# Flat hierarchy

#### Employee Ownership Trust (EOT)

We're an employee-owned business where everyone is encouraged to act as an owner. With a flat hierarchy, we value and empower every voice, treating all individuals equally, regardless of their role, salary, or experience level.



CLARASYS

## Advisory Board Process

**Advisory board:** Chaired by EOT rep, biweekly calls, adhoc meetings if urgent. Representation from all employees, from CEO to our most junior staff - all with an equal voice. Here's the process:



Empowered Gathering the decision-making: "people" lens: Consider People, Share idea/topic Clarasys, and Client and specific ask perspectives. with pre-read materials for Engage with relevant Advisorv Board. stakeholders Sufficient time for for informed reflection and views. thoughtful input.

The Advisory Board meeting. Members provide thoughts, feedback, questions, and challenges. Openness, honesty, and sharing of wider colleagues' views are encouraged. Everyone is urged to express their beliefs without judgment, creating a safe space for disagreement. This fosters the inclusion of diverse opinions, accurately representing the company's perspective.

The decision maker incorporates Advisory Board views, balancing Business and Client perspectives, to make the final decision. They then implement the chosen solution or idea accordingly.

## **Our Feedback Culture**

Feedback at Clarasys is about...

Driving quality.

- Helping colleagues develop personally.
- Creating a culture of continuous improvement.

Being true to our purpose and creating the right environment for everyone to help make a difference.

### Learning dialogues...



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Are essential for personal growth and development, providing an opportunity to achieve our objectives in a supportive and honest environment.

Encourage a mindset focused on helping others rather than projecting our own views of what constitutes "good."