



2019

Report on Corporate Social Responsibility

at Extend Communications Inc.



OUR SOCIAL RESPONSIBILITY INITIATIVES FOR 2019

During 2019, Extend focused on initiatives that matter most to our team members, including our newly acquired Windsor team. Our priority throughout 2019 has been investing in our people as well as supporting those less fortunate in our community. In keeping with this commitment, Extend funded a Brant Food for Thought Breakfast Program in 2019, where many of our team members volunteered their time providing a nutritious breakfast for young children in a Brantford elementary school. As Extend continues to support local community charities and events, we are especially proud of our team members who contributed to and volunteered in our many fundraising events and community programs. Extend is committed to contributing a minimum of 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

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 MEASURED OUR PROGRESS IN 2019

	2018	2019	
PEOPLE	% Participating in Wellness	56%	56%
	% Volunteering	20%	44%
	Participation in Professional Development	27%	27%
	Participation in Personal Development	70%	35%
	Internal Promotions	4	9
	Employee Turnover	16%	23%
CLIENTS	Employee NPS – Brantford	59	51
	Employee NPS – Windsor	7	33
	Client NPS – Brantford	49	54
	Client NPS – Windsor	N/A	44
	Clients receiving donated service	2	2
Donations to client's CSR initiatives	2	5	

	2018	2019	
COMMUNITIES	Charities supported monetarily	21	32
	Items donated	656	662
	Participation in local events –Extend teams	4 Events	7 Events
	Community & Prof board/committee positions	15	17
ENVIRONMENT	% of invoices emailed	98%	96%
	Sustainable commuters	3	3
	Inter-office travel by train –one way	41 Trips	82 Trips
	Reduction of Carbon footprint –train travel	4.40t CO2e	6.13t CO2e



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