



**ULG**  
UNITED LANGUAGE GROUP

# Corporate Social Responsibility

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## Introduction

### Purpose

United Language Group, Inc. (ULG), including its subsidiaries and affiliates, is committed to conducting business in an open, honest and ethical manner that is aligned with our values.

We recognize the importance of protecting our human, financial, physical, informational, social and environmental assets. As such, we are proud of our Corporate Social Responsibility policies and procedures which ensure existing and emerging standards are considered and supported within our daily operations.



*Nic McMahon  
Chief Executive Officer*

## Commitments

At United Language Group, we integrate our business processes and values to produce an overall positive impact on society by:

- Conducting business in a socially responsible and ethical manner, while complying with the law;
- Supporting human rights, while setting forth a basic standard of ethical and legal behavior;
- Engaging, learning, respecting and supporting the communities and cultures in which we conduct business.

## ULG at a Glance

**500+** employees

**10,000+** linguists

**3,000+** global customers

Offices across **3** continents

**100%** digitized transmitted and translated files

**100%** electronic equipment recycled

**10%** global CO2 emissions reduction by 2030

Holds **5** quality and information technology certifications



## Social and Economic Justice

United Language Group is rapidly growing and we will continue to win in the marketplace by acting with integrity and making proper business conduct the foundation of everyday behavior. The values by which we conduct business are essential to the success and reputation of our business and societal interests.

We conduct our business responsibly and in compliance with the laws and regulations of all the countries where we do business. The company does not tolerate illegal and unethical behavior of any kind and seeks to protect the basic rights of all its stakeholders. We condemn corrupt and fraudulent practices and require transparency, integrity and honesty in all aspects of our business.

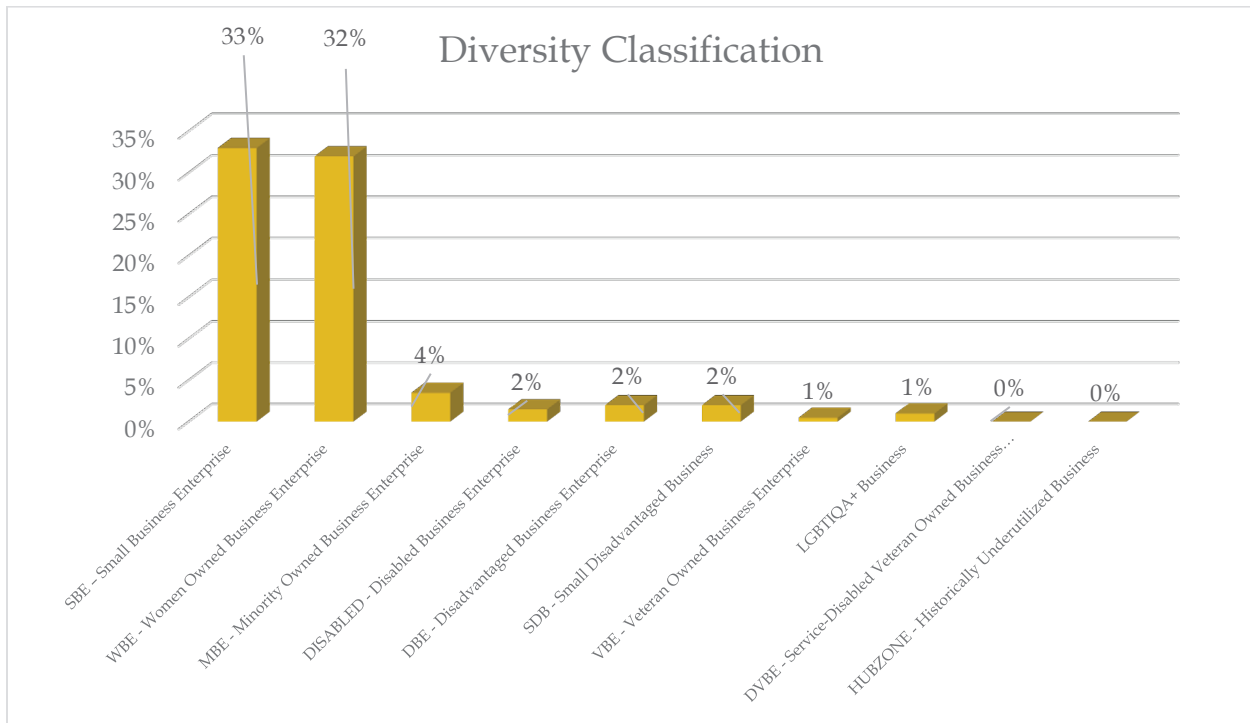
## Socioeconomic

United Language Group recognizes its responsibility to contribute positively to the socio-economic development of the communities in which it operates. We are committed to reducing inequality and enhancing the well-being of society through our business activities.

We seek to stimulate economic development by creating employment opportunities that promote social inclusion within our workforce through respecting and valuing differences in race, ethnicity, gender, age, disability, sexual orientation, religion and socio-economic background.

Our business actively supports initiatives that promote social inclusion, equal opportunity, and empowerment to marginalized and vulnerable groups. At ULG over 75% of our operational suppliers meet the following criteria:

- Women Owned Business Enterprise
- Minority Owned Business Enterprise
- Veteran owned Business Enterprise
- Service-Disabled Veteran Owned Business Enterprise
- Disabled Business Enterprise
- Historically Underutilized Business
- Small Disadvantaged Business



ULG Diversity Classification Supplier Survey

## Financial

Our business activities generate a substantial amount and variety of taxes. The taxes we pay and collect form a significant part of our economic contribution to the countries in which we operate. We take zero-tolerance to the facilitation of tax evasion.

United Language Group complies with all applicable anti-bribery and anti-corruption laws where we operate, including but not limited to the U.S. Foreign Corrupt Practices Act ("FCPA"), the U.K. Bribery Act ("UKBA"). We require certain third-party intermediaries, agents, consultants and business partners who work on our behalf to comply with these same laws and practices.

ULG is committed to preparing complete and accurate annual and quarterly consolidated financial statements in accordance with generally accepted accounting principles and maintaining appropriate accounting and financial reporting policies and internal controls designed to assure compliance with accounting standards, laws and regulations.



Records of all transactions are retained per company policy. No undisclosed or unrecorded funds, assets or liabilities may be maintained for any purpose.

In addition, we are committed to accurately reflecting all transactions in our financial records. All costs of doing business are entered into the accounting records in accordance with applicable laws and accounting standards.

## **Environmental Protection, Restoration, and Regeneration**

United Language Group is governed by national, state and/or local occupational safety and health laws, as well as its own safety and health standards and policies. We are also dedicated to ensuring that our business activities have the least possible detrimental effect on the environment.

We are committed to:

- Complying with all applicable environmental legislation and sustainable commitments.
- Measuring and analyzing the carbon footprint of our business activities in conjunction with other climate change mitigation and adaption efforts.
- Preventing pollution and reducing consumption of resources through waste management strategies that promote waste minimization re-use, recovery, and recycling as appropriate.
- Incorporating energy efficiency measures into the firm's facilities and promoting efficient energy use in all areas of business activity.
- Promoting and continuing to invest in technologies that provide alternatives to business travel.
- Adopting a procurement program which takes into account the environmental impact of products and services and supports the purchase of sustainable products.

- Ensure our staff are aware of the environmental impacts of their work activities and encourage them through regular awareness and training to minimize those impacts.
- Promoting the protection and enhancement of biodiversity and ecosystems through employee awareness programs and stakeholder engagement.
- Pursuing a program of continuous improvement by reviewing our Environmental Management System and related objectives and targets, policies and practices.

## Energy Use & Sustainability

United Language Group's operations play a crucial role in fostering responsible energy use and promoting sustainability. The business aims to reduce its carbon footprint by allowing employees to offset the carbon emissions associated with their travel activities by leveraging technology to facilitate flexible, work-from-home arrangements, while optimizing existing travel policies and tax incentives.

From 2018 to 2023 an increase in remote collaboration and employee teleworking arrangements and has contributed to a 42% office footprint reduction.

Each ULG office has designated, secure shredding bins and partners with designated recycling facilities for all electronic equipment. ULG's file transmission to translation process is 100% digitized, including invoice processing to further our commitment to not only timely service but support environmental sustainability initiatives and practices.

United Language Group has set to achieve up to a 10% emission reduction by 2030.

## Human Rights & Dignity

United Language Group is committed to upholding and promoting human rights and dignity within all aspects of its operations and throughout our supply chain. We recognize the inherent dignity and equal rights of all individuals, irrespective of race, ethnicity, gender, religion, nationality, disability, age, sexual orientation, or socio-economic status. Our commitments to human rights aligns with applicable laws and regulations.

We condemn all forms of discrimination, harassment and exploitation. ULG provides relevant harassment and antidiscrimination policies and training modules to support our commitment to a safe, inclusive and respectful workplace.

We conduct our business with honesty, integrity, and ethical conduct and prohibit the use of force labor, child labor and any form of human trafficking in our operations or supply chain. We respect the right to privacy and confidentiality of personal and client information and ensure compliance with data protection laws and regulations. We are certified in compliance with ISO 27001:2013 standards and follow this framework for information security management best practices allowing our organization to protect client and employee information, while effectively mitigating risk to information security. We are also HITRUST CSF certificated, adhering to HITRUST CSF requirements around ULG data management and security, furthering our commitment to ensuring privacy and confidentiality, while minimizing risk to our clients.

United Language Group expects its suppliers and business partners to uphold human rights and ethical labor practices consistent with our supplier diversity policy. We require suppliers to comply with our Supplier Code of Conduct, including provisions on human rights, labor rights and business ethics.

## **Community Investment**

We believe in making a positive impact in the community and world. That's why we designed employee benefits to give back to the communities and cultures in which we work, in meaningful and impactful ways. Eligible United Language Group employees are provided 16 hours of paid time to participate in community service projects around the world.

Since 2016, United Language Group employees have volunteered more than 1,500 hours to community organizations and nonprofits across the globe.



## Employees In Action



Our commitment to community investment is focused on making meaningful contributions to our workforce through access to quality education and enhanced skill training, as well as disease prevention programs, healthcare services and wellness programs.

United Language Group is committed to making a positive impact in the communities and workforces we serve. We aim to contribute to the well-being and prosperity of society while creating shared value for all stakeholders.