



# 2024 Tungsten Automation Impact Report

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## Activities That Really Matter

This document contains disclosure of environmental, social and governance (ESG) information relevant to Tungsten. The disclosures in this report illustrate how Tungsten activities align with the Sustainable Development Goals (SDGs), which comprise the key objectives of the United Nations 2030 Agenda for Sustainable Development. This document discloses ESG information as of March 2024, unless otherwise noted.

Data in this report may represent estimates based upon reviews conducted as of March 2024 and are subject to updates as information and review methodologies continue to evolve.





## From our Chief Executive Officer:

At Tungsten Automation, we're excited about another year of progress, innovation and our journey toward a more sustainable future. Rebranding from Kofax to Tungsten Automation means more than just a new name. It shows our strong commitment to technological excellence and caring for the environment. Our focus on digital transformation and flexible work arrangements are important in today's fast-changing world, helping us to stay resilient and adaptable, while guiding us towards a better tomorrow.

We deeply value the empowerment of people and communities, and this is central to our company culture. We focus on diversity, equity and inclusion, striving to create a productive, healthy and safe workplace for our team members around the world. Beyond our company we participate in initiatives that support and strengthen the wider community.

Our commitment to protecting the environment is steadfast. At Tungsten Automation, we concentrate on offering eco-friendly software and services that help reduce the environmental impact of our customers. And in our operations, we continuously work toward energy conservation and effective waste management to minimize our environmental footprint.

Good governance and ethical conduct are foundations of Tungsten Automation. Our team adheres to strict standards of accountability and integrity, earning the trust of our customers, partners, employees, suppliers and shareholders.

As you explore Tungsten Automation's 2024 Impact Report, I invite you to join us in our commitment to environmental responsibility, social impact and exemplary corporate governance. Together, let's forge a path toward a future that is sustainable, equitable and prosperous for generations to come.

Very truly yours,

A stylized, handwritten signature in blue ink, consisting of a large, looped 'R' followed by a vertical line and a horizontal crossbar.

**REYNOLDS C. BISH**

CHIEF EXECUTIVE OFFICER & MEMBER OF THE BOARD OF DIRECTORS

**As the trusted leader in intelligent workflow automation, Tungsten Software enables organizations to transform their workforce.**

### **Digitally Transform Your Information-Intensive Workflows**

Our [Workflow Automation platform](#) helps organizations transform information-intensive business processes, reduce manual work and errors, minimize costs and improve customer engagement. We combine BPM, RPA, cognitive capture, process orchestration, mobility, engagement and process intelligence to ease implementations and deliver dramatic results. We help organizations mitigate compliance risk and increase competitiveness, growth and profitability.

Tungsten provides a rapid return on investment for over 25,000 customers in financial services, insurance, government, healthcare, supply chain, business process outsourcing and other markets. We deliver our software and solutions through direct sales, services organizations and more than 1000 indirect channel partners and integrators in more than 70 countries throughout the Americas, EMEA and Asia Pacific.



**25K+**

Customers

**1000+**

Partners

**2,100+**

Employees

## Environmental Responsibility Around the Globe

Tungsten's commitment to sustainability and to meeting today's environmental and societal challenges in a responsible manner is an important responsibility.

Tungsten, and its affiliated companies are committed to considering and attempting to reasonably minimize the organization's potential impact on the environment and improving its environmental performance. We recognize that the world faces numerous environmental challenges and are committed to promoting a healthy environment. The overuse of physical resources affects our forests, air, water, and the environment as a whole. As an organization that engages in providing intelligent automation solutions that help our clients rely less on the use of these physical resources (namely paper), we believe our business can and should do things to promote a positive influence in matters that improve the world.

Within the context of our global operations, Tungsten is committed to reducing its energy consumption, water usage, waste disposal and carbon footprint in a practical and cost-effective manner. We will do so by promoting environmental sustainability initiatives with employees, as well as working in partnership with our landlords and personnel at our managed properties to achieve ongoing environmental and sustainable operational improvements.

# Environmental Responsibility: a Continuous Commitment

## Tungsten is on the right track:



Given that Tungsten is a global company with operations in several countries worldwide, the company seeks to minimize the need for physical transportation through its investment in video and teleconferencing systems. Tungsten seeks to encourage open collaboration between its international teams by having regular meetings regardless of location and without a significant impact on the environment.



Tungsten has successfully implemented electronic delivery of its software products over the course of the past four years. Now over 90 percent of Tungsten software products are only provided through electronic means, significantly reducing the company's delivery costs and carbon footprint associated with the use of packaging materials and physical handling.



Tungsten further prides itself on being a market leader in providing some of the most innovative document capture technologies and print management solutions that assist other companies in freeing themselves from paper-based processes, thus decreasing their carbon footprint and contributing to a cleaner process overall. Tungsten takes complaints about any breach of its environmental policy seriously, and acts to promptly correct any such breaches.

## Living and breathing guiding principles

- Comply with current legislation and, where practical, seek to future-proof our business so that we're compliant with anticipated legislative requirements.
- Integrate environmental objectives into relevant business decisions in a cost-efficient manner.
- Encourage all colleagues to address environmental responsibilities as a matter of their regular duties.
- Minimize our waste and then reuse or recycle as much of it as possible.
- Minimize energy use in our buildings where possible.
- Encourage greater use of email and electronic documentation rather than paper-based correspondence.
- Encourage recycling of paper, glass and cans where possible.
- Encourage recycling of IT hardware in appropriate manners.
- Encourage the use of alternative means of transport and car-sharing as appropriate.
- Promote environmental awareness among our employees and ensure that all employees understand our environmental policy.
- Address complaints about any breach of our environmental policy promptly.
- Strive to improve our environmental performance and minimize the social impact and damage of activities by periodically reviewing our environmental policy in light of our current and planned future activities.

# Environmental Responsibility: Reducing Energy Consumption

## 2020

The COVID-19 pandemic brought about a sudden shift in the way we work, with most people transitioning to remote work. Tungsten responded quickly, expanding and improving its remote work environment to ensure that every employee could continue to work from home. Using remote meetings and virtual conferences, the company was able to maintain productivity and keep operations running smoothly.

Now, as the world begins to reopen, Tungsten is offering its employees the choice to continue working from home or return to the office as needed. This flexible approach helps to reduce the company's energy footprint and decrease the carbon emissions generated by commuting. The new normal of remote work has allowed Tungsten to be more environmentally conscious, while still providing a supportive and productive work environment for its employees.

## 2021 & 2022

In 2021 and 2022, Tungsten has made a conscious effort to reduce its environmental impact by cutting down on office space across all regions. By establishing remote home offices, transitioning several offices to serviced offices and reducing office space by 49%, Tungsten has not only reduced its carbon footprint, but also decreased waste, energy consumption and resource use. This shift has also allowed for a reduction in server room infrastructure, leading to more efficient use of resources and a lower impact on the environment.

## 2023

Despite acquiring companies and expanding our business in 2023, we achieved a 9% reduction in office space for the year, contributing to a total reduction of 49% since 2021, demonstrating our ongoing commitment to efficiency and sustainability.



When seeking new office space, Tungsten is prioritizing properties which incorporate green building principles or standards. When restructuring existing office space, we are committed to implementing sustainable solutions in a practical and cost-effective manner.

# Environmental Responsibility Through Automation



Saving trees

## How we are doing it

Tungsten prides itself on being a market leader in providing some of the most innovative document capture technologies and print management solutions that assist other companies in freeing themselves from paper-based processes, thus decreasing their carbon footprint and contributing to a cleaner process overall.



Reducing carbon emission

## The Action:

Digital contract management and digital quote-to-cash processes, together with the help of our own electronic signature product, eliminate the need for printing in our daily business. The majority of our business with partners and customers is handled electronically, from initial contact through product delivery and services.



Reducing water usage

## The Result:

Tungsten is reducing waste and saving trees by reducing the need for paper. The elimination of the storage and disposal of paper documents contributes to a reduction in carbon emissions.



A public K-12 school district in the United States

"We chose to deploy the Tungsten ControlSuite solution to save a fair amount of unnecessary prints. We looked back over a 3 1/2 month period, and we were able to find about 161,000 prints that expired out before they got released on print devices. We had about another 132,000 prints that were deleted by the users at the print device, and why that matters is that if we were in an auto-release environment, that would have been nearly 293,000 pages that would have printed out automatically and just been wasted."



A mutual insurance company in the United States

"One of the most dramatic processes that we ended up implementing was when we took Tungsten's Front Office Server. What this allowed us to do was automate a process where we could have the images sent to us electronically. We were able to reduce our cost by not having to pay for shipping things overnight by about \$75,000 per year."

### Case Study



#### BORUSAN CAT, TURKEY

- Caterpillar dealership
- Customers across Turkey, Georgia, Azerbaijan, Kyrgyzstan, Kazakhstan & Russia Far East
- Deployed Tungsten Intelligent Automation across 6 countries and over 70 departments and processes

#### Challenge

The cost of repairing expensive Caterpillar machinery after a component fails is much higher and takes much longer than preventative maintenance work. But it's difficult for customers to realize early enough – by the time components are visibly struggling, it may already be too late.

#### Solution

Integrates Tungsten Intelligent Automation with IoT machine sensors to monitor early warning signs deep within Caterpillar machine components.

The solution pre-orders spare parts, notifies the service team, and offers customers appointments for preventative care, not only resulting in higher uptime and lower costs, but also significantly less machine waste.

**TUNGSTEN**  
**AUTOMATION**



“When we foresee predictive, preventative maintenance and decrease the cost of ownership, decrease the waste, we are also helping our world to be a better place. Just last year [2022], we decreased the waste of our customers more than \$100 million dollars, which is a really huge effect to the world.”

Özgür Günaydın  
CEO of Borusan Cat

# Our People

The skills and experience of the people working for us are our most important assets leading our growth strategy.



**2,100+**  
Employees

**32+**  
Countries

**23+**  
Languages



## Employee Engagement Is an Integral Part of the Tungsten Work Culture

Tungsten has implemented human resources policies and procedures and worldwide management training to develop consistent and professional management practices that reflect our commitment to fostering an environment of integrity, collaboration, communication, teamwork and support in an open, fair and impartial manner.

- At Tungsten, we pride ourselves in the long-standing culture of respect and empathy for our employees and the community at large.
- We employ a fair pay practice which ensures that Tungsten's pay practice is competitive with the market for the same or similar jobs, qualifications and experience. We believe that diversity and inclusion strategies are the catalyst for success and innovation in the workplace.
- We believe that differing opinions and lived experiences are valuable and serve to support our business overall.
- Wellness, both physical and financial, is the cornerstone of our employee benefit programs. Our extensive benefit choices are designed to help employees meet their own specific needs. We believe programs, such as emergency backup elder/childcare, subsidized health club membership and flexible work arrangements help employees balance work, life and family matters more effectively.

- We encourage employees to commit time, talent and resources to worthy causes both close to home and around the globe. We will consider Tungsten's core values in every project we choose to support and in the way we work together as an organization.
- We also work to create partnerships with vendors that share a commitment to sustainability. Vendors engaged in providing products and services to Tungsten are expected to act in a manner that is consistent with our Code of Ethics. During vendor evaluations, Tungsten takes the appropriate steps to ensure ethical business practices, labor and human rights, vendor diversification and inclusion, environmental stewardship, management systems and governance are considered.
- We intend to further improve our social impact across our organization and within the greater community.

**Case Study**



**UNIVERSITY HOSPITALS, OHIO, USA**

- Founded 1886 with a large integrated network of hospitals, outpatient centers & physician offices
- Per year:
  - 13.2 million outpatient procedures
  - Nearly 1 million unique patients

**Challenge**

While experiencing waves of COVID infection and kicking off a new immunization program, registered nurses were under extremely high demand. However, the hospital found that many registered nurses were required to do a lot of administrative work, which ate into time that could be spent in clinical activities.

**Solution**

The team used Tungsten Intelligent Automation to automate administrative tasks like order processing, and the solution schedules this work overnight to speed up turnaround times. Clinical staff went from 500-600 transactions in their queue to process every morning to about 20. This made it possible to redeploy nurses to focus on patient care, and they have now processed over 255K transactions allowing the clinicians to spend over 21k hours at the bedside instead of in front of a computer screen.



“Let nurses be nurses instead of data entry clerks.”

**Rob Duber**  
 Manager Process Automation, University Hospitals

## Engagement, Recognition & Awards

Employee engagement is an integral part of Tungsten’s work culture making sure everyone is heard and able to speak up on any challenges. It helps to build work relationships, improve satisfaction and turn employees into advocates.

To encourage everyone and have an open and active communication on a team level, global meetings are taking place throughout the year, making sure everyone is involved and informed on all levels.

**Employee of the Quarter and Employee of the Year recognize Tungsten team members who are role models and are embracing our four core values.**

## The Tungsten Core Four Values

### Win Together



We are passionately committed to achieving our corporate mission and ensuring customer success by fostering a high-performance, purpose-driven culture.

- Fearlessly collaborate; share expertise and personal experience to get the best results.
- Value diversity of thought.
- Celebrate others’ ideas and accomplishments across all teams and levels.
- Have fun while pursuing your purpose.

### Own the Outcome



We deliver value to our stakeholders.

- Take pride in your work.
- Actively listen to the needs of your customers, coworkers and partners.
- See every project through resolution using quantitative and qualitative data.
- Bring your A game.

### Think Bigger



We trust our team members to make decisions and we stand by them regardless of the outcome.

- Empower each other to challenge the status quo; offer feedback, improve continuously.
- Focus on solutions instead of problems.
- Imagine, share and realize newer, better, more innovative solutions for our customers.

### Act with Integrity



We conduct our business in a highly ethical manner and in compliance with applicable laws and our published policies.

- Act with the honesty and decency you expect in others.
- Encourage an open and honest work environment.
- Treat your colleagues like you treat your customers—with empathy, respect and patience.
- Be accountable.

# Employee Development & Communication

## Development

To successfully exploit all the opportunities we have and cope with rapidly changing markets and challenging economic environments, it is crucial to continuously attract, retain and develop talented employees. Therefore, maintaining good relations with our employees is a high priority at all levels of the organization.

Tungsten has been highly successful in attracting high-caliber professionals and in developing the company's talent. We foster a diverse and inclusive workplace where multiple perspectives are leveraged to drive growth, encourage innovation and enhance learning opportunities for all employees.

Tungsten supports continuous professional education, learning and development by providing programs and benefits that intellectually nourish our employees. This includes job-related education and certification opportunities, test preparation, assistance with coursework fees for necessary licenses to work in the security industry, as well as supporting ongoing training to maintain continual employee development.

At Tungsten, the well-being and safety of our employees are a top priority. To ensure their continued protection, we have implemented a comprehensive security training program. This ongoing training equips our staff with the knowledge and skills they need to avoid and respond to potential security threats, thereby providing peace of mind in the workplace. By investing in the security of our employees, we aim to create a safe and secure work environment for all.

We also offer internal workshops and opportunities for professional and personal enrichment at all levels, including career development, time management, diversity and inclusion, health and wellness.



## Communication

Tungsten is committed to engaging with our colleagues in productive and meaningful ways. Regular employee engagement surveys, town halls and smaller feedback sessions enable our colleagues to provide insight on the organization's strengths and the opportunities available for improvement. The company also regularly informs all employees about market developments, changes in our business and product and strategy updates. We hold quarterly all-employee meetings, formal and informal employee briefings and management and sales conferences to update and obtain feedback from employees on all aspects of the business. Our "open-door" policy makes additional resources from all departments available to employees for questions, guidance, assistance or support. We make use of company email, webcasts and intranet sites to provide information and news.

The Current is an internal employee engagement hub where any news of any team member can be shared and success celebrated with the entire organization.

Any employee who believes there is a conflict with the laws, customs and practices of the place where they work can confidentially and anonymously report a violation through a hotline or website.

## Fair Wage and Inclusive Benefits

Holistic wellness, both physical and financial, is the cornerstone of our employee benefits program. Our compensation philosophy is founded on these essential principles:

1. Ensure fair and competitive pay relative to the industry and local labor market and ensure that we are in full compliance with applicable wage, work hours, overtime and benefit laws.
2. Reward exceptional performance against expectations with incentives, awards and bonuses.

Comprehensive benefits program aimed at helping employees meet their own specific needs, such as:

- ✓ Emergency backup elder/childcare
- ✓ Subsidized health club membership
- ✓ Fertility support
- ✓ Transgender services
- ✓ Generous maternity leave policies
- ✓ Gender neutral caregiver leave
- ✓ New parent and lactation support programs
- ✓ Medical, Dental and Vision coverage
- ✓ Life and AD&D Insurance, including supplemental options
- ✓ Disability Insurance
- ✓ Flexible Spending and Healthcare Savings Accounts
- ✓ 401(k) and company investment programs
- ✓ Tuition reimbursement, paid training, workshops, seminars and employee enrichment
- ✓ Paid time off for personal volunteer initiatives
- ✓ Relocation Benefits
- ✓ Mental Health and Substance Abuse Care

## Diversity, Equity & Inclusion

- Tungsten has a global presence, and we strive to create an environment where all are welcome. All individuals, regardless of race, color, age, national origin, sex (including transgender status, gender identity, sexual orientation and pregnancy), religion, disability, genetic information, marital or partnership status, political affiliation, military service, citizenship status, employment status, status as a parent or those who have engaged in prior Equal Employment Opportunity activities, will be treated with respect and dignity.
- It is everyone's responsibility to make Tungsten an engaging place to work. We are only as good as our culture and are fully invested in the success of our employees, partners, clients and community. Diversity, equality and inclusion are more than just words; they are integral to who we are, and these principles are rooted in our core values. We embrace an individual's uniqueness, goals, backgrounds, thoughts and views and encourage them to be their authentic selves at work. Nurturing a culture that welcomes and supports diversity, equality and inclusion is a catalyst for success and innovation in the workplace.
- Tungsten is committed to developing mutually beneficial relationships with small, minority-owned, women-owned, LGBTIQ+ -owned, disadvantaged, veteran-owned and local business enterprises. We encourage our employees to explore all opportunities to allow these entities to compete and provide goods and services to the company whenever possible.



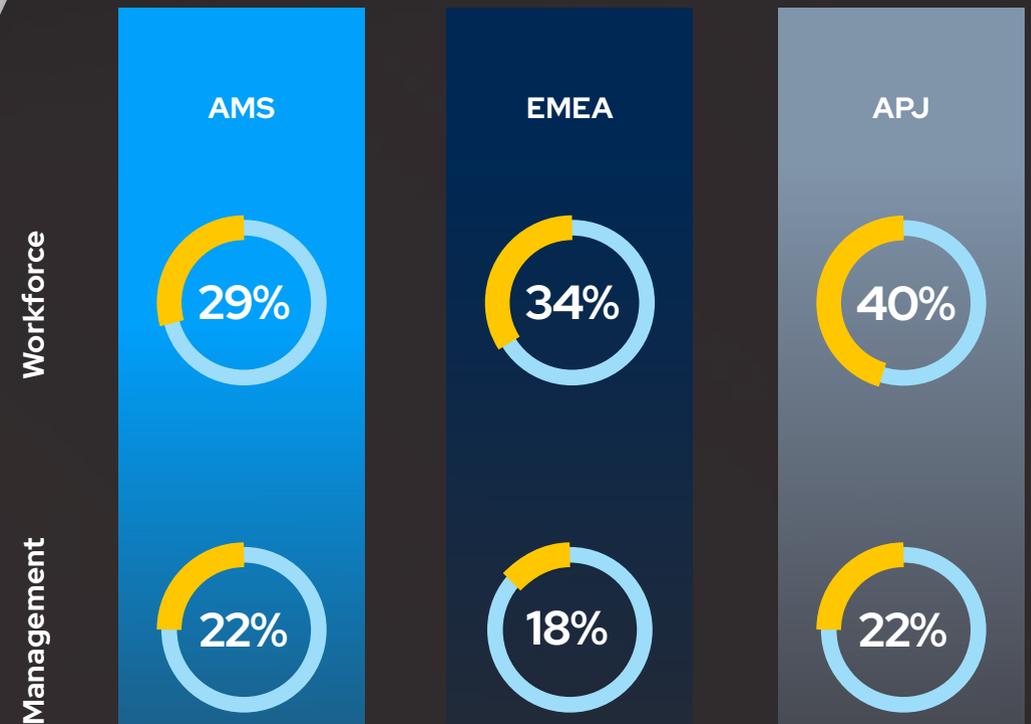
# Supporting Women in Technology

In 2022, Tungsten took a significant step towards promoting gender equality in the workplace by In the APAC region, Tungsten celebrated International Women's Day with a focus on impact, advancing our commitment to diversity, equity, and inclusion. By spotlighting female leadership and bolstering mentorship, we not only honored women's contributions but also reinforced a culture where everyone has the opportunity to thrive. This celebration reflects Tungsten's dedication to making meaningful strides towards gender equality and empowering individuals across our community.

In addition to the celebration of International Women's Day, Tungsten also hosted internal meet-ups to support women in the workplace. These meet-ups were designed to foster mentorship relationships and provide opportunities for women to connect, share their experiences and support one another as they navigate business challenges. These events were instrumental in creating a supportive community for women in the workplace and helped to create a more inclusive culture.

Tungsten's commitment to promoting gender equality and creating opportunities for women in the workplace is unwavering. The company recognizes that a diverse and inclusive workplace is not only good for its employees, but also good for business. By providing opportunities for women to grow and succeed, Tungsten is building a more equitable and thriving workplace for all.

## FEMALE REPRESENTATION IN TUNGSTEN



## Disability and Reasonable Accommodation

We fully support the Americans with Disabilities Act of 1990 (ADA), the Americans with Disabilities Amendment Act (ADAAA) and all state and local disability laws. We have taken steps to make our offices and facilities barrier-free and accessible as defined by these statutes and welcome applications for employment from persons with disabilities.

It is our policy not to discriminate against qualified individuals with disabilities regarding the Environmental, Social and Governance (ESG) Policy Public 10 application procedure, hiring, terms and conditions of employment or termination of employment. Tungsten will make reasonable accommodations for qualified applicants and employees with disabilities to enable them to perform the essential functions of their job unless the reasonable accommodation would cause an undue hardship to the organization or a direct threat to workplace safety.

By having a primarily remote workforce around the world, we are in a position to encourage and enable those with unique work requirements to be part of our team.



## Health and Safety

**Tungsten works hard to ensure that health and safety policies in each of our global locations meet or exceed local legislative requirements.**

Tungsten takes its health and safety responsibilities seriously under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, as well as applicable local laws and regulations including but not limited to U.S. Department of Labor OSHA regulations.

Pursuant to this policy, the company is committed to ensuring the health, safety and welfare at work of its employees, consultants, subcontractors and visitors to its facilities. Tungsten takes as a high priority the provision and maintenance of work systems that ensure employees are safe and without risk to health, and the provision of appropriate information, instruction and supervision as necessary to ensure the health and safety at work of all employees, consultants, subcontractors and visitors.

As part of its commitment to employee well-being, Tungsten offers healthy snack and drink options at certain office locations, as well as organized exercise and sport activities.



# Volunteering and Community Support

**At Tungsten, we are committed to making a positive impact in the communities where we live and work. Our Volunteer Time Off (VTO) program is designed to encourage employees to give back by using their time, talents and resources to support the causes they care about.**

The paid time off initiative provides a way for employees to enhance their skills, build camaraderie with colleagues and make a positive impact on their communities, while promoting employee morale, teamwork and job satisfaction.

Through this program, employees can take up to three days per year to volunteer, making a significant difference in their local communities. This program may vary by region.

**Here are some ways Tungsten employees have successfully supported communities around the globe.**

- Building homes with Habitat for Humanity in Orange County
- Coat collections for women's shelters
- STEPtember 2021 and 2022, funds for people living with Cerebral Palsy (APAC)
- Pet supplies for local kennels
- Our Big Kitchen – cooking meals for charities across Australia
- Toys for children's hospitals
- Holiday meals and gifts for needy local families



## Corporate Donation and Matching Giving Program

**Tungsten is committed to giving back to the communities it serves, both locally and globally. That's why the company has implemented a robust Corporate Donation and Matching Giving Program. Tungsten has selected three international organizations doing critical work across the globe: Doctors without Borders, Habitat for Humanity and The Nature Conservancy. To support their efforts, the company makes an annual corporate donation of \$10,000 USD to each of these organizations.**

But Tungsten's giving doesn't stop there. The company also offers a matching program for employee donations to the selected organizations, dollar for dollar, up to an additional \$10,000 USD each year. This matching program provides employees with a way to make an even greater impact, as their personal contributions are doubled by the company.

Tungsten's commitment to environmental and community support is exemplified by Tungsten Australia's active participation in Clean Up Australia Day and the company-wide initiative to match donations for Maui's fire recovery efforts last year. These regional actions underscore the entire company's dedication to sustainability and aiding communities in crisis, aligning with our global ESG objectives.



## Governance Responsibility

- Strong governance, ethical business practices and prudent risk management are critical ingredients to Tungsten's achievement of its goal for long-term value creation for shareholders and driving sustainability.
- Corporate governance guidelines assist the Board of Directors in the exercise of its responsibilities and to promote the effective functioning of the Board and its committees. The Board's goal is to assure the strength, integrity and vitality of the company for its customers, clients, employees and the communities in which it operates.
- The Tungsten Code of Ethics, which applies to all officers, employees and members of the Board, serves as the foundation for high standards of integrity and ethics, the deterrence of wrongdoing and the promotion of compliance with applicable regulations.
- The Board and executive management are ultimately responsible for Code of Ethics review, as well as the review and oversight of risk at Tungsten. They are supported by a risk management framework which includes committees, departments and systems that monitor, manage and report on threats to business objectives.
- As we expand our ESG initiative, we will seek ways to further optimize our governance process.

Employees are required to participate in annual compliance trainings to acquire sufficient knowledge of the laws and regulations impacting their work to meet the standards set forth in the Tungsten Code of Ethics. Trainings include topics like Anti-Phishing, Privacy and Data Protection, General Data Protection Regulation and more.

## ESG Oversight

**Tungsten executive management demonstrates leadership and commitment with respect to our environmental and social initiatives by:**

- Being accountable for the effectiveness of the environmental and corporate social responsibility policies and practices.
- Ensuring that our environmental and social policy and objectives are established, aligned with our strategic direction and integrated into our business processes.
- Ensuring that the resources needed for this policy are available.
- Communicating the importance of effective environmental management and of conforming to industry standard environmental management system requirements.
- Ensuring that our ESG policy achieves its intended outcomes.
- Directing and supporting Tungsten employees to contribute to the effectiveness of our ESG policy and practices and promoting ongoing improvement of our policy and practices.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

**Transparent Global Policies: Tungsten manages a list of policies easily accessible to everyone in the organization. It includes, but is not limited to:**

- Code of Ethics: Guidance in upholding our ethical and legal responsibilities
- Diversity, Equity, and Inclusion & Supplier Diversity Policy: Employment practices and commitment
- Vendor Management Policy: Framework for managing relationships with our vendors
- Tungsten Employee Training Schedule: Annual training plan for employees and contractors

## Roles

### Chief Information Officer

The Chief Information Officer (CIO) is responsible for ensuring all officers, employees, contractors and committee members receive proper training on the corporate ESG policy and operate in accordance with it.

### Compliance Team

The compliance team is responsible for drafting, editing, revising, reviewing and approving policies to ensure compliance with legal, regulatory, contractual and business requirements, as well as applicable audit standards.

### All employees, contractors, third party vendors, suppliers and partners

All employees, contractors, third party vendors, suppliers and partners are expected to uphold the principles of this policy.

# Responsibility Reflected in Our Offerings

Accessibility, security and ethical scrutiny is a fundamental part of our core development requirements for our products and services.

## Accessibility

Products and services of Tungsten are designed around and follow our corporate UX guidelines which include accessibility considerations and are Section 508 and WCAG 2.0 Level AA compliant.

With this inclusive design principle, assistive technology is available to help the deaf and blind, as well as those with low vision, color deficiencies or cognitive and mobility disabilities.

## Security

Data privacy, security and compliance areas are addressed as part of our software development process and adhere to best practices. Tungsten Cloud offerings are ISO 27001, SOC 2 & 3 certified.

Tungsten is committed to evaluating and updating our privacy policies and practices, and ensuring our continued compliance with GDPR, CCPA and HIPAA.

More information about security, compliance, and privacy information you can count on with Tungsten are listed on the [Tungsten Trust website](#).

Furthermore, Tungsten conducts a thorough assessment of the information security of all potential third-party partners prior to approving and contracting with them. The Tungsten Vendor Code of Conduct describes our expectations for third-party vendors with respect to the applicable levels of information security controls in place for their products and services.

## Ethical Scrutiny

Third parties engaged in providing products and services to Tungsten are expected to act in a manner that is consistent with our Code of Ethics. Tungsten takes the appropriate steps to perform a fair and equitable evaluation of all prospective partners based upon the principles of ethical business practices, labor and human rights, vendor diversification and inclusion, environmental stewardship, information security, sound governance, and without discriminatory bias to offer an equal opportunity for engagement among all types of organizations.

# UN Global Impact (UNGC) Framework – The Ten Principles

HUMAN RIGHTS		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	<a href="#">Social Responsibility</a> · <a href="#">Governance Responsibility</a>
Principle 2	Make sure that they are not complicit in human rights abuses	<a href="#">Social Responsibility</a> · <a href="#">Governance Responsibility</a> <a href="#">Responsibility Reflected in Our Offerings</a>
LABOR		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	<a href="#">Social Responsibility</a> · <a href="#">Governance Responsibility</a>
Principle 4	The elimination of all forms of forced and compulsory labour	<a href="#">Social Responsibility</a> · <a href="#">Governance Responsibility</a>
Principle 5	The effective abolition of child labour	<a href="#">Social Responsibility</a> · <a href="#">Governance Responsibility</a>
Principle 6	The elimination of discrimination in respect of employment and occupation	<a href="#">Social Responsibility</a> · <a href="#">Governance Responsibility</a> <a href="#">Diversity, Equity &amp; Inclusion</a> · <a href="#">EthicsPoint</a> - <a href="#">Tungsten</a>
ENVIRONMENT		
Principle 7	Businesses should support a precautionary approach to environmental challenges	<a href="#">Environmental Responsibility – around the Globe</a> · <a href="#">Environmental Responsibility – an everyday commitment</a> <a href="#">Environmental Responsibility – Reducing energy consumption</a> · <a href="#">Environmental Responsibility through Automation</a>
Principle 8	Undertake initiatives to promote greater environmental responsibility	<a href="#">Social Responsibility</a> · <a href="#">Governance Responsibility</a>
Principle 9	Encourage the development and diffusion of environmentally friendly technologies	<a href="#">Social Responsibility</a> · <a href="#">Governance Responsibility</a>
ANTI-CORRUPTION		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	<a href="#">Governance Responsibility</a> · <a href="#">ESG Oversight</a>

# SASB Index

SASB Standards enable organizations to provide industry-based sustainability disclosures about risks and opportunities that affect enterprise value. Tungsten aligns with the SASB Software & IT Services sector standards.

TOPIC	ACCOUNTING METRIC	CODE	RESPONSE
Environmental Footprint of Hardware Infrastructure	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130A.3	<a href="#">Environmental Responsibility – around the Globe</a> • <a href="#">Environmental Responsibility – an everyday commitment</a> • <a href="#">Environmental Responsibility – Reducing energy consumption</a>
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	<a href="#">Tungsten Privacy Notice - Security, Compliance and privacy information • Responsibility Reflected in Our Offerings</a>
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	<b>No user information is used for secondary purposes</b>
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	<a href="#">Tungsten Privacy Notice - Security, Compliance and privacy information • Responsibility Reflected in Our Offerings</a>

# Appendix – Public Links

TOPIC	LINK
Tungsten ESG Policy Statement	<a href="#">ESG Policy Statement Document</a>
Tungsten Trust	<a href="http://www.TungstenAutomation.com/eg/trust">www.TungstenAutomation.com/eg/trust</a>
Tungsten’s Commitment to Ethical Behavior and Legal Compliance	<a href="#">Tungsten Corporate Compliance Whistleblower Website</a>