

CREALOGIX 



We Create Digital Leaders

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# Sustainability Report

2022/2023

# Sustainability



## Sustainability

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## Summary



We are adding a new section to our annual report to document our journey towards achieving sustainable business success and set out the latest milestones in the delivery of our ESG strategy. We have given the company some important future goals to achieve an ethical, sustainable net-zero business by 2030 and will be reporting back on our progress as an essential part of both our ESG strategy and our commercial success.

At CREALOGIX, we understand that a business cannot be truly successful unless it values sustainability. Our goal is to protect our precious environment, the valuable team who work at CREALOGIX and deliver commercial success.

### This report presents the three key pillars of our ESG strategy:



1. Environment – environmental impact



2. Social – equitable impact



3. Governance – efficiency impact

This report also shows how we plan to measure our performance against these goals and future reporting mechanisms.

### Message from the CEO



*At CREALOGIX, we create digital leaders. We help financial institutions to realise their digital ambitions and we believe that a true digital market leader takes these ESG principles into account. Our solutions help banks and wealth management firms that are already mindful of their impact on the world by ensuring that their digital services for customers align with these principles. We conduct our business in a way that fully supports financial institutions aiming to deliver against their own ESG goals and aim to make a positive contribution both to our industry and wider community.*

**Oliver Weber, CEO**

## Strategic principles for ESG

These strategic principles set out the key areas of focus for CREALOGIX in delivering a more sustainable, ethical business. Our strategy and initiatives are guided by the UN Sustainable Development Goals, further described here <https://sdgs.un.org/goals> :



*"The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs)."*

This report will demonstrate how CREALOGIX delivers against the following important UN sustainable development goals for a sustainable business model:

### Environmental

- UN Sustainable Development Goal: Affordable and clean energy
- UN Sustainable Development Goal: Sustainable Cities and Communities
- UN Sustainable Development Goal: Responsible Consumption and Production

### Social

- UN Sustainable Development Goal: Good Health and Well-Being
- UN Sustainable Development Goal: Gender Equality
- UN Sustainable Development Goal: Reduced Inequalities

### Governance

- UN Sustainable Development Goal: Quality Education
- UN Sustainable Development Goal: Decent Work and Economic Growth
- UN Sustainable Development Goal: Industry, Innovation and Infrastructure

## CREALOGIX' principles for ESG



### Environment

Environmental impact with following initiatives:

- Secure, carbon zero storage and hosting
- Facility & waste management
- Environmentally friendly solutions



### Social

Equitable impact with following initiatives:

- Improve diversity of senior management team and Board of Directors
- Offer opportunities for apprenticeships, entry level roles and ongoing training
- Provide for a socially engaging and motivating work environment



### Governance

Corporate governance with following initiatives:

- ESG Governance
- Code of conduct
- Compliance & standards
- Investment in skills training worldwide to ensure opportunities for career growth and successful operations

## CREALOGIX' commitments

It is important to CREALOGIX to reach measurable goals and set achievable and inspiring targets within short time. We value clear and feasible action points. We start with the involvement and support of everyone within the company: Caring about nature, sustainable offices, a diverse leadership team by empowering employees to prosper in their career while adhering and upholding our business conducts to the required industry and legal standards. That's how we are leading the company. We create digital banking. We transform banking to make it yours.



## CREALOGIX – about the company

### Profile

CREALOGIX Holding AG is a corporation with headquarters in Zurich (Switzerland). The registered shares of the corporation are traded on the SIX Swiss Exchange.

The CREALOGIX Group is a Swiss Fintech 100 company and is among the global market leaders in digital banking. CREALOGIX develops and implements innovative fintech solutions for the financial institutions of tomorrow. Using digital solutions from CREALOGIX, banks, wealth managers, and other financial institutions can better respond to evolving customer needs in the area of digital transformation, enabling them to hold their ground in a very demanding and dynamic market, and remain ahead of their competitors. The group, founded in 1996, has more than 400 employees worldwide. The shares of CREALOGIX Group (CLXN) are traded on the SIX Swiss Exchange.

### Business model and fields of activity

Banks need a partner to support them in this new digital world: CREALOGIX transforms banking to make it theirs. That is CREALOGIX' purpose: "Transform banking to make it yours". CREALOGIX transforms banking as an active part in the evolution of a digitized world and giving it meaning. CREALOGIX gives direction to financial institutes to help them to "make it yours" – to include the customer. CREALOGIX knows what banks and customers need and enable the best experience for both. "Transform banking to make it yours" is the answer to drive change.

With the development of digital banking solutions, CREALOGIX focuses on enabling financial institutions (FI) to deliver an integrated, differentiating customer experience. Through modular architecture, FI can benefit from customisable solutions that meet the specific needs of customers, whether in retail banking, business banking, or wealth management: From your customer's first bank account to mortgages, business banking, savings and investments. Throughout the customers' financial lifecycle, CREALOGIX provides the same high-quality, personalised digital customer experience.

A growing demand for digital funding applications is observable. The challenge that institutions in public finance face is how to pivot to a digital service despite complex manual processes that include multiple stakeholders as well as the need for high security and regulatory compliance throughout. CREALOGIX Public Finance solutions enable fully end-to-end digital processing of funding projects throughout the entire lifecycle, from application submission and management to the awarding of funding. Automation and the convenience of digital services leads to increased efficiency in the institution and an improved experience for applications. The digital automation of the funding process meets the complex challenges of institutions awarding funds.

## Financial overview

CREALOGIX Holding AG (the 'Company') and its subsidiaries make up the CREALOGIX Group. CREALOGIX globally markets its extensive product range for tomorrow's digital bank. The CREALOGIX Group is a stock corporation headquartered in Switzerland. The address of its registered office is Maneggstrasse 17, CH-8041 Zurich. The Group's registered shares (CLXN) are traded on the SIX Swiss Exchange under identification number 1111570. The consolidated financial statements were approved for issue by the Board of Directors and proposed for adoption at the Shareholders' Meeting on 25 October 2023. The consolidated financial statements are reported in Swiss francs (CHF). The participations held by the CREALOGIX Holding AG in the different subsidiary companies are listed in detail in the Annual Report.

## Environment

### Net Carbon Zero

To become a truly sustainable business, our goal must be to achieve net zero carbon emissions within the company's hosting and storage solutions. Our focus on initiatives such as renewable energy and carbon capture will ensure that CREALOGIX is a preferred partner in the market by offering modern technology with no emissions.



Our goal is to deliver 100% net zero storage and hosting by 2029.

### Waste Management

CREALOGIX already has several processes in place regarding waste management and recycling to ensure that we do not have a negative impact on our environment. We are regularly reviewing all of our operations and procedures to ensure that we achieve the highest standards for managing our resources and operations.



Our goal is to recycle at least 90% of all waste by 2024.

### Environmentally Friendly Solutions

At CREALOGIX, we create digital leaders. In the future, digital leaders will also be taking the lead on environmental solutions. Cutting edge, secure SaaS solutions that can be hosted and stored at environmentally friendly data centres using innovative renewable resources and innovative cooling technologies.



Our goal is to achieve ISO14001 certification at our main offices by 2030.

## Highlights



The Swiss headquarters was relocated in 2021 to Greencity in Zürich. In doing so CREALOGIX took a first step towards net zero operations and thus reduced the company's emissions significantly



In Germany, up to 80% of all waste is recycled after a recent pilot project in Stuttgart in 2023



Our wealth management solution Invest is now available as a SaaS solution that allows financial institutions to deliver net zero digital services to clients thanks to our modern architecture

## Social

### Diversity

We recognise that a diverse workforce makes a successful team. While we recruit for roles based on expertise and personal excellence, we recognise the need to have a more diverse senior roles.



We pledge to have at least 20% women in the senior roles by 2030.

### Employee Wellbeing

We know that healthy teams deliver success. We will develop a number of initiatives within CREALOGIX to support the physical and mental health of our people as well as the opportunity to support charities throughout the year by working as a team.



CREALOGIX will ongoingly organise new initiatives to support employee wellbeing.

### Charitable Activities

CREALOGIX aims to give back by working on initiatives to raise funds for worthy causes. This will also provide new ways for employees to work together as a team to deliver a positive outcome.



CREALOGIX pledges to undertake 4 major charity initiatives p.a. by 2025.

### Equal Pay

For CREALOGIX, equal wages between genders are an important concern. We comply with the principle "equal pay for equal work" on all working sites.



CREALOGIX pays ongoingly regardless of gender equal pay for equal work.



## Equal pay for equal work at CREALOGIX

*In 2021 in Switzerland, companies with more than 100 employees must carry out a wage equality analysis. The result confirmed: CREALOGIX Switzerland complies with the principle "equal pay for equal work". The result of the analysis: there is no gender effect in pay. The deviation amounts to a rounded 1% and is therefore not statistically relevant.*

*We are not surprised by the result, because equal wages between genders are an important concern for us. However, we are proud to have it confirmed statistically by an independent specialist. Having an equal wage policy is an important basis to attract and retain talents and for implementing a high-performance culture.*

*Oliver Weber, CEO CREALOGIX: "Our next ambition is to increase the ratio of women at CREALOGIX. Our career paths offer equal opportunities for all, and our flexible working models ensure a good reconciliation of work with family life – for all genders."*

## Highlights



An initiative in 2023 saw team members from across the world take part in a charity run to raise money for Children with Cancer, contributing to the health of employees who trained for the run and a positive feeling of wellbeing due to making a positive contribution.



Distributed teams across CREALOGIX combine time in the office with time at home. Connecting with others across the world contributes positively to staff mental health, ensures diversity and that CREALOGIX can recruit the very best people for the role.



The hybrid working model also benefits the environment by reducing office resource requirements and emissions.

## Governance

ESG governance is part of the overall company governance programme, and fully integrated with our strategy and commercial goals. This ensures that we deliver commercial success and returns for investors that are fully sustainable and ethical, providing a strong foundation for further success in the future.

### Legal and ethical standards

Every member of the CREALOGIX team is trained on important legal and ethical standards such as anti corruption, anti slavery, child labour, anti-discrimination, harassment, health & safety and data protection legislation and responsibilities.



CREALOGIX will continue to renew and refresh the training to be completed every year.

### Transparency and staff development

CREALOGIX offers clear management structures, career progression training to understand new responsibilities and responsibility assignment matrix (RACI) for key projects to ensure appropriate management and support to ensure excellence in all areas of the business.



CREALOGIX will aim to promote internally for at least 90% of all roles created due to growth by 2030.

### Cyber & Information Security

CREALOGIX recognises the importance of cyber & information security to protect our customers and the company from the serious threats of hacking and cyber attacks. Our solutions comply with applicable industry standards, regulations and laws currently in place.



CREALOGIX will continue to adhere to existing standards, laws and regulations.

### Regular ESG Reporting

CREALOGIX takes our responsibilities very seriously and are committed to regular reporting through a number of channels. This is not only to demonstrate our commitment to our stated goals, but also to promote the idea of ESG within our business community.



A dedicated ESG section will be a recurring feature in our annual report.

## Good Governance: Transparent structure, published in the Annual Report

*CREALOGIX describes its structure, controlling and responsibilities mechanism in the Annual Report which is published on a yearly basis. The separation of responsibilities from the Board of Directors and the Executive Board comprises following distinctions. To the extent allowed by law and the Articles of Association, the Board of Directors delegates the entire business execution and responsibility to the Executive Board. In particular, the following responsibilities are delegated to the Executive Board regarding the operative organisation and leadership of the CREALOGIX Group:*

- Monitoring of on-going business*
- Keeping of accounts and establishment of the budget*
- Implementation and maintenance of the internal control system (ICS)*
- Establishing governance structures for the leadership organisation of the Group's entities and for the interaction between the Executive Board and the management bodies of business units*
- Engagement and dismissal of personnel, in as much as this is not reserved for the Board of Directors*
- Preparation and execution of the resolutions and directives of the Board of Directors*
- Development of the basis for decisions for the attention of the Board of Directors concerning acquisitions, significant investments, cooperation, etc.*
- Reporting on the course of business for the attention of the Board of Directors*
- Observance and fulfilment of legal publication obligations pertinent to the stock exchange*

### **Information and controlling**

*The Board of Directors ensures that the Executive Board establishes and maintains an internal control system (ICS), tailored to the structure of the CREALOGIX Group and the risks involved in its business activities. The external auditors review the existence of the ICS as part of the annual audit and submit an annual report to the Board of Directors. Internal Audit is conducted by a mix of internal employees and external auditors. The Executive Board reports to the Board of Directors on a monthly basis regarding the current business circumstances. The information is based on the internal management reports and includes the current and budget data as well as regular projections based on current trends and expectations. This written report is supplemented at each Board meeting by oral reports from the Executive Board. In the case of extraordinary events, the Chief Executive Officer promptly informs the Board of Directors regarding the specific issue in writing and/or orally. The Chairman of the Board of Directors also maintains regular contact with the Chief Executive Officer and the Chief Financial Officer regarding on ongoing business transactions and matters of fundamental importance. Each member of the Board can request information from the Executive Board at any time with regard to the course of business and, with authorisation from the Chairman, information regarding individual transactions. Furthermore the Board of Directors is assured of receiving information immediately due to one member of the Executive Board serving on the Board of Directors.*

**Further information: please consult CREALOGIX Annual Report**

**CREALOGIX** 

**CREALOGIX Sustainability Report**

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