



BI WORLDWIDE

BI
WORLDWIDE

Inspiring People. Delivering Results.

2023 Corporate Social Responsibility Report

Introduction



This report summarizes BI WORLDWIDE's progress in our journey to establish and achieve aspirational goals in the areas of:

- Respect for our **environment**. Understanding our **social** impact. Establishing the **governance** for a healthy organization.

Our mission is to Inspire People and Deliver Results, and as we approach our 75th anniversary in business, the health of our global organization will rely on these goals to:

- Achieve success through lasting and powerful **customer** partnerships.
- Attract and retain the most talented BIW **employees** available.

- Aspire to work with only the most committed and aware **suppliers**.

BI WORLDWIDE is a privately held, global organization. We were founded by a visionary entrepreneur who understood the importance of ethical business practices and responsible management of all resources, especially our people.

This commitment has been taken to the next level by our current CEO and second-generation owner, who personally oversees our corporate ESG strategies.

The following report summarizes our efforts over the last three years, from 2021-2023. Our fiscal year runs July 1 – June 30. Some of the data may reflect our fiscal year reporting and will be noted as such. All other data is calendar year.

The information in this document focuses on our US operations only, but 2023 saw the expansion of our ESG efforts across our global footprint. We are eager and excited to share our progress and results with you.



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2023 Highlights



Developed a Human Rights Policy to share our commitment publicly and provide a foundation to all future efforts in this area.



Expanded our ESG efforts globally by identifying leaders in each of our geographies:

- UK, Australia, Canada, India, China/APAC and Latin America

Submitted US and UK energy data to the Carbon Disclosure Project, the worldwide standard for measuring, reporting, and acting on our environmental impact.



Added a fourth Associate Resource Group (ARG) titled “Inspiring Women.” This space offers those who identify as women opportunities to develop professionally, build a community of support and give back to our community.

Added four women leaders from across the organization to our Executive Team.



Sustainability Team completed multiple activities:

- Developed and published an Environmental Policy for employees, customers and suppliers
- Created an online training course for all US-based employees on key sustainability resources
- Removed disposable utensils, cups, mugs and paper plates in all US headquarters lunchrooms and provided re-usable cups, mugs and utensils for employees
- Supported the development of an employee-led pollinator garden at our headquarters
- Established a re-use center for employees to share un-needed resources and cut down on waste



Developed and published a Supplier Code of Conduct, paving the way for additional supplier reporting and tracking.

Created space on www.biworldwide.com, our public website, for a variety of ESG-related resources:

- Corporate Social Responsibility Report
- Environmental Policy
- Human Rights Policy
- Supplier Code of Conduct

Updated our Ethics Policy Summary Document to include our new Supplier Code of Conduct and shared with all associates.



Letter to our Stakeholders

Our mission guides us to inspire people and deliver results for our customers, our employees, and our suppliers. Over the last year, we have been guided by this mission to continue to invest in our CSR efforts across all US-based operations. Our global teams are also increasing their commitment, organizing teams, and capturing the data needed to show progress and evaluate success.

Just as our mission guides the entire organization, our values guide our leaders and associates to make decisions in the best interest not only of our organization, but in the best interest of our world. The value that comes to mind this year is, "In it for the long haul."

We are approaching our 75th anniversary as an organization, and I can think of no better goal than to imagine our world, many years into the future, delivering on our promises to:

- Reduce our impact on the environment
- Create an inclusive culture, where all employees feel that they belong
- Maintain only the highest ethical standards

I'm encouraged by the commitment of our associates, the feedback from our customers, and the support from our partners; and I look forward to the coming year, where we have even higher aspirations.



Thank you,

Larry Schoenecker
CEO

Setting a path for the future

OUR STRATEGIC PRIORITIES

This year we laid the foundation with a Materiality Assessment across the organization, bringing together employee, customer, and supplier-focused feedback in a variety of surveys.

Our future path is determined by a variety of data points and feedback provided by our stakeholders. We have identified four strategic priorities to guide us:

5



Our key resource: our associates

In the US, for our headquarters, we follow the process for Top Workplaces, driven by the Energage Workplace Survey. (www.topworkplaces.com) This process gathers employee-driven feedback and provides science-based insights and comparative benchmarks to provide context.

We use similar in-country benchmark surveys to gather employee feedback, such as Top Workplaces in Singapore and India.

In 2023 we added a US-based Sustainability Survey to gather feedback from employees and help set priorities for the coming year.

Customer Roundtables gather feedback that help us set priorities for product development and program development.



Commitment to the environment

Although we have not formally made a Net Zero commitment, we are closely aligned with the guidelines published by the Carbon Disclosure Project (CDP).

In our first year of formally disclosing our emissions, combining our US and UK operations, we achieved the Awareness Level: C.

In 2023 we took our environmental commitment global, teaming up with our UK team to report emissions to CDP.

In addition, to inform this strategy, we also completed a Sustainability Survey focusing on employee and customer-focused feedback. Results of this survey will drive future strategies of our Sustainability Team.



Responsible business practices

Driven by customer feedback, we have prioritized two key areas of focus:

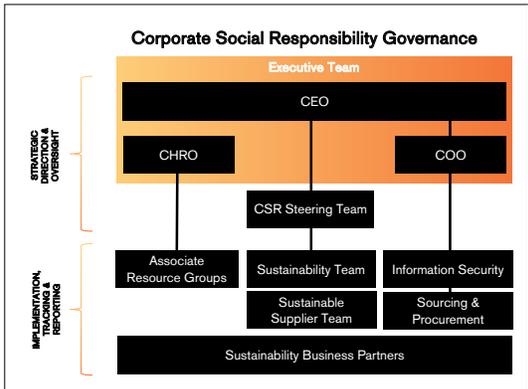
- Ethical operations ensure fair pricing and sourcing, helping to build confidence across all groups of stakeholders.
- Data privacy and security is vital to maintaining trust and productivity with stakeholders, as well as with program participants.



Governance of all corporate social responsibility efforts

This year, based on feedback from stakeholders, we established a formal hierarchy for all of our ESG efforts. All of our efforts report to the CEO, including:

- All Associate Resource Groups are employee-led and report to the CHRO.
- Our information security plan and team as well as all sourcing and procurement activities report to our COO.
- All other efforts across the organization report to the CSR Steering Team, which meets regularly and reports directly to the CEO. Here is how our efforts are structured:





Our Mission:

We are in the inspiration business!

We apply our talent to get people to change their beliefs and behaviors to produce results for our clients.

We work with great companies who value their employees, customers and partners.

Our Vision:

Innovation:

Be a recognized thought and market leader. Apply the science of behavioral economics to our client solutions. Partner with leading organizations and academics. Create new markets and applications for our services. Impress our clients with creativity and ingenuity.

Growth:

Exceed twice the economic growth in each headquarters country with a healthy product and margin mix.

Culture:

Be a “best company to work for” in each headquarters location. Make it easier for all of us to do our jobs through simplification and technology. Celebrate success and learn from failure. Help our people realize their dreams and ambitions. Always be grateful.

Our Values:

- Service well done.
- Innovate or perish.
- Fast is better than slow. Action is better than talk.
- Never give up.
- In it for the long haul.
- Play nice in the sandbox.
- Change is inevitable – so get on with it.
- Lead, follow or get out of the way.
- Help each other.
- It’s not all about us.
- Work hard, play hard, celebrate!
- Be An Ally.



Inspiring across our global footprint

Our US headquarters is located in Minneapolis, Minnesota. We have more than 25 sales offices throughout the US and headquarters around the world in Australia, Brazil, Canada, China, India, Latin America, Singapore and the United Kingdom.

Our worldwide network of offices and partnerships not only give us unmatched local resources but also allow us to deliver culturally relevant programs and solutions no matter where our customers and their audiences are located.

This year, we have taken our ESG efforts to our global offices.

Here are some highlights of our progress globally:

Our UK office teamed up with the US effort to disclose our carbon footprint to CDP. As our first time working together on this disclosure, our efforts earned a C for Awareness. The process proved valuable in identifying our path forward.

Our Singapore and India offices are rated as a Great Place to Work in the previous year.



Our Key Resource: Our Associates



In 2022 we introduced three Associate Resource Groups with the goal of creating spaces with like-minded individuals, fostering community and building a more diverse and inclusive work force.

- **Mosaic ARG:** This is a space for Black, Indigenous, People Of Color and their allies to build new connections and create a sense of belonging.
- **Pride@BIW ARG:** This space is for Lesbian, Gay, Bisexual, Trans, Queer and their allies to build new connections and create a sense of belonging.
- **Amplify ARG:** This is a learning space for all associates seeking to learn about diversity and inclusion topics and to understand how they can become allies.

We are pleased to announce our fourth Associate Resource Group at BIW, **Inspiring Women**.

At the time of its forming, 52% of BIW's associates and 43% of our leaders identify as women. This new resource group was formed to sustain and further cultivate a culture where women thrive at all levels. We're guided by a vision to attract, develop, retain and accelerate the advancement of women in their careers here at BIW.



The group will offer opportunities to learn and develop professionally, build a community of support and mentorship, and give back to our community. This space will be open to all women identifying associates and their allies.



In 2023, our Employee Resource Groups accomplished the following:

Mosaic:

- April 2023: Volunteer with Open Arms
- June 2023: Mosaic Spring BBQ
- June 2023: Mosaic T-Shirt at BIW Store
- July 2023: Back to School Supply Drive and Action Day at Target Field
- August 2023: Second In-Person Meeting
- November to December 2023: Twin Cities Toy Drive



Pride:

Social Events

- Pride Party on campus (Sponsored for all employees)
- Drag Bingo on campus (Corporate sponsored for all employees)
- Drag Bingo at Lush Lounge and Theater
- ARG lunch/trivia hosted during all employee meeting
- ARG Happy Hours

Charitable Events

- OUTFRONT Gala table sponsorship and attendance
- YouthLink Supply Drive to support homeless youth
 - More than \$2,000 donated to the BIW specific drive
 - 411 Personal Care kits assembled, exceeding our goal by 274%
 - 159 Healthy Snack kits assembled



Amplify:

- Monthly Virtual Gatherings featuring education and conversation around how to show-up for each other, and how to Amplify the voices of marginalized communities both in and out of the workplace.
- Presentation and discussion topics included: Black History Month: Unseen Faces, Indigenous People's Day, Native American Heritage Month, Communications Strategies for Allies
- BIW Experience Series (personal testimonials from our BIW associates): Adoption in America, Neurodivergence in the Workplace, Seasonal and Unseen Depression



Inspiring Women

- August: ARG Kickoff and invite to join
- September: Inspiring Leader Spotlight
- October: Learning Topic: Mentoring
- November: Inspiring Leader / Veteran Spotlight
- December: Learning Topic: Privilege to Fail
- December: Clothing Drive Donated four Car Loads of Clothing to Dress for Success Twin Cities



Our Key Resource: Our Associates

Employee Resource Group Data

Metric	2022	2023	2024 Target
Mosaic Membership			
	99	120	150
Mosaic Events			
	14	18	18
Pride Membership			
	52	80	100
Pride Events			
	16	18	20
Amplify Membership			
	115	121	125
Amplify Events			
	12	12	12
Inspiring Women Membership			
	NA	137	150
Inspiring Women Events			
	NA	5	12
Community Collaboration, Feed My Starving Children			
	418	420	420



Diversity and Inclusion

Our theme for 2023 was to build on a strong foundation in the area of Diversity and Inclusion. Foundational elements that lead our strategy include:

- Strong leadership from our Diversity and Inclusion Steering Committee
- Regular activities by our empowered Associate Resource Groups
- Oversight of all efforts by Director of Diversity and Inclusion
- Focus on diverse hiring practices by an experienced Talent Acquisition Manager in our HR department

For 2023, we continued on our journey and set even higher goals for ourselves. Some of the areas and accomplishments follow.

New Goals for Diversity

Two new and ambitious goals were set for 2023 by our Diversity Steering Committee:

To achieve 30% Diversity among all US-based associates by 2025

To achieve 90% retention of all newly hired Diverse associates

These goals are supported by a variety of recruiting, interviewing and ongoing training programs, primarily focused on managers.

Manager Training

A comprehensive, six-part manager training session entitled Catalyst was started in 2023. Led by our Director of Diversity and Inclusion as well as our Diversity Talent Acquisition Manager, this training is comprised of six classes required of all people leaders in our organization.

It will help us focus on our goals of achieving 30% diversity in our associate base as well as our retention goals for diverse associates.

The training is aimed to help us improve our skills and knowledge in attracting, interviewing and offering positions to diverse candidates who will add value to BIW. The latter part of the training is focused on managing and advancing these new hires, which will help us to achieve our retention goal. The courses provide an opportunity to engage with others on their best practices in achieving these goals.

Course #1: Introduction to Diversity and Inclusion

Course #2: Inclusive Leadership for Supervisors

Course #3: Inclusive Hiring Practices

Course #4: Hiring Practices: Interviewing

Course #5: Unconscious Bias in Daily Life

Course #6: Building Sense of Belonging in the Workplace



These courses were launched in November of 2023, and in the first two months, over 90% of managers attended at least one of the Catalyst Courses offered. The training will conclude in 2024 and our goal is that 100% of managers will attend all sessions.



Learning to be more inclusive: Calling Out vs. Calling In

Part of our manager training strives to support those who are learning to change their attitudes, beliefs, and behaviors. There can be fear involved when using new language or changing behaviors. The concept of “calling in” is catching on in our organization as a way to have positive conversations around potentially difficult topics.

From Harvard University:

In fostering spaces of inclusion and belonging, it is important to recognize, name, and address when individuals or groups with marginalized identities are experiencing harm, such as bias or discrimination. The concepts of “calling out” or “calling in” have become popular ways of thinking about how to bring attention to this type of harm.

Calling in is an invitation to a one-on-one or small group conversation to bring attention to an individual or group’s harmful words or behavior, including bias, prejudice, microaggressions, and discrimination

Calling out is bringing public attention to an individual, group, or organization’s harmful words or behavior

Simply having the mindset and the language to address harm can often pave the way for bigger advances on this critically important journey.

Reference:
https://edib.harvard.edu/files/dib/files/calling_in_and_calling_out_guide_v4.pdf?m=1625683246

Diversity Training for All Employees

Our internal learning center is entitled BIW University and it includes a section entitled the Inclusion Academy featuring over 55 hours of learning and awareness around topics such as:

- How to be an inclusive co-worker
- Cross-cultural communication
- Resources for an inclusive workplace

In 2023, a new required course was introduced for all employees:

- **Be an Ally: Allyship Training** supports and empowers all employees, regardless of their role, level, or identity, as they learn to show up in both private and public ways for their peers.

Inclusion Statement

Each job description at our company starts with our inclusion statement:
At BIW, we are committed to creating belongingness, where D&I is a priority. We invite you to join us as we continue to expand our culture of inclusivity, collaboration and authenticity together.

Summer Upturnship Program

For the third year in a row, our organization partnered with Upturnships to hire college students of color for a summer internship program, with the goal of finding long-term employment at our headquarters location. The program continues to receive rave reviews with both hiring managers as well as the upturns.

Some of the areas supported include:

- Strategic Insights
- Technology
- Client Services
- Event Solutions
- Multiple other areas of the company



Diversity and Inclusion

Diversity and Inclusion Performance 2023

Areas of Reporting	2022	2023	2024 Target
Percent of workers from minority groups			
	14.6%	15.7%	20.0%
Percent of women employed			
	52.0%	52.4%	50.0%
Percent of workers in top leadership positions			
	6.2%	5.7%	6.0%
Percent of women in leadership positions			
	41.0%	43.2%	45.0%
Percent of internal workforce receiving regular performance reviews			
	100%	98.48%	100%

Social Dialogue and Associate Feedback Opportunities

Social dialogue between employees and management is a vital strategy to improve our efforts in areas of working conditions and benefits. There are multiple ways that our organization creates social dialogue:

- Diversity Steering Committee Meetings
- Associate Resource Group Events
- Social Dialogue Events: Our Director of Diversity and Inclusion holds virtual and live events targeted at social dialogue. Examples of these sessions include:
 - Diversity Book Discussions
 - Watch and Learn Diversity Events
 - Focus Groups for Young BIPOC, Women in Tech and others
- Human Resource Feedback Sessions: Director of Human Resources also holds feedback sessions when changes are made such as a new health plan.

Social Dialogue Opportunities 2023

Measurement	2022	2023	2024 Target
Diversity Steering Team Meetings			
	12	12	12
Associate Resource Group Events			
	42	53	60
Social Dialogue Events			
	54	60	60
Human Resource Onboarding Surveys 30 day			
	47	65	70
Human Resource Onboarding Surveys 90 day			
	31	72	75

2023 Employee Survey Results



For the sixth year, we were honored as a Top Workplace by the Minneapolis Star Tribune. Each year we use the Top Workplaces survey process and criteria to gather employee feedback and compare ourselves against other organizations in our area. We use the survey results to identify areas to improve across the organization, and set goals for strategic change in our organization. The third-party survey encourages:



Organizational Alignment



Better Management



Emotional Connection



Increased Effectiveness



Innovation



Overall Experience Score = 81%
8 points over benchmark

Workplace Experience Themes (what the survey measures)

- Closely Aligned
- Empowered to Execute
- Enabled to Grow
- Engaged
- Fairly Valued
- Respected and Supporteded

Net Promoter Score (NPS) = **91%**
I would highly recommend working at BI WORLDWIDE to others

OTHER STRENGTHS FROM THE SURVEY:

BI WORLDWIDE encourages different points of view
14 points above the benchmark

BI WORLDWIDE operates by strong values
11 points above the benchmark

I feel genuinely appreciated at BI WORLDWIDE
12 points above the benchmark



We are also recognized globally as a great place to work in India and Singapore.



Health and Wellness

The last five years have tested the physical and mental health of everyone in the world. During 2023 most of our global employees returned to a hybrid work schedule of Monday and Friday working remotely, and Tuesday – Thursday in the office. We believe this achieves a healthy balance for the employee as well as creates opportunities for collaboration and in-person problem solving.

We maintain a library of tools for all associates to ensure their health and well-being, including:

- New-Hire Workstation Assessment
- Risk Assessment for Laptop Users
- Checklist for Workstation Ergonomics
- Health care (medical, dental, disability, STD, LTD, life insurance)
- Employee Assistance Program (EAP) for mental health and other assistance
- 401k plan and company match
- Six weeks paid parental leave
- Gym membership reimbursement and rewards through the Vitality app
- Healthy savings program (i.e., fresh produce discounts)
- Paid tutoring services
- Walking treadmill desks and Roman back chairs
- College scholarships

Measurement	2022	2023	2024 Target
Company-Paid Short-Term Disability (Non-Elective)			
	100%	100%	100%
Company-Paid Long-Term Disability (Non-Elective)			
	100%	100%	100%
Company-Paid Life Insurance (Non-Elective)			
	100%	100%	100%
Employee Assistance Plan (Non-Elective)			
	100%	100%	100%
Medical Insurance (Elective)			
	71%	73%	n/a
Dental Insurance (Elective)			
	68%	69%	n/a
Vision Insurance (Elective)			
	52%	53%	n/a

Our organization also provides multiple resources around well-being in these key areas:



Emotional Well-Being



Physical Well-Being

Financial Well-Being



Social Well-Being





Onboarding and Career Management Training

In addition to setting ambitious Diversity Hiring and Retention goals in 2023, we also continued our strong tradition of Career Management Training for all leaders and associates. Our HR department and Training Manager work with each hiring manager to formulate a unique onboarding experience for new associates. This includes:

- Communication Touchpoints starting before the associate's first day
- Assignment of a Buddy (Mentor) on their new team to provide informal onboarding
- Manager and Buddy Checklist to ensure all steps are completed in a timely manner
- HR follow-up and support for questions or concerns that may arise

In 2023, this process was used with 100% of new associates who started with the organization.

New Associate Training

All new associates are assigned 18 required classes in BIW University to get them off to a good start. These classes are in the following areas:

1. Introduction to Behavioral Economics
2. BIW Mutual Respect Policy - Introduction
3. Mutual Respect: Workplace Harassment Prevention
4. Information Security - Spear Phishing
5. Information Security - Advanced Spear Phishing
6. Customer Service - Signature Service
7. Customer Service - CX3 Process
8. Introduction to BRAVO (Our Employee Recognition and Rewards System)
9. True Colors (Communication Styles)
10. Collaboration
11. BIW University Reference Guide
12. Meeting Management
13. Creating a Timesheet
14. BIW Brand
15. New World, New Rules (Engagement Training)

New for 2023:

16. Information Security - Privacy and Security
17. Be an Ally: Allyship Training
18. Sustainability @ BIW

Customer Experience Training and Leadership

BIW introduced a companywide Customer Experience Process (CX3) at the start of 2020, just when the pandemic took us out of the office and into remote work. The CX3 process continues to steer our efforts to design the strongest, most strategic solutions and deliver them to the satisfaction of our customers.

The three key areas of the process include:

Strategy – ensuring we are bringing forward solutions that meet our customer’s needs.

Design – integrating all aspects of the solution in a manner that produces measurable results.

Implementation – standardizing the process for delivering on-time, on-target and on-budget solutions for our customers.

Overseeing the process is a Vice-President level manager as well as a team of support individuals and auditors.



Employee Training and Process Measures

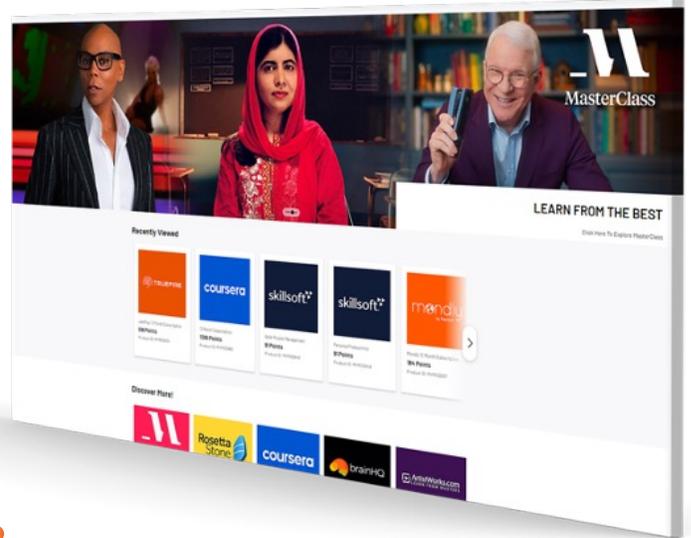
Metric	2022	2023	2024 Target
Percent of the total workforce across all locations who received career or skills-related training			
Career and skills-based training is available to 100% of associates and is assigned by their manager or taken on an as-needed basis.			
Average hours of training per associate			
	28	29.5	29.5
CX3 audits performed			
	20	20	20
Percent of business units audited			
	100%	100%	100%
Percent of Managers Receiving Diversity Training			
	N/A	100%	100%
Environment and Sustainability Training			
	N/A	33.4%	100%
Hours of Training in the Inclusion Academy			
	37	55	75

Mastery Marketplace™

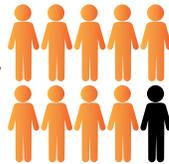
In August of 2023, BI WORLDWIDE introduced the industry-leading Mastery Marketplace to inspire our customers and their employees.

Mastery Marketplace enables upskill opportunities to support talent mobility with access to thousands of classes taught by the world's best instructors.

Mastery Marketplace gives employees, salespeople and channel partners the opportunity to upskill, try something new or dive deeper into their passions.



9 in 10 Employees who state their job allows them to master the skills that are important to them feel like they belong at their organization.



MERCHANDISE
marketplace

EXPERIENCES
marketplace





Working Conditions

We believe in continuous improvement of our working conditions, with our facilities team meeting monthly to determine specific initiatives that will be started. Each time we make major improvements, not only do we consider sustainability for our headquarters locations, we also include employee health and safety.

Two key measures we use for determining the safety of our working conditions are the number of:

- Occupational Safety and Health Administration (OSHA) recordable incidents
- Worker's compensation experience modification rate (EMR or Experience Mod).

Our annual targets are zero OSHA incidents and an EMR below one (1).

Working Conditions Performance Measures 2023

Metric	2022	2023	2024 Target
Percent of workforce represented by formal agreements represented by formal collective agreements	<1%	<1%	<1%
OSHA reportable incidents	3	6	0
EMR	.64	.67	<1
Number of meetings of the Facilities Team	24	24	24
Number of Hours Worked	1,987,211	2,123,763	NA
Human Rights Violations (Child Labor, Human Trafficking, Forced Labor)	0	0	0



Commitment to the Environment

Sustainability

Our environmental and sustainability journey continued in 2023 with an expanded global focus. Our US and UK teams joined up to submit our first joint submission to the Carbon Disclosure Project. Our rating for this year is at the Awareness (Level C), identifying our strengths so far along the way – but also identifying multiple areas where we can continue to improve.

As with any organization of our size, we are challenging ourselves as to when we should set a NetZero goal. We reported to six of our global customers via the CDP report in 2023, we expect that number to grow in the coming years. In addition, one of our large automotive customers asked us to join them in their commitment to Carbon Neutral by 2039 and we enthusiastically joined them in that commitment.

Feedback from CDP shows us that our biggest areas for improvement are in the areas of engaging our value chain and Scope 3 Emissions. Moving forward, our strategy is to focus on the following areas of Scope 3 that we feel are key priorities and reasonable to target:

- Purchased Good and Services
- Capital Goods
- Waste Generated in Operations
- Business Travel
- Employee Commuting

We will identify our path forward in these areas in the coming year.



Environmental Policy

To communicate to all stakeholders, on a global basis, our commitment to sustainable business practices in all of our operations, we crafted and published our Environmental Policy. It can be found on our corporate website here:

[BIW Corporate Environmental Policy \(biworldwide.com\)](https://biworldwide.com)

Stakeholders addressed in the policy include:

- Customers
- Contractors and Suppliers
- Employees

Sustainability Survey

As a part of our Materiality Assessment, we partnered with Amy Stern, a leader on our Research and Strategy team, to identify Sustainability-focused questions for internal stakeholders with the purpose of gathering employee and customer feedback.

A total of 453 BIW associates took part in the survey, which asked for their own, customer and supplier-focused, feedback about a range of topics. Here are some of the highlights of the survey:

Employee Commuting:

- One-third of our associates commute between 11-20 miles to work each day
- Another 20% commute over 20 miles.
- This is an opportunity to identify long-term strategies to affect this Scope 3 category.

Environmental Impact:

- 80% of our associates said that it is Important to work for an organization committed to improving Environmental Impact.

Environmental Communications:

- 60% of our associates say we are doing well in communicating how they can support our Environmental Impact at work.
- Over 80% of our associates say it is convenient to participate in recycling programs.
- Just under 20% of our associates have had a customer conversation about their own, or BIW's, sustainability goals.
- Just over 10% of our associates have had a supplier conversation about their own Sustainability Goals.

A detailed analysis of the suggestions and comments produced the following strategic priorities (materiality assessment):

Reducing reliance on single-use plastics:

This includes eliminating personal trash bins at desks, using reusable dishes for client visits, and rethinking branded merchandise.

Waste reduction and management:

This involves composting food scraps and other organic waste, implementing recycling programs for various materials (paper, plastic, electronics), and potentially reducing the frequency of trash collection.

Encouraging sustainable commuting:

This includes offering more work-from-home flexibility, carpooling initiatives, installing electric vehicle charging stations, and potentially subsidizing or rewarding the use of electric or hybrid vehicles.

Energy conservation:

This could involve installing solar panels, using water-conserving fixtures, and finding ways to reduce overall energy consumption in the office buildings.

Sustainable sourcing and practices:

This entails partnering with vendors who align with the company's sustainability goals and considering the environmental impact throughout the product lifecycle.

BI WORLDWIDE is a leader in employee engagement and recognition. Our practice in this area is growing due to the diversity of solutions offered as well as our thought leadership as evidenced by the New Rules of Engagement Survey.

**new
rules
of engagement®**

Through extensive global research and real-world application, BI WORLDWIDE has determined the 12 factors that have the greatest influence on employees' relationships with their companies. Understanding which of those 12 factors are most important to employees is critical in developing an organization's Employee Value Proposition.

The Survey is global with more than 2,140 respondents from 18 countries.

For our Sustainability Survey, we benchmarked two questions on our New Rules of Engagement Survey for comparison:

Question	BIW	NRE
How important is it to you to work for an organization that is proactive about its environmental impact (e.g. climate, energy use, waste, pollution)?	3.41	3.48
How well is BI WORLDWIDE doing in being proactive about its environmental impact (e.g. climate, energy use, waste, pollution)?	2.78	3.75

We match up very well relative to the benchmark in the area of importance, but have work to do to continue to be proactive in the key area of environmental impact.

Sustainability Team

Our Employee-led Sustainability Team added multiple members in 2023 and organized into the following sub-teams:

- **Outside Environment**, which includes the exterior of our campus buildings, local community and customer-facing priorities
- **Inside Environment**, which includes internal operations, workspace and other facilities-specific priorities.
- **Communications Team**, which is charged with awareness for all events, initiatives and stakeholders.

The Sustainability Team reports to the Executive Team and CEO to secure funding and report on progress.

Sustainability Team Goals

The mission of the team includes:

Reviewing BIW's current environmental practices.

Recommending and implementing changes to improve our practices.

Sharing information to inspire associates to become individuals more deeply invested in sustainability.

Providing opportunities for associates to participate in sustainability-related activities.



In 2023, the Sustainability Team accomplished three primary projects:

New Hire Sustainability Training

This is a short but informative course developed by our Sustainability and Learning Team for all new hires to familiarize themselves with our company's policies and procedures in a variety of relevant areas.

Sustainable Flatware, Mugs and Cups

During 2023 we removed all plastic and paper utensils, Styrofoam coffee cups, and plastic and paper cups from all headquarters lunchrooms. All employees were offered the option of a mug or cup for ongoing usage, as well as flatware to keep at their desk for lunch usage.

Pollinator Garden

We cleared a small section of land at our headquarters location to plan a sustainable Pollinator Garden. This was an employee-led initiative, including the planning, planting, education and ongoing maintenance of the garden.



Windsor Energy

After switching our US headquarters to 100% renewable energy in 2022, we were able to track our first full year in 2023.

Windsor® allows customers to get more or all of their energy from renewable resources. As one of the nation's largest voluntary renewable energy programs, Windsor is an easy, inexpensive way to make a difference. Thanks in part to Windsor customers, the amount of renewable energy we produce today is above and beyond government requirements and continues to grow.

Energy Audits

Late in 2022 we completed energy audits for our headquarters campus. Here are some improvements we made as a result of those audits:

2023 - We converted our building at 7540 Bush Lake Road to be 100% LED lighting in office spaces and warehouse. Lighting in the office areas and conference rooms are now all on motion detectors.

2024 (planned) - By October 2024, our building at 7700 Bush Lake Road will be fully converted to LED lighting with motion detectors in office areas and conference rooms.

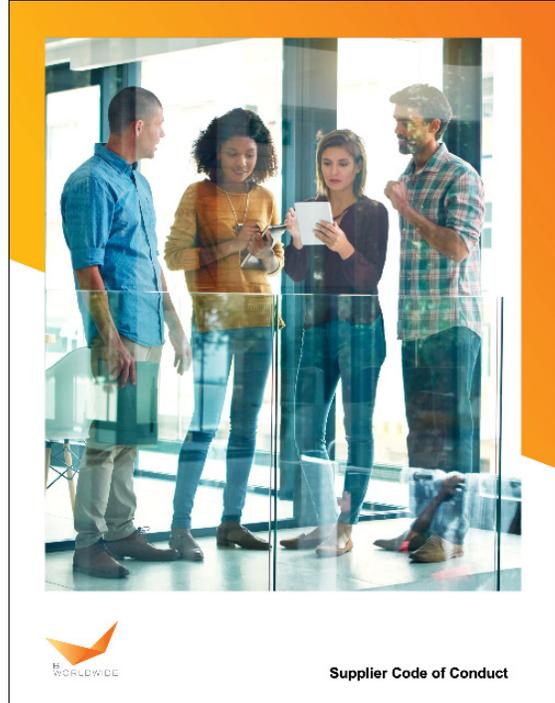
Sustainability Performance 2023

Metric	CY2019 Baseline	CY2022	CY2023	CY2024 Target	CY2030 Target
Energy Star Certification (score 75 or higher) Building 1					
	77	82	82	75	NA
Energy Star Certification (score 75 or higher) Building 2					
	93	99	99	75	NA
Energy Star Certification (score 75 or higher) Building 3					
	39	50	48	50	NA
Energy Star Certification (score 75 or higher) Building 4					
	78	70	95	75	NA
Energy Star Certification (score 75 or higher) Building 5					
	90	96	98	75	NA
Scope 1 (direct) GHG emissions (metric tons) 2,3					
	519	494	377.7	300	50% Reduction
Scope 2 (indirect) GHG emissions (metric tons) 2,3					
	918	720	1086.9	1000	50% Reduction
Electric Energy consumption (MWh)2,3					
	2,118	1,608	1558.84	1400	50% Reduction
Electric Energy consumption from wind power (renewable)					
	0	30%	100.00%	100%	100% Wind Power
Intensity Metric (US ONLY)					
	0.0000026133				
% of renewable energy out of total energy mix					
	0	11.13%	42.70%	50%	

Responsible Business Practices

A variety of advancements were made across our organization in 2023 in the area of responsible business practices. Feedback from our customers and leadership clearly identified the areas that are most important to them and should be included in this category

- Data Privacy and Information Security
- Ethical Policies and Practices
- Responsible Sourcing and Procurement
- Sustainable Products and Solutions



Responsible Business Practices Performance 2023

Metric	FY2021	FY2022	FY2023	FY2024 Target
Ethics policy training				
	Optional	100%	99.20%	100%
Code of ethics breaches				
	0	0	0	0
Incidents reported through whistleblower procedure				
	0	0	0	0
Number of legal actions for anti-competitive behavior, anti-trust or monopoly practices				
	0	0	0	0
Number of security breaches				
	0	0	0	0
Other reportable violations				
	0	0	0	0

Data Privacy and Information Security

Our Materiality Assessment identified Data Privacy and Information Security as a foundational driver of long-term customer retention and satisfaction. Multiple customers across multiple industries engaged in Security Audits with our organization in 2023.

During calendar 2023, our organization has not identified any substantiated complaints concerning breaches of customer privacy.

Our information security team consists of a Director of Information Security and an Information Security Analyst. They track and report on 31 policies and procedures relevant to privacy, security, and employee training. Here are some of the example reports they maintain:

- Business Continuity Plan
- Privacy Policy
- Malware and Antivirus Policy
- Data Protection Policy

In addition, during 2023 we created an Artificial Intelligence Steering Team, a group of stakeholders, representing customer feedback as well as employee input. Their first task was to create an Artificial Intelligence Policy that will be managed by the Information Security Team.

Our most recent SOC-2 Audit was done between October 1, 2022 and September 30, 2023 and it remains valid until the next audit is complete, anticipated in December, 2024.

Information Security Policies

Document Name

Acceptable Use Policy

Access Control Policy

Artificial Intelligence Policy

Asset Management Policy

Backup Policy

Business Continuity Plan

Change Management Policy

Clear Desk, Screen and Hard Copy Disposal Policy

Cloud Security Policy

Continual Improvement Policy

Cryptographic Control Policy

Cryptographic Key Management Policy

Data Protection Policy

Data Retention Policy

Ethics Policy

Exception Management Policy

Information Classification and Management Policy

Information Security Awareness Policy

Information Security Management Policy

Information Transfer Policy

Logging and Monitoring Policy

Malware and Antivirus Policy

Network Security Management Policy

Password and User Authentication Policy

Physical and Environmental Security Policy

Privacy Policy

Remote Work Security Policy

Risk Management Policy

Secure Development Policy

Security Incident and Response Policy

Third Party Risk Management Policy



Ethical Policies and Practices

For the second consecutive year, we asked all employees to review all policies and procedures connected to ethical purchasing and supplier relations. Topics included in this training and acknowledgement process included:

- Overview of policies and commitment
- Specific communication of the role of associates and managers
- Process to follow if the employee identifies a question about existing policies
- Confidentiality Policy
- Zero-Tolerance Theft Policy
- Anti-Bribery and Anti-Corruption Policy
- Ethical Purchasing Conduct
- Detailed Purchasing Policies
- Compliance Hotline and Whistleblower Procedure
- **New for 2023: Supplier Code of Conduct**

Ethical Purchasing Policy

BIW has a responsibility to monitor its quality of service by maintaining the highest standards of ethical conduct in all its business transactions. This is especially important in purchasing, where any conflict of interest, real or apparent, could compromise the reputation and best interests of the company (e.g., anti-bribery policies). A “conflict of interest” is defined as a situation in which an individual, or their family, may realize personal gain resulting from their position and responsibilities in the company (e.g., anti-corruption policies).



Responsible Sourcing and Procurement

In 2023 we published our first official Supplier Code of Conduct, a foundational element for our sourcing and procurement efforts.

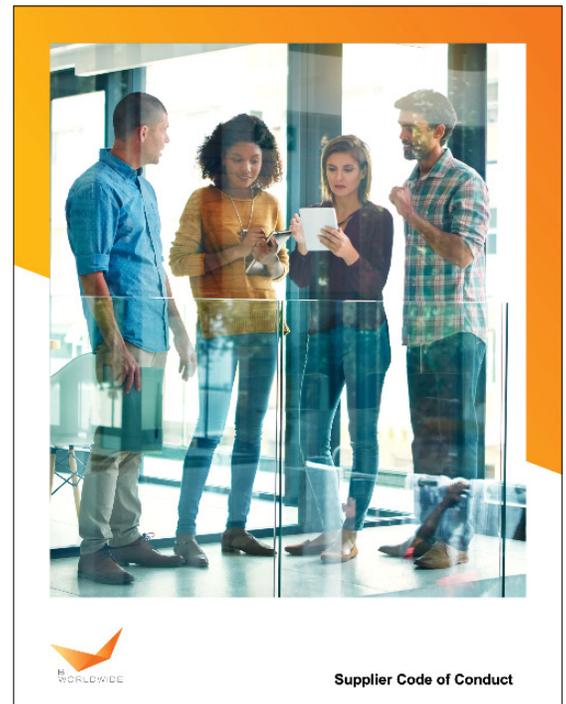
The following are key areas of our Supplier Code of Conduct:

- Ethics and integrity
- Data privacy and security
- Inclusion, diversity and working conditions
- Environment

This policy was also shared internally with our employees and published on our company intranet.

We continued tracking our suppliers in four areas that are important to our organization and our customers:

- Maintain business operations that demonstrate fair and ethical employment practices.
- Environment-friendly manufacturing and services.
- Demonstrate philanthropy through support of social causes, nonprofit organizations, local community programs and charities.
- Safeguard against any terrorist activity or funding.



Brands We Represent

Most of BIW's supply chain is associated with sourcing name-brand merchandise and individual and group travel (e.g., hotels, flights) as rewards for program participants. BIW's goal is to source as many awards as possible from suppliers committed to sustainability. In 2023, we assessed our top suppliers' commitment to sustainability.

Supply Chain Index	2023†	2025 Target
% of suppliers with formal CSR/ESG strategies and a published report	50%	52%
% of suppliers with formal CSR/ESG strategies and a GRI/SASB compliant published report	40%	42%
% of suppliers that are a CDP Respondent	45%	47%
% of suppliers that set science-based emission reduction targets through SBTI	40%	42%
% of suppliers that have a made a formal carbon neutral and/or Net Zero commitment	43%	45%

† No historical data is available. This is the first year we conducted this assessment.

Name-Brand Merchandise

We source merchandise items from nearly 1,900 name brands for our Merchandise Marketplace. Given the magnitude of brands we source, we assessed the Top 40 brands, which represent 50% of our volume.



Travel

We book travel (hotels, flights, etc.) with airlines and hotels on behalf of our customers for individual travel awards and group travel awards and events (e.g., business meetings, President's Club trips).

Several of BI WORLDWIDE's suppliers are members of the Hospitality Alliance for Responsible Procurement (HARP) or the Sustainable Airlines Initiative (SAI):



Supply Chain Index	2023†	2025 Target
% of suppliers with formal CSR/ESG strategies and a published report	60%	62%
% of suppliers with formal CSR/ESG strategies and a GRI/SASB compliant published report	47%	49%
% of suppliers that report to CDP	47%	49%
% of suppliers that set science-based emission reduction targets through SBTI	40%	42%
% of suppliers that have a made a formal carbon neutral and/or Net Zero commitment	40%	42%

† No historical data is available. This is the first year we conducted this assessment.



Responsible Sourcing/Purchasing Performance

Metric	FY2021	FY2022	FY2023	FY2024 Target
Percent of dollars spent associated with at least one of the four CSR elements				
	24.5%	45.3%	54.5%	57.0%
Maintaining business operations that demonstrate fair and ethical employment practices				
		45.1%	54.0%	56.0%
Environmentally-friendly manufacturing and services				
		26.6%	30.0%	32.0%
Demonstrate philanthropy through support of local community charities, social causes, nonprofit organizations				
		42.9%	51.1%	54.0%
Safeguard against any terrorist activity/funding				
		27.1%	25.2%	28.0%
Percent of spend with minority and women-owned suppliers (MWOB)†				
		8.2%	8.1%	10.0%

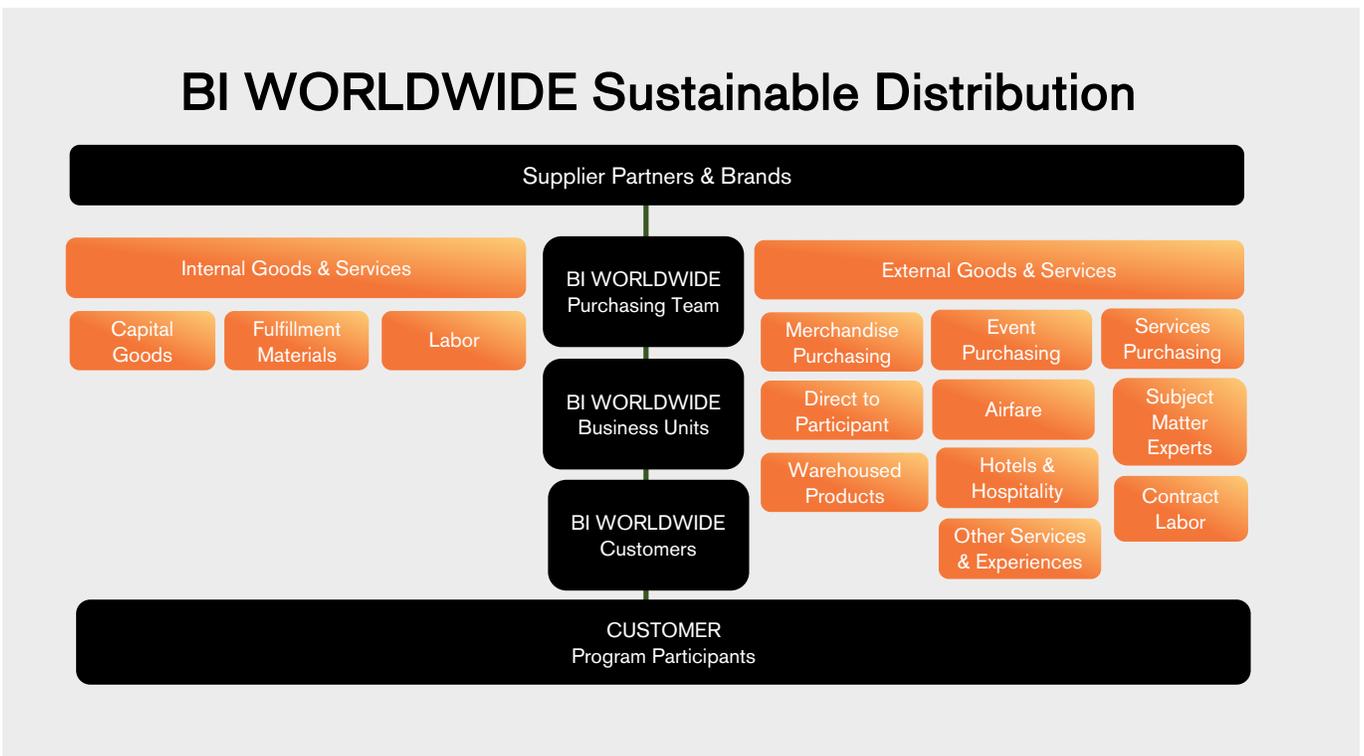
In 2024, we began the process of systematically requesting supplier ratings through EcoVadis and other formal survey processes.



Sustainable Products and Solutions

The feedback we received from our CDP (Carbon Disclosure Project) Audit showed that we have multiple ways we can advance our Scope 3 Carbon Footprint in the coming years.

One of the key areas of focus for us is to source and offer sustainable products for our customers to offer their participants. Our distribution channel can be broken down into the following visual:



Unique to our business model, our distribution channel has a level of complexity due to the following idiosyncrasies:

- The variety of solutions that we offer our customers require decentralized purchasing among our business units, managed by a purchasing team that oversees all supplier compliance.
- The customers who purchase our services do not consume the products we deliver, for the most part. The end user of our products, solutions and services is most often a program participant.

Our efforts for 2023 are focused on Merchandise and Event Purchasing, which drove two of our key products that we offer customers:

Living Green Rewards Collection

By far the largest percentage of the purchases we make are on behalf of award-winners in the engagement and incentive programs we operate. Our Merchandise Marketplace (catalog) is moving in the direction of more sustainable and eco-friendly reward offerings.

New for 2023:

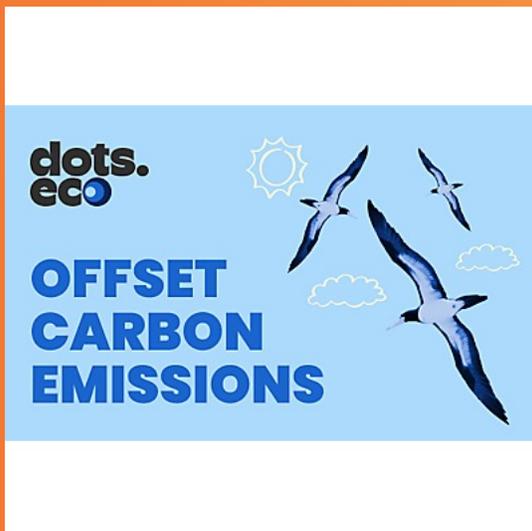
Addition of Brand Dots.Eco – Offering action-based Save the Planet Impact Rewards. There are 6 different products : Restore Coral Reef, Offset Carbon, Clean Ocean Plastic, Save Sea Turtle, Protect Wildlife Habitat, and Plant Trees. Since September of 2023, participants have eagerly redeemed their points that contribute to saving the planet.

Here's the remarkable impact that has already been made:

- OFFSET 19,800kg CARBON EMISSIONS
- CLEANED 8,760 lbs of OCEAN PLASTIC
- SAVED 6,385 SEA TURTLE HATCHLINGS
- PROTECTED 504,000 ft² of WILDLIFE HABIT
- PLANTED 7,935 TREES

Our marketplace also features a new “Thoughtful Living” section. This new edition focuses on sustainable suggestions. The Thoughtful Living section is updated every other month with new “Features” such as: Eco-friendly Bath and Beauty, Eco-friendly Cleaning products and Energy savings appliances. Each “Feature” is a curated list of products to help shoppers quickly browse sustainable products to better the environment.

The marketplace also features a variety of charitable donations ranging from the Red Cross to regionally meaningful non-profit organizations that benefit from our award winners supporting them.

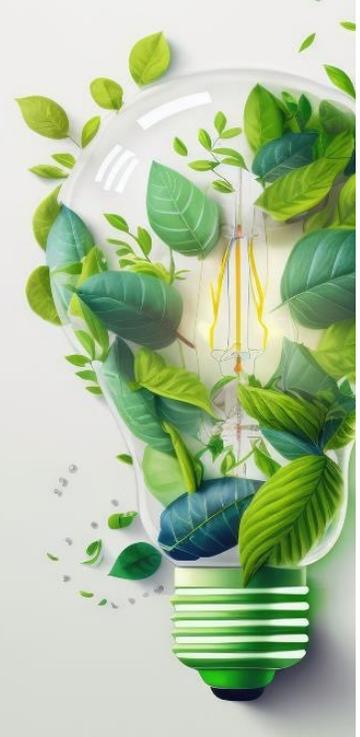


Event Sustainability

As a leader in the events industry, we are constantly looking for new ways to be sustainable. Our Event Communications team continuously researches suppliers and works toward having eco-friendly shipping and manufacturing partners. By 2025, our goal is to have 100% sustainable vendors within Event Communications.

In an attempt to reach that goal, Event Communications sourced and created a sustainable supplier presentation. This presentation includes sustainable alternatives to products we already use as well as new ideas. Sustainable vendors we currently work with:

- PC Nametag
- Smartpress
- EcoPlum
- Kleertech
- Displays2Go
- Hueocity
- Woodchuck USA



SUSTAINABILITY SOLUTIONS

Healthcare Company

2024 Program

An eco-aware healthcare company we work with was very open to the idea of sustainable products. Sustainable options were presented in a mock deck and that was only the beginning — the client wanted as many onsite sustainable options as possible for their 2024 program. The client has already signed off on being as close to 100% sustainable for their 2025 program as possible. Their 2024 program was estimated to be about 75% sustainable due to the following:

Reusable onsite signage was shipped back.

All paper products were printed on recycled paper; they can be put into a regular recycling bin but will compost if added to a trash bin.

Our goal for 2024 is to have sustainable solutions for our magnet name badges.

All participants received custom gifts from a local vendor who plants trees for every product. This program planted 500 trees!



BI WORLDWIDE All-Associate Event

We strive to be sustainable when working with our clients and at our own events.

At the event, the Event Communications team transformed old magnets from participant mailings and turned them into art. Associates were invited to color on a magnet; then, all the magnets were organized into a mosaic.

Pullup banners were reused, and new artwork was added.

All plates, napkins and utensils used at the event were compostable.

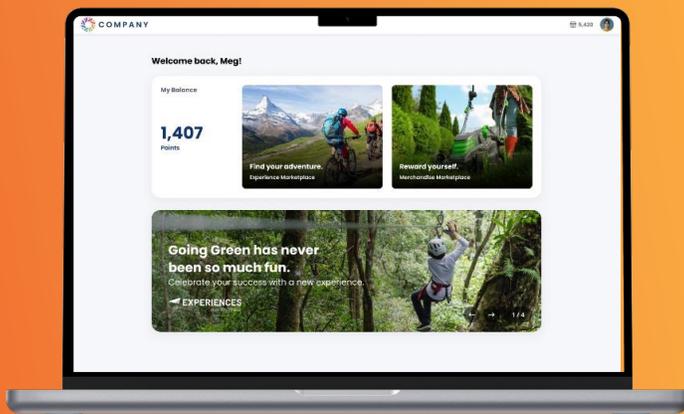
Name badges were printed on seed paper; we plan to plant them in the community garden.

Customer Sustainability Solutions

In 2023, BI WORLDWIDE continued to add to our collection of sustainable solutions for customer programs and events. Here is a sample of how we are helping our customers improve the employee experience, support sustainable meetings and events, and be more thoughtful about our environment.



Employee Platform to Recognize ESG Progress and Goal Achievement



Awards and Gifts with a Purpose

These awards help employ within disinvested and overlooked communities, who are] overcoming barriers to fair wage employment.

- Cruelty free and vegan friendly
- Certified sustainable
- Natural / Nature
- Owner Diversity
- Eco-Friendly & Sustainable Product
- Responsible Sourcing
- Brands that Give Back
- Purpose Partners



BI WORLDWIDE

Corporate Social Responsibility Report 2023

Summary

Our goal is to be a recognized leader in our industry in Corporate Social Responsibility.

In 2023, we laid the groundwork for future progress through foundational actions and strategic direction. In 2024, our goal is to continue building on the progress we made in 2023.

Here is a list of the Corporate Social Responsibility Committee members responsible for leading our social responsibility and sustainability efforts:

Corporate Social Responsibility Steering Committee

Executive Leadership

Larry Schoenecker, CEO

Nancy Martinson, CHRO

Human Resources and Facilities

Nikhil Enugula, Director of Diversity and Inclusion

Jodi Jovanovich, Communications and Training, BIW University

Kristin Murawski, Managing Director, HR

Vicki Talberg, System Manager

Karen Wantock, Team Leader, Administrative Services

Merchandise and Travel Divisions

Chris Awes, Vice President, Merchandise

Joy Lewis, Vice President, Event Solutions

Michaela Soderlund, Event Solutions

Rachel Torralba, Event Solutions

Client Services

Andrea Hanson, Art Director

Walter Ruckes, Vice President, Life Sciences and Healthcare

Scott Smestad, Vice President, Technology Vertical

Global Team

Tim Kubicek, International CEO

Analytics & Insights

Amy Stern, Analytics & Insights Team

Information Security

John Olson, Information Security

Mark Sheehan, Information Security
