



2023

# *Sustainability Report*



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.

[sustainability@act-1.com](mailto:sustainability@act-1.com)



# Table of Contents

<i>3</i>	A Message from our Founder and CEO	<i>21</i>	Our Commitment to Diversity, Equity & Inclusion (DE&I)
<i>4</i>	A Message from our Chief Sustainability Officer	<i>24</i>	Maintaining Security & Data Privacy
<i>5</i>	Our Mission and Principles	<i>26</i>	Community Involvement
<i>10</i>	The ActOne Group Awards and Highlights	<i>29</i>	Safety Protocols
<i>13</i>	Our Impact on the Environment	<i>31</i>	Our Governance, Responsibility and Ethics
<i>18</i>	Social	<i>38</i>	Our Stakeholders
<i>20</i>	Employee Benefits	<i>40</i>	GRI Index





## A Message From JBH & Brett

At the ActOne Group, our guiding principle is “Together..We Win!” This statement is the cornerstone of our culture and a driving force behind our efforts to build a brighter, more sustainable future. As we focus on growing our company forward into a new era of climate positivity, our mission of becoming the business community’s global partner in providing workforce strategies, forward-thinking talent, and resource-management solutions remains strong.

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.

With businesses worldwide returning to pre-2020 travel levels, the significance of sustainability has reached new heights. The ActOne Group is committed to sustaining global operations through responsible measures. Drawing upon our extensive experience and expertise in the field of workforce solutions, we continuously strive to implement inventive approaches that promote sustainability. By doing so, we enable our clients to harness the immense potential of today’s diverse, global workforce.

Committing ourselves to our 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 welcome everyone to join us on our journey toward global sustainable development, where diversity, equity, inclusion, and sustainability are paramount, and, together, we will continue making meaningful progress toward a better and brighter tomorrow.

*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.*

**Janice Bryant Howroyd**  
Founder & CEO

**Brett Howroyd**  
President



## *A Message from David Lewis, Chief Sustainability Officer*

At the ActOne Group, we recognize the importance of Environmental, Social, and Governance (ESG). We are committed to integrating ESG principles into our day-to-day business practices, as we believe they are essential for long-term success and creating value for all stakeholders.

We strongly emphasize sustainability, social responsibility, and sound governance. Our efforts focus on minimizing our environmental impact, fostering a culture of inclusion and diversity, and ensuring ethical and transparent decision-making processes.

Sustainability is a fundamental principle that guides our business decisions. We have implemented initiatives to reduce emissions, conserve resources, and promote eco-friendly practices. By promoting remote work options and collaborating with partners who prioritize sustainable practices, we actively contribute to preserving ecosystems, reducing pollution, and mitigating climate change.

Our commitment to social topics extends beyond internal practices. We strive to create a diverse and inclusive workplace that values the contributions and perspectives of all individuals. We actively seek partnerships with organizations that share our values and promote social equity. By addressing social issues within our organization and the communities we serve, we aim to make a positive and lasting impact on society.

We strongly focus on sound governance practices, ensuring transparency, accountability, and ethical behavior in all our operations. Our decision-making processes are deeply rooted in responsible governance principles that promote fairness, integrity, and compliance with applicable laws and regulations. We are committed to upholding high standards of corporate governance, fostering trust among our stakeholders.

As an organization, we hold our core values in high regard and make every effort to uphold them in all our endeavors. Our top priority is to bring value to our esteemed employees, clients, and our communities. We aspire to set an example and positively impact the world for both present and future generations. As an organization, we hold our core values in high regard and make every effort to uphold them in all our endeavors.

We strongly believe sustainable growth can only be attained through social progress and responsible governance. By adhering to ESG principles, we aspire to set an example and positively impact the world for both present and future generations.

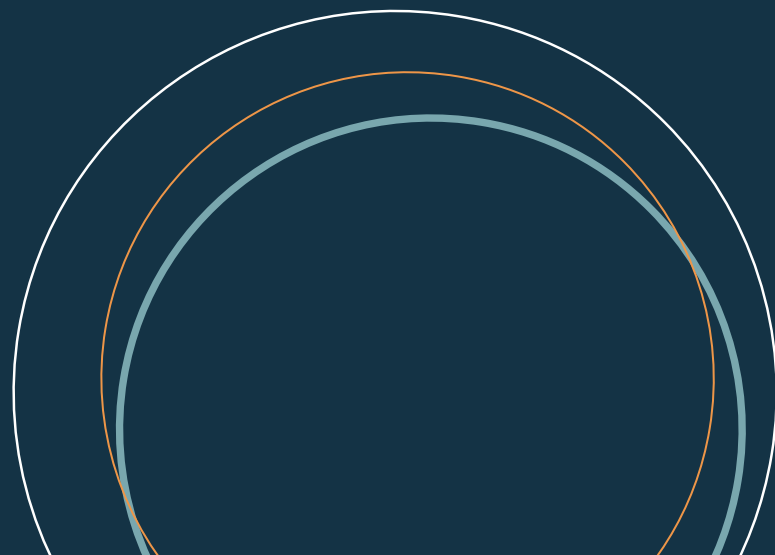
Together, we are building a sustainable, inclusive, and resilient future.

*David J. Lewis*

**David Lewis**  
Chief Sustainability Officer

## *Our Mission and Principles*

At the ActOne Group, our mission is to help our partners work more sustainably, efficiently, and impactfully. By leveraging resources from our portfolio of companies and utilizing our network of more than over 3,500 global suppliers, legal and tax consultants, and technology providers, our teams implement workforce and business solutions designed to make our clients more agile and adaptable to the ever-changing world of work. We constantly innovate services and technology solutions and provide a competitive edge for our private, public, and government sector clients.



# Core Values

The ActOne Group's services are designed from our principle of "Real Love" and four core values: Freedom to Innovate, Excellence of Delivery, Everything and Everyone Matters, and Time to Understand. Our portfolio of companies operates with these core values in mind, focusing on total talent management, workforce solutions, supply chain optimization, contingent and direct hire fulfillment, HR business services, and customer care on a global scale.



## 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



For over 59 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. From on-the-job training to individual talent development, our Internship Services provide companies with tools, resources, and the network they need to secure top talent for their organizational goals.



**AIISTEM Connections (AIISTEM)** creates talent acquisition pipelines, programs, and networks to provide clients and candidates with necessary tools to capitalize on the Science, Technology, Engineering, and Math (STEM) Revolution. AIISTEM delivers niche fulfillment through temporary placement, direct hire, project and retained search.



Backed by decades of experience, **All's Well Health Care Services**, provides medical talent with direct access to career networks, resources, and opportunities, at all levels of healthcare staffing. From full-service clinical staffing to full-service medical clerical staffing, All's Well's cost-effective solutions connect talented medical professionals with great careers.

# 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 suppliers, 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.

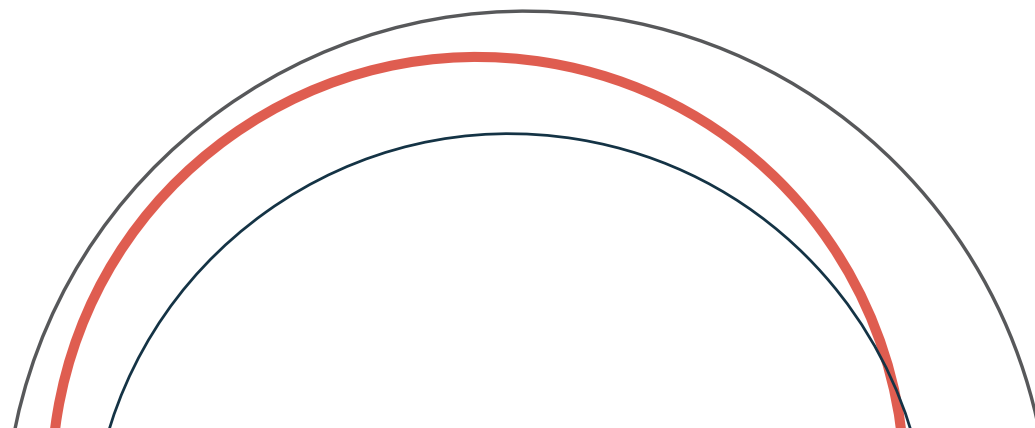
AgileOne's **Managed Services Program (MSP)** serves as a single point of contact to manage workforce procurement and governance strategies, streamlining talent acquisition processes, and providing insight into supplier and contingent labor performance.

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' contingent workforce while simultaneously collecting critical and actionable data. The result is reduced costs, improved candidate quality, and enhanced workflows that allow clients to better manage their most valuable resource: people.



**AllSource PPS**, is a professional payrolling services provider, with customized solutions designed to integrate directly with any contingent staffing, workforce management, or vendor management solution. Companies in the public and private sectors outsource their referred talent to AllSourcePPS inclusive of: candidate on- and off-boarding, worker classification, workers' compensation claims, payrolling, tax compliance, government compliant health care benefits and PTO administration.





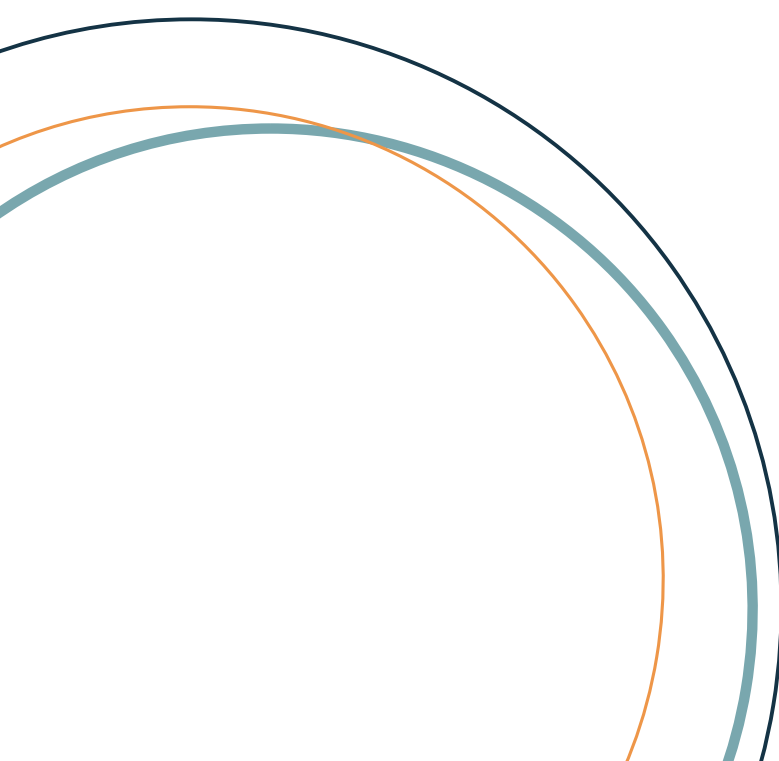
# Business Services



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 government associated 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



## Fast Facts

- Over 17,000 clients worldwide
- Over 3,000 municipal, state, and federal clients
- MBE and WBE diversity-certified company
- NMSDC Corporate Plus Partner
- Network of over 3,500 global suppliers, legal and tax consultants, and technology providers
- 63% of suppliers in our MSP programs are diversity-certified companies

Year	Award	Organization
2022	Staffing 100 for North America	SIA
2022	Corporate Services Supplier of the Year	Beverage Industry Client
2022	Two-time Award Winner of the Human Resources Superstar of the Year	HRO Today
2022	Silver Medal	EcoVadis
2022	Quality of Service	HRO Today

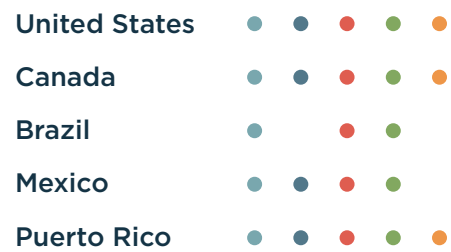


# Global Coverage

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:

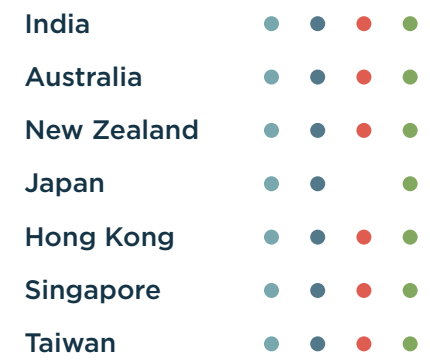
## Americas



## EMEA



## APAC



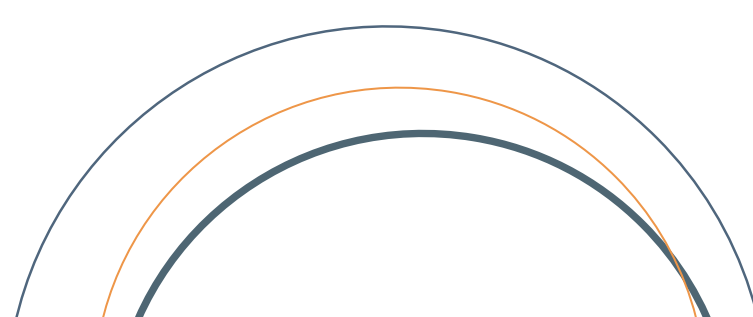
● Managed Service Provider    
 ● Vendor Management System    
 ● Recruitment Process Outsourcing    
 ● Business & Professional Services    
 ● Temporary Staffing

# The World is Open for Business

As businesses around the world resume travel operations at pre-2020 levels, sustainable business practices are more important than ever. While most of our carbon emissions have continued to decrease, a current increase in air travel emissions is the result of an evolving and returning business environment. To address these changes in emissions, we've partnered with organizations to implement a carbon-neutral business travel program, in an effort to aid us in our journey toward achieving our sustainability goals and continuously lowering emissions to build a better world of tomorrow.

The ActOne Group is working toward creating a better, more sustainable world by implementing updated, impactful practices to ensure operations remain sustainable and emissions continue to decrease. Additionally, to guarantee our sustainability development goal (SDG) efforts align with Global Reporting Index (GRI) reporting guidance, we've outlined how the ActOne Group directly supports the four main SDGs that align with our core values: Quality Education, Gender Equality, Decent Work & Economic Growth, and Reduced Inequalities.

In addition, we highlight all the SDGs we positively contribute toward throughout this report.





## *Working for the Environment of Tomorrow, Today*

The ActOne Group has implemented sustainable processes, operations, and initiatives as direct responses to the ongoing climate crisis, and by constantly updating our analytical approach to improving sustainability company-wide, we're continuously working toward building a better tomorrow.

After conducting an investigative review of our operational and business processes, we strategized the necessary steps we could take to decrease our consumption of electricity and gas and implemented metrics for our continued consumption tracking. In 2021, we further analyzed our GHG emissions and sought new methods to reduce our total carbon footprint. In 2022, in combination with our focus on GHG emissions, we concentrated our efforts on air travel, auto travel, and electricity consumption to minimize our environmental footprint in 2022 as events and on-site business operations fully resumed.

# Looking Forward: Continuously Expanding Our Sustainability

To support our continued efforts of reducing our carbon footprint, we are continuously strategizing and planning out long-term objectives. Our strategy consists of concise goals, actions, and metrics that outline how we plan to continue to reduce our carbon footprint. The reduced need for commercial office space also reduces CO2 by limiting the needed production of office furniture, office equipment, and new and rehab construction.

Our sustainability strategy consists of three main components - avoid, reduce, and compensate - outlining our structure to achieve our sustainability goals.

Our use of carbon offsets is also directly highlighted by our sustainability-centric partnerships. Through our partnership with a travel carbon offset provider and use of their **carbon-neutral business travel program**, we're consistently tracking and monitoring our air travel and respective emissions. The provider works with the ActOne Group to calculate our carbon offsets, relative to annual emissions, enabling us to **significantly reduce the environmental impact of our emissions** and make better informed, forward-thinking decisions with our sustainability strategy when it comes to reducing carbon emissions related to travel. In our two months of partnership during 2022, the ActOne Group and our travel carbon offset provider were able to offset **more than 4,000 miles of air travel carbon emissions**, significantly reducing our potential environmental impact.

## Avoid

- Unnecessary Air Travel
- Return to office mandates when a work from home or hybrid work model would be equally effective
- The utilization of paper when electronic exchanges would be equally effective
- Avoid expanding our data center when cloud-based shared resources are available and equally effective.
- Annual employee ESG training

## Reduce

- Environmental Policy contains guidance on reducing individual environmental impact
- Reduction of commercial real-estate footprint
- Substantially reduce emissions through new cloud service provider infrastructure
- Increased use of remote work and hybrid work options
- Promoting the use of virtual meetings

In areas where we are unable to avoid GHG emissions completely, we are dedicated to reducing our emissions as much as possible.

- Utilization of energy-saving equipment
- Recycling equipment
- Implementation of LED lighting
- Switching to cloud-based servers
- Digitization initiative

For further information, please see the 'Reducing Our Footprint' section.

## Compensate

- Use carbon offsets via travel carbon offset provider to compensate for air travel emissions

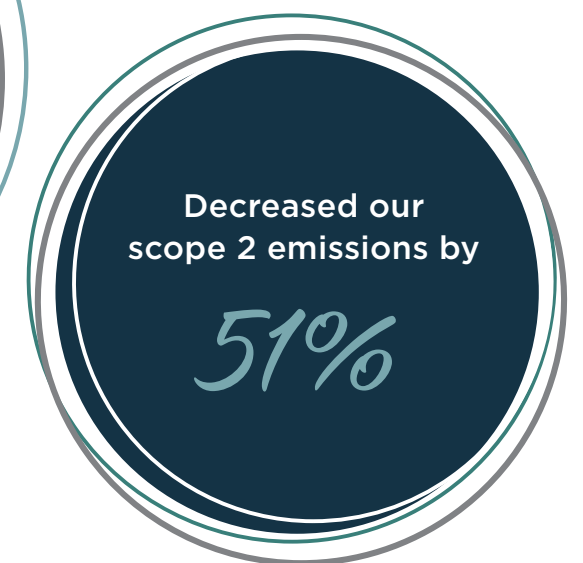
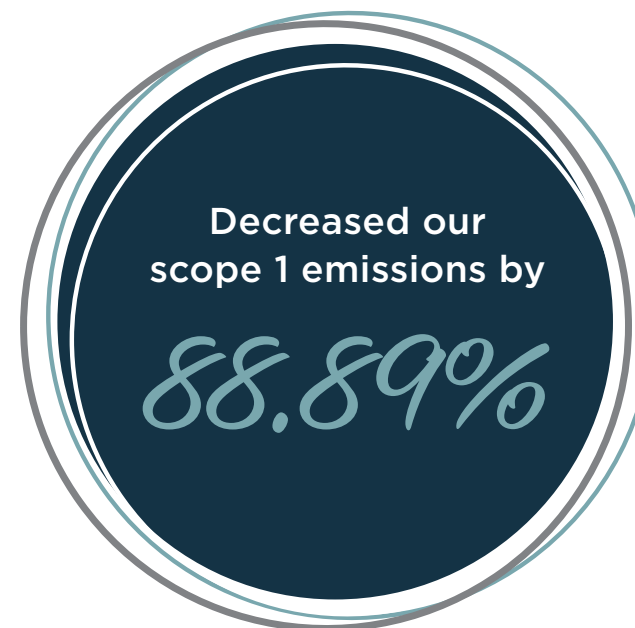
# Reducing Our Footprint

Since mid-2020, the ActOne Group has been tracking CO2 air emissions, electricity, air travel, and auto mileage to determine how best to reduce our carbon footprint. We continuously monitor and measure our CO2 emissions and utilize this data to strategize and update our plan for decreasing our carbon footprint. Throughout 2019 - 2022, we captured car-mile emissions, which are represented in the CO2 emissions table.

In 2020, we established mechanisms to capture air-mile emissions. Our first-year reporting on air-mile emissions is 2021. Due to the resumption of events, travel, and on-site work and engagements, our air and auto travel showed increases that we are currently working to reduce. Through learned experience of the potential for jobs and meetings to be performed remotely and virtually, we are working to directly improve upon and reduce our emissions from the pre-remote work era. This effort is reflected by our most recent scope 1 and scope 2 emissions, where we have managed to continuously and meaningfully reduce our output.

## CO2e Emissions in Metric Tons

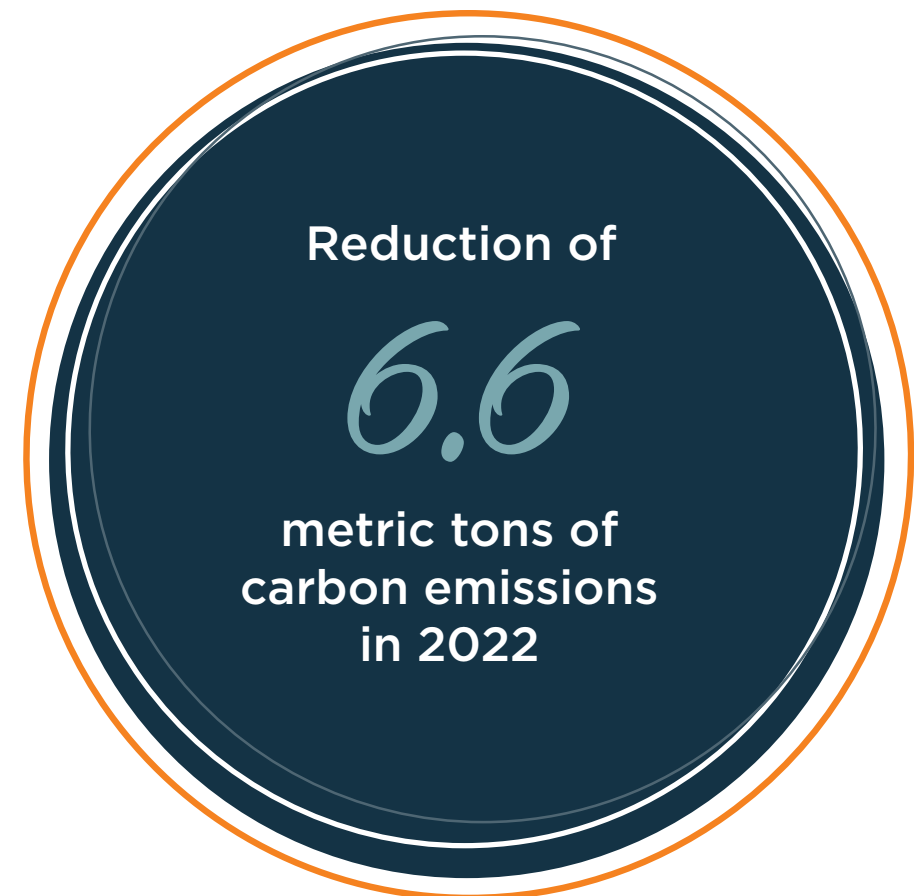
Year Scope	2019 CO2e (MT)	2021 CO2e (MT)	2022 CO2e (MT)	CO2e to SPLY	CO2e to Baseline
<b>Scope 1</b>	4.79	6.99	.53	-92.39%	-88.89%
<b>Scope 2</b>	264.60	143.01	130.65	-8.65%	-50.63%
<b>Scope 3 - Combined</b>	460.43	155.13	687.42	343.13%	49.3%
<b>Air Travel</b>		114.09	613.84	438.04%	
<b>Auto</b>	460.43	41.04	73.57	79.27%	-84.02%



# Emission Tracking and Reduction

Our ongoing sustainability strategy involves sourcing responsibly and delivering our technology in a more environmentally conscious way. Throughout 2021 and 2022, we migrated our server infrastructure to a leading cloud service provider that is equally committed to our sustainability efforts and positive environmental impact, and is taking meaningful steps toward creating a better, less environmentally impacted world.

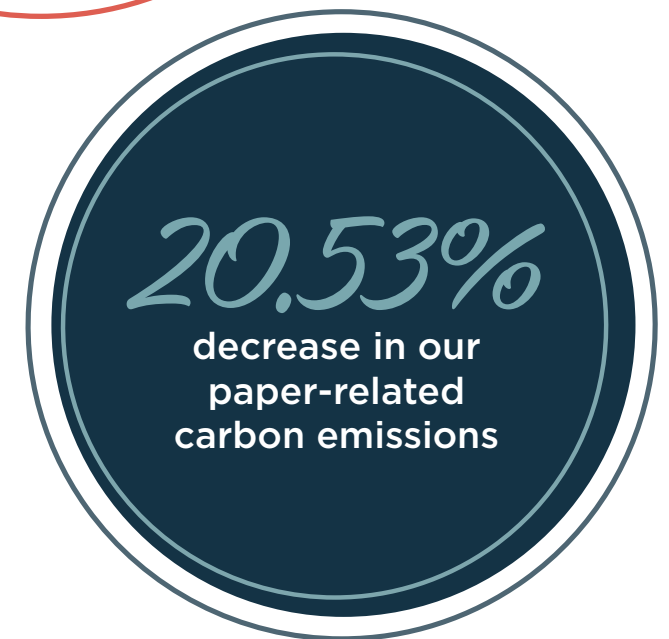
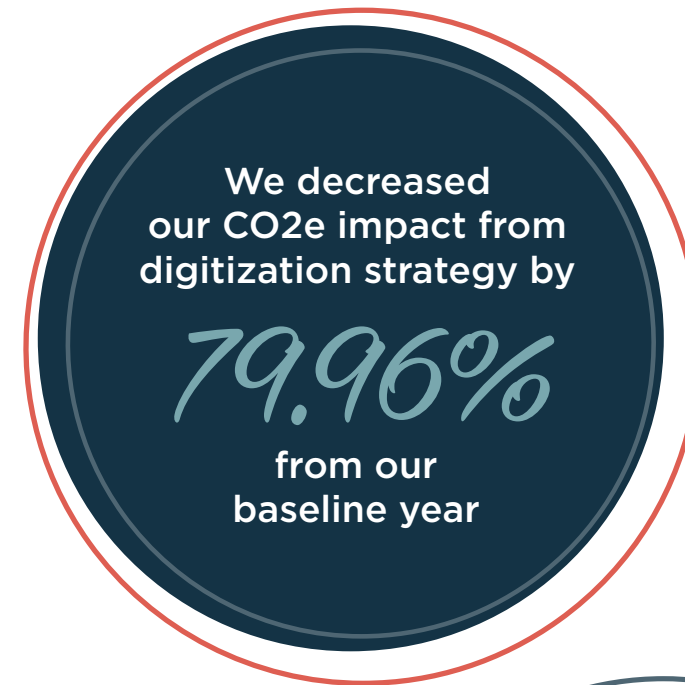
Our cloud service provider incorporates sustainability into its data center design and is deeply committed to using 100% renewable energy. Our migration to this provider was directly informed by our sustainability goal to decrease our carbon emissions for corporate locations, particularly for our data center infrastructure. Through this cloud service provider, organizations see significant changes: 77% fewer servers, 84% less power, and a 28% cleaner combination of solar and wind power. By migrating to this cloud service provider, the ActOne Group achieved a reduction of 6.6 metric tons of carbon emissions in 2022.





# Emission Tracking and Reduction

- Since transitioning to a more flexible workplace structure with remote and hybrid work in 2020, we've maintained a reduced number of on-site operations to support our continued sustainability efforts. Our decision to continue using a more virtual workspace has and will continue to reduce the carbon output of our corporate offices and on-site operations. Reducing the number of on-site locations has also enabled us to donate, recycle, and resell our unused resources, equipment, and furniture. Our strategy involves sustainably disposing of equipment and replacing it with energy-saving equivalents.
- Alongside our reduction of on-site locations and use of on-site resources, we have continued transitioning our corporate locations to energy-efficient lighting to establish a standard of reduced on-site emissions.
- We've implemented automated processes throughout all on-site locations for reduced use of environmentally impactful resources. Through the increased use, monitoring, and tracking of digital processes and sustainable practices, our corporate locations have seen noticeable decreases in emissions and environmental impact.
- The ActOne Group has implemented a digitization strategy involving all aspects of our operations, leading to increased digital processes, directly decreasing our carbon emissions. In 2022, we saw a 20.53% decrease in our paper-related carbon emissions. Our digitization strategy has also increased the sustainability of our downstream operations, creating added value for all recipients of our operational processes and services. This continuous effort has noticeably reduced our environmental impact and reaffirmed our commitment to sustainable practices and methodology.

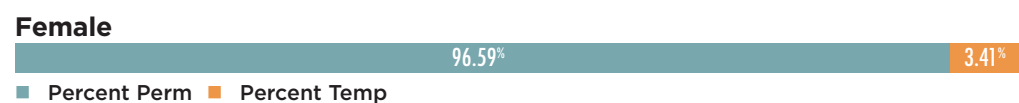


## *Social*

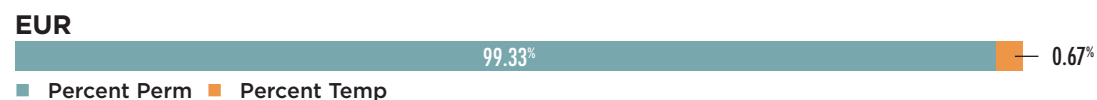
As we continue our aim to impact the communities we serve and businesses we partner with worldwide, we are committed to upholding the values of DE&I, employee well-being, and sustainability. By offering understanding and serving the needs of our team members, candidates, and clients, we exemplify the importance of company culture, which is the driving force behind the social initiatives within the ActOne Group.

# Our Team Composition

## By Gender By Temp/Perm



## By Region



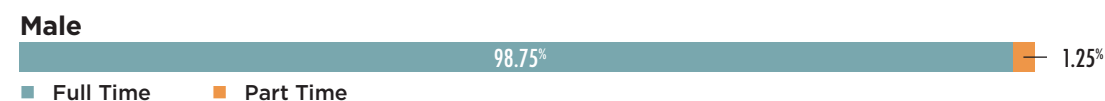
## By Gender



## By Age



## By Gender By Full Time/Part Time



## Hires By Gender



## By Age



## Turnover By Gender



## Turnover By Age



# Employee Benefits

As we continue to evolve and progress, our employees' health and welfare will always be of immense importance, significance, and a top priority. The ActOne Group ensures that our employees have various options yearly by offering comprehensive benefits packages for eligible employees and their dependents. Remaining compliant with the Affordable Care Act, our generous employer contributions toward medical, dental, and vision coverage costs allow our employees to select the benefits that best fit their budget and healthcare needs. One of the most beneficial rewards we offer at The ActOne Group is the option for eligible full-time staff members to contribute pre-tax dollars through our health benefit programs and our qualified Cafeteria Plan.

Our employees have multiple options at negotiated rates, making it easy for them to choose cost-effective plans. Below is a list of benefits we provide to our teams.

## 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 use 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

Also provided is a hassle-free approach to confidential mental health assessments and care for employees and their families through our Employee Assistance Program (EAP). The EAP program offers around-the-clock access to intake coordinators for members to get the personal and professional care they need concerning work-related issues, family matters, relational concerns, and overall life encounters.

The ActOne Group Organizational Wellness Initiative is a program we champion because it directly reflects how we value the well-being of our employees. We focus on four main categories of wellness: social, physical and mental, career, and financial. Because each of these is vital to employees' overall health, The ActOne Wellness Program was created to provide a support hub where our employees can access wellness tips, resources, guidance, and information on these four types of well-being. We believe "Hiring Made Human" starts within the organization, and taking good care of our employees and their families is a critical human responsibility we have as a company.





## *Our Commitment to Diversity, Equity & Inclusion (DE&I)*

At the ActOne Group, our core values are set on the solid foundation of commitment, embracing diversity, providing equal opportunities, and the inclusion of every culture. We realize that each of us has value to bring aboard an ever-evolving vehicle – our company. Culture is a dominant and sustainable aspect of our existence; therefore, we set our values, experiences, and achievements around it. We ensure that diversity is reflected in every part of our internal operations and company culture.

We remain committed to discovering, nurturing, and advancing high-quality talent. We're constantly innovating and updating practices to impact our organization and clients' organizations positively. Building partnerships with other companies that honor diversity, equity, and inclusion helps ensure continued sustainability and elevation.

# Employee Diversity



# *Our Diverse Partnerships: Expanding Diversity Within the Workplace*

Sustainable practices are the internal and external norms of the ActOne Group. From our staffing suppliers to service procurement to our cherished partners, we all play a valuable role in representing and maintaining diversity in the workforce.

The ActOne Group is a proud recipient of a renowned Supplier Diversity Award and a member of the Diversity-Owned Staffing Organizations domestically and globally. Impacting underserved communities remains a benchmark as we work diligently toward growth and expansion while cultivating valuable partnerships with diverse suppliers.

As a DE&I staffing industry leader, the ActOne Group prides itself on fostering relationships with suppliers who mutually exhibit diversity as a standard work practice. Our established programs sustain diverse partnerships, networks, and connections throughout the staffing industry.

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.

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



## *Maintaining Security & Data Privacy*

The ActOne Group values and maintains stakeholders' and employees' privacy and is committed to ensuring all personal data is protected throughout our worldwide operations. The ActOne Group works diligently to ensure the security of all information and data. To prevent any instances of 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 the information we collect.



# Security and Privacy Team

To ensure our data security standards are upheld and constantly improved, our Security & Privacy team 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 complies with all 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 have been 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 where we are legally required to do so. Both our employees and suppliers must comply with our data security requirements 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, in business cases where personal information is needed, our data security measures ensure that access to personal data is limited. As an organization, we reiterate the importance of online security through frequent communications, training courses, and updates within our internal communications.





# Our Community Involvement



**HIRING OUR HEROES**  
MILITARY SPOUSE PROFESSIONAL NETWORK

<https://agile-one.com/wecare>

<https://www.appleone.com/csr/>



# Positively Impacting Our Local and Global Communities

The ActOne Group values and aims to uphold the communities we serve. By uplifting, engaging, and partnering with local and global communities, we're constantly taking steps to work toward a better tomorrow.

Our dedicated efforts to engage with communities are multifaceted, and we're continuously looking for ways to expand our impact. Our valued partnerships with non-governmental organizations (NGOs) allow us to continuously support the advancement of women, minorities, the LGBTQIA+ community, veterans, and military spouses. As partners with the National LGBT Chamber of Commerce (NGLCC), the National Minority Supplier Development Council (NMSDC), the Women's Business Enterprise National Council (WBENC), the Military Spouse Employment Partnership (MSEP), and Hiring Our Heroes, we're continuously working with business leaders, talent communities, and organizations to ensure all individuals have the tools today to access the innovative work landscape of tomorrow. We take pride in these partnerships and work together to ensure passionate, talented members of all communities are able to find and reach their dream careers.

Our educational programs offer students from numerous communities increased access to job resources, networks, and the global talent community. Our partnerships with HBCUs/Diverse-serving universities and Ivy League institutions empower us to provide opportunities, guidance, and resources to all members of society. On a global scale, our clients play a key role in supporting and advocating for our educational partnerships. On a local scale, we support educational institutions and initiatives through significant financial contributions, including via scholarships, to community colleges and universities.



# Positively Impacting Our Local and Global Communities

Additionally, the ActOne Group’s team members engage communities directly on a local level. Our internal initiatives encourage our employees to partake in volunteering efforts throughout the year, ensuring we’re constantly impacting local communities on an internal and external level. We recently debuted our “Building Our Community” program, which incentivizes our employees to engage in various types of volunteering as a company-wide effort to expand our community engagement efforts. This program exists alongside our status quo of regional leaders overseeing local community service initiatives. The ActOne Group teams also participate in charity walks and events globally to help raise money and spread awareness for wide-ranging issues that are important to both local and global communities.

Our internal events also serve as a meaningful opportunity to expand our positive community outreach. Most recently, we held a donation drive in Las Vegas, where we simultaneously created “on-the-job success kits” for women in business with our valued partner, Dress for Success. In Mexico, we held a donation drive for books and school supplies to provide to local schools and students.

Supporting a community is central to everything we do. We are a part of all of the communities we endeavor to positively impact, both locally and globally, and we’re committed to continuing to create meaningful change for the world of the workforce. From safety to social and environmental responsibility, our business revolves around caring for others.



# *Our Safety Protocols and Commitment to Employees' Well-being, Health, and Safety*

At the ActOne Group, the well-being and safety of our employees are paramount. We are extremely focused on the health of our employees and have a diligent, dedicated approach to ensuring safety. Our dedication to our employees' well-being, safety, and wellness enables the ActOne Group to provide exemplary employment services to business communities on a global scale.

The ActOne Group oversees the safety and well-being of all placed candidates by screening employers, 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. 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.

Our Risk Management team proactively manages claims through workplace risk assessments and employee Q&A feedback from workplace survey analysis. All pertinent changes are communicated to employees. Employees have open communication channels to express updates to existing occupational health and safety systems and processes.

The Occupational Health and Safety Management Department (OH&SMD) conducts routine, standardized workplace assessments with management-level employees providing feedback on risk criteria. The policy and processes of the OH&SMD adhere to industry, local, state, country, and global guidance and law.

If an employee experiences or suspects workplace injury, they must notify their supervisor or contact the H.R. Hotline number immediately. The supervisor must evaluate the situation and assist the employee in obtaining appropriate medical assistance, if necessary. If a temporary employee is injured, account representatives inform the Risk Management Claims Department of injuries or incidents. Designated health and safety representatives perform site inspections and provide assessments to Risk Management for review and approval.

# *Our Commitment to Stakeholder Safety*

A commitment to safety is at the forefront of our business. All employees have access to an online portal with a variety of resources, and our teams always take a calculated and informed approach when completing Job Site Risk Analysis to ensure the safety of candidates we place with our clients.

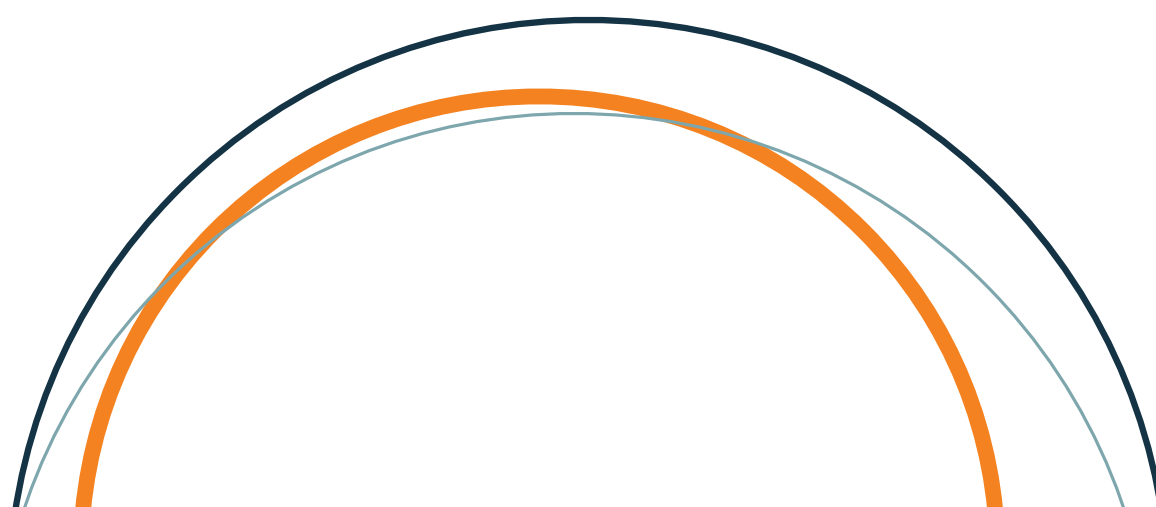
In addition to ensuring job sites adhere to all safety guidelines, we are constantly looking for ways to improve the experience for clients and candidates through continuous Job Site Risk Analysis.

Training includes guidance on reporting hazardous situations or injury incidents. All employees annually complete workplace safety training and review guidance on compliance.

Temporary employees are trained and directed to always keep safety in mind. By providing account representatives' and direct supervisors' contact information, temporary employees are able to report unsafe working conditions easily, quickly, and confidentially.

Account representatives will conduct a thorough risk assessment, discuss the matter with the client, and consult with our Risk Management team to determine the appropriate course of action. Additionally, the employee's supervisor/management team is notified to determine if the employee can remain on that assignment safely.

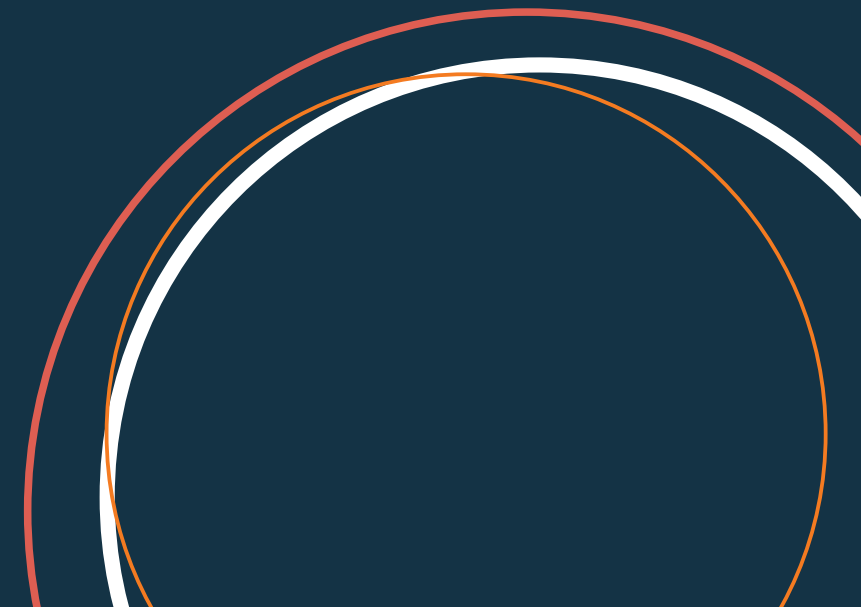
All employees have direct portal access to a variety of resources through their unique login credentials.



## *Our Governance, Responsibility and Ethics*

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.

Responsible sourcing and a responsible supply chain are key components of our commitment to safe working conditions, worker rights, and environmentally conscious operations. We take steps to expand the sustainability of our suppliers', partners', and our own processes via technological innovation, updates to operational processes, and outlining of our sustainability goals. Through these meaningful partnerships, the ActOne Group is able to make significant progress toward our responsibility and vision of achieving a more sustainable, environmentally conscious world of tomorrow.



# 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% 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 and managed through a Learning Management System (LMS). The LMS supports global employee training across a wide range of topics. Training is tracked and recorded per employee to support reporting toward the 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.

Preparing for a better tomorrow is something we are continuously focused on as an organization. One of the ways we do this is through

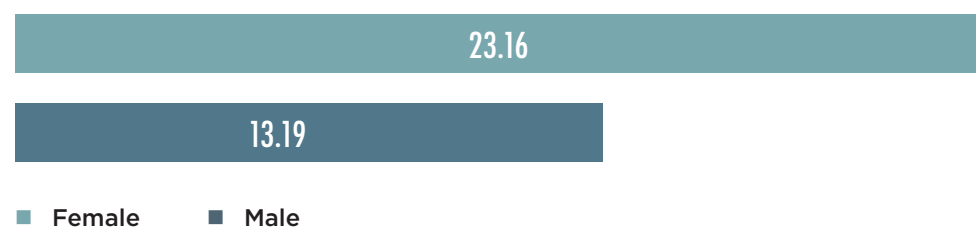
employee engagement programming. By continuously engaging and interacting with our employees we can reinforce our values of giving to something greater than ourselves. This sentiment is pervasive throughout our organization because it supports our corporate values and our differentiators in the industry.

We are committed to the candidate being the center of the universe and are also committed to the understanding that we have the unique privilege of impacting lives positively. The Act As One internal engagement program is a monthly activity that encourages those in the organization to illustrate how they're living our corporate values.

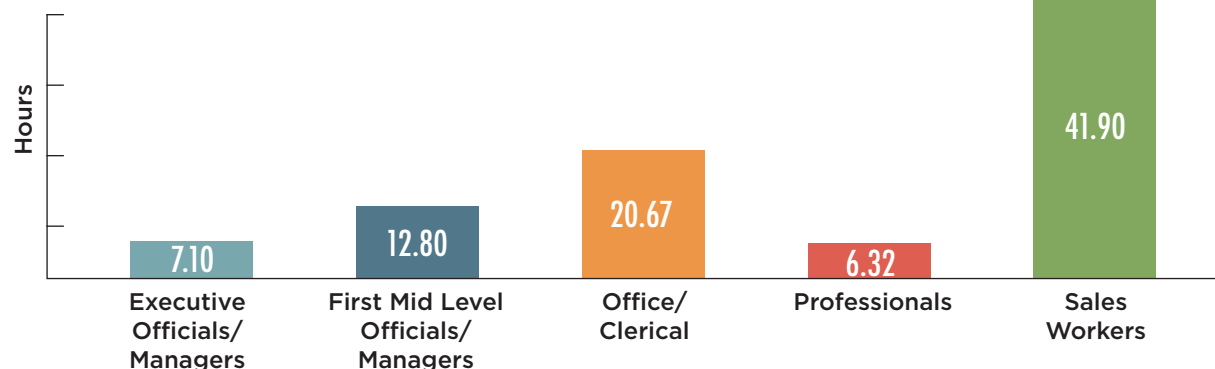
We frequently get submissions that highlight volunteerism, moral values, and giving back. It is a program that not only reinforces our cultural values, but also brings us together as a corporate team, strengthens our bonds between employees, and emphasizes our mission to put people (candidates) at the center of the universe. Our internal initiatives frequently include the same sentiment and intended results. This truly distinguishes us from our competitors with large corporate infrastructures that tend to impede these initiatives.

## Employee Average Training Hours

By Gender



By Category






## *Our Sustainability Strategy*

At the ActOne Group, our core values align with corporate governance, and we adhere to business community guidelines to sustain suitable standards within our organization. We meet the goal of achieving global sustainability through our efforts to maintain social responsibility.

The ActOne Group proudly holds the Silver award presented by EcoVadis after an external assessment was performed. We will continue to make vast progress toward the goals set in motion to grow and expand our reach by purposefully contributing to sustainable endeavors.

The progress that we continually make in upholding sustainability as a United Nations Global Compact participant is driven by our commitment to maintaining alignment with the UNGC and the Global Reporting Index Framework. A vital component of sustainability for the ActOne Group is transparency and keeping lines of communication open with our stakeholders. Due to the valuable relationships we build with our stakeholders, we've successfully provided sustainable economic growth, diversity, equity, and inclusion opportunities.

Implementation of our sustainability strategies is a team effort. In unity, we enforce a positive impact in the communities where we live and work. Our mission empowers our efforts to uphold human rights, labor, the environment, and anti-corruption. The journey to success in achieving sustainability is never-ending, and the ActOne Group and our people are all committed to serving with our core values at heart. We strive to embody our core value, "Everything and Everyone Matters," and this effort includes the sustainability of our organization and those we serve and partner with. Because we pride ourselves on culture and team efforts, we are confident that "Together...We Win!"



# Materiality Assessment

The ActOne Group takes an informed approach to all aspects of our business strategy. In addition to ensuring our strategy is consistent and effective in its alignment with Environmental, Social, and Governance criteria, we conduct a materiality assessment with direct feedback from our stakeholders.

We engage in stakeholder feedback to receive a deepened understanding that informs our Environmental, Social, and Governance business strategies. Materiality assessment topics were grouped to enable our core business function leaders to work with the sustainability team and support us in our continued, forward-thinking effort to make impactful changes 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 also reviewed at meetings and sent to internal stakeholders to explore and discuss topics in detail. All issue responses were analyzed, grouped by value, and plotted on a graph to show external and internal stakeholder level of importance by topic.

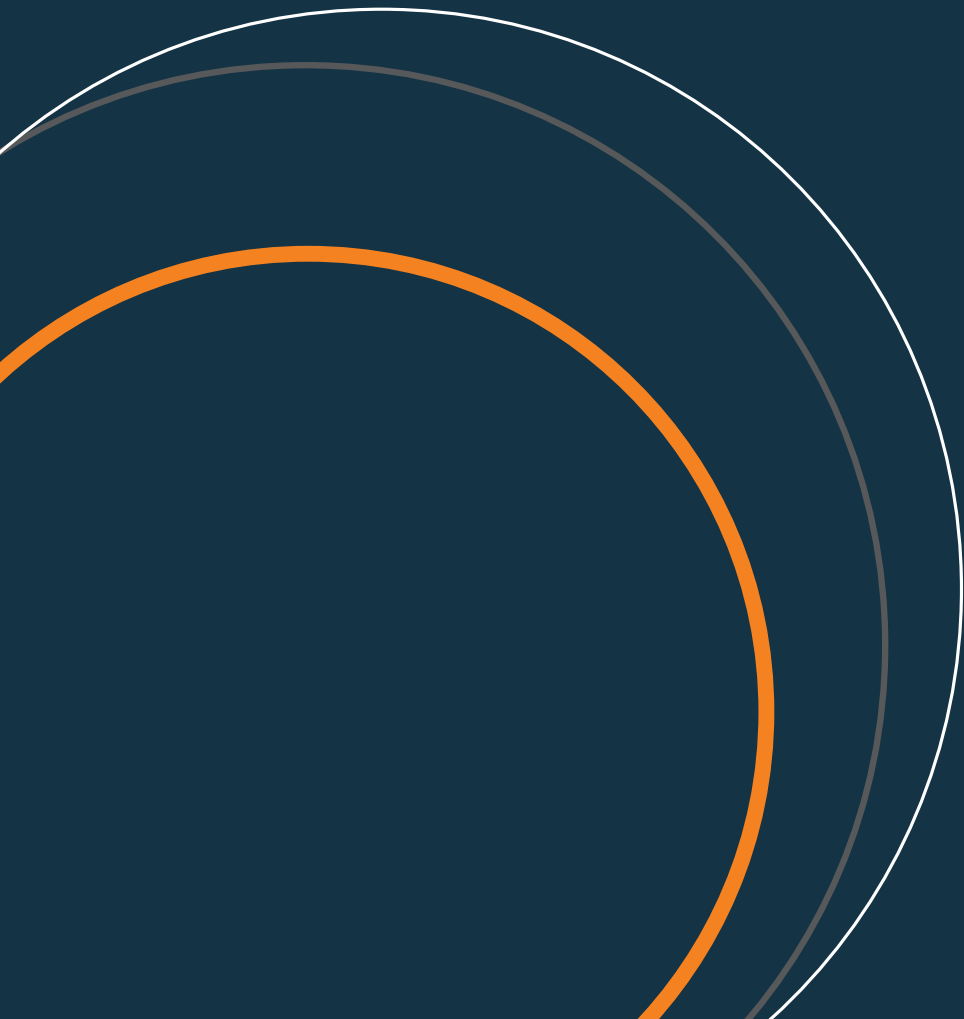
Analysis of our stakeholder topics of importance presented 11 key focus areas. The list of material topics identified and included in our surveys and materiality assessment supported strategy alignment and confirmed progress toward the SDGs: Quality Education, Gender Equality, Decent Work and Economic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

Our materiality assessments and continuous stakeholder feedback enable us to create and implement meaningful sustainability strategies that anticipate the challenges, changes, and needs of tomorrow. By following a well-informed Environmental, Social, and Governance materiality assessment, the ActOne Group has consistently been able to develop a sustainability strategy in line with stakeholder values, align with 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.



# *Stakeholder Feedback Groups*

How we connect with our stakeholders



# 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.



## 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.



## 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.



## 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 our sustainability intentions and requirements for continued business.



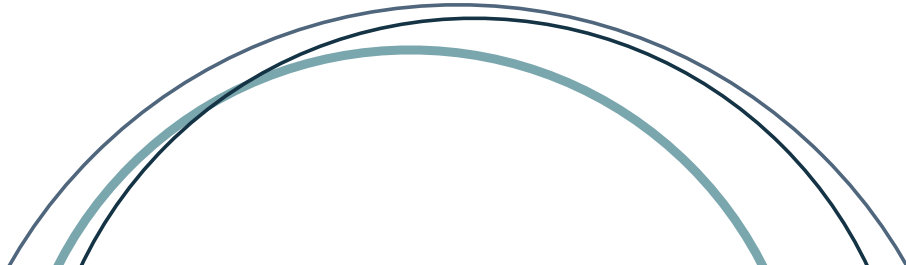
## Employees

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.



## Suppliers

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



# Topic Focus

## 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

## General

Disclosure Number	Standard Disclosure Title	Our Response
2-1	Organizational details	<p>The ActOne Group</p> <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> <p>Corporate Headquarters 1999 W. 190th St, Torrance, CA 90504</p> <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>
2-3	Reporting period, frequency and contact point	<p>Year 2022</p> <p>The date of our previous report was December 6, 2022. The reporting cycle is on an annual basis from January to December</p> <p>sustainability@act-1.com Sustainability Team Corporate Headquarters 1999 W. 190th Street Torrance, CA 90504</p>



Disclosure Number	Standard Disclosure Title	Our Response
2-4	Restatements of information	The ActOne Group GHG data for years 2019 to 2021 have been amended to reflect our enhanced data captured and improved analysis mechanisms.
2-5	External assurance	Our organization is not externally assured by ESG components. External assurance is attained for Financial reporting and reviewed by our most senior body. At this current time the extent of Sustainability reporting is achieved through EcoVadis.
2-6	Activities, value chain and other business relationships	<p>The ActOne Group operates in multiple countries, including countries in the Americas, Europe, and South Asia. 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> <p>At the ActOne Group, the supply chain includes 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. 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. 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>The company has maintained its organizational structure and mainstream supply chain with no significant changes reported for 2022.</p>
2-7	Employees	Total number of employees: 2650

Disclosure Number	Standard Disclosure Title	Our Response
2-9	Governance structure and composition	<p>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.</p> <p>The Sustainability Department is responsible for collating all required information for the report. The Sustainability Department 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.</p> <p>The composition of the highest governance body and its committees are made up of executive and non-executive members including employees of varying tenure. Committee members also hold positions in other boards. The makeup of our board represents the diversity through age and gender.</p> <p>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.</p>
2-10	Nomination and selection of the highest governance body	<p>The highest governance party is represented by the CFO and the President.</p> <p>Committee members are selected through their expertise and sectors of the organization in which they support. Our committees reflect the diversity of our organization.</p>
2-11	Chair of the highest governance body	<p>The chair of the highest governance body is the CEO.</p> <p>The ActOne Group is a privately held company. The most senior executive is the founder and CEO. The organizational structure reflects reporting lines to the CEO.</p>
2-12	Role of the highest governance body in overseeing the management of impacts	<p>All sustainable development strategies and proposals are presented to senior executives and the highest governance body for further decision making and approval.</p> <p>The highest governance body is involved in all final decision making related to organizational sustainability, in addition to quarterly organizational review of sustainability items.</p>
2-13	Delegation of responsibility for managing impacts	<p>The Chief of Staff oversees the organization's sustainability impacts on the economy, environment, and people, and is supported by the sustainability department. Updates are referred quarterly to the highest governance body.</p>

Disclosure Number	Standard Disclosure Title	Our Response
2-14	Role of the highest governance body in sustainability reporting	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. The Chief of Staff is the lead for sustainability across the organization. The Chief of Staff reviews all decision making with the CEO in addition to highlighting any material topic updates.
2-15	Conflicts 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. Conflicts of interest are managed through company policy. Should issues arise, human resources supports any items pertaining to conflict within the workplace.
2-16	Communication of 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.
2-17	Collective knowledge of the 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. The sustainability department enhances the knowledge through research and engagement in webinars to aid the organization's progression towards sustainable development. All organization departments play a key role in ensuring they report sustainability updates relative to their operations to the sustainability department.
2-18	Evaluation of the performance of the highest governance body	Organizational performance pertaining to any impact on the economy, environment, and people are reviewed periodically by the organization. Any strategic actions required are mapped into the organization's strategic business planning.
2-20	Process to determine remuneration	Remuneration for employees takes into consideration applicable wages and hours law. We conduct external compensation analysis, internal role comparison, and evaluate grade range.
2-22	Statement on sustainable development strategy	A message from our Founder and CEO reaffirms and expresses continued support. <a href="#">A Message From JBH &amp; Brett</a>

Disclosure Number	Standard Disclosure Title	Our Response
2-23	Policy commitments	The ActOne Group has established policies to align with required state and country-specific laws, including policies pertaining to human rights, which have been approved by the company President. All employees throughout the onboarding process upon commencement of employment review company policy, in addition to reviewing annual policy updates when relevant. Our LMS system enables employees to review and acknowledge policy updates annually. 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.
2-24	Embedding policy commitments	All employees review and acknowledge new and existing policy updates, training provided when necessary. Our LMS system enables employees to review and acknowledge policy updates annually. All new business relationships are assessed based on alignment to company principles and values.
2-25	Processes to remediate negative impacts	The Risk Assessment Policy sets out how to identify risk in order to remediate it. All those involved with a risk assessment must fully cooperate with the organizational members conducting the assessment. Cooperation must be complete for both the risk assessment and the remediation process since this is a critical business function. Feedback is engaged with periodically to review an update grievance process if needed, all grievance tracking is facilitated by the appropriate division, including Human Resources and Legal.
2-26	Mechanisms for seeking advice and raising concerns	Employees have access to company policies within the company portal. In addition to a direct line into HR for queries pertaining to employment or organizational conduct. Our whistleblower policy is laid out to support any employee that needs to access the support mechanism.

Disclosure Number	Standard Disclosure Title	Our Response
2-28	Membership associations	<p>Diversity Affiliations</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>Industry Affiliations</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> <p>Industry Affiliations</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>Corporate Social Responsibility</p> <ul style="list-style-type: none"> <li>• United Nations Global Compact (UNGC)</li> <li>• EcoVadis</li> </ul> <p>External assurance has been carried out by EcoVadis for our Labor &amp; Human Rights, Environment, Ethics, and Procurement contributions.</p>
2-29	Approach to stakeholder engagement	<p>The ActOne Group conducted a materiality assessment with direct outreach. This materiality assessment was sent to our upstream and downstream stakeholders. 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.</p> <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="#">Materiality Assessment</a></p>

Disclosure Number	Standard Disclosure Title	Our Response
3-30	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.
3-1	Process to determine material topics	We are in the process of identifying the best approach to evaluate our upstream suppliers as part of our materiality assessment and our overarching sustainability efforts among our supply chain. Based on the results we will be able to identify actual and potential impacts at the supplier level. <a href="#">Materiality Assessment</a>
3-2	List of material topics	Our Material Issues Identification process was used to identify sustainability issues from our stakeholders. We outlined issues identified by: <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> <a href="#">Topic Focus</a>
3-3	Management of material topics	We have developed our assessment of ESG materiality in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standards. Material topics, in accordance with the GRI Standards, represent an organization's most significant impacts on the economy, environment and people, including impacts on their human rights. Business strategy and alignment ensures that policy and commitments are focused toward positive progression with regards to materiality topics. Emerging ESG materiality topics are periodically reviewed by stakeholders.

## Environment

Disclosure Number	Standard Disclosure Title	Our Response
302-1	Energy consumption within the organization	<a href="#">Reducing Our Footprint</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.
302-5	Reductions in energy requirements of products and services	<a href="#">Reducing Our Footprint</a>
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="#">Reducing Our Footprint</a>
305-2	Energy indirect (Scope 2) GHG emissions	<a href="#">Reducing Our Footprint</a>
305-3	Other indirect (Scope 3) GHG emissions	<a href="#">Reducing Our Footprint</a>
305-5	Reduction of GHG emissions	<a href="#">Reducing Our Footprint</a>

## Social

Disclosure Number	Standard Disclosure Title	Our Response
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.
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="#">Our Community Involvement</a>
203-2	Significant indirect economic impacts	Our social positive impacts. <a href="#">Our Community Involvement</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.
404-1	Average hours of training per year per employee	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. <a href="#">Training and Opportunities</a>
404-2	Programs for upgrading employee skills and transition assistance programs	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. <a href="#">Training and Opportunities</a>
405-1	Diversity of governance bodies and employees	<a href="#">Our Team Composition</a> <a href="#">Employee Diversity</a>



## Governance

Disclosure Number	Standard Disclosure Title	Our Response
405-2	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>
403-1	Occupational health and safety management system	<p>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.</p> <p><a href="#">Our Safety Protocols</a></p>
403-2	Hazard identification, risk assessment, and incident investigation	<p><a href="#">Our Safety Protocols</a></p>
403-3	Occupational health services	<p>Safety surveys and employee test assessments with video Q&amp;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.</p> <p><a href="#">Our Safety Protocols</a></p>
403-4	Worker participation, consultation, and communication on occupational health and safety	<p>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.</p> <p><a href="#">Our Safety Protocols</a></p>

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="#">Our Safety Protocols</a> <a href="#">Stakeholder Safety</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="#">Employee Benefits</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="#">Our Safety Protocols</a> <a href="#">Stakeholder Safety</a></p>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>The ActOne Group has not identified any substantiated complaints of any breaches of customer privacy or any leaks, thefts, or losses of customer data.</p>

The following GRI metrics were omitted from this report: 2-2, 2-8, 2-19, 2-21, 2-27, 201, 202-1, 204, 205-1, 205-3, 206, 207, 301, 302-3, 302-4, 303, 304, 305-4, 305-6, 305-7, 306, 308, 402, 403-8, 403-9, 403-10, 404-3, 405-2, 406, 407, 408, 409, 410, 411, 413, 414, 415, 416, 417. The reason for omission was that a) the metric was not applicable to the ActOne Group based upon our identified ESG material topics and/or b) the information was unavailable or cannot be obtained with sufficient quality to enable reporting. As our processes, controls and systems evolve, we will evaluate our ability to report on these metrics on an annual basis.



**ActOne Group**

[www.actonegroup.com](http://www.actonegroup.com)