CRITICAL INFRASTRUCTURE

TECHNOLOGY

GOVERNMENT

LIFE SCIENCES

REPORT

CORPORATE SOCIAL RESPONSIBILITY

2023

About This Report

System One is pleased to present our 2023 Corporate Social Responsibility (CSR) report. We share this report to illustrate our unwavering commitment to creating enduring value for clients, investors, and employees. Our team has carefully incorporated cutting-edge practices in Environmental, Social, and Governance (ESG) processes and policies, solidifying our pledge to establish a robust and sustainable organization.

System One provides jobs, training, and life-changing employment opportunities to thousands of talented people across fifty (50+) locations throughout the United States, Canada, and the United Kingdom. With a focus on services that require a high degree of specialization, in-demand technical skills, and large-scale operational expertise, we are essential partners to those on the frontlines of our nation's most critical infrastructure, technology, life sciences, and government initiatives. We mobilize our network of highly skilled talent and specialized resources to deliver outsourced services and workforce solutions that help our partners operationalize their most important efforts and close the gap between strategy and success.

This report profiles our risk management and decision-making processes, while emphasizing our dedication to transparent communication. Our CSR report highlights our efforts to integrate responsible investment and operating practices into our business and demonstrates the progress we have made over the past year. All key performance indicators and disclosures align with System One's existing operating model. This report pertains to the calendar year 2023, unless otherwise stated.

TAKING CRITICAL INITIATIVES FROM
POSSIBILITY TO REALITY

Our Value Proposition

WHO WE SERVE

Large public and private organizations with complex, mission-critical initiatives that are core to their operations.

WHAT WE OFFER

System One provides specialized outsourced services and workforce solutions that mobilize highly skilled resources and apply technical expertise to deliver tailored, turnkey deliverables, and power high-end professionals, programs, and projects.

WHY WE ARE DIFFERENT

With a strategic focus on services that require a high degree of specialization, in-demand technical skills, and large-scale operational expertise, we are an essential, long-term partner to those on the front lines of our nation's most critical infrastructure, technology, life sciences, and government initiatives.

A MESSAGE FROM
Our Leadership

In 2008, an incredible journey began when System One Holdings, LLC was born out of a management team buyout of the Engineering and Technical division from the Hudson Highland Group. This pivotal moment was fueled by the unwavering determination and conviction of the executive leadership team, who continue to lead System One to this day. With their hearts set on a shared vision, they fearlessly dove headfirst into entrepreneurialism, ready to embrace the challenges that lie ahead. With sheer passion and an unwavering belief in their purpose, the executive leadership team set out to create something truly remarkable. They crafted System One as more than just a staffing organization; it became a family and a haven for engineering solutions and technical services, driven by an unwavering commitment to excellence and client service.

Troy Gregory

CHAIRMAN & CHIEF EXECUTIVE OFFICER

System One is all about people. Hiring great people and giving those individuals the resources to be successful and never limiting their full potential. Corporate Social Responsibility, at its core, is about improving people's lives, and that is what we do. We have committed ourselves to upholding the highest standards of environmental stewardship, equity, and social justice. We support this through strong governance practices that focus on integrity and business ethics. By doing this, we provide life-changing employment opportunities helping our clients, employees, and communities flourish.

Through our outsourced services and workforce solutions, we bring top talent to the areas of critical infrastructure, technology, life sciences, and government, ensuring sustainable development and growth opportunities. We provide the technical talent to ensure our clients can execute their most critical projects.

When our executive leaders established System One fifteen years ago, we knew we could build something special. Our growth over these fifteen years has been tremendous. This is a testament to the dedication of our leadership team and the talent that each of our employees brings to the job every day. Each page of this report is evidence of that hard work.

It's been an amazing ride, and I cannot begin to describe my appreciation to every single person who has allowed us to be their partners over the last fifteen years. Thank you to our amazing System One family. The best is yet to come.

Greg Lignelli

PRESIDENT & CHIEF OPERATING OFFICER

2023 was a year of tremendous growth, both organically and through acquisition. As our economy and workforce evolve due to the massive advancements in technology, we are committed to leading this transition through our actions. We are propelling our organization and clients into the future through innovative technical services and solutions. We've set high standards for our business approach and performance, which translates into strong employer, employee, customer, and candidate relationships.

This is evident in our strategic acquisitions over the past year of RPG Resources, a diverse environmental services company, and KeyLogic, an established consulting and data management leader supporting critical missions in the energy, commerce, and defense sectors. These acquisitions complement our already robust and innovative group of client services and sustainable development initiatives.

Our commitment to sustainability and ESG is two-fold; first we are focusing on our own internal policies and processes, and second, we are providing services to our clients that enhance and improve their ability to deliver on their own ESG commitments. With over 9,000 employees, we have tremendous responsibility to ensure that we provide sustainable opportunities and innovative client solutions.

I am extremely proud of the System One team and the tremendous strides we have accomplished this year.

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ABOUT
System One

System One is a leading provider of specialized, highly technical outsourced services and workforce solutions. As a trusted and essential partner to large private and public organizations, our dedicated team, comprising over 9,000 staff and consultant employees, operates at over 50 locations and numerous client sites. Serving as a crucial player in addressing the increasing demand for top-tier professionals across various industries, we are unwavering in our commitment to delivering enduring value and opportunities to all stakeholders.

We play a pivotal role in supporting our clients' success as indispensable partners to those at the forefront of the nation's critical infrastructure, technology, life sciences, and government initiatives

Positioned as an industry innovator in the evolving employment landscape, System One is recognized for delivering highly skilled technical talent to meet the dynamic needs of our clients, many of whom are industry leaders relying on us for critical solutions to their core operational and business challenges.

Our dedicated individuals at System One collaborate closely with prominent private and public organizations, striving to expedite and realize their mission-critical projects and programs. Leveraging our extensive industry knowledge, we provide distinctive and tailored workforce solutions to bridge the gap between strategy and success.

Our suite of outsourced services and workforce solutions empower clients to concentrate on their core strengths while saving time and costs. These services and solutions encompass subject matter expertise, training, certifications, resource planning, logistics and scheduling, specialized technology and equipment, and contractual deliverables.

Our commitment to excellence and extensive experience have rendered us proficient in navigating the multifaceted challenges inherent to industrial services, which enable us to deliver on projects of all sizes and complexities.

Key to our performance are these four core tenets:

EXPERTISE

At the core of our success is our exceptional team of talented professionals. With diverse skill sets and a wealth of industry knowledge, our experts are well-equipped to handle the most demanding and intricate tasks. Their collective expertise forms the backbone of our ability to provide top-notch service to our clients.

CHALLENGE ORIENTED

Our experienced specialists have a proven track record of industrial excellence. They have consistently turned various challenges into opportunities for success. This ability to adapt and innovate makes us stand out in the industrial services sector. No matter how unique or complex your project's requirements may be, our team is well-prepared to meet and exceed your expectations.

QUALITY & SAFETY FIRST

We hold ourselves to the highest standards in the industry. We understand the importance of delivering results that are not only effective but also safe for our employees, our communities, and the environment. Our dedication to quality and safety ensures that our work is not just efficient, but also responsible and reliable.

CLIENT-CENTRIC APPROACH

We believe that effective communication is the cornerstone of any successful project. We take the time to listen to our clients, understand their unique needs, and then execute with precision. Our client-centric approach ensures that our services are tailor-made to meet our clients' specific requirements. Our clients' goals become our goals, and we work tirelessly to ensure their satisfaction.

Critical Infrastructure

System One fortifies, builds, and expands our nation's critical infrastructure to provide a more sustainable future for all.

Our services and solutions power our clients' most critical and core initiatives, from major engineering projects to broadband and wireless, utility and power grids, transportation, and renewable energy, enabling them to expand their capacity and capabilities to meet today's demands and capitalize on tomorrow's opportunities.

Power & Utility

We provide a wide range of services and solutions for transmission & distribution, renewable energy, and nuclear power organizations. We excel in project controls and construction management and support renewable energy clients with blade services, turbine inspection, and repair. In the nuclear sector, we provide project control support, quality assurance, and technical training. Our utility services cover meter and grid installation and inspection, electric distribution, lighting and maintenance, and electric vehicle charging facilities.

Engineering, Procurement, & Construction (EPC)

We provide EPC expertise through meticulous design, careful planning, and detailed deployment. Our EPC services specialize in aerospace, defense, architecture, and civil engineering. We support construction and geotechnical engineering for project efficiency and integrity, process manufacturing, and environmental engineering for industrial and ecological optimization.

Telecom

We offer full-service engineering, off-premises capabilities, and remote access work for nearly every major telephone, cable, and wireless carrier across North America. Our expertise encompasses various services such as outside plant engineering, site acquisition, right of way, surveying & mapping, planning & drafting, and design. Additionally, we excel in network design, installation, inspection, testing, internal operations support, and technical training.

Energy

We provide industry leading oil and natural gas outsourced services and workforce solutions to upstream, midstream, and downstream organizations. Our services include certified welding, pipeline inspection, corrosion engineering, nondestructive evaluation, and project support, emphasizing quality assurance & control in energy operations.

Transportation

We provide complete transportation workforce solutions to deliver top talent required for today's demanding challenges. From rail to freight and technology to logistics, System One covers every discipline and sector within the dynamic transit industry.

Unmanned Aerial Systems

With the acquisition of RPG Resources, we have added tremendous Unmanned Aerial Systems (UAS), or drone technology and related services to our portfolio of client services. Our UAS technology serves clients in several ways, such as:

- Improving safety by keeping personnel out of hazardous site locations.

- Automated repeated data collection, collecting vastly more information in a shorter period, reducing costs.

- Mapping as-built conformance through high-resolution aerial imagery overlaid with provided blueprints.

- Acquiring actionable data to make real-time decisions.

- Drainage modeling with predictive algorithms that view water flow using 3D surfacing scanning data.

- Vegetation Analysis that utilizes near-infrared light to detect leaf chlorophyll levels, calculate health, and determine growth percentages.

- Slope Threat Modeling to identify slip-prone areas by highlighting slopes based on gradient.

- Inspections through high-resolution imagery with 5.2K resolution cameras equipped with magnifying lenses give powerful insight to engineers, inspectors, and project managers.

System One partners with innovative data management companies to deliver, store, and share inspection imagery to decrease man hours on and off site, while giving clients online access to customizable reports and deliverables. We are committed to guiding clients' projects toward success in a safe, efficient, and environmentally responsible manner.

Enabling the Energy Transition

System One is at the forefront of our nation's energy transition. The energy transition refers to the global shift from traditional, fossil fuel-based energy sources to more sustainable and environmentally friendly alternatives. This transition is driven by the need to address climate change, reduce greenhouse gas emissions, and ensure a more secure and resilient energy future. Our work in the nuclear energy and renewables sector is key to this transition.

NUCLEAR – ZERO CARBON ENERGY

System One has been at the forefront of the nuclear industry since our inception. The energy sector has long been vocal about the importance of keeping nuclear as a baseload resource in our country's power generation portfolio, and we agree. Nuclear power emits no greenhouse gases or air pollution—all while producing massive amounts of reliable electric power. Nuclear energy is the largest source of emissions-free electricity in the United States, and produces nearly 20 percent of our nation's electricity and approximately 60 percent of our carbon-free electricity.

System One has earned a reputation for supplying reliable, cost-effective solutions to our operating utility, OEM, and service suppliers across the nuclear industry. Our teams deliver high-quality services and staffing support to many critical areas, including design and system engineering, maintenance and modification support services, outage support, project controls, quality control, and non-destructive evaluation services. Our extensive domain knowledge makes all the difference; it ensures our teams ask the right questions upfront and present practical, cost-effective solutions. We supply task-specific project services or serve as an extension of our customers' internal resource teams, always guided by our client's priorities and deadlines. System One covers the nuclear industry in-depth, offering outsourced services and workforce solutions to nuclear utilities, OEMs, EPCs, manufacturing suppliers, government laboratories, waste management operations, and nuclear service companies.

Renewable Energy

Wind, solar, geothermal, and bioenergy hold the promise of clean, sustainable power for future generations. We support commercially and environmentally sustainable businesses through outsourced services and workforce solutions. We partner with utilities and energy cooperatives throughout the United States to build, inspect, maintain, and upgrade the nation's utility infrastructure.
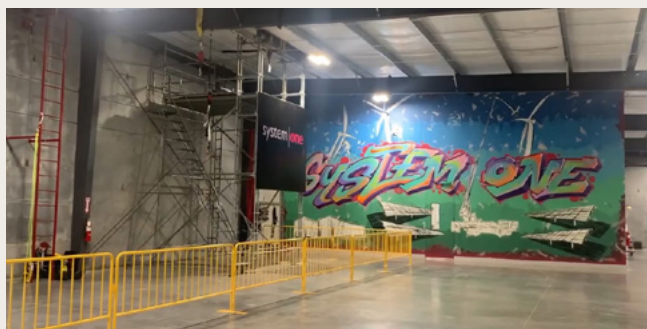
Last year, System One opened our Renewable Energy Training Center (RETC) in Houston, Texas which addresses a critical need for high-quality, accessible renewable energy training to support wind turbine operations and other related renewable energy skills. The RETC serves as a hub connecting renewable energy employers, trainers, and job seekers, facilitating an effective response to the industry's dynamic demands.

System One's RETC offers a Global Wind Organisation (GWO) certified curriculum, including Basic Safety Training, Fire Awareness, First Aid, Manual Handling, and Working at Heights. Additional certifications encompass Wind Blade Inspection, Competent Climber, Composite Repair, Rescue at Heights, Rigging and Tagline Operations, and Suspended Platform Assembly and Operations.

We prepare fully certified field technicians capable of fulfilling the needs of the renewable energy industry. As the renewable energy industry grows, the RETC's capabilities will expand in scope and scale to meet the demand.

OUR SERVICES

- Renewable Energy Technicians & Certified Project Teams
- Meter & Smart Grid
- Electric Distribution
- Inspection & Maintenance
- EV Charging Stations

Technology

System One partners with large public and private organizations to power their most important initiatives in Information Technology (IT), Creative & Digital, and Legal eDiscovery.
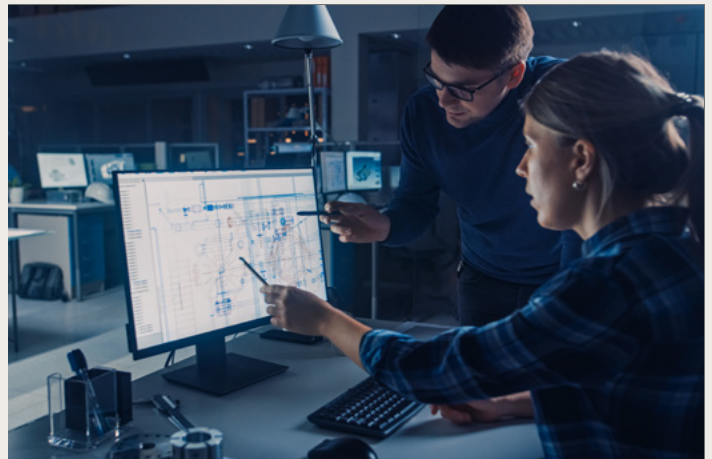
As technology becomes increasingly essential to how we live and work, large public and private organizations count on System One to accelerate business transformation, revolutionize communication, and operationalize complex technology initiatives.

INFORMATION TECHNOLOGY

System One provides expertise, resources, and talent to transform businesses, revolutionize communication, and operationalize complex technology initiatives.

System One believes in a consultative partnership with our customers. Our breadth of domain knowledge pairs with our hands-on experience in global deployments to deliver solutions that meet our customer's unique business needs:

- Digital Transformation
- Outsourced IT Staffing
- Project Implementation
- Professional Services

System One understands the challenges of building a high-performance IT team. System One's Managed IT Services group operates across the full IT lifecycle. Excelling in both legacy systems and emerging technologies, our IT experts make an immediate impact on critical projects and core technology functions, including:

- Website, applications, and software development
- Systems implementation and integration
- Project management and business analysis
- Enterprise data management
- Network infrastructure
- Technology support

System One understands the complexities that businesses face when managing a mobile workforce and transforming its field operations. Leveraging the latest in secure technology, our field service software enables the user to control all access to its confidential data, ensuring only authorized personnel access customer information. With decades of experience in the field, working with a variety of utility companies and other field service providers, our field service software is fully customizable, ensuring the best possible result across multiple industries in any environment.

CREATIVE & DIGITAL

Working at the intersection of creativity and digital technology, System One provides innovative outsourced services and workforce solutions for clients of all sizes.

Leading brands and corporations, including international non-government organizations and broadcast networks, choose System One to build and deliver dynamic media teams for in-house studios, content creation, media management, and audio-visual support and delivery.

Bringing people together with their diverse perspectives and unique skills and working in harmony builds a team that is stronger, more efficient, and more creative. When you have the right fit in the people, processes, and technologies, the possibilities are endless. That is the magic of great teams and finding the perfect fit. This approach is core to our sustainability strategy.

Our expert teams work side-by-side with every customer to provide the most innovative solutions for their needs. Driven by a passion for what they do, they are dedicated to delivering the best in creative video production, live event streaming, and managed services.

LEGAL SOLUTIONS

System One provides leading integrated legal solutions, leveraging technology and expertise to simplify the experience of eDiscovery and contract analytics for law firms and legal departments. For more than two decades, clients have relied on System One for expertise and ingenuity to solve complex challenges, bring innovative solutions, and deliver intelligence and insight to help them manage risk, control costs, and get more done, more effectively, with less effort and stress.

We are defining multidisciplinary AI expertise by building a comprehensive AI strategy that harnesses diverse expertise to deliver cutting-edge solutions in eDiscovery, contract analytics, and contract lifecycle management (CLM). Leveraging decades of experience in data analysis and workflow automation, System One expertly integrates advanced AI technologies to enhance efficiency, accuracy, and business outcomes. This multidisciplinary approach enables us to address modern legal challenges, drive innovation, and maintain a leading edge in the legal tech landscape, ultimately transforming legal practices with AI-powered tools and expertise.

Life Sciences

System One has been a trusted partner to industry leading clinical, scientific, and healthcare organizations by providing innovative workforce solutions and delivering top talent. Operating at the forefront of the life sciences arena, our relentless approach enables our clients to execute critical initiatives and major projects rapidly and effectively.

System One helps life sciences clients find talent, manage specialized equipment, and increase productivity. Our clients range from small and mid-sized companies to Fortune 500 firms specializing in biotechnology, pharmaceutical, chemical, medical device, food science, and healthcare services.

We connect talented professionals with research-driven life sciences companies and organizations. Our team helps move our client's vision from research to reality, minimizing hassles and maximizing efficiency.

We excel at finding clinical talent to bring new drug therapies, medical devices, and other life-changing products to market through every stage of the clinical development lifecycle, from research and discovery to regulatory affairs and consumer marketing.

We offer contract and permanent recruiting across all clinical development phases, therapeutic areas, skill sets, and geographies. In addition to supporting household-name pharmaceutical and consumer product firms, we partner with contract research organizations, functional service providers, managed staffing providers, and specialized outsourcing firms.

SPECIALTY AREAS

- Clinical Research & Operations
- Drug Discovery
- Equipment Services
- Product Management
- Instrumentation & Controls
- Manufacturing & Production
- Metrology & Calibration
- Quality Assurance
- Regulatory Affairs

OUR SERVICES

Staffing

We source and screen candidates for temporary and permanent roles across the clinical development lifecycle.

Managed Staffing Programs & Recruitment Process Outsourcing

We design and deploy turnkey managed staffing programs for complex hiring scenarios and recruitment process outsourcing arrangements for direct hiring large teams.

Vendor Management System (VMS)

Our customized VMS automates and streamlines skilled professionals' approval, hiring, and onboarding. We deliver a total commitment to safety, quality, and compliance. For more than four decades, we've built our business on a reputation for excellence in the clinical marketplace.

Our professionals can work in various clinical disciplines, from hands-on laboratory support to data management and regulatory compliance. We work with individuals at every career stage, from clinical research associates to PhDs and MDs, at the height of their professional careers.

Additionally, we offer thorough laboratory and facility assistance supported by an ISO 9001:2015 registered Quality Management System and ISO/IEC 17025:2017 Accreditation. We create tailored programs to calibrate, maintain, and validate analytical, manufacturing, and computer systems. We also incorporate resource management tasks, including training, technical writing, and lab relocation.

Government

System One supports and implements critical programs that improve the health and welfare of our country and help our government partners achieve their mission-critical goals. From top-level security clearances to navigating federal contracting, System One has proven ability to meet the complex requirements of government organizations and demonstrated expertise in helping them succeed.

Our work spans many facets of the government, including energy, environment, financial services, health, homeland security, patents and trademarks, and others. Our teams of seasoned federal civilian experts have the domain knowledge and expertise to tackle the most complex problems facing our government agencies today.

TECHNOLOGY, SECURITY, & OPERATIONS

We support the mission of federal government clients to deliver value through people, processes, and solutions. We leverage our rigorous ISO 9001:2015 quality system to deliver customized services and staffing solutions to our client partners.

We are thought leaders in emerging technology and research and development. We perform studies and analyses, conduct modeling and simulation, and manage large collections of scientific and technical information. Our IT professionals deliver high-performance computing services, network operations, cybersecurity, and tier 0-3 support. Our Agile software engineers build state-of-the-art software and web applications, including hybrid multi cloud and serverless solutions.

We focus on innovation for our defense customers through our artificial intelligence/machine learning, geospatial analytics, automated/ automatic target recognition, and biometric solutions We are working on bringing other advanced technologies, such as the Internet of Things and blockchain, to defense mission use cases.

SPECIALTY AREAS

- Cybersecurity
- Data Science
- Digital Transformation
- Enterprise IT
- Human Capital Management
- Mission Management
- Operations Management
- Security Process Management
- Systems Research & Analysis

AFFORDABLE HOUSING INDUSTRY

We are a leader in providing program management, consulting, and training services for the affordable housing industry. We know the affordable housing industry is an ever-changing environment and requires continuous best-practice implementation and quality operations to remain at the forefront.

Our affordable housing consulting and training services provide vast housing program knowledge, operations expertise, technology solutions, and commitment to client success.

SPECIALTY AREAS

- Compliance Management
- Consulting & Technical Assistance
- IT Tools & Software
- Emergency Rental Assistance Program
- Training & Certifications

CORPORATE SOCIAL RESPONSIBILITY
Our Strategy & Commitment

To System One, Corporate Social Responsibility (CSR) is the idea that we as a business should contribute positively to the well-being of the environment, our people and communities, our customers, and our investors. This is core to who we are and what we do. Our services and solutions deliver for the industries we serve to make lives better for our clients and employees.

Our Focus

CRITICAL INFRASTRUCTURE

We bring talent to projects and endeavors that improve how we power our lives through energy, engineering, telecom, and transportation initiatives.

TECHNOLOGY
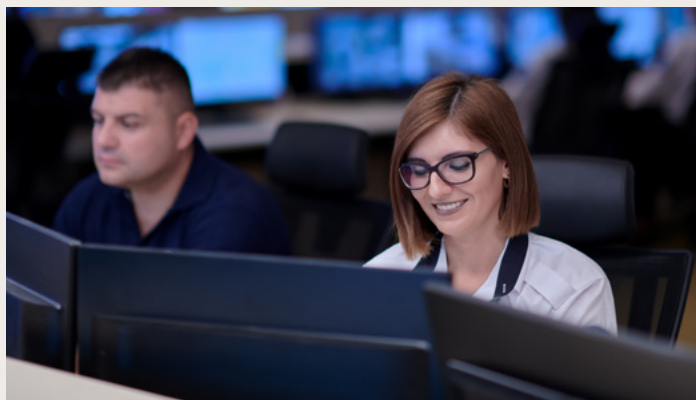
The advances we make through our people keep our data secure and create innovative solutions to information technology, creative & digital, and legal applications.

LIFE SCIENCES

Our efforts support life changing scientific and clinical advancements.

GOVERNMENT

Our services bring resources to enable more efficient use of public funds and services for the betterment of society.

System One is keenly aware of the substantial influence its operations and services have on the global social, environmental, and economic health of our communities. By accepting these obligations, we proactively search for opportunities to improve the quality of life in the areas where we operate, illustrated by our **Guiding Principles**.

SHARED RESPONSIBILITY

Corporate Citizenship involves everyone in our organization, which means that each of us plays an important role in honoring our commitments to our principles of ESG.

OPENNESS & ACCOUNTABILITY

We will communicate our Sustainability policies, objectives, and performance openly and honestly to our people, partners, and other stakeholders. We will also seek their views and encourage them to communicate with us.

CONTINUOUS IMPROVEMENT

We are committed to measuring and improving our ESG performance. We will develop and implement specific environmental and social policies and procedures, monitor our performance, set targets for improvement, and report our progress.

DEMONSTRATE COMPLIANCE

At minimum, we will meet or exceed all relevant legislation in the United States as written.

These guiding principles shape our culture, guide our decision-making processes, and serve as the foundation of relationships with customers as a trusted resource.

Sustainable Development

System One has proudly joined the UN Global Compact. This platform guides and encourages companies to take decisive corporate actions, aligning plans and operations with fundamental human rights, labor, environment, and anti-corruption values, thus contributing to societal objectives.

Our complete endorsement of the 17 Sustainable Development Goals (SDGs) is reflected in our active participation in the UN Global Compact.

System One remains steadfast in its commitment to continually integrate all SDGs into its corporate strategy, culture, and day-to-day activities. We actively participate in collaborative initiatives aimed at advancing sustainable development goals. Our ongoing evaluation of the comprehensive scope of relevant SDGs places particular emphasis on sustainability targets, crucial topics covered in our Environmental, Social, and Governance (ESG) reporting, as well as the practical aspects of our operations and global footprint.

1 NO POVERTY

2 ZERO HUNGER

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

6 CLEAN WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

14 LIFE BELOW WATER

15 LIFE ON LAND

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

We consistently assess the entire spectrum of relevant SDGs, focusing on sustainability goals, material topics integral to our ESG reporting, and the pragmatic aspects of our business operations and geographical reach. As active participants in the UN Global Compact, we submit an annual Communication on Progress, showcasing transparency and demonstrating our commitment to responsible business actions that align with broader societal goals.

As our strategy and commitment to Corporate Responsibility evolves, we have looked to several globally accepted ESG reporting frameworks to guide our efforts. As such, System One makes use of multiple reporting frameworks to guide our disclosures including:

- Global Reporting Initiative (GRI) Standards
- The Principles for Responsible Investment (PRI)
- Sustainability Accounting Standards Board (SASB): Professional & Commercial Services v. 2018-10

Because we work in diverse industries and in a wide variety of functional areas, we have worked hard to align our risk management, acquisition due diligence, and ESG reporting efforts to reflect the diverse nature of our employees, clients, and service offerings. We are proud of our contributions to the communities and industries in which we operate, and as a trusted partner to the companies we have the privilege to serve.

Sustainable Growth

System One is supported by the leadership and capital commitments of Oaktree Capital Management, L.P. Oaktree focuses on creating value by implementing strategic and tactical initiatives such as optimizing capital structures and developing new growth platforms. With deep sector expertise and extensive proprietary networks, Oaktree gains a competitive edge in securing deal flow while prioritizing risk control and downside protection, which is in line with its values.

System One continuously looks for opportunities to increase growth through acquisitions. To manage risks effectively, we adhere to the Principles for Responsible Investment. As investors, we have a responsibility to act in the best interests of our stakeholders in the long term. We recognize that environmental, social, and governance (ESG) matters can have an impact on our investments' performance. By following these Principles, we can better align our investments with our values and culture, as well as the wider goals of society.

Consistent with our fiduciary responsibilities, we commit to the following Principles of Responsible Investment:

PRI | Principles for Responsible Investment

PRINCIPLE 1

We will incorporate ESG issues into investment analysis and decision-making processes.

PRINCIPLE 2

We will be active owners and incorporate ESG issues into our ownership policies and practices.

PRINCIPLE 3

We will seek appropriate disclosure on ESG issues by the entities we invest in.

PRINCIPLE 4

We will promote acceptance and implementation of the Principles within the investment industry.

PRINCIPLE 5

We will work together to enhance our effectiveness in implementing the Principles.

PRINCIPLE 6

We will each report on our activities and progress towards implementing the Principles.

2023 Highlights

ENVIRONMENTAL

Focus on the Energy Transition, Critical Infrastructure, and Environmental Services

Partnership with National Energy Technology Laboratory (NETL) on Carbon capture technology through KeyLogic

We continue to expand our footprint in nuclear and renewables

SOCIAL

Leadership in our communities through volunteerism and philanthropy

Women in Leadership is a key differentiator – 50% of System One's top leadership and over 40% of the company's managers

Sixty (60) offices throughout the United States, Canada, and the United Kingdom

GOVERNANCE

Acquisition of KeyLogic and RPG Resources

Global Reporting Initiative Standards, The Principles for Responsible Investment, Sustainability Accounting Standards Board

Complete endorsement of the 17 UN Sustainable Development Goals (SDGs)

OUR
Environment

System One recognizes the importance of our environment to both the sustained success of our business and the well-being of our stakeholders. As a professional services provider, we do not own large industrial assets that generate or consume large amounts of energy. Given this fact, we do not produce material emissions as part of our operations. We measure our Greenhouse Gas Emissions annually utilizing the Greenhouse Gas Protocol.

To address and manage negative environmental impacts from our business, System One has established an Environmental Management Policy. This policy ensures compliance with all relevant rules and regulations governing our business. Our commitment extends to incorporating environmental awareness and preservation into our daily operations, aligning with industry-specific environmental laws, rules, and regulations.

Through our concerted efforts, we not only fulfill our immediate responsibilities to the environment but also contribute to the broader goals of global sustainability. Our commitment to environmental stewardship is reflected in the tangible actions we take in working in partnership with and alongside our clients, ensuring that our collaborative endeavors leave a positive, lasting impact on the planet, including:

- Diminish landfill waste and responsibly handle products containing hazardous materials, such as electronics and batteries.

- Actively encourage our staff to practice resource conservation through methods like reducing, reusing, repurposing, and recycling whenever feasible.

- Water purification systems have replaced bottled water, and the use of plastic straws has been discontinued. Employees are provided with reusable ceramic cups for their water, tea, and coffee consumption.

- Motion sensors are installed in offices to automatically switch off electric lighting when spaces are not in use. Additionally, all computers are equipped with a software program that hibernates them when not in use.

- Copy paper is exclusively made from post-consumer recycled material, and electronic storage is employed for all document management.

These initiatives collectively underscore our commitment to environmentally responsible practices throughout our operations.

GREENHOUSE GAS PROTOCOL

Climate-Related Risks

Recognizing and addressing climate-related risks has become a key component of our CSR strategy to ensure our long-term resilience and sustainability. Assessing climate-related risk is part of our broader Enterprise Risk Management process.

Climate-related risks refer to potential adverse impacts on businesses, economies, and societies that arise from changes in climate patterns and conditions. These risks are associated with the increasing frequency and intensity of climate-related events, such as extreme weather events, rising temperatures, and damage to ecosystems.

CONSIDERATIONS IN FOCUS

Physical Risks from extreme weather events, increased frequency, and severity of events like hurricanes, floods, wildfires, and droughts can damage infrastructure.

Transition Risks from policy and regulatory changes, advancements in technology, and shifts toward sustainable practices that can impact industries we serve that depend on fossil fuels or have high carbon

Market Risks due to shifts in consumer preferences, affecting demand for certain products or services.

Financial Risks and the impact climate-related risks may have on the economic well-being of our business and our clients' businesses.

Reputational Risks for our business and that of our clients' businesses.

We monitor these risks on an ongoing basis and have integrated these risks into our formal business planning process.

RPG Resources

RPG is a Pittsburgh-based environmental services company, providing environmental compliance, unmanned aerial systems (UAS), data collection, and inspection services to some of the industry's largest critical infrastructure companies and projects. RPG's work protects our environment in a multitude of ways including:

ENVIRONMENTAL PROGRAMS

- Regulatory compliance and reporting
- Soil and water quality testing and sampling
- Environmental site permitting, assessments, and planning

WILDLIFE PROGRAMS

- Endangered species, flora, and fauna surveys
- Habitat assessments and mitigation plans
- Ecological restoration oversight
- Forest management plans

WETLAND PROGRAMS

- Wetland and stream determination, delineation, and functional assessments
- Permitting and assessments
- Vegetation mapping
- Ecological restoration

KeyLogic

KeyLogic provides mission management, systems analysis, data analytics, digital transformation, and cybersecurity to customers in the energy, federal civilian, and defense sectors. Our contributions to the environment as most noticeable within our Energy Services practice that focuses on:

- Carbon management
- Life Cycle Analysis
- Policy analysis
- Integrated energy modeling

One specific initiative KeyLogic participated in was a partnership with the National Energy Technology Laboratory (NETL). The NETL focuses on research and development related to energy technologies, such as carbon capture and storage, advanced materials for energy applications, and coal-to-liquid technologies, among others. KeyLogic worked with the NETL to develop a CO2 Transport Cost Model as part of a broader initiative to study the ongoing need for carbon capture, utilization, and sequestration (CCUS), which is a collection of technologies that capture carbon dioxide (CO_2) from specific sources. The captured CO_2 can either be permanently stored underground or utilized in the economy to prevent carbon from being released back into the atmosphere. Either way, there is a cost to that transport, which plays into the future economic benefits of this emerging technology.

This is just a sampling of the amazing work System One conducts daily for the benefit of our sustainable development goals and our shared environment. We will continue to add value-added services, look for acquisition opportunities, and work with clients on sustainable development initiatives drawing us closer to our shared goals and aspirations.

Social

Our success is a testament to the incredible people who have joined our organization, each contributing their unique talents and energy to our collective mission. Looking back, it's inspiring to reflect on how far we've come. And our journey is far from over. System One continues pushing boundaries of what is possible, expanding our reach, and making a positive impact in the industries and communities we serve. System One doesn't merely provide services and solutions; we redefine what's possible and are a Catalyst to Success.

Diversity, Equity, Inclusion, & Accessibility

System One is committed to providing equal employment and advancement opportunities to all applicants, irrespective of race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information, or any other legally protected characteristic.

This commitment spans all aspects of employment, encompassing hiring, placement, promotion, transfer, demotion, workforce reduction, termination, pay rates, compensation, training selection, facility use, and participation in company-sponsored events. The Company adheres to the provisions of applicable laws, considering legitimate occupational requirements and business needs where applicable.

In an environment enriched with a diverse culture and business, System One recognizes that embracing differences goes beyond mere acknowledgment. It involves understanding communications and events from various perspectives, and staying attuned to sensitivities, current affairs, and the implications of our actions.

Our organization promotes its multidimensional and diverse uniqueness and aims to continue to recruit competent, diverse leaders, middle managers, and professionals to enrich our teams and support our clients' needs. The Company takes pride in its awareness of and sensitivity to diverse cultural perspectives. We look to select staff members who demonstrate the same awareness and sensitivity as well as a track record for delivering excellent customer service.

Accessibility is a fundamental aspect of System One's operating philosophy. Efforts are made to ensure access for individuals with disabilities, including the use of assistive technology when required.

System One's commitment to diversity extends to its partners and suppliers. Collaborating with diverse, minority, and veteran-owned organizations, the Company aims to infuse the added value of diversity throughout its business connections. This commitment is evident in initiatives such as our minority mentorship program, partnerships with minority suppliers, and a proactive approach to establishing new connections that contribute to the success of diverse suppliers and initiatives.

> " System One advocates for every employee to be treated with respect and to live in a world free of prejudice so they can bring their authentic selves to work. "

Susan Burgess Tencza
CHIEF HUMAN RESOURCES OFFICER

9,000 employees

40% of our employees are minorities

60% of our employees are women

50% of our leaders are women

49% of our managers are women

Women in Leadership

System One's commitment to fostering diversity is evident not only in the Company's policies but also in the focus on inclusion of women in leadership positions. A notable achievement is the fact that women constitute 50% of System One's top leadership and over 40% of the Company's managers. These statistics reflect our dedication to creating a workplace that thrives on diversity, reaping the benefits of varied perspectives and insights.

Our achievement of a balanced gender representation in management is not symbolic; it is a benefit that brings unique viewpoints and insights to the forefront of our business operations. Our organization benefits from the diversity in thought and approach, making more well-informed decisions that positively impact our customers, employees, and investors. By tapping into a wealth of perspectives, System One is poised to navigate challenges more effectively, ensuring a resilient and forward-thinking approach to business.

Lisa Biondi
CHIEF INFORMATION OFFICER

Susan Burgess Tencza
CHIEF HUMAN RESOURCES OFFICER

Cami Davis
GENERAL COUNSEL

Mary Beth Gapinski
CHIEF ACCOUNTING OFFICER

Katie Goar
PRESIDENT, AFFORDABLE HOUSING

April Metivier
PRESIDENT, TELECOMMUNICATIONS

Victoria Neeson
CO-PRESIDENT, CREATIVE & DIGITAL

Rachel Peters
CO-PRESIDENT, CREATIVE & DIGITAL

Diane Pairel
PRESIDENT, GOVERNMENT

Human Rights

System One is committed to embodying the principles of a responsible corporate citizen. Our dedication extends to upholding international norms and adhering to best practices for ethical business conduct, including a steadfast commitment to equal opportunity, the eradication of exploitative labor practices, and the provision of meaningful career prospects.

We actively champion human rights through the establishment of our standards, policies, and practices. Our aspiration is for our efforts to set a positive example for others. We conduct our business in a manner that seeks to respect, protect, and promote the complete spectrum of human rights outlined in the United Nations Declaration of Human Rights. We strive to leverage our influence as a leading provider of outsourced services and workforce solutions in the market to ensure these rights are supported through our work.
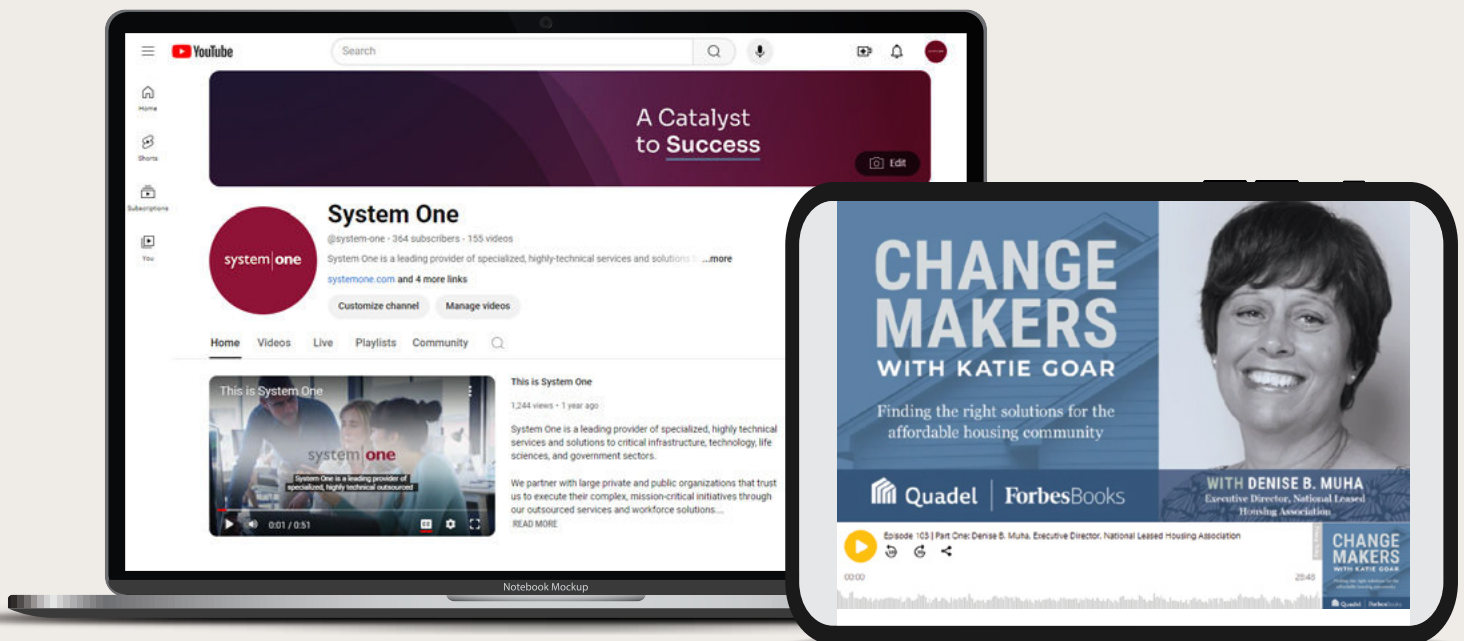
System One actively champions diversity recruitment within our organization, with a commitment to identifying talented individuals from diverse backgrounds for leadership positions, middle management, and new professionals, thereby ensuring that we attract the most exceptional individuals to join our team. We take pride in our heightened awareness and sensitivity, enabling us to understand and appreciate diverse cultures.

Stakeholder Engagement

Stakeholder engagement is a cornerstone of our community, encompassing investors, employees, clients, and job seekers. System One fosters meaningful interactions with our stakeholders through various channels. Our social channels include System One's YouTube channel, LinkedIn featuring relevant content, webinars, and podcasts with business authorities. We are also actively involved in public town hall events, community service, industry associations and events, employment expos, and the systematic conduct of worker surveys. Through these avenues, we actively promote dialogue, transparency, and collaboration to enhance our relationships with all stakeholders.

Our Culture of Safety

Our robust safety culture is characterized by an unwavering commitment to the well-being of personnel. We begin with partnering with our clients to ensure that we are comprehensively understanding and assessing potential risks, identifying potential hazards, and implementing stringent safety protocols in coordination with our clients. Regular training and ongoing education ensure our teams are well-equipped to recognize and mitigate risks. Continuous improvement is encouraged through reporting mechanisms and a culture of open communication.

System One's safety measures and, where applicable, equipment are regularly inspected and updated, and our emergency response procedures are well-defined. Due to the nature of our services, this often involves close partnership and collaboration with our clients to ensure that our personnel understand a client's site-specific conditions, safety procedures, and emergency protocols that apply in our employees' day-to-day activities on client sites. By fostering a safety-conscious culture, System One's approach safeguards our people, enhances operational efficiency, and

ensures compliance with industry standards and regulations.

To further promote a culture of safety, System One maintains policies that actively encourage employees to adopt safe working practices. We provide accessible channels for reporting potential unsafe practices or hazards in the workplace, fostering an environment where all team members can contribute to maintaining a secure and healthy working atmosphere. System One diligently adheres to all pertinent health and safety regulations.

	2019	2020	2021	2022	2023	NAICS	All Industries
TRIR	0.151	0.138	0.058	0.040	0.081	1.2	3.8
DART	0.076	0.000	0.039	0.000	0.000	0.7	1.8
LTIR	0.057	0.000	0.039	0.000	0.000	.05	1.3

TRIR	Total Recordable Incident Rate	**DART**	Days Away Restricted or Transferred	**LTIR**	Lost Time Incident Rate

Source: Bureau of Labor Statistics

Training

The prosperity of our company and the advancement of our employees rely significantly on System One's unwavering commitment to ongoing training. This training encompasses a diverse array of occupations, fields of study, and sectors given the diversity of our client assignments.

System One's training approach is structured into three distinct areas. First, employees undergo training provided by System One, emphasizing adherence to all relevant laws, rules, and regulations. The second facet involves comprehensive training to ensure that our team members are well-versed in industry best practices, and equipped to proficiently handle the substantial responsibilities associated with their roles. The third and final type of training focuses on site-specific requirements, ensuring that our team members are acquainted with the unique practices of each client. This training encompasses a range of topics, including environmental regulations, safety procedures, cybersecurity, and other client-specific practices. Each year, thousands of employees and contractors receive job-specific training from System One and its divisions, solidifying our commitment to the ongoing development and preparedness of our workforce.
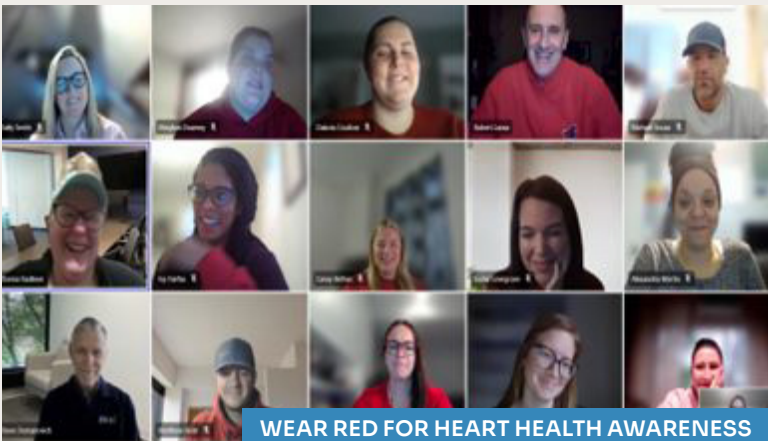
SYSTEM ONE IN OUR COMMUNITIES
Philanthropy

Our staff demonstrates unwavering dedication to social and philanthropic causes, embodying a commitment to giving back to the community. This commitment is a source of immense pride for both our employees and the communities they serve. Giving back is a responsibility that we wholeheartedly embrace and embed into every facet of our business practices. Each action we undertake aligns with our core values.

We actively seek local giving opportunities wherever our operations are present. Our staff members hold many of the organizations we support close to their hearts. Beyond providing financial assistance, we actively seek opportunities to leverage our knowledge and expertise to advance the causes we support.

Our belief in the reciprocal relationship between our success and the well-being of the communities we touch reinforces our commitment to responsible corporate citizenship.

OUR INITIATIVES INCLUDE SUPPORTING

WEAR RED FOR HEART HEALTH AWARENESS

THE GIVING TREE

2023 AMERICORPS SYMPOSIUM

World Cancer Day
February 4th, 2024
JOULÉ
a System One division

SOUTHWESTERN ENERGY CHARITY CLAY SHOOT

CLARK ELEMENTARY CHORALE

system|one
TOYS FOR PITTSBURGH TIKES

UPMC CHILDREN'S HOSPITAL FOUNDATION WALK FOR CHILDREN'S

MANNA FOOD BANK

Governance

Strong corporate governance is essential to our company's success and is the cornerstone of our responsible and sustainable business practices. Our governance practices shape how we operate, grow, and support various stakeholders. It begins with our values. These values are present in our philosophy, our Code of Conduct, our policies, the procedures that guide our decision-making processes, and the behaviors our company's leadership demonstrates. The result is accountability, transparency, and the highest degree of integrity and ethical conduct.

We actively promote the development of a culture of continuous process improvement and strong business ethics. Each day, we strive to be the preferred service and solution provider within our market segments. We will continue to promote a safe and collaborative work environment where all employees have an opportunity to contribute to our growth and success through their own creativity, work ethic, integrity, and team effort.

Enterprise Risk Management

We employ a comprehensive enterprise risk management process designed to identify, assess, and manage all potential risks that could impact our business operations. Our approach is proactive, and we take every measure possible to mitigate risks and exert control. We hold ourselves accountable for minimizing the likelihood of risks occurring and their potential impact. We understand the importance of providing our executive team with the necessary information they need for informed decision-making, and that's why our financial statements and internal controls undergo annual audits conducted by independent auditors.

We actively collaborate with key stakeholders to identify and prioritize the Environmental, Social, and Governance (ESG) topics that hold significant importance or are deemed "material" to our business. The assessment of our ESG reporting standards and the relevance of specific elements to our business plays a pivotal role in our ongoing materiality assessments. The outcomes are thoroughly evaluated for consistency, and through discussions with our Board of Directors and executive management, we ensure comprehensive consideration of all relevant issues.

> "We actively assess risk as part of our governance responsibilities to our company and stakeholders. We are constantly monitoring economic, regulatory, and social factors that impact our business and the impact our business has on our communities.

Cami Davis
GENERAL COUNSEL

MATERIALITY ASSESSMENT

ENVIRONMENTAL   **SOCIAL**   **GOVERNANCE**

Importance to Stakeholders	MODERATE (impact)	SIGNIFICANT (impact)	MAJOR (impact)
MAJOR		DATA PROTECTION & PRIVACY / SUPPLIER DIVERSITY / TRAINING / PROFESSIONAL DEVELOPMENT	CYBERSECURITY / PROCESS SAFETY / REGULATORY COMPLIANCE / RISK MANAGEMENT / EMPLOYEE RETENTION
SIGNIFICANT	RESPONSIBLE SUPPLY CHAIN	HUMAN RIGHTS / STAKEHOLDER RELATIONS / TRANSPARENCY & REPORTING	DIVERSITY, EQUITY, INCLUSION, & ACCESSIBILITY / PROCESS SAFETY / MINORITY MENTORSHIP
MODERATE	GHG EMISSIONS	CLIMATE CHANGE / ENERGY USE / RESOURCE CONSERVATION / IMPACT ON LOCAL ECONOMY	

Impact on System One's Success

Code of Business Conduct

System One is governed by a comprehensive Code of Business Conduct. This code is based on our commitment to the core principles of integrity, accountability, and our constant drive to do the right thing. Key to our Code is a culture of open communication and striving for early identification and resolution of any issues. We believe that our "open door" policy reflects our dedication to upholding and promoting our Code. We value transparent communication and take any grievances or problems seriously, and encourage the reporting of violations or issues, as it is essential for preserving our culture and core values. Our Code also outlines the expectations for upholding and promoting System One's principles both internally and in interactions with customers, investors, business partners, contractors, and the public.

UPHOLD OUR CORE PRINCIPLES

Basic Responsibilities

To Clients

To Investors

As Employees

OUR RESPONSIBILITES

To the Company

In Dealing with Competitors

In Dealing with Partners & Suppliers

To the Communities in Which We Live

If any stakeholder has concerns or needs to report a potential violation of the Code, we strongly encourage them to bring it to our attention. To support this, in addition to providing several avenues to report concerns, we have established a business hotline where stakeholders can anonymously report concerns.

Global Anti-Corruption

System One has a strict policy against bribery, corruption, and any similar unethical business practices. We ensure that all our employees, contractors, and suppliers comply with all federal, state, and international anti-corruption laws, including the U.S.

Foreign Corrupt Practices Act in all business transactions, whether conducted within or outside the United States. Our employees undergo annual training to keep up with these regulations. We expect our employees and business partners to refrain from engaging

in bribery, kickbacks, improper gift exchanges, or any other incentives associated with System One's business. We also expect employees to avoid any conflicts of interest related to financial interests or arrangements that might be considered inappropriate.

Supplier Code of Conduct

We have strict criteria that our suppliers must follow to do business with us at System One. These principles are outlined in our Supplier Code of Conduct. We value honesty, mutual respect, and consistent commitment to fulfilling obligations, and we look for these same values in all our vendors, subcontractors, and independent contractors. We expect our suppliers to conduct business ethically and transparently.

We have a set of guidelines that we follow when dealing with our suppliers and other third parties. These guidelines promote fair and honest dealings, ethical business practices, and adherence to all applicable laws and regulations. Before starting any business activities, we ensure that an approved agreement is in place with our suppliers.

We actively monitor our suppliers to ensure they comply with our Supplier Code of Conduct. We hold our suppliers accountable

for upholding these standards, and their compliance significantly influences our decision to initiate or continue a working relationship.

" We work hard to ensure that our suppliers share our values. Our Supplier Code of Conduct clearly lays out the expectations we have of our suppliers. "

Daniel Moran
CHIEF FINANCIAL OFFICER

Enterprise Information Security Program

System One has developed a comprehensive Enterprise Information Security Program to ensure the safety and protection of the data it handles. The program includes policies, security architecture, detailed descriptions of information technology security services, and control practices. It also outlines administrative, operational, and technical security measures that have been implemented to protect sensitive or private information during its processing and storage.
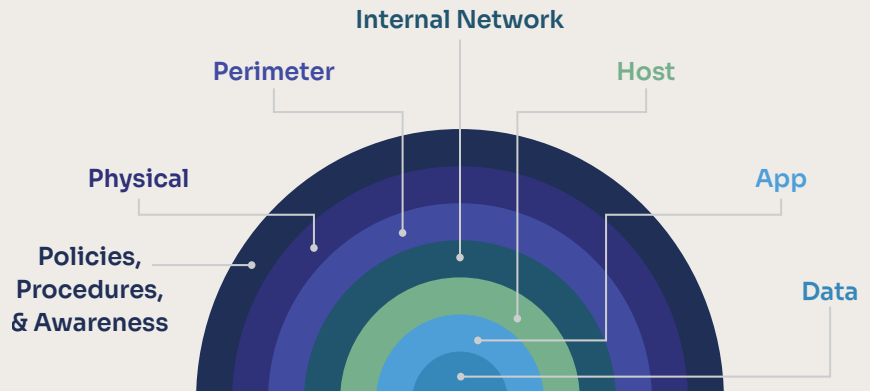
The practice of "Defense in Depth" is utilized at System One, providing several different layers of protection, each working to contribute to the overall protection of information assets.

Business stakeholders and System One's IT teams are jointly responsible for identifying internal and external threats that could result in unauthorized disclosure, misuse, alteration, or destruction of company data.

Risks in a large and diversified computing environment may include, but are not limited to:

- Interception of data traversing network(s).

DEFENSE IN DEPTH LAYERS

Internal Network

Perimeter

Host

Physical

App

Policies, Procedures, & Awareness

Data

- Unauthorized access to sensitive or confidential company information.

- Compromised computer system(s) integrity because of access by an intruder.

- Physical loss of data center, infrastructure, facilities, or computer equipment.

- Errors or other corruption introduced into computer systems or applications.

- Inadequate system administration support practices.

- Loss of system availability.

The Chief Information Officer (CIO) and the Information Security Team are accountable for overseeing and evaluating the company's Information Security Program annually. They also conduct internal security risk assessments whenever significant changes to the computing environment are introduced. The System One Data Security Policy Manuals outline the guidelines for all employees regarding the appropriate use of technology and safeguarding of privacy.

> " As technology evolves and data security risks become more complicated, we work to stay ahead of the curve. Our work focuses on our internal data and cybersecurity protocols, as well as understanding our clients' needs for the work that we do on behalf of our clients. "

Lisa Biondi
CHIEF INFORMATION OFFICER

Appendix

System One has reported the information cited in this GRI content index for the period January 2023 – December 2023 with references to the GRI Standards.

GLOBAL REPORTING INITIATIVE (GRI) STANDARDS: GRI 1: FOUNDATION 2021

GRI 2: GENERAL DISCLOSURES 2021

Issue	Metric	Indicators	System One Disclosures
GRI 2: GENERAL DISCLOSURES	Name of the organization	2-1	System One Holdings, LLC
	Ownership & legal form	2-1	Private, Limited Liability Corporation
	Location of headquarters	2-1	210 Sixth Avenue, Suite 3100 Pittsburgh, Pennsylvania 15222
	Countries of operations	2-1	United States, United Kingdom, Canada
	Date of most recent report	2-3	2023
GRI 3: MATERIAL TOPICS	Process to determine material topics	3-1	Page 37
	List of material topics	3-2	Page 37
	Management of material topics	3-3	Page 37

ECONOMIC DISCLOSURES

Issue	Metric	Indicators	System One Disclosures
Anti-Corruption	Operations assessed for risks related to corruption	GRI 205-1	Page 38-39
	Communication and training about anti-corruption policies and procedures	GRI 205-2	Page 38-49
	Confirmed incidents of corruption and actions taken	GRI 205-3	Zero
Anti-competitive Behavior	Legal actions for anti-competitive bahavior, anti-trust, and monopoly practices	GRI 206-1	Zero

ENVIRONMENTAL DISCLOSURES

Issue	Metric	Indicators	System One Disclosures
Energy	Energy consumption within the organization	GRI 302-1	Page 24-25
	Reduction of energy consumption	GRI 302-4	Page 24-25
Emissions	Direct (Scope 1) GHG emissions	GRI 305-1	Page 24-25 (7689.41 tCO2e)
	Energy indirect (Scope 2) GHG emissions	GRI 305-2	Page 24-25 (29 tCO2e)

HUMAN RESOURCES DISCLOSURES

Issue	Metric	Indicators	System One Disclosures
Occupational Health and Safety	Occupational health and safety management system	GRI 403-1	Page 32
	Hazard identification, risk assessment, and incident investigation	GRI 403-2	Page 32
	Occupational health services	GRI 403-3	Page 32
	Worker participation, consultation, and communication on occupational health and safety	GRI 403-4	Page 32
	Worker training on occupational health and safety	GRI 403-5	Page 33
	Promotion of worker health	GRI 403-6	Page 32
	Workers covered by an occupational health and safety management system	GRI 403-8	Page 32
	Work-related injuries	GRI 403-9	Page 32
Training and Education	Programs for upgrading employee skills and transition assistance programs	GRI 404-2	Page 33
Diversity and Equal Opportunity	Diversity of governance bodies and employees	GRI 405-1	Page 29
Non-Discrimination	Incidents of discrimination and corrective actions taken	GRI-406-1	Zero
Local Communities	Operations with local community engagement, impact assessmnets, and development programs	GRI 413-1	Page 29-31

SUSTAINABILITY ACCOUNTING STANDARDS (SASB): PROFESSIONAL & COMMERCIAL SERVICES

SUSTAINABILITY DISCLOSURE TOPICS & ACCOUNTING METRICS

Topic	Accounting Metric	Code	System One
Data Security	Description of approach to identifying and addressing data security risks	SV–PS–230a.1	Page 40
	Description of policies and practices relating to collection, usage, and retention of customer information	SV–PS–230a.2	Page 40
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	SV–PS–230a.3	1; Fully Mitigated.
Workforce Diversity & Engagement	Percentage of gender and racial/ ethnic group representation for (1) executive mnagement and (2) all other employees	SV–PS–330a.1	Page 29
	(1) Voluntary and (2) involuntary turnover rate for employees	SV–PS–330a.2	32.09%
	Employee engagement as a percentage	SV–PS–330a.3	Page 31
Professional Integrity	Description of approach to ensuring professional integrity	SV–PS–510a.1	Pages 38–39
	Total amount of monetary losses as a result of legal procedings associated with professional integrity	SV–PS–510a.2	No Monetary Loss in 2023

Activity Metric	Unit of Measure	Code	System One
Number of employees by: (1) full–time, (2) temporary, and (3) contract	Number	SV–PS–000.A	(1) – 1798
Employee hours worked, percentage billable	Hours, Percentage (%)	SV–PS–000.B	N/A

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