



WE SUPPORT



This report serves as our Communication on Progress (CoP) for our commitment to the United Nations (UN) Global Compact and aligns with the UN Sustainable Development Goals (SDGs).

 **ActOne Group**

Sustainability Report

The information contained in this report reflects the consolidated performance of The ActOne Group and its companies, affiliates, and subsidiaries.

2024

A Message From JBH and Brett



At The ActOne Group, our commitment to sustainability is basic to our operations around the globe. From reducing our carbon footprint to championing inclusivity, our initiatives stem from our principle that “Everything and Everyone Matters.” It’s a cornerstone of our culture and a driving force behind our efforts to become the business community’s global partner in providing workforce strategies, forward-thinking talent, and resource-management solutions.

We’re in the business of keeping people working and helping companies grow responsibly, and believe this is essential to our planet and to the well-being of every individual within our ecosystem. Drawing from our experience and expertise in the field of workforce solutions, The ActOne Group constantly strives to design and implement inventive solutions that promote sustainability. By doing so, we enable our clients to harness the incredible potential of today’s diverse and global workforce.

We are on a continuous journey towards global sustainable development, where together, we can 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.

A handwritten signature in black ink that reads "Janice Bryant Howroyd".

Janice Bryant Howroyd
Founder & CEO

A handwritten signature in black ink that reads "Brett Howroyd".

Brett Howroyd
President

A Message from David Lewis, Chief of Staff



As we continue moving forward, it's important for us as an organization to reaffirm our commitment to sustainability in all its dimensions. Not only are we focused on minimizing our environmental footprint, we're also dedicated to fostering a culture of empathy, inclusion, and ethical business practices. We believe that everything and everyone matters; the communities we serve, the employees we nurture, and the planet we cherish.

As an organization, we hold our core values - Freedom to Innovate, Excellence in Delivery, Everything and Everyone Matters, and Time to Understand - in high regard, and it's because of our core values that we can create meaningful progress toward our Sustainable Development Goals, the United Nations Global Compact, and our evolving Environmental, Social, and Governance (ESG) efforts.

From promoting remote work options to reduce emissions, conserve resources, and promote eco-friendly practices to actively seeking partnerships with organizations that share our goal of creating diverse and equitable workplaces, all our decisions stem from our desire to make a positive and lasting impact on society.

Our greatest goal is to set a strong example of sustainable growth and to positively impact the world for all people today and for generations to come. Together, we are building a more inclusive, resilient, and sustainable future.

David J. Lewis

David Lewis
Chief Sustainability Officer

Our Mission and Principles

At the heart of The ActOne Group is our mission to keep great people working and help companies grow responsibly. Utilizing our portfolio of companies and harnessing a network of more than 3,500 global vendors, legal and tax consultants, and technology providers, we create workforce and business solutions that help our partners work more sustainably, efficiently, and impactfully. We strive to innovate new ways of making our clients across the private, public, and government sectors more agile and adaptable to the ever-changing world of work.

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.



Everything and Everyone Matters

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



Excellence of Delivery

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



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 60 years, **AppleOne** has been nurturing successful careers and helping businesses thrive by matching the right talent with the right opportunities. Nothing in life worth doing is easy, but effort is what makes success so sweet! Our unique “Hiring Made Human” approach ensures every candidate gets the respect and support they deserve, and every client gains access to the best and brightest people ready to help their business. We’re more than a staffing agency. We’re a long-term partner that will nurture your aspirations and cultivate your success!



AllSTEM Connections (AllSTEM) creates talent acquisition pipelines, programs, and networks to provide all the necessary tools for clients and candidates to take advantage of the STEM revolution! Driven by the vision of Janice Bryant Howroyd, Founder and CEO of The ActOne Group, AllSTEM has a solution-backed understanding of each STEM sector that helps clients and candidates harness the power of STEM and transform their approach to business.



All's Well Health Care Services is a single point of contact for convenient, round-the-clock healthcare staffing. With offices nationwide, All's Well clients have access to millions of potential candidates from every corner of the healthcare industry. Each candidate is handpicked, pre-screened, and tailored to meet specific needs that will help unlock the true potential of any team.

Workforce Solutions



One world. One workforce. One provider. **AgileOne.**

In rapidly changing times, AgileOne is at your side. We are the one workforce solutions provider to offer comprehensive solutions leveraging the best of the best, combined with our technology expertise, consulting services, and exceptional delivery teams to meet all your talent attraction and management needs.

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

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

AgileOne's vendor management system (VMS), **AccelerationVMS**, automates requisitioning, sourcing, selecting, on-boarding, managing, and off-boarding for clients' temporary workforce while simultaneously 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.

Through **AllSource PPS**, 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



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



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

The ActOne Group Awards and Highlights

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 global vendors, legal and tax consultants, and technology providers
- 63% of suppliers in our MSP programs are diversity-certified companies

Year	Award	Organization
2023	Top providers of total workforce solutions	HRO Today
2023	Quality of Service	HRO Today
2023	SIA 40 Under 40 Honoree Recipient	SIA

Number of countries we operate in

35+

Amount of Spend under contract

\$3B+

Number of Network Suppliers

3,500+

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 35 countries across the globe.

Countries and Territories with primary operations:

Americas

United States	●	●	●	●	●
Canada	●	●	●	●	●
Brazil	●		●	●	
Mexico	●	●	●	●	
Puerto Rico	●	●	●	●	●

EMEA

Austria	●	●	●	●	
Belgium	●	●	●	●	
Czech Republic	●	●	●	●	
Denmark	●	●	●	●	
Finland	●	●	●	●	
France	●		●	●	●
Germany	●	●	●	●	

Ireland	●	●	●	●	
Netherlands	●	●	●	●	
Norway	●	●	●	●	
Poland	●	●	●	●	
Sweden	●	●	●	●	
Switzerland	●	●	●	●	
United Kingdom	●	●	●	●	

APAC

India	●	●	●	●	
Australia	●	●	●	●	
New Zealand	●	●	●	●	
Philippines				●	

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

The United Nations Sustainable Development Goals

The ActOne Group is committed to advancing the United Nations' Sustainable Development Goals (SDGs) and doing its part in the effort to create a more sustainable future. We are committed to the belief that "Everything and Everyone Matters," and through our newest carbon-neutral program, an ambitious business travel incentive program, and our commitment to fully digital business operations, we aim to make a positive difference for our partners, clients, and candidates.

Our organization's core values align with the following SDGs: Quality Education, Gender Equality, Decent Work and Economic Growth, and Reduced Inequalities. In addition to these four goals, we highlight all the SDGs our organization contributes to in this report.

The content of this publication has not been approved by the United Nations and does not reflect the views of the United Nations or its officials or Member States.

United Nation Sustainable Development Goals website:
<https://www.un.org/sustainabledevelopment>



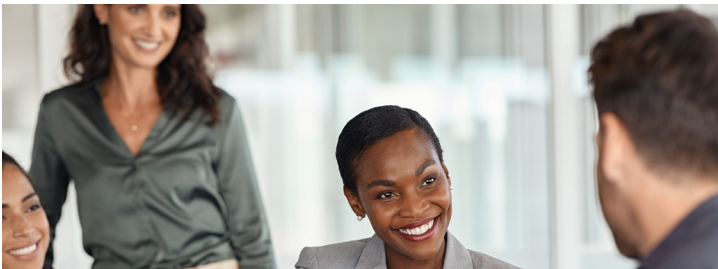
Materiality Assessment

To ensure 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. Connecting with our stakeholders gives us a deeper understanding of how our core business functions support our continued, forward-thinking effort to make impactful change.

Materiality surveys completed by our internal and external stakeholders were analyzed, grouped by value, and plotted on a graph to show external and internal stakeholder levels of importance by topic. 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, to align with the United Nations Global Compact, to select Global Sustainability Development Goals that align with stakeholder priorities, and to adhere to the Global Reporting Index framework.

Stakeholder Feedback Groups

How we connect with our stakeholders



Customers

Daily interactions with our customers (applicants and candidates) via a variety of methods such as phone, email, social media, and virtual meetings, allow us to obtain up-to-date and relevant feedback.



Interns

We support an annual internship program and encourage our interns to provide detailed feedback and a presentation on their experience to our senior stakeholders.



Employees

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



Communities

Our continued outreach enables us to serve our communities with the services they require. Our continuous development and evolution is a direct result of responding to the needs and requests of our communities. Our 2023 volunteer program encourages internal employees to engage with their communities in impactful, meaningful ways, encompassing community service, charity events, and community development on a global and local scale.



Peer Organizations

Hosting and attending industry events ensure we maintain a holistic view of our industry and helps us identify new sustainability initiatives and goals. It also helps us communicate our sustainability requirements with our suppliers and vendors, enabling smooth operations.



Suppliers

Maintaining a dialogue on sustainability requirements with our clients allows us to support their goals while adhering to our own sustainable operations. Our company actively engages with our value chain through sustainability surveys, facilitating the exchange of sustainable progress and fostering collaborative efforts toward greater environmental and social responsibility.

Our Sustainability Strategy

The ActOne Group adheres to business community guidelines to sustain suitable standards within our organization. Our continued focus on 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. By building and maintaining valuable relationships, we've successfully provided sustainable economic growth, diversity, equity, and inclusion opportunities for all our stakeholders.

Our team is committed to serving with our core values at heart. We strive to embody the belief that “Everything and Everyone Matters,” including the sustainability of our organization and our partners’ organizations. We pride ourselves on our culture and team efforts and are confident that...

“Together...We Win!”

Working for the Environment of Tomorrow, Today

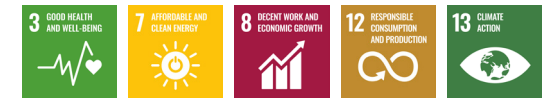
The ActOne Group has adopted sustainable processes, operations, and initiatives as a direct response to the ongoing climate crisis, and our team is constantly updating our analytical approach to business so we can improve our sustainability efforts company-wide and continue shaping a brighter future.

We are continuing our efforts to monitor and minimize organizational air travel, auto travel, and electricity consumption to help reduce our environmental footprint as events and on-site business operations fully resume. We have also invested in a carbon offset program as the next step in our journey to reduce our organization's carbon footprint.

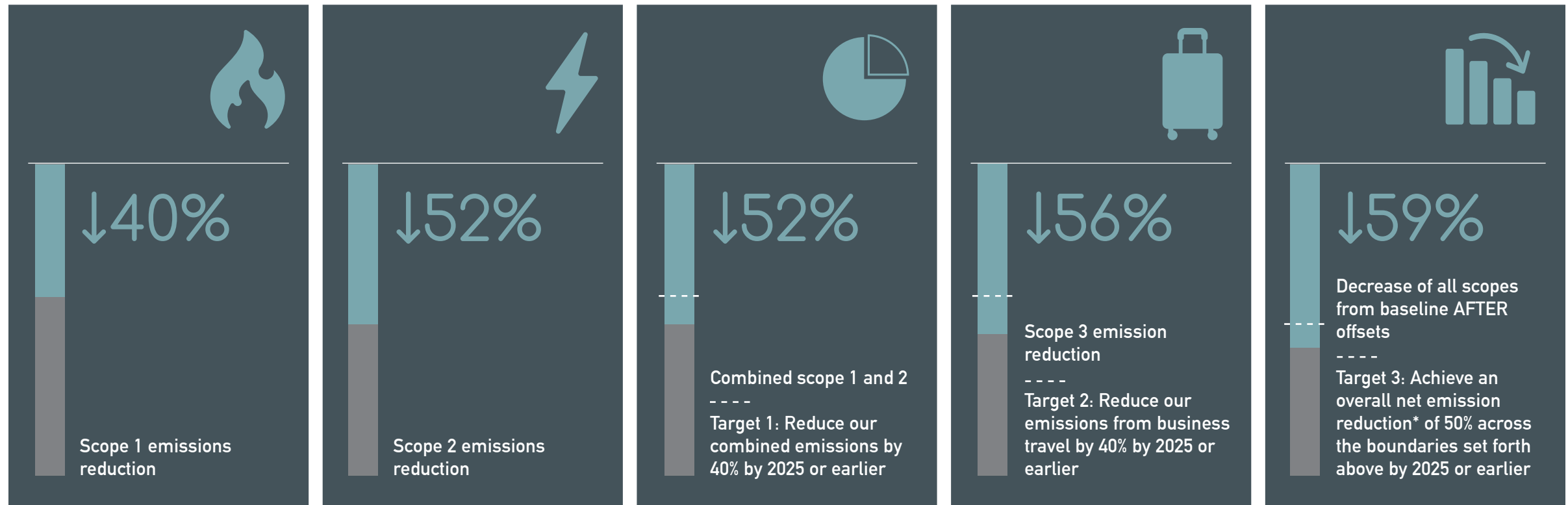
To help reduce our environmental impact on an individual level, our Employee Handbook outlines a sustainability policy that provides guidance on reducing environmental impact. We encourage our employees to avoid unnecessary air travel and conduct annual employee ESG training to educate our team on sustainable practices.

Based on a review of operational and business processes, our sustainability team has taken strides to amplify our environmental data collection. Thus, we have edited our previously reported GHG emissions to align with better data collection practices.



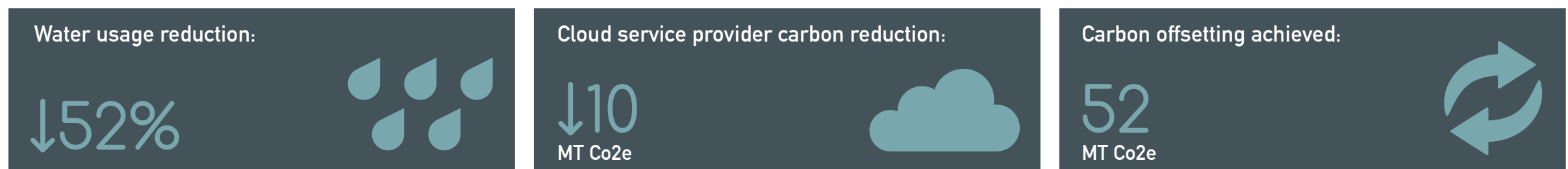


Environmental Results



*Net emission reduction means we will account for any GHG removals or offsets that we may generate or purchase to compensate for remaining emissions after implementing reduction measures.

Baseline year: 2019



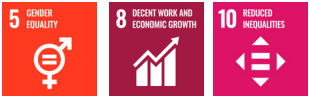
Emission Reduction Initiatives

- We finalized our server infrastructure migration to a leading cloud service provider that is equally committed to our sustainability efforts and positive environmental impact. 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. By migrating to this cloud service provider, The ActOne Group saw a reduction of 9.7 metric tons of carbon emissions in 2023.
- We fully embrace hybrid and virtual workspaces to reduce the carbon output from our corporate offices, and the reduction in on-site locations has enabled us to donate, recycle, and resell unused resources, equipment, and furniture. Hybrid and virtual work have also helped us reduce our paper consumption around the globe, supporting organic carbon sequestering efforts. Our company actively promotes virtual meetings, which in turn, reduces carbon emissions associated with travel and minimizes our overall environmental footprint.
- Through our carbon offsetting initiative, we are supporting forestry projects that restore landscapes and capture carbon that would otherwise be released through burning or decomposition. The capture and storage of carbon aids in climate stabilization efforts and enhances water retention to promote ecological resilience. In 2023 our partnership with a travel carbon offset provider enabled us to offset more than 52 metric tons of travel carbon emissions.

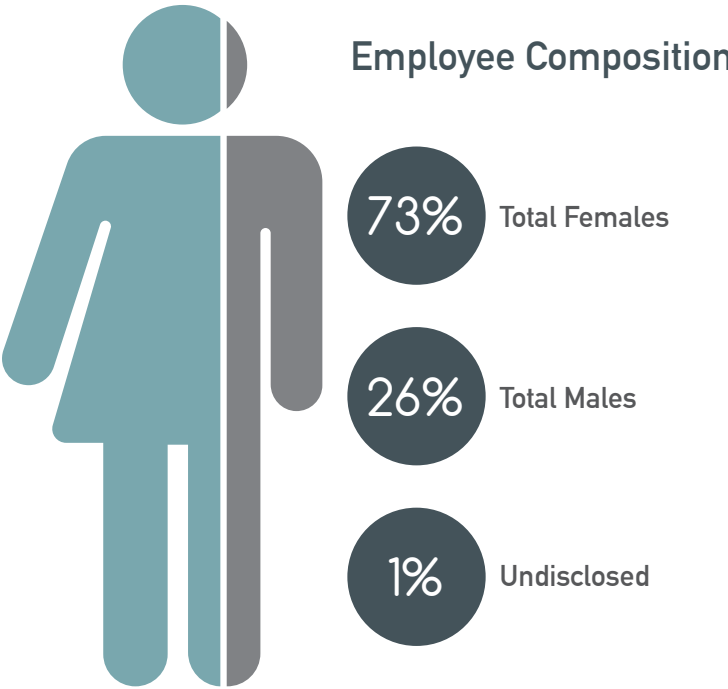


Social

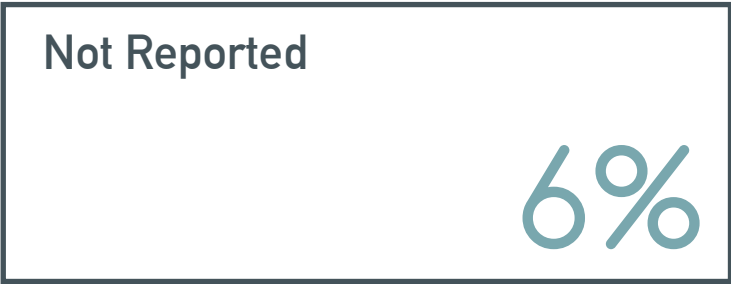
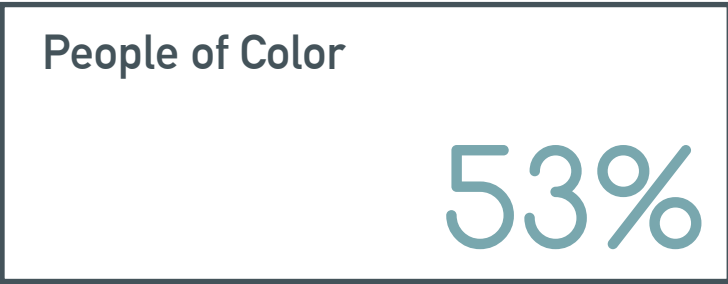
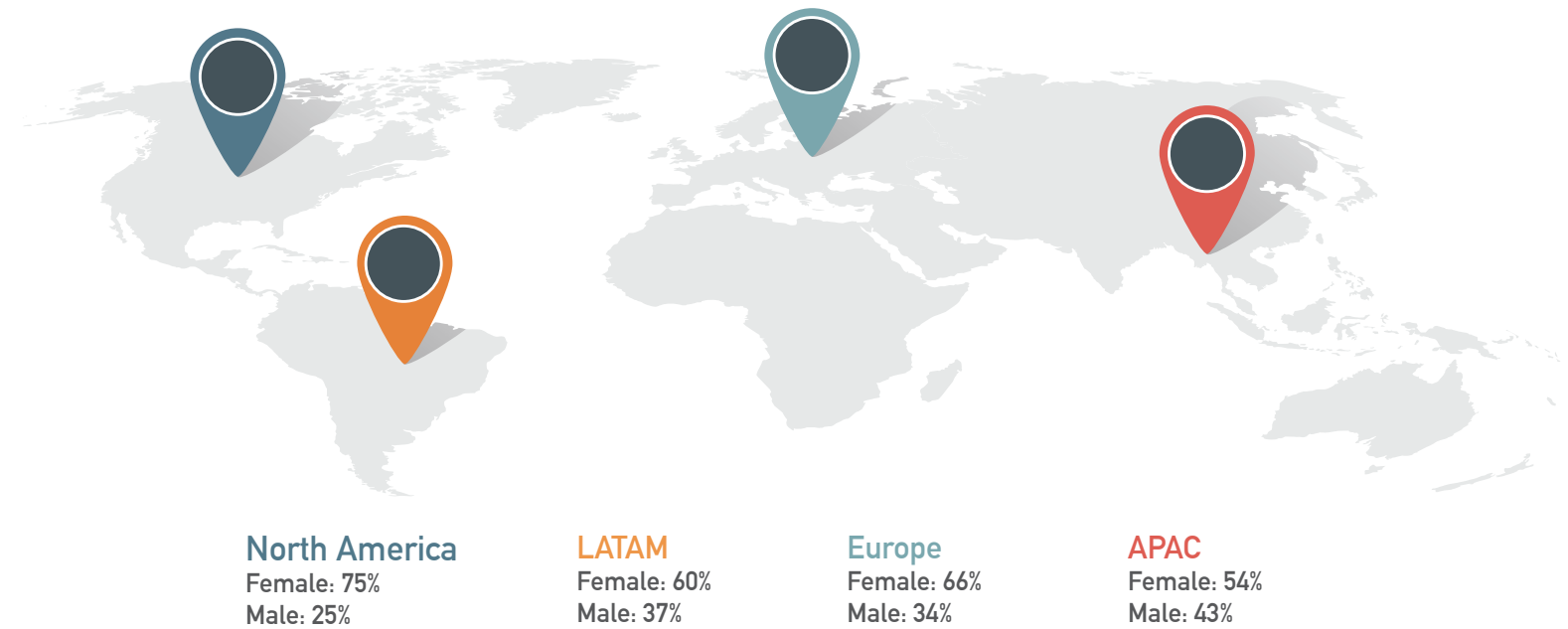
At The ActOne Group, we hold ourselves accountable so that we always provide the best result. As we continue our endeavor to positively impact the communities we serve and businesses we partner with worldwide, we are committed to upholding the values of DEI and employee well-being. By focusing on understanding and serving the needs of our team members, candidates, and clients, we demonstrate that Everything and Everyone Matters, highlighting the importance of our company culture as the driving force behind our social initiatives.



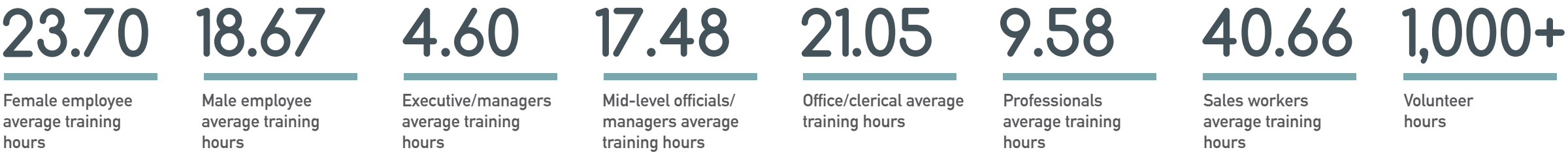
Our Team



Employee Composition by Region



Employee Training & Volunteer Hours for 2023



Employee Benefits

The ActOne Group ensures that employees have access to a range of benefits each year. In adherence to the Affordable Care Act, we offer generous employer contributions towards medical, dental, and vision coverage costs for eligible employees and their dependents. This empowers our employees to select the benefits that align best with their financial means and healthcare requirements.

We also offer:

- Flexible Spending Account
- Dependent Care Flexible Spending Account
- Health Savings Account
- 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



Employee Wellness

In addition, our Employee Assistance Program (EAP) offers a seamless and confidential approach to mental health assessments and care for both employees and their families. With 24-hour access to the EAP Line, members have the convenience of consulting with intake coordinators to gain support regarding personal and professional concerns, issues related to work, family matters, relational concerns, and various life circumstances.

The ActOne Group Organizational Wellness Initiative exemplifies our commitment to prioritizing the well-being of our employees. We emphasize five primary categories of wellness: social, physical and mental, career, and financial. Recognizing the significance of each of these aspects in contributing to overall health, The ActOne Wellness Program serves as a central support hub. Here, employees can find access to wellness tips, resources, guidance, and information tailored to these five dimensions of well-being. In 2023, we also released a well-being newsletter focusing on various topics to help promote career and personal growth. To promote our employees' hard work, we also have a dedicated area, "Appreciation Station," for employees to post positive kudos about their coworkers.

Our company also prioritizes employee well-being through regular surveys to gauge job satisfaction and gather recommendations for benefit offerings. Participation in anonymous leadership surveys underscores our commitment to growth, with rewards for exemplary leadership. We firmly believe that our commitment to "Hiring Made Human" begins from within the organization, and it highlights our essential responsibility to care for our employees and their families.



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 in our employees by making upskilling options available, and our catalog of training opportunities continues to grow. We create opportunities for talent mobility, leadership development, and succession planning. Through learning opportunities and career counseling, employees' career trajectories are positively impacted.

One of the ways we do this is through employee engagement programming. By continuously engaging and interacting with our employees we can reinforce our value 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.





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

Talent is universal, but opportunity is not. Here at The ActOne Group, we're champions of DEI, and we remain committed to discovering, nurturing, and advancing high-quality talent regardless of where it comes from. Our core values are built on a foundation of diversity and our business is focused on embracing diverse talent and providing equal opportunity for all.

We're constantly innovating and updating practices to create positive change in our own organization and within the organizations of our partners and clients. Our efforts are fostering a more diverse and inclusive workplace and playing a part in making a more equitable society for all people.

Our Diverse Partnerships: Expanding Diversity Within the Workplace

Being a representation of diversity in the workforce remains a valuable quality at The ActOne Group. Our team was elated to be a Silver Sponsor of the 2023 ESDP EU Supplier Diversity Conference & Awards in Amsterdam, and as a 2022 Supplier Diversity Award recipient, we will continue cultivating strategic partnerships with diverse suppliers. We remain dedicated to making an impact in underserved communities, supporting diverse education and HBCUs, and working to grow and expand our reach globally. Our educational partnerships play a pivotal role in establishing, maintaining, and expanding talent gateways for historically underserved communities, thus driving positive change and empowering individuals to thrive in the workforce.

The ActOne Group remains steadfast in its commitment to enhancing diversity both internally and for our clients through collaborations with esteemed 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 mission to promote DEI throughout the supply chain and the workforce is at the heart of The ActOne Group's mission. We are a proud African American, woman-owned organization with a **Minority Business Enterprise (MBE)** certification. Diversity is not merely a goal – it's woven into the core fabric of our existence. It's what inspired us to create workplaces where every individual feels valued, respected, and empowered to succeed.

Volunteer hours logged

1,000+



Maintaining Security & Data Privacy

Safeguarding data and creating robust security measures are vital aspects of our business operations at The ActOne Group. To secure data, maintain accuracy, and keep track of authorized users, we have established physical, electronic, and managerial procedures that guard any and all information we collect. Our team continuously monitors and updates our security policies to ensure the security of all our employees, clients, and candidates.

Security & Privacy Team

Our Security & Privacy team oversees policies and procedures for our global operations and maintains high data security standards. In the United States, the team ensures compliance with CCPA and CPRA, along with other laws like FCRA, HIPAA, GDPR, and LGPD.

Our priority is safeguarding various identity, employment, contact information, financial data, transactions, technical data, usage data, and communications data related to our customers, clients, and employees. IT systems and security processes allow us to promptly address any suspected data breaches. We have also implemented data security measures and technical organizational measures to prevent personal data from being accidentally lost, used, accessed in an unauthorized way, altered, or disclosed. Access to personal data is limited and closely monitored.

To further increase the security of our operations, we send frequent reminders, security training courses, and security updates to our teams via internal communication channels.





Our Community Involvement

Highlights of programs we invest in and what support we provide to the community



Founder and CEO, Janice Bryant Howroyd, and President of AppleOne, Brett Howroyd, spent time with Core Contributors Group, Inc. (CCG) at the Inglewood Back to School event volunteering and presenting a special donation to CCG. The nonprofit is a collaborative promoting community empowerment initiatives through direct financial contributions.

The ActOne Group of Companies held a garage sale of gently used office furniture in honor of Earth Day in 2023. We believe that saving the earth one step at a time is an integral part of living a long, healthy life, and feel a social responsibility to do our part whenever the opportunity arises. Our garage sale kept perfectly usable furniture out of landfills and provided great products to local customers at excellent prices. In addition, a portion of our sales will be donated to Dress for Success Worldwide.



Our Philadelphia AppleOne and AllSTEM teams volunteered their time at the Ronald McDonald House in West Philadelphia, helping rejuvenate the dining and common areas for more than 120 families staying at the house while their children received treatment in nearby hospitals.

In Irvine, CA, our AppleOne team partnered with the Orange County Hispanic Chamber of Commerce and the Orange County Hispanic Education Foundation to help raise money for the Orange County Hispanic Youth Chamber (OCHYCC) and local high school career clubs!



HIRING OUR HEROES
MILITARY SPOUSE PROFESSIONAL NETWORK

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 affirm Everything and Everyone Matters.

In 2023, we partnered with Military Makeover: Operation Career to create a Lifetime segment highlighting The ActOne Group's dedication to supporting the careers of active-duty service members, veterans, and military spouses. It was an opportunity for our team to offer a more personal view behind the scenes of our company and show our continued dedication to helping military spouses and their families through interviews with members of The ActOne Group, including our founder and CEO, Janice Bryant Howroyd.

We are also proud partners of 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**. Our teams collaborate with leaders in businesses, talent communities, and organizations to ensure that all individuals are equipped with the necessary tools to passionately thrive in career fields that meet their core values.

Creating educational initiatives designed to equip students from diverse backgrounds with enhanced access to invaluable job resources, diverse networks, and a global talent pool is another of our priorities. By partnering with HBCUs/Diverse-serving universities and prestigious Ivy League institutions, we empower individuals from various walks of life with an array of opportunities, proper guidance, and invaluable resources. Though we demonstrate our commitment to education on a local level by making significant financial contributions, including scholarships, to community colleges and universities, advocacy and support from our clients are pivotal aspects of these educational partnerships on a global scale.

Together, through these collaborative efforts, we strive to ensure that passionate, talented individuals from all communities have the support they need to pursue and achieve their career aspirations.



Positively Impacting Our Local and Global Communities

Additionally, The ActOne Group's team members engage communities directly. 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. In 2023, we 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.

The ActOne Group is deeply engaged in philanthropic endeavors worldwide, actively participating in charity walks and community outreach events throughout the year. These initiatives amplify awareness of a diverse range of issues that resonate with the families in our local and global communities. See page 30 for more images highlighting our "Building Our Community" program and the different organizations we partnered with over the year.

At our core, we thrive when the community thrives. We view ourselves as integral members of the communities we serve, both near and far, and remain steadfast in our commitment to fostering meaningful change in the world of the workforce. Our dedication to caring for others extends beyond the workplace, encompassing aspects of safety, social responsibility, and environmental stewardship.



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

Safety is at the forefront of our business. All our employees have access to an online portal with a variety of resources, and our teams are trained in how to take an informed approach to completing Job Site Risk Analysis, ensuring the safety of our clients. Screening employers, researching client safety practices, maintaining insurance coverages, and administering business insurance (including liability, unemployment, and workers' compensation) are all aspects of how we oversee the safety and well-being of candidates we place. We also have a Risk Management team that takes a proactive approach to managing claims by conducting workplace risk assessments and collecting employee workplace surveys for analysis.

Additionally, 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.



Our Governance, Responsibility and Ethics

To ensure The ActOne Group's 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 are taking 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.

Codes of Conduct

Our Code of Conduct establishes 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 that 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 that 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, 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 which 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.

GRI Index

General

Disclosure Number	Standard Disclosure Title	Our Response
		The ActOne Group 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. Corporate Headquarters 1999 W. 190th St, Torrance, CA 90504
2-1	Organizational details	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: 1. U.S. 2. Canada 3. India 4. Poland 5. UK 6. Netherlands
2-2	Entities included in the organization’s sustainability reporting	Entities under The ActOne Group: ActOne Government AgileOne EU AgileOne AllCare All’s Well AllSource AllSTEM AppleOne

Disclosure Number	Standard Disclosure Title	Our Response
2-3	Reporting period, frequency and contact point	Year 2023
		The date of our previous report was August 15, 2023. The reporting cycle is on an annual basis from January to December. sustainability@act-1.com Sustainability Team Corporate Headquarters 1999 W. 190th Street Torrance, CA 90504
2-4	Restatements of information	The ActOne Group GHG data for years 2019 to 2022 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.
2-6	Activities, value chain and other business relationships	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 & Professional Services, Information Technology Services, Finance/Insurance, Government, Healthcare, Manufacturing, Pharma/Biotech, and Logistics. 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. The company has maintained its organizational structure and mainstream supply chain with no significant changes reported for 2023.

Disclosure Number	Standard Disclosure Title	Our Response
2-7	Employees	Total number of employees: 2,398
2-9	Governance structure and composition	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. 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. 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. 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.
2-10	Nomination and selection of the highest governance body	The highest governance party is represented by the CFO and the President. Committee members are selected through their expertise and sectors of the organization in which they support. Our committees reflect the diversity of our organization.

Disclosure Number	Standard Disclosure Title	Our Response
2-11	Chair of the highest governance body	The chair of the highest governance body is the CEO. 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.
2-12	Role of the highest governance body in overseeing the management of impacts	All sustainable development strategies and proposals are presented to senior executives and the highest governance body for further decision making and approval. The highest governance body is involved in all final decision making related to organizational sustainability, in addition to quarterly organizational review of sustainability items.
2-13	Delegation of responsibility for managing impacts	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.
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.

Disclosure Number	Standard Disclosure Title	Our Response
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.

Disclosure Number	Standard Disclosure Title	Our Response
2-22	Statement on sustainable development strategy	A message from our Founder and CEO reaffirms and expresses continued support. A Message from JBH and Brett
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	Diversity Affiliations - 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)
		Industry Affiliations - 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)
		Industry Affiliations• Staffing Industry Analysts (SIA) - HRO Today - American Staffing Association (ASA) - Society for Human Resource Management (SHRM)
2-29	Approach to stakeholder engagement	Corporate Social Responsibility United Nations Global Compact (UNGC)
		he 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. 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. Materiality Assessment

Disclosure Number	Standard Disclosure Title	Our Response
2-30	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. Materiality Assessment
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: • External and internal stakeholders • Sustainability insights • External ESG 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
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	Environmental Results
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	Environmental Results
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. Environmental Results
305-2	Energy indirect (Scope 2) GHG emissions	Environmental Results
305-3	Other indirect (Scope 3) GHG emissions	Environmental Results
305-5	Reduction of GHG emissions	Emission Reduction Initiatives

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. Our Community Involvement
203-2	Significant indirect economic impacts	Our social positive impacts. Our Community Involvement
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. Training and Opportunities
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. Training and Opportunities
405-1	Diversity of governance bodies and employees	Our Team Employee Diversity

Governance

Disclosure Number	Standard Disclosure Title	Our Response
205-1	Operations assessed for risks related to corruption	The ActOne Group Risk Management Department performs risk profile analysis, including corruption risk, across all countries of operation on an ad hoc basis.
205-2	Communication and training about anti-corruption policies and procedures	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. 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 compliance and procedures in the supply chain; this is communicated through contractual agreements.
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. Our Safety Protocols
403-2	Hazard identification, risk assessment, and incident investigation	Our Safety Protocols
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. Our Safety Protocols
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. Our Safety Protocols

Disclosure Number	Standard Disclosure Title	Our Response
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. Our Safety Protocols
403-6	Promotion of worker health	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. Employee Benefits
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. Our Safety Protocols
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.

The following GRI metrics were omitted from this report: 2-8, 2-19, 2-21, 2-27, 201, 202-1, 204, 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

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