

Our people and values

Our strength lies in our people and we take great pride in our exceptional team, and our genuine purpose-driven culture.

We empower everyone to be the best they can, supporting and celebrating each other across our diverse, global team. We value our open and inclusive culture and continue to focus and invest in our talented people underpinned by the Civica Way framework.

Our core values:

Knowledge

With a deep understanding of our customers and of software, we are committed to developing and sharing our insight and expertise to help customers and colleagues achieve their goals.

"Our success is driven by our ability to innovate and a real desire to make things work better."

Jonathan Muir,
Development Manager

Integrity

Reinforced by our culture of openness and purpose, we are committed to high standards as a trusted partner and delivering what we promise, while remaining fair at all times.

"We take extraordinary interest in the adoption and success of a project, programme or product."

Veena Bajpai, People and Organisational Development Manager

Action

We focus on delivering timely and effective results, always looking to do more and go further with a desire to help customers and colleagues make a positive difference

"Being results focused means leading by personal example."

Kevin Chan,
Finance Manager



Our people

Our people, their qualities and their commitment to colleagues, customers and wider communities make a real difference – and that’s what sets us apart. We work hard to keep building that team.

We’re committed to creating a diverse and inclusive culture with equal opportunities. With our expanding Learning Academy, we continue to invest in attracting and developing those who share our strong purpose and values. We actively develop leadership to encourage all our people to reach their potential and develop rewarding careers at Civica.

A leading global employer

As Civica grows, we’re focused on ensuring it remains a great place to work, with a leading brand to attract bright talent. We’re committed to supporting and rewarding the high performance that underpins our continued growth. We were delighted with our renewed accreditation to the Investors in People (IIP) Gold standard for a further three years.

In 2019, we launched a range of new and updated employee programmes and communications. Through our internal YourVoice programme, we maintained an excellent employee Net Promoter Score of +32. We were also named a Glassdoor Employees’ Choice Award winner, recognising our position as a flexible employer with a strong focus on work-life balance and effective leadership.

Platform for growth

We welcomed more than 400 colleagues during the year as we continued our growth. Supported by the Group’s common platform for workforce planning and talent acquisition, new colleagues joined directly as well as through the successful integration of new acquisitions.

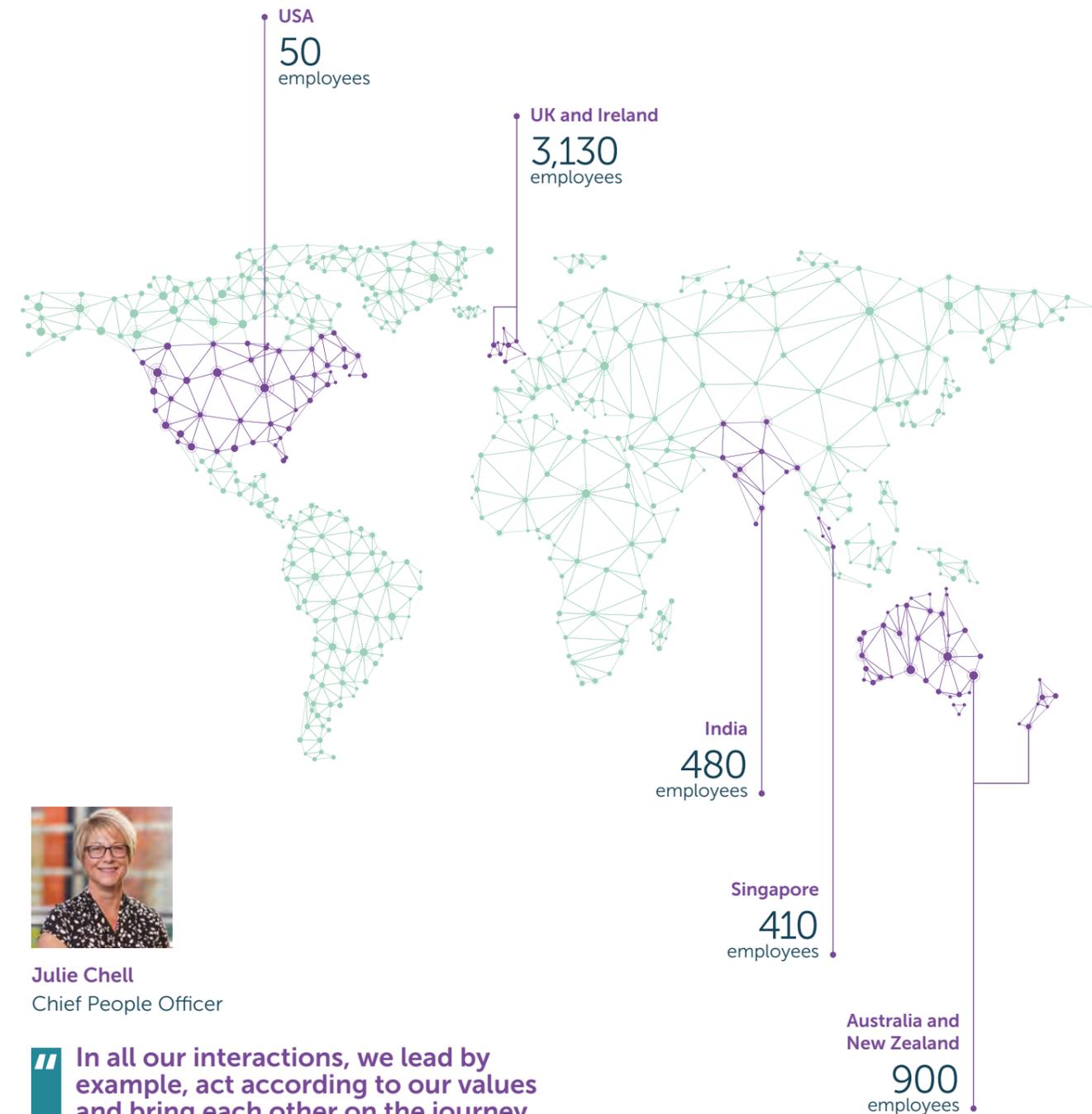
In line with our IIP Gold accreditation, we encourage our people to build new skills throughout their careers and pursue their full potential. Through our global Learning Academy, we provide sustained learning and development in the workplace. This is tailored to the needs of employees and to help to build the skills needed to deliver better outcomes for our customers. In the last year, this amounted to 167,800 hours, including new online formats to reach more people.

To ensure we have a steady stream of talent moving upwards through the business, we take succession planning seriously. For example, we expanded our Potential Leadership training programme and smoothly managed the transition of three members of the Executive Management Board.

We continued to promote employees and managers into new roles across the Group, developing and retaining key skills. Overall, one in four roles at Civica is filled via internal promotion.

The Group also provides a range of activities to foster and support innovation. Alongside existing activities, such as regular CodeIT hackathons, we’ve introduced new initiatives, such as our Fresh Thinking programme to enhance creativity in our developer community.

As a member of the 5% Club, we remain committed to our goal to make up five per cent of our workforce with apprentices and graduates. In support of our rapid growth in Vadodra, India, we drove a higher volume of graduate intake and training with closer university cooperation.



Julie Chell
Chief People Officer

“ In all our interactions, we lead by example, act according to our values and bring each other on the journey. I couldn’t be more proud to be a part of Civica and I’m enormously pleased so many others feel the same. ”



Diversity and inclusion

During the year, we took further steps to improve inclusivity to ensure the Group’s diverse community thrives in a supportive work environment. We encourage our people to be their true selves and explore what matters to them.

We became a signatory to the Tech Talent Charter in 2019, committed to inclusive recruitment and benchmarking progress against industry best practice. We were delighted to be included in the Financial Times list of Diversity Leaders.

As at 31st December 2019	Female	Male
Employees	2,291 (46%)	2,668 (54%)
of which managers	367 (39%)	564 (61%)
of which senior managers	85 (30%)	201 (70%)
of which Group Board directors	1 (14%)	6 (86%)

The Group continues to champion women in technology, and aims to increase the number of female employees through both development and recruitment of talented individuals. With a broad balance across the business, we were delighted that five colleagues were shortlisted for Women in IT Excellence Awards.

We partner with charity Young Enterprise for employees to mentor and inspire young people to consider a career in technology. Our Coding for Kids scheme, launched and developed by a female graduate, has involved several schools across Northern Ireland.

Investment in employee wellbeing is increasingly important. We’ve now trained more than 40 people as Mental Health Champions to support colleagues’ wellbeing in the workplace. We have also partnered with Specialisterne NI to help recruit and support employees with Autism Spectrum Disorder (ASD).

“ We believe in recognising the great efforts of our colleagues and their contribution to our performance. ”

Staying engaged

Keeping our people up-to-date and engaged is key to our success. From making sure teams understand how their roles contribute to our strategy, to sharing ideas and feedback, we run a continuous programme of activity across multiple channels. Initiatives like Ideas into Action give colleagues a consistent means of challenging current processes and improving efficiency within our business.

Further activities include First Impressions welcome days for new employees, office roadshows and our Boomerang back-to-the-floor initiative run by our leadership team. Regular Group-wide calls and webinars keep employees up to speed with our latest product innovations and business developments.

Charity in the workplace

Spearheaded by the Civica Foundation, we create social value and make a difference to people and communities around the world. We encourage our people to ‘Donate-a-day’ for a worthwhile cause, act as a Charity Champion for their office and share their fundraising ideas with colleagues.

Throughout the year, the Group supports regular fundraising events in aid of its partner charities. These include Young Enterprise, Action for Children, Shelter and Water for Kids in the UK and Whitelion and Room to Read in Australia. A wide range of further charitable events during the year included the Taste of Civica food festival in aid of the Koshish Milap Trust in Vadodara, food donation for the Dayton Area Food Bank in Ohio and the Tales of ‘S’ writing competition to showcase the talents of young Singaporeans.

Rewarding our people

We believe in recognising the great efforts of our colleagues and their contribution to our performance. Via our Praise scheme, people can share their gratitude for their colleagues online, while our Civica Special Thanks and Recognition (CSTAR) programme rewards employees who have gone the extra mile with points to exchange for products or experiences. The annual Civica

Employee Awards, designed to recognise and reward our people who are actively going above and beyond, are held in the UK, Australia and India, with more than 1,500 nominations received in 2019.

The Group also provides a highly competitive benefits package, including flexible elements which people can tailor to their needs, such as extra holiday, cycle-to-work schemes and employee offers.

Our health and wellbeing programme for all employees provides a foundation to support both mental and physical health. Alongside our Mental Health Champions initiative throughout our offices, we expanded our Employee Assistance Programme and online Wellbeing Hub, while also introducing new parental leave entitlements and onsite health and wellbeing days.

Sustainable business

As a growing, fast-paced business, we understand the need to minimise our impact on the environment, which we continually review and strive to improve by working with employees, customers and suppliers. Our Environmental Management Team, made up of passionate and knowledgeable employees, supports the development of our environmental policy and helps turn our great ideas into actions.

Through effective use of technology, we help customers opt for more sustainable choices too, whether it’s digital meeting apps to remove paper or supporting agile working at customer sites.

Operational standards

We are fully committed to sound and fair business practices including zero tolerance on anti-corruption. Prevention, deterrence and detection of fraud or bribery is everyone’s responsibility and the company encourages employees to report any suspicions in confidence. We are also committed to identifying and assessing any potential risks, eliminating the possibility of modern slavery and human trafficking occurring in our business, including our global supply chains.

A word from our people



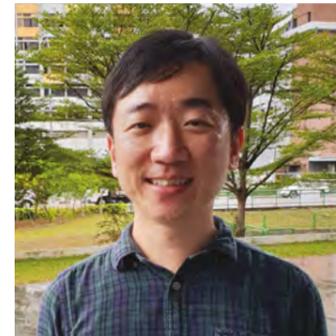
Kolawole Daniel Odediran
Project Manager



Myah Jagjivan
Graduate Marketing Executive



Ruth Dunlop
Operations Manager



Wilson Chia
Network and Technical Operations Analyst



Andrew Fletcher
Senior Software Engineer



Deanna Cohen
Marketing Coordinator

“As a new starter, Civica’s culture really stands out. Everyone is more than happy to help—not just with the usual onboarding activities—but everything that comes with a new role and company. I’m very optimistic about my future here.”

“As a graduate, I’ve enjoyed a smooth transition to ‘working life’ and the great support of colleagues across Civica. It’s helped me gain a passion for what I do and it’s clear to see how Civica truly invests in people.”

“Joining the Group via the acquisition of ERS, I instantly felt welcomed by our new colleagues. Since our integration, we’re already seeing the benefits and opportunities of being part of a larger organisation making a real difference to our people and customers.”

“Managers at Civica really lead from the front and are supportive and open to new ideas. I admire and respect my fellow colleagues and our flexible, open culture allows us to learn from each other and embrace new technologies.”

“Since joining Civica as a scholarship student, I’ve been empowered to learn, grow and develop in a supportive setting all while doing a job I love. I feel privileged to be part of such a knowledgeable and passionate team, delivering digital transformation projects for the people of NI.”

“Civica has always focused on its people and those we serve. As a student, I’ve gained a hands-on learning experience I can’t expect from anywhere else and I’ve been able to apply what I learnt through my university.”