



certinia

The platform for services business.

Certinia Anti-Modern Slavery and Human Trafficking Statement

1 February 2025

CERTINIA ANTI-MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

At Certinia, accountability is one of our core values. We uphold that accountability by acting with the highest ethics and integrity in everything we do.

- DJ Paoni, CEO

Certinia is opposed to slavery, trafficking in persons and forced labor of any form, and is committed to working to mitigate these risks in all aspects of our business.

ORGANISATION'S STRUCTURE

Certinia Inc. is the parent company to Certinia UK Limited and together they are part of the Certinia group of companies. Certinia is the world's leading provider of Professional Services Automation (PSA) software, empowering technology and services organizations to deliver customer value with certainty across the entire services value chain. Its solutions connect everything from opportunity to renewal, and is built natively on Salesforce, the world's #1 CRM platform. Infused with comprehensive predictive, generative, and agentic AI capabilities, Certinia provides services organizations with the fastest, surest path to improved revenue, margins, and resource utilization.

The Certinia group of companies operates in the United Kingdom, United States, Canada, Spain, the Netherlands, Ireland, India, and Australia, with a supply chain including software-as-a-service and platform-as-a-service providers, software and IT hardware providers, and providers of marketing and other corporate services.

OUR POLICIES ON SLAVERY AND HUMAN TRAFFICKING

We are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business. Our Anti-Slavery and Human Trafficking Policy reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing effective systems and controls to ensure slavery and human trafficking are not taking place in our supply chains.

We are committed to doing business ethically and responsibly. CertiniaCares is a key initiative at Certinia. Our commitment is to address social causes in our communities and improve the lives of others by harnessing the talents, passions, and generosity of Certinia employees, partners, and customers.

Combating Trafficking in Persons – we are opposed to trafficking in persons and forced labour in any form. We are committed to mitigating the risk of trafficking in persons and forced labour in all aspects of our business. Certinia forbids its employees from engaging in or supporting in any way trafficking in persons and other forms of forced labour. It is the law in many places we operate in but it is also the right thing to do.

DUE DILIGENCE PROCESSES FOR SLAVERY AND HUMAN TRAFFICKING

As part of our initiative to identify and mitigate risk we:

- Provide ethics and code of conduct trainings annually
- Promote our values, one of which is Accountability including integrity and ethics
- Have implemented a [Business Partner Code](#) for all suppliers and business partners

We have a system to:

- Mitigate the risk of slavery and human trafficking occurring in our supply chains.
- Protect whistle-blowers.

SUPPLIER ADHERENCE TO OUR VALUES AND ETHICS

We have zero tolerance for slavery and human trafficking. To ensure all those in our supply chain and contractors comply with our values we have implemented a [Business Partner Code](#). This consists of:

- Supplier self-assessment questions to help suppliers identify if it has the correct procedures in place, including those dealing with ethical business practices
- Code of business ethics including among other things a commitment to minimise the risk of slavery and human trafficking in its supply chain

TRAINING

We will ensure that our Anti-Modern Slavery and Human Trafficking Policy is communicated to all staff and is included in our corporate code of conduct training, this training is conducted annually and is mandatory for all staff.

In addition, employees are encouraged to report their concerns to their manager, to the Chief Legal Officer, or through [EthicsPoint](#), our confidential external ethics helpline/webline.

OUR EFFECTIVENESS IN COMBATING SLAVERY AND HUMAN TRAFFICKING

We have implemented a Business Partner Code and we will work towards measures to monitor its effectiveness. Our aim is to understand how effective we are in ensuring that slavery and human trafficking are not taking place in any part of our business or supply chains.

FURTHER STEPS

Following a review of the effectiveness of the steps we have taken to ensure that there is no slavery or human trafficking in our supply chains we intend to continue to improve the steps we take to combat slavery and human trafficking.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and the California Transparency in Supply Chains Act of 2010. This statement constitutes our slavery and human trafficking statement for the financial year ending 31 January 2025 and was approved by the board.

Certinia UK Limited