

Corporate Social Responsibility Statement

Messagepoint is committed to the highest standards of corporate citizenship. Our culture and values are rooted in service, integrity, and taking personal responsibility for our actions, outcomes, and reputation.

At Messagepoint, we pride ourselves on our Corporate Social Responsibility, we adhere to legal practices (our policies, procedures and practices comply with relevant legislative and regulatory direction) and to appropriate ethical and cultural practises.

Messagepoint supports the environments in which we work – in terms of undertaking business in an open and honest manner; supporting individuals and organisations to achieve mutual benefits; and contributing wherever possible to improving standards of ethical behaviour. We understand that our sustainable growth depends on adoption of non-financial measures of success.

Messagepoint recognizes its obligations to all those with whom it has dealings: shareholders, employees, customers, suppliers, competitors and the wider community. As such, it looks to remain ethical in all its interactions (whether in person, in writing or by implication) with these groups.

Our Commitments:

Messagepoint's corporate social responsibility commitments are built around four critical areas:

Employees & People

We take seriously our responsibilities to protect, support, and prepare workers for successful careers, and to advocate on their behalf. Our efforts are focused on providing career opportunities and resources to the workforce, and leading by example in areas such as workplace safety, health and wellness, diversity and inclusion, and training and development. We believe in opportunity for all and are steadfast in our commitment to equal employment opportunity, the protection of human rights, the prevention of modern slavery and human trafficking.

Ethics

Messagepoint is committed to doing the right thing, conducting ourselves in a legal, ethical, and trustworthy manner, upholding our regulatory obligations, and complying with both the letter and spirit of our business policies.

Environment

Messagepoint recognizes a shared responsibility to protect our planet. Although our facilities and operations have a small ecological footprint, we reduce the environmental impact of our business through preservation, conservation, and waste reduction practices. We also encourage clients to use our products and services to reduce environmental footprint.

Engagement

Messagepoint understands that it takes all of us working together to truly have an impact. As such, we partner with organizations in the communities where we live and work to improve lives and society as a whole – by engaging in activities such as community service, philanthropy, and support, wherever possible, for small, minority, women, and disadvantaged businesses.

We seek to engage with suppliers who operate using socially responsible business practices and adhere to the professional code of conduct outlined by the World Employment Confederation.

Underlying our corporate social responsibility program is a set of core policies, practices and procedures that outline our approach and guide our activities:

Approach to human resources and ethical business standards:

Our HR policies and procedures are included in a staff handbook that covers each employees' responsibilities to ensuring a fair, equitable, respectful and ethical workplace. This is matched by the Company's own commitments relating to supporting ethics, security, equality and openness.

Approach to client satisfaction and quality procedures:

The quality, innovation, performance and flexibility of our software solutions are of fundamental importance to our company. The management and control of these requirements call for processes and measures to ensure the robustness and reliability of products and services. Messagepoint has a demanding quality policy, in order to meet the highest quality standards expected by our clients.

The Client is at the heart of our operations, and our commitment to ensuring exceptional quality is delivered is shown by our drive to continuously improve our business processes—aligning them with ISO quality principles and validating them through rigorous SOC 2 compliance standards.

Approach to environmental sustainability:

Messagepoint recognizes the effect its operations and activities can have on the environment and is committed to providing a quality service in a manner that ensures a safe and healthy workplace for our employees and minimises any potential impact on the environment.

Messagepoint operates in compliance with relevant environmental legislation and we endeavour to use pollution prevention and environmental best practices in all we do. We believe that businesses are responsible for achieving good environmental practice and operating in a sustainable manner. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral and fundamental part of our business strategy and operating methods.

It is our priority to encourage our customers, suppliers and all business associates to do the same. Not only is this sound commercial sense for all; it is also a matter of delivering on our duty of care towards future generations.

Approach to positive engagement:

Messagepoint has an expectation that the values we associate with ensuring employee welfare, ethical standards, and environmental sustainability are reflected by our key suppliers and partners. To this end, we ask that key partners and suppliers complete a self-assessment on a regular basis to evidence their adherence to the principles outlined above.