

ESG Policy

SERP CORPORATION — ESG Policy (Public Version)

1. Introduction

SERP Corporation is committed to operating responsibly and sustainably across all regions where we conduct business.

Our Environmental, Social, and Governance (ESG) principles guide how we build our technology, support our customers, and maintain ethical business practices.

This is a **public ESG statement** intended for customers, partners, and stakeholders.

2. Environmental Responsibility

2.1 Efficient Cloud Infrastructure

SERP utilizes modern cloud technologies that optimize energy usage and reduce unnecessary computing overhead.

Our serverless-first approach helps minimize environmental impact by scaling resources only when needed.

2.2 Digital Transformation

By delivering digital-first workflows for accounting, fiscalization, and business operations, SERP helps organizations reduce reliance on paper-based processes and lower their overall environmental footprint.

2.3 Sustainable Product Design

Our platform is designed for long-term reliability and minimal technical waste, reducing the need for frequent replacement or restructuring of software infrastructure.

3. Social Responsibility

3.1 Empowering Small and Mid-Sized Businesses

SERP supports economic growth by giving small businesses access to modern, compliant, and affordable enterprise software — tools typically reserved for large enterprises.

3.2 Fair and Inclusive Practices

We are committed to:

- Inclusive hiring practices
- Fair treatment of employees
- Respect for local labor laws
- Promoting safe and supportive work environments

3.3 Ethical Customer Engagement

We prioritize transparency in:

- Pricing
- Support policies
- Data usage
- Product functionality

This means no hidden fees, no exploitative practices, and no dark-pattern UX.

4. Governance Responsibility

4.1 Ethical Corporate Conduct

SERP Corporation

SERP enforces strict ethical standards in all business operations.

We work to ensure that every market we operate in receives consistent product quality and responsible business behavior.

4.2 Data Privacy and Protection

We follow internationally recognized standards for data privacy, including strong alignment with GDPR principles.

We use modern security practices and transparent data-handling policies to protect customer information.

4.3 Vendor and Partner Standards

All partners and vendors working with SERP must adhere to:

- Ethical business conduct
- Confidentiality obligations
- Proper data-handling practices
- High-quality service standards

No proprietary partner information is disclosed publicly.

5. Continuous Improvement

SERP is committed to growing our ESG program as we expand into new regions.

We continuously evaluate our impact, improve our practices, and update our policies to meet evolving standards and expectations.

Our ESG efforts reflect our long-term goal of building trust, supporting sustainable economic growth, and being a responsible technology provider.
