



**Altus Group**

## Environmental, Social and Governance 2019

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For Altus Group, Environmental, Social and Governance (“ESG”) matters are cornerstones of our strategy and corporate culture, and contribute to our success and long-term financial sustainability.

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## Environmental, Social and Governance Matters

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As a leading global provider of software and IT professional services, we encounter and manage a broad range of ESG issues. We have identified the following ESG priorities, by category, as being relevant to our business and of interest to our key stakeholders.

### Environmental

**Reduce our Environmental Impact.** To protect the environment and reduce waste the Company

- promotes the efficient use of energy and natural resources
- strive to implement recycling programs wherever it is available in our offices, including reducing use of bottled water by installing drinking water filtrations systems, installing energy efficient lighting in many of

our offices, and encouraging employees to save paper and only print documents when necessary, and

- when possible, we strive to reduce our carbon footprint by reducing air travel.

Our head office in Toronto is also LEED certified, and as we expand our geographical presence, we strive to choose offices that have similar environmental certifications.



- a management development program offered to over 60% of our global leaders, and
- competitive compensation packages relative to our peers.

**Improve Employee Well-Being.** Highlights of the Company's initiatives include:

- social policies designed to assure fair employment and a safe and non-discriminatory workplace culture, which are reinforced by our Code of Business Ethics and Conduct, and
- mandatory training on health and safety policies, including on compliance with our Code of Business Ethics and Conduct.

**Board Oversight**

The Audit Committee is responsible for oversight over our Code of Business Conduct and Ethics.

The HRCC has oversight over social issues that support our strategic goal of being a top employer relative to its peers.

Social

**Promote a diverse and inclusive workplace.** Highlights of the Company's initiatives include:

- a Diversity and Inclusion Charter
- a Diversity and Inclusion Committee in North America
- unconscious bias, diversity and inclusivity training, and
- active involvement with the CRE Women's (CREW) Network, which is dedicated to transforming the commercial real estate industry by advancing women globally.

We started tracking the number and percentage of women in senior leadership roles and we are focused on developing this talent "pipeline". Currently, approximately 40% of our global workforce is female.

Our current Global Executive is comprised of 15% women and 19% of our global leadership team positions are held by women.

**Attract and retain key talent.** Highlights of the Company's initiatives include:

- a formal university recruitment program in Canada (with the goal of expanding the program into other countries)
- technical, leadership and personal training to help our employees advance their careers within the Company,



# Governance

## **Drive a culture of high ethical behavior and compliance.**

Our Code of Business Conduct and Ethics, which applies to all directors, officers, employees and consultants of the Company and its subsidiaries and affiliates, reinforces that Altus Group has strict obligations regarding:

- ethical business conduct including with respect to legal compliance, conflicts of interest, anti-bribery and corruption and fair dealing with third parties
- confidential proprietary information, trade secrets and proper use of corporate assets, and
- workplace behaviors.

The Code is supported by our confidential, externally-administered Compliance Hotline that employees, consultants and other persons in a similar relationship with the Company can access.

The Code may be found on our website at [www.altusgroup.com](http://www.altusgroup.com)

**Protect our intellectual property and defend against claims of intellectual property rights by third parties.** The Company has dedicated IP in-house lawyers who work closely with external counsel when required to manage the protection of our trade names and trademarks and other intellectual property, and to litigate disputes with third parties when necessary.

Securely process, maintain and transmit sensitive data that we have or collect from third parties. Highlights of our cyber and information security program include:

- leadership and oversight, management processes and technology, and
- operational functions including training, systems development, access right, suppliers, cryptography, protection against malware and patching.

We have implemented an Information Security Policy and standards and framework, controls, practices, processes and technologies in an information security management system (“ISMS”) based on the ISO/IEC 27001:2013 international standard, which helps us to identify and address gaps in our program to mitigate risk. Following industry best practices, our cyber and security controls are applied using a risk-based approach, following the principles of defense in depth and least privileged.

## **Board Oversight**

The Audit Committee is responsible for oversight over financial and legal compliance risk management including compliance with our Code of Business Conduct and Ethics and the adequacy of our insurance coverage. The CGNC is responsible for oversight of those governance issues relating to intellectual property and information security, including cyber security.

