

Communication on Progress

To our stakeholders



We are pleased that, with the submission of the [LifeWorks 2020 Environmental, Social and Governance \(ESG\) Report](#), our Company has achieved a milestone as a signatory to the UN Global Compact (UNGC). In this, our first Communication on Progress (COP), we strongly reaffirm our commitment to supporting and advancing the Ten Principles that are the heart of the UNGC framework for achieving progress globally in the wellbeing of people, communities and the planet ecosystem itself.

Our 2020 ESG Report comprehensively reviews our priorities, action plans, accomplishments and commitments to a broad range of ESG factors across our global operations. As a world leader in total wellbeing, LifeWorks is on the front lines of helping organizations and communities through these uniquely challenging times that provide compelling evidence for why ESG issues need to remain at the top of the agenda in public companies. The COVID-19 pandemic and its economic and sociological fallout, combined with the intensifying focus on anti-racism and systemic forms of discrimination, have come together in a question for all leaders today: what can we do—or keep doing—to make a real difference in the world?

At LifeWorks, our business is organized and directly focused on making a difference by supporting our 25,000 clients and their people worldwide – some 37 million served under our plans to support total wellbeing (mental, financial, social and physical).

[Supporting the Ten Principles](#)

While LifeWorks actively supports our clients, our people and community wellbeing generally, our ESG Report specifically highlights accomplishments that map directly to the Ten Principles of the UNGC:

Human Rights

We provide a work environment where fundamental human rights are upheld and protected, ensuring that our people are free from any form of harassment or discrimination based on applicable laws and other human rights legislation in jurisdictions where we have a presence. Our [Human Rights Policy](#) underscores our commitment to uphold and respect the protection of internationally proclaimed human rights, including the Universal Declaration of Human Rights and the [UN Guiding Principles on Business and Human Rights](#). For our employees and contractors, as well as third parties, including clients, service providers and suppliers to the Company, our Human Rights Policy, together with our Respectful Workplace Policy, provides guidelines and prohibits discrimination, whether intentional or not, on the grounds of race, ethnicity, political affiliation, religion, gender, sexual orientation, age, marital and family status or disability. In 2020, among other actions, we have integrated human rights issues into our online [Code of Business Conduct and Ethics](#) training for employees. Looking ahead, we will continue to evolve our understanding of our role in the protection and promotion of human rights and are enhancing and updating our Human Rights Policy in 2021. Read [Human Rights](#).

Labour

We have affirmed our commitment to the International Labour Organization (ILO) core conventions that include support for freedom of association, no forced labour and no child labour. There is no risk of child or forced labour across our workforce, including contractors. Importantly, one of our top ESG priorities is ensuring the health, safety and wellbeing of our workforce, a fundamental element of our core purpose as a business. See [Labour Rights](#).

We continue to maintain a precautionary approach for mitigating the spread of COVID-19 in our workplace that is informed by public health recommendations. Our focus is providing our people with resources to support their physical, mental and financial health wherever they work on the Company's behalf. In 2020, we achieved employee engagement scores three points higher than the prior year, based on a participation rate of 81 per cent. We are proud to report zero material incidents on non-compliance pertaining to health and safety in 2020. Read [Our Workplace](#).

Environment

While our environmental footprint is relatively small compared to more industrialized sectors, we comply with all environmental laws, manage our impacts, and embed sustainability

considerations across our business. We have focused our program on establishing an environmental governance framework, including an updated [Environmental Policy](#), to guide our operations and to ensure we take a precautionary approach and act sustainably in everything we do. As a result, we have achieved an overall reduction in our environmental footprint driven primarily by pandemic circumstances and people working remotely. We continued to make progress in key areas, including upholding our record of compliance. Read [Environmental Stewardship](#).

Anti-corruption

The LifeWorks [Code of Business Conduct and Ethics](#) (Code) is the foundation of responsible and ethical business conduct for our Company. We meet expectations for ethical conduct through strict adherence to the tenets of our Code and related policies, including our [Anti-Corruption and Bribery Policy](#), and have a zero-tolerance policy for failure to comply. The Code sets forth the basic principles that guide all of us—our Board of Directors, officers, managers, employees and independent contractors—in the conduct of our business globally. The Company has zero tolerance for corruption and bribery of any kind. Read [Ethical business conduct](#).

Moving forward with purpose: Improving lives. Improving business.

During a time of global crisis in public health, as communities everywhere are experiencing today, companies like ours have a responsibility to support the greater good through our commitment to ESG.

As our 2020 ESG Report clearly indicates, we have an opportunity to keep moving forward in the spirit of our purpose as a Company: *Improving lives. Improving business*. This refers to the time-tested principle that happy, healthy and engaged people are essential to a high-performing workforce.

I would like to thank our people, partners, clients and stakeholders for their support and commitment in orienting our ESG activities towards making a positive, meaningful difference in the world today with the goal of doing even more tomorrow in support of the UNGC and its Ten Principles.



Stephen Liptrap
President and Chief Executive Officer
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