we do this?

We enable our people to educate themselves and others. We encourage them to take the time to work on projects that fall both within and outside of their work remit, and share stories about the difference they are making. We encourage everyone to be a small part of something bigger.

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## Wellbeing days

Employees are entitled to one Wellbeing Day every six months where we encourage people to take time to relax, recharge and do what they love.

Whether that is spending time alone, with family or friends, it does not matter; Wellbeing Days are all about creating balance for our employees.

**Keyloop appreciates this, which is truly important for everyone.**

## Volunteering Days

Everyone in Keyloop gets three volunteering days a year to dedicate to causes close to their heart. This volunteering time can be taken in blocks of hours or full days. The time is agreed upon with the line manager, and a General Volunteering log is completed before any time is taken.

## Volunteering & Sustainability Partner

On Hand

**Our newest initiative started in 2024, the OnHand App, is ready for Keyloop employees to find ways to make a difference that works for them.** These include volunteering in the community and pledges that create good habits and help the environment, like using reusable bags for shopping and turning the tap off. At the same time, you brush your teeth, you can wash your clothes at a lower temperature and do other simple things that help the environment. On the app you get to pick what works and for all pledges and missions completed.

'Hero' points are issued, and there is a personal and a team scorecard to join forces and get that competitive streak going on! The app even allows you to take an environmental survey on the WWF carbon calculator to show your carbon footprint! For every person at Keyloop who signs up to OnHand and when people work on their missions, trees are planted for Keyloop in some of the highest-impact regions, supporting global farming communities and vast swathes of wildlife.

### Volunteering stats for 2023

764 hours

32 days

73 volunteers

### Since we startedthis initiative, Keyloopers have:

completed 172 good deeds

1.02 TCO2e reductions in the last three months (kg)

planted 5,546 trees in the Keyloop forest!

accepted 372 missions and pledges


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# Employee Assistance Program

**Keyloop employees have support 24/7, 365 days a year, through a confidential Employee Assistance Programme (EAP) provided by Telus Health.** In addition to access to professional counsellors, Telus Health provides wellbeing articles, podcasts, tools, and resources on topics ranging from stress and burnout to financial support and everything in between.

# Equality, Diversity and Inclusion

Keyloop sees everyone as unique and making valuable contributions to the workplace. Every employee has the right to be treated with respect and dignity and to work in an environment free from unlawful discrimination.

Keyloop achieves this by ensuring that we treat our colleagues, applicants, and any external third party we work with or do business with fairly and without discrimination or unconscious bias.

We recruit, hire, and retain the best talent from around the world, reflecting upon the markets we operate within and the industry and customers we serve. Recruiting, developing, and retaining this diverse workforce has a positive impact on Keyloop, both in terms of the satisfaction of our employees and our competitive advantage. We can only grow and develop as a business with diverse backgrounds, skills, and experiences, as this drives innovation in our products and services, enabling us to achieve our goals.

# Gender Pay Gap

**What is a gender pay gap?** A gender pay gap is a high-level snapshot of pay on 5 April each year and measures the difference in average pay of people, regardless of the number of males vs. female in the organisation or the nature of their work.

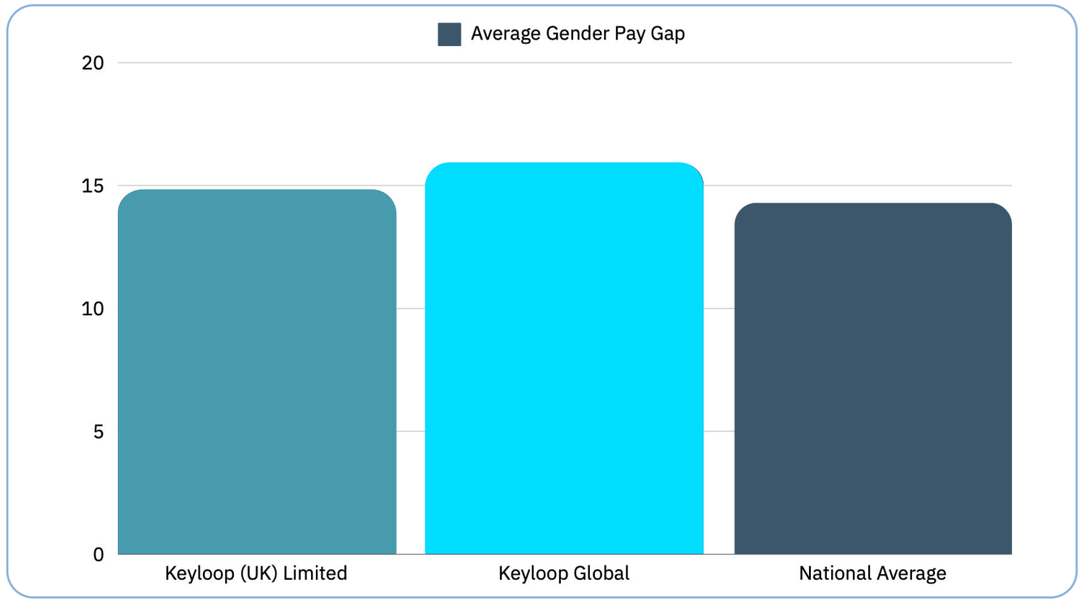
**How is this different to equal pay?** Equal pay is the difference in pay between men and women who conduct the same or similar jobs. The gender pay gap does not give us a measure of equal pay. We are confident that we practice equal pay within Keyloop.

# Gender Pay Gap cont.

## Keyloop Results for 2023

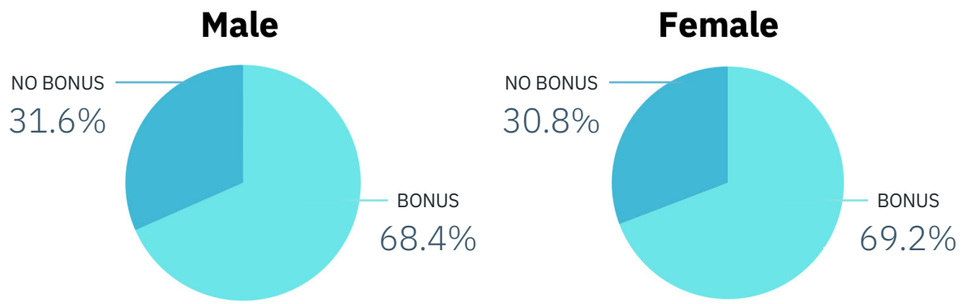
**Pay -** On our report for 2023 - 2024 our average gender pay gap increased versus the previous year. At Keyloop (UK) Limited our mean gender pay gap is now **14.8%.**

Where as at **15.9%** our median gender pay gap is slightly above the national average of **14.3%** but we always aspire to be better than average.




**Pay Quartiles -** As can be seen from the Bonus gap analysis, here is a further breakdown of female vs. male by pay quartiles. There are fewer female vs. male by pay quartiles. There are also fewer women in upper quartile, in comparison to the whole company gender ratio. Whilst we employ some fantastic female senior managers there is still a higher-than-average proportion of men in senior roles. This is consistent with industry-wide statistics. We recognise that our industry continues to be male dominated, we have made concerted efforts to hire and retain more senior women, we will continue to assess our opportunities to improve.

**Bonus -** At Keyloop (UK) Limited all employees above a certain job grade are eligible for a bonus.





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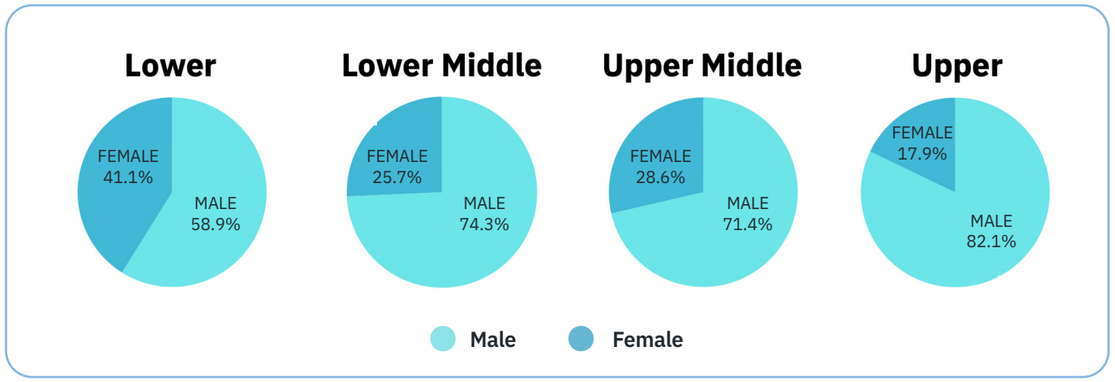
# Gender Pay Gap cont.

## Keyloop Results for 2023

**Pay Quartiles -** We can see from the Bonus gap analysis, there is a further breakdown of female vs. male by pay quartiles. There are fewer female vs. male by pay quartiles. There are also fewer women in the upper quartile, in comparison to the whole company gender ratio. we are looking to address this through partnerships and initiatives that aim to increase women in senior leadership roles at Keyloop.




# Mentoring Programmes that inspire Gender Equity

## powered by Moving Ahead

We are participating in the Moving Ahead program and have done so since 2022. It is the world's most extensive cross-company mentoring programme –part of the 30% Club campaign. Now in its tenth year, the Mission Gender Equity programme builds the pipeline and representation of women in leadership roles.

## Women in Leadership Level 3 & Level 5 Apprenticeship Programme

An emphasis on celebrating Women in Leadership and workforce diversity, this program aims to inspire, motivate, and empower current female leaders and motivate future talented women to meet their potential.

# International Women's Day

**In honour of International Women's Day (IWD), we hosted two impactful webinars addressing key topics relevant to women in the workplace:** "Big Speeches" and "Imposter Syndrome." "Big Speeches" provided a platform for women to share their experiences and insights, fostering empowerment and amplifying diverse voices. Meanwhile, "Imposter Syndrome" tackled a common challenge, offering strategies and support to overcome self-doubt and excel professionally. These webinars reflect our commitment to diversity, inclusion, and supporting the growth and well-being of all employees.

> We had an absolutely fantastic time celebrating International Women's Day with loads of fun, appreciation, and invaluable insights!

Our global locations celebrated International Women's Day by organising inclusive events, fostering personal connections amongst colleagues, and strengthening our workplace community.
We had an absolutely fantastic time celebrating International Women's Day with loads of fun, appreciation, and invaluable insights!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# Automotive 30% Club

> “I am not just committed but determined to be an agent for change for gender balance in the automotive sector and building a truly diverse workplace at Keyloop. From the leadership team and throughout the organisation, I believe the best decisions are made by cultivating an environment that enables diverse and creative thinking.”

Tom Kilroy, Keyloop CEO, is a Patron of the Automotive 30% Club, a network of over 70 automotive CEOs and MDs who have made a commitment to be inclusive leaders and build diverse gender-balanced businesses in the automotive sector in the UK.

# SheSaaS

**Charlotte de Metz,**
**Keyloop Chief People Officer**
founding member of SheSaaS

**Charlotte de Metz, Keyloop Chief People Officer** is a founding member of SheSaaS, a platform for women in Private Equity Software whose aim is to welcome and support a community of smart and innovative thinkers in their quest to navigate their career successfully and help members to drive their professional growth in a supportive community.

SheSaaS aims to bring together like-minded women, creating opportunities for networking, collaboration, and mentorship within Private Equity portfolio software.

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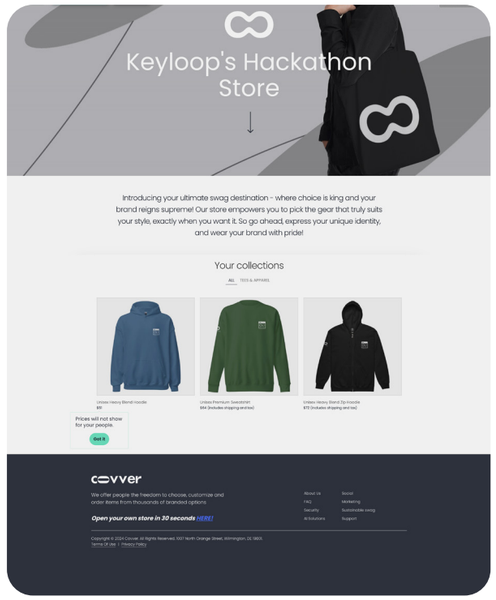
# COVVER
# Sustainable Swag

Covver is our beautiful, branded gift store. We can reward our colleagues with credits and let them choose their gift. Each item is produced on demand and shipped to their doorstep.

Here at Keyloop we have introduced Covver, a print-on-demand Swag Store with a focus on sustainability and environmental impact. By utilising print-on-demand, we can reduce our environmental footprint by avoiding excess inventory and waste while also allowing for greater customisation and flexibility in the types of products that we can offer to our colleagues.




# Enhanced Employee Experience

At Keyloop, we prioritise creating an exceptional workplace environment where everyone feels valued and supported. Recognising the importance of work-life balance, we continuously review and enhance our life perks to provide comprehensive support to our employees during unexpected challenges.

These benefits, which exceed statutory requirements, are designed to ensure that our team members feel secure in making decisions for themselves without undue pressure.

Additionally, we uphold a commitment to equity across all our global locations, ensuring that each employee receives fair treatment, regardless of geographical location.

**SUPPORT WHEN IT MATTERS MOST**
ENHANCEMENTS FOR 2024

- Paternity Leave increased from 2 weeks to 6 weeks
- Compassionate Leave increased from 3 days to 5 days
- Celebration of Union/Marriage Celebration Day added

# Top Communication at Keyloop

Award winning employee communications

## Loopedin

Silver medallist at the Internal Communications and Engagement Awards 2023, LoopedIn is the beating heart and central hub for the Keyloop community. It's where employees can find company information and policies, news, events, shout-outs as well as share their own news and updates with their friends and colleagues.

## Star awards and recognition

Our peer-led quarterly awards are designed to spotlight, recognise, and reward the incredible talent at Keyloop.

## Company Town Hall Meetings

Our monthly Town Hall meetings are an opportunity to gather with all Keyloop employees to share more about our company, culture, and goals.

Monthly sessions are alternated across time zones to accommodate live attendance by our global audience. Recordings are also provided for each session alongside the accompanying deck in LoopedIn.

Led by our CEO and Executive Leadership Team, we talk about performance, strategy and functional updates and allow plenty of time to take questions and employee feedback both on the call and offline. We use these sessions to announce our Star Awards employee recognition programme winners and celebrate other key company wins.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# Employee Happiness

## Peakon surveys

**At Keyloop, Peakon is pivotal in maximising employee performance and driving positive business outcomes.** We use Peakon for Employee Retention, Leadership Development, Diversity and Inclusion, Employee Health, and Transformation efforts. It helps us proactively retain top talent, empower leaders with practical training, focus diversity efforts, support employee well-being, and facilitate positive organizational change. With Peakon, we prioritise employee satisfaction and performance, enhancing our business success.

**PEAKON HIGHLIGHTS**

| | |
|---|---|
| 28 | Health & Wellbeing 28 above benchmark |
| 16 | eNPS 16 above benchmark |
| 55% | Promoters |
| 30% | Passives |
| 15% | Detractors |

# GOVERNANCE

## Doing things the right way

## Financial Control Measures

**Keyloop has strict processes to monitor and track daily closing of financial balances across all entities as well as concluding the month, quarter and year end closing balances with confidence.** At each stage the process comprises of several layers with a multi-level review performed by the set interested stakeholders.

We have regular external audits across all applicable Keyloop entities, and work with worldwide recognized external auditors to ensure we fully conform to all legislative requirements no matter where. Keyloop maintain tight controls internally making external auditing easier for us, and we are confident that our internal processes and controls are strong.

## Cyber Security

### Ransomware

**Keyloop take the possibility of Ransomware attacks seriously and work to lower the risk and opportunity of one happening.** To assist with this, we hold a playbook that has a comprehensive set of guidelines written by our cybersecurity team to outline our strategies, procedures, and best practices for preventing, detecting, and responding to ransomware attacks. It typically includes step-by-step instructions and protocols to help organizations prepare for, mitigate, and recover from ransomware incidents.

Keyloop have not had any incidents of a Ransomware attack to date, and we intend to keep it this way.

### Phishing

Phishing is something that happens to us all at some point and Keyloop work hard to keep on top of employee's awareness around attacks and the attacker's techniques as they evolve. We mitigate this risk with regular communication and conducting periodic phishing simulation email with our employees. These tests involve sending fake emails to employees, mimicking common tactics used by real attackers.

Our Security Office monitor how employees respond to these simulations which helps us identify weak spots in cybersecurity defences, put in place fixes and assists to provide targeted training to improve employee awareness and response to potential threats.

Additionally, regular training sessions and reminders about phishing tactics help employees stay vigilant.

# System and Organisational Controls (SOC1)

Keyloop has been SOC 1 compliant for several years and recognises that by having products that are compliant it helps us to demonstrate we are committed to transparency and accountability in handling financial data, reassuring clients and stakeholders about the reliability of the services that we are providing. SOC 1 reports contribute to building credibility, strengthening relationships with stakeholders, and mitigating risks associated with financial data handling.

Keyloop identifies the controls and measures and put them in place and make sure that they complement our desire to monitor, identify and address any weaknesses in our controls which in turn lead to continuous improvements in our operational efficiency and risk management.

> Throughout 2024 we are re-evaluating our SOC 1 controls to ensure they are reflective of our business, our processes and we are concentrating on implementing SOC 2 for selected products within the UK and Canada based on business requirements. The scope of SOC 2 will expand over time to encompass more of Keyloop's portfolio.

# ISO 27001

**We are accredited ISO (International Standards Organization) 27001 in four locations.** In the UK, our key sites in Bristol and Hungerford, and in Canada our sites in Montreal and Winnipeg.

As ISO 27001 is internationally recognized this supports Keyloop to build trust with our customers, partners, and shareholders reassuring everyone we have taken, and will continue to take steps to;

- Conduct a security risk analysis periodically, and whenever significant changes are proposed or established.
- Ensure that our top management is fully committed.
- We have defined goals and strategies around information security.
- We have dedicated resource and maintain our competency levels in line with ever changing information security standards.

# Suppliers and Partners

**Our Procurement function is devoted to the needs of the business and our suppliers, ensuring that we achieve a genuine value through fostering strong and trustworthy supplier relationships.**

We source new suppliers who want to not only meet our business needs but also echo our ethical values in how they conduct their business, creating a respectful partnership.

This team supports robust supplier onboarding processes that are aimed at ensuring any new suppliers and our overall supply chain are fit for purpose.
This due diligence conducted is designed to protect the business and to mitigate risk as much possible through the obtainment of necessary supplier documentation such as policies, accreditations, and insurances.

# Business Continuity Management

Business Continuity at Keyloop has established processes and procedures that aim to prevent interruptions to mission-critical functions, services, and activities, and re-establish full functionality to the organisation as quickly and as smoothly as possible.

There is strong collaboration between all functions that ensures we have up to date Business Impact Assessments (BIAs) and Business Continuity Plans (BCPs) in place, equally that the these are tested and reviewed annually. All these tools give Keyloop the true visual of what we have in place and allows us to identify any gaps to resolve.

Whist we ask functions to consider their own more detailed needs we also have an owner overseeing all the information and reports back to the key stakeholders on a regular basis.

# Risk Management

Risk Management operates in every area in Keyloop and is central to the achievement of our key objectives and in making educated and informed decisions, whether at a strategic, operational, business as usual (BAU) or project level. The Keyloop Risk Management Lifecycle is a systematic and continuous process that is used to identify, assess, mitigate, control, and respond to risks.

Our risk management strategy was reviewed in 2023 and we have an established network of risk champions and risk owners that work together and enable Keyloop to identify, assess and manage both risk and opportunities across the business and work towards the delivery of the company's strategic objectives and goals and protecting the company's reputation and Environmental, Social and Governance (ESG) commitments.


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