



Sustainability Management

CTG's Environmental, Social, and Governance (ESG) Policy and Report

Letter from CTG's President and CEO

I'm honored to present CTG's inaugural environmental, social, and governance (ESG) policy and report outlining our status and ongoing efforts to advance our position and initiatives. As you'll read, CTG is committed to conducting business operations in a way that is environmentally responsible, socially conscious, and adheres to the highest ethical standards. Our Environmental, Social, and Governance (ESG) policy outlines our key areas of focus and establishes a framework for continuous sustainability and improvement. Our implementation strategy includes key deliverables for seeing the policy through. Finally, our report provides insights into the pillars of the policy, as executed, and implemented, while highlighting ongoing sustainment measures.

The year 2023 was pivotal for CTG as we built a solid ESG foundation that we can leverage to drive future progress. While we're pleased with our accomplishments, we know there is more work to be done. As a responsible supplier and partner, we'll continue to take deliberate steps to drive meaningful change. Utilizing our established foundation, we'll implement effective initiatives to demonstrate outcomes. We have an unwavering commitment to sustainability and look forward to transparently reporting our progress.

We're grateful for the continued opportunity to support our customers and work closely with our industry partners. We hope you will find that this report provides a solid understanding of our journey, our values, and our dedication to building a more responsible and sustainable future.

A black and white handwritten signature, appearing to read 'Brian Reynolds', written in a cursive style.

Brian Reynolds
President and CEO

Policy

As a 100% virtual workforce, CTG is committed to incorporating environmental, social, and governance (ESG) considerations into our business practices. CTG's ESG pillars outline our policy of commitment to sustainability, ethical practices, and responsible governance. By integrating these ESG pillars into our operations, we aim to create long-term value for our stakeholders, mitigate risks, and contribute to a more sustainable future.

Environmental Stewardship Pillar

- Energy Efficiency
- Sustainable Procurement
- Waste Reduction

Social Responsibility Pillar

- Employee Engagement
- Community Involvement and Philanthropy
- Supply Chain Ethics

Governance and Ethics Pillar

- Corporate Governance
- Data Security and Privacy
- Sustainability Reporting

Implementation Strategy

A policy is only as good as the institution's willingness and ability to carry it out. CTG's ESG implementation strategy includes the practical exercises that take place to implement and test our policy while also allowing us to evolve and improve.

Communication and Training

- Introduce the ESG plan and policy to employees through formal training.
- Obtain employee attestation to understanding of CTG's Sustainability and ESG Policy.
- Encourage employee engagement and feedback on ESG initiatives.

Reporting

- Regularly (annually) report on ESG performance to stakeholders and the public.

Partnerships and Collaborations

- Collaborate with and implement strategies in support of suppliers, partners, and industry stakeholders who share our commitment to ESG principles.

Continuous Improvement

- Conduct annual reviews of our ESG practices to identify areas for improvement.
- Incorporate feedback from stakeholders to enhance our ESG strategy over time.

ESG Report (May 2024)

By implementing the ESG pillars and practices into our operations, CTG strives to be a leader in environmental responsibility, social consciousness, and ethical business practices. We are committed to continuous improvement and will adapt our strategies as needed to ensure long-term sustainability and positive societal impact.

Environmental Stewardship as implemented in 2023-24

- **Energy Efficiency**
 - CTG prioritized energy-efficient solutions for our clients, including data center optimization and cloud migration strategies that reduce their overall carbon footprint (see **sustainable procurement** below).
 - CTG maintained a 100% virtual (work from home) remote workforce model to reduce the carbon footprint associated with unnecessary travel, brick-and-mortar employee reporting and commuting to and from centralized office spaces. Studies show that 100% remote workforces cut carbon footprint by up to 54%. ([Climate mitigation potentials of teleworking are sensitive to changes in lifestyle and workplace rather than ICT usage | PNAS](#))
 - CTG utilized video conferencing and virtual meeting platforms such as Cisco Webex, Zoom and Microsoft Teams to reduce the need for in-person meetings and travel by over 90%. Studies show that travel by car to meetings has a 16x environmental impact over similar virtual conferencing for the same period of time ([Which video conferencing mobile application to reduce your impact? 2021 Edition - Greenspector](#))
 - CTG ran a 100% cloud-based business operations model, fully leveraging Microsoft Azure, SharePoint and Exchange Online versus running our own physical data center and IT equipment. This represents a 75 to 93% reduction in carbon footprint. ([Microsoft Cloud Carbon Study 2018.pdf](#))
- **Sustainable Procurement:**
 - CTG prioritized sourcing environmentally friendly products and services whenever possible. This included partnering with vendors who provide ENERGY STAR compliance ([Homepage | ENERGY STAR](#)) as well as EPEAT registered products ([EPEAT Registry](#)) and prioritize sustainable practices with formal ESG plans and programs.
- **Waste Reduction:**
 - CTG implemented and enforces a tech-forward waste reduction program, including digital documentation and reduced paper waste through technologies including Adobe Acrobat Online (documentation creation, sharing, signing and filing), Microsoft SharePoint and OneDrive (documentation sharing and security) and DocuSign (document sharing, signing and recording).
 - CTG also focused on promoting recycling initiatives within our company by leasing and using virtual shared workspaces from Carr Companies during our 10% workforce travel. Carr Workspaces has a thorough recycling program that all tenants and users must abide by and governs their own ESG policy and plans for stakeholders. ([2021 ESG Report Highlights Carr Properties' Sustainability Efforts](#))

Social Responsibility as implemented in 2023-24

- **Employee Engagement:**
 - CTG fostered a positive and inclusive work environment that promotes employee well-being and professional development. We invested in training and mentorship programs, offer competitive salary and benefits packages, and cultivated a culture of diversity and equal opportunity.
 - CTG's stellar workplace is evidenced in our employee-driven survey and results of the Great Place to Work Certification ([Working at CTG Federal | National | Great Place To Work®](#)).
 - Furthermore, our commitment to hiring and promoting employees based on merit and without bias was emphasized in our diversity and unconscious bias training along with our annual Affirmative Action Program (AAP) Implementation and Equal Opportunity Employment Filing (EEO-1) which is available upon request. ([EEOC Data Homepage](#))
 - CTG established and continues to promote work-life balance with clear boundaries between work and personal time, including a generous 13-day paid holiday program in addition to three week paid personal time off/leave policy offered to all employees, annually.
 - Finally, CTG has established and maintained a robust workplace safety training curriculum which is mandatory for all employees. The safety, health and wellbeing of our employees is paramount.
- **Community Involvement and Philanthropy:**
 - CTG actively participated in community initiatives that align with our values both locally, regionally, and abroad.
 - CTG Foundation (www.ctgfoundation.org) provided clean water, nourishment, education, and economic empowerment to over 2,000 impoverished families in dozens of communities in the last year.
 - CTG also continued in with in our community involvement via primary sponsorship and participation in Charleston's Tri-County Veteran's Support Network ([Our Sponsors - Tri-County Veterans Support Network](#) (tricountyveteranssupportnetwork.org)). The Veteran's network is continuing its efforts in implementing a planned, coordinated community response to the varied needs of our veterans to include emergency relief, housing, employment, education, spiritual support for our local veterans and families in crisis.
- **Supply Chain Ethics:**
 - CTG required our suppliers to adhere to ethical labor practices and environmental regulations as required by US Federal Acquisition Regulations. Each supplier agrees to CTG's implemented terms and conditions, inclusive of such FAR clauses and regulations, upon order acceptance for each procurement. ([Terms and Conditions - CTG](#) (ctgfederal.com))
 - CTG also took supply chain risk and authenticity very seriously. We've taken such measures as enrollment and certification in O-TTPS (ISO/IEC 20243:2023 - DFARS 252.246.7007/7008) along with development, implementation and employee training on CTG's Counterfeit Detection and Avoidance Policy and Plan.

Governance and Ethics as implemented in 2023-24

- **Corporate Governance:**

- CTG committed to strong corporate governance practices that promote transparency, accountability, and compliance with all applicable laws and regulations, including but not limited to the US Federal Acquisition Regulations (FAR and DFARS). We maintained a clear leadership structure with active communication and engagement, implemented robust internal controls, and ensured adherence to the highest ethical standards.
- CTG's commitment to such standards and ethics was solidified in our ISO 9001:2015 quality certification attainment, quarterly management reviews and full compliance with annual quality audits.
- CTG's Corporate NDA, Code of Ethics and Travel and Expense Policy continued to govern strict leadership and employee behavioral expectations related to information sharing and ethics.
- Our mandatory quarterly attestation for all employees regarding Anti-Bribery, Kickbacks and Gifting policies further educated and enforced requirements for employees relating to corporate governance, ethics and feedback.

- **Data Security and Privacy:**

- CTG recognized and memorialized the importance of protecting sensitive supplier and customer data. We have implemented comprehensive data security measures and maintain a strong focus on data privacy to ensure the confidentiality and integrity of all information entrusted to us.
- CTG implemented and is fully compliant with NIST 800-171 and CMMC 2.0 standards, aligning with our DoD Mandatory Controlled Unclassified Information (CUI) Training for all employees. We implemented a formal System Security Plan (SSP) along with an Incident Response Plan (IRP) that is reviewed by management on a quarterly basis and tested annually with tabletop exercises.
- CTG's approval in the Joint Certification Program (JCP) established our eligibility to receive technical data governed, in the U.S. Department of Defense (DOD) Directive 5230.25.
- Our approval and active membership in the DoD's Defense Industrial Base Cybersecurity Program (DIBNET CS) exemplified our commitment to continuous knowledge (education), industry collaboration and improvement.
- CTG maintained its secure Top-Secret facility clearance (TS FCL) along with DoE e-FOCI facility (Foreign Ownership and Control) for handling L and Q-cleared personnel and contracts. Our facility and personnel are equipped and required to maintain lifestyle and data privacy (need to know) practices as governed and enforced by the highest levels of U.S. Federal (National) security standards.

- **Sustainability Reporting:**

- CTG has established clear reporting mechanisms and leadership chain of command for our employees to raise concerns or report unethical behaviors.
- CTG has developed an annual ESG report to track our progress on ESG policy and pillars. We publish and communicate our performance to employees and stakeholders. This report is made publicly available on our website.

Conclusion

CTG's 100% virtual workforce is dedicated to embracing Sustainability and ESG principles as a core component of our business strategy. By prioritizing environmental sustainability, social responsibility, and sound governance practices, we aim to create a positive impact on our employees, customers, communities, and the broader world. Through the implementation and reporting of this ESG policy, we are committed to fostering a culture of responsible business conduct and contributing to a more sustainable future for all.