



CORPORATE SOCIAL RESPONSIBILITY

Building Toward a
Sustainable Future

2020
REPORT

FOREWORD, FROM THE CHAIR



As we prepared to write Assent's 2020 Corporate Social Responsibility Report, we reflected on the differences this year brought for us, and for businesses, organizations, and individuals around the globe.

The negative impacts of the COVID-19 pandemic cannot be understated. It has delayed the achievement of Sustainable Development Goals (SDGs) for many. However, we can prioritize positive change in our decisions as we exit this crisis, with dedicated interventions from businesses, governments, and organizations, among others. We are collectively seeing a renewed urgency to minimize negative impacts on people and the planet, and new opportunities for positive change.

The response to this urgency is a growing focus on sustainability. We are already seeing movement out of the European Union (EU) for mandatory human rights and environmental supply chain due diligence. Investors are focused on sustainability in businesses. Moving forward, there will be a growing pressure for companies to demonstrate their commitment to stakeholder capitalism.

As in previous years, our report aligns with the United Nations Global Compact (UNGC) Ten Principles and the Global Reporting Initiative Core criteria. It describes the story of our company, our efforts to enhance our resilience to short- and long-term risks, and reflects our values as an organization. While this year brought many changes our way, we used the opportunity to renew our focus on the well-being of our employees and the value we bring to our customers, and to model responsible business practices during times of unprecedented global change.

We are all responsible for seizing opportunities for positive change in our business operations and supply chains. Assent strives to lead by example.

A handwritten signature in black ink that reads "Sarah Carpenter".

Sarah Carpenter
Chair, CSR Steering Committee

TABLE OF CONTENTS

Letter From the CEO	1
Assent Compliance: Building Towards a Sustainable Future	2
Economic Performance	12
Environmental Performance	18
Social Performance	24
Conclusion	35
Reporting Index	36

LETTER FROM THE CEO



To our stakeholders,

The future is bright at Assent.

As a company that increases transparency into environmental and social risks across global supply chains, we are uniquely positioned to make meaningful, impactful changes in the world around us.

The insights we provide our customers empowers them to take actions that improve their environmental sustainability, human rights impacts, and ethical business practices. As we work with clients to make the world a better place, it is also important that we continue to lead by example through our own actions.

We are one of a handful of North American software companies to earn “advanced status” with the UNGC, and our commitment to being a good corporate citizen is stronger than ever. We have embedded CSR principles into our products, business practices, and community engagement. Our efforts in this area reflect Assent’s values and who we are as a global organization.

We were tested during the COVID-19 outbreak and lockdowns of 2020, but I am proud that both Assent and its employees demonstrated extraordinary resilience in the face of those challenges. We responded effectively to this global crisis, and leveraged our expertise and software to help other companies do the same.

Our investment in Assent’s employees, communities, and customers sustained our business strength during a year of global upheaval. As we emerge from the pandemic, I commit to leading a business that benefits all of our stakeholders, and that we, as an organization, will demonstrate the values and practices of good corporate citizenry at all levels of our business.

A handwritten signature in black ink, appearing to read 'A. Waitman'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Andrew Waitman
Chief Executive Officer

ASSENT COMPLIANCE: BUILDING TOWARD A SUSTAINABLE FUTURE

Assent is the global leader in supply chain data management. Our cloud-based software provides companies with data and insights to increase transparency in their supply chains, and facilitate informed decisions about the environmental and social impacts of their products. We help companies around the globe achieve sustainable business outcomes and drive change that benefits consumers, workers, community members, and the environment.

Assent's core software and service offerings include:

- ▶ A comprehensive supply chain data management platform.
- ▶ Software modules to manage CSR, vendor management, and product compliance data.
- ▶ Regulatory expertise to develop data management programs.
- ▶ Data automation and machine learning technology.
- ▶ A database containing over 300 million pieces of contact and part data.
- ▶ Extensive supplier and customer support and education programs.

In addition to software, Assent provides free tools, templates, and educational materials to businesses in various industries to support transparent business operations and helps them manage their programs. We provide companies with access to content covering:

- ▶ Industry news and trends.
- ▶ New legislation and its impacts.
- ▶ Changes to existing requirements.

Through our platform, Assent provides solutions to more than 500 customers and a network of 500,000 suppliers. We serve companies in every market and sector, but most of our clients exist within one of five core industries:

- ▶ Aerospace and defense
- ▶ Automotive
- ▶ Electronics
- ▶ Industrial equipment
- ▶ Medical devices

Assent Compliance Inc. is a privately held company with offices in five countries, headquartered in Ottawa, Canada. Our ownership group is formed by a combination of equity firms, founders, and employees. The majority of Assent's business partners are based in top-trading countries such as the U.S., UK, China, and Germany.

We have the continued support of world-class investment firms, and have benefited from Series A, B, and C financing rounds for a total of over \$190 million USD.

INVESTORS & PARTNERS

\$190 Million+ Funding Raised



GREENSPRING ASSOCIATES

Trusted Relationships. Better Outcomes.®



WARBURG PINCUS

Corporate Partners





Our Employee Stock Option Plan encourages our employees to become personally invested in the growth and success of the company and its vision. For this reason, each of our employees receives a set of stock options after their probationary period.

Assent is a proud advocate for sustainable global business practices. It is important that we meet existing regulatory requirements and customer expectations. We also take a proactive approach to our CSR responsibilities in alignment with the UNGC Ten Principles.

KEY THOUGHT LEADERSHIP



Navigating Decent Work Challenges in Multi-Tiered Supply Chains: Leadership Brief (2020)

Assent co-authored a leadership report with the UNGC that guides companies in reducing supply chain vulnerabilities, and offers best practices and examples.

[READ REPORT](#)

EXTERNAL INITIATIVES & MEMBERSHIP OF ASSOCIATIONS

Through our association with external organizations, associations, and initiatives, Assent plays a valuable private sector role in contributing to the environmental and human rights programs of our clients and their suppliers. Since 2017, we have been a signatory to the UNGC and a participant in the Decent Work in Global Supply Chains action platform.

We also collaborated with other organizations on CSR-related data management initiatives in 2020 to enhance the quality and efficiency of supply chain due diligence across the global business landscape. These include:



ETHICS & INTEGRITY

Assent drives transparency between businesses for shared responsible stewardship. We earn the trust of our customers, shareholders, and employees by demonstrating ethical business practices in all our initiatives. Our Ethics Policy, which was approved by our Leadership team in 2020, established our commitment to following ethical business practices in detail. It was published to our internal intranet in 2021 for ease of reference.

We strive to empower our customers to employ the same ethical business practices we promote by improving transparency across their organizations and supply chains through data management, education, and risk mitigation. We make the following commitments to our stakeholders.

CLIENTS

To be our clients' partner in the pursuit of supply chain transparency, and provide service, supplier support, and technology to help them meet their goals.

EMPLOYEES

To foster an inclusive culture that challenges and empowers our team, supporting our shared commitments while enabling positive change.

SHAREHOLDERS

To provide value by growing and developing Assent Compliance through strong leadership, responsible investments, and strategic activities in alignment with the company's core vision and values.

COMMUNITY

To empower our global community by providing processes, solutions, and ideas that help drive transparency and a better tomorrow.

GOVERNANCE

Our Leadership team and Board of Directors bring unique experience in supply chain data management, sustainable business growth, ESG, and entrepreneurship. This promotes the development of products and services that support positive environmental, social, and business outcomes in our clients' supply chains.

Our criteria for nominating and selecting board members includes considerations such as stakeholder involvement, diversity, and independence. Currently, three of the board directors are shareholders, and three are executives. In 2020, we actively sought new directors to join our board to support the next stage of Assent's growth.* There are two committees within our Board of Directors: the Audit Committee and the Compensation Committee, with an independent director sitting on each.

*In February 2021, we nominated Shanti Atkins, our first female board member, to our Board of Directors.

BOARD OF DIRECTORS

Andrew Waitman
Chief Executive Officer
Assent Compliance

Matt Whitteker
Cofounder
Assent Compliance

Jonathan Hughes
Director, Strategic Relationships
Assent Compliance

Sean Cantwell
Managing Partner
Volition Capital

Justin Sadrian
Managing Director
Warburg Pincus

Samuel Lipsick
Vice President
Warburg Pincus

Stephen Marsh
Chairman & Founder
Smarsh

Shanti Atkins
Founder
NAVEX Global

LEADERSHIP TEAM

Andrew Waitman

Chief Executive Officer

Russell Frederick

Chief Financial Officer

Dave Curley

Chief Revenue Officer

Marty Labelle

Chief Product Officer

Heather Frick

Chief Marketing Officer

Keira Torkko

Vice President,
Employee Experience

James Calder

Vice President, Compliance
& Regulatory Programs

Travis Miller

General Counsel

Jonathan Hughes

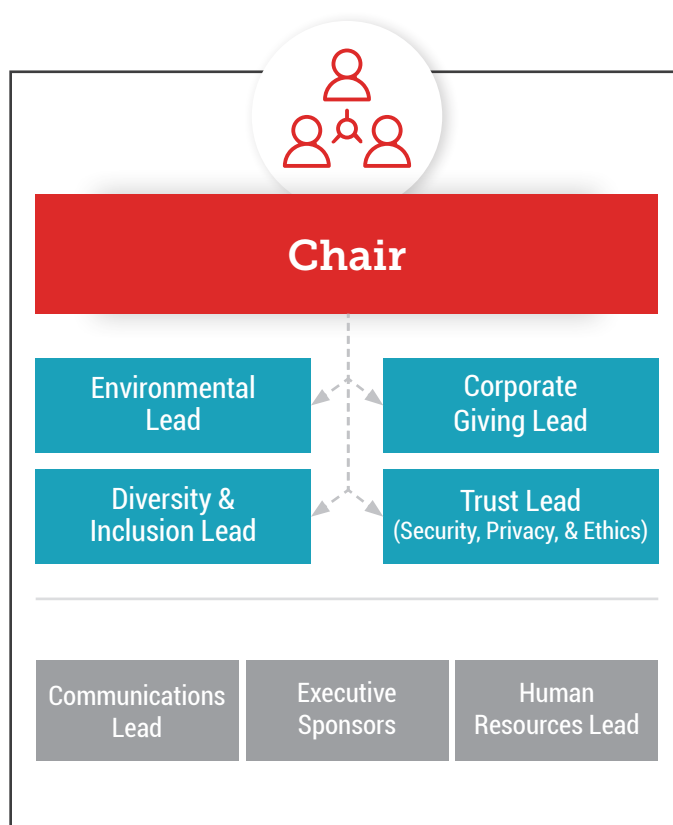
Director, Strategic Relationships

CSR STEERING COMMITTEE STRUCTURE

At Assent, our CSR Steering Committee leads working groups and corporate teams in fulfilling our commitment to the UNGC Ten Principles, and other issues of importance to us and our stakeholders. The CSR Steering Committee is chaired by a CSR expert with broad experience in global best practices. Although implementation is driven by the working groups and corporate teams, the committee has led activities to further embed sustainable principles in company culture. These include:

- ▶ A CSR station and promotional activities at company-wide meetings.
- ▶ Advancing the #csrchamp and #ecowarrior hashtags in our employee recognition platform, Bonusly.
- ▶ Regular updates via company-wide emails.
- ▶ Participation in the UNGC's Young SDG Innovators Program.

Working group leads are supported by executives on the CSR Steering Committee, as well as representatives from Assent's Employee Experience (human resources) and Communications teams. This ensures broad coordination of their work. In 2020, the Steering Committee welcomed a new executive sponsor, the Vice President of Employee Experience, to the group.



STAKEHOLDER ENGAGEMENT

To succeed in our purpose of driving transparency between businesses, we engage and work in partnership with our various stakeholders. This served us well in 2020 as the company responded to unprecedented change brought on by the COVID-19 pandemic. We quickly engaged our stakeholders and made immediate adjustments to accommodate their respective needs — for example, a shift to remote work and increased flexibility in work hours to accommodate parental and medical obligations for employees. There are currently no collective bargaining agreements at Assent.

TABLE 1: STAKEHOLDER ENGAGEMENT STRATEGY

STAKEHOLDER GROUP	STRATEGY	FREQUENCY	KEY TOPICS & ASSENT RESPONSE
Clients	<ul style="list-style-type: none"> ▶ Product Executive Advisory Board ▶ Net Promoter Score surveys ▶ Newsletters, webinars, events, educational content ▶ Industry associations ▶ Direct communications 	Daily	<p>Assent maintains a client-first culture. We welcome feedback on the full range of topics related to our offerings, including:</p> <ul style="list-style-type: none"> ▶ Platform functionality. ▶ Product roadmap. ▶ Regulatory issues. ▶ Satisfaction with support. <p>Assent leverages this feedback to align our future offerings with client needs and enables us to engage them proactively with forward-thinking solutions.</p>
Employees	<ul style="list-style-type: none"> ▶ Net Promoter Score surveys ▶ Company-wide communications and meetings ▶ Anonymous feedback box ▶ Direct communications 	Daily	<p>Assent's Employee Experience team frequently engages employees for feedback on various topics, including:</p> <ul style="list-style-type: none"> ▶ Quality of training provided. ▶ Improvements to workplace culture. ▶ Leadership performance. ▶ Diversity issues. ▶ Ergonomic issues. ▶ Company direction. ▶ Benefits packages. <p>This helps us align the company's growth with employee needs and company interests.</p>

STAKEHOLDER GROUP	STRATEGY	FREQUENCY	KEY TOPICS & ASSENT RESPONSE
Shareholders	<ul style="list-style-type: none"> ▶ Investor meetings ▶ Investor reports ▶ Direct communications 	Monthly, Quarterly	<p>While we share monthly and quarterly results that include both financial performance and key metrics with investors, we also engage them on an as-needed basis to discuss financial decisions as they arise.</p> <p>Information is shared consistently so we have access to comparative figures/information at all times.</p> <p>As result, we are able to gain executive buy-in and feedback on all corporate initiatives with the potential to impact the value of the company.</p>
Communities	<ul style="list-style-type: none"> ▶ Multi-stakeholder initiative meetings ▶ Media reports, webinars, events, educational content 	Weekly	<p>Civil society has raised issues to the business community on behalf of workers and communities. These include the prevalence of modern slavery in global supply chains, and the shift from conflict minerals – which describes the sourcing of four minerals commonly mined in the Democratic Republic of the Congo (DRC) – to responsible minerals, including cobalt.</p> <p>In response, Assent expanded its solutions and educational content to give businesses the tools they need to protect workers and communities in their supply chains from human rights violations.</p>
Supply Chains	<ul style="list-style-type: none"> ▶ Supplier onboarding ▶ Language support where available ▶ Co-hosted webinars and events with customers ▶ Newsletters, webinars, educational content ▶ Industry associations ▶ Direct communications ▶ Knowledge base of regulatory and product knowledge for self-serve education 	Daily	<p>Suppliers in Assent's network are a vital part of our business, and many of our service offerings are geared to support their unique needs. We communicate with them through various channels to get more information on:</p> <ul style="list-style-type: none"> ▶ Regulatory education they need. ▶ Challenges related to data exchange. ▶ How to navigate our Supplier Portal. ▶ Where to access more resources and training. <p>This information informs our content strategy and ongoing enhancements to our products. We engage key suppliers to pilot changes and new products to ensure we meet their business needs. This is important for ensuring our clients are receiving high-quality data from their supplier networks.</p>

REPORTING PRACTICE

Assent aligns CSR reporting with the calendar year. In 2018, we issued our first CSR report to our stakeholders. At that time, we aligned our reporting topics with the UNGC Ten Principles, while leveraging GRI key performance indicators (KPIs) to measure our performance.

Last year, we applied a materiality lens that aligns with the GRI Core framework. The list of Assent's material topics has expanded accordingly. To define our material topics, we assessed stakeholder issues and identified the ones we had the opportunity and responsibility to impact. We also referred to the GRI standards for sustainability context, stakeholder inclusiveness, completeness, and report quality.

There are no restatements of information in the 2020 report. Although we do not have our report externally assured, as a member of the UNGC we submit our report for review and public evaluation.

KEY THOUGHT LEADERSHIP



Addressing CSR: Importance of Reporting

Learn more about the challenges involved in reporting and how companies can use standards to streamline the process.

[VIEW WEBINAR](#)

MATERIAL TOPICS

ECONOMIC

- ▶ Economic performance
- ▶ Corporate giving
- ▶ Market presence
- ▶ Indirect economic impacts
- ▶ Anti-corruption
- ▶ Anti-competitive behaviour



ENVIRONMENT

- ▶ Energy
- ▶ Emissions
- ▶ Effluents and waste
- ▶ Environmental compliance
- ▶ Supplier environmental assessment



SOCIAL

- ▶ Employment
- ▶ Occupational health and safety
- ▶ Training and education
- ▶ Diversity and equal opportunity
- ▶ Non-discrimination
- ▶ Freedom of association and collective bargaining
- ▶ Child labor
- ▶ Forced or compulsory labor
- ▶ Human rights assessment
- ▶ Supplier social assessment
- ▶ Data privacy
- ▶ Socioeconomic compliance



OUR GLOBAL OFFICES



CANADA

Assent Compliance Inc.

525 Coventry Road
Ottawa | ON | K1K 2C5
Canada

UNITED STATES

Assent Compliance USA Ltd.

20 E Broad ST FL 8
Columbus | OH | 43215-3403
U.S.A.

NETHERLANDS

Assent Compliance Netherlands B.V.

Barbara Strozilaan 101
1083 HN | Amsterdam
Netherlands

MALAYSIA

Assent Compliance Malaysia Sdn. Bhd.

Unit 9.02, Menara Boustead
Penang
39, Jalan Sultan Ahmad Shah
10050 Penang

KENYA

Eldotec

Eldoret Daima Plaza
(MUPS Plaza), 21st floor,
Uganda-Nairobi Road
Eldoret, Kenya

ECONOMIC PERFORMANCE

Assent Compliance is one the fastest-growing technology companies in North America. Our software, services, and expertise empower clients to strategically manage their corporate social responsibility, vendor, and environmental programs.

77%

of annual recurring revenue (ARR)
generated from programs that
protect people and the planet

45%

net revenue
growth in 2020

European market
contributed

9%

of gross 2020 ARR

North American
market contributed

91%

of gross 2020 ARR

While adjustments needed to be made in response to COVID-19, and impacts were felt on the business, demand for Assent's products and services actually grew in 2020. Supply chain resilience was a core theme in business last year, and our work in that space, specifically around assessment of supply chain risk, resulted in robust financial performance for Assent.

CORPORATE GIVING IN 2020

Assent is proud to share a portion of our revenue to support our local communities. In 2020, we launched a new global program to give every employee one volunteer day per year to donate their time to support issues of personal importance. We responded to COVID-19 by pivoting our corporate giving strategy to meet new and emerging societal needs as a result of the pandemic.

In 2020, corporate giving and charity volunteer work included:

- ▶ Raised \$17,500 through employee giving programs for Make-A-Wish Eastern Ontario.
- ▶ Donated \$4,000 in meals to local first responders, including teams at the Ottawa Hospital Civic campus, Ottawa Hospital General campus, Children's Hospital of Eastern Ontario, and the Ottawa Paramedic Service.
- ▶ Allocated \$5,000 to be donated to Ottawa charities in December, with donations to be aligned with employee feedback via survey.
- ▶ Donated thousands of masks to the Ottawa Mission, the Ottawa Heart Institute, and local long-term care facilities to support public health.
- ▶ Our Malaysian office purchased the most required items for the Mutiara Food Bank, which provides temporary shelter, food, and daily necessities for the homeless.

5,000 hours

available annually for our employees
to invest in their communities



GIVING SPOTLIGHT: LILAH'S WISH

On an annual basis, Assent grants at least one wish through the Children's Wish Foundation, which merged with Make-A-Wish in 2020. While working from home during COVID-19, corporate giving volunteers had to reimagine their approach to fundraising without in-person events.

Despite the pandemic's challenges, the committee ran a silent auction (with mentorship hours from Assent's executives fetching top bids), and found other creative ways to raise money, completely virtually. With dollar-for-dollar matching from Assent co-founder Jonathan Hughes, the team raised \$17,500, well above the \$10,000 goal.

Assent employees were able to grant a wish for a local teenager named Lilah, who wanted a home gym. A competitive athlete prior to getting sick, Lilah wished for easy access to athletic equipment, particularly during the pandemic. In mid-February 2021, Lilah was surprised, at a COVID-safe distance, with her wish and home gym.

MARKET PRESENCE

Assent is the global leader in our space. As such, we place great value on having a global presence within the markets we serve. Over the last three years, Assent has expanded into Europe and Asia, and has continued to grow our employee base across all regions.

EMPLOYEE BREAKDOWN:

Total number of employees in 2020

564

United States:

35 (6%)

Malaysia:

14 (2%)

Canada

330 (59%)

Europe

20 (3%)

Kenya

171 (30%)

Our hiring practices are informed by the needs of our clients and the business as a whole, such as growing our key regions and hiring appropriately for the functional requirements of those subsidiaries. This year, Assent adapted quickly to the COVID-19 pandemic by pivoting to a primarily mobile, remote workforce in accordance with public health guidelines.

We continued to expand our workforce in tandem with this pivot to align with our company's growth, like adding language capacity through hiring, and increasing our hires in a number of countries in the EU. Despite the challenges the pandemic presented, we maintained our commitment to hiring new immigrants, and providing learning and development initiatives that enable our diverse, global workforce to succeed.

95%

of senior management hired
from local communities

INDIRECT ECONOMIC IMPACTS

Delivering economic value to our clients lies at the core of what we do. Our platform technology and Managed Services enable companies to maximize core resources and prepare for changes to the regulatory landscape. The cost-efficiency results of this are quantifiable, but the long-term benefits are equally important.

Assent's solutions create positive outcomes by building transparency between our clients and their suppliers. The exchange of data on our platform allows clients to dive deep into their complex supply chains, and understand the social and environmental impacts of their operations globally.

Through our software, services, and resources, our clients and their suppliers are empowered to:

- ▶ Ensure parts and products are safe for people and the environment.
- ▶ Redirect waste from landfills and protect workers from hazardous substances.
- ▶ Protect workers and communities in the supply chain from human rights abuses.
- ▶ Source materials ethically and sustainably.
- ▶ Enforce ethical business policies.

THE ASSENT COMPLIANCE COVID-19 SUPPLY CHAIN IMPACT MAP

In 2020, Assent responded to the emerging global pandemic by developing an application that allows users to assess potential supply chain impacts due to COVID-19.

You can find the application [here](#).

This application was developed and rapidly deployed, free of charge, to Assent customers and the public via our website. As supply chain risk experts, we felt it important to support companies as they navigated the new challenges brought on by COVID-19. While many manufacturers began producing personal protective equipment (PPE) for frontline workers, we tapped into our areas of expertise to help get those goods to those who needed them.

Assent will continue to seek opportunities to respond to market and global needs in this way.

ANTI-CORRUPTION

As Assent continues to grow, we face new risks to our company and brand. To maintain transparency in our business relationships throughout this high-growth phase, we have implemented a range of controls and activities, including:

- ▶ Providing employees with anonymous access to an online grievance and feedback channel, which is reviewed by key internal stakeholders.
- ▶ Coursework on ethical decision-making.
- ▶ Building code of conduct guidelines, with subsections on:
 - ▷ Upholding the law.
 - ▷ Fair competition.
 - ▷ Conflicts of interest.
 - ▷ Gifts.
 - ▷ Gratuities.
 - ▷ Business courtesies.
- ▶ Writing anti-bribery, anti-corruption clauses into high-risk business contracts.

Although our employees are trained on navigating high-risk business arrangements, given the nature of our services, we recognize the need for both oversight and

ongoing, thorough engagement to mitigate corruption risk. We verify our efforts through business tool reports, internal and external audits, and multi-stakeholder review of all policies and frameworks.

In 2020, Assent did not perform new or refresher bribery and corruption training with employees or board members. However, we moved this training into a more appropriate functional department within the organization as part of a broad ethics program at Assent.

As a private company whose clients have significant confidentiality requirements, Assent does not disclose client information to the public. We do, however, review the business policies of our clients to ensure they do not present a risk to our company. Often, these policies are reflected within our contractual agreements, and we work proactively to ensure they are upheld.

Assent currently has no confirmed incidents of corruption or bribery within our company or in the context of our business relationships. We also take anti-bribery, anti-corruption practices into consideration when we evaluate our own suppliers.



ANTI-COMPETITIVE BEHAVIOUR

Assent is dedicated to ethical, fair, and vigorous competition. We maintain these principles through all stakeholder relationships, including those with prospects, clients, and their suppliers.

Assent Compliance's products and services are sold on the basis of their value. We invest significantly in marketing and sales talent to communicate these benefits accurately, and contribute resources toward the growth of our product engineering and development teams to ensure our platform is the most effective, scalable solution on the market. We do not participate in unethical sales or marketing behaviour.

As a facet of our external engagement strategy, we regularly participate in industry associations to develop streamlined data exchange standards. These organizations maintain strict internal policies that govern how standards are developed and ensure they address the concerns of all companies equally.

We do not offer or solicit improper payments or gratuities in either client or procurement relationships, or participate in unlawful customer boycotts.

Assent verifies compliance with these policies through similar methods outlined in the Anti-Corruption section of this report, including multi-stakeholder policy review, video monitoring, business tool reports, and internal and external audits. We have not been associated with any claim, prosecution, or allegations related to anti-competitive behavior, antitrust, or monopoly practices.

ENVIRONMENTAL PERFORMANCE

ENERGY

As a company that does not manufacture physical goods, Assent's energy needs are not heavy. However, we view this as a material issue from a leadership standpoint, given the impacts of energy on the environment.

Assent has made a commitment as a UNGC participant to provide transparency into our footprint. Many of Assent's global offices are located in buildings where energy consumption is managed by the property owner, limiting our ability to measure our environmental impacts. Despite these constraints, Assent continues to make efforts to reduce its overall consumption.

The COVID-19 global pandemic meant a quick pivot to effectively shutting down our offices and supporting the majority of our workforce remotely. This dramatically reduced our energy consumption, as we required less energy to operate day-to-day. This shift underscored the benefits of a hybrid approach to our operations, ultimately helping us to further reduce our carbon footprint. With a reduction in the energy required to operate and fewer team members commuting to the office, there are valuable takeaways for our operations long-term.

In 2020, some additional efforts included:



Using energy-efficient monitors and screens.



Reducing unnecessary lighting in our offices.



Normalizing remote sales engagement and events, reducing staff travel for most of the year.



Renovating our headquarters to be more energy efficient.



As part of our office renovations, requiring contractors and suppliers to include sustainability elements in their proposals.



Closing one of our Ottawa offices as part of our hybrid approach.

As a result of Assent's office closures and remote work policy during 2020, reporting on energy consumption in our offices is not included here.

THE VEGAN COOKBOOK

The production of meat around the world requires massive water and energy consumption, and contributes significantly to greenhouse gas emissions and global warming each year.

In an effort to help Assent employees understand their own personal environmental impacts and take steps to reduce them, Assent's Environmental Working Group published a vegan cookbook and shared it around the organization. Recipes were solicited from within the organization, and employees were encouraged to share pictures of their meals with each other on Assent's internal communications channels.

ENERGY-EFFICIENT DATA STORAGE

Assent's IT department has looked to external data centers as our storage requirements continue to expand. Cloud servers **have been found to reduce energy consumption** by up to 84 percent by optimizing resource utilization.

Our client data is stored within industry-leading Amazon Web Services (AWS) facilities. While AWS performs ongoing systems optimization, the company is also working toward 100 percent renewable energy sourced from privately-owned solar stations in Virginia, North Carolina, Ohio, and Indiana. In 2018, AWS put its usage at over 50 percent renewable.

EMISSIONS

As a software and service provider, Assent is not a heavy emitter. Much of our emissions come from air travel.

In 2020, as part of our COVID-19 pandemic response, we immediately cancelled all business travel. We rely entirely on teleconferencing technologies like Zoom to host all our meetings, including those held locally. Looking ahead to 2021 and beyond, this shift has normalized remote sales engagement and events, which we expect will lead to a long-term reduction in our air travel once borders reopen.

EFFLUENTS & WASTE

Waste diversion infrastructure is essential to our sustainable growth. When our offices are open, we provide employees with snacks, subsidized lunches, and refreshments. We recognize the considerable waste management challenge this creates, in addition to existing office waste issues.

The company's continuous waste reduction efforts include:

- ▶ Ensuring compost is included in our waste management service contract.
- ▶ Providing waste diversion stations, with separate dividers for:
 - ▷ Paper and cardboard.
 - ▷ Metals and plastics.
 - ▷ Compost.
 - ▷ Landfill.
- ▶ Waste control audits to measure year-over-year performance.
- ▶ Providing personal reusable cutlery to all employees.
- ▶ "Swap days" among team members for various goods, including toys and books.
- ▶ Using an online expense claim system to eliminate the need for paper receipts.

- ▶ Requiring employees to bring their own reusable glasses to company mixers.
- ▶ Running plastic-free months.
- ▶ Annual Earth Day celebrations.
- ▶ Volunteer waste monitors at lunch to encourage correct disposal.
- ▶ Educational materials to facilitate learning on proper waste management.

We adjusted our procurement strategies to work in cohesion with these enhancements to our facilities, communicating with caterers to keep single-use plastics and styrofoams out of our garbage bins.

In 2020, the majority of our employees worked remotely due to the COVID-19 pandemic. As such, we did not conduct waste audits for the year. However, employees were encouraged to limit their plastic use over the span of a month while working from home. In the future, Assent will continue to perform annual waste audits to track our success metrics as we engage complex issues around plastics and paper waste.



THE WASH PLEDGE

In 2020, Assent took the pledge for access to safe water, sanitation, and hygiene (WASH), committing to make these available at the workplace for all employees. In addition, we committed to taking the same action in our supply chain and our communities.

An example of this commitment in action is the donation of 20 handwashing tanks to be circulated by the government in Uasin Gishu County, where our Kenyan subsidiary is located. These handwashing stations, placed in strategic locations, give the community access to best health practices during COVID-19.



ENVIRONMENTAL & SOCIOECONOMIC COMPLIANCE

Assent maintains compliance with environmental and socioeconomic requirements, as placed upon us by regulatory bodies and our downstream customers. We commit to providing leadership in this area to employees, our community, and clients.

Assent has invested in a team of well-established, experienced, and knowledgeable global compliance professionals who are focused on topics such as:

- ▶ Hazardous substances.
- ▶ Responsible minerals sourcing.
- ▶ Human rights.
- ▶ Sustainability.
- ▶ Environmental compliance.
- ▶ Anti-bribery, anti-corruption.
- ▶ Labor rights.
- ▶ Waste.
- ▶ Medical device safety.

Assent's experts monitor the CSR landscape to keep the world's largest corporations informed about global best practices, and disseminate free-to-access education throughout the entire supplier landscape. We also follow their guidance on our own initiatives to ensure not only are we comply with the regulations we are in scope of, but that we demonstrate leadership in this area for the betterment of our company, employees, and communities.

Assent has not been subject to significant fines, non-monetary sanctions, or litigation brought forward through dispute-resolution mechanisms associated with environmental or socioeconomic non-compliance.

SUPPLIER ENVIRONMENTAL & SOCIAL ASSESSMENT

Assent is committed to promoting strong CSR values throughout its operations and supply chain, per the UN Guiding Principles on Business & Human Rights. We actively partner with suppliers that operate with respect for environmental and ethical standards.

In our offices, every department is stocked with sustainable supplies, from IT equipment to food and beverages. We purchase from consumer goods retailers around the world, and do our best to source from vendors who reflect our CSR goals of sustainability and social responsibility.

Over 70 percent of our vendor spend is allocated to four categories: consultants, software, benefits, and facilities. We will prioritize these four categories in terms of spend analysis, vendor screening, and overall alignment with our CSR values moving forward.



SOCIAL PERFORMANCE

EMPLOYMENT

Ottawa is a cultural and educational hub, vibrant with tech talent belonging to every ethnicity, religion, and sexual orientation. As a company with international operations, our workforce is built on diversity. That diversity translates into a distinct market advantage for Assent, while also creating positive cultural dynamics within our employee base.

Assent pursues this talent aggressively, both domestically and abroad. This is crucial to providing our customers with adaptive, essential solutions to their data management challenges. As a service provider, we have a responsibility to ensure we do not present a risk to their companies, and that we are modeling sustainable business operations.

We are committed to our clients, and our communities through the UNGC, to promote the UN Ten Principles and SDGs through our business operations.

At the foundational level, our labor standards are in line with the Ontario Employment Standards Act, and any other laws specific to regions in which our employees work.

In addition to various office perks (when it is safe for our offices to be open), we offer competitive salaries and generous benefit packages administered by Canada Life Assurance Company in Ottawa, Aetna and Sun Life in the U.S., and Jubilee Insurance in Eldoret.

We also nurture our corporate culture by investing in the Bonusly application. Bonusly provides our team members with a way to share tangible rewards and positive feedback with each other, and provides transparency into employee success.



OVER

49,500
bonuses
GIVEN IN 2020

95%

of employees
received recognition
from peers

95%

of employees
gave recognition
to peers

Although we do not provide parental leave coverage beyond legal requirements, we meet all labor-related legislation, in every country in which we do business. Employment policies are shared during the onboarding process and reviewed by human resources management. This sets expectations for employees and their managers. We perform ongoing training workshops for any personnel who manage employees to ensure they have the skills to maintain a fair, caring workplace.

BENEFITS OVERVIEW: OTTAWA HEADQUARTERS

In Ottawa's Assent headquarters, Ass-
tees receive an attractive benefits
package that includes:

- Healthcare.
- Hospital and nursing care in case of illness.
- Paramedical practitioners with a competitive range of deductibles.
- Prescription drugs.
- Vision care.
- Dental care.
- Employee assistance program for emotional support, legal guidance, financial resources, wellness tools, and work-life balance guidance.
- Life insurance.
- Critical illness benefits.
- Long-term disability.
- Stock ownership.



WOMEN IN TECHNOLOGY & SALES: TRANSPARENCY IN EMPLOYEE ISSUES

A business landscape that values the contributions of women and men equally creates more revenue, contributes to happier lifestyles, and builds better companies.

Currently, 52 percent of Assent management is female, compared to 35 percent in the Canadian private sector more broadly. To maintain transparency into women's issues, the Women in Technology Employee Resource Group engages Assent's community through:

- ➔ Mentorship programs with female leaders within the company.
- ➔ Discussion about the personal and business benefits of an equal society.
- ➔ Coping mechanisms for overcoming impostor syndrome.
- ➔ Insight on how to navigate the male-dominated sales and technology fields.
- ➔ A positive culture of support among women.

Together, these initiatives have helped create an inclusive, open forum for female champions to support each other as they build their careers and approach the future with tenacity.

OCCUPATIONAL SAFETY & HEALTH

We believe that employee engagement is key to maintaining a safe workplace. At our headquarters, Assent has built an internal, employee-led committee to manage occupational health and safety, leveraging best practices and standards **outlined by the province of Ontario**.

Led by two Ontario-certified representatives (one for management, one for employees), our Joint Health and Safety Committee has a total of six members. Participation is voluntary, and its purpose is to resolve workplace safety-related disputes between employees and managers, and make health and safety recommendations to the human resources executive. The group's work in 2020 included:

- ▶ Emergency response preparedness testing.
- ▶ Emergency response training.
- ▶ Dissemination of learning materials.
- ▶ Maintenance of a fire marshal program.

Assent has complemented this with a range of offerings and initiatives that maintain the well-being of our workforce, including:

- ▶ A \$200 wellness bonus for each employee to spend on health-related activities or equipment for their home offices.
- ▶ Partnership with GoodLife Fitness to provide discounted memberships.
- ▶ Free virtual fitness classes offered throughout the year.
- ▶ Mental health and stress management workshops for employees.

This year, Assent had no reported injuries, occupational diseases, lost days, absenteeism, or fatalities as a result of work-related injuries.

RESPONDING TO THE COVID-19 PANDEMIC

The COVID-19 pandemic has changed the way businesses operate. In 2020, Assent's leaders closely monitored global COVID-19 developments.

We formed an executive committee that began meeting daily to monitor and plan Assent's response to the pandemic. By March, Assent had already implemented new health and safety training and procedures across all our offices to protect workers from contracting COVID-19.

Assent's response exceeded local health authority guidelines. Some of Assent's response initiatives to COVID-19 included:

- ▶ Shifting to a remote workforce with adjusted work from home policies.
- ▶ Office closures.
- ▶ Investing in new technologies and tools to enable successful transitions to remote work.
- ▶ Handwashing training and virus education programs for employees.
- ▶ Establishing a COVID-19 resource and news center on the Assent intranet.
- ▶ Providing free PPE kits to all global employees (masks, sanitizer, wipes).
- ▶ Financial bonuses for each employee to invest in personal health and wellness.
- ▶ Mental health education and support programs during lockdowns and quarantines.

Our response to COVID-19 was immediate. However, we have also undertaken ongoing initiatives to improve health and wellness for employees beyond the eventual end of the pandemic.

- ▶ Complete renovation of Assent's headquarters to include new air filtration systems and adequate space in walkways and rooms for social distancing.
- ▶ Permanent work-from-home/remote work policies.
- ▶ Flexible health benefits for employees to customize benefits to their personal needs.
- ▶ As offices reopen, clear guidelines on the use of PPE and social distancing at all Assent locations and events.
- ▶ Improved cleaning requirements for offices.

TRAINING & EDUCATION

Assent places high value on continuous learning and growth for all employees. As such, we prioritize investment in ongoing learning and development initiatives. We have personnel with professional skills for developing educational coursework on a variety of topics. We leverage these assets to build employee training plans into our internal learning management system (LMS), with custom learning paths on manager training, security and compliance, employee resources, and onboarding.

We complement these resources with additional offerings that include: personal and professional mentorship from our executives, an online book club to promote books recommended by our CEO and co-workers, and, in some cases, credits or reimbursement for purchasing copies of these materials. Although we have not acquired average annual training metrics, each employee receives a baseline of 18 mandatory hours of education and training, with various optional opportunities throughout the year.

These include:

- ▶ Three days for dedicated professional development.
- ▶ Two hours of career development check-ins.
- ▶ Ongoing one-on-one check-ins.
- ▶ Twelve hours of optional learning sessions through our annual Drop Everything And Learn (D.E.A.L.) workshop.
- ▶ Twenty-four hours of optional technology training through our bi-monthly Tech Talk.
- ▶ Twelve hours minimum of optional corporate social responsibility skills development.
- ▶ Optional discretionary training through our Assent Academy LMS.
- ▶ Opportunity to make the business case for additional skills upgrade subsidies.

While we have various success metrics for each of these initiatives, we do not have average per-employee totals. We plan on building this transparency to gain better insights into how much training each employee is actually receiving, enabling us to better nurture their personal and professional growth in the future.

DIVERSITY, EQUAL OPPORTUNITY, & NON-DISCRIMINATION

Assent's workforce reflects our commitment to diversity, and we work in collaboration with various stakeholder groups to nurture an inclusive, discrimination-free environment where our differences are respected and celebrated.

Assent reports on gender diversity in its operations both as an ethical responsibility and as part of its requirements under the GRI and UNGC. Our diversity and equal opportunity practices are reviewed and championed by our human resources executive and the company's Diversity and Inclusion Working Group. Initiatives include:

- ▶ Creation of employee resource groups to engage targeted demographics on a range of fronts, including:
 - ▷ Multicultural issues.
 - ▷ Women in technology.
 - ▷ Accessibility.
 - ▷ Mental health.
 - ▷ Pride (LGBTQ2I+).
 - ▷ Young professionals.
 - ▷ Employees with family considerations.
- ▶ Holding company-wide celebrations for diversity groups, including National Pride Month and Black History Month.
- ▶ Creation of learning materials on diversity and inclusion.
- ▶ A company-wide diversity and inclusion policy.
- ▶ Training on non-discrimination and unconscious bias.
- ▶ Diversity and inclusion training for the Leadership team from a third-party expert.

BLACK LIVES MATTER

It would be impossible to talk about 2020 without acknowledging the importance of the Black Lives Matter movement, and the events that led up to those protests in the U.S. and around the world. Assent is a racially diverse community. With support from Assent's leaders, our Diversity and Inclusion Working Group provided support to employees during this difficult time. Through training, support initiatives, and open discourse, Assent employees were able to learn more about the reasons behind the protests and engage in meaningful discussions around this important social issue.

Assent is a diverse workplace with broad representation. Our Employee Resource Groups have nurtured a sense of social community, enabling employees with common backgrounds to share their experiences with each other. With oversight from our human resources department, the groups give us transparency into how to maintain an inclusive culture, and introduce initiatives that promote a sense of belonging and help us retain talent.

Although Assent is a multicultural workplace, we do not yet report on ethnic diversity. However, we can share that our company has no reported incidents of discrimination and, therefore, no remedial actions were necessary.

HUMAN RIGHTS

Assent supports the global business landscape as it expands toward mandatory annual human rights reporting. Because many of Assent's clients have made a financial and organizational commitment to evaluating the actions of their supply chains, we have a responsibility to do the same. Furthermore, UNGC participation sets a clear standard for ethical labor. While meeting regional guidelines, we also have internal policies and course work to promote a fair, ethical workplace.

The rights of Assent's employees are articulated and shared in our Business Code Guidelines, which encompass respect for the individual. We also make a Workplace Harassment and Violence Policy course available on Assent Academy. The course educates employees on all forms of workplace harassment, including violence, bullying, threats, and unwanted sexual advances.

We also post guidelines on appropriate communication using company phones, instant messaging applications, email, and non-essential communications. This reduces incidents of harassment and verbal abuse.

Assent performed a risk analysis of its operations in 2019 on a range of material issues, including freedom of association and collective bargaining, child labor, and forced labor. At that time, we did not find any high-risk operations. We intend to re-perform this risk analysis in the near future.



GENDER DIVERSITY: START OF YEAR, 2020



LOCATION	HEADCOUNT JAN. 1, 2020	HIRED 2020	MALE	FEMALE	MALE UNDER AGE 30	MALE AGE 30-50	MALE AGE 50 OVER	FEMALE UNDER AGE 30	FEMALE AGE 30-50	FEMALE AGE 50 OVER
Total	543	150	83	63	46	29	7	43	18	2
Europe	8	11	7	4	1	5	1	2	1	1
Asia	8	6	0	6	0	0	0	6	0	0
U.S.	23	14	8	6	1	4	3	3	3	0
Eldoret	128	45	20	25	18	2	0	21	4	0
Canada	376	74	48	22	26	17	4	11	10	1

GENDER & AGE DIVERSITY: TOTAL COMPANY, 2020



	NUMBER OF EMPLOYEES 2020	MALE	FEMALE	UNDER AGE 30	AGE 30-50	AGE 50 OVER
Number	532	298	232	228	259	40
Percent		56.02%	43.61%	42.86%	48.68%	7.52%

GENDER EQUALITY: SALARY REMUNERATION, 2020



LOCATION	RATIO, MALE:FEMALE
Europe	1.27:1
Asia	N/A
Canada	1.18:1
Eldoret	1.05:1

FREEDOM OF ASSOCIATION & COLLECTIVE BARGAINING: MEDIUM RISK

Assent has offices in several countries, none of which are located in a country that prohibits freedom of association or collective bargaining. In most cases, the ability to unionize is a well-established and fundamental human right.

While Assent employees are under no immediate duress, we are in the process of developing a policy that protects their human and labor rights, including the right to freedom of association and collective bargaining. Currently, no restrictions are placed on the ability of our employees to organize themselves.

However, because we have offices in the U.S. and Malaysia, there is a risk of these rights being violated. In these jurisdictions, there are well-documented instances of trade union leaders being harassed and intimidated, and denials of the right to bargain collectively. We are committed to maintaining oversight and transparency in these environments to ensure all regional labor laws are being respected.

CHILD LABOR: VERY LOW RISK

Before making any employment offer, Assent investigates each employee's age and background to determine that they are not minors and are able to work as defined by national and international laws. These practices apply to all countries in which we operate.

Although child labor can happen in any country, our risk is very low. Assent does not have operations in at-risk industries, and our direct exposure to child labor risk is minimal. However, there is the possibility of indirect risk through our supply chain, including providers of goods and services.

KEY THOUGHT LEADERSHIP



Human Rights Benchmarking in the Apparel Sector

View our webinar for practical takeaways on enhancing your human rights and forced labor due diligence program.

[VIEW WEBINAR](#)

FORCED OR COMPULSORY LABOR: VERY LOW RISK

Assent has robust assessment processes in place to ensure we are not intentionally or unintentionally involved in forced labor. We recruit all employees directly and do not use recruiters, thereby eliminating the risk of recruitment fees and debt bondage.

All employees receive detailed agreements stating the conditions of employment in compliance with regional labor laws. This includes the employer's right to terminate their employment at any time upon giving reasonable notice.

Although forced labor can happen in any country, our risk is very low. Assent does not have operations in high-risk industries, and our direct exposure to forced labor is minimal. However, we are aware of the possibility of indirect risk through our supply chain, including providers of goods and services.



COLLABORATION WITH THE SOCIAL RESPONSIBILITY ALLIANCE

The Social Responsibility Alliance (SRA) facilitates human and labor rights data acquisition to help companies positively influence their supply chains and improve the lives of those impacted by human rights violations.

In 2020, Assent Compliance continued its role as a convening force for the SRA, providing companies with the open-source tools, resources, and support they need to build ethical supply chains.

The initiative developed the Slavery and Trafficking Risk Template (STRT), an open-source tool maintained by the SRA's multi-stakeholder Development Committee.

DATA PRIVACY

Assent collects sensitive information from millions of global clients, suppliers, and stakeholders on an annual basis. They trust us to keep their regulatory and business data private and secure through state-of-the-art security and privacy programs, and by disclosing our risk mitigation efforts to external stakeholders, our board, and shareholders.

When applicable, Assent enters into formal data processing agreements (DPAs) with customers that acquire, transfer, and store personally identifiable information (PII). Assent applies the necessary physical, technological, and administrative measures to protect personal data and ensure compliance with client agreements and data stewardship laws. These include:

- ▶ Appointing a Data Protection Officer (DPO) to oversee our privacy program.
- ▶ Forming a cross-functional privacy team to review all organizational activities that involve PII, and handle both internal and external privacy inquiries.
- ▶ Implementing a series of privacy policies.
- ▶ Mandatory annual security and privacy training for all employees.
- ▶ Encrypting data in transit and at rest.
- ▶ Building risk management and threat identification plans.
- ▶ Maintaining annual SOC 2 Type II certification, with a report available upon request.

We had no substantiated complaints concerning breaches of data privacy or losses of customer data. To keep pace with the evolving data security landscape, we perform annual reviews of our privacy program and its management approach, supported by both internal and outside legal counsel. We discuss new and emerging privacy laws and regulations during the organization's monthly privacy council meetings, and adjust our systems accordingly.



CONCLUSION

As with many companies, Assent had to take steps to maintain employee health and build resilience during the global COVID-19 pandemic. Throughout 2020, efforts were made across all aspects of the organization to support employees and maintain business operations.

Alignment with GRI Core criteria helped us reflect the full sustainability goals of Assent, both as an employer and as a business. Ultimately, we are on a shared journey with our clients to support transparency and drive ethics in decision-making that lead to better business outcomes.

We are here to help companies build revenue through their supply chain due diligence programs, and support the transparency needed to drive positive change.

REPORTING INDEX

UN SUSTAINABLE DEVELOPMENT GOALS

SUSTAINABLE DEVELOPMENT GOAL	PAGE #	SUSTAINABLE DEVELOPMENT GOAL	PAGE #
Goal 1: No Poverty	5, 13, 24	Goal 10: Reduced Inequality	5, 26, 29
Goal 2: Zero Hunger	5, 13	Goal 11: Sustainable Cities and Communities	2, 5, 9, 20, 24
Goal 3: Good Health and Well-being	5, 30	Goal 12: Responsible Consumption and Production	2, 15
Goal 4: Quality Education	15, 16, 17, 21, 28, 29	Goal 13: Climate Action	5, 18, 20, 21
Goal 5: Gender Equality	5, 26, 29, 31	Goal 14: Life Below Water	5, 22
Goal 6: Clean Water and Sanitation	5, 21, 23	Goal 15: Life on Land	5, 20, 21
Goal 7: Affordable and Clean Energy	20, 21	Goal 16: Peace and Justice Strong Institutions	5, 16, 17
Goal 8: Decent Work and Economic Growth	4, 5, 6, 8	Goal 17: Partnerships to Achieve the Goal	3, 5, 8
Goal 9: Industry, Innovation and Infrastructure	2, 5, 23, 24		

UNITED NATIONS GLOBAL COMPACT TEN PRINCIPLES

PRINCIPLE	PAGE #	PRINCIPLE	PAGE #
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	22, 23, 30, 32, 33	Principle 6: The elimination of discrimination in respect of employment and occupation.	22
Principle 2: Make sure that they are not complicit in human rights abuses.	22, 23, 30, 32, 33	Principle 7: Businesses should support a precautionary approach to environmental challenges;	4, 23
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	22, 23, 30, 32, 33	Principle 8: Undertake initiatives to promote greater environmental responsibility; and	18, 20, 21, 22, 23
Principle 4: The elimination of all forms of forced and compulsory labor;	22, 23, 30, 32, 33	Principle 9: Encourage the development and diffusion of environmentally friendly technologies.	20, 21, 22
Principle 5: The effective abolition of child labor; and	22, 23, 30, 32, 33	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	16, 17, 22

GLOBAL REPORTING INITIATIVE CORE KPIS

GRI TOPIC	KPI	DESCRIPTION	PAGE #
Organizational Profile	102-1	Name of the organization	2
Organizational Profile	102-2	Activities, brands, products, and services	2
Organizational Profile	102-3	Location of headquarters	11
Organizational Profile	102-4	Location of operations	11
Organizational Profile	102-5	Ownership and legal form	3
Organizational Profile	102-6	Markets served	3
Organizational Profile	102-7	Scale of the organization	31
Organizational Profile	102-8	Information on employees and other workers	31
Organizational Profile	102-9	Supply chain	2
Organizational Profile	102-10	Significant changes to the organization and its supply chain	2
Organizational Profile	102-11	Precautionary principle or approach	4
Organizational Profile	102-12	External initiatives	5
Organizational Profile	102-13	Membership of associations	5
Strategy	102-14	Statement from senior decision-maker	1
Ethics & Integrity	102-16	Values, principles, standards, and norms of behaviour	6
Ethics & Integrity	102-17	Mechanisms for advice and concerns about ethics	6
Governance	102-18	Governance structure	6
Governance	102-22	Composition of the highest governance body and its committees	6
Governance	102-23	Chair of the highest governance body	6
Governance	102-26	Role of highest governance body in setting purpose, values and strategy	6
Governance	102-27	Collective knowledge of highest governance body	6
Stakeholder Engagement	102-40	List of stakeholder groups	8
Stakeholder Engagement	102-43	Approach to stakeholder engagement	8
Stakeholder Engagement	102-44	Key topics and concerns raised	8
Reporting Practice	102-45	Entities included in the consolidated financial statements	11

GRI TOPIC	KPI	DESCRIPTION	PAGE #
Reporting Practice	102-46	Defining report content and topic Boundaries	10
Reporting Practice	102-47	List of material topics	10
Reporting Practice	102-48	Restatements of information	10
Reporting Practice	102-49	Changes in reporting	10
Reporting Practice	102-50	Reporting period	10
Reporting Practice	102-51	Date of most recent report	10
Reporting Practice	102-52	Reporting cycle	10
Reporting Practice	102-53	Contact point for questions regarding the report	42
Reporting Practice	102-54	Claims of reporting in accordance with the GRI standards	4, 10
Reporting Practice	102-55	GRI content index	36
Reporting Practice	102-56	External assurance	4
Management Approach	103-1	Explanation of the material topic and its Boundary	12, 13, 14, 15, 16, 17, 18, 20, 22, 23, 24, 26, 27, 28, 29, 39
Management Approach	103-2	The management approach and its components	12, 13, 14, 15, 16, 17, 18, 20, 22, 23, 24, 26, 27, 28, 29, 39

GRI TOPIC	KPI	DESCRIPTION	PAGE #
Management Approach	103-3	Evaluation of the management approach	12, 13, 14, 15, 16, 17, 18, 20, 22, 23, 24, 26, 27, 28, 29, 39
Economic Performance	201-1	Direct economic value generated and distributed	12
Market Presence	202-2	Proportion of senior management hired from the local community	14
Indirect Economic Impacts	203-2	Significant indirect economic impacts	15
Anti-corruption	205-1	Operations assessed for risks related to corruption	16
Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures	16
Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	16
Anti-competitive behaviour	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	17
Energy	302-1	Energy consumption within the organization	18
Energy	302-2	Energy consumption outside the organization	18
Energy	302-3	Energy intensity	18
Energy	302-4	Reduction of energy consumption	18
Energy	302-5	Reductions in energy requirements of products and services	18
Emissions	305-1	Direct (Scope 1) GHG emissions	20
Emissions	305-2	Energy indirect (Scope 2) GHG emissions	20
Emissions	305-3	Other indirect (Scope 3) GHG emissions	20

GRI TOPIC	KPI	DESCRIPTION	PAGE #
Emissions	305-4	GHG emissions intensity	20
Emissions	305-5	Reduction of GHG emissions	20
Effluents and waste	306-2	Waste by type and disposal method	20
Environmental compliance	307-1	Non compliance with environmental laws and regulations	22
Supplier environmental assessment	308-1	New suppliers that were screened using environmental criteria	23
Supplier environmental assessment	308-2	Negative environmental impacts in the supply chain and actions taken	23
Employment	401-1	New employee hires and employee turnover	31
Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	24
Employment	401-3	Parental leave	24
Occupational safety and health	403-1	Workers representation in formal joint management-worker health and safety committees	26
Occupational safety and health	403-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	26
Training and education	404-1	Average hours of training per year per employee	28
Training and education	404-2	Programs for upgrading employee skills and transition assistance programs	28
Training and education	404-3	Percentage of employees receiving regular performance and career development reviews	28
Diversity & Equal Opportunity	405-1	Diversity of governance bodies and employees	6, 31
Diversity & Equal Opportunity	405-2	Ratio of basic salary and remuneration of women to men	31
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	29
Freedom of association and collective bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	32
Child labor	408-1	Operations and suppliers at significant risk for incidents of child labor	32

GRI TOPIC	KPI	DESCRIPTION	PAGE #
Forced or compulsory labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	33
Human rights assessment	412-1	Operations that have been subject to human rights reviews or impact assessments	30
Human rights assessment	412-2	Employee training on human rights policies or procedures	30
Supplier social assessment	414-1	New suppliers that were screened using social criteria	23
Supplier social assessment	414-2	Negative social impacts in the supply chain and actions taken	23
Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	34
Socioeconomic compliance	419-1	Non-compliance with laws and regulations in the social and economic area	22

CONTRIBUTORS

This report was assembled with contributions from many internal stakeholders, including:

Sarah Carpenter

Manager, Business
& Human Rights

Travis Miller

General Counsel

James Calder

Vice President, Compliance
& Regulatory Programs

Keira Torkko

Vice President,
Employee Experience

Abiola Okpechi

Subject Matter Expert,
Business & Human Rights

Kim Watson

Controller

Heather Frick

Chief Marketing Officer

Cale Helmer

Manager, Corporate
Learning & Development

Melissa Leduc

Director, Employee
Success & Operations

Amy Allen

Manager, Content Editing

Matthew Desrosiers

Director, Content Marketing
& Communications

Ashley Woods

Manager, Content Writing

Michael LeBlanc

Content Editor

Angie Mayer

Manager, Design

Anita Chanthavong

Graphic Designer

If you have any questions about this report, contact Assent's Corporate Communications team at media@assentcompliance.com.



525 Coventry Road
Ottawa ON K1K 2C5
Canada

1 866 964 6931
info@assentcompliance.com
assentcompliance.com

HR-OT-210331