

M A X

B I L L

Modern Billing

CORPORATE SOCIAL RESPONSIBILITY 2022

CORPORATE SOCIAL RESPONSIBILITY STRATEGY

Our Corporate Social Responsibility strategy is committed to protecting the world in which we live and improving the community by setting up a sustainable future for our team. We believe that the most fundamental and valuable asset to our company's success is our people. So, as a responsible corporation, we share the idea of caring about our staff members by helping them improve their qualifications and professionalism, providing comfortable work conditions, social protection, and encouraging them to care for the environment.

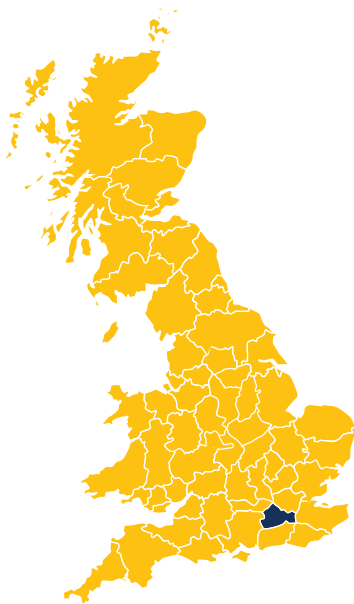
We believe in sustaining a family-like company culture, where each member can count on a helping hand. MaxBill is all about encouraging personal and professional growth, knowledge sharing and taking initiative at the workplace. Despite being an international company with team members scattered around different cities and countries, we are passionate about giving back to the local communities. It is also worth mentioning that there is no litigation against the company.



GLOBAL PRESENCE

Headquartered in the UK, MaxBill is part of LogNet Systems Group. We have a representative office in Israel and two development centres, in Odesa, Ukraine and Prague, Czech Republic.

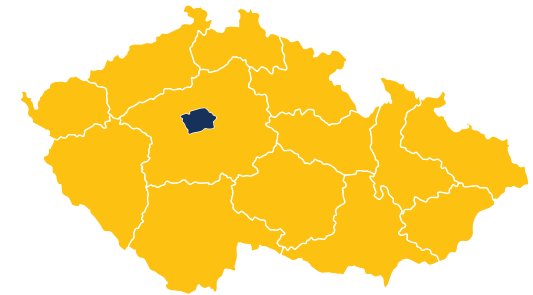
We believe that diversity helps creativity to blossom.



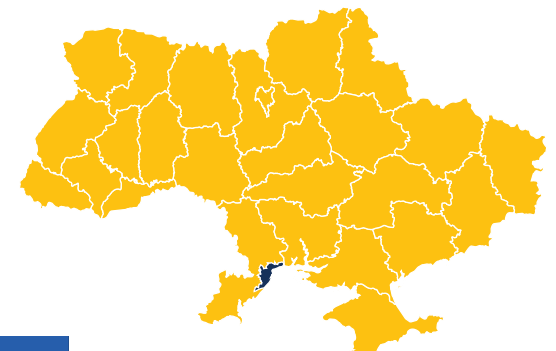
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OUR VALUES

We are a team of pioneers and industry-drivers who continually look for new and better ways of doing things, are not afraid of taking risks and pursuing bold ideas, while working together globally with an appreciation of all perspectives and approaches.



CREATIVITY

Our people live and breathe curiosity, always striving to passionately explore the unknown, the different; while our leadership team ensures the freedom and agility for the team to explore and implement.



DEDICATION

We are fully committed to the success of our clients, partners and fellow team members, going above and beyond to achieve greatness every step of the way and approaching challenges with enthusiasm and optimism.



PARTNERSHIP

We cultivate partner relationships with everyone we come across, showing respect, communicating with courage and supporting each other through challenges and celebrations to help people and companies grow and thrive.

PRINCIPLES OF WORK

- Fair labor practices
- Regular satisfaction surveys for team members
- Regular one-on-ones with direct managers and HR
- Open door policy

SAME VALUES WITH OUR CLIENTS

- Full data security
- GDPR compliance
- Highly-rated performance of the support team

TRANSPARENCY

- Equal compensation
- Zero tolerance against harassment
- Team diversification

EQUALITY AND ZERO DISCRIMINATION POLICY

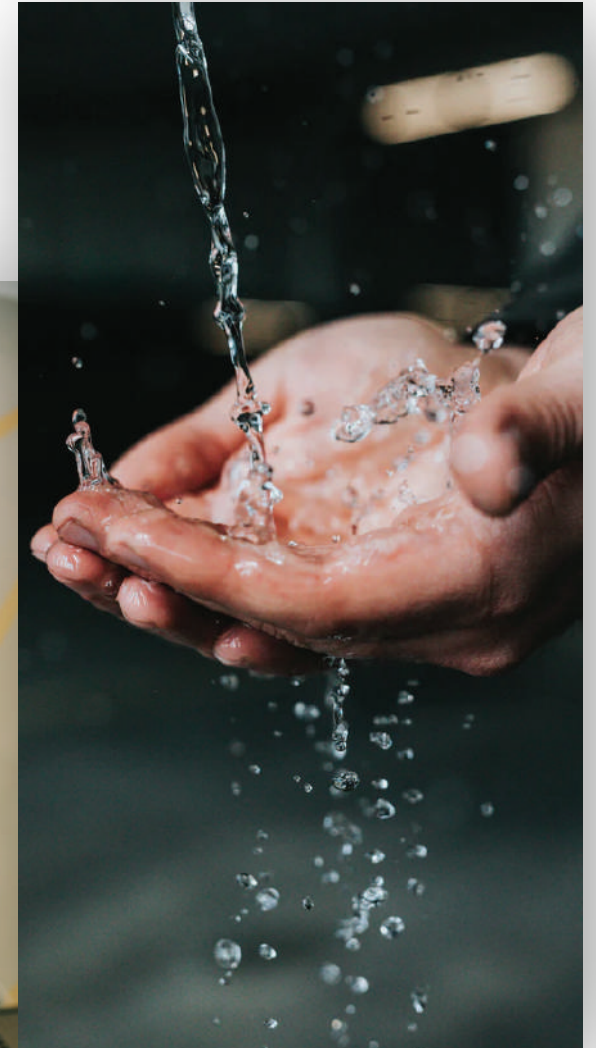
DIVERSITY

- Multinational
- Multicultural
- Multilanguage

ANTI-EPIDEMIC

Since the worldwide coronavirus pandemic broke out in March of 2020, our administrative and management teams made sure to keep everyone safe and secure. The work-from-home approach was fully supported and each member of the team had the resources to set up their space at home and continue work without disruptions. After the lockdown was loosened in some countries, all MaxBill offices were set up to the highest safety standards according to the particular area's guidelines.

In addition to setting the office environment in accordance with the anti-epidemic health and safety standards approved by the World Health Organization, we have worked out a set of immediate response procedures in case any team member gets infected. These procedures were automated with the help of HR software to eliminate the lengthy leave approval cycle, ensuring speed and efficiency.





WE ARE HERE FOR OUR PARTNERS

Establishing strong cross-industry bonds and excellent relationships with our clients and partners has always been a cornerstone of the MaxBill culture. We highly value the trust and openness of our relationships and hold our communication procedures to the highest standard.

Our customer support team does its best to provide timely and full support to our clients, while always maintaining a friendly attitude. People value transparent communication, clear promises and the positive mindset of the MaxBill team. From our side, we make sure to understand our client's business goals and align our actions in a way that leads to this goal's fast and effective accomplishment.

TOGETHER AS ONE

According to our annual satisfaction survey, 95,6% of MaxBillers feel valued at work, with 97,8% being sure to get help from management whenever it is needed.

We keep the legal, social and business wellbeing of each member of the MaxBill team as our highest priority in all of our corporate practices. The company is guided by the Labour Code, pays fair compensation for a 40-hour work week and provides a beneficial social package for staff members, which is highly appreciated by 97,8% of MaxBillers. Paid leave request and approval procedure is very quick and convenient so that each team member can manage their time for better productivity.



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09

EQUAL EMPLOYMENT OPPORTUNITY

“

At MaxBill, we value each individual's ambition and abilities, no matter the age, gender, nationality, skin color, sexuality or religious beliefs.

MaxBill follows zero discrimination labour practices. We have quite a few women in management and a variety of technical roles and equal compensation for men and women in the same position. Any type of harassment is never tolerated in our company. MaxBill values the importance of respecting human rights and, for that reason, does not exploit child labour. We collaborate only with professionals who are at least 18 years old at the time of recruitment.

We strongly believe that diversification of the team is crucial for fostering creativity, innovation, knowledge sharing and better communication both inside the company and with clients. Therefore, our hiring and promotion processes are fully inclusive and are based only on professional qualities of the candidates.



SPACE TO GROW PROFESSIONALLY

TRAINING PROGRAMS

MaxBill is about getting ahead of the industry, developing personally and professionally, setting an example and using one's expertise to benefit the entire company.

We encourage everyone to constantly upgrade their hard and soft skills by participating in all kinds of training and educational activities. All the trainings that are important for members of our team to attend are reimbursed in full and counted into the work hours, as each of our individual achievements builds up the success of others around.

Additionally, MaxBill constantly invites experts for in-house training programs, like leadership training course, sales training, etc.

MAXSEMINAR PROGRAM

Getting experience and building skills shouldn't be done exclusively via external sources and events. In fact, a properly set up practice of internal knowledge sharing is extremely advantageous for the company. MaxBill team consists of a multitude of specialists, who have vast knowledge in their expertise and are ready to share it with others. We recognize, however, that mutually beneficial as it is, the process of education is time and energy consuming. That is why, an appreciation program was established for those who consistently participate in this activity, as a speaker or an active listener.

Since its establishment in April 2020, the MaxSeminar initiative has been a huge success, with 59 sessions held that year alone. 28 speakers presented various topics — from very technical ones to psychological or economical — some taking a stage more than three times. According to the recent survey, 91% of MaxBillers are satisfied with the presentation delivery they witnessed during seminars. In 2021, we proudly continue the tradition of knowledge sharing in such a format, with more than 25 sessions held since the beginning of the year.



30 INTERNAL SPEAKERS

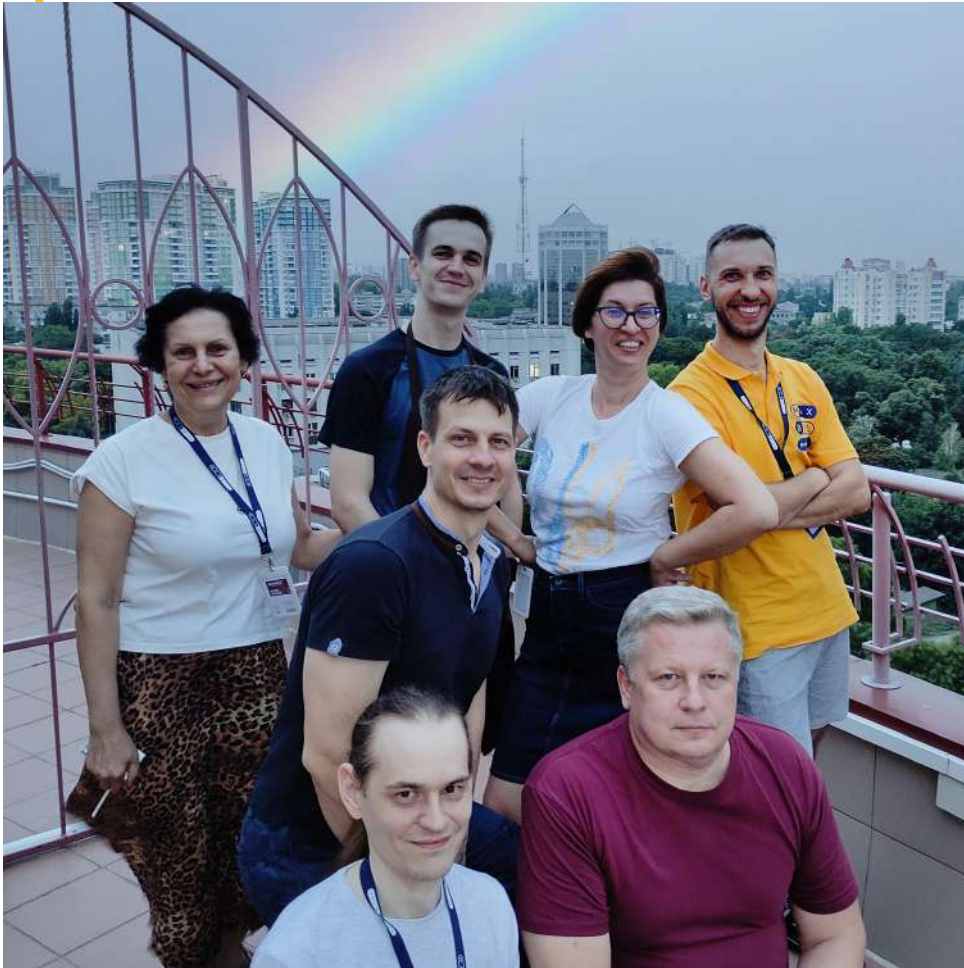
5 EXTERNAL SPEAKERS

45 MAXSEMINARS

2569 HOURS OF INTERNAL AND EXTERNAL TRAININGS

17 ONLINE AND OFFLINE CONFERENCES ATTENDED

26 internal and 2 external Speakers participated in 59 MaxSeminars. Half of all the Speakers were especially active and conducted 3 and more sessions



MENTORSHIP AND BUDDY INITIATIVE

“It can be very hard to grow without the support system and a solid knowledge base.

As a company that builds a highly intricate and complicated solution with more than 25 years of market experience, we recognize the importance of quick and effective onboarding of the new team members.

For this reason, MaxBill ensures that upon their very arrival, each newcomer has a mentor to explain all the vital information about the product we work on and a buddy to introduce them into the team culture and soften the often stressful experience of getting used to new people and space. Our newcomers' feedback shows that MaxBillers appreciate this practice, as it helps them settle in and start on their professional journey faster.

MEDICAL AND SPORT FUND

MEDICAL FUND

Regardless the current epidemiological situation, we care about the team's wellbeing. We recognize the importance of the regular check-ups and preventivemeasures when it comes to one's health.

That is why MaxBill has established a medical fund that covers employees medical expenses, including dental, immunizations and vitamins.

It is, of course, adjusted to the situation, which means for now we additionally fully cover testing and treatment for those infected with coronavirus.

OFFICE YOGA AND SPORTS

It is a no-brainer that keeping an optimal balance between work and self-care is crucial for our health, both physical and mental. Our medical fund covers gym visits and other sports classes of employee's choice.

Moreover, switching from intellectual work to body- and mind-relaxing practices during the day positively influences our creativity and mood. That is why we offer the option of refreshing in-office yoga sessions twice a week.



ECO-CONSCIOUS

RECYCLING BATTERIES

To keep the environment safe from such substantial eco-hazard as unrecycled batteries, we have set up collection boxes for our employees to dispose of their used batteries. Once this practice became a solid part of corporate culture, we have partnered up with a third-party recycling contractor.

ZERO PAPER

With MaxBill's specialty being the digitalization of business processes, it goes without saying that our workplaces are following the zero paper approach. It means that in addition to making our document flows being almost 100% electronic, we also eliminated the disposable tableware in our kitchens in favor of reusable.

WATER AND ENERGY SAVING

Using the resources responsibly and sustainably is not just a policy at MaxBill, it's a culture. All our workstations are running on energy saving configurations, the offices are equipped with LED light bulbs and our kitchen is set up with a dishwasher for maximum water saving. Moreover, our teammates leaving last at the end of the workday are encouraged to turn off all power in the office.



ECO-CONSCIOUS

WASTE SEPARATION

As much as we like to keep it digital in our office, our kitchen can still accumulate quite a lot of waste. Good thing we've set in place everything necessary for proper waste disposal, encouraging our team members to keep up the best waste separation practices.

MAKING THE CITY GREENER

The MaxBill team never shies away from hard work. We want to see our city beautiful and welcoming, for the locals and tourists alike. We translate our wish into action by making our parks greener, cleaner and more comfortable for visitors.





LOOKING BEYOND THE TEAM

“*It is our deep belief, that every individual is responsible for building a better world around themselves and every corporation has a moral obligation to support this responsibility.*”

It is our deep belief, that every individual is responsible for building a better world around themselves and every corporation has a moral obligation to support this responsibility. We care about the footprint MaxBill leaves behind and the influence it has on the local communities in each city it has a resident.

EXTERNAL KNOWLEDGE SHARING

We want our community to be successful and make sure to dedicate effort to support it. MaxBill team members often attend offline and online conferences and meetups as speakers and visitors to share their knowledge with other professionals in the field. We also regularly publish resources and articles on various topics to spark discussions and provide valuable insights on industry specifics.

KID-FRIENDLY COMPANY POLICY

MaxBill is proud to position itself as a family-friendly company that constantly organizing inclusive events for our team member's children, like fun Halloween and New Year's parties. We also have a support fund for those with newborn babies and a little surprise each Children's Day.

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