



2018

Report on Corporate Social Responsibility

at Extend Communications Inc.

OUR VISION:

To Extend our People, our Clients and our Company

Individuals • Innovation • Integrity • Initiative



At Extend, we are passionate about our people, our clients, our communities, and our environment. We are committed to ethical economic development, sustainable business practices, and improving the quality of life for our team members, our clients, and our communities.

As part of our Corporate Social Responsibility initiatives, a Social Responsibility Committee (SRC) was established in 2018. Our objective is for Social Responsibility to become a normal part of our stakeholder's everyday life as well as our company's everyday business.

OUR SOCIAL RESPONSIBILITY FRAMEWORK

Extend measures and reports not only on profit, but on our social and environmental impact while promoting responsible and transparent business practices. Social Responsibility initiatives are aligned with our Core Values of Integrity, Innovation, Initiative, and Individuals.



HOW WE ARRIVED AT OUR GOALS

Our goal is to integrate meaningful social, philanthropic, and environmental considerations into our business practices and strategic direction; while making a profit in a sustainable, responsible, and inclusive way. In order to identify and prioritize what mattered most to us at Extend, we involved the collective effort and input of all team members to help create initiatives for each category of People, Community, Clients, and Environment. Extend is committed to contributing 1% of total revenue each year to the following areas of corporate Social Responsibility:

Our People

- Promote health and wellness initiatives
- Support both personal and professional growth and development
- Encourage volunteering
- Measure employee satisfaction

Our Clients

- Offer new services promoting sustainability and enhanced efficiencies
- Align our values of ethical and transparent business practices with our clients
- Donate services and expertise to charitable clients
- Measure client satisfaction

Our Community

- Support local charities monetarily with donations & sponsorships
- Participate in charitable events with teams and fundraising
- Encourage volunteer initiatives where hands-on resources are needed

Our Environment

- Reduce waste and conserve energy
- Encourage sustainable initiatives
- Reduce our carbon footprint by encouraging sustainable commuting

HOW WE MEASURED OUR PROGRESS IN 2018

PEOPLE

% of staff participating in wellness initiatives:	56%
% of staff volunteering:	20%
Participation in professional development:	27%
Participation in personal development:	70%
Internal promotions:	4
Employee retention/turn over:	16%
Employee net promoter score (NPS):	59

CLIENTS

Client net promoter score (NPS):	49
Clients receiving donated/subsidized services:	2

COMMUNITIES

Charities supported monetarily:	21
Items donated (hard goods – clothing, food, pet supplies):	656
Participation in local events with Extend teams:	4 Events
Community and professional board/committee positions held by Extend staff:	15

ENVIRONMENT

% of invoices emailed:	98%
Sustainable commuters:	3
Inter-office travel by train:	41 Trips
Reduction of carbon footprint by train travel:	4.40t CO2e

where they are today,

Our Vision

To Extend our People, our Clients, and our Community, from where they are today, to where they Dream to be.



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