

 ActOne Group

The ActOne Group Sustainability Report

2020

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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From the Founder & CEO



The ActOne Group's mission to become the business community's global partner in providing forward-thinking talent and resource-management solutions was amplified by the unprecedented events of 2020 and the pandemic. We leveraged the expertise of each of us, enabling our clients to access the powerful potential of today's diverse global workforce.

We're constantly winning toward our goal of ensuring that our people and talent communities have direct access to the resources needed to create success. Designing worker-focused solutions within which 'the worker is the center of the universe' has been an advantage point in every point of our growth. We act socially responsible within our day-to-day operations. Through clear leadership and collaboration with our employees, who embrace our commitments and efforts in their actions and values, we achieve a sustainable strategy with our operations, highlighting the importance of social impact, environmental impact, and corporate governance.

We're in the business of keeping great people working and helping companies design, sustain, and grow from this. Our Sustainability Report illustrates that we ensure our operations support sustainable practices from leadership, our people, the teams they manage and services they support, and the candidates and talent community for our clients. Everything Matters is a core part of our FEET principles (Freedom to Innovate, Excellence in Delivery, Everything Matters, and Time to Understand), and we reinforce our commitment to this value by implementing sustainable practices within our operations. By utilizing external reporting through EcoVadis and increasingly aligning our practices and reporting with the United Nations Global Compact, we've successfully enacted impactful and effective measures to honor our commitment to corporate sustainability.

At the ActOne Group, we believe that what we say is a statement, and what we do is a movement. As a beacon of diversity, equity, and inclusion in our industry, we are excited to highlight our success in achieving Social Development Goal alignment and communicate our sustainability commitment clearly to our people, candidates, stakeholders, customers, vendors, and clients.

"Together... We Win!" is our most treasured company statement. This statement is most true when we all, both individually and in unison as a global company, take steps and make commitments toward achieving social environmental responsibility across the globe. Our commitment to diversity, equity, inclusion, and sustainability is one that we don't count as done! By leading with the values of our practices and processes, we've made meaningful progress toward our Social Development Goals, the United Nations Global Compact, and our evolving Corporate Social Responsibility. We're proud of our efforts and achievements and welcome you to join us on this journey to support the agenda toward global Sustainable Development.

The ActOne Group supports the Ten Principles of the United Nations Global Compact on human rights, labour, 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 in a professional style.

Janice Bryant Howroyd
Founder & CEO

Our Mission and Principles

The ActOne Group engages globally connected teams of experts to deliver a wide range of innovative services and technology solutions to private, public, and government sector clients. Solutions are engineered continuously to drive value to clients and trusted partners by leveraging resources from our portfolio of companies, as well as a network of more than 3,500 global vendors, legal and tax consultants, and technology providers.



Core Values

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. We have over 2,900 employees and 225 locations across more than 30 countries worldwide. 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 Matters

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



The Time to Understand

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

Staffing Solutions



From our start, AppleOne has placed the Candidate at the Center of the Universe and 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, all ActOne Group staffing solutions teams have 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 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.



All's Well Health Care Services, our diversified clinical staffing and solutions 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 contingent and direct hire placements. Service highlights include:

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

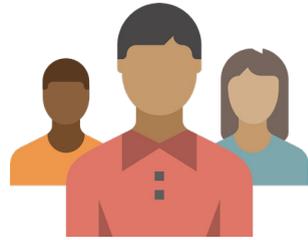
Workforce Solutions



AgileOne is a leader in helping the business community expand its employment value proposition from full-range 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.

We work with our customers across the globe to integrate service and technology solutions into a broader total talent management strategy, so that it becomes culturally innate to bringing new talent into your organization. Our strategic supplier partnerships support us to quickly and effectively on-board top talent. Solutions are designed to improve quality, efficiency, and cost, while mitigating against risk.





AgileOne's **managed services program (MSP)** with SOC I and SOC II certification serves as a single point-of-contact to manage workforce procurement and governance strategies, streamlining talent acquisition processes, sourcing skilled talent using TalentETL, 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 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. A-Check tailors screening solutions to meet each client's unique requirements through a user-focused, online interface technology available worldwide. E-Verify and NAPBS accredited.



ActOne Government Solutions 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 system, 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

Overview of highlights, numbers, and awards for the company

Operating in over
30
countries across the world

Over
\$3b
in spend under contract

3,500+
supplier partners

Fast Facts

- 17,000 clients worldwide
- 3,000 municipal, state, and federal clients
- MBE and WBE diversity-certified company
- NMSDC Corporate Plus Partner
- Network of 3,500 subcontractors in staffing, technology, wholesale, and logistics
- 63% of suppliers in our MSP programs are diversity certified companies

| Year | Awardee | Award | Organization |
|------|-----------------------|---|----------------------------|
| 2020 | AgileOne | Customer Satisfaction Ratings Total Workforce Solutions | HRO Today |
| 2020 | AgileOne | Customer Satisfaction Ratings Managed Service Programs | HRO Today |
| 2020 | ActOne | Bronze Level for Sustainability | EcoVadis |
| 2020 | ActOne | Supplier of the Year | NMSDC |
| 2020 | ActOne | Largest Global Staffing Firms | Staffing Industry Analysts |
| 2020 | Janice Bryant Howroyd | Global Power 150 - Women in Staffing | Staffing Industry Analysts |



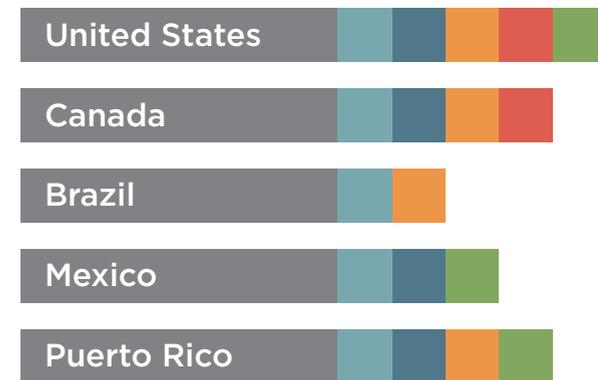
Global Coverage

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, providing services and operating in over 30 countries across the globe.

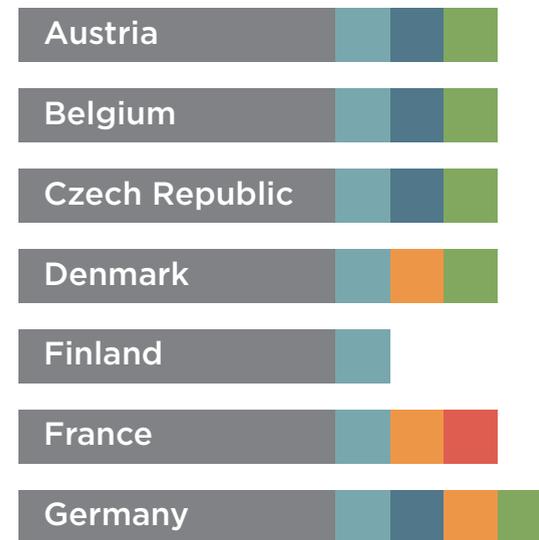


Countries and Territories with Primary Operations

Americas



EMEA



APAC



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

Our Sustainability Strategy

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

We began our internal Corporate Social Responsibility journey a few years ago. We engaged with our company leaders and performed an analytic review on our day-to-day operations and the sustainability strategy and guidance delivered to our people and teams. Additionally, a baseline assessment was conducted with external analysis and reporting to demonstrate the ActOne Group's efforts and contributions toward sustainability, which were awarded Bronze by EcoVadis.

We are incredibly proud of our efforts and have made immense progress in realizing our commitment to develop a sustainable strategy and accelerate our positive environmental contributions. As a signatory of the United Nations Global Compact, our progress 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 core business principle, "Together... We Win!," is always at the heart of our operations. It powers our drive to unify our strategy and ensure human rights, labor, the environment, and anti-corruption, which are all represented equally by our people, who consistently deliver and build on our continuous success toward sustainability. For the ActOne Group, Everything Matters, and our sustainability strategy is one of the key ways we work to ensure that this core value is a constant reality.



The ActOne Group supports the Sustainable Development Goals.



Our Commitment to the Environment

The ActOne Group 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 toward continued tracking of consumption. 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.

Our commitment toward creating an eco-friendly environment resulted in a review of electricity consumption as part of our scope 2 GHG emissions review. Currently, we are in the process of upgrading one

of our corporate locations with sensor-activated lighting, with 20 percent, 10 percent, and 10 percent LED lighting in three locations, and 10 percent and 20 percent LED lighting in the bathrooms and hallways of two other locations. We are committed to changing and replacing all corporate locations' lighting. Due to remote work operations throughout the pandemic, our usage data reduced significantly.

CO2 Travel Emissions: Since mid-2020, the ActOne Group has been tracking CO2 air emissions to determine how best to reduce our carbon footprint. This data forms part of our internal review to support us in strategizing toward increased sustainable responsible practices. Throughout 2019 and 2020, we captured car-mile emissions, which are represented in the CO2 emissions table. In 2020, we established mechanisms to capture air-mile emissions and plan to report on our CO2 air emissions in future reports.

Remote workers: Throughout 2020, our workforce operated remotely due to the pandemic. In a continued effort to support our commitment to sustainable business development, we are exploring options for sectors of our workforce to continue with remote work. Increased reliance on remote work has been proven to reduce carbon footprint by eliminating commutes, reducing paper waste, and lowering air pollution.

Improved Operations: Throughout 2021, we conducted a full internal review of all departmental operations and the environmental impact of the operational processes in relation to materials used. We are in the process of transitioning processes to increase sustainable methods and are proud to be able to make this transition with the support of our corporate leaders and teams. Through our paperless project, we will benchmark current and targeted reductions.

CO2e Emissions in Metric Tons

| | 2019 (Base Year) | 2020 | Change vs Base Year |
|---------------------------|-----------------------------|---------------|--------------------------------|
| Scope 1 | 5.10 | 7.90 | 54.90% |
| Scope 2 | 420.00 | 288.00 | -31.43% |
| Scope 3 | 460.24 | 154.79 | -66.37% |
| Absolute Emissions | 885.34 | 450.69 | -49.09% |

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).

Our Safety Protocols

The ActOne Group takes a proactive approach to ensuring safety and minimizing claims by conducting site inspections of client locations, screening our employees, researching our clients and their safety history, maintaining proper insurance coverage, and administering business insurance (including liability, unemployment, and workers' compensation). Should an incident occur, our worker compensation claims team swiftly removes the injured or ill employee from the working environment and directs the employee to the proper medical facility as quickly as possible.

The ActOne Group's safety protocols operate continually to maintain the safety and health of all our employees, clients, and other business partners as a top priority. Our dedication to the best practices in safety allows the ActOne Group to provide exemplary employment services to our temporary associates, clients, and business communities worldwide.

ActOne also oversees all companies' safety programs 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 a subdivision.

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.

The Risk Management team and the Medical Compliance Division team manage this system. 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 for specific roles.

In the United States, site inspections include the review and recording of client location OSHA injury information, the presence of any required Material Safety Data Sheet (MSDS) or other posted safety materials and Personal Protective Equipment (PPE), and overall facility safety.

Safety training and assessment are provided to our temps 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 assessment. The OH&SMD maps immediate feedback assessment to the importance of the required action scale to ensure timely risk review.

Workplace policy provides step-by-step clarity for employees about our support system. 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 or provides an unsatisfactory response, the employee must immediately contact the H.R. Hotline number.

A member of the OH&SMD provides support and directs employees to treatment if required. 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 Client and Candidate Safety

For candidates placed with clients, observations of client locations and working practices allow detailed and accurate completion of Job Site Risk Analysis. In addition to ensuring that our temporary employees follow all safety guidelines, these observations are invaluable resources.

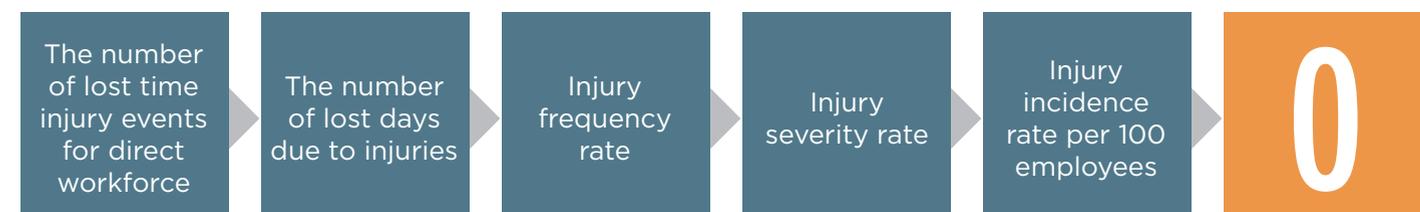
Account representatives are trained to administer safety training and assessments to candidates at client locations.

Temporary employees are advised via safety training to contact their direct supervisors and account representatives to report unsafe working conditions. These reports enable hazard correction without reprisal to the reporting individual.

Account representatives will assess the activity, discuss the issues with the client, and contact Risk Management to determine activity safety. They also consult with the employee's supervisor/management team 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.

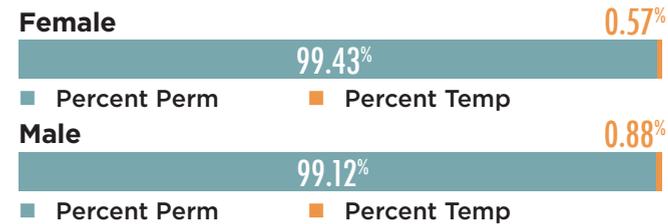
The data below refers to the direct workforce locations and are inclusive of head offices supporting the ActOne Group. Due to the COVID-19 global crisis, all of our employees were not in the office for the duration of 2020.



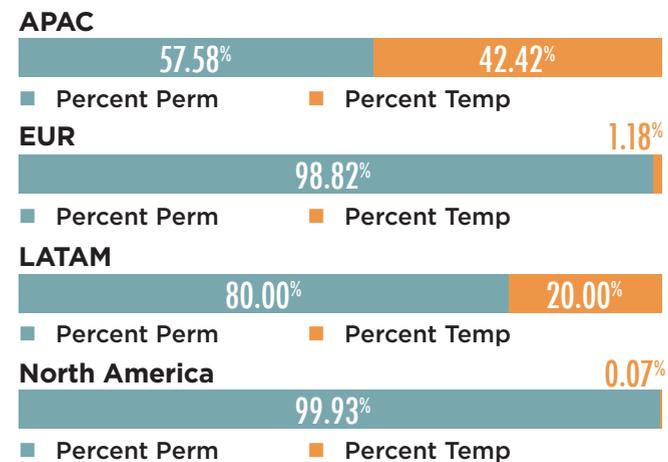
Our Team Composition

Percentage of employees by employment contract

By Gender



By Region

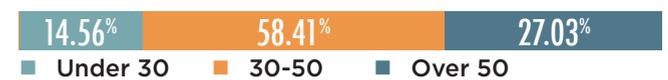


Percentage of employees by gender and age

By Gender

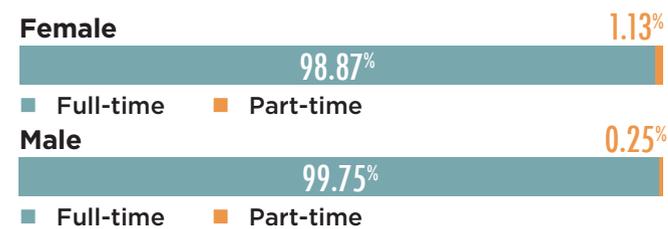


By Age



Percentage of employees by employment type

By Gender



Percentage of new employee hires

By Gender



By Age



Percentage of employee turnover

By Gender

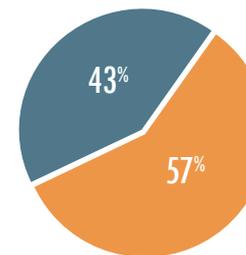


By Age



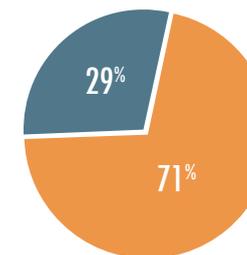
Percentage of individuals within the organization's governance bodies

Gender



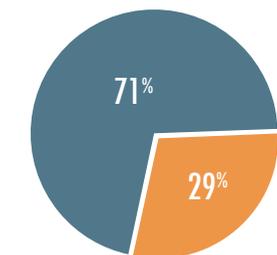
Female
Male

Age Group



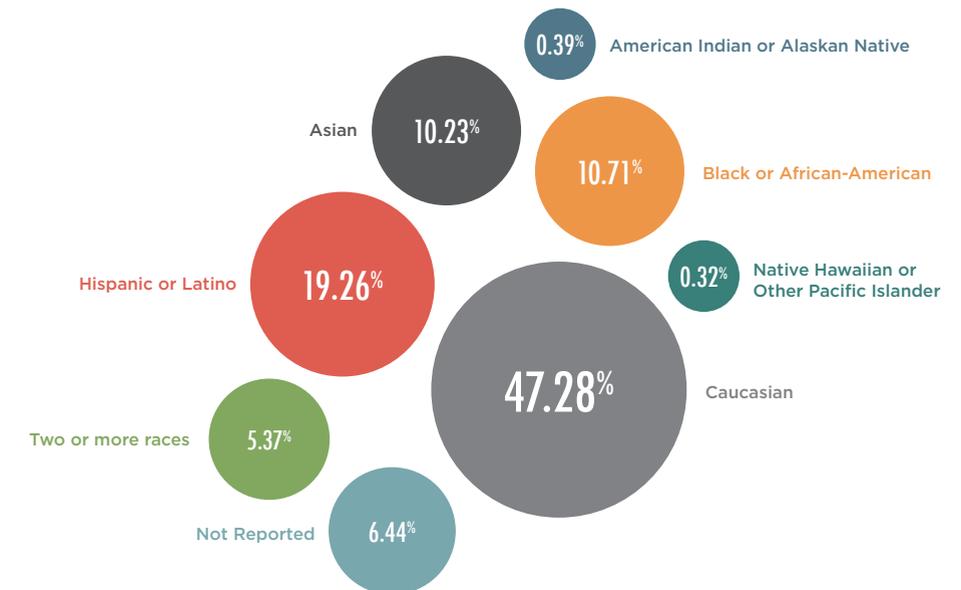
30 - 50
Over 50

Ethnicity



Black or African American
Caucasian

Percentage of employees per employee category for ethnicity



Security & Data Privacy

The ActOne Group respects customers', clients', and employees' privacy and is committed to protecting personal data throughout our worldwide operations. The ActOne Group is committed to ensuring the security of information. To prevent unauthorized access or disclosure of data, maintain data accuracy, and ensure the appropriate use of information, we have put in place physical, electronic, and managerial procedures to safeguard and secure the information we collect.

We have appointed a Director of Security, who is responsible for leading and collaborating on all data security topics throughout our operations. We also have appointed a head of privacy, our Data Protection Officer, to oversee GDPR compliance of the ActOne Group. The U.S. 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 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 in place procedures to 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 relevant contracts and codes of conduct, 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 Governance

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. The Code of Conduct establishes the expectation of Corporate Social Responsibility that all suppliers need to adhere to, at a minimum. Where local laws or national regulations are more stringent in the location in which the business operates, suppliers shall meet the highest requirement.

The ActOne Group is committed to Corporate Social Responsibility and responsible sourcing to ensure safe working conditions, respect of worker rights, and environmentally conscious business operations. We strive to uphold the highest level of honesty, integrity, and ethics in our business practices and expect these shared values from our partners. All of the ActOne Group suppliers are required to comply with the supplier Code of Conduct and all other applicable laws. We send a clear message to our suppliers that they must adhere to the highest level of compliance and adopt a proactive approach to continuous improvement. We require that suppliers shall also communicate the Code of Conduct with their next-tier suppliers, agents, and third-party partners to ensure alignment of CSR expectations throughout the ActOne Group supply chain.

The ActOne Group understands the challenges in the space we and our business partners operate. We value and expect transparency in our partnerships' relationships and will continuously work to support our suppliers in overcoming challenges.

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.

Our Responsibility & Ethics

Our Code of Ethics

Supporting our employees through transparent policy and employee communications ensures that our employees know our core principles and expectations, which makes an important contribution to both job satisfaction and job performance. The more our employees know about our company and our employment policies and procedures, the more comfortable they feel in their job, and the more effective they are in supporting us in fulfilling our mission of effective and efficient management.

Our policies are in place to support providing an ethical workplace for our employees to thrive and become the best they can be. All of our employees must comply with our Code of Conduct, which sets the level of expectation from us as an organization, clearly emphasizing our commitment to our employees. In turn, we request a standard of conduct and discipline from our employees to provide a safe and enriching environment.

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 his or her job responsibilities.



As a global employer, we ensure country 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 client where assigned, 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 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 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, with access to over 1,700 training and development topics.

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

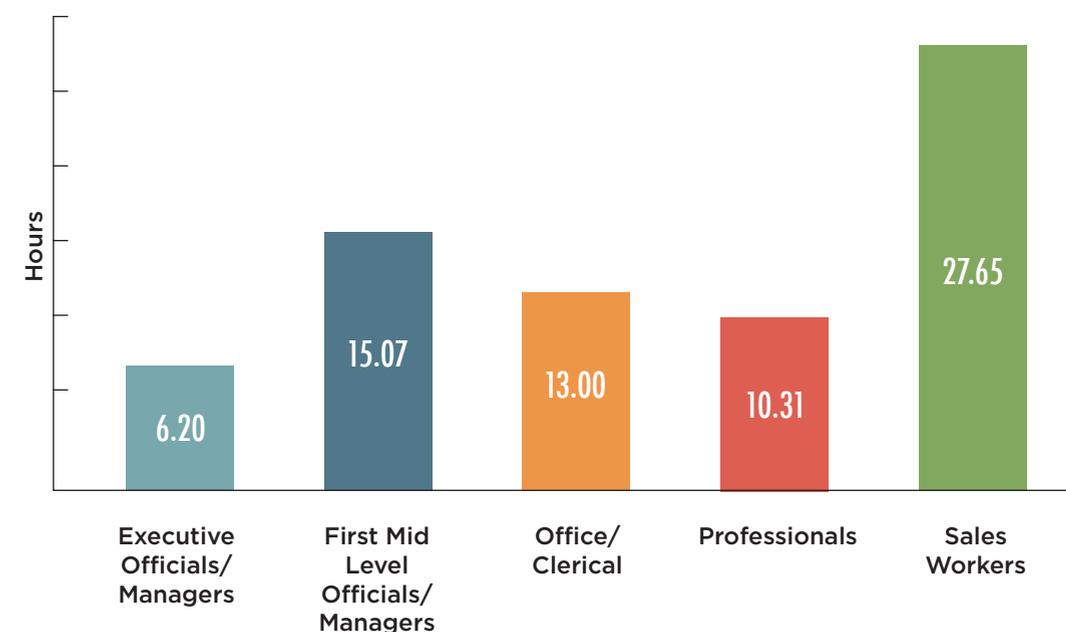
We provide communication about how to access continued health insurance, a 401k, unemployment, employment references, and how to get their W-2 if they move, in addition to other information.

Employee Average Training Hours

By Gender



By Category



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 (Launch in 2022)

We've established a menu of benefits options, with multiple options available. The program provides eligible staff and dependents with comprehensive benefits complying with the Affordable Care Act. Our qualified Cafeteria Plan allows employees to pay contributions with pre-tax dollars. The ActOne Group makes a generous employer contribution toward medical, dental, and vision coverage costs. Full-time internal staff employees are eligible for the ActOne Group's health benefit programs.

We offer an Employee Assistance Program to employees and their family members. Toll-free calling access is available for confidential and professional assessment and referral services for health and well-being issues, such as the stress of everyday life, relationships, and even problems related to work.



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

At ActOne Group, we value that our strengths are the aggregate of each of us; our experiences, our cultures, and our talents. We are committed to discovering, nurturing, and advancing high-quality talent, whether in our organization or presented to our clients.

We partner with diversity and inclusion-focused organizations to ensure that sustainability and growth are met.



Embracing Supplier Diversity and Creating Opportunities

ActOne Group engages suppliers in different 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. We continuously build our bench of diverse suppliers to amplify our impact on underserved communities.

When it comes to creating strong, viable, and long-lasting supplier diversity relationships, we have built a vibrant program that is 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 success has been 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.

AgileOne’s strategy emphasizes our 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.



Our Community Involvement

The ActOne Group is committed to strengthening the communities we serve. Our community engagements take many forms.

We're deeply invested in providing educational opportunities to underserved students. 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 connect with all members of society. Our clients play a critical role in supporting our educational partnerships across the globe.

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. We support advancement through job placement, mentoring, and training.

The ActOne Group empowers team members to engage at the local level as well. As an 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. We engage locally and support our team members to make impacts to their local communities.



Materiality Assessment

Embracing feedback through a materiality assessment has supported our business strategy and deepened awareness and understanding of what matters most to our stakeholders. We engaged in stakeholder feedback to inform our Corporate Social Responsibility business strategy. We grouped the topics to enable our core business function leaders to work with the sustainability team to be able to support us in our journey to make continued improvement 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.

Topic focus to increase business value & social benefit

- Employee Attraction & Development
- Employee Engagement
- Employee Recruitment & Appraisals
- Employee Development
- Employee Diversity, Equality, & Inclusion
- Employee Workforce Diversity

Topic focus to reduce business and operational risk

- Business Conduct, Ethics, & Compliance
- Financial Performance

Topic focus to maintain governance and ethical practices

- Employee Health & Safety
- Employee Rights
- Environmental and Climate Change

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 by level of importance to support our sustainability strategy.



Communities

Our continued outreach throughout communities enables us to serve our communities with 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.



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 | 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. Page 6 |
| 102-3 | Location of headquarters | Corporate Headquarters 1999 W. 190th St, Torrance, CA 90504 |
| 102-4 | Location of operations | 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: <ol style="list-style-type: none"> 1. U.S. 2. Canada 3. India 4. Poland 5. UK 6. Netherlands 7. Germany 8. Brazil 9. Mexico 10. Ireland 11. France 12. Austria 13. Switzerland Page 12 |

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|--|---|
| 102-5 | Ownership and legal form | 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. |
| | | The ActOne Group operates in multiple countries, including countries in the Americas, Europe, and South Asia. |
| 102-6 | Markets served | 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 & Professional Services, Information Technology Services, Finance/Insurance, Government, Healthcare, Manufacturing, Pharma/Biotech, and Logistics. |
| 102-7 | Scale of Organization | Total number of employees: 2918 Overview of operations Net Sales: Excess of \$1 Billion Page 11 |
| 102-8 | Information on employees and other workers | Our Team Composition Page 17 |
| | | 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, AllsWell, AllSTEM Connections, and AppleOne Technical Staffing. |
| 102-9 | Supply Chain | 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. Page 6 |

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|--|--|
| 102-10 | Significant changes to the organization and its supply chain | The company has maintained its organizational structure and mainstream supply chain with no significant changes reported for 2020. |
| 102-11 | Precautionary principle or approach | 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. |
| 102-12 | External initiatives | <p>Economic</p> <ul style="list-style-type: none"> • U.S. Foreign Corrupt Practices Act • UK Bribery Act • OECD Anti-Bribery Convention Customs • Trade Partnership Against Terrorism initiative of the U.S. Department of Homeland Security ILO Standards • Brazil Clean Companies Act • Environmental and Safety • Occupational Safety and Health Act of 1970 <p>Social</p> <ul style="list-style-type: none"> • U.S. American with Disabilities Act • CA Safely Surrendered Baby Law • ILO Minimum Age Convention No. 138. Patient Protection and Affordable Care Act of 2010 (the "ACA") • 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) • California Transparency in Supply Chains Act of 2010 (CTSCA) • Title VII of the 1964 Civil Rights Act • The Age Discrimination in Employment Act of 1967 • The Fair Labor Standards Act of 1938 • Various California Laws (e.g., California Fair Employment and Housing Act of 1959; California Labor Code; California Industrial Welfare Orders) <p>Diversity Affiliations</p> <ul style="list-style-type: none"> • National Minority Supplier Development Council (NMSDC) – Corporate Plus Partner • Women's Business Enterprise National Council (WBENC) • California Public Utilities Commission (CPUC) • National Utilities Diversity Council (NUDC) • Women's Presidents Organization (WPO) – Platinum Level Member • WEConnect International • Minority Supplier Development UK (MSDUK) • National Gay and Lesbian Chamber of Commerce (NGLCC) |

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|---------------------------|--|
| 102-12 | External initiatives | <p>Industry Affiliations</p> <ul style="list-style-type: none"> • Staffing Industry Analysts (SIA) • HRO Today • American Staffing Association (ASA) • Society for Human Resource Management (SHRM) <p>Corporate Social Responsibility</p> <ul style="list-style-type: none"> • United Nations Global Compact (UNGC) • EcoVadis <p>Privacy and Security</p> <ul style="list-style-type: none"> • California Consumer Privacy Act (CCPA) and (CPR) • UK: Data Protection Act 2018 • EU: GDPR • Brazil: LGPD (Brazilian equivalent of GDPR) <p>Human Rights and Equal Treatment</p> <ul style="list-style-type: none"> • UK: Equality Act 2010 (anti-discrimination) <p>Ontario Provincial Acts</p> <ul style="list-style-type: none"> • Employment Standards Act (2000) • Labour Relations Act (1995) • Human Rights Code (1990) • Accessibility for Ontarians with Disabilities Act (2005) • Accessibility Standards for Customer Service, Ontario Reg 429/07 (2005) • Integrated Accessibility Standards, Ontario Reg 191/11 (2005) • Occupational Health and Safety Act (1990) <p>British Columbia Provincial Acts</p> <ul style="list-style-type: none"> • Employment Standards Act (1996) • Labour Relations Code (1992) • Human Rights Code (1996) • Occupational Health and Safety Regulation (1990) <p>Canada Federal Acts</p> <ul style="list-style-type: none"> • Canada Labour Code (1985) • Personal Information Protection and Electronic Documents Act (2000) • Immigration and Refugee Protection Regulations (2001) |

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

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. Page 3 |
| 102-15 | Key impacts, risks, and opportunities | Our Impact on Communities Page 26 |

Ethics and Integrity

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|---|--|
| 102-16 | Values, principles, standards, and norms of behaviors | Our Core Values and Principles Page 5 |

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|---|--|
| 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. Page 20 |

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. Page 27 |

| 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. |
| 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. |
| 102-31 | Review of economic, environmental, and social topics | The Board of Directors meet and review 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 Corporate Social Responsibility lead is responsible for collating all required information toward the report. The CSR lead also refers to executive leaders to inform of developments required to support continued progression toward higher CSR outcomes. The sustainability team includes the Chief of Staff who reviews content before referring to the CEO for final review. |

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|--------------------------------------|--|
| 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. Page 28 |
| 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"> 1. Direct influence on the type of business, industry, business sector 2. Direct beneficiaries of our services 3. Our consumers 4. Our value chain Page 28 |

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|------------------------------------|---|
| 102-43 | Approach to stakeholder engagement | The materiality assessment provides the main supporting infrastructure for stakeholder engagement and communications specifically developed in line with CSR 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. Page 28 |
| 102-44 | Key topics and concerns raised | The feedback illustrates keys 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. |

Reporting Practice

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|--|---|
| 102-46 | Defining report content and topic boundaries | 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. Page 27 |
| 102-47 | 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"> • External and internal stakeholders • Sustainability insights • External CSR assessment • Considerations of laws, international agreements, and sector specific regulations and standards • Consideration of impacts to society from operational practices and supplier sources • Core competencies of the organization and how they contribute to sustainable development Page 28 |

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|--|---|
| 102-48 | Restatements of information | This is the first report. Therefore, there are no restatements. |
| 102-49 | Changes in reporting | This is the first report. Therefore, there are no statements to report. |
| 102-50 | Reporting period | Year 2020 |
| 102-51 | Date of most recent report | This is the first sustainability report completed by the ActOne Group and will serve as a continuous standard moving forward. |
| 102-52 | Reporting cycle | Reporting cycle is on an annual basis from January to December. |
| 102-53 | Contact point for questions regarding the report | sustainability@act-1.com 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 | GRI Index |
| 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> |
| 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.</p> <p>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 | <p>All employees at significant locations of operation are either hired from the local community or hired direct from the country that they support.</p> |

| 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. Page 24 |
| 203-2 | Significant indirect economic impacts | Our social positive impacts. Page 26 |
| 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. Full list of U.S. benefits. |

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|--|---|
| 401-3 | Parental leave | Currently not tracking this data. Data capture is not in place at this time. |
| 405-1 | Diversity of governance bodies and employees | Page 17 |
| 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 2020, we were awarded a Bronze 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>Page 26</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 Page 14 |
| 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. Page 14 |

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|--|---|
| 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. Page 14 |
| 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. Page 14 |
| 305-4 | GHG emissions intensity | We are exploring mechanisms to be able to provide this for future reporting. |
| 305-5 | Reduction of GHG emissions | We are exploring mechanisms to be able to provide this for future reporting. |
| 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. Page 15 |
| 403-2 | Hazard identification, risk assessment, and incident investigation | Our safety protocols Page 15 |
| 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. Page 15 |

| Disclosure Number | Standard Disclosure Title | Our Response |
|-------------------|---|--|
| 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. Page 15 |
| 403-5 | Worker training on occupational health and safety | 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. Page 15 |
| 403-6 | Promotion of worker health | The ActOne Group has continuously invested in our employees through a comprehensive array of benefits programs suited for personal needs. Page 23 |
| 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 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. 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. Page 15 |
| 403-9 | Work-related injuries | Our safety protocols Page 16 |

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 | Average hours of training per year per employee | <p>Our training. Page 22</p> |
| 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. Page 22</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. Page 20</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. Page 22</p> |



ActOne Group

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