



ActOne Group

# *Sustainability Report*

2022

COMMUNICATION  
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

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# A Message From JBH



At the ActOne Group, our most valued business statement is: “Together...We Win!” This statement is the foundation of our culture, as DEI&B are the cornerstones. It is the driving force behind our efforts to build a healthier, more sustainable future. As individuals and as a global community, our ActOne Group family works to achieve our highest level of social and environmental responsibility every day. We are progressing toward reducing our environmental impact and are committed to improving our processes, creating a future of climate positivity.

As we focus on moving our company into a new era of climate positivity, our mission of becoming the business community’s global partner in providing workforce strategies, forward-thinking, valued talent and resource-management solutions remains strong. Leveraging our unique expertise, we’ve implemented sustainable practices that enable our clients to access the powerful potential of today’s diverse global workforce. We remain passionate to consistently challenge ourselves to be better by doing better.

The unprecedented events of the last two years have created challenges and obstacles that we could never have imagined. The agility, adaptability, commitment and sheer

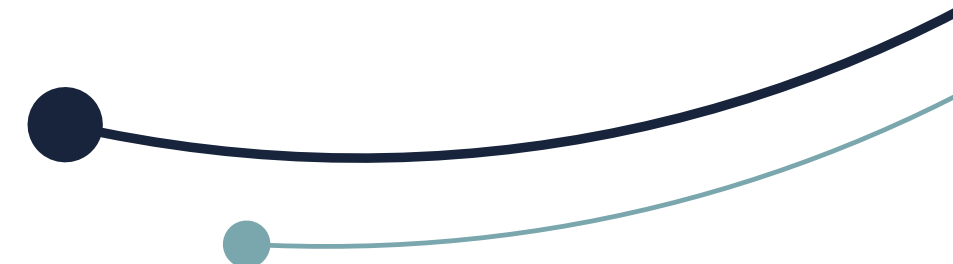
perseverance of our global teams helped us rise to the occasion. We’re in the business of keeping great people working and helping companies design, sustain, and grow; nothing will stand in our way when it comes to achieving these goals.

Committing ourselves to core principles and values [Freedom to Innovate, Excellence in Delivery, Everything - and Everyone - Matters, and Time to Understand] has created meaningful progress toward our Sustainable Development Goals, the United Nations Global Compact, and our evolving Environmental, Social, and Governance efforts. We’re proud of our efforts and achievements. We welcome you to join us on this journey to support the agenda toward global Sustainable Development. Our commitment to diversity, equity, inclusion, belonging and sustainability is paramount. Although these values have been intrinsic to our organization since our founding, we’re constantly making meaningful progress in our commitment to sustainability. We are challenging and changing our operations, processes, and mindsets to expand all aspects of our ESG practices.

*The ActOne Group supports the Ten Principles of the United Nations Global Compact on human rights, labor, environment, and anti-corruption. We are committed toward attainment and progress in support of the principle-based approach.*

A handwritten signature in black ink that reads "Janice Bryant Howroyd". The signature is fluid and cursive, written on a light-colored background.

**Janice Bryant Howroyd**  
Founder & CEO



## *Our Mission and Principles*

The ActOne Group is constantly innovating services and technology solutions for private, public, and government sector clients, providing them with impactful optimizations and a consistent competitive edge. We always work with the future in mind, and as a pioneer of comprehensive solutions in our industry, we envision a world where our strategies and services help our partners work more sustainably, efficiently, and impactfully. To achieve this mission, we leverage resources from our portfolio of companies and utilize our network of more than 3,500 suppliers.



# Core Values

The ActOne Group's services are designed from our principle of "Real Love" and rest on four core values:



## *Freedom to Innovate*

Reflects how we lead our employees and approach our customers in a consultative and value-adding manner to keep them on the cutting edge.



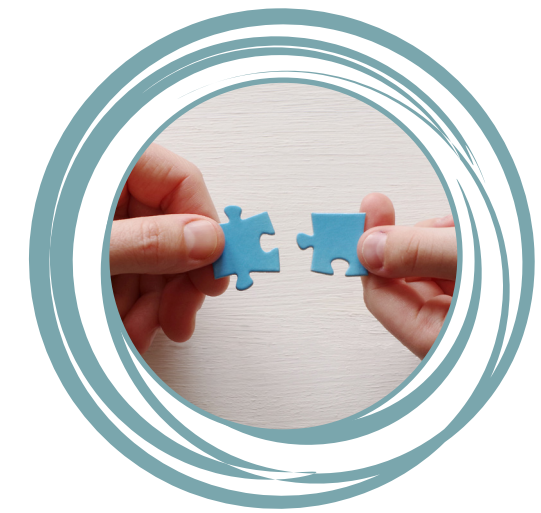
## *Excellence of Delivery*

We do not make shallow promises, we are reliable, and differentiate ourselves through our flexible services.



## *Everything and Everyone Matters*

We hold ourselves accountable to the past, present, and future... so that we always provide results.



## *Time to Understand*

Reflects our proactive interest in the best long-term solutions, whether listening to our customers or perfecting our operations.

# Staffing Solutions



The ActOne Group and its portfolio of companies maintain a keen focus on total talent management, supply chain optimization, contingent and direct hire fulfillment, HR business services, and customer care by keeping the promises we make to the clients we support.

For over 58 years, **AppleOne** has connected great candidates with great companies as an ActOne Group subsidiary. Our unique “Hiring Made Human” approach means every candidate receives the respect, support, and advocacy they need to find the right fit for their unique talents.

Through our innovative programs, AppleOne has partnered with universities, private colleges, and community colleges to give the next generation of professionals a chance to gain valuable experience in their prospective fields. Whether clients are looking for multiple interns that can receive on-the-job training or if they want to develop the talent that will take their company into the future, we cover everything through our Internship Services.



**AllSTEM Connections** (AllSTEM) designs talent acquisition and human capital programs that prepare candidates and clients for the science, technology, engineering, and math (STEM) talent revolution. This mission is driven by Janice Bryant Howroyd, Founder and CEO of the ActOne Group, who recognizes the power of STEM as one of the great equalizers of the 21st century.



At **All's Well Health Care Services**, our diversified service organization comprised of a cohesive team of innovative people provides the highest quality healthcare staffing services with the greatest value.

Our healthcare staffing division for recruitment of nurses and medical talent, All's Well specializes in providing contingency and direct hire placements.

Service highlights include:

- Full-service clinical staffing
- Full-service medical clerical staffing
- MDS and PPS data entry pool of assignment-ready candidates
- JCAHO compliant locations and business processes





# Workforce Solutions



**AgileOne** is a leader in helping the business community expand its employment value proposition from full-time employment to total talent management. As an innovator in this space, our talent acquisition, workforce management, and software development experts have created a unique and user-friendly software application to attract, assess, curate, and quickly and efficiently on-board talent, manage vendors, and automate the end-to-end requisition lifecycle.

Importantly, we are working with our customers in North America, Europe, Latin America, and Asia-Pacific to integrate service and technology solutions into a broader total talent management strategy so that it becomes culturally innate to bring new talent into an organization. Solutions are designed to improve quality, efficiency, and cost, while mitigating risk.

AgileOne's **Managed Services Program (MSP)** serves as a single point of contact to manage workforce procurement and governance strategies, streamlining talent acquisition processes, and providing insight into supplier and temporary labor performance.

Whether clients require a complete end-to-end solution or want to supplement aspects of their internal recruitment processes, our **Recruitment Process Outsourcing (RPO)** solutions are designed to provide our clients with a distinct strategic advantage. Consistently recognized on the HRO Today's Baker's Dozen list of top recruitment process outsourcing providers by our clients, our personalized and integrated approach to talent acquisition and management sets us apart within the industry.

AgileOne's vendor management system (VMS), **AccelerationVMS**, automates requisitioning, sourcing, selecting, on-boarding, managing, and off-boarding for clients' temporary workforce while simultaneously gathering important data. The result is reduced costs, improved candidate quality, and enhanced workflows that allow clients to better manage their most valuable resource: people.

Through **AllSourcePPS**, AgileOne provides payroll services by becoming the employer of record for named resource workers, adding a layer of support for hiring managers and workers while reducing cost, time-to-productivity, and liability.





# Business Services



**A-Check Global (A-Check)** provides accurate, compliant background screening solutions for mid-sized companies, Fortune 500 enterprises, and government agencies. ACheck tailors screening solutions to meet each client's unique requirements through a user-focused, online interface technology available worldwide. E-Verify, ISO 9001:2015 certified, and NAPBS accredited.



Through **ActOne Government Solutions**, the ActOne Group provides efficient, effective, secure, and cost-effective talent and commodity solutions to our trusted federal, state, municipal, and quasi-governmental clients in service to the American people.



**ATIMS** is a leading provider of Law Enforcement and Public Safety software, featuring fully integrated solutions for stand-alone or system-wide applications. ATIMS systems are deployed in Law Enforcement, Corrections, and Justice Agencies throughout the United States. From dispatch through records and corrections, ATIMS' Records Management, Field Reporting, and Jail Management Systems provide comprehensive and affordable software for every link in the chain of public safety information management and distribution.

# The ActOne Group Awards and Highlights

Operating in over

30

countries across  
the world

Over

\$36

in Spend  
Under Contract

3,500+

Supplier Partners

## Fast Facts

- 17,000 clients worldwide
- 3,000 municipal, state, and federal clients
- WMBE diversity-certified company
- NMSDC Corporate Plus Partner
- 63% of suppliers in our MSP programs are diversity-certified companies

Year	Award	Organization
2021	Top 3 for Customer Satisfaction Ratings Managed Service Program	HRO Today
2021	Diverse Supplier of the Year	Beverage Industry Client
2021	Supplier of the Year	Food Processing Industry Client
2021	Silver Level for Sustainability	EcoVadis
2021	Global Power 150 - Women in Staffing	Staffing Industry Analysts
2021	Top 100 Most Powerful People in Staffing	Staffing Industry Analysts
2021	Superstar Award	HRO

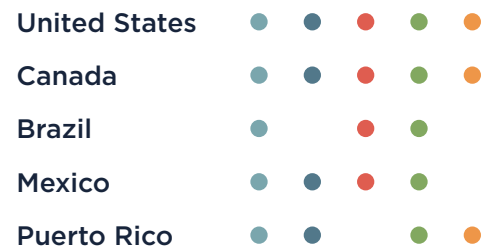


# Global Coverage

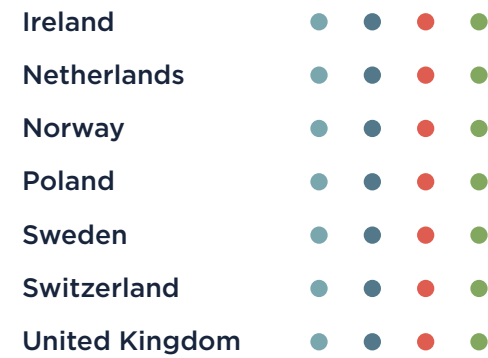
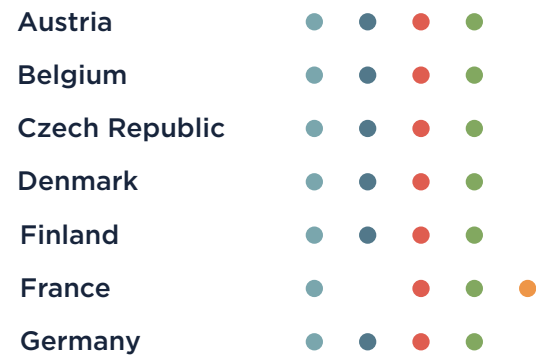
From cutting-edge technologies to award-winning services, we have the expertise to provide true total talent management with access to world-class workforce solutions and technologies configured to meet your unique enterprise needs. We are minority/woman-owned, with operations in over 30 countries across the globe.

Countries and Territories with primary operations:

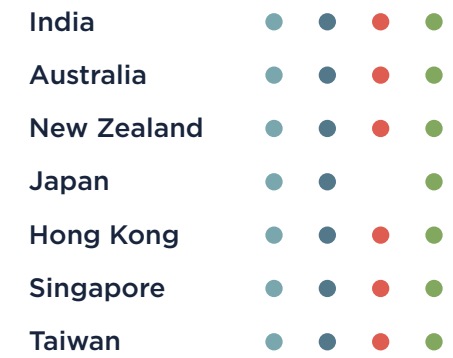
## Americas



## EMEA



## APAC





# Our Commitment to the Environment

The ActOne Group recognizes the urgency and importance of the climate crisis and takes a rigorous analytical approach to improving sustainability company-wide. Our journey toward increased environmental sustainability began with an investigative review of our business operations. We started by examining our operational processes in our three main corporate locations in Los Angeles, California.

An analysis of utility consumption for electricity and gas provided the baseline assessment data for our commitment to continued consumption tracking. In combination with our focus on GHG emissions, we decided to concentrate our efforts on electricity consumption (scope 2) to continue minimizing our environmental footprint in 2020. In 2021, we further analyzed our GHG emissions and sought new methods to reduce our total carbon footprint, with the **goal of ultimately achieving carbon neutrality**.



# Achieving Carbon Neutrality

In order to achieve carbon neutrality, we are strategizing and planning out long-term objectives and targets by **creating an Environmental Management System (EMS)**. Our EMS will consist of **concise goals, actions, and metrics** that outline our plan to reduce our carbon footprint. Furthermore, our EMS will consist of three main components – avoid, reduce, and compensate emissions – which outline our strategy for accomplishing carbon neutrality. Our strategy is to avoid and reduce our emissions as much as possible and to compensate for our remaining business imperative emissions by utilizing carbon offsets. This concept is shown in Figure 1 below. Currently, we are in the midst of implementing our EMS.

Figure 1





# Our Carbon Footprint

Since mid-2020, the ActOne Group has been tracking CO2 air emissions to determine how best to reduce our carbon footprint. **We are monitoring and measuring our CO2 emissions continuously and utilize this data to strategize our plan for decreasing our carbon footprint.** Throughout 2019 - 2021, we captured car-mile emissions, which are represented in the CO2 emissions table.

In comparison to our base year of 2019, we have still managed to decrease our overall scope 3 emissions by at least 8 percent in 2021.

In comparison to our commuting scope 3 emissions in 2019, in 2021, our commuting scope 3 emissions decreased by 91.62 percent.

In 2020, we established mechanisms to capture air-mile emissions. Our first year reporting on air-mile emissions is 2021, displayed as Scope 3 - Employee Travel in the below table.

CO2e Emissions in Metric Tons					
	2019 (Base Year)	2020	2021	% Change (Prior Year)	% Change (Baseline)
<b>Scope 1</b>	5.10	7.90	5.20	-34.18%	1.96%
<b>Scope 2</b>	420.00	288.00	229.00	-20.49%	-45.48%
<b>Scope 3 - Combined</b>	460.24	154.79	423.56	*N/A	-7.97%
<b>Scope 3 - Employee Commuting</b>	460.24	159.39	38.56	-75.81%	-91.62%
<b>Scope 3 - Employee Travel</b>	-	-	385.00		

**Scope 1:**  
Direct emissions controlled gas sources (e.g. heating using oil and/or natural gas).

**Scope 2:**  
Indirect emissions from the generation of purchased energy (e.g. conventional and renewable electricity, energy for heating or cooling).

**Scope 3:**  
Other indirect emissions occurring in the value chain (e.g. air travel).





# Reducing Emissions

- As part of our ongoing strategy to not only source responsibly but also deliver our technology in a more environmentally responsible way, we are currently **migrating all server infrastructure for one of our largest customer workloads to one of the most forward looking and environmentally committed cloud service providers.**
  - In addition to addressing environmental risks, the provider also incorporates sustainability into its data center design and is deeply committed to a goal of using 100 percent renewable energy. Through the migration to this cloud service provider, we expect to see a significant reduction in carbon emissions from our on-premises & data center infrastructure.
  - Most organizations typically reduce carbon emissions by 88 percent with data centers because they offer environmentally friendly operations of scale. However, organizations generally use 77 percent fewer servers, 84 percent less power, and tap into a 28 percent cleaner combination of solar and wind power through this cloud service provider.
- Throughout 2020 and 2021, our workforce operated remotely due to the pandemic. Moving forward, we will continue to provide increased support for workplace flexibility with remote and hybrid work options to ensure safety and positive well-being for our employees.
- We are committed to **changing and replacing all corporate locations' lighting with energy-efficient LED bulbs** once existing bulbs are depleted. Our transition to LED lighting is ongoing, and we have increased LED use in one of our corporate locations by 5 percent. Due to remote work operations throughout the pandemic, our electricity usage has reduced significantly.

- Throughout 2021, we conducted a full internal review of all departmental operations and their environmental impact in relation to materials' consumption. Currently, we are automating processes and benchmarking current and targeted reductions to increase sustainable methods. Through our ongoing paperless initiative, we aim to reduce our paper consumption substantially across our organization. Through updates to our internal operational processes, we have positively impacted our downstream operational processes by increasing the use of digital processes, sustainable methodology, and reducing the use of printing, directly decreasing the paper consumption of more than half of our departments.
- With our ongoing paperless initiative, the ActOne Group has implemented a strategy involving increased digital processes, reduced paper purchases, and significantly less paper consumption, directly decreasing our carbon emissions and the number of trees impacted. This continuous effort has noticeably reduced our environmental impact and reaffirmed our commitment to sustainable practices and methodology.
  - In year 2021, compared to our baseline year of 2019, we have reduced our quantity of paper purchased by 74.72% Which has in turn saved 1,013 trees and decreased our carbon sequestering impact by 20.6 Metric tonnes.
- In an effort to reduce work-related travel, we continue to take full advantage of **virtual conferencing platforms**, offer **remote and hybrid work opportunities**, and encourage using environmentally friendly options for work-related travel.
- Once existing equipment has reached the end of its life cycle, we aim to **sustainably dispose of the equipment and replace it with energy-saving equivalents.** We recycle all IT equipment.

We expect an  
88% carbon  
emissions  
reduction

75% paper  
consumption  
reduction

1,013  
trees  
saved

Decreased  
carbon  
sequestering  
impact by 20.6  
Metric tonnes



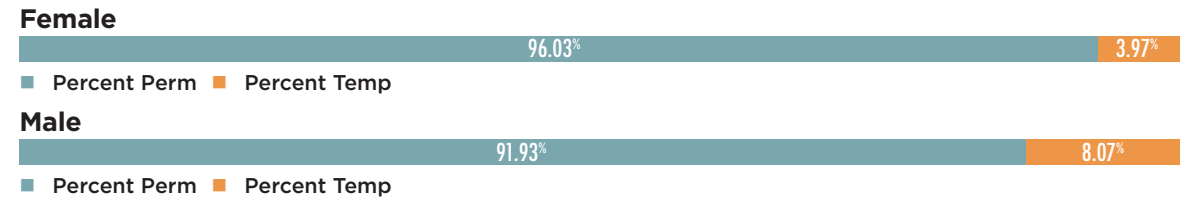
## *Social*

The ActOne Group believes that our social endeavors are equally important in our organization and the communities and countries we continuously impact. Our teams' compositions reflect the global nature of our business, and our benefit offerings showcase the steps we take to ensure our employees are taken care of while achieving an ideal work-life balance.

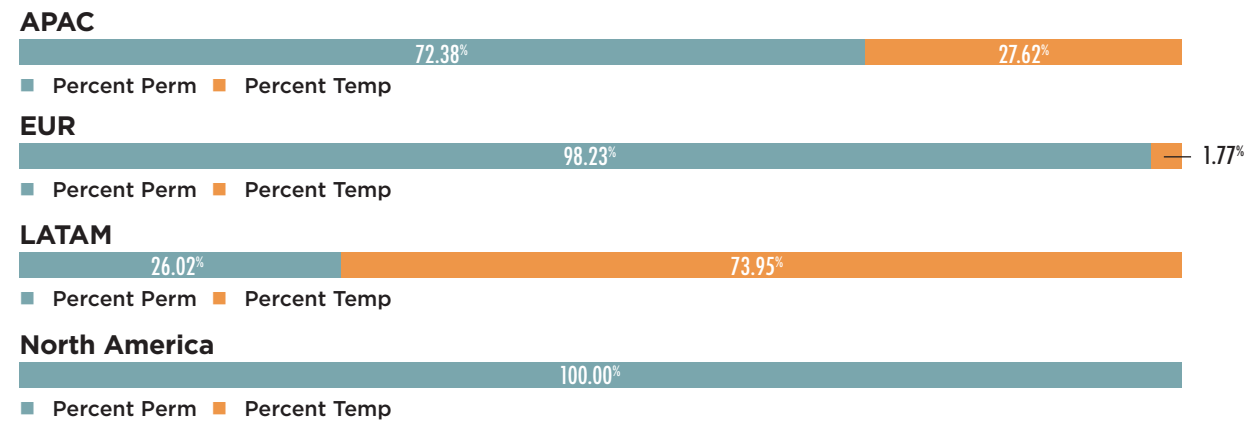


# Our Team Composition

## By Gender By Temp/Perm



## By Region



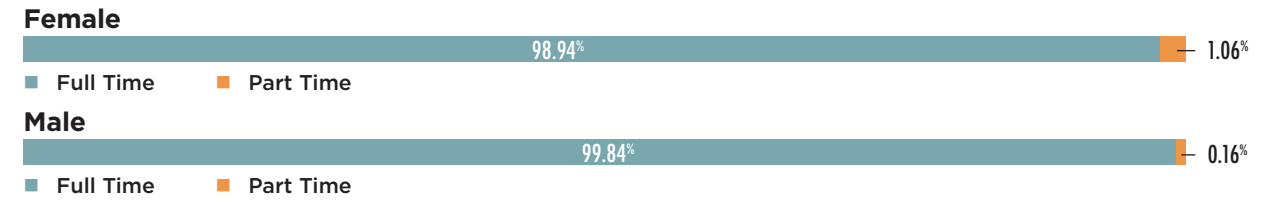
## By Gender



## By Age



## By Gender By Full Time/Part Time



## Hires By Gender



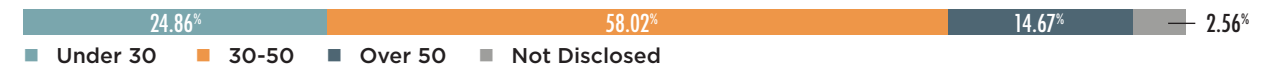
## By Age



## Turnover By Gender

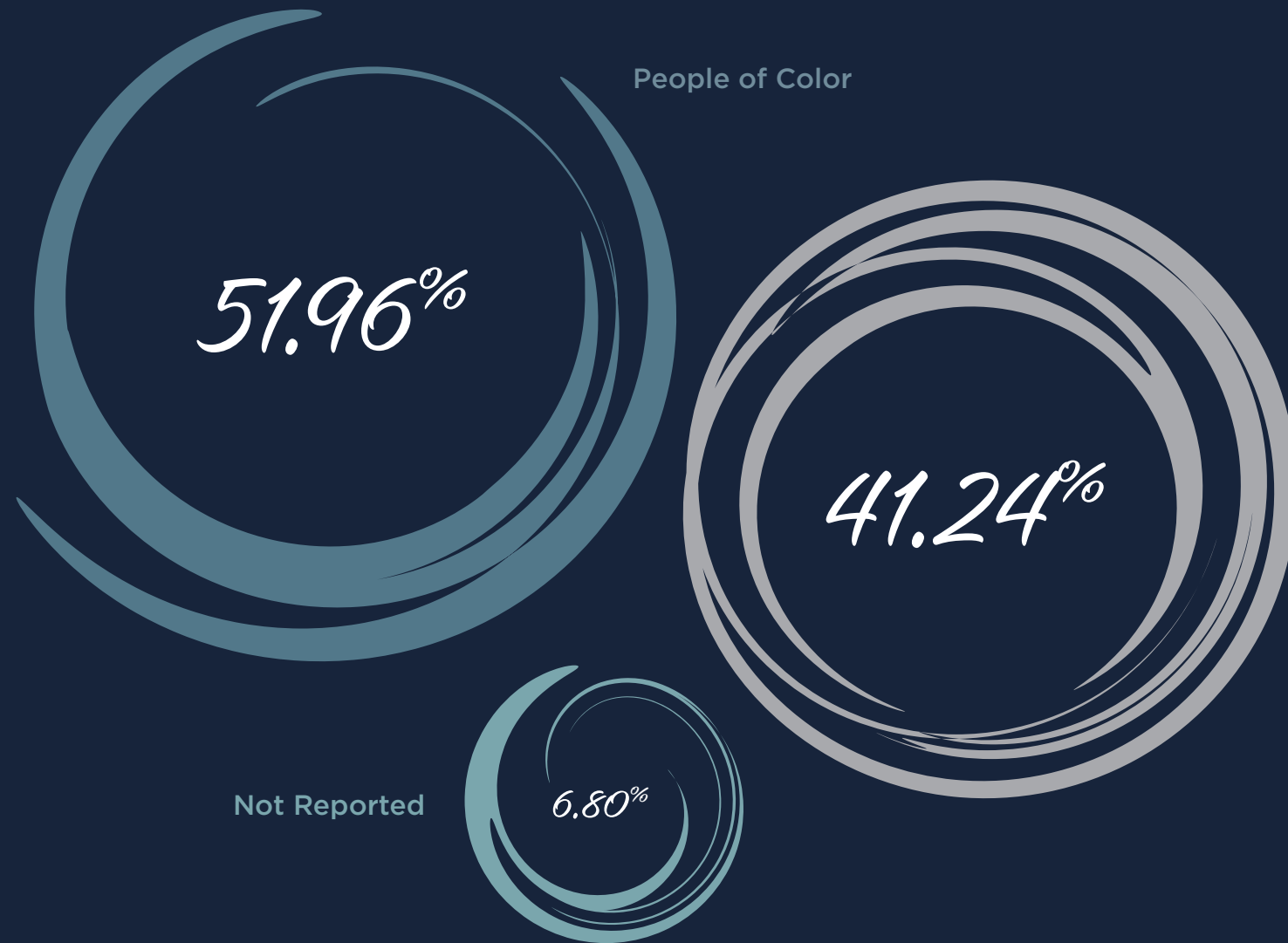


## Turnover By Age





# Employee Diversity



# Employee Benefits

## Benefits for Our Employees

- Medical Insurance: healthcare, dental, vision, hospital indemnity, long-term disability, basic life and AD&D, long-term care, group-term life insurance, accident/short-term disability and cancer/critical illness, pet discount coverage
- Employees can take advantage of Flexible Spending Account, Health Savings Account, and Pre-Paid Legal Plans
- Life Insurance and Critical Illness support plans
- Retirement plans are offered through a 401K plan with a match
- Paid time off: personal time off, bereavement, sick days, and U.S. and global holidays
- Parental Leave and Military Leave
- Employee Assistant Programs and Affinity Life Management Solutions Program
- Financial Wellness Programs and Personalized Investment Counseling
- Flexible work, telecommuting
- Organizational Wellness Initiative

We've taken time to continuously expand and upgrade our menu of benefits options for our employees, working extensively to guarantee multiple options are available. After negotiating discounts

on healthcare benefits costs, we've directly decreased employees' expenses to ensure our teams can choose from accessible, wide-ranging benefits options. Additionally, the ActOne Group makes a generous employer contribution toward medical, dental, and vision coverage costs. The benefits program provides eligible staff and dependents with comprehensive benefits complying with the Affordable Care Act. Full-time internal staff employees are eligible for the ActOne Group's health benefit programs, and our qualified Cafeteria Plan allows employees to pay contributions with pre-tax dollars.

We also provide employees and their family members with access to our Employee Assistance Program. Toll-free calling is available for confidential and professional assessment and referral services for health and well-being issues, including workplace stressors, personal and work relationships, and ongoing life experiences.

Our employees' health and wellness are of the utmost importance to us, which is why we have developed the ActOne Group Organizational Wellness Initiative. In support of this initiative, we have designed the ActOne Wellness Program, providing our employees with a centralized location for resources, tips, guidance, and information on four types of well-being: social, physical and mental, career, and financial.







## *Our Commitment to Diversity, Equity, Inclusion and Belonging (DEI&B)*

At the ActOne Group, we recognize that our values, strengths, and successes are the aggregate of each of us; our experiences, our cultures, and our talents – and the diversity of our internal makeup reflects this. We remain committed to discovering, nurturing, and advancing high-quality talent, and we’re constantly innovating and updating practices to positively impact both our own organization and the organizations of our clients.

Through our cherished partnerships with diversity and inclusion-focused organizations, we work diligently to ensure that sustainability and growth are achieved and maintained.



# Embracing Diverse Partnerships and Fostering Diversity Within the Workplace

The ActOne Group engages suppliers in numerous ways, and in every instance, we hold each accountable for sustainable practices. This includes, but is not limited to, our staffing suppliers and how we procure goods and services. Our cherished partnerships with diverse suppliers enable us to effectively create workforce representation. As a proud recipient of a renowned Supplier Diversity Award and a member of the Diversity-Owned Staffing organizations in the U.S. and across the globe, we work continuously to expand our bench of diverse suppliers and amplify our impact on underserved communities.

As a DEI&B industry leader, the ActOne Group has built a vibrant program filled with extensive, viable, and long-lasting supplier diversity relationships unique to the staffing industry. Our vision statement is simple and direct: “To connect, build, and foster relationships with suppliers in a way that brings value to every member of the supply chain.”

A key to our continued success with supplier diversity is the creation of AgileOne’s Supplier Partnership and Engagement team (SPE), a procurement-driven division within our company solely focused on supplier engagement, relationship management, and development.

SPE specialists work in partnership with AgileOne MSP service teams across the globe to bring forward an optimal mix of high-performing staffing agencies capable of excelling within our MSP programs, while also successfully fostering agency adoption and transitioning each new client’s incumbent supply chain partners into our total workforce management solutions.

Through partnerships with organizations such as the National LGBT Chamber of Commerce (NGLCC), the National Minority Supplier Development Council (NMSDC), and the Women’s Business Enterprise National Council (WBENC), the ActOne Group is constantly implementing improved strategies and community-based efforts that ensure we foster and sustain diversity both internally and for our clients. Our educational partnerships also ensure that we establish and expand meaningful talent pipelines for underserved communities.

AgileOne’s strategy emphasizes the ActOne Group’s approach to promoting diversity, equity, and inclusion across the supply chain and the worker population. As an African-American and woman-owned enterprise with certification, AgileOne’s unwavering advocacy for workplace diversity, unbiased hiring, equitable opportunity, and representative inclusion is part of our DNA.





## *Security and Data Privacy*

The ActOne Group upholds and values customers', clients', and employees' privacy and is committed to protecting personal data throughout our worldwide operations. The ActOne Group works diligently to ensure the security of all information and data. To prevent unauthorized access or disclosure of data, maintain data accuracy, and ensure the appropriate use of information, we have established and continuously update our physical, electronic, and managerial procedures to safeguard and secure all information we collect.

# Security and Privacy Team

To ensure our data security standards are upheld and constantly improved, we have a Security & Privacy team that leads and collaborates on all data security topics, policies, and procedures throughout our operations.

The US Privacy Team has implemented procedures to comply with the **California Consumer Privacy Act (CCPA)** and **California Privacy Rights Act (CPRA)**. Further, the ActOne Group, as applicable, complies with other data protection and privacy laws, including but not limited to the **Fair Credit Reporting Act (FCRA)**, **Health Insurance Portability and Accountability Act (HIPAA)**, and **Health Information Technology for Economic and Clinical Health Act (HITECH)**, **EU General Data Protection Regulation (GDPR)**, **UK Data Protection Act 2018** and **UK GDPR**, and **Brazil General Data Protection Law (LGPD)**.

Our IT systems and compliance processes are established with a clear focus on safeguarding identity, employment, contact information, financial data, transactions, technical data, usage data, and communications data. We comply with all required laws to ensure the safety of our customers, clients, and employees. We also provide options on our websites that enable users to select their preferences on interactions with cookies and advertising opportunities, ensuring the privacy preferences of website visitors are met.

We have put procedures in place that deal with any suspected personal data breach, and any applicable regulator of a breach, where we are legally required to do so. Both our employees and suppliers must comply with our data security requirements, through contracts and codes of conduct where relevant, within our operations and supply chain.

We have implemented data security measures and technical and organizational measures to prevent personal data from being accidentally lost, used, accessed in an unauthorized way, altered, or disclosed. In addition, we limit access to personal data to employees, agents, contractors, and other third parties who have a business need to know. All employees at the ActOne Group complete online training courses comprised of Privacy Basics, Security and Privacy Awareness, and Cyber Security Awareness training. As an organization, we reiterate the importance of online security through frequent communications and updates within our internal communications.





# Our Community Involvement

The ActOne Group is committed to strengthening the communities we serve. Our community engagements are a core part of our efforts to work with the global business community to improve the world of tomorrow.

We're deeply invested in providing educational opportunities to underserved students, and we've established numerous educational programs to create more access to the global talent community. We support our initiatives in education through significant financial contributions, via scholarships, to community colleges and universities. Our partnerships with HBCUs/Diverse-serving universities and Ivy League institutions ensure we provide opportunities, guidance, and resources to all members of society. Additionally, our clients play a critical role in supporting our educational partnerships across the globe.

AgileOne Poland created a Holiday tradition by partnering with Noble Gift, Poland's largest Christmas charity drive, to spread joy throughout their community. In Florida, during the early days of the COVID-19 pandemic, our employees teamed with Feeding South Florida to distribute fresh food to area families in need.

Our strong relationships with non-governmental organizations (NGOs) allow us to support the advancement of women, minorities, the LGBTQIA+ community, veterans, and military spouses. Our economic impact on these diverse communities is large and continuously expanding. We support advancement through job placement, mentoring, and training. Our partnerships with the Military Spouse Employment Partnership (MSEP) and Hiring Our Heroes enable us to provide career guidance to veterans and military spouses, identifying their passions and placing them in jobs where they will thrive.



# Connecting with Our Communities



**Photo:** Janice Bryant Howroyd, Founder and CEO, and Brett Howroyd, President

The ActOne Group empowers team members to engage at the local level as well. For example, we provide equipment as part of our funding to college preparatory organizations. Across the United States and the globe, we engage in local community service initiatives led by our regional leaders. Each year, ActOne teams around the globe participate in walks and events that raise money and awareness for local and international causes that are important to their communities, with one of these events being the annual Walk to End Alzheimer's.

Following a devastating earthquake, our AgileOne Puerto Rico teams banded together to create emergency backpacks for "Hogar de Niñas de Cupey," a local charity that shelters and assists young women who are the victims of abuse.

We also engage in community-based initiatives at our internal events, for example, we held a book drive for local schools in Puerto Rico. By engaging with and supporting our team members, we make meaningful impacts to communities on both a local and global scale.

Supporting a community is central to everything we do. From safety to social and environmental responsibility, our business revolves around caring for others. Most recently, we developed the International Care Communications Center focused on providing resources for community support in Ukraine.

*"Russia's attack on Ukraine is devastating on several levels. Like each of you, I am saddened by the great suffering this war has caused..."*

*"With the announcement of the ActOne International Care Communication Center, I see a way to do more, to communicate my love and hope to my friends and colleagues who are so directly impacted by this."*

*"There is no justification for this war - but we can remain unified and hopeful as the ActOne Group Family. Our humanity will prevail, and our kindness for each other, and all those in need, will give us the courage we must have to endure."*

*- Brian Clark*

**Brian Clark**  
President  
of AgilOne



# Ensuring Employees' Well-being Through Safety Protocols

The ActOne Group is extremely focused on the well-being of our employees and takes a holistic approach to ensuring safety by conducting site inspections of client locations, screening our employees, consistently updating our benefits options and packages, researching our clients and their safety history, maintaining proper insurance coverage, and administering business insurance (including liability, unemployment, and workers compensation). In the event of an incident, our worker compensation claims team responds quickly, assists and removes the injured or ill employee from the working environment, and directs the employee to the proper medical facility.

The ActOne Group's safety guidelines and practices are structured to maintain the well-being, safety, and health of all our employees, clients, and other business partners. Our dedication to our employees' well-being, safety, and wellness enables the ActOne Group to provide exemplary employment services to our temporary associates, clients, and business communities on a global scale.

The ActOne Group also oversees the safety and well-being of all placed candidates by screening employees, researching client safety practices, maintaining insurance coverages, and administering business insurance (including liability, unemployment, and workers' compensation) for all companies. Additionally, the ActOne Group supports medical compliance through safety, wellness, and benefits offerings.

The ActOne Group complies with the Occupational Safety and Health Administration, The Joint Commission, and all local and state safety regulations. The ActOne Group also maintains a well-established occupational health and safety management system to ensure the health and safety of both permanent and temporary employees.

Our Risk Management team proactively manages claims through workplace risk assessments and employee Q&A feedback from workplace survey analysis. The system provides safety training and safety assessments to ensure the safety of both ActOne and client employees.

The Occupational Health and Safety Management Department (OH&SMD) conducts routine workplace assessments with standard operating procedures. Management level employees provide feedback on risk criteria as part of routine assessments.

If an employee is injured or suspects workplace injury, they must notify their supervisor immediately. The supervisor must evaluate the situation and assist the employee in obtaining appropriate medical assistance, if necessary. If a supervisor is unavailable, the employee must immediately contact the H.R. Hotline number. If a temporary employee is injured, account representatives inform the Risk Management Claims Department of injuries or incidents. They then receive the proper information to ensure the employee gets treated immediately.





# Our Focus Towards Stakeholder Safety

Safety, in all areas of our business, remains a central focus in everything we do. We are in the business of helping people, so safety is always a priority for our employees, candidates, clients, and communities. From providing communication programs supporting relief in Ukraine to our response to the pandemic, the safety of people drives much of what we do.

We take a calculated and informed approach to the completion of Job Site Risk Analysis. In addition to ensuring adherence to all safety guidelines, we calculate how to improve the experience of all stakeholders in the process while simultaneously finding new ways to improve the experience and mitigate risk.

Our employees are trained to administer safety training and assessments to candidates at client locations.

Temporary employees are advised to always stay alert and keep safety in mind with everything they do. They also know to contact their direct supervisors and account representatives to report any unsafe working conditions. These detailed reports enable hazard correction without reprisal to the reporting individual.

Account representatives will conduct a thorough risk assessment, discuss the activities and issues with the client, and contact Risk Management to consult on actions required. Additionally, the employee's supervisor/management team is notified to determine if the employee can remain on that assignment safely.

All employees have direct portal access to a variety of resources through their unique login credentials.

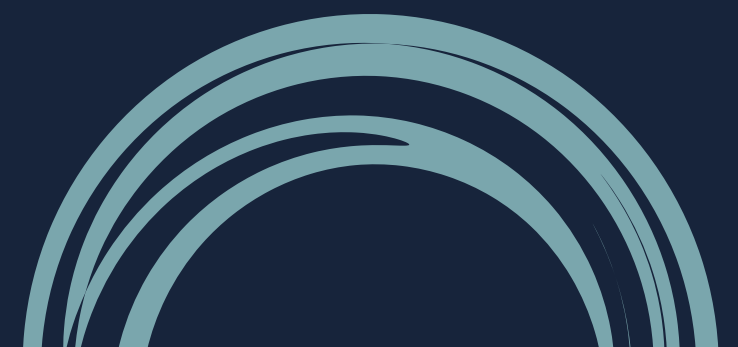


## *Our Governance, Responsibility and Ethics*

The ActOne group is committed to responsible sourcing and using a responsible supply chain to ensure safe working conditions, respect of worker rights, and environmentally conscious business operations. Honestly, integrity, and ethics are paramount in our business practices, and we expect our partners to share these values.

To ensure the ActOne Group's entire supply chain is aligned with sustainable business practices, suppliers are required to communicate the same Code of Conduct with their next-tier suppliers, agents, and third-party partners. This top-down approach sends a clear message to suppliers that they must adhere to the highest level of compliance and adopt a proactive approach to continuous improvement.

By holding suppliers accountable for their third-party partners, the reach of the ActOne Group's initiatives is growing exponentially, creating positive change within the company and outside the company. The ActOne Group understands the challenges of creating and maintaining a supply chain in compliance with sustainable business practices and will continuously support suppliers as both parties work towards expanding initiatives and building a brighter, more sustainable future for all.





# Codes of Conduct

Our Code of Conduct establishes the expectations for our organization and our suppliers. Where local laws or national regulations are more stringent in the business's location, suppliers shall meet the highest requirement. All our policies are in place to provide an ethical and equitable workplace where employees feel supported to achieve their goals.

The Supplier Code of Conduct clearly defines expectations throughout Freely Chosen Employment, Child Labor, Working Hours, Freedom of Association, Wages and Benefits, Humane Treatment, Subcontracting, Management Systems, Anti-corruption and Anti-bribery, Antitrust and Fair Competition, Information Security and Data Privacy, Health and Safety, and Environment.

The ActOne Group Supplier Code of Conduct has been created with consideration and alignment to the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, local laws, universally accepted fundamental principles, the United Nations Global Compact conventions, the Ten Principles of the United Nations Global Compact, the Universal Declaration of Human Rights, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.





# Standards of Conduct and Discipline

We function in a very competitive business environment in which quality and reliability are extremely important. We expect each employee to contribute to the quality and reliability of our services within the scope of their job responsibilities.

As a global employer, we ensure national and local laws are adopted in the workplace. A summary of our key policies include:

## Anti-bribery and Anti-corruption

Employees are prohibited from seeking to influence others, either directly or indirectly, by offering, paying, or receiving bribes or kickbacks, or by any other means that is considered unethical, illegal, or harmful to our reputation for honesty and integrity.

Employees and representatives of the company are expected to decline any opportunity which would place our ethical principles and reputation at risk. This policy applies to both government and non-government assignments and business relationships.

## Anti-competitive Practice

Employees should not engage in any activity which would be in competition with the business of the company or its affiliates and its clients, or engage in any activity which would materially interfere with an employee's performance of their obligations and duties while assigned. Our clients place trust in our commitment to deliver, and we expect our employees to maintain a confidential approach to data and information to fulfill client requests from our services.

## Conflict of Interest

The company expects all employees to avoid situations that might cause their personal interests to conflict with the interests of our company or a client where assigned, or to compromise its reputation for integrity.

All employees have year-round access to the employee Code of Conduct as a reminder of our commitment to fair and ethical practice.

## Wages and Compensation

Wages for employees working with the client are ultimately determined by the client. We do, however, partner with our clients to provide compensation analysis, market data, geographic trends, and economic shifts that assist in their determinations. For internal staff, we take into consideration applicable wages and hours laws, we conduct external compensation analysis, internal role comparison, and evaluate grade range.

Corporate and operational job openings are reviewed against external compensation analysis and internal compensation data by a dedicated human resources administrator to ensure equity, market competitiveness, and regulatory compliance. We also conduct regular salary reviews with employees that directly impact compensation increases and growth opportunities. We do not utilize external consultants for salary remuneration; it is handled by internal employees. We are 100 percent woman/minority-owned and committed to pay equality.

Competitive compensation is an important part of employee retention. Additionally, providing compensation growth opportunities ensures employees feel invested in success together with the organization. This is an incredibly important part of upskilling employees and a major catalyst for organizational growth and success.



# Training and Opportunities

The ActOne Group employee training is administered through protocols that engage our Learning Management System (LMS). From our earliest days we learned that many of our employees earn opportunities for growth through apprenticeship. Engaging the LMS supports global employee training across a wide range of topics. Training is tracked and recorded per employee to support reporting toward company, industry best practices, and legal requirements.

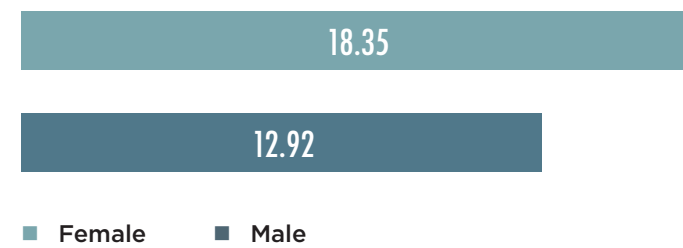
The ActOne Group offers specific company training to recruitment employees, managers, directors, and corporate departments. All employees have access to industry and role-specific training via the LMS on-demand training portal. We continue to provide an expanded array of training and development sessions and topics for employees to participate in upskilling and reskilling. We invest, make upskilling options available, and our catalog of training opportunities continues to grow to provide learning opportunities to our employee base.

We create opportunities for talent mobility, leadership development, and succession planning. Through learning opportunities and career counseling, employees' career trajectories are positively impacted.

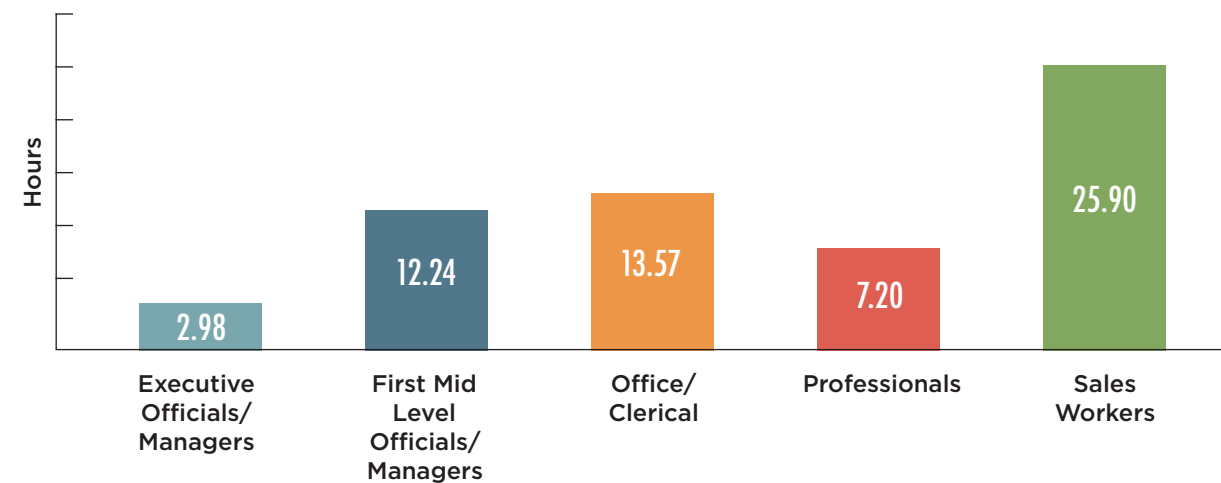
Employees who separate from us are invited to work with our outplacement teams to help identify a position with another company.

## Employee Average Training Hours

By Gender



By Category



## *Sustainability Strategy*

At the ActOne Group, we embrace business community guidelines that substantiate our core values of social responsibility and align with corporate governance in an effort to achieve global sustainability, which is a core goal and function within our operations.



# Sustainable Development Goal Alignment



The ActOne Group supports the Sustainable Development Goals.

We began our internal Environmental, Social, and Governance (ESG) journey a few years ago, and since then, we've developed a refined strategy for internal analysis and sustainability goal alignment. In 2021, we engaged with our company leaders and performed an analytic review on our day-to-day operations and the sustainability strategy delivered to our people and teams. Additionally, an external assessment was conducted to demonstrate the ActOne Group's efforts and contributions toward sustainability, which were awarded both Bronze and, more recently, Silver by EcoVadis.

We are incredibly proud of our efforts and the immense progress we've made in developing and implementing sustainable strategies that increase our positive environmental contributions. As a participant of the United Nations Global Compact, our progress and drive toward sustainability directly aligns with the UNGC, and our reporting follows the Global Reporting Index Framework. Our open communication with our stakeholders has enabled us to further align with Sustainable Development Goals and offer quality education and decent work, work toward gender equality, reduce inequalities, and support long-term economic growth.

Our most valued business statement, "Together...We Win!" is always at the heart of our operations. It powers our drive to unify our sustainability strategies and ensure human rights, labor, the environment, and anti-corruption are all upheld and positively impacted by our work. All of these values are represented equally by our people, who consistently deliver and build on our continuous, successful journey toward sustainability. For the ActOne Group, Everything Matters, and our sustainability strategy is one of the key ways we ensure that this core value remains a constant reality.

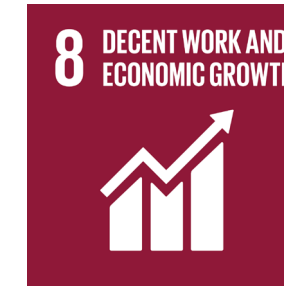
Ensuring our SDG efforts align with GRI reporting guidance, we have summarized how the ActOne Group directly supports four core SDGs: Quality Education, Gender Equality, Decent Work & Economic Growth, and Reduced Inequalities. Across our organization and the community, we focus on the following:



1. Providing non-discriminative and open access to employees for training, internship programs, and further education.
2. Ensuring equal access to all company-supported education and training programs, including literacy classes, vocational training, and information technology training.



1. Respecting women's rights and supporting women's empowerment and career growth.
2. Ensuring sufficient participation of women in decision-making and governance bodies at all levels and across all business areas.
3. Respecting the rights of workers with family responsibilities, such as childcare and domestic work.
4. Offering flexible work options, leave, and re-entry opportunities to positions of equal pay and status.
5. Ensuring that employees with domestic care responsibilities have equal opportunity for career development and promotion.
6. Offering insurance to employees and their families as well as employee benefits.



1. Helping to upgrade technology and stimulate innovation through the promotion of technological learning and innovation.
2. Fostering full and productive local employment through supporting vocational education, job-oriented training programs, and establishing partnerships with educational institutions to create a pipeline for skilled workers.
3. Ensuring non-discrimination in recruitment, remuneration, and working status.
4. Supporting youth by ensuring equal opportunities for all employees regardless of age.
5. Supporting and engaging in:
  - job-oriented training programs
  - skills management programs and vocational education and training
  - entrepreneurship development initiatives provided by governments
  - supplement existing programs with additional resources like internship and part-time opportunities to facilitate the education-to-work transition



1. Ensuring non-discrimination across business operations.
2. Implementing corporate policies ensuring that hiring, placement, remuneration, job assignments and prospects, training and mentorships, performance assessment and advancement, discipline, maternity protection, security of tenure, and termination decisions are based on objective factors and are not connected to gender, age, nationality, ethnicity, sexuality, race, color, creed, caste, language, or mental or physical disabilities.

# Materiality Assessment

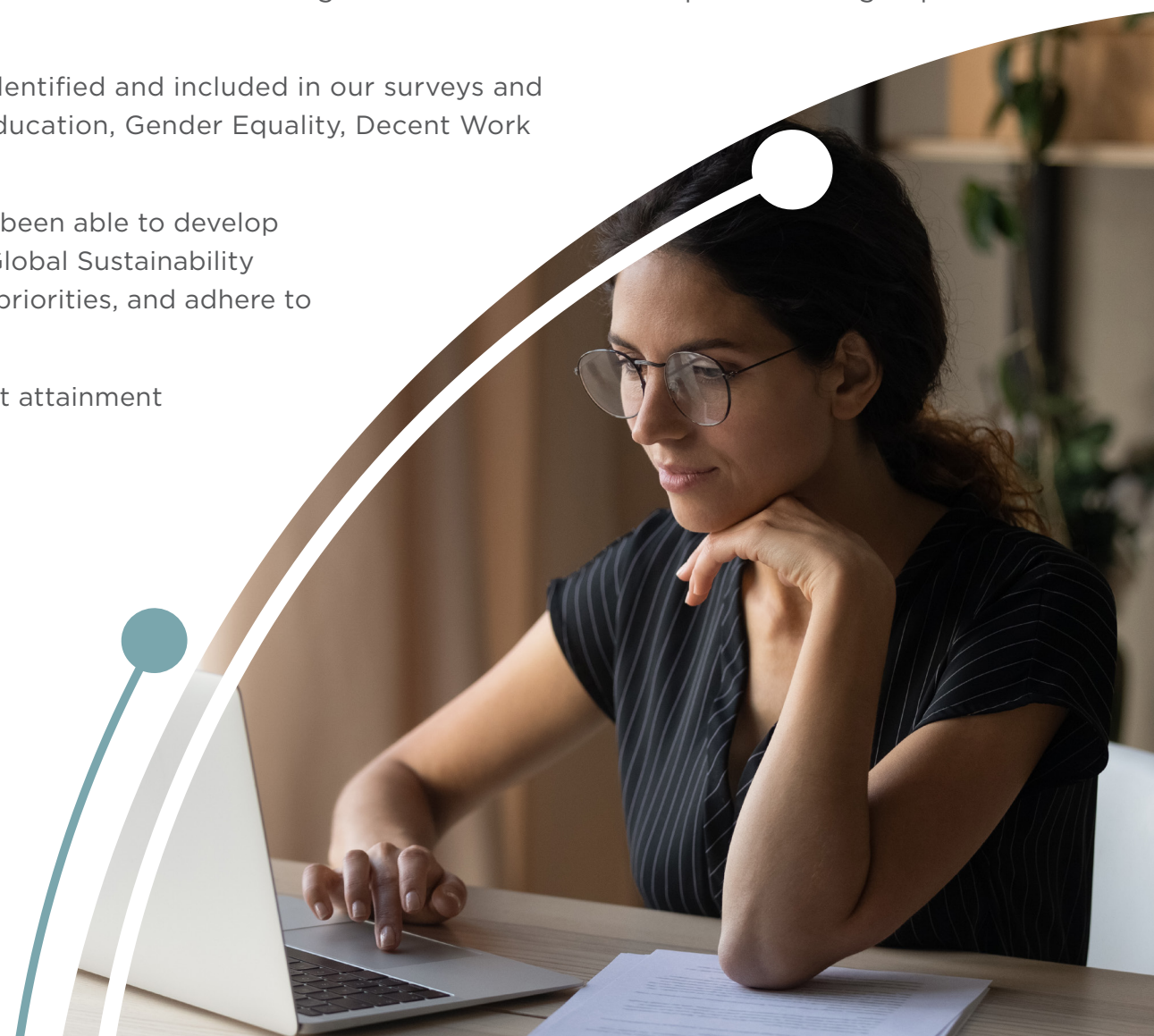
Continuously embracing feedback through a materiality assessment has supported our business strategy and deepened awareness and understanding of what matters most to our stakeholders. We've engaged in stakeholder feedback to inform our Environmental, Social, and Governance business strategies. We grouped topics to enable our core business function leaders to work with the sustainability team and support us in our journey to make continued improvements across these areas.

A survey was sent to external stakeholders, with each topic being assigned a level of importance on a five-point scale from "Not Important" to "Extremely Important." Internal surveys of categorized materiality issues were reviewed at meetings and sent to internal stakeholders to explore and discuss issues and categories in detail. All issue responses were grouped by value and plotted on a graph to show external and internal stakeholder level of importance by topic.

Analysis of our stakeholder topics of importance presented 11 key focus areas. The list of material topics identified and included in our surveys and materiality assessment supported strategy alignment and confirmed progress toward the SDGs: Quality Education, Gender Equality, Decent Work and Economic Growth, and Reduced Inequalities.

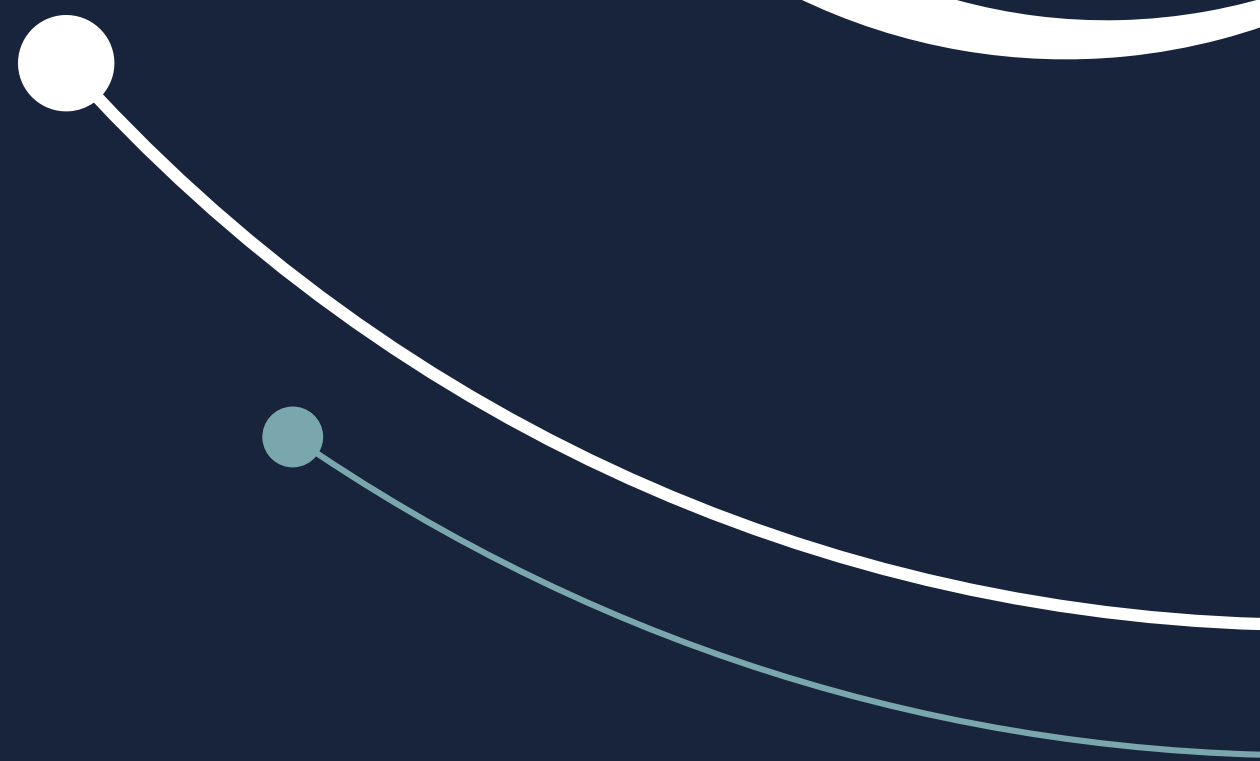
By following a well-informed Corporate Social Responsibility materiality assessment, the ActOne Group has been able to develop a sustainability strategy in line with stakeholder values, align to the United Nations Global Compact, select Global Sustainability Development Goals that support the 2030 agenda for Sustainable Development and align with stakeholder priorities, and adhere to the Global Reporting Index framework for assessment toward globally accepted standards.

Our sustainability team will make continued progress across these core topics to establish targets to support attainment toward continued Corporate Social Responsibility outcomes.



# *Stakeholder Feedback Groups*

How we connect with our stakeholders







## Customers

Throughout our daily interactions with our customers (applicants and candidates), via a variety of methods such as phone, email, social media, and virtual meetings, we are able to obtain up-to-date and relevant feedback.



## Interns

We support an annual internship program where we welcome feedback from our interns. We encourage our interns to provide detailed feedback and a presentation on their findings to our senior stakeholders.



## Employees

Through our employee survey, we are able to determine what topics are of importance to our internal stakeholders and rank them by level of importance to support our sustainability strategy.



## Communities

Our continued outreach throughout communities enables us to serve our communities with the services they require. We continue to develop and evolve by responding to their requests.



## Peer Organizations

Hosting frequent interactive industry and peer events across all our operating countries ensures we maintain a holistic view of the industry in which we serve to be able to plan and communicate with our suppliers and vendors our sustainability intentions and requirements for continued business.



## Suppliers

Ongoing dialogue throughout our partnerships with our clients supports our ability to work with them to meet their goals.

# Stakeholder Priorities

## Increase business value and social benefit

1. Employee Attraction & Development
2. Employee Engagement
3. Employee Recruitment & Appraisals
4. Employee Development
5. Employee Diversity, Equality, Inclusion & Belonging
6. Employee Workforce Diversity

## Reduce business and operational risk

1. Business Conduct, Ethics, & Compliance
2. Financial Performance

## Maintain governance and ethical practices

1. Employee Health and Safety
2. Employee Rights
3. Environmental and Climate Change



# GRI Index

## Organizational Profile

Disclosure Number	Standard Disclosure Title	Our Response
102-1	Name of the Organization	The ActOne Group
102-2	Activities, brands, products, and services	<p>A global partner in providing talent and resource-management solutions to a wide range of industries. We provide staffing solutions across a range of industries to support workforce solutions. As an organization focused on talent, technology, and procurement, and as the first organization to put the job seeker first, we always believe that 'the candidate is the center of the universe.' We offer services that streamline processes, including secure technologies, specialized resources, compliant international screening, and systems that are built in alignment with international laws and public safety guidelines.</p> <p><a href="#">Page 6</a></p>
102-3	Location of headquarters	Corporate Headquarters 1999 W. 190th St, Torrance, CA 90504



Disclosure Number	Standard Disclosure Title	Our Response
102-4	Location of operations	<p>The ActOne Group provides services in over 30 countries, with physical locations across North America, LATAM, Europe, and Asia. We have a significant presence worldwide, including countries in which we do not have a physical location. The ActOne Group has a physical presence and operations in the following countries:</p> <ol style="list-style-type: none"> <li>1. U.S.</li> <li>2. Canada</li> <li>3. India</li> <li>4. Poland</li> <li>5. UK</li> <li>6. Netherlands</li> <li>7. Germany</li> <li>8. Brazil</li> <li>9. Mexico</li> <li>10. Ireland</li> <li>11. France</li> <li>12. Austria</li> <li>13. Switzerland</li> <li>14. Sweden</li> </ol> <p><a href="#">Page 10</a></p>
102-5	Ownership and legal form	<p>The Act 1 Group, Inc. (branded as the ActOne Group) is a privately held company organized under the laws of the State of California. Our legal business structure is designated as an S corporation.</p>

Disclosure Number	Standard Disclosure Title	Our Response
102-6	Markets served	<p>The ActOne Group operates in multiple countries, including countries in the Americas, Europe, and South Asia.</p> <p>The ActOne Group serves as a global partner by providing talent and resource-management solutions services to various industries and sectors to support client workforces. These industries include but are not limited to; Business &amp; Professional Services, Information Technology Services, Finance/Insurance, Government, Healthcare, Manufacturing, Pharma/Biotech, and Logistics.</p>
102-7	Scale of Organization	<p>Total number of employees: 2590</p> <p>Overview of operations</p> <p>Net Sales: Excess of \$1 Billion</p>
102-8	Information on employees and other workers	<p>Our Team Composition</p> <p><a href="#">Page 16</a></p>

Disclosure Number	Standard Disclosure Title	Our Response
102-9	Supply Chain	<p>At the ActOne Group, the supply chain includes vendors, suppliers, and talent who support business functions and operations. The primary brands that support the talent and employment supply chain are, AppleOne, All's Well, AllSTEM Connections, and AppleOne Technical Staffing.</p> <p>AgileOne functions by supporting clients with technology and procurement to attract candidates for clients' business operations. AgileOne offers these services through Recruitment Process Outsourcing, Managed Service Programs, Vendor Management Systems, and Payroll Solutions, while also providing SOW management, risk mitigation, and cost savings in secured data environments.</p> <p>The ActOne Group also offers three primary business service solutions through ActOne Government Solutions, A-Check Global, and ATIMS. ActOne Government Solutions is a dedicated service that provides a wide range of services to federal government customers. A-Check Global provides comprehensive employee screening services. ATIMS is a leading provider of law enforcement and public safety software.</p> <p><a href="#">Page 6</a></p>
102-10	Significant changes to the organization and its supply chain	<p>The company has maintained its organizational structure and mainstream supply chain with no significant changes reported for 2021.</p>



Disclosure Number	Standard Disclosure Title	Our Response
102-11	Precautionary principle or approach	<p>The ActOne Group has established policies to align with required state and country-specific laws. There isn't a standalone policy that specifically meets the precautionary principle criteria. However, our business policies are currently aligned with outlined best practices, and we are working comprehensively toward achieving the full criteria.</p>
102-12	External initiatives	<p><b>Economic</b></p> <ul style="list-style-type: none"> <li>• U.S. Foreign Corrupt Practices Act</li> <li>• UK Bribery Act</li> <li>• OECD Anti-Bribery Convention Customs</li> <li>• Trade Partnership Against Terrorism initiative of the U.S. Department of Homeland Security ILO Standards</li> <li>• Brazil Clean Companies Act</li> <li>• Environmental and Safety</li> <li>• Occupational Safety and Health Act of 1970</li> </ul> <p><b>Social</b></p> <ul style="list-style-type: none"> <li>• U.S. Americans with Disabilities Act</li> <li>• CA Safely Surrendered Baby Law</li> <li>• ILO Minimum Age Convention No. 138. Patient Protection and Affordable Care Act of 2010 (the "ACA")</li> <li>• Universal Declaration of Human Rights of the United Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy of the UN International Labor Organization (ILO)</li> <li>• California Transparency in Supply Chains Act of 2010 (CTSCA)</li> <li>• Title VII of the 1964 Civil Rights Act</li> </ul>

Disclosure Number	Standard Disclosure Title	Our Response
102-12	External initiatives	<ul style="list-style-type: none"> <li>• The Age Discrimination in Employment Act of 1967</li> <li>• The Fair Labor Standards Act of 1938</li> <li>• Various California Laws (e.g., California Fair Employment and Housing Act of 1959; California Labor Code; California Industrial Welfare Orders)</li> </ul> <p><b>Diversity Affiliations</b></p> <ul style="list-style-type: none"> <li>• National Minority Supplier Development Council (NMSDC) – Corporate Plus Partner</li> <li>• Women’s Business Enterprise National Council (WBENC)</li> <li>• California Public Utilities Commission (CPUC)</li> <li>• National Utilities Diversity Council (NUDC)</li> <li>• Women’s Presidents Organization (WPO) – Platinum Level Member</li> <li>• WEConnect International</li> <li>• Minority Supplier Development UK (MSDUK)</li> <li>• National Gay and Lesbian Chamber of Commerce (NGLCC)</li> </ul> <p><b>Industry Affiliations</b></p> <ul style="list-style-type: none"> <li>• Staffing Industry Analysts (SIA)</li> <li>• HRO Today</li> <li>• American Staffing Association (ASA)</li> <li>• Society for Human Resource Management (SHRM)</li> </ul> <p><b>Corporate Social Responsibility</b></p> <ul style="list-style-type: none"> <li>• United Nations Global Compact (UNGC)</li> <li>• EcoVadis</li> </ul>

Disclosure Number	Standard Disclosure Title	Our Response
102-12	External initiatives	<p><b>Privacy and Security</b></p> <ul style="list-style-type: none"> <li>• California Consumer Privacy Act (CCPA) and (CPR)</li> <li>• UK: Data Protection Act 2018</li> <li>• EU: GDPR</li> <li>• Brazil: LGPD (Brazilian equivalent of GDPR)</li> </ul> <p><b>Human Rights and Equal Treatment</b></p> <ul style="list-style-type: none"> <li>• UK: Equality Act 2010 (anti-discrimination)</li> </ul> <p><b>Ontario Provincial Acts</b></p> <ul style="list-style-type: none"> <li>• Employment Standards Act (2000)</li> <li>• Labour Relations Act (1995)</li> <li>• Human Rights Code (1990)</li> <li>• Accessibility for Ontarians with Disabilities Act (2005)</li> <li>• Accessibility Standards for Customer Service, Ontario Reg 429/07 (2005)</li> <li>• Integrated Accessibility Standards, Ontario Reg 191/11 (2005)</li> <li>• Occupational Health and Safety Act (1990)</li> </ul> <p><b>British Columbia Provincial Acts</b></p> <ul style="list-style-type: none"> <li>• Employment Standards Act (1996)</li> <li>• Labour Relations Code (1992)</li> <li>• Human Rights Code (1996)</li> <li>• Occupational Health and Safety Regulation (1990)</li> </ul> <p><b>Canada Federal Acts</b></p> <ul style="list-style-type: none"> <li>• Canada Labour Code (1985)</li> <li>• Personal Information Protection and Electronic Documents Act (2000)</li> <li>• Immigration and Refugee Protection Regulations (2001)</li> </ul>



Disclosure Number	Standard Disclosure Title	Our Response
102-13	Memberships of associations	<p><b>Industry Affiliations</b></p> <ul style="list-style-type: none"> <li>• Staffing Industry Analysts (SIA)</li> <li>• HRO Today</li> <li>• American Staffing Association (ASA)</li> <li>• Society for Human Resource Management (SHRM)</li> <li>• Women’s Business Enterprise National Council (WBENC)</li> <li>• National Minority Supplier Development Council (NMSDC) – Corporate Plus Partner</li> <li>• National Gay and Lesbian Chamber of Commerce (NGLCC)</li> </ul>

## Strategy

Disclosure Number	Standard Disclosure Title	Our Response
102-14	Statement from senior decision-maker	A message from our Founder and CEO reaffirms and expresses continued support. <a href="#">Page 3</a>
102-15	Key impacts, risks, and opportunities	Our Impact on Communities <a href="#">Page 23</a>

## Ethics and Integrity

Disclosure Number	Standard Disclosure Title	Our Response
102-16	Values, principles, standards, and norms of behaviors	Our Core Values and Principles <a href="#">Page 5</a>
102-17	Mechanisms for advice and concerns about ethics	Employees receive advice through transparent policy communications, which include guidance on how to report concerns. Our employees must comply with our Code of Conduct and country and local laws, which sets ethical standards that reinforce both our organization's and employees' commitment to ethical and lawful behavior. Our suppliers are also committed to providing ethical and lawful environments. Suppliers are bound by contractual obligations in-line with the laws for country of operation. In addition, suppliers must abide by our Supplier Code of Conduct for all of our company affiliates' operations. <a href="#">Page 27</a>

## Governance

Disclosure Number	Standard Disclosure Title	Our Response
102-18	Governance Structure	The Company's Board of Directors is responsible for all corporate governance. The board may designate selected duties to certain committees, including ESG.
102-19	Delegating authority	Economic, environmental, and social topics are managed within specific corporate departments. The highest governance body delegates authority to the department heads. The sustainability team are stakeholders within the process and communicate with key decision-makers on topics, policies, and issues pertaining to their specialist area.
102-20	Executive-level responsibility for economic, environmental, and social topics	The sustainability team has been appointed as the project lead to communicate with departmental heads on required information involving economic, environmental, and social topics. The lead sponsor of the sustainability team also reports directly to the CEO office.
102-21	Consulting stakeholders on economic, environmental, and social topics	In 2021, the ActOne Group conducted our first materiality assessment. By developing our knowledge base and deepening our understanding of topics that are of importance to our stakeholders, we supported development of strategy toward increased sustainability outcomes. The sustainability team is now responsible for formulating the strategy for stakeholder outreach, information gathering, and analysis. The materiality assessment follows a well-defined process and refers to the highest governance within the materiality assessment and its concluding phase. All information gathered through the materiality assessment is reported directly to the CEO office. <a href="#">Page 33</a>



Disclosure Number	Standard Disclosure Title	Our Response
102-22	Composition of the highest governance body and its committees	The highest governance body is represented by the Board of Directors. The company's Board of Directors is responsible for all corporate governance. The Board may designate selected duties to certain committees. Committees include but are not limited to: Audit committee, Governance, Fiduciary, Communications and Nominating committee, and ESG committee.
102-23	Chair of the highest governance body	The chair of the highest governance body is the CEO.
102-24	Nominating and selecting the highest governance body	Cross-board participation involves the company president and CFO.
102-25	Conflict of interest	Cross-board participation involves the company president and CFO. Employees are guided by our employee policy handbook, detailing and guiding employees on conduct and acceptable actions within the workplace. Our conflict-of-interest policy highlights to employees the code of conduct to proactively guide employees to act professionally at all times in the workplace. Any issues are reported to HR directly or through the designated hotline phone number. Should issues arise, these are reported to relevant levels of seniority and authority within the company on a case-by-case basis.

Disclosure Number	Standard Disclosure Title	Our Response
102-26	Role of the highest governance body in setting purpose, values, and strategy	The CEO leads and manages the company strategically and makes deliberately informed decisions with the support of the Board of Directors. The Board of Directors is responsible for communicating performance and strategy to leaders and directors. The Board of Directors has oversight of compliance, legal requirements, and financial reporting. The Board is responsible for succession planning and strategic guidance toward the management of business functions.
102-27	Collective knowledge of highest governance body	Each department is responsible for economic, environmental, and social topics within the organization and reports to a senior lead who refers all required information to the CEO. The sustainability team also includes the Chief of Staff, who sets key metrics, reports to the CEO, holds quarterly meetings to measure progress, and compares our progress to key metrics to ensure we're meeting our goals.
102-29 and 102-30	Identifying and managing economic, environmental, and social impacts. Effectiveness of risk management processes	Executive leaders are responsible for aligning the company to industry and country-specific laws and processes that operate within their specific scope of work. This ensures impacts, risks, and opportunities are considered with due diligence. Collaboration within the teams ensures specialist knowledge is accessed for specific topics. The sustainability team plays an instrumental role in collaboration toward communicating required developments that relate to industry or materiality.

Disclosure Number	Standard Disclosure Title	Our Response
102-31	Review of economic, environmental, and social topics	The Board of Directors meets and reviews economic, environmental, and social topics, including review of impacts, risks, and opportunities at quarterly meetings.
102-32	Highest governance body's role in sustainability reporting	The Sustainability Department lead is responsible for collating all required information for the report. The Sustainability Department lead also refers to executive leaders to inform of developments required to support continued progression toward higher sustainability outcomes. The sustainability team includes the Chief of Staff, who reviews content before referring it to the CEO for final review.
102-33	Communicating critical concerns	Critical concerns are communicated through an escalation protocol that extends to the Chief of Staff or the CEO from executives and Board of Directors within the company.
102-36	Process for determining remuneration	Wages for employees working with the client are ultimately determined by the client, but for internal staff, we take into consideration applicable wages and hours law, and we conduct external compensation analysis, internal role comparison, and evaluate grade range.

## Stakeholder Engagement

Disclosure Number	Standard Disclosure Title	Our Response
102-40	List of stakeholder groups	We have engaged with our internal and external stakeholders from across the globe. Our stakeholders were engaged in our materiality assessment via survey and received details about how to contact our Sustainability Team to share additional information. <a href="#">Page 33</a>
102-41	Collective bargaining agreements	The ActOne Group has not established Collective Bargaining Agreements or aligned with trade unions in any of the countries where operations take place. The ActOne Group abides by country and area laws to ensure worker rights are adhered to.
102-42	Identifying and selecting stakeholders	Stakeholders were defined by reviewing access points with the company in an upwards stream. Stakeholders were also identified by whom is affected by operations and services from a downward stream. Stakeholders were identified by the following: <ol style="list-style-type: none"> <li>1. Direct influence on the type of business, industry, business sector</li> <li>2. Direct beneficiaries of our services</li> <li>3. Our consumers</li> <li>4. Our value chain</li> </ol> <a href="#">Page 35</a>



Disclosure Number	Standard Disclosure Title	Our Response
102-43	Approach to stakeholder engagement	<p>The materiality assessment provides the main supporting infrastructure for stakeholder engagement and communications specifically developed in line with ESG topics managed within the sustainability team. The Board of Directors has established communication for all business operations and meets for topic-specific meetings to review items internally semi-annually.</p> <p><a href="#">Page 33</a></p>
102-44	Key topics and concerns raised	<p>The feedback illustrates key topics and concerns raised through stakeholder engagement. Understanding key topics has enabled us to analyze the responses and pave the way for strategizing and planning toward addressing key topics.</p>

## Reporting Practice

Disclosure Number	Standard Disclosure Title	Our Response
102-46	Defining report content and topic boundaries	<p>The process adopted for the materiality assessment is explained within our stakeholder outreach. Reporting content has been included based on topics of importance to our stakeholders, content of business relevance, and importance of topic impact to our internal and external stakeholders. The frequent topics that were highlighted from our stakeholders raised the level of importance within our strategic business planning.</p>
102-47	List of material topics	<p>Our Material Issues Identification process was used to identify sustainability issues from our stakeholders. We outlined issues identified by:</p> <ul style="list-style-type: none"> <li>• External and internal stakeholders</li> <li>• Sustainability insights</li> <li>• External ESG assessment</li> <li>• Considerations of laws, international agreements, and sector specific regulations and standards</li> <li>• Consideration of impacts to society from operational practices and supplier sources</li> <li>• Core competencies of the organization and how they contribute to sustainable development</li> </ul> <p><a href="#">Page 36</a></p>

Disclosure Number	Standard Disclosure Title	Our Response
102-48	Restatements of information	There are no restatements.
102-49	Changes in reporting	There are no changes in reporting.
102-50	Reporting period	Year 2021
102-51	Date of most recent report	The date of our previous report was December 6, 2021.
102-52	Reporting cycle	The reporting cycle is on an annual basis from January to December.
102-53	Contact point for questions regarding the report	<a href="mailto:sustainability@act-1.com">sustainability@act-1.com</a> Sustainability Team Corporate Headquarters 1999 W. 190th Street Torrance, CA 90504
102-54	Claims of reporting in accordance with the GRI Standards	The report has been prepared in accordance with the GRI Standards: Core option.
102-55	GRI content index	<a href="#">GRI Index</a>
102-56	External assurance	External assurance has been carried out by EcoVadis for our Labor & Human Rights, Environment, Ethics, and Procurement contributions.

## Social Standards

Disclosure Number	Standard Disclosure Title	Our Response
201-3	Defined benefit plan obligations and other retirement plans	<p>We offer employees several types of benefit plans. Participation in all benefit plans is voluntary. Most employees are eligible for the Company's 401K Plan. The plan allows the participants to defer a portion of their qualified compensation on a pretax basis. The company makes matching contributions to the plan. In addition, the company holds a nonqualified preferred savings program ("PSP") for certain employees. Under the plan, employees may contribute after-tax wages toward the purchase of employee-owned variable universal life insurance policies. Finally, for a certain group of management employees the company has established a nonqualified Selective Employee Retirement Plan ("SERP"). The plan is structured as a deferred compensation program and is based upon the company's promise to pay a certain level of benefits at the participant's retirement date.</p>



Disclosure Number	Standard Disclosure Title	Our Response
202-1	Ratios of standard entry-level wage by gender compared to local minimum wage	<p>The ActOne Group does not have a significant number of employees on minimum wage. Employees are based globally; therefore, state and country laws are followed to ensure wage laws are adhered to. For workers excluding employees, The ActOne Group follows laws and policies to ensure employees globally are paid in line with governmental guidelines. The Human Resources Department audit ensures wages are in line with guidelines.</p> <p>The ActOne Group adheres to the federal minimum wage in the USA. When local or industry wages require different, the applicable law is adhered to. We pay in accordance with any minimum wage law that applies to conditions of the assignment and in accordance with relevant local law. When more than one pay requirement applies to an employee's wage rate, the more generous wage is paid when required.</p> <p>Significant locations are referred to as main offices that support business operational functions and service offerings in the marketplace.</p>
202-2	Proportion of senior management hired from the local community	All employees at significant locations of operation are either hired from the local community or hired direct from the country that they support.

Disclosure Number	Standard Disclosure Title	Our Response
203-1	Infrastructure investments and services supported	The ActOne Group is committed to strengthening the communities we serve. Our community engagements take many forms. <a href="#">Page 23</a>
203-2	Significant indirect economic impacts	Our social positive impacts. <a href="#">Page 23</a>
401-1	New employee hires and employee turnover	Employee turnover percentages are derived from employees that have parted ways with the company, rather than from the total number of employees.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	We provide a benefits program to all our employees. Benefits programs are unique to the country the employee is employed within where we ensure we adhere to all country laws. Within the U.S., our significant location of operation, full-time employees are entitled to benefits. The ActOne Group offers a parental leave policy.
401-3	Parental leave	Process for tracking this data is being finalized.
405-1	Diversity of governance bodies and employees	<a href="#">Page 16</a> <a href="#">Page 17</a> <a href="#">Page 27</a>

Disclosure Number	Standard Disclosure Title	Our Response
413-1	Operations with local community engagement, impact assessments, and development programs	<p>The ActOne Group is committed to strengthening the communities we serve. Our community engagements take many forms.</p> <p>We conduct annual assessments via EcoVadis to measure our environmental impact. In 2021, we were awarded a Silver award for our sustainability efforts.</p> <p>We have an established Business Continuity Plan (BCP) that is led by an executive committee. Our preparation helps ensure clear communication with our team members, contingent workforce, and clients during a major disruption or disaster.</p> <p><a href="#">Page 23</a></p>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	The ActOne Group has not identified any substantiated complaints of any breaches of customer privacy or any leaks, thefts, or losses of customer data.

## Energy

Disclosure Number	Standard Disclosure Title	Our Response
302-1	Energy consumption within the organization	Our commitment to the environment <a href="#">Page 13</a>
302-2	Energy consumption outside of the organization	There is currently no standardized process in place for capturing consumption outside of head office locations.
305-1	Direct (Scope 1) GHG emissions	Our consumption of gas is limited to one location, and with a focus on GHG emissions, we decided to concentrate our efforts on electricity consumption in order to continue minimizing our environmental footprint. <a href="#">Page 13</a>
305-2	Energy indirect (Scope 2) GHG emissions	Our commitment toward creating an eco-friendly environment resulted in a review of electricity consumption as part of our scope 2 GHG emissions review. <a href="#">Page 13</a>
305-3	Other indirect (Scope 3) GHG emissions	After committing to sustainable practices and decreasing our absolute GHG emissions, the ActOne Group reduced the quantity of indirect emissions occurring in the value chain by 66.37 percent, from 460.24 in 2019 to 154.79 in 2020. <a href="#">Page 13</a>
305-4	GHG emissions intensity	We are exploring mechanisms to be able to provide this for future reporting.
305-5	Reduction of GHG emissions	Compared to our baseline year of 2019, in year 2021, we have reduced our GHG emissions in scope 2 (by 45.48%) and scope 3 (by 7.97%). <a href="#">Page 12</a> <a href="#">Page 14</a>
307-1	Non-compliance with environmental laws and regulations	The ActOne Group has not identified any non-compliance with environmental laws and/or regulations.



## Occupational Health and Safety

Disclosure Number	Standard Disclosure Title	Our Response
403-1	Occupational health and safety management system	The ActOne Group Risk Management Department has implemented safety processes and protocols for all phases of operations and administration. We are committed to workplace safety for all internal, temporary, and client employees. Our goal is to maximize safety while mitigating company exposure to liability. <a href="#">Page 25</a>
403-2	Hazard identification, risk assessment, and incident investigation	Our safety protocols <a href="#">Page 25</a>
403-3	Occupational health services	Safety surveys and employee test assessments with video Q&A support risk identification. Policy and processes adhere to industry, local, state, country, and global guidance and law. Internal systems ensure that employee data is only accessible to senior members on a needs-approved basis. <a href="#">Page 25</a>
403-4	Worker participation, consultation, and communication on occupational health and safety	Corporate, Risk Management, Claims, and HR teams routinely review government and local laws and regulations for updates to ensure continued compliance. All pertinent changes are communicated to employees. <a href="#">Page 25</a>

Disclosure Number	Standard Disclosure Title	Our Response
403-5	Worker training on occupational health and safety	<p>All ActOne temporary employees complete safety video training and safety assessments before placement with a client. This training and testing correspond with the type of position(s) the employee will fill (administrative, light industrial, or a combination). This training includes guidance on reporting hazardous situations or injury incidents. These safety training videos and safety assessment copies are available on our internal sites. The client is responsible for providing temporary employees on-the-job training for their specific job duties. All employees annually complete workplace safety training and review guidance on compliance.</p> <p><a href="#">Page 25</a> <a href="#">Page 26</a></p>
403-6	Promotion of worker health	<p>The ActOne Group is dedicated to maintaining the wellness, work-life balance, and positive emotional, mental, and physical health of our employees. We continuously invest in this effort through a comprehensive array of benefits programs suited for personal needs.</p> <p><a href="#">Page 18</a></p>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>Designated health and safety representatives perform site inspections and provide assessments to Risk Management for review and approval. This process ensures that all business location operations are clean, organized, and safe.</p> <p>If a hazard is present during the site inspections, the health and safety representative will work with risk management and other departments to correct the hazard.</p> <p><a href="#">Page 25</a> <a href="#">Page 26</a></p>

## Training and Education

Disclosure Number	Standard Disclosure Title	Our Response
205-2	Communication and training about anti-corruption policies and procedures	<p>100% of employees, inclusive of governance members within the company spanning 30+ countries and four regions, have received, read, and acknowledged the anti-corruption policy and procedures to educate and train on the importance of such topics.</p> <p>Clients who engage in business with the ActOne Group across our 30+ operating countries and four regions are required to sign a Conditions of Services or such language is included within contractual agreements which stipulate laws and policies that should be adhered to in support of anti-corruption policies. Our suppliers in the regions we operate in are held accountable for anti-corruption and procedures into the supply-chain, this is communicated through contractual agreements.</p>
404-1	Programs for upgrading employee skills and transition assistance programs	<p>The ActOne Group employee training is managed through an LMS. The LMS supports global employee training across a wide range of topics. Training is tracked and recorded per employee to support reporting toward company, industry best practices, and legal requirements.</p> <p><a href="#">Page 30</a></p>

Disclosure Number	Standard Disclosure Title	Our Response
404-2	Programs for upgrading employee skills and transition assistance programs	<p>The ActOne Group employee training is managed through an LMS. The LMS supports global employee training across a wide range of topics. Training is tracked and recorded per employee to support reporting toward company, industry best practices, and legal requirements.</p> <p><a href="#">Page 30</a></p>
412-1	Operations that have been subject to human rights reviews or impact assessments	<p>No human rights reviews or impact assessments have been carried out in the reporting timeframe. The ActOne Group adopts human rights laws and anti-human trafficking and anti-slavery policies throughout all countries in which it does business and operates to support compliance with such laws and policies within our own and our suppliers' organizations.</p> <p><a href="#">Page 27</a></p>
412-2	Employee training on human rights policies or procedures	<p>All employees attend annual trainings on human rights topics, Modern Day Slavery Awareness. Every new employee reviews the human trafficking policy and accesses training on sexual harassment and discrimination with an exam on sexual harassment; this supports best practices and awareness of how to seek support, if needed. 100% of new hires reviewed and acknowledged training on Sexual and Other Unlawful Harassment Policy, including a pass rate of 100% for the exam. A total of 930 hours were accumulated through required trainings on this topic.</p> <p><a href="#">Page 30</a></p>





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