



[ Our people  
in 2020

## Rising to the challenge, showing team spirit

In a year like no other, our people around the globe proved to be resilient, dedicated and compassionate. Our continuous investment in our people and culture underpinned this and continues to make us a leading partner and employer of choice.

We're proud of our exceptional team and genuine culture which has shared values with the public sector – to improve the lives of citizens.

## Focusing on our people

During COVID-19, we quickly adapted many employee programmes to meet the needs of remote working. We ran a range of engagement initiatives: through our internal YourVoice programme, we maintained an excellent employee Net Promoter Score of +50, up 18 points on the previous year. Regular Pulse surveys during 2020 helped us understand the feelings and needs of our employees during the pandemic.

Additionally, we renewed our accreditation to the Investors in People Gold standard which Civica has held since 2019 and were acknowledged as a **2021 Financial Times Diversity Leader** for the second year running. In Asia-Pacific we were awarded as an **Employer of Choice** in the Australian Business Awards for the third year running.

# +50

Employee Net Promoter index

**INVESTORS IN PEOPLE™**  
We invest in people Gold



# Growing our strength and capability

Our global team grew by 760 people during the year, to more than 5,300 colleagues. Supported by the Group's consistent platform for workforce planning and talent acquisition, we welcomed new colleagues directly, as well as through the successful integration of five new acquisitions.

During 2020, we invested 200,000 hours in learning and development, including new online formats to reach more people. We ran a series of webinars and support groups to help our colleagues move to homeworking, including managing virtual teams and extra coaching for leaders.

Our **Civica NorthStar** innovation lab continued to encourage new ideas, tech innovations and virtual collaboration across the business supported by 100+ NorthStar ambassadors.

As a member of the 5% Club, we remain committed to our goal to make up 5% of Civica's workforce with apprentices and graduates.

5,300

global colleagues

760

new colleagues

200k

hours of learning and development

# An inclusive, balanced workplace

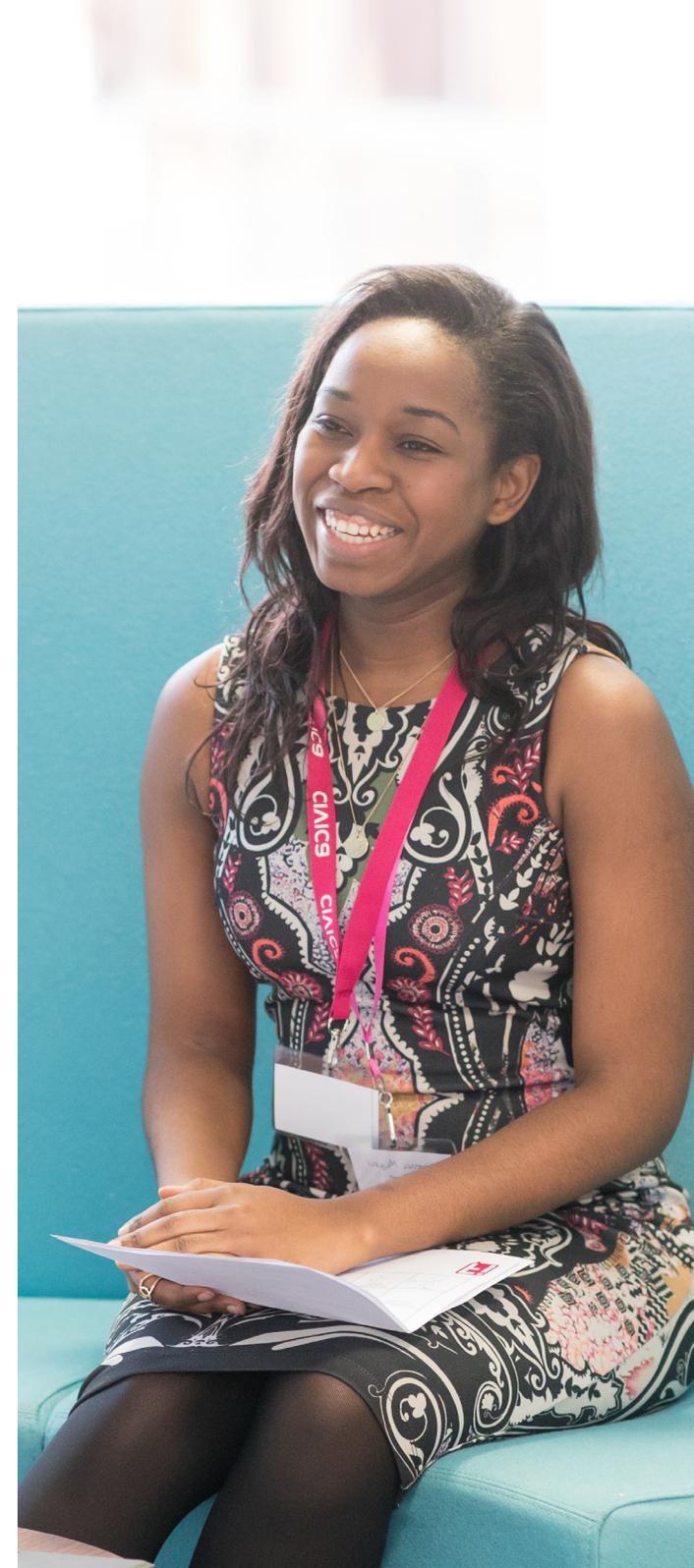
We've taken further steps in 2020 to improve diversity and inclusion (D&I), raising awareness of the challenges people may face while ensuring we foster a culture of inclusivity and belonging. A signatory to the Tech Talent Charter since 2019, we're committed to inclusive recruitment and benchmarking progress against industry best practice.

In recruitment, we've worked towards reducing opportunities for unconscious bias. This includes anonymising CVs, using a decoder to ensure our adverts use gender neutral language and making sure that diverse interview panels represent all candidates.

We continue to champion women in technology, increasing the number of female employees through both development and recruitment of talented individuals. We were delighted that eight colleagues were shortlisted for the [Computing Women in Tech Excellence Awards](#), with a winner in the Outstanding Transformation category.

## As at 31 December 2020

|                          | Female | Male  |
|--------------------------|--------|-------|
| Number of employees      | 2,306  | 2,762 |
| Of which managers        | 360    | 660   |
| Of which senior managers | 79     | 184   |
| Of which Group directors | 1      | 6     |



## A charitable workplace

During 2020, Civica continued to support regular fundraising events in aid of its partner charities. Spearheaded through our Civica Foundation, these include Young Enterprise, Action for Children and the [#BoycottYourBed](#) campaign, Shelter and Water for Kids in the UK, and Room to Read and Whitelion in Australia. A wide range of further charitable events during the year included support for the Australian bush fires response, STEPtember for the Cerebral Palsy Alliance and the Movember Foundation, alongside a global charitable effort to help communities affected by COVID-19. Civica is also now a [White Ribbon Accredited workplace](#) in Australia, supporting victims of domestic abuse.



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## Recognising and rewarding

Our annual Civica Employee Awards, designed to recognise and reward our people who are actively going above and beyond were held in the UK, Australia and India, with more than 2,100 nominations received in 2020. Our 'Praise' scheme allowed people to share their gratitude for colleagues online and our Civica Special Thanks and Recognition (CSTAR) programme rewarded employees who had gone the extra mile.





As a Civica NorthStar ambassador, it's a pleasure to work with colleagues across the business on truly innovative projects. They defy the norms and aim to create true value for our customers.

Mahin Sonia,  
Head of Software Development, Australia

Even during the pandemic, I've seen both Civica and my own career blossom. It's a privilege to work with such passionate and visionary colleagues who are improving the world's digital landscape together.

Ashish Nath,  
Associate Delivery Manager, India

Joining Civica via acquisition opened so many opportunities for me. It's rewarding to support colleagues in my role as a mental health first aider, particularly over lockdown. Despite the pandemic, Civica supports and communicates with its people superbly.

Clive Rawlings,  
Internal Delivery Manager, UK

The support and recognition I've received from Civica have allowed me to develop in unimaginable ways. I feel fortunate to work in such a collaborative and nurturing environment and excited to see where I go next.

Mariah Edwards,  
Business Analyst, UK

Civica is always looking to the future. Helping our customers adapt to changes in technology and solving issues is very rewarding. I look forward to growing my skills to help in any way that I can.

Alex Hope,  
Scrum Master, USA

Civica puts employee wellbeing at the forefront, encouraging everyone to bring their true selves to work. As Group lead for diversity and inclusion, I've seen how we genuinely value an inclusive workplace.

Andrea Rowe,  
Principal People Consultant, UK





Julie Chell,  
Chief People Officer

“In a challenging and unpredictable year, our people’s resilience and community spirit shone through. I’m so proud to work with such a passionate and dedicated team. Their genuine desire to support our customers and give back to local communities is making a real difference.”



{ Combining  
exceptional customer  
focus, experience  
and commitment, it is  
the people at Civica  
that set us apart.

