

EXPERT.AI COMMITMENT TO DIVERSITY & INCLUSION

Expert.ai is committed to creating a diverse and inclusive work environment and workforce in order to enrich the company culture as well as to reflect the diversity of our customers.

Our definition of Diversity and Inclusion

We currently have employees in 7 different countries and we pride ourselves on having a diverse workforce. We consider this to be one of our greatest strengths.

We show our diversity through race, color, gender, age, national origin and disability, and we value *all* our differences. That means that **no form of discrimination or restriction is allowed**. Our goal is to make sure that everyone feels looked after, valued and respected.

Our commitment to Diversity and Inclusion

In order to foster an inclusive and diverse work environment we:

- ❖ Support and help each other: one of our guiding principles is *put team above self*, which means that we act as a Team of Teams with a shared sense of purpose
- ❖ Promote a positive and open communication, and a friendly atmosphere
- ❖ Act with honesty and transparency, which is well expressed by our guiding principle *grow smart together*: we listen and speak honestly and we value different opinions
- ❖ Never forget that we are people first and we act with respect towards others
- ❖ Seek diverse perspectives and points of view: in our recruitment and hiring process we involve usually 4/5 people in order to decrease the possibility of a biased interviewing process
- ❖ Promote a *Team of Teams* culture, where every employee has a voice, feels part of the team, and empowered

Recruitment and Onboarding

We have built a hiring process that is inclusive at each point in the process from the job posting, to the shortlisting and even into the interview phase.

When sourcing suitable candidates, we include in our search a diverse pool of talents. We take part in Recruitment Events that promote the employment of people with disabilities and we partner with communities whose aim is to close the gender gap.

We ensure that at least two people are involved in the shortlisting stage and that candidates undertaking interviews with us are assessed by 4 or 5 people from the company on average, in order to have different points of view and to mitigate bias.

When it comes to new hires, we have implemented an Induction and Onboarding Program with a clear set of steps for all the new employees. These steps include pairing a new hire with a "buddy" for the first weeks in the company to help them engage with colleagues and familiarize them with the culture, giving them the possibility to be supported if they need or to overcome difficulties. This helps them feel welcome and part of the organization.

Growth opportunities

Our goal is to present all employees with equal opportunities. There is a Performance Appraisal Process in place where all employees evaluate their own performance and, with their managers, they can discuss, in an open and direct conversation, development and progression opportunities. We also have an internal job board which is visible and accessible to all our employees to give them the opportunity to move and grow internally.

Employee Engagement

We want to make sure that someone is always available for our employees to share any concerns they might have.

We love sharing our employees' happiness, for instance by celebrating marriages and new babies' births, or by giving recognition to those employees who embodies our guiding principles through a *Nomination and Recognition* 's wall on our Intranet and to those who celebrate their decade anniversary.

We encourage our employees to share knowledge and build relationships by creating internal *Clubs* that can be established around any topic related to the company and joined by anyone in the organization.

We promote work-life balance by offering remote work and flexible working arrangements for all employees, including for those returning to work from maternity/paternity leave.

This is only the beginning of our journey into D&I, we are aware that we still have a lot to do and that the D&I effort needs to be ongoing, but we are willing to dedicate time and work to it.

Effective Date: this policy comes into force on 03/11/2021.

Review: this policy will be reviewed annually to check its effectiveness and update the guidelines based on new business requirements and regulations.

Last revision: 04/12/2024