

# PSL CSR Report

Program Results

2019



/ PSLCorp



**psl**  
Now part of **PERFICIENT**



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# Corporate Social Responsibility at PSL and Perficient

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Since its founding in 1985, PSL has been committed to making impactful and positive contributions and transform the lives of our employees, communities, clients and partners. This is directly illustrated and championed through our core values of positive contributions, openness, integrity, excellence and innovation.

Corporate social responsibility at PSL, and now Perficient, encompasses a much broader definition than just the community development or environmental programs we work on. It also incorporates the steps we take to support every individual within our PSL and Perficient community in their journey to make an impact; on themselves, their team, the community, their families and more.

Now, more than ever before, we need to be willing to address the role corporations and individuals play in the wellbeing of society and our communities. Companies, individuals, partners and private entities must balance collective wellbeing with economic development. These beneficial behaviors contribute to the creation of stronger communities and development across the world in a variety of sectors. This collective responsibility rests with all of us and it's never been a better time to act on our values.

While we certainly strive to ensure PSL and Perficient succeed as a business venture, our work will always be conducted with the clear purpose of making a difference through these contributions. We believe in constructively impacting our employees, partners, clients, and the communities in which we are engaged. We work closely with community leaders, community organizations, non-profits, private organizations and more to understand the needs of our communities and work to provide lasting solutions that don't depend on our involvement, but can continue to evolve and scale long after we have finished our involvement.

Over the years, our programs and contributions to corporate social responsibly have evolved to more closely resemble the diverse collection of people and communities in which we operate. What follows is a report that outlines the activities completed in 2019 for both PSL and Perficient in the following areas:

1. Community Development
2. Women in Tech
3. Environmental Impact
4. Organizational Governance
5. Labor Practices
6. Fair Operating Procedures

## Community Involvement and Development

We recognize that the employees and clients of PSL are one component of our whole, integrated community. PSL makes every effort to engage with and learn from the communities where we work in order to positively impact and actively participate in the strongest capacity possible. When we have the

resources, the opportunities, and the know-how to conduct or initiate various community activities focused on improving conditions for all, we take those initiatives very seriously.

Often, we donate employee expertise and time, available resources, or develop robust education programs instead of dealing in donations or monetary gifts. We find that including employees, clients, and partners in the process of engaging our broader community creates the foundation for strong, reciprocal relationships. This also encourages the transfer of knowledge and presents opportunities to develop robust community programs in collaboration with community leaders, not for them.

### Current Notable Initiatives in Community Development:

Activity	Objective	Results
<b>PSL University course: PAE (Programa Académico Especial)</b>	<p>The course is taught entirely in English over 16 weeks and focuses on introducing comprehensive programming concepts and new technologies and frameworks based on the current demand in the tech market and PSL's experience.</p> <p>The course is robust and requires students to complete programming assignments, improve their English skills, and demonstrate a working knowledge of systems by completing a final project. PSL runs this course on a pro-bono basis.</p>	Partnership with Universidad Nacional de Colombia
<b>PSL University course: PRAXIS</b>	<p>The course is taught entirely in English over 8 weeks and introduces engineering practices to guarantee quality software development by using contemporary techniques for the analysis and design of code.</p> <p>The course is robust and based on best practices, methodological approaches used at PSL with proven success rates, and provide tools for monitoring and controlling projects. The course supplements CS courses at the universities to expose students to relevant material used in software engineering businesses. PSL runs this initiative on a pro-bono basis.</p>	Partnership with U. de Medellín, U. de Antioquia, EIA (Antioquia School of Engineering), UPB (U. Pontificia Bolivariana).
<b>Meetups</b>	<p>PSL finances and hosts meetups about technical topics where we hold expertise. Organizers invite participants from around the area to begin discussions, lectures or interact with other developers and software enthusiasts. PSL runs all meetups on a pro-bono basis. The idea is to introduce and discuss relevant themes in software engineering and give individuals a space to network.</p>	<p>8 Meetups: Big Data, Machine Learning, Data Science, etc...</p> <p>1 Meetup specifically for girls interested in tech</p>

<b>University Visits</b>	<p>Each year, PSL visits with numerous universities around the country to host programming challenges, encourage students to study software engineering and information technologies degrees, and provide general information about PSL and working internationally, attend labor fairs, host workshops and conferences or interactive discussions.</p>	<p>Bogota, Medellin and Cali</p>
<b>High School Student Visits and Technology Orientation</b>	<p>Students from some of the most underprivileged towns within the department of Antioquia are invited to visit PSL and spend the day learning about software engineering. The objective of the program is to motivate high school students to pursue a career in information technology. These students lack the support for and knowledge of information technology as a career option, due in large part to their socioeconomic status. PSL runs this initiative on a pro-bono basis and works in collaboration with RED de Media Técnica en Informática de Antioquia.</p>	<p>Students in grades 9, 10, 11</p>
<b>Hackathons &amp; Workshops</b>	<p>PSL hosts regular community hackathons and workshops on trending topics in technology and software development. The workshops and hackathons are open to anyone from the community that would like to participate, no matter their role. PSL employees attend the events and serve as mentors and teachers.</p>	
<b>Consultant Development Workshops</b>	<p>Perficient hosts Consultant Development Workshops, a ten-week curriculum focused on the hard and soft skills required to be a successful consultant. The boot camp is laid out in modules designed to provide reading, video, and practical tasks for each development challenge. Trainees will be accountable for their time by having to complete actual tasks as opposed to just reading a tech book. Training is structured more like a semester in college; several skills will be learned in parallel. Topics include Client Communication Skills, Vision and Values, Agile and Scrum, and several types of programming languages.</p>	<p>Trainees will leverage the best of resources provided by Perficient to learn, grow, and develop their technical and professional skillset. Upon completion, trainees will be in a position to begin billing clients and demand a higher hourly bill rate.</p>
<b>Donation Program</b>	<p>Perficient recognizes the importance of charitable nonprofit organizations in our society and understands that corporate citizenship enhances our reputation with our communities, clients, and</p>	<p>Organizations:</p> <ul style="list-style-type: none"> <li>• Make a Wish Foundation</li> </ul>

	<p>employees. To support the work of these organizations, Perficient has adopted a Corporate Giving Program to supplement the individual and team contributions made throughout the year by participation in charity events, pro-bono work, etc. in addition to soliciting payroll deductions.</p> <p>Through our corporate giving program, we hope to enrich the lives of those directly impacted by our designated charities.</p>	<ul style="list-style-type: none"> <li>• Greater Chicago Food Bank</li> <li>• Special Olympics</li> <li>• St. Junes Children’s Research Hospital</li> <li>• Shriners Hospital for Children</li> <li>• Child Can Charity</li> <li>• Shelter Partnership</li> <li>• Autism Speaks</li> <li>• Habitat for Humanity</li> <li>• National Association for Down Syndrome</li> </ul>
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## Women in Tech

The company’s Women in Tech program consists of a community of professionals committed to creating an inclusive environment from which to drive the discourse and implement solutions for gender parity in tech. We want to create a world where women play a larger role in technology, positively impacting the world in profound and tangible ways.

Born out of our desire to create a positive impact on the world, WIT seeks to provide a space where women are supported, respected and encouraged to excel within STEM careers. This initiative is about bringing together everyone to create innovative solutions to elevate underrepresented groups regardless of gender, identification, race or orientation, with a focus on women.

The global WIT ERG is a virtual environment that includes almost 400 colleagues in places like the US, China, India, Serbia, the UK and more. With a focus on educating members about the experiences of women, the goal of WIT is to connect women and their allies across the company, facilitate career growth, and build a community dedicated to supporting fellow colleagues. The WIT group frequently hosts networking and development events that enlighten and inform and is an inclusive place where colleagues can share unique ideas and resources.

The program has five areas of focus with different metrics and objectives for each. Those areas are:

<p><b>Community Development</b></p>	<p>This component focuses on reaching girls in high school and university, with a special emphasis on underserved communities within Bogota, Medellin and Cali. We don’t wish to create new programs, but rather find organizations and communities already doing impactful work and partner with them to expand their reach or enhance their programs. We have committed to hosting hackathons, workshops and visits for high school and university students, girls strongly emphasized, but all participants are welcome.</p>
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<p><b>PSL Recruiting</b></p>	<p>We hope to remove biases in our recruiting practices in a number of ways, including ensuring there are women participating in all internship groups and the shadow program, diversify how and where we recruit senior level candidates to account for the differences in where each gender gets the majority of their information, and include more women in creating and implementing the recruitment process to encourage diverse candidates to apply. We don't believe in elevating resumes only based on gender, but we do believe in removing the biases that prevent qualified women from applying in the first place.</p>
<p><b>Career Support and Development</b></p>	<p>We want to be sure women and underrepresented individuals are given the support they need to excel, while understanding that the circumstances and requirements of their development may be different from the majority. Women and men in leadership positions provide coaching, and other female leaders throughout the company play a large role in this initiative. We also hope to increase the percentage of women in leadership positions throughout teams.</p>
<p><b>Advance the Discussion Around Gender Parity</b></p>	<p>The idea is to create a space where we can openly and transparently address the issues facing women and underrepresented groups, and how we move to including those groups at every stage of the development of technology. Those involved in this program want to stress inclusion and diversity as a way to bring people together and not create more siloed groups. We will be putting together small group talks to discuss different aspects of the company's culture which could move nicely into more in-depth conversations about gender parity.</p>
<p><b>Increased Participation of Women in PSL Events</b></p>	<p>We have a robust schedule of internal events covering a variety of topics, such as conferences, lunch and learns, courses, internal trainings, and more. WIT hopes to encourage more women to participate and lead at those events. Then, the company hopes to foster at least 1 meetup or workshop or conference each quarter for women without making it discriminatory towards any other group.</p>

**Resources:**

<https://blogs.perficient.com/2020/08/25/perficient-wit-group-shares-advice-for-women-taking-a-job-in-technology/>

<https://www.pslcorp.com/dna/women-in-tech/>

## Environmental Impact

Although PSL and Perficient are companies that do not have extensive polluting processes, both companies are committed to ensuring that we have environmental management programs that support initiatives to create a living system in harmony with nature, focused on:

- Lower consumption of electrical energy, both in computer equipment and air conditioners.
- Rational use of paper, water and other natural resources.
- Adequate disposal of waste in order to facilitate recycling and composting.
- Removal of plastic products at events and in daily life at the Perficient Latin America offices.
- Educating colleagues on the [value of sustainability](#) and [how they can participate](#).
- Educate customers about the business benefits of sustainability

In order to strengthen our commitment to sustainable development and contribute to the reduction of the degradation of ecosystems, PSL created PSL Verde and Perficient created the Green Team, both programs designed to raise awareness about the management and protection of the environment and natural resources and move towards an ecological culture of cleanliness and resourcefulness among employees.

#### Active Initiatives of PSL Verde and Perficient Green Team:

Activity	Objective
Integrated waste management	In the company's facilities, waste sorting containers will be distributed, each of these containers has the universal standardization of colors and the type of waste to be deposited. Ecological points and several containers will be strategically placed around the workstations in order to facilitate classification and collection.
Contaminated Elements disposal	Contaminated materials that can not be disposed of normally will be collected once a month and delivered to a company dedicated to the proper disposal of such elements.
Battery disposal	There is collection point at each of the Colombia headquarters so that employees can deposit the batteries that are no longer used, from home or from work. Once a month the collected batteries will be taken to proper disposal locations.
Optimization of Resources	Including the rational use of paper in accordance with reduce, reuse, recycle, implementing energy saving techniques by working with equipment that includes in its characteristics, components and processes that promote minimized energy consumption, and the reduction of water use through water-saving technologies and employees actions.
Carbon Footprint Mitigation	The company measures its carbon footprint each year and based on the results plants a certain number of trees to mitigate the damage caused by carbon production.

Reusable or Biodegradable Containers	We have replaced all disposable containers with reusable or biodegradable versions. For instance, there are wood stirring sticks and paper cups available for coffee.
Colleague, Client, and Community Education	Several employee-led events are hosted throughout the year to bring in local experts to educate and inspire practicing sustainability. Topics include being green through quarantine, wildlife conservation, and building sustainability into business processes.

Resources:

<https://blogs.perficient.com/2019/07/09/develop-supply-chain-sustainability-program/>

<https://blogs.perficient.com/2019/07/24/building-strong-case-for-sustainability-programs/>

## Organizational Governance

PSL and Perficient both champion environments in which all people are valued, and communication is open and based on trust. As our culture outlines, we value ideas over positions or hierarchies, and promote the empowerment, self-determination and autonomy of groups. All individuals are expected and encouraged to say the truth, respectfully but directly and without evasiveness. The facts will always be the facts, we do not try to hide them or deny our mistakes.

PSL was one of the leading software development organizations in Colombia, and is now part of one of the world's leading digital consultancies, Perficient. We value our team members and promote people for their contributions and skills, not for reasons of rank or seniority. Problems can be elevated to any member of the team and executive members of the company maintain an open-door policy. We all consider mistakes an opportunity to learn and improve. We are a company with a clear purpose, aware of our role in society and constantly working to improve while relying on the most important thing that makes all of our objectives possible: people.

## Labor Practices for Employees in Colombia

PSL is committed to creating an environment in which all employees are valued, respected, heard, supported, and free from discrimination. For those individuals that decide to contribute their efforts and talents to the progress of PSL, they can expect the following from the organization:

- PSL ensures strict compliance with labor laws.
- Stable work. It is not PSL's policy to create temporary jobs.
- To the best of our ability, we try to help people develop their careers.

- We evaluate options and provide opportunities in different areas to people who do not perform well in certain roles. In fact, PSL is known for finding the intersection of interests and capabilities and placing people in fitting roles within the organization.
- PSL provides training for each role within the company. This is both internal and external and suited to the needs of the people and their roles.
- Proper treatment and respect for individuals are essential conditions for working in PSL.
- We do not discriminate on religious, political, ethnic, sexual, gender, age or disability grounds.
- We value ideas over positions and hierarchies.
- We practice equal opportunities for all.

## Fair Operating Procedures

The PSL supplier selection and monitoring processes are certified under ISO 9001, ISO 27001 and rated at level 5 under the CMMi model. Through these we guarantee that each supplier is suitable, responsible, and ethical, and fully complies with the laws.

It is important to note that the company's main suppliers are multinational companies such as Dell, HP, IBM, Oracle, Microsoft and others, all of which are governed by the strictest standards and practices of quality, environmental management, social responsibility, safety, and occupational health.

Fair operating practices are also related to how we work with and view our competitors. PSL fully adheres to and respects all laws that seek to prevent unfair or unethical competition in the marketplace.