

2020 JeffreyM Consulting Corporate Responsibility Report



The information in this this Corporate Social Responsibility (CSR) report reflects JeffreyM Consulting's activities from January 1, 2020 – December 31, 2020. For the purposes of this report, we use the [GRI Standards: Core Option](#) as a foundation for our reporting approach. We welcome your feedback or your request for more information on this report. Please contact us at CSR@jeffreym.com.

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Who We Are

At JeffreyM, we pride ourselves on original ideas and a **people-first approach** that drives results.

JeffreyM Consulting, LLC, established in 2006, is a marketing consultancy specializing in staffing and all things digital. Currently headquartered in Seattle, WA, we have 300+ talented consultants located across the globe providing services to 125+ valued Clients. From our humble beginnings in our owner Jeffrey McCannon's garage to the full-fledged staffing firm we are today, transparency and Client/employee experience have always been at the forefront of what we do.

In 2019, JeffreyM Consulting embarked on a journey to establish a Corporate Social Responsibility framework and strategy—with the ultimate goal of making a difference in the world in which we live and with those we interact with. We are committed to integrating responsible business practices into all our activities, and to continually review and improve upon these practices..



2020 Awards & Rankings

Inc. 5000 Fastest-Growing Private Companies in America, 2020

Inc. 5000 Best Places to Work, 2020

Puget Sound Business Journal Washington's 100 Fastest-Growing Private Companies, No. 62, 2020

Puget Sound Business Journal Best Places to Work, 2020

Expertise Best Social Media Marketing Agencies in Seattle, 2020

Silver Medal EcoVadis sustainability rating in recognition of CSR achievement, 2020

Memberships & Initiatives

JeffreyM Consulting is a member of these leading organizations:

Society for Human Resource Management (SHRM)

Microsoft Alumni Network

JeffreyM Consulting endorses a number of external initiatives, including:

CDP

Environmental Protection Agency (EPA) ENERGY STAR®

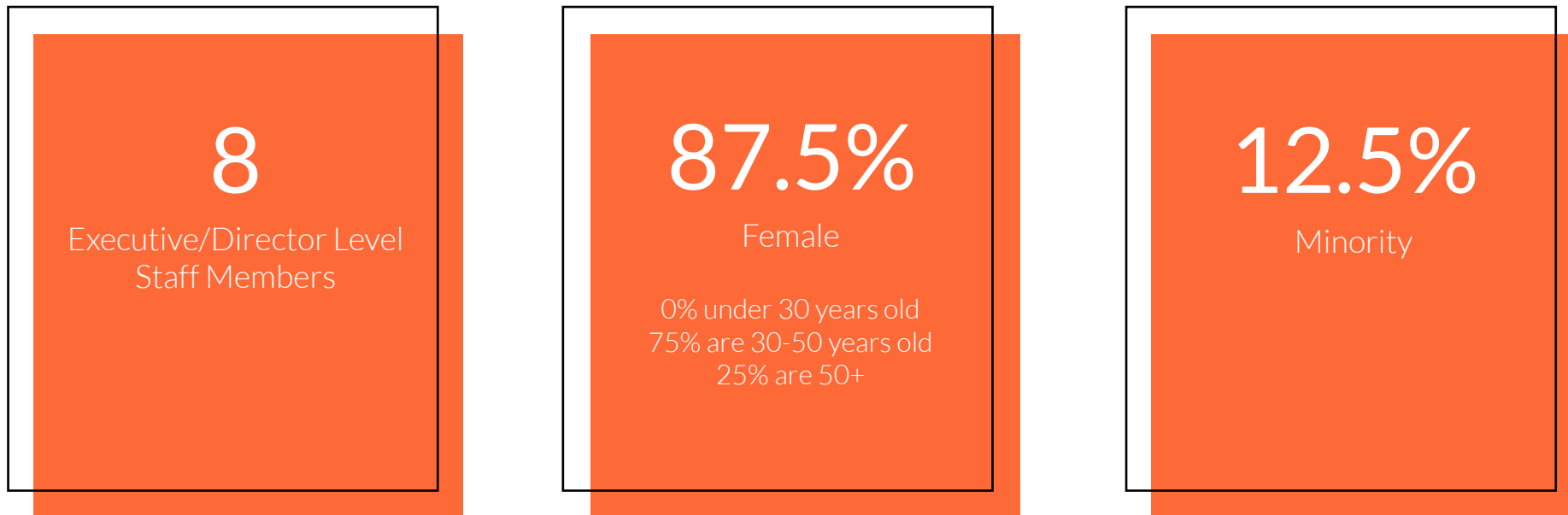
Greenhouse Gas (GHG) Protocol

Leadership in Energy and Environmental Design (LEED)

United Nations Guiding Principles on Business and Human Rights

Management Structure

Our current Executive and Director management team, by the numbers.



Locations

USA
Headquarters / Location of Operations
600 University Street, Suite 601
Seattle, WA 98101

London
New Penderel House, 4th Floor 283-288
High Holborn London WC1V 7HP, United Kingdom

Our employees are located across 25+ US states,
and across the globe in London and Germany.

2020 Breakdown

420 employees throughout the US
35 employees in the UK and Germany

68% female / 32% male



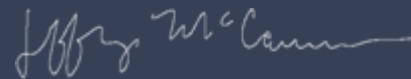
A Message from the Owner/CEO

In February of 2020, our staff team was returning from an inspiring, exciting and motivating offsite at Semiahmoo resort in Blaine, Washington. We returned ready to take the year ahead by storm, with an enthused staff and a fresh set of big goals in hand. While we definitely did not anticipate returning to a global pandemic and a national reckoning on racial justice, I believe that our offsite set us up for success in tackling 2020 as we did.

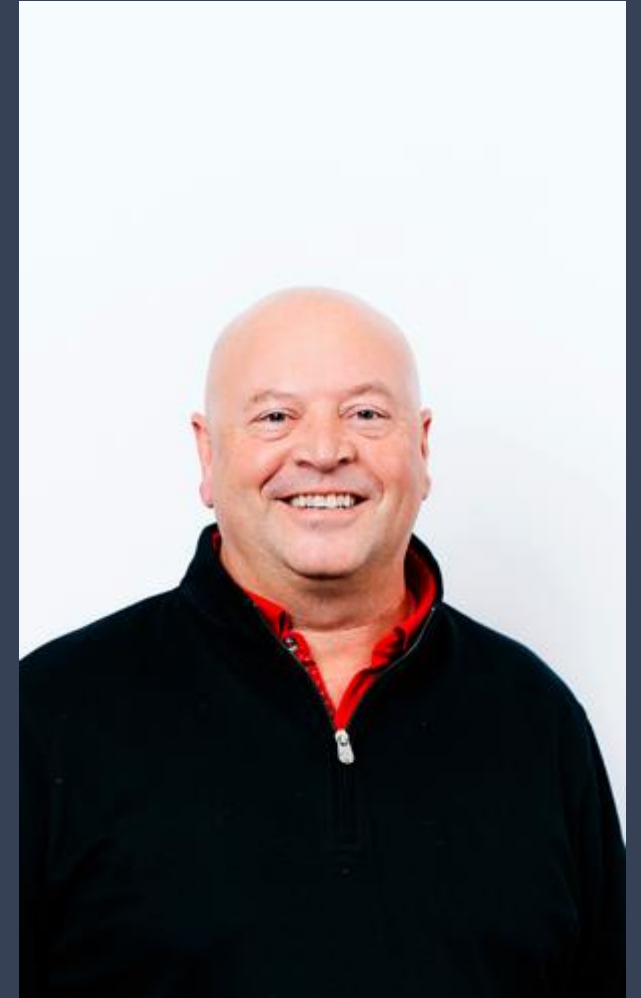
This past year changed the world as we know it, both at work and at home. I personally have been so in awe at our employees and staff and the level of flexibility, compassion, and commitment they have shown. The strength of our business over the past 15+ years, our talented employees continuing to provide top-notch service, and our valued Clients allowed us to adapt and navigate things we could have never anticipated.

We have taken this opportunity to overhaul our CSR Committee and strategy, with the goal of learning, growing, and making larger impacts year over year. In the short-term, we can support our remote workforce in a sustainable way, we can contribute financially to charities that make a difference, and we can choose to implement celebrations such as Juneteeth.

While there are no easy solutions and there is always more to do, we are committed to doing our absolute best. I want the legacy of JeffreyM Consulting to show that we cared, that we made a difference, and helped build a stronger, kinder, and more sustainable future for us all.



Jeffrey McCannon
CEO & Chairman, JeffreyM Consulting



January 2020: Before

We entered January 2020 with 85%+ of our dispersed workforce already consistently and successfully working remotely, providing services to our Clients across the globe. As we entered unprecedented times with the COVID-19 pandemic, JeffreyM was therefore primed to support our employees and Clients on a 100% virtual basis, delivering an efficient remote employee experience from onboarding to offboarding, and a trusted remote process with our Clients. The shift to 100% remote work also meant our emissions from employee commuting dropped from 40mt CO₂e to nearly 0mt CO₂e in April 2020, as compared to Jan - Feb, launching us into our work in assessing our greenhouse gas emissions strategy and goals as part of our CSR efforts.

January 2020: After

What's Next: We were able to engage our employees in our CSR efforts and enhance our D&I efforts in line with the events of 2020. Living and working through a global health crisis while continuing the battle against racial inequality and social injustice has required us to learn fast, to adapt, and to make changes. In 2021, we will continue to build on this positive shift and the commitments we have made to our employees, our Client, and our community.



Our COVID-19 Response

We cannot report on our 2020 CSR efforts without addressing the COVID-19 global pandemic and its impact on our business and the way we think and work. In February, our internal staff team returned fresh from an inspiring goal-setting offsite event, and weeks later the world and workplace as we knew it changed with little warning or chance to prepare. And while our overall goals and aspirations for the year did not change, we had to analyze our approach and rethink our processes. The effects of COVID-19 are likely to change the ways in which we think, how we conduct our lives and work, and simply how we view the world. We have the opportunity to form a more authentic CSR approach, addressing urgent environmental, social and human rights matters that have emerged with all that was 2020.

We have long been supportive of employees working remotely, and we entered the year with 85%+ of our workforce already working remotely. This meant that the transition to a completely remote basis was quite seamless and productive, as with employees and Clients located across the globe, we were already prepared for recruiting, onboarding and offboarding, and providing support - all virtually. We didn't miss a beat. In March, we moved our entire headquarters to 100% remote, and all employees who were not already remote moved to do so. The health and safety of our entire global team remains a top priority, so we will remain on a remote-only basis until it is safe for us to return.

This is a time for us to review how the world transitioning to working from home has affected the environment, and how we can continue supporting this. As with most companies during the pandemic, business travel almost completely dropped off in March. Our carbon footprint in terms of employee business travel decreased a notable 78% as compared to 2019. And with the 25% of our workforce no longer commuting into work, our commuting carbon footprint decreased to virtually 0mt CO₂e in Apr 2020, as compared to 40mt CO₂e in Jan - Mar. Though we expect an increase in business travel and commuting moving forward, we anticipate the volume of travel and commuting will not return to

pre-COVID-19 levels, simply due to the benefits that we and our Clients have discovered of remote work, the success of virtual events, and the impact on the environment.

This is also a time for us to focus on our employees, and our connection with them. To focus and bring awareness to mental health and the importance of work/life balance. Maintaining employee engagement, especially at times like this, is critical. Our HR team walked employees through COVID-19 related leave and accommodations throughout 2020 and reminded employees of their access to our Employee Assistance Program (EAP). We released a quarterly newsletter

ensuring employees feel connected and in-the-know on everything JeffreyM. We have assigned a dedicated Account Manager to each employee, ensuring a robust personal onboarding process and regular check-ins, and providing a main point of contact. We restructured our CSR efforts to invite employee participation, enhanced our internal resource portal, and built out Microsoft Teams for ultimate collaboration.

While some Clients restructured their strategy which ultimately affected our contracts, our employees and Clients proved resilient, allowing JeffreyM to still grow 7.9% in 2020 as compared to 2019.

Our CSR Approach

Using passion to **create impact**, now and into the future.

The formation of our Corporate Responsibility Committee reflects our commitment to learning about the impact we make to our environment and within our society, our commitment to finding solutions and ways to improve upon that impact, and our commitment to share this information publicly. We understand even the simplest effort can impact social change, and our CSR Committee will help us recognize and act upon these opportunities.

The purpose of the CSR Committee is to set guidance and direction and oversee policies and progress on JeffreyM Consulting's social, ethical, environmental and community issues, as well as company culture. This committee is overall tasked with raising awareness, creating transparency, and instilling knowledge among the employees of our company.

In September of 2020, we restructured our CSR Committee. The purpose of this restructure was to organize the four (4) core focuses of our overall CSR efforts into sub-committees that could really take our efforts and impact to the next level, those being **Diversity & Inclusion, Climate Change: Environment & Sustainable Procurement, Labor Practices & Fair Business Practices, and Community: Volunteerism & Philanthropy**. This restructure also allows for greater opportunities to involve JeffreyM staff, employees and the community. Each Sub-Committee has a member of the JeffreyM Consulting Leadership acting as Committee Leader, and Committee Members are made up of at least one (1) other member of the JeffreyM Consulting Leadership team, and any JeffreyM employees who volunteer to contribute to the committees they are passionate about. The overall committee is governed by our Director of Human Resources.





Our CSR strategy aligns with the [United Nations Sustainable Development Goals](#), which were launched in 2016 and consist of 17 goals and 169 targets geared towards peace and prosperity for the people and the planet, now and into the future. We believe our work is most aligned with SDG 3 (Good Health and Well Being), SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), SDG 10 (Reduced Inequalities), SDG 12 (Responsible Consumption and Production), and SDG 13 (Climate Action).

In Q4 2020, we distributed a CSR survey companywide, asking staff and employees to share the topics, issues and matters that matter to them. The results generated a priority list for each Sub-

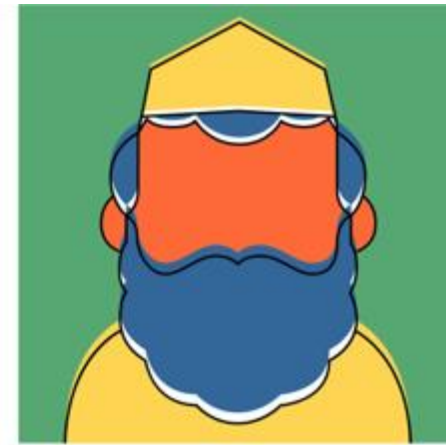
Committee, ensuring our most efforts align to what is valuable to our employees. The survey also invited employees to join a committee, to share current volunteer or philanthropic efforts, or to share ideas and feedback. Participation in the survey was low at about 4%, but as we continue on this journey we expect more employees to take an interest and share their thoughts. Our goal is to have 50% of employees respond to our 2021 survey.

The information provided in this report creates transparency for our employees, our Clients, and our community—we believe sharing this insight holds us accountable and creates trust. We cannot wait to share updates as we continue our sustainability journey, as we learn and continue to grow and shape our strategy.

Diversity & Inclusion

JeffreyM Consulting is committed to a diverse and inclusive workplace. Our Diversity & Inclusion statement drives all of our internal policies and processes and is also published publicly on our website.

We expect all staff and employee to uphold and abide by this statement throughout all of their interactions and actions at JeffreyM Consulting.





Our D&I Statement

JeffreyM Consulting, LLC believes that diversity and inclusion is necessary in order to achieve and sustain excellence. We are committed to a work environment in which the wide array of contributions from all staff, employees and clients, that result from a diverse and inclusive workplace, allows us to be more effective. By recruiting and retaining a diverse employee base, we can best promote our values of excellence. These values are recognized and supported by JeffreyM Consulting, LLC leadership at all levels.

Consistent with our commitment to diversity and inclusion, JeffreyM Consulting, LLC provides equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, veteran status, or any other characteristic protected by federal, state or local law. JeffreyM Consulting, LLC provides reasonable accommodations for qualified individuals with disabilities.

We're committed to a diverse workforce across our entire company, and to an environment that ensures all employees feel included, valued and safe. Our Diversity & Inclusion statement has long been published publicly and internally, driving our internal actions and setting expectations of JeffreyM employees and staff. As we began our journey to enhance our D&I efforts, we promoted one of our internal staff members to Director of Success, Diversity and Inclusion in September 2020, to ensure

everything we do internally and externally champions diversity and inclusion. This staff member also acts as Committee Lead on our Diversity & Inclusion CSR Committee, and has already spearheaded diversity & inclusion training for all employees and managers annually, launched in November 2020.

While we know there is always more to learn and do, we are well on our journey. This is only the beginning of revamped D&I efforts.



LaToya Benson
Director of Success, Diversity and Inclusion, JeffreyM Consulting

D&I Committee

Our Diversity & Inclusion Sub-Committee has four key responsibilities.



Promote and support the success of diverse employees.



Foster a culture of inclusion



Educate employees through training and engagement



Build a diverse workforce through recruiting and communication

Website

A re-launch of our website is scheduled for May 2021 to ensure diversity & inclusion statements are more prominent, and imaging is revamped for diversity and accessibility.

+1233.33%

Imagery of females

+900%

Imagery of minorities



Our Response to the Black Lives Matter Movement

Events that occurred in our world in 2020 related to racial injustice throughout our country impacted us, our employees, our Clients, our friends, our communities – each in unique ways. We witnessed and experienced a lot, with the weight of that impact especially felt by our black employees. In June, we offered a paid day away for employees to take when and how they needed it and donated to 7 charities/funds to support the Black Lives Matter Movement. Furthermore, we then opted to observe Juneteenth and asked our employees to join us in celebrating, learning about and reflecting upon his day. We encouraged employees to use the day off to focus on reflection and the significance of this day, and to continue thinking about how we might act moving forward for a better future.

What's Next: We are taking action to incorporate Juneteenth as an official annual celebration.

Engaging Employees

At the core of JeffreyM Consulting is our Code of Conduct Policy, and when coupled with our Policy against Discrimination and Harassment, we ensure orderly operation, the best possible work environment, and an environment in which all individuals are treated with dignity and respect. All employees must sign and acknowledge these policies upon onboarding and are trained annually on them, in addition to separate annual D&I trainings.

Our D&I Committee has committed to launching our company wide book club

in 2021, where we will feature a book each quarter to help drive conversations on race & gender, LGBTQ+ issues and workplace diversity. At the end of the quarter, we host a Q&A and panel discussion to provide an opportunity for our employees and community of Clients and friends to discuss key learnings and discuss action steps to move forward.

A D&I survey distributed to our employees in 2020 yielded positive results, but also provided a framework for focuses in 2021. With over half of

our employees responding that they feel positive about diversity at JeffreyM and that their work environment is inclusive, we know that we are doing things right - yet still have work to do. With a 21% response rate in 2020, we expect even greater results in the next annual survey with a 40% response rate goal.

Initial phases of launching employee resource groups—to better connect our remote employees and foster inclusion and belonging—is already in the works for the year ahead.

Where We Are & What's Next



What's next: Employee Resource Groups are already underway.



In 2020 our workforce was 68.6% women, up .92% from 2019.



87.5% of our leadership is female.



50% feel positive about diversity at JeffreyM—our goal is 65% in 2021.



76% feel that their work environment is inclusive—our goal is 80% in 2021.



70% feel connected to and love the JeffreyM Culture—our goal is 75% in 2021.



Climate Change: Environment & Sustainable Procurement

All companies leave some environmental impact, meaning taking responsibility and mitigating the impact of operations is of utmost importance. JeffreyM is committed to taking this responsibility, not only to further the environmental efforts and sustainability goals of our clients in which we partner with, but to ensure we are mindful with the decisions we make daily to support our own sustainability journey. As a service-oriented company, we have determined that most of our greenhouse gas (GHG) emissions come from electricity consumption (Scope 2), business travel/employee commuting (Scope 3), and supply chain emissions (Scope 3). Over the last few years, JeffreyM has continually implemented new policies and processes to increase our focus on sustainability. The creation of our Climate Change Sub-Committee, as part of our restructured CSR Committee, allowed us to invite employees to participate to both bring company awareness, as well as fresh ideas, to how we can minimize our environmental impact.



Disclosure

Our commitment to **transparency** and continuous **improvement**.

As part of our CSR efforts, for each year since 2018, JeffreyM Consulting has disclosed our climate change impacts through CDP, a global disclosure system for companies to manage their environmental impacts and through EcoVadis, a platform allowing companies to assess their environmental and social performance. With our annual results, we commit to assessing our results and implementing new measures to ensure we improve our scores year-over-year. We are doing our part to reduce our

already low greenhouse gas (GHG) emissions, recognizing that most of our GHGs come from our Scope 2 & 3 emissions.

We commit to updating our Corporate Social Responsibility report annually, for public availability on our website at jeffreym.com. This provides transparency for our employees, our Clients, and our community, and also allows us to continue to learn and improve as we continue on our sustainability journey.



Building

JeffreyM Consulting, LLC headquarters is located within leased space at One Union Square at 600 University Street in downtown Seattle. Union Square has engaged with green building practices for both buildings and have earned **LEED EB Platinum designation, the highest award for LEED EB Building Certification**. Union Square has taken a holistic approach to green programs and energy efficiency, based on the implementation of an in-house commissioning agent over the last 20 years whose job is to ensure all systems are commissions on an on-going basis. This allows tenant comfort levels to be exceeded while adhering to strict efficiency levels throughout the properties. In terms of **LIGHTING**, the majority of lighting systems have been retrofitted with high-efficient LED lighting. A supplemental lighting management system is used for automation of light levels in all public areas. Union Square's BAS (Building Automation System) uses complex strategies to provide tenants with a total comfort control system, while carefully monitoring energy usage.

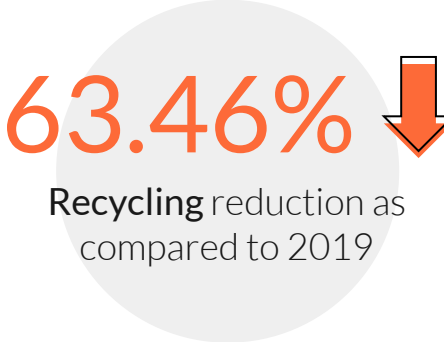
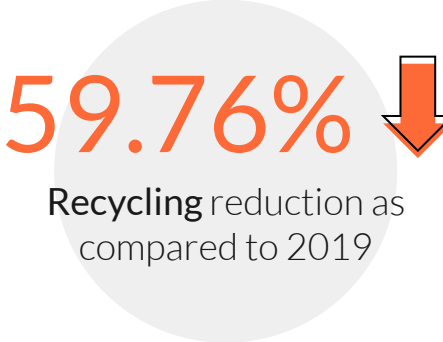
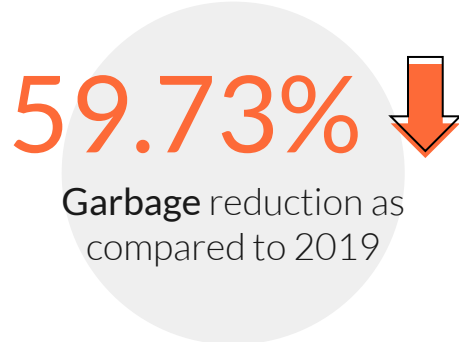
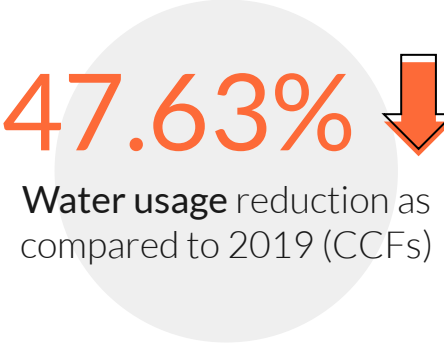
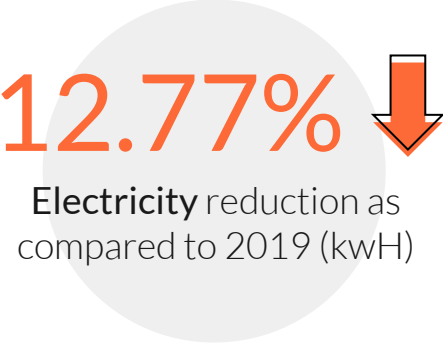
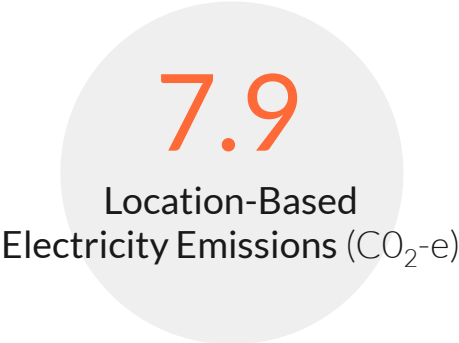
Union Square also offers a comprehensive **RECYCLING** program for their tenants. In terms of **WATER**, all restrooms have been retrofitted with low flow fixtures and low flow sink aerators. Using the [Aqueduct Water Risk Atlas tool](#) as a means of risk assessment, we have determined our office space has a Low-Medium risk score, and we are happy to rent space within a building so mindful of water conservation. Union Square complies with all Seattle ENERGY code standards. Energy conservation is also dictated through automation of lighting and overtime air, in addition to overall HVAC operation. Further, the energy management BAS system is a comprehensive control system that utilizes complex algorithms to provide

optimal start during periods of off-peak energy consumption. This provides intelligent warm-up/cool-down of occupied spaces to further reduce the building's carbon footprint under all conditions. Both Union Square buildings are Energy Star certified. Two Union has an Energy Star score of 93, One Union has an Energy Star score of 98. Union Square adheres to the ASHRAE Standard 62.1, ventilation for acceptable indoor **AIR QUALITY**. Union Square utilizes high-efficient filtration approaching Merv 13 in arrestance ratings. Both buildings maintain minimum outdoor primary air and required air change levels dictated by ASHREA. Union Square has also partnered with Carbon Solutions

Group and purchased renewable energy certificates to support **RENEWABLE ELECTRICITY** generation.

As we continue to assess and learn about our environmental impact, we have purchased Electricity Usage Monitor Voltage Meters to use within our office space and within a select sample of employees working from home so that we can report on and monitor our energy usage and use it to pinpoint areas in which we can conserve energy and reduce emissions at both the office and home for communication and training distribution to employees.

2020 Emissions



Remote Work

As a result of the pandemic, employees shifted to a 100% remote work basis in March of 2020. JeffreyM Consulting has historically had a primarily remote-based workforce, with employees and Clients located across the globe. Therefore, the effect of the pandemic on our emissions output was restricted to those who were commuting to HQ or Client sites regularly, or those who traveled for Client work. For those who were based at home and whose projects did not require travel, their emissions were unaffected outside of personal changes they may have made at home. Even prior,

JeffreyM employees simply did not travel unless required. All travel must be Client approved and necessary as part of the contact deliverables. Our carbon footprint in this area has therefore been historically small.

Our Code of Conduct policy specifies that we expect employee to make every effort to Reduce, Reuse and Recycle as much as possible and to the fullest requirement of local ordinance. Each employee signs and acknowledges this policy during onboarding and is trained on it annually.

78%+ 

Business travel emissions
reduction as compared to
2019 (2020—19.4mt CO₂)

78%+ 

Commuting emissions
reduction as compared to
2019 (2020—40.1mt CO₂)

Information Technology

We have taken great steps to reduce our carbon footprint related to IT. We offer an equipment loan program as part of our employment package, and our equipment remains in our inventory rotation throughout its entire 3-year warranty lifecycle—our determined useful life for a laptop computer. This ensures that all equipment in our inventory is using new technology and the latest innovations in energy efficiency and supports waste reduction as laptops are reissued throughout their entire life cycle. After our equipment has reached the end of its life cycle or is no longer suitable for reissue, our IT department exclusively recycles the equipment by scheduling a pick-up with a pre-approved and vetted technology recycling.

With moving our entire IT process to remote in 2020, our team has gotten creative with our IT-related shipping. A reusable JeffreyM branded tote is used as packaging for the device, along with recyclable paper. Materials received in any deliveries to our JeffreyM offices are also set aside to reuse for IT shipping.

JeffreyM has decided to solely use UPS for our IT shipping needs, as they offer carbon neutral shipping option. This option allows us to offset the environmental impact of all our shipments, IT or otherwise. While the cost to do this is small, the environmental impact is large.

We partnered with EXP Technical in 2019, an IT solutions and support company and

Microsoft silver solution provider. With this partnership, we were able to improve our power consumption by migrating to the cloud – saving approximately 6900 kWh per year. Since then, our data center footprint has remained constant by leveraging high-energy efficiency equipment. We use Office 365 for most of our technology, who claim that their cloud provides significant energy and carbon emissions reduction potential when compared with on-premises datacenters. These gains, as much as 93% more energy efficient and as high as 98% more carbon efficient, are due to Microsoft’s extensive investments in IT efficiency from chip-to-datacenter infrastructure, as well as renewable energy.

Sustainable Procurement

We seek to engage with business partners who operate using socially and environmentally responsible business practices, and who share our commitment to high ethical standards. We define business partners to be any company, Client, or any other party we partner with.

We have initiated assessment activities for responsible sourcing those in which we partner with, including a Business Partner Code of Conduct policy, providing the foundation on which we build trust. This Code of Conduct outlines our expectations regarding basic compliance with federal, state and local laws, and respect for labor practices, human rights, environment, sustainable procurement practices, and ethics.

We choose our suppliers and who we order products from with care. Our internal policy is to purchase only environmentally friendly office products when available, and to continually increase the list of green products purchased wherever possible. We assess our suppliers shipping options, opting into carbon neutral shipping options, condensed shipping, bulk ordering, or pick-ups to help make small but impactful influences along the way.



What's Next

We are implementing an internal Business Partner checklist, ensuring the practices of those we partner with align with our efforts. We strive to look deeper into these relationships in the year ahead.

Where We Are & What's Next

We are in the midst of our work in assessing our greenhouse gas emissions strategy and goals. We can only continue improving from here.

Location Based Scope 2 Emissions	
Purchased & Consumed Electricity	7.9mt CO ₂ e

Scope 3 Emissions	
Employee Business Travel	19.4mt CO ₂ e
Employee Commuting	40.1mt CO ₂ e
Supply Chain	TBD



Additional Targets

- Reduce our emissions by 55% by the year 2030.
- Continually expand areas in which we can monitor and improve emissions.
- Continue monitoring our emissions, with measurable progress reports each year.
- Choose Sustainable Partners, with rollout of Business Partner checklist and Code of Conduct to ensure practices align with our efforts.
- Raise awareness by incorporating environment topics into our required trainings, keep transparent communication with employees around climate related efforts we are making, ensuring employees are aligned with our efforts.
- Maintain primarily remote work model, including internal staff. 2020 has allowed us the opportunity to recognize benefits of working from home, including less commuting, more efficient energy bills, more video calls and meetings, virtual parties, etc. All of this directly impacts emissions.
- Update technology when needed to ensure energy-efficiency. Continually monitor and make updates when needed and assess prior to making purchases.
- While we know our internal staff team primarily relied on transportation prior to COVID-19, we will incorporate travel/commute related questions to our employee engagement survey for 2021 and beyond to enhance our calculations.



Labor Practices & Fair Business Practices

At JeffreyM, we are in the people business. We service 125+ clients, with 300+ consultants across the globe. From our humble beginnings in Jeffrey McCannon's garage to the full-fledged staffing firm we are today, employee and Client experience have always been at the forefront of what we do. We are committed to providing robust benefits and fair compensation to our employees, while ensuring our commitment to diversity and inclusion, basic human rights, and fair pay practices is demonstrated within our policies and internal processes, as well as reinforced through our workplace policies trainings, and that employees are supported throughout their career path.



Compensation & Benefits

Employee and Client experience is at the core of all we do. With this, our leadership team continually assesses our offerings, ensuring our total package is relevant, competitive and meets the diverse needs of our employees and their families. We offer healthcare and pre-tax savings programs, an employer-matched 401(k) retirement program, pre-tax commuter and parking programs, paid parental leave, generous PTO, equipment loan program, full-time IT support, account managers for

both Clients and employees, quarterly events to facilitate networking (mostly virtual in 2020), quarterly newsletters highlighting our employees, 360 review opportunities, and a small staff available – including Jeff himself - directly and quickly to advocate on our employees behalf and support them. We also offer personal and professional development opportunities through in-person trainings, a learning management system, and performance review opportunities.



In 2020, we rolled out our new Paid Parental Leave Policy nationwide, providing 12 weeks of paid leave minimum to eligible employees.



JeffreyM Consulting is committed to fair, consistent and appropriate practices when determining pay, allowing us to attract, motivate and retain qualified employees while ensuring compliance with applicable laws and regulations. Consistent with laws prohibiting discrimination in the workplace, and with JeffreyM Consulting’s business philosophy, all salary decisions are made without regard to race, color, religion, sex—including gender expression and gender identity, national origin, age, disability, or any other characteristic protected by federal, state, or local law. Our leadership team regularly analyzes whether employees performing similar work and utilizing similar knowledge, skills and abilities are paid similarly, using a set of factors to determine pay within a set salary range,

We also have implemented a financial wellness program in which we currently have partnerships with cell phone discount plans, and partner with a mortgage company to offer home buying workshops and benefits when purchasing a home.

Career Development

In our contract-based world, employees have the opportunity to stay with JeffreyM for the long haul over multiple contracts, or might just be ‘stopping by’ on their way to the next great thing. Either way, an employee becomes part of the JeffreyM family once onboard.

Each employee begins their experience with JeffreyM with one of our recruiters. Whether the employee has applied to one of our available positions, or whether a recruiter has proactively reached out due to the employee’s skill set or their position on our “bench” from previous conversations, our recruiters are the first line of support for our employees and the next steps in their career path.

Employees are assigned an Account Manager during their tenure with JeffreyM, who will guide and support them throughout their project, and help them decide what is next. In a contract world, we understand that sometimes “next” is outside of JeffreyM – and we are happy to provide recommendations or resources to help the employee in their career development.

In 2018, we invested in a Learning Management System (LMS). This system not only provides a convenient platform to run required trainings through, but provides an entire catalog of self-signup courses on a variety of professional and personal development topics for our employees to complete at their leisure.



33

Employees were re-hired with JeffreyM on a new contract in 2020



45

Employees came from referrals in 2020



Employee Support

We have a dedicated HR team who consistently review our benefits offerings, obtain employee feedback, support employees throughout their employment experience, discuss accommodation options for both employees and potential employees, and ensure employees are trained on these policies and procedures in which we are committed to.

Data Privacy

Protecting and ensuring information privacy.

We take data privacy seriously, and review our security policies and process monthly, as well as during annual audits. We consider how we are collecting, using, storing, protecting and processing data on a regular basis. Our biggest risk as a consulting agency is the thread of potential phishing and hacking, and recognizing this allows us to put a risk management process in place. To help us with this, we partnered with EXP Technical in 2019, an IT solutions and support company founded in 2003, and a Microsoft solution provider.

Our policies and processes are documented in our IT Security Policy, in which every employee must sign and acknowledge during onboarding and is trained on annually. This policy minimizes unnecessary collection and retention of data and creates trust with our employees and Clients that their data and information is safe. We communicate our privacy practices in our [Privacy Policy](#), published on our website at jeffreym.com.

Business Ethics & Human Rights

At the core of JeffreyM Consulting and our entire CSR foundation, are our JeffreyM Values. Our Code of Conduct policy. We are committed to upholding the highest ethical standards, as well as complying with applicable laws and regulations. We created and adopted this policy to ensure orderly operations and provide the best possible work environment. All JeffreyM employees must sign and acknowledge this policy upon onboarding and are trained annually on the material.

Our Code of Conduct policy covers topics such Business Standards, Compliance with applicable laws and regulations, human rights, health and safety, environmental protection, respect in the workplace, privacy and security, communication, protection of company property, and professionalism. Reports of violations or concerns are made directly to our Human Resources department and are fully and promptly investigated.



2020 Highlight

We launched quarterly annual Client Satisfaction surveys, ensuring Client satisfaction with JeffreyM Consulting from interactions with our staff to the deliverables received from employees.

Our Values



People

People are at the core of our business. We strive to create a great experience for both our prospective and existing employees and Clients, because you never know what interaction may come back around in the future. We believe each interaction is unique, which is why we are flexible, agile and don't believe in a one-size-fits-all strategy. We tailor our approach to the needs of each employee and Client.



Innovation

Constant innovation is key in a competitive environment. We constantly challenge ourselves to think outside the box and develop new programs and services that benefit our employees and Clients. How do we do that? Simple, we listen. We listen to employee and Client feedback, hire smart people and consistently research and align to industry trends.



Drive Results

Delivery for our Clients is our highest priority. Whether it is a marketing campaign or building a new program, our goal is to drive for results to deliver positive and profitable business outcomes that ensure Client satisfaction.



Keep It Simple

We strive to take the stuffiness out of corporate consulting and do our best to keep things simple, not overcomplicate, and be as transparent as possible with everyone we come into contact with. We have the best consultants in the business, who are driven to deliver results without the fuss.

What's Next

Our plan for **improving** employee and client standards moving forward.

In 2021, JeffreyM Consulting will outline partner expectations in a formal Business Partner Code of Conduct, coupled with an internal assessment process. We require anyone we work with to maintain fair employment practices and prohibit forced labor and human trafficking. In addition, suppliers must be taking strides to improve environmental impact.

In 2020, we launched an employee satisfaction survey. While the response rate was low, the feedback was beneficial and positive. We plan to restructure this to integrate our D&I, CSR and employee satisfaction surveys into

one annual survey that can be used to fuel future efforts. These surveys have the potential of being our greatest tools, as it keeps us responsive and in-tune with what our employees value and allows us to monitor progress and assess areas that need extra support and focus in the months ahead.

We have also taken this opportunity to review our trainings, and plan on launching a number of new policies and trainings focused on employee health & safety, and have implemented an annual policy review process within this Sub-Committee.

A person wearing a blue t-shirt with a logo and the word "ORGANIZED" is packing a white plastic bag. The bag is filled with several black plastic food containers. The person's hands are visible, and they are carefully placing the containers into the bag. The background is slightly blurred, showing other people in similar blue shirts, suggesting a community or volunteer event. The word "Community" is overlaid in white text on the image.

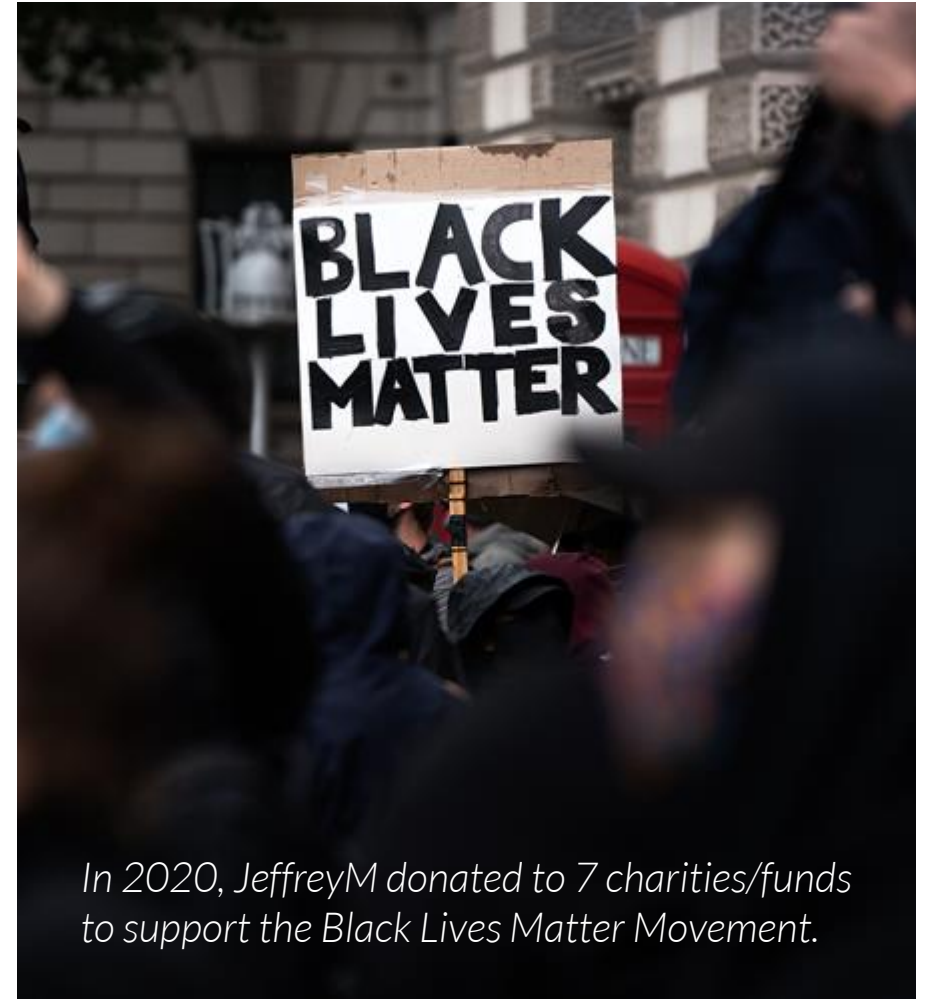
Community

Beyond our internal processes, JeffreyM Consulting is passionate about our community. The creation of our Community Sub-Committee in 2020 allows us to work on creating a clear strategy in how we can make the most positive impact we can. Our goal is to contribute locally and globally with our time, money, and expertise, making a big impact in the communities that we are a part of.

Our long-standing relationship with WE.org in the Seattle community has allowed thousands of youth to take advantage of Seattle We Day annually. WE.org empowers youth to do service locally and globally.

Historically, JeffreyM has been involved with Fred Hutchinson Cancer Research Center as a sponsor and annual advocate at their fund-raising events. Fred Hutchinson Cancer Research Center is dedicated to the elimination of cancer and related diseases.

What's Next: We have a goal to establish a corporate day of service one per year for all employees.



In 2020, JeffreyM donated to 7 charities/funds to support the Black Lives Matter Movement.

Community

Where We Are Now

In 2020, JeffreyM donated to 7 charities/funds to support the Black Lives Matter Movement.

Where We Are Going

Moving forward, JeffreyM will contribute expertise, time and money to our communities, and we will continue to earn recognition on Best Places to Work or Fastest-Growing lists.

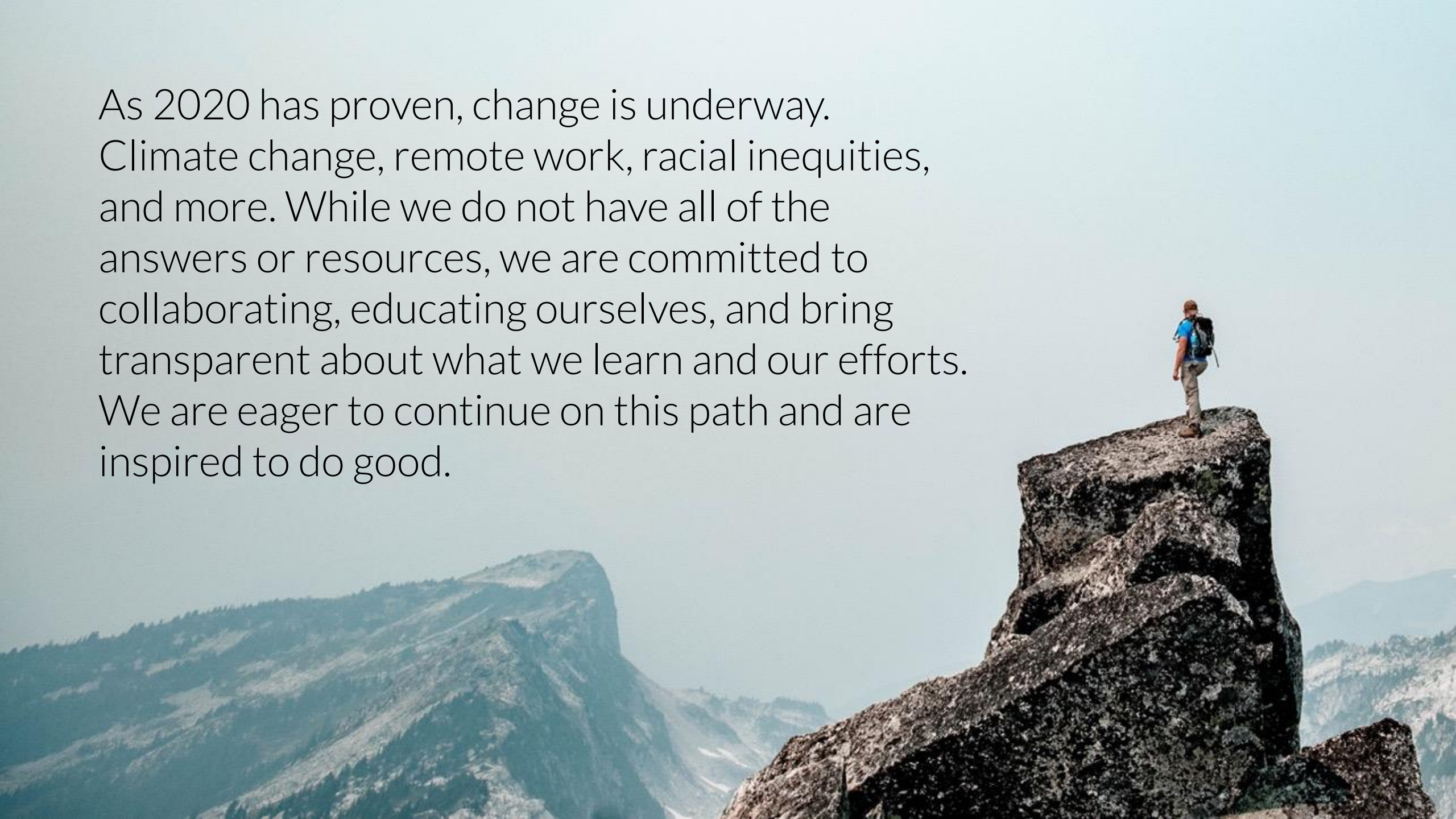
Conclusion





JeffreyM Consulting is proud of the evolution of our Corporate Social Responsibility strategy and efforts over the past 3 years. Highlights from 2020 include restructuring our overall committee into four (4) focused Sub-Committees that could really take our efforts and impact to the next level, implementation of our new Code of Conduct policy which touches on many aspects of our CSR efforts, and improved insights and tracking.

As 2020 has proven, change is underway. Climate change, remote work, racial inequities, and more. While we do not have all of the answers or resources, we are committed to collaborating, educating ourselves, and bring transparent about what we learn and our efforts. We are eager to continue on this path and are inspired to do good.



GRI Content Index



GRI Standard	Disclosure	Page number(s) or URL/Direct Answer
GRI 101: Foundation 2016		
General Disclosures		
GRI 102: General Disclosures 2016	Organizational Profile	
	102-1 Name of the organization	4
	102-2 Activities, brands, products, and services	4
	102-3 Location of headquarters	8
	102-4 Location of operations	8
	102-5 Ownership and legal form	4, 9
	102-6 Markets served	4, 8
	102-7 Scale of the organization	8
	102-8 Information on employees and other workers	8
	102-9 Supply chain	4, 27-28, 31, 32
	102-10 Significant changes to the organization and its supply chain	There were not any significant changes to the organization's size, structure, ownership or supply chain in 2020.
	102-11 Precautionary Principle or approach	13-15, 28, 32, 41
	102-12 External initiatives	6
	102-13 Membership of associations	6
	Strategy	
	102-14 Statement from senior decision-maker	8
	Ethics and Integrity	
	102-16 Values, principles, standards, and norms of behavior	22, 30, 32, 42-45
	Governance	
	102-18 Governance structure	7
	Stakeholder Engagement	
	102-40 List of stakeholder groups	We consider any individuals or organizations who can impact or be impacted by our operations as our stakeholders – employees, Clients, suppliers, partners, communities, government/regulating bodies, and competitors - and we interact with these stakeholders throughout the year in a number of ways
	102-41 Collective bargaining agreements	0% covered by collective bargaining agreements
	102-42 Identifying and selecting stakeholders	We consider any individuals or organizations who can impact or be impacted by our operations as our stakeholders – employees, Clients, suppliers, partners, communities, government/regulating bodies, and competitors - and we interact with these stakeholders throughout the year in a number of ways
	102-43 Approach to stakeholder engagement	12, 15, 22, 34, 42, 45 We consider any individuals or organizations who can impact or be impacted by our operations as our stakeholders – employees, Clients, suppliers, partners, communities, government/regulating bodies, and competitors - and we interact with these stakeholders throughout the year in a number of ways
	102-44 Key topics and concerns raised	Entire Report
	Reporting Practice	
	102-45 Entities included in the consolidated financial statements	As a private company, JeffreyM Consulting does not release financial statements publicly.
	102-46 Defining report content and topic Boundaries	JeffreyM Consulting consulted online guidance provided by GRI, CDP, GHG, UN SDGs, EcoVadis and utilized each respective process for determining materiality. For a staffing/professional services company, environmental impact is principally driven by energy consumption and emissions.
	102-47 List of material topics	Entire Report
	102-48 Restatements of information	Not applicable to our 2020 report.
	102-49 Changes in reporting	No significant changes in reporting.
	102-50 Reporting period	Calendar year 2020.
102-51 Date of most recent report	This is our first GRI Indexed CSR Report, covering 2020 operations.	
102-52 Reporting cycle	Annual.	
102-53 Contact point for questions regarding the report	2; Michelle Ruane, CSR Committee Lead and Director of Human Resources, micheller@jeffreym.com	
102-54 Claims of reporting in accordance with the GRI Standards	2	
102-55 GRI content index	53	
102-56 External assurance	None for 2020	

GRI Standard	Disclosure	Page number(s) or URL/Direct Answer
Material Topics		
200 series (Economic topics)		
Anti-corruption/Anti-competitive Behavior		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	The GRI topics material to JeffreyM Consulting that are included in this report are: procurement practices, anti-corruption, anti-competitive behavior, materials, energy, water, emissions, effluents and waste, environmental compliance, supplier environmental assessment, employment, labor practices/fair business practices, health and safety, training and development, diversity and equal opportunity, non-discrimination, child labor, forced or compulsory labor, community, supplier social assessment, customer and client privacy, and socioeconomic compliance.
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
300 series (Environmental topics)		
Energy		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	29
	302-5 Reductions in energy requirements of products and services	10, 12, 24-34
Water and Effluents		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	27-29, 32-34
	303-2 Management of water discharge-related impacts	
	303-5 Water consumption	
Emissions		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	10, 12, 24-34
	305-2 Energy indirect (Scope 2) GHG emissions	
	305-5 Reduction of GHG emissions	
400 series (Social topics)		
Employment		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Confidential; JeffreyM Consulting does not measure the rate of employee turnover by age group, gender or region.
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	37; https://jeffreym.com/careers/
Training and Education		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	5
	404-2 Programs for upgrading employee skills and transition assistance programs	39-40
	404-3 Percentage of employees receiving regular performance and career development reviews	As a staffing firm, we do not measure percentage of employees receiving regular performance and career development reviews.
Diversity and Equal Opportunity		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	7
Security Practices		
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	13-15, 18-19, 35-45
Human Rights Assessment		
GRI 412: Human Rights Assessment 2016	412-2 Employee training on human rights policies or procedures	22, 30, 32, 42-45