



2023

Sustainability Report

04

Letter From Our CEO

05

Letter From Our CSO and Director of Sustainability

06

About This Report

07 Our Company

08 Our Approach

09

Company Metrics

10

UN Global Compact

12

Governance

14 Corporate Governance

15 Risk and Crisis Management Response

17 Business Ethics

18 Code of Conduct Implementation

18 Information Security

20

Environment

22 Climate Initiatives

24 Our Net Zero Commitment

24 Target Setting

26

Social

28 Discrimination & Harassment

30 Employee Support Programs

32 Occupational Health & Safety

33 Community Initiatives

34 Customer Engagement

35 Customer Privacy Information

36

Customer Feedback

37

Find Us

Contact Us

38

Disclaimer

Letter From Our CEO

Don Young

Chief Executive Officer



At C5MI Insight LLC we live and work by our motto: “Challenge the present, change the future.” Our core values spell out the word **CHANGE** for a reason. We believe that a sustainable future is within reach if we take decisive action today. Our commitment to sustainability is not just a corporate strategy; it is a fundamental aspect of who we are.

Our values embody our leadership and commitment to positive change. We empower our employees, partners, and clients to strive for excellence, grow as individuals, and contribute positively to society. We are dedicated to operating with transparency, strong ethical values, and an unwavering commitment to doing the right thing.



Two of our standout values are All In and Environmental Stewardship.

All In: To change the world, we need everyone’s collaboration. The nature of our business is to reduce waste and increase efficiency for our clients and partners. This approach not only helps our clients grow and succeed but also leads to significant reductions in energy usage, greenhouse gas emissions, and physical waste. Additionally, it enhances safety, social welfare, and productivity.

Environmental Stewardship: Since our inception, C5MI Insight LLC continues to be committed to environmental consciousness. As a remote-first company, we made a deliberate decision to mitigate our ecological footprint by maximizing remote working, to directly reduce our employees’ carbon footprint by commuting less. At C5MI Insight LLC, we strive to go above and beyond by challenging the status quo and taking action. C5MI Insight LLC is a primary sponsor of the [Global Sustainability Collective](#), a 501(c)(3), that works to protect and preserve 10,000 acres in one of the most important rainforests in Costa Rica. Through our actions, C5MI Insight LLC purchased and actively protects over 540 acres of land in one of the most biodiverse rainforests on Earth.

We hope our initiatives inspire other organizations to take meaningful action to protect our planet, our society, and our future.

Together, let’s challenge the present and change the future.

Best regards,

A handwritten signature in black ink, appearing to read "Don Young".

Don Young

Chief Executive Officer, C5MI Insight LLC

Letter From Our CSO & Director of Sustainability

C5MI Insight LLC is proud to share our comprehensive approach to sustainability. Our commitment extends beyond mere compliance; we are dedicated to making a real difference because our employees and our stakeholders genuinely care. In this report, you will find an overview and highlights of our sustainability achievements over the past year.

Our initiatives span from furthering active rainforest conservation to supporting local communities and scientific research. We believe that true sustainability requires a balance of economic, environmental, and social efforts, and we strive to exceed expectations in all of these areas. This is our second year conducting an external assessment of our Environmental, Social, and Governance practices, and each year we continue to expand our understanding of best practices in sustainability.



Moving forward, our aim is to align with the United Nations Global Compact Sustainable Development Goals as a guide to work hand in hand with our stakeholders and customers to ensure we are congruent with their sustainability aims and goals.

Transparency and trust are critical components in our sustainability commitment. Going forward, C5MI Insight LLC intends to work with a third-party measurement firm to obtain our baseline carbon footprint. We feel it is essential to comprehensively understand our greenhouse gas emissions, water, energy, and waste footprint as a baseline to provide direction for us to improve our mitigation strategy.

Thank you for your continued support as we work together towards a more sustainable future.



Richard Brandon Gebhardt

Brandon Gebhardt

Chief Sustainability Officer, C5MI Insight LLC



Spencer Ocean

Spencer Ocean

Director of Sustainability, C5MI Insight LLC

This Report

We are pleased to provide our stakeholders with C5MI Insight LLC's Sustainability Report. This report covers our environmental, social, and governance (ESG) activities for the calendar year 2023 unless otherwise indicated.

The scope of C5MI Insight LLC's sustainability reporting encompasses activities conducted and covered by our financial reports.

C5MI Insight LLC is a U.S.-based company. C5MI Insight LLC has no other entities, subsidiaries, joint-ventures, affiliates, or minority interests under its control.

The content of this report has not been externally assured, unless otherwise noted, but it has been internally reviewed for accuracy and completeness by senior management.



Our Company

C5MI Insight LLC is a privately owned transformation firm, headquartered in Jacksonville Beach, FL, specializing in the processes and technology that power world-class manufacturing and supply chain operations.

The acronym “C5MI” in our name represents the five essential elements that drive our daily operations: **Command, Control, Compute, Communicate, and Collaborate**. These key drivers empower us to deliver cutting-edge technology solutions for manufacturers and supply chains globally, maximizing business potential by converging people, processes, and technology. In implementing our core values, we reduce waste, drive productivity, improve lives, and ensure sustainability for all.

As a premier SAP partner, we specialize in helping commercial and government clients drive business value by leveraging their investment in SAP software. With hands-on functional experience, C5MI Insight LLC is an SAP partner of choice for enterprises needing supply chain and manufacturing solutions. In 2023, we successfully implemented processes and technology across **more than 80 client sites**.

We provide consulting services related to technology and process improvements, with no physical presence of manufacturing, warehouses, data centers, or distribution networks. As a remote-first company, our employees' services generate revenue from their home location. We do not generate sales/revenues from online activities.

Our stakeholders include US Federal Government and Fortune 100 Commercial customers focused on supply chain management. Additionally, our stakeholders include potential customers, current and future employees, and the communities where we live and work.

At the end of 2023, our remote workforce was made up of 89 employees. Our employees are primarily based in the United States.

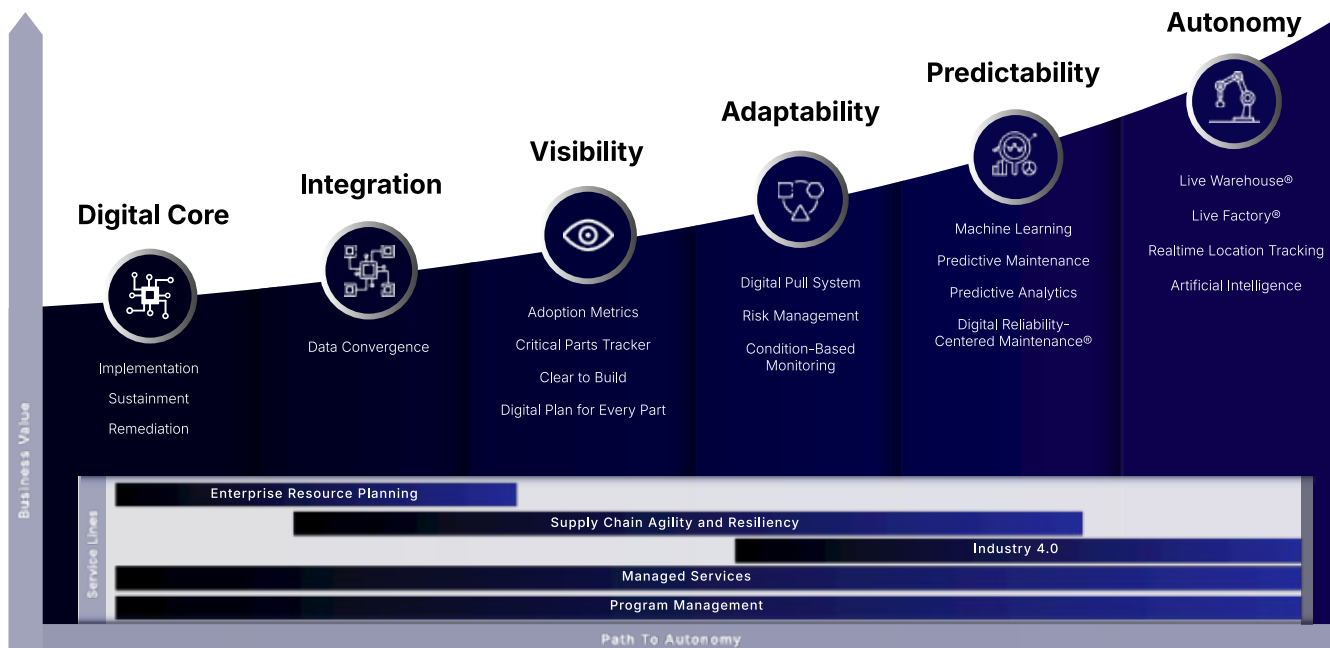


Corporate Office in Jacksonville Beach, FL.

Our Approach

Our approach is designed to transform your operations in four steps.

Step 1 utilizes **C5MI's Maturity Model** to identify where your company is and what it will take to get you where you want to go. Our team has deep knowledge and first-hand experience to make this happen.



Step 2 approaches resilient operational excellence through a **D4 methodology**. Every member of our team has spent their career tackling many of the same challenges you're facing today. We discover your organization's goals and challenges so that we can deliver the shortest time-to-value solutions.



Your business goals and value opportunities.



Barriers and identify the root causes of them.



The right solution to achieve your desired capabilities.



Quick implementations solutions with lasting value.

Step 3 converges **Operational and Information Technology** to uncover a Common Operational Picture. Together, they are a powerful tool that drives data-driven decisions and can lead to smarter, more efficient processes.

Step 4 uncovers your **Common Operational Picture**. The ability to make timely and accurate business decisions is critical to an organization's growth, competitive advantage, and customer experience. Our team will help you create a Common Operational Picture; providing a clear, live view of your people, processes, and technology, so that all levels of your organization function according to a singular version of the truth.



Company Metrics

Company Information	2020	2021	2022	2023
Revenue (\$M USD)	\$6.34	\$9.24	\$14.36	\$42.62
Employees (Count)	13	15	36	89

Having solidified ourselves as the foremost industry experts in Enterprise Resource Planning (ERP) software, we have become the preferred SAP Partner for businesses seeking supply chain and manufacturing solutions.

Our unwavering dedication to improving our clients' business performance has driven our steady growth. In just a few years, our company has seen a revenue increase of over fourfold, underscoring our determination to expand as an organization.





UN Global Compact

C5MI Insight LLC is a proud signatory and supporter of the UN Global Compact (UNGC). We operate in compliance with the Ten Principles of the UNGC and take our responsibility seriously when it comes to respecting fundamental human rights, labor, environment, and anti-corruption. We are committed to advancing the UNGC's Sustainable Development Goals (SDG) and place particular focus on the SDG's that align with our current business model, practices, and ethics. Please see below for the SDG's where we have had the most impact.



SDG 1 No Poverty

- We believe that education is one of the keys to breaking the cycle of both poverty and deforestation.
- C5MI Insight LLC's work with local communities helps to mitigate the impact of poverty on these communities.
- See more on [page 33](#).



SDG 3 Good Health and Well-Being

- We believe providing support programs to help promote our employees' health and wellness is essential to facilitating the success of our team and company.
- Our core values integrate and promote health and wellness: "We are on a journey, together. Take care of each other. Life isn't all about work. Live your happiness. Be healthy".
- By investing in the education and well-being of local communities, we create lasting change that benefits both people and the planet.
- See more on [pages 30-31](#).



SDG 4 Quality Education

- In Puerto Jimenez, Costa Rica, we funded the replacement of the children's library's roof.
- With its new roof, the library ensures that local children have safe access to educational resources, empowering them with knowledge and skills for a brighter future.
- See more on [page 33](#).



SDG 5 Gender Equality

- C5MI Insight LLC is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived gender (including transgender status).
- We are committed to fostering, cultivating, and preserving a culture of diversity and inclusion.
- Extending its impact with the Global Sustainability Collective, C5MI Insight LLC directly supported the Costa Rican nonprofit Briteca Agrícola – a Women-led organization which aids agricultural operations and helps farmers find alternatives to traditional industrial cattle-farming and palm oil farming.
- See more on [page 23](#) and [page 28-29](#).



SDG 8 Decent Work and Economic Growth

- We believe that all individuals should be treated with dignity and respect. By fostering an environment that supports all aspects and dimensions of human rights, we can maintain our commitment to integrity. Our core values promote more satisfied and productive employees and enhance the competitiveness of our business.
- We strictly prohibit all forms of human trafficking and take all necessary steps to ensure that trafficking does not occur in our business activities.
- We do not tolerate, nor do business with any individual or company that uses child or forced labor or traffics in persons.
- C5MI Insight LLC believes that competition must be fair and honest.

- We do not knowingly enter into business arrangements that may improperly eliminate competition, restrain or that are anti-competitive.
- Our Code of Business Ethics and Conduct provides our employees, and everyone who acts on behalf of C5MI Insight LLC, with the principles and policies we are committed to.
- See more on [page 17](#).



SDG 9 Industry, Innovation and Infrastructure

- C5MI Insight LLC is specialized in the processes and technology that power world-class manufacturing and supply chain operations. We implement cutting-edge technology solutions for manufacturers and supply chains globally.
- We are a premier certified SAP partner with unmatched expertise in End-To-End Implementations.
- We provide a platform for complex manufacturing and supply chain organizations to deliver on their most important projects and initiatives.
- See more [here](#).



SDG 12 Responsible Consumption and Production

- The acronym "C5MI" in our name represents the five essential elements that drive our daily operations: Command, Control, Compute, Communicate, and Collaborate.
- These key drivers empower us to deliver cutting-edge technology solutions for manufacturers and supply chains globally, maximizing business potential by converging people, processes, and technology.
- By doing this we reduce waste, drive productivity, improve lives, and ensure sustainability for all.
- See more [here](#).



SDG 13 Climate Action

- C5MI Insight LLC is adopting efficient practices to achieve Net-Zero.
- C5MI Insight LLC owns and protects over 540 acres of rainforest and waterways, providing direct carbon offsets.
- Going forward we intend to measure our carbon footprint, our carbon offset via our active rainforest conservation program, and set an aggressive net-zero goal.
- See more on [page 24](#).



SDG 14 Life Below Water

- Extending its impact with the Global Sustainability Collective, C5MI Insight LLC directly supported several Costa Rican nonprofit organizations in 2023, including Protecting the Ocean: Earthrace Conservation, a nonprofit organization that operates MODOC, a World War II-era ship now converted into a conservation vessel.
- MODOC sails to patrol marine protected areas and to prevent illegal fishing around the world.
- See more on [page 23](#).



SDG 15 Life on Land

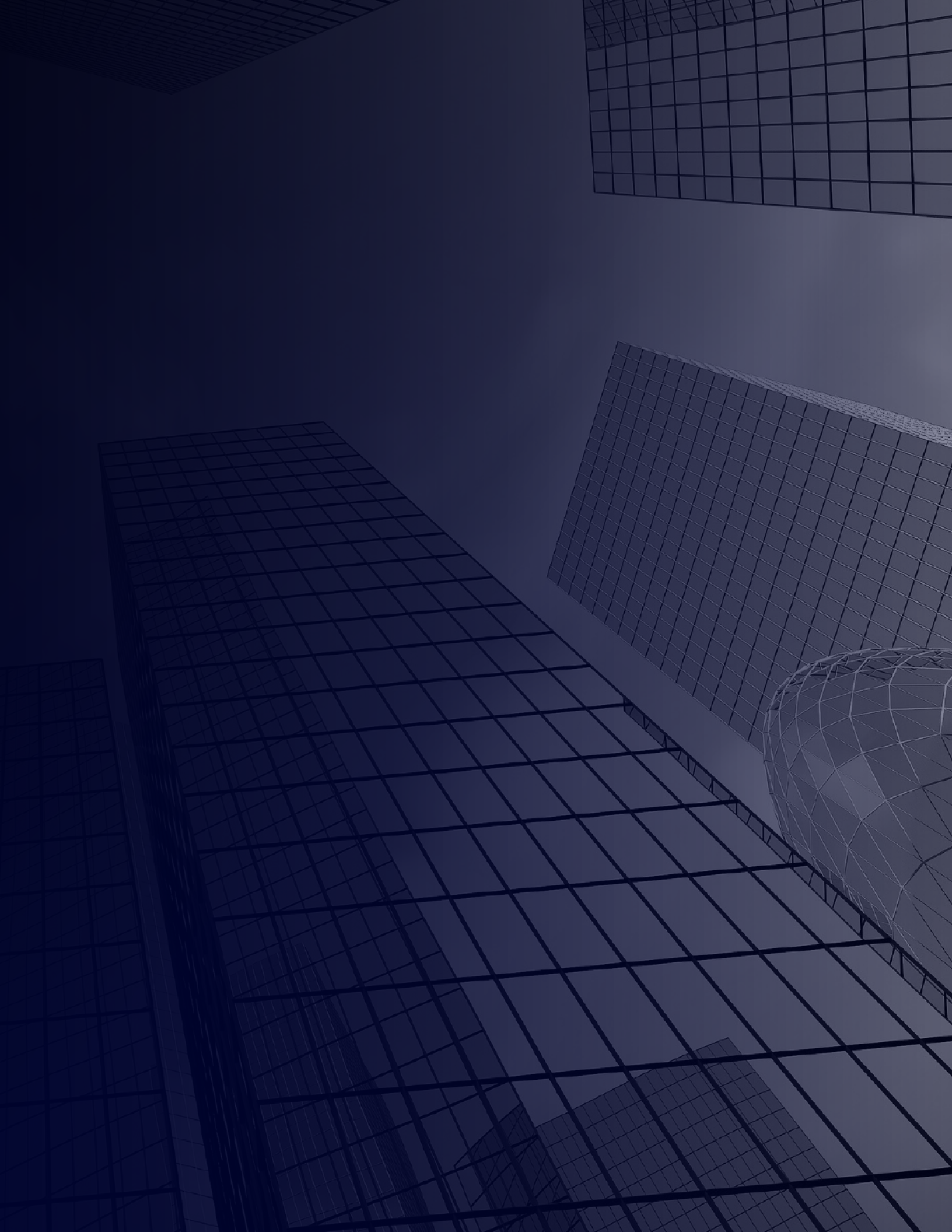
- In 2023, as a company, C5MI Insight LLC purchased 543 Acres of pristine rainforest land bordering the Corcovado National Park of Costa Rica to create a buffer-zone between encroaching land developments and the national park. We are dedicated to conserving this land.
- By actively owning and protecting rainforest land, C5MI Insight LLC is not only helping to directly offset its carbon footprint, but also taking a hands-on approach to conservation and sustainability.
- See more on [page 22](#).



SDG 17 Partnerships for the Goals

- C5MI Insight LLC is committed to advancing the SDG goals and we believe our business model and ethics are foundational to this effort. We believe by working together and building partnerships our impact is far reaching and has lasting effects for future generations.

GOVERNANCE



Corporate Governance

At C5MI Insight LLC, we take pride in our ethical, effective, and efficient management. We are committed to conducting business in strict compliance with all applicable laws, rules, and regulations and with high standards of ethics and honesty. All C5MI Insight LLC employees and contracting partners must review, agree, and complete annual compliance training on the Code of Business Ethics and Conduct.

We are owner-managed, allowing for nimble decision making that supports our strategic company objectives. Our leadership team's deep domain expertise and extensive knowledge, coupled with hands-on experience, underscore the value of our experience in driving our success.

All C5MI Insight LLC operations, including sustainability, are overseen by our Chief Executive leadership team – members and roles published [here](#).

We also rely on an advisory committee to help us make strategic business decisions and provide guidance in our operations, including day-to-day and sustainability related matters. The committee is comprised of C-suite executives and external advisors that meet as needed, or annually at a minimum.

C5MI Insight LLC is a Limited Liability Corporation and is 100% privately-owned. Founder and CEO Don Young, and Founder and President Derek Dyer each have more than 5% voting rights. No board of any kind is in place at this organization.

C5MI Insight LLC is not owned, controlled, or operated in any way by any government, local, state, federal, tribal, or foreign entity.



Risk & Crisis Management Response

At C5MI Insight LLC, our risk and crisis management framework is meticulously designed around the ISO 9001, ISO 27001, Cybersecurity Maturity Model Certification (CMMC) standards, and the Capability Maturity Model Integration (CMMI) framework. This robust integration ensures that our practices not only anticipate potential risks but also enforce rigorous standards for managing and mitigating these risks effectively, with a strong emphasis on information security.

Certifications and Attestations:

- ISO 9001 - Quality Management Systems (October 6, 2023)
- ISO 27001 - Information Security, Cybersecurity and Privacy Protection (Est. August 18, 2024)
- CMMI Maturity Level 2 for Development and Services (April 10, 2024)
- CMMC Attestation Level 1 - Cybersecurity Maturity Model Certification (June 2, 2023)

Risk Ownership and Management

C-Suite officers are responsible for emerging risk management, and operational risk management. Additionally, team members and leaders at all levels of the organization help identify and manage risks. We have integrated risk identification and management across all levels of the organization following a strategy that manages risks from both the bottom up and top down. Team members are encouraged to identify, manage, or escalate operational risks on a weekly basis, while the senior leadership team continuously monitors enterprise-level risk and communicates our strategy to internal and external stakeholders at least twice a year, at minimum.

Risk Identification and Assessment

We employ a structured approach to risk identification and assessment, consistent with ISO 9001 and ISO 27001 standards. This includes environmental scanning and stakeholder feedback to capture a broad spectrum of potential risks, analytical tools for risk quantification, and continuous risk monitoring using real-time data to detect and respond to risks as they evolve.

Crisis Management Planning

Our crisis management framework, aligned with CMMI Level 2 and ISO 27001, includes detailed crisis management protocols outlining specific roles and responsibilities. We conduct regular scenario-based training and simulations, focusing on potential cyber-attacks and data breaches, and have developed a resilience strategy ensuring that critical business functions can continue through robust business continuity planning.

Implementation of Risk Mitigation Strategies

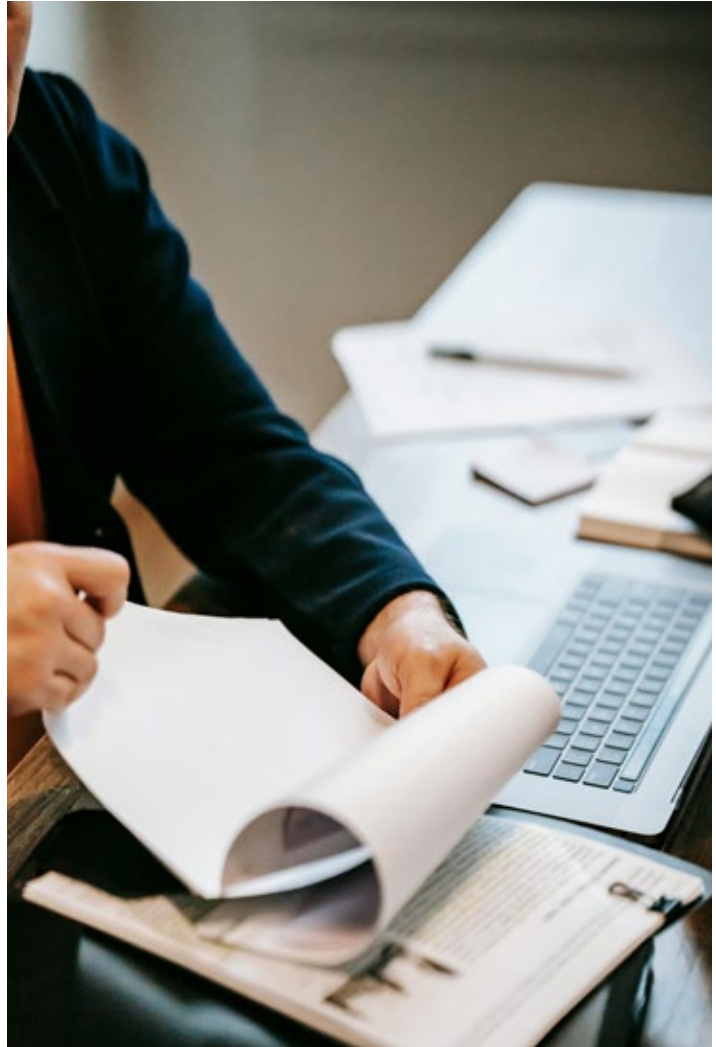
Our risk mitigation strategies are integrated across our operations and include strategic risk transfers through insurance and contractual arrangements, and ISO 27001-compliant cybersecurity measures like encryption, access controls, intrusion detection systems, and data protection policies.

Communication Strategies

Our communication strategy during crises ensures efficiency and transparency, particularly in information security incidents. Our teams hold weekly meetings and communicate risks via our operational risk matrix, which is reviewed, managed, and escalated weekly. The senior leadership team holds monthly all-hands meetings where enterprise risk trends are addressed as necessary. We have specific procedures for reporting data breaches in compliance with legal and regulatory standards.

Monitoring and Review

Our processes for monitoring and reviewing risk management strategies are rigorous. We use advanced monitoring systems that provide real-time feedback on the effectiveness of risk controls. Internal audits are conducted by our quality management and information security teams at least once annually, and external audits by certified registrars for our quality management and information security certifications are conducted at least once annually. The senior leadership team reviews the results of these audits at least once a year.



Information Security Continuity

Our Information Security Management System (ISMS), based on ISO 27001, ensures the protection of data through the principles of confidentiality, integrity, and availability (CIA). The ISMS includes policies, procedures, and controls that integrate people, processes, and technology to secure information assets.

Business Continuity and Disaster Recovery

Our business continuity and disaster recovery plans, compliant with ISO 27001, include testing based on potential business impacts, including tabletop exercises and simulations. All critical systems are cloud-hosted, meaning that business continuity is maintained through the cloud system's redundancy as offered by the vendor. Additionally, C5MI Insight LLC maintains a minimal physical footprint with less than 1.5% of its resources occupying office space, and the rest are remote.

Stakeholder Engagement

We engage stakeholders robustly on risk management issues through mechanisms for stakeholder input, and through regular transparency reports detailing our security practices. We work with communities and NGOs to enhance societal risk preparedness.

Performance Metrics and Success Stories

We track the effectiveness of our risk management initiatives through specific indicators, such as incident response times, reduced frequency of security breaches, and improvements in ISO 27001 audit outcomes. We document our effective resolution of specific incidents and proactive improvements in our risk management capabilities to allow for continued process improvement.

Business Ethics

C5MI Insight LLC is committed to anti-corruption and anti-discrimination principles, reflected in our membership in the UN Global Compact. We strive for inclusion and aim to improve society and the lives of the people we employ, as well as those who work for our clients and partners. Our formal statements on these issues underscore our dedication to ethical business practices and social responsibility. We believe that by upholding these values, we can foster a more just and equitable world.



Code of Business Ethics and Conduct

Our purpose at C5MI Insight LLC is to unleash business potential by converging people, process, and technology to reduce waste, drive productivity, improve lives, and ensure sustainability, and we strive to do that while upholding the highest standards of ethics.

Our Core Values are the foundation of our Code of Business Ethics and Conduct (Code) – Challenge, Have Fun, All In, Never Screw the Customer, Get Stuff Done, and Environmental/Sustainability Stewardship. This Code guides our team members, contracting partners, and other affiliates in living our Core Values each day, and holds us to a higher ethical standard above simply following the letter of the law.

All C5MI Insight LLC employees and contracting partners must review and agree to the Code and complete our annual compliance training focusing on our Code. Some of the topics covered include:

- Workplace Conduct
- Equal Employment Opportunity and Non-Harassment
- Drug-Free Workplace Act Compliance
- Human Trafficking
- Anti-Corruption/Anti-Bribery
- Anti-Trust/Fair Competition
- False Claims
- Procurement Integrity Act
- Gifts, Gratuities, and Business Courtesies
- Confidential and Proprietary Information
- Conflicts of Interest and Business Ethics
- Political Contributions and Lobbying Activities
- Confidential Reporting Hotline

This Code represents what we stand for and how we conduct ourselves with our customers, suppliers, communities, and one another.



Code of Conduct Implementation

Within our Code of Business Ethics and Conduct (Code), C5MI Insight LLC has outlined the responsibilities of all Employees and all Managers regarding the Code. All team members are expected to comply with the Code and all policies and procedures of the Company, as well as to actively promote and support C5MI Insight LLC's values, which means they are expected to always take the necessary steps to prevent a violation of this code and should immediately report situations of non-compliance to their Manager, the Chief Compliance Officer, or via the confidential hotline.

Managers, Officers, and Supervisors within the company have additional responsibilities. They are expected to be a role model of appropriate business conduct and see that the values and policies of the Code are upheld. Managers must ensure their direct employees have a copy of this Code and understand and comply with its provisions, as well as provide assistance and guidance to any employee or contractor who has questions or is in a difficult situation and seeking input from leadership. Managers are expected to take prompt and decisive action when a violation of the Code or policies occurs and to consult with company resources, including the Chief Compliance Officer and Human Resources, to determine a solution.

Please see our Code of Conduct [here](#).



Corruption & Bribery

At C5MI Insight LLC, we have zero tolerance for corruption. If you're employed by, contracted with, and/or doing business with us, you must not offer, pay, promise, or authorize bribes, kickbacks, or other payments of value to any official of any country, state, local, or tribal government. We expect everyone to comply with the U.S. Foreign Corrupt Practices Act (FCPA), as well as the anti-corruption laws that govern our operations both nationally and internationally.

Please see our Code of Conduct [here](#).

Policy Influence

In 2023, C5MI Insight LLC did not make any contributions, expenditures to or spending for political campaigns, political organizations, lobbyists or lobbying organizations, trade associations or any other tax-exempt groups or groups whose role is to influence political campaigns or public policy and legislation. C5MI Insight LLC does not currently participate in lobbying activities.

Information Security

At C5MI Insight LLC, we place the highest importance on information security and have implemented a comprehensive system aligned with CMMC Level 1 standards to ensure the protection of our data and that of our clients. This commitment underscores our dedication to maintaining the highest levels of confidentiality, integrity, and availability in all our operations. As such, we have a defined Chief Security Officer role as part of our senior/executive leadership and are proud to report that we had 0 exposure incidents in 2023.



ENVIRONMENTAL

RENEWABLE

ENERGY



Climate Initiatives

Active Rainforest Conservation Program

In 2021, the executive team at C5MI Insight LLC discovered a little-known part of Costa Rica called the Osa Peninsula. National Geographic named the Osa Peninsula “the most biologically intense place on earth”. Although it encompasses only 0.001% of the earth’s land area, it is home to 2.5% of all plant and animal species on the planet. This tiny area in Central America is a stronghold of biodiversity and raw natural beauty. However, destruction of the rainforest is a very real and current issue. The vast majority of Osa rainforest land has no restrictions against development, and every year more rainforest is cleared. If there are parts of the world that truly deserve to be protected, the Osa Peninsula is certainly one of them.

543

Acres of pristine rainforest land bordering the Corcovado National Park of Costa Rica were purchased by C5MI Insight LLC in 2023, creating a buffer-zone between encroaching land developments and the national park. We are dedicated to conserving this land.

To actively protect the rainforest, C5MI Insight LLC sponsored a private park ranger to patrol our conservation land every day to prevent logging, poaching, and other harmful activities. By actively owning and protecting rainforest land, C5MI Insight LLC not only helped to directly offset its carbon footprint, but also took a hands-on approach to conservation and sustainability.

- In 2023, C5MI Insight LLC purchased 543 Acres of pristine rainforest land bordering the Corcovado National Park of Costa Rica. C5MI Insight LLC committed this rainforest land to Global Sustainability Collective (GSC) to preserve the biodiversity of the Osa Peninsula.



- The Global Sustainability Collective (GSC) is dedicated to protecting the Osa Peninsula, its biodiversity, and its people. GSC is a true collective that brings together for-profit and nonprofit organizations to build sustainable solutions and create lasting change. In the Osa Peninsula, GSC strives to balance the socio-economic needs of communities with environmental imperatives to create a sustainable future. As one of its core goals, Global Sustainability Collective aims to create and maintain biological corridors in the Osa Peninsula. C5MI Insight LLC is proud to support and protect key portions of those corridors.

Extending its impact with the Global Sustainability Collective, C5MI Insight LLC also directly supported several Costa Rican nonprofit organizations in 2023. These organizations provide a diverse range of beneficial services to the community and nature. Here are just a few of those organizations:





Biodiversity: BioSur Foundation

Protects the 135-acre Rio Nuevo Nature Reserve in Costa Rica and maintains the largest private insect collection in Costa Rica. Educates the community and organizations about the value of biodiversity.

Sustainable Farming: Biriteca Agrícola

Women-led organization helping agricultural operations and farmers find alternatives to traditional industrial cattle-farming and palm oil farming, which are the 2 leading causes of deforestation in Costa Rica.

Protecting the Ocean: Earthrace Conservation

A nonprofit organization that operates MODOC, a world-war II era ship now converted into a conservation vessel. MODOC sails to patrol marine protected areas and to prevent illegal fishing around the world. MODOC encounters hundreds of illegal fishing boats each year. Unfortunately, illegal fishing is an everyday occurrence, even in protected areas.

As a remote-first company that produces no physical products, our direct ecological impact is already quite low. Yet, C5MI Insight LLC takes a unique approach to environmental sustainability by taking action rather than just reducing use. By actively engaging in conservation efforts, we ensure that our impact is positive and long-lasting.





Commitment

C5MI Insight LLC is adapting efficient business practices across the organization to fulfill our Net-Zero commitment, including a fully-remote workforce, continuous reduction in commercial overhead, and the implementation of the most up-to-date systems and processes, lowering our carbon footprint.

This is in addition to C5MI Insight LLC's direct carbon-offset resulting from owning and actively protecting over 540 acres of primary rainforest land and waterways.

Target Setting

As we move forward, C5MI Insight LLC intends to be measured for GHG emissions, water, energy, and waste. We intend to measure our carbon footprint, our carbon offset via our active rainforest conservation program, and set an aggressive net-zero goal.

We intend to measure our carbon footprint, our carbon offset via our active rainforest conservation program, and set an aggressive net-zero goal. This comprehensive baseline assessment will allow us to identify key areas for improvement and implement targeted strategies to reduce our environmental impact. By rigorously tracking our resource usage, we can develop more efficient practices that conserve energy and water while minimizing our waste.

Our commitment to transparency in reporting these metrics will hold us accountable and inspire confidence among our stakeholders as we strive toward sustainability.



SOCIAL



Discrimination & Harassment

C5MI Insight LLC is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including transgender status), sexual orientation, marital status, military service and veteran status (including disabled veterans, recently separated veterans, active-duty wartime or campaign badge veterans, or Armed Forces service medal veterans), physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws and ordinances. We embrace and encourage employee's differences, and our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs, and any other term, condition, or privilege of employment. We have zero tolerance for discrimination.



In addition, we are committed to fostering, cultivating, and preserving a culture of diversity and inclusion. Employees are our most valuable asset, and the collective sum of their individual differences, life and work experiences, self-expression, and unique capabilities are a driving force for our success and our reputation.

Our diversity initiatives apply to all aspects of the employment lifecycle, including but not limited to our practices and policies on recruitment and selection, compensation and benefits, professional development and training, promotions and transfers, social and recreational programs, and layoffs and terminations. We strive to develop a work environment built on the premise of diversity and equity which encourages respectful communication and cooperation between employees and fosters teamwork and total employee participation, permitting representation of all perspectives.

We expect our employees to always treat others with dignity and respect and to exhibit conduct that reflects inclusion during work, at work functions on or off the premises, and at all other company-sponsored and participative events.

In addition to Equal Employment and Diversity, Equity & Inclusion (DEI), we are committed to maintaining a workplace free from sexual and other forms of harassment. We have a zero-tolerance policy for any form of harassment, including sexual, and all employees are required to work in a manner that prevents harassment in the workplace. It is C5MI Insight LLC's policy to prohibit intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or any third party on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information or any other characteristic protected by applicable federal, state, or local laws. Such conduct will not be tolerated.

The purpose of this policy is not to regulate our employees' personal morality, but to ensure that no one harasses another individual in the workplace, including while on C5MI Insight LLC's premises, while on C5MI Insight LLC business (whether on company premises or not) or while representing C5MI Insight LLC. In addition to being a violation of this policy, harassment or retaliation based on any protected characteristic as defined by applicable federal, state, or local laws is also unlawful. For example, sexual harassment and retaliation against an individual because the individual filed a complaint of sexual harassment or because an individual aided, assisted or testified in an investigation or proceeding involving a complaint of sexual harassment as defined by applicable federal, state, or local laws are unlawful.



Preventing discrimination and harassment is everyone's responsibility. We cannot prevent or remedy what we don't know. Anyone who feels they have been discriminated against or harassed should report it to Human Resources immediately. Complaints are generally responded to within 5 days of the initial report. If the claimant has not received a response after 5 days, they should contact the Chief People Officer or the Chief Compliance Officer. If the person toward whom the complaint is directed is one of the individuals indicated above, you should contact the CEO or President.

Retaliation in any form is strictly prohibited. We will not allow retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigation of such reports in accordance with this policy and in good faith. If you feel you've been subjected to retaliation, you should report it in the same way you would report a claim of perceived discrimination or harassment under this policy.

Violation of our Equal Employment or Harassment policy will result in disciplinary action, up to and including termination.

We have initiated training courses for all employees and contractors called "Preventing Discrimination and Harassment," to align with our efforts to maintain an environment free from discrimination and harassment.



Employee Support Programs

At C5MI Insight LLC, we believe providing support programs to help promote our employees' health and wellness is essential to facilitating the success of our team and company. We offer the following support programs for employees:



Workplace Stress Management

Stress can result from work or personal circumstances, so it's important to provide support in both arenas. Our employees have courses available to them through our HRIS system, such as "Addressing Stress" and "Quick Tips for De-Stressing." In addition, we offer an Employee Assistance Programs (EAP) to employees, which provides resources to help employees handle life's everyday (and not-so-everyday) challenges. The EAP program through Principal is available to all employees, regardless of benefit-eligibility, and offers in-person or virtual counseling; legal, financial, and identity theft services; stress management assistance; and work-life web services, which provides our employees and their family access to webinars, live talks, and articles on topics such as child and elder care, education, parenting, and more.

Sport & Health Initiatives

Employees are provided a generous wellness benefit which provides reimbursement for expenses related to wellness. We allow our employees to define (within reason) what a wellness purchase is for them, so it could be ergonomic office equipment, mattresses to improve sleep, gym memberships, chiropractic sessions, massages, or healthy activities like signing up for a 5k, golf clubs, or scuba diving lessons.





Remote Work and Flexible Working Hours

We hire across the United States to access the best talent for our positions; therefore, we exist in a remote environment with all employees working from home. We provide a generous technology allowance once every 3 years to assist with technology costs, and while we expect our employees to be engaged and present during normal hours, we provide the flexibility to integrate work and home life as needed.

Paid Parental Leave

We provide up to 4 weeks of paid parental leave for employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. The purpose is to enable our employees to care for and bond with a newborn or newly adopted or placed child. The leave is compensated at 100% of the employee's regular straight time monthly pay. In the case of a female employee who herself has given birth, the 4 weeks of paid parental leave will commence after the short-term disability benefit to ensure employees get the most out of the benefits provided.



Occupational Health & Safety

The purpose of C5MI Insight LLC's Enabling Safety Commitment is to ensure that our employees remain safe. The Chief People Officer is responsible for the endorsement and implementation of this commitment. All employees and contractors are responsible for following the expectations outlined below.



Safety With Remote Work

Employees and contractors are responsible for creating a safe work environment around themselves. They can leverage ergonomic learning tools available in the Learning Management System to understand how they can make their work environment ergonomic.

Safety During Work Travel

Travelers are responsible for referencing the [U.S. Department of State](#) for travel advisories and information. In addition, they are responsible for referencing the [Centers for Disease Control and Prevention](#) for health-related travel information. Travelers are responsible for exercising good judgment and remaining safe.

Safety While at a Client

Employees and Contractors are responsible for requesting and following all client site safety guidelines and requirements. Special consideration should be given when entering manufacturing and warehousing spaces to carry/wear and have all required Personal Protective Equipment (PPE) available.



Community Initiatives

C5MI Insight LLC's commitment to sustainability extends beyond environmental conservation to include education and community support. In Puerto Jimenez, Costa Rica we funded the complete replacement of the roof of the children's library, a vital community resource run by a local nonprofit member of the Global Sustainability Collective. Because the old roof was rusted and dilapidated, it endangered the children inside and prevented the library from using several classrooms in the back of the building. Now with its new roof, the library is providing daily educational classes and providing a safe place for children to learn and play in the heart of town.

By supporting the children's library, C5MI Insight LLC has helped to address socio-economic issues such as a lack of economic alternatives and limited education. This initiative ensured that local children have access to educational resources, empowering them with knowledge and skills for a brighter future. The library not only fosters a love for learning but also offers a safe environment where children can thrive.



Our work with the children's library is a testament to C5MI Insight LLC's holistic approach to sustainability. We believe that education is one of the keys to breaking the cycle of both poverty and deforestation. By investing in the education and well-being of local communities, we create lasting change that benefits both people and the planet.

C5MI Insight LLC's dedication to sustainability is reflected in every aspect of our work, from protecting rainforests and marine areas to supporting education and community development.

Together, we are truly contributing to a brighter, more sustainable future for all.



Customer Engagement

At C5MI Insight LLC, measuring customer satisfaction is a critical component of our quality management and ESG strategy. Our process involves the following steps:

Survey Design: At the conclusion of each project, we distribute comprehensive surveys with questions covering various aspects of our services. Each question is graded on a scale from 1 to 10.

Survey Distribution: These surveys are distributed to our clients through an email survey system ensuring they can provide feedback conveniently and confidentially. We began this practice in 2022 to systematically capture customer insights.

Data Collection and Analysis: We collect the survey responses and analyze the data to calculate average scores and overall satisfaction rates. This quantitative analysis helps us identify trends and areas needing improvement.

92%

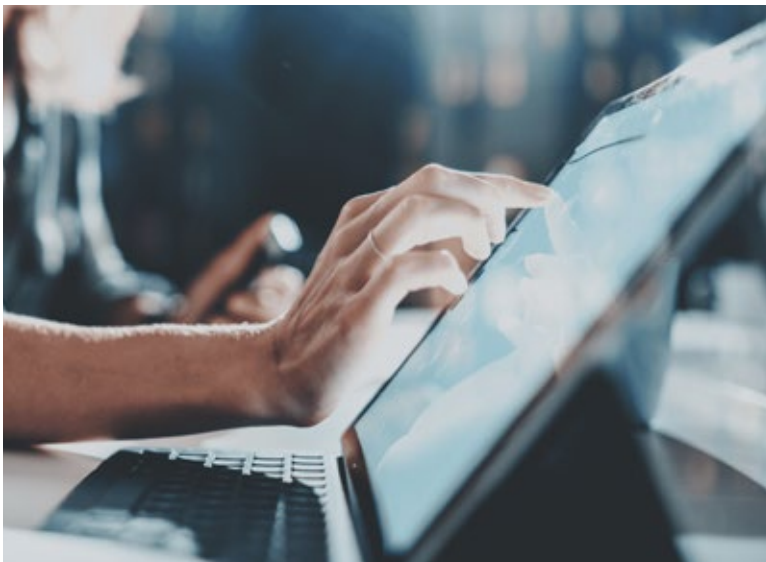
Customer Satisfaction Rate in 2023, Exceeding Our Target Goal of 90%.

95%

Overall Customer Response Rate in 2023, Achieving High Satisfaction.

Reporting: The survey results are compiled into internal reports that highlight key findings and lessons learned including satisfaction rates and qualitative feedback from open-ended questions. These reports are used to inform our continuous improvement efforts.

Action Planning: Based on the survey results we identify specific areas where we can enhance our services for our customers. For example, if feedback indicates a need for better communication during projects, we have developed targeted action plans to address this issue.



Implementation and Monitoring: We implement the action plans and monitor their effectiveness over time, ensuring that the improvements lead to higher customer satisfaction in subsequent projects.

By incorporating customer feedback into our operations, we not only improve our service quality but also strengthen our commitment to ESG principles. Our focus on customer satisfaction aligns with our dedication to social responsibility, as it ensures we are meeting the needs and expectations of our clients and contributing positively to the communities we serve. This approach underscores our commitment to transparency, accountability, and continuous improvement, which are core principles of our ESG strategy.

Customer Privacy Information

At C5MI Insight LLC, we prioritize our customers' privacy and are committed to safeguarding their information. As a federal contractor, we strictly adhere to all Federal Acquisition Regulations (FAR) concerning the collection, retention, and protection of data. We ensure that all collected information is securely stored, managed with the utmost care and disclosed to third parties only as mandated by regulations. In the event of any data breaches, we follow rigorous reporting protocols; however, we are proud to report that we had no breaches in 2023.



Customer Feedback

Customer	Feedback
Government Client	The C5MI Team worked effectively and efficiently with the GOV Team while deploying WMS at Cherry Point. The Team was responsive to incidents that emerged during the deployment.
Commercial Client	What C5 does well = SAP know how, supply chain excellence, marrying these two things.
Commercial Client	It was a pleasure to work with you and your team also. I want to thank you and your team for the work they did on this project.
Government Client	During implementation C5MI was very responsive to the live production issues. They worked to find creative alternatives solutions to the problems.
Government Client	C5MI is always very easy to discuss contract matters with, and they provide qualified and experienced staff.
Government Client	C5MI excellent site support during the three implementations.



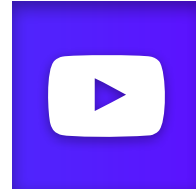
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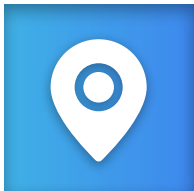


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Disclaimer

C5MI Insight LLC has developed its Sustainability Report for informational purposes only. We recognize that certain terms used in this Report may have various meanings and perspectives. While we strive to define terms as much as possible, all terms are written from C5MI Insight LLC's perspective after careful analysis and, unless otherwise noted, are not meant to apply any specific definition or framework.