

BEYOND BUSINESS

ESG at Williams Lea

2024 Corporate Sustainability Report



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Introduction

A Letter from Erin Wiggins

At Williams Lea, we believe sustainable business practices are not just a trend but a responsibility. Environmental, social and governance (ESG) principles are at the core of everything we do, everywhere around the world. No longer just a corporate buzzword, ESG is a fundamental shift in how we operate, from our strategy and day-to-day activities, through to our supply chain.

For over 200 years, Williams Lea has operated with an eye toward innovation and transformation. Our strong ESG commitment aids in long-term value creation and sustainable growth for Williams Lea. Our governance principles give us a competitive edge through risk mitigation, increased efficiency, and resilience that future-proofs our business. For our teams, our actions and values extend beyond the walls of our offices.

Our commitment to ESG goes beyond business. While a healthy business is always our priority, we remain dedicated to ensuring the longevity of our planet by reducing our carbon footprint and conserving resources. We uphold our responsibility to employees, our communities, and our society at large by fostering a diverse and inclusive workplace, supporting and recognizing our teams, and supporting community initiatives that align with our core values.

ESG cannot be successful without transparency. This report details our approach to ESG and the results of our activities throughout 2024. We commit to holding ourselves accountable by providing regular updates, not only to demonstrate our progress but to foster dialogue and collaboration with our stakeholders and uncover new opportunities for improvement and innovation.

On behalf of our executive committee, I extend my gratitude to the valued members of our global family for their dedication to living the Williams Lea values and our ESG initiatives.

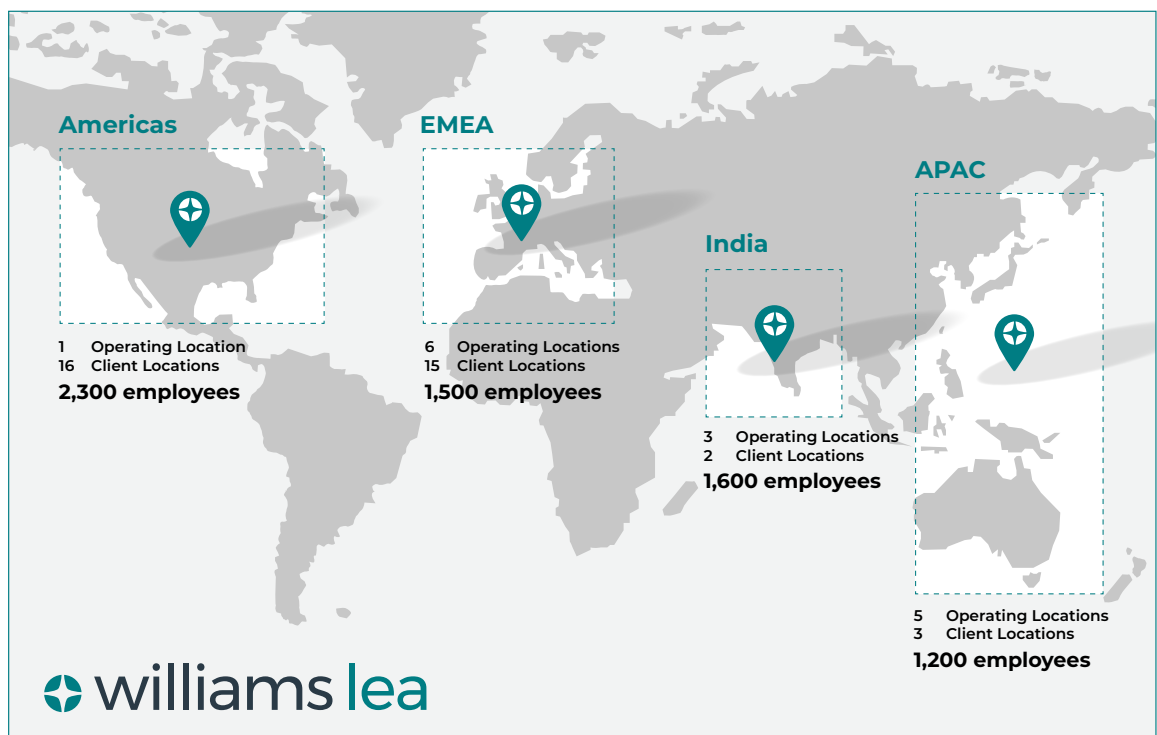
Erin Wiggins

General Counsel, Global Head of Legal and Compliance

About Williams Lea

As the leading global strategic partner for skilled business-critical support services to financial, legal, and professional services firms, Williams Lea supports clients' businesses onsite, onshore, and offshore around the world, providing customized and connected high-touch services that meet every budget. Built on a strong heritage, great relationships and a talented team, Williams Lea connects people, processes, and technology to manage documents and streamline key back-office functions.

Our global workforce helps to improve efficiency, increase effectiveness, and reduce risk for our clients. Our globally integrated, technology-enabled support for business-critical processes enables clients to focus on core activities, realize operating efficiencies, and evolve for future growth.



The Williams Lea team has over 6,600 members worldwide working in 52 cities across 16 countries. In addition to working onsite at our clients' locations, our teams operate 24/7 at onshore delivery centers in Wheeling, West Virginia, and Columbus, Ohio, in the US, and Leeds and Norwich in the UK. We also offer offshore support via two delivery centers in Chennai and Kochi, India.

Our clients

Williams Lea works with clients across the legal, financial, and professional services industries, including:

- 10 of the top 20 global financial institutions
- 4 of the top 5 professional services firms
- 10 of the top 15 global investment banks
- 10+ of the world's leading law firms (including 48 of the top 200 AmLaw firms 2024)



Beyond Business: ESG at Williams Lea

At Williams Lea, we are committed to ensuring a high standard of responsible and sustainable practice through our products and services. Our commitment to managing the social, environmental, and economic impacts of our business extends beyond our own operations and culture to our supply chain and stakeholders.

Williams Lea has historically and consistently valued the importance of ESG through our Beyond Business program. Through this program, we create sustainable and impactful initiatives that have contributed to our success as a socially responsible and ethically led organization. Beyond Business categorizes its ESG initiatives into three pillars:



Be accountable. We hold ourselves accountable through professional and personal actions that are both ethical and sustainable



Be thoughtful. We act thoughtfully toward others and our communities by giving time and financial contributions to charitable causes that align with our values



Be better. We give our employees tools to thrive and be the best versions of themselves, resulting in a stronger and more diverse workforce

UN Global Compact

In 2023, Williams Lea proudly joined the UN Global Compact, the world's largest corporate sustainability initiative. The voluntary program is based on CEO commitments to align strategies and operations with universal principles on labor, human rights, environment, and anti-corruption, and to take actions that advance societal goals. To date, nearly 21,500 participants across 162 countries have joined the UN Global Compact to make a measurable difference to our planet.

We surveyed employees, clients, and vendors to determine the issues that matter most to them. Subsequently, we selected five of the UN's 17 Sustainable Development Goals (SDGs) and realigned our ESG strategy, allowing us to continually improve performance and meet measurable targets:

- **Global Health and Wellbeing (SDG 3)** We play our part to ensure healthy lives and promote wellbeing for everyone at all ages
- **Diversity, Equity and Inclusion (SDGs 5 and 10)** We work to achieve gender equality and promote inclusivity for employees of all communities
- **Decent Work and Economic Growth (SDG 8)** We support sustainable and inclusive economic growth, full and productive employment, and decent work for all
- **Climate Action (SDG 13)** We are taking urgent action to combat climate change and its impacts

We will monitor our performance over time with periodic reviews to ensure that we deliver on our commitments.

Our Accountabilities

Delivering these commitments is a core accountability of the Williams Lea leadership team. We will consult, listen, and respond respectfully to our clients, suppliers, employees, neighbors, and regulators with the clear intent to deliver our commitments



Environmental Action and Sustainability

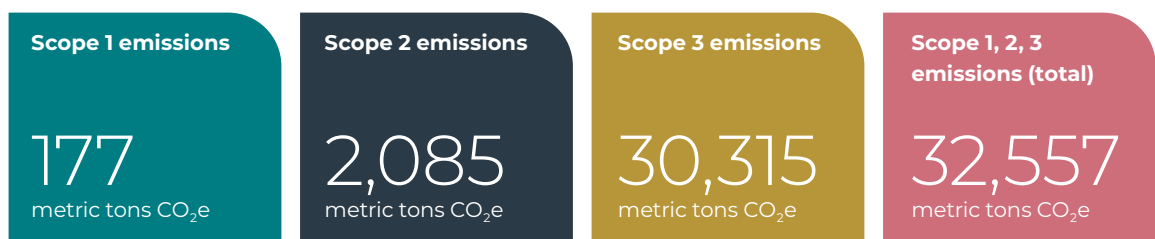
Williams Lea is committed to reducing the environmental impacts throughout our business operations and helping clients achieve their sustainability targets. We employ a centralized environmental management system to reduce our environmental impact and enhance our sustainability offering. This system uses a model consistent with recognized international standards and focuses on a continual improvement cycle to support our long-term policy goals. Several of our locations and operational facilities are certified to the international standard ISO 14001 through an approved certification body – the International Accreditation Forum (IAF).

Climate Action

All business operations contribute to global climate change through greenhouse gas (GHG) emissions, and Williams Lea has policies and objectives in place to reduce our impact on the environment. We are committed to reducing our emissions in line with the latest climate science and achieving net zero emissions by 2050.

Our emissions reduction goals are aligned with the Science Based Targets Initiative (SBTi), and we are committed to having our targets validated by 2025. In doing so, Williams Lea aims to reduce Scope 1 and 2 emissions by 58.8% by 2034, as set by the 2023 baseline. Ongoing emissions data is captured in line with recognized standards such as the GHG Protocol and verified in accordance with the international standard ISO 14064.

Each year, Williams Lea publishes a full report of its GHG emissions, which is publicly disclosed via its customer data platform (CDP). Our emissions for the reporting period of January – December 2023 were:



Waste Management

Williams Lea's dedicated waste management policy ensures that our business operations handle all waste responsibly. For many of our operational teams, waste is managed by our client or landlord, and we provide oversight to ensure that the correct processes are followed. At properties owned by Williams Lea, our policy is applied consistently to ensure no mishandling of the waste.

We apply the waste hierarchy to ensure waste is reduced at the source through efficient and effective operational processes. Where possible, waste streams are segregated for onward recycling, including confidential paper, dry mixed recycling, luminaries, toners, and waste electrical equipment. Wherever possible, waste is subjected to the following hierarchy:



Eliminate: Eliminate the waste at source and not produce it at all



Reuse: Reuse the waste product without any alteration



Recycle: Transform the product to reuse it for another purpose



Recovery: Recover energy from waste to generate electricity



Disposal: Dispose of waste in a licensed landfill

Pollution

Even though Williams Lea's business activities are categorized as low risk for environmental impact, we have robust controls in place to prevent pollution incidents. Our operations are designed to reduce the occurrence and subsequent impact of unplanned emissions to air, land, or water courses. We work closely with clients and landlords to ensure the adoption of good practices and avoidance of environmental incidents.

Wherever possible, Williams Lea works with suppliers and landlords to use environmentally sound and locally sourced cleaning products. All cleaning substances are disposed of in accordance with product disposal guidelines to avoid or minimize generation of waste. We work with vendors to ensure fulfillment complies with local environmental guidelines.

Water Management

Williams Lea operations require limited water use; however, a dedicated policy is in place to ensure water resources are not wasted and remain well managed. At Williams Lea properties where we control water supply appliances, water-saving devices are used wherever possible.

Resource Use and Circular Economy

Williams Lea prioritizes the sustainable use of natural resources and promotion of a circular economy. We are committed to reducing our environmental impact through the responsible use of natural resources. Some steps we have taken to reduce our natural resources consumption include:



Williams Lea conducts due diligence on paper purchases to assess and mitigate any risk of illegal and unwanted forest products entering the business from our supply chain. Paper used for our printed products is often from Forest Stewardship Council (FSC) sources or those endorsed by the Programme for the Endorsement of Forest Certification (PEFC). We work with print equipment suppliers to ensure that recycling systems are in place for toners and consumables.

Biodiversity

While Williams Lea has limited direct impact on biodiversity, we acknowledge that our teams play a part in maintaining a balanced ecosystem. Even actions that may seem small – disposing of waste in designated areas and housekeeping controls – can ensure invasive species and pests are effectively managed. Williams Lea is committed to working with clients and landlords to improve biodiversity when opportunities are identified.

Ethical Procurement

Williams Lea is committed to a culture of responsible sourcing. As our company grows and matures in its practices, we recognize our responsibility to deliver long-term value to society through our clients, suppliers, and communities in a responsible and ethical way.

Our procurement practices comply with all regulatory and commercial requirements for sustainable procurement and drive continual improvement of sustainable performance through our supply chain network. We create strong, long-term relationships with our suppliers, and we understand the importance of an inclusive supplier network to provide growth opportunities for small and diverse businesses across the supply chain.



Responsible sourcing

Williams Lea's consistent approach to onboarding and risk management is essential to maintaining our network of:

over **1,500 global suppliers** and
nearly **\$106 million** annual spend

We employ the following measures to achieve our goals for a fair and environmentally friendly supply chain:

- **Supplier Code of Conduct:** All suppliers must adhere to the Williams Lea supplier code of conduct at the time of onboarding and subsequent annual audits. The code of conduct includes legal compliance, environmental policies, human labor, health and safety, and responsible business practices. Suppliers are expected to cascade this code down their supply chains.
- **Onboarding Risk Assessment:** Including –
 - » Financial stability review, embargo country check, Corruptions Perception Index check, business audit questionnaire
 - » Procurement category manager review based on potential spend, data handling, impact, market penetration, ease of replacement, etc.
 - » Collaboration with procurement partner SMEs (small and medium-sized enterprises) in legal, infosec and data protection functions.
- **Annual Audits:** Our annual audit focuses on supplier ESG accreditations, certifications, and relevant policies.
- **Diversity Reporting:** Our onboarding process captures supplier diversity status, and we analyze and report on diversity volume and spend.







Supply Chain Risk Analysis

Sustainability is an integral part of Williams Lea’s procurement policy and processes. We conduct audits at supplier onboarding and repeat them at regular intervals to assess risks on human labor and supply chain environmental impacts. We ask all suppliers to recommit to our supplier code of conduct at audit. In 2023, we conducted 370 onboarding audits and 64 annual audits.

Supplier Diversity

As a leading global business support services firm, Williams Lea proudly reports remarkable diversity among clients and suppliers, and the communities we serve. Our procurement team works proactively to support diverse supplier involvement and development while meeting supplier and client needs. Supplier diversity status is validated at onboarding via third-party service supplier iO. Separate certifications are independently validated. Since 2021, we have increased our supplier diversity by 14%.

2024 YTD	Supplier count	Share (%)
Diverse suppliers	364	
Total suppliers	1,541	

2024 YTD	Spend (USD)	Spend (%)
Diversity spend	\$21m	
Total spend	\$106m	



Social Issues and Community Participation

As a key principle of the Beyond Business program, Williams Lea employees act thoughtfully toward others and the communities where they live and work. Whether through diversity, equity, and inclusion campaigns and training, employee recognition, or volunteerism, our teams are dedicated to making a difference.

Human Rights and Modern Slavery

Williams Lea adheres to the highest ethical standards and is committed to upholding human rights in all forms. Williams Lea **does not** support any practices that would allow any form of human rights abuse and/or exploitation, including (but not limited to) human trafficking, servitude, forced labor, debt bondage, and/or child labor. This applies to our own organizational standards and culture, as well as the business partners we work with and in our supply chain.

Our modern slavery statement is publicly available on our [website](#) and is reviewed annually. Additionally, we have a modern slavery and human rights policy and annual mandatory training for all employees.

We continually monitor our global supply chain to reduce the risk of modern slavery and human trafficking, and we maintain a zero-tolerance approach to any kind of human rights violation. In addition to conducting onboarding and annual audits, we take a tiered approach to ensure that each supplier's corporate social responsibilities are fully compliant with all legislation, including the Modern Slavery Act. We also check that they are aligned with Williams Lea values, the UN Global Compact, and the UN Universal Declaration of Human Rights, as well as the 1998 International Labor Organization's Declaration on Fundamental Principles and Rights at Work.

Diversity, Equity, and Inclusion

At Williams Lea, we strive to promote and foster an inclusive workplace culture where all employees feel valued, respected, and empowered to be their most authentic selves at work.

Diversity, equity, and inclusion (DE&I) is a key pillar of our core engagement programs and an integral part of our ESG program, Beyond Business. As a participant in the UN Global Compact, we are committed to DE&I and gender equality initiatives.



Our DE&I program incorporates robust training, fairness and equality policies, and employee-led activities governed by global and regional committees. It is based on a three-pillar approach: Educate, Evaluate, and Activate. These three steps are critical if we are to achieve the most authentic results and the broadest impact:

- **Educate:** Through required training, educational content, and resources, employees learn about diverse cultures and other areas of inclusivity to better understand their coworkers in other parts of the world. Through annual ESG and engagement surveys, Williams Lea understand how our employees perceive DE&I issues and how we can improve our programs to understands their needs
- **Evaluate:** By reflecting on the information received through education programs and the desired outcomes of our employees and the greater community, we evaluate policies, benefits, and programs to ensure we are meeting standards of inclusivity and promoting diversity throughout the business
- **Activate:** Using education and insights, we create and/or amend policies to better serve all employees. We also create and implement global and regional internal programs and events that support DE&I initiatives, including those in the communities where we live and work



DE&I Global Policy

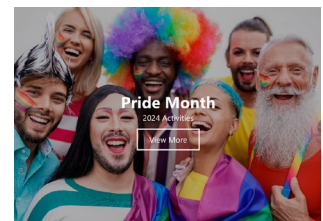
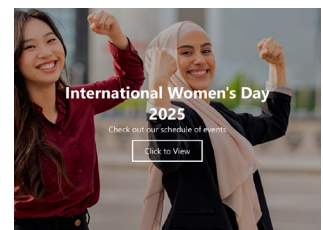
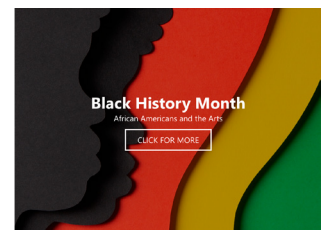
Williams Lea aims to create a working environment in which all employees can fulfill their personal potential without artificial barriers, and in which the diversity of individuals is valued and embraced. It is through this policy that the company strives to achieve DE&I by ensuring that everyone is aware of the ethics and employment law in this area, and that everyone understands what is meant by the terms “equal opportunities” and “diversity.” It is essential that everyone realizes the benefits and value of DE&I.

Striving to ensure that the work environment is free of harassment and bullying, and that everyone is treated with dignity and respect, are important aspects of creating equal opportunities in employment. The company has a separate dignity at work policy and procedure, which addresses these issues. Behaviors, actions, and/or words that violate this policy will not be tolerated and will be dealt with in line with the company’s disciplinary policy.

Cultural Awareness And De&I Events

Our DE&I program celebrates cultural diversity through content and events designed to raise awareness and offer educational opportunities for colleagues from different backgrounds and communities. Cultural awareness projects include:

- **Annual Global Cultural Awareness Day Calendar:** We maintain a centralized calendar of UN-recognized holidays and cultural awareness days. The regional DE&I committees create content for awareness days within their respective regions, which is distributed through internal communications and/or made available on **Front Door**, our employee intranet portal.
- **Celebrating Differences Magazine:** *Celebrating Differences* is a magazine collective that celebrates the array of cultures in the places where our teams live and work. The DE&I committees prepare issues for places and cultures within their respective regions, and a quarterly update is distributed to all employees globally. Celebrating Differences also includes content for other communities, such as the neurodiverse.
- **Black History Month (US and EMEA):** Williams Lea celebrates Black History month in February for the Americas region and in October for EMEA. Regional subcommittees create and execute plans for content and events relating to an annual theme. Past celebrations have included panel discussions, educational resource guides, and social media campaigns.
- **International Women's Day:** International Women's Day (IWD) is the largest DE&I campaign at Williams Lea, with an entire week dedicated to events and content in support of gender equality. A global subcommittee plans and executes content and events related to the annual theme. In 2024, we introduced the IWD book club and a community participation event as part of our celebrations.
- **Pride Month:** Williams Lea celebrates Pride month through various events, content, and campaigns, including the use of the Williams Lea Pride logo throughout the month of June. A global subcommittee plans and executes content and events; past events have included panel discussions on transgender visibility and allyship.
- **Juneteenth:** Juneteenth is a recognized corporate holiday for Williams Lea employees in the US. Additionally, the DE&I committee in the Americas organizes events and content to raise awareness and educate colleagues on the significance of this holiday. Past campaigns have included panel discussions and trivia sessions.
- **Hispanic Heritage Month:** The DE&I committee in the Americas organizes events and content to celebrate Hispanic Heritage month, including special MS Teams backgrounds and email signatures, trivia games and events such as Zumba, and educational resources.
- **Diwali:** Employees in the India region celebrate Diwali with in-office events and activities such as Diya and lantern making.



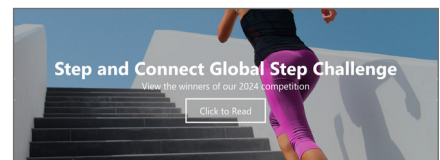
Health and Wellbeing



Williams Lea values our employees and prioritizes their health and wellbeing. Following our participation in the UN Global Compact, we created a global health and wellbeing committee to ensure that our teams around the world have the resources and support they need to be the best versions of themselves. The committee creates an annual content calendar and monthly newsletter with

information on resources and global health topics that impact us all. Additionally, we hold several events throughout the year in support of health and wellbeing, such as:

- **Go Red Day:** Employees from all parts of the world are invited to wear red to raise awareness of women's cardiovascular health.
- **Mental Health Awareness Month:** A global planning committee creates content and resources related to an annual theme, and we hold global panel discussions and events on mental health topics.
- **Step and Connect Global Step Challenge:** Employees are invited to create teams and increase their daily step count throughout the month of May. In 2024, 163 teams comprised of 778 individuals from all over the world took a collective 229,015,639 steps. More than a hundred of our participants walked over 500,000 steps individually.
- **World Blood Donor Day/Give Blood, Give Life:** Employees are invited to save lives via blood donation, either in person at an organized onsite event or through a global, virtual pledge.
- **Breast Cancer Awareness Month:** Employee volunteers create a resource guide with information on early detection and organizations where employees in need can find support.









Employee assistance programs

Where applicable, Williams Lea employees have access to our employee assistance program that offers free or low-cost services for personal wellbeing issues, including (but not limited to) mental health counseling, child and elder care planning, legal services, financial planning, and more.

Community Participation

At Williams Lea, we strive to make a difference in the communities where we live and work. Our teams all over the world take pride in representing Williams Lea through acts of volunteerism that align with our values. Community activities for 2024 include:

Americas		
<p>Wheeling Soup Kitchen, Wheeling, WV and Ronald McDonald House, Columbus, OH</p> <p>February 2024</p>	<p>Through the bridge committee, an employee-led community involvement group, our Wheeling and Columbus teams held a Candygram fundraiser for Valentine's Day. For a small donation, employees could send a special message and piece of candy to a coworker. Proceeds were donated to the Wheeling soup kitchen and Ronald McDonald House (RMH), Columbus</p>	
<p>Dress for Success Columbus, OH</p> <p>February/March 2024</p>	<p>A group of managers from our Columbus onshore delivery center spent the day volunteering with Dress for Success, a local non-profit organization that works to equip women with the resources and support they need for workforce readiness and employment retention. The Williams Lea volunteers helped organize clothing donations that are given to women in the community to help prepare for job interviews. In March, the Columbus team collected items to donate to Dress for Success as part of our International Women's Day celebrations</p>	
<p>YWCA Domestic Violence Shelter, Wheeling, WV</p> <p>March 2024</p>	<p>Team members in the Wheeling onshore delivery center collected donations on behalf of the Wheeling YWCA domestic violence shelter as part of our International Women's Day Celebrations</p>	
<p>Ronald McDonald House, Columbus, OH</p> <p>May 2024</p>	<p>Employees from the Wheeling onshore delivery center volunteered at Ronald McDonald House Charities (RMHC) of Central Ohio. The team purchased groceries and prepared a meal for the families staying at RMH</p>	
<p>Chicago 13.1 Marathon, Chicago, IL</p> <p>June, 2024</p>	<p>Volunteers from our Chicago-area team represented Williams Lea at the Bank of America Chicago 13.1 Marathon in Garfield Park. Along with some of their family members, the volunteers started their day at 4:40 a.m. to help sort and secure personal items of all the runners</p>	
<p>Chamber of Commerce Scholarship, Wheeling, WV</p> <p>August 2024</p>	<p>Members of the Williams Lea team attended the annual Wheeling Chamber of Commerce steak fry to present a \$1,000 scholarship to a local high school senior. Williams Lea has sponsored this scholarship for several years</p>	

EMEA

Greyhope Bay Cleanup, Aberdeen, Scotland

June 2024

Team members in Scotland organized a volunteer day at Greyhope Bay Centre, a non-profit organization that provides public education on ocean conservation. The Williams Lea volunteers helped with outdoor maintenance projects around the property



Greenleaf Animal Rescue, Leeds, England

November 2024

Team members in our Leeds onshore delivery center organized a charity dog walk through Temple Newsam Park. All funds raised were donated to the Greenleaf Animal Rescue



India

Project Bright Hope, Kochi

August 2024

Team members from Kochi represented Williams Lea by presenting a donation of solar panels to a local orphanage to improve sustainability, enhance efficiency, and reduce overhead costs



Fort Kochi Beach Cleanup, Kochi

October 2024

A group of volunteers from Williams Lea Kochi organized a day of volunteering at Fort Kochi beach. The volunteers collected plastic waste and removed water hyacinth, an invasive aquatic weed that can obstruct water flow and deplete water oxygen levels



APAC

Zokins for Disaster Relief, Tokyo, Japan

March 2024

Team members from Williams Lea Tokyo organized a volunteer day to make zokins, a type of reusable mop made from repurposed fabric. The finished mops were distributed to local organizations that help with disaster recovery, as Japanese residents often experience damage from typhoons and earthquakes





Global Learning and Development

Williams Lea recognizes that our success is linked to the capability of our people, and we are committed to supporting, engaging, and investing in their learning and development. We embrace a culture of continual learning for every employee, where we provide ongoing learning opportunities to develop skills, further careers, and help our employees achieve their personal and professional goals.

Our culture of self-improvement enables us to upskill our employees through a curriculum that includes the right training and learning experiences at the appropriate stages of an employee's development path. We take a long-term view in designing an experience that emphasizes lifetime learning. Learning and development is not a one-time event – it begins on day one and continues monthly, quarterly, annually, and throughout the employee's career with Williams Lea.

Our framework consists of three pillars of learning and development that engage and enrich our employees:



- **Experience:** On the job
 - » Executing core and client-specific service responsibilities
 - » Challenging assignments or new areas of responsibility within present job
 - » Leading or participating in specific business projects
 - » Taking short-term or stretch assignments



- **Exposure:** Near-the-job feedback and opportunity
 - » Giving/receiving direct feedback, coaching, informal mentoring
 - » Participating in peer learning or networking communities
 - » Engaging in industry groups
 - » Attending seminars or conferences



- **Education:** Formal learning
 - » Self-directed learning
 - » Formal external education (continued learning, accreditations)
 - » Instructor-led and internal training courses and learning sessions
 - » Learning Lounge learning portal

Learning Lounge

Williams Lea partnered with Cornerstone, one of the top corporate learning management systems, to create our on-demand learning platform, Learning Lounge. Our employees have access to thousands of self-paced courses to drive their own development, enhance existing skills, or learn something new. Managers may customize learning and development paths for their employees to either address development needs or prepare them for their next role.

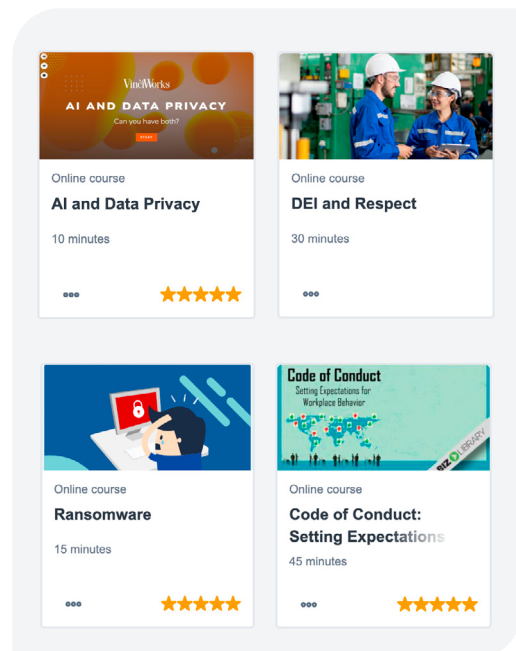


Annual Required Training

All Williams Lea employees globally must complete annual required training on DE&I and anti-harassment and discrimination. The training is tailored to legal requirements within each region, and our people managers must complete an expanded curriculum. Additionally, Learning Lounge, our on-demand learning and development platform, contains over 500 courses on DE&I topics that employees can complete at any time.

Williams Lea maintains exemplary compliance through our annual required training program. In addition to development courses, Learning Lounge hosts our required training material and provides in-depth reporting that ensures all employees are compliant throughout the year. Required training sessions cover core competencies and industry-specific knowledge that are essential for all employees. Topics include:

- Data Privacy and General Data Protection Regulation (GDPR)
- DE&I
- Email Security
- Health and Safety
- Ransomware
- Anti-Harassment and Discrimination
- Code of Conduct, Anti-Bribery and Compliance
- Security Fundamentals
- All others as required



Above and Beyond

Above and Beyond is a global employee recognition and gratitude program that acknowledges significant employment milestones and honors exceptional employees who inspire us, both at work and in the wider community. The program features three main components:



- Quarterly awards and annual awards in key nomination categories
- Milestone recognition for years of service
- Thanks for Being an All-Star – an opportunity to show appreciation of deserving employees

Above and Beyond fosters a culture of appreciation and motivation, enhances employee engagement, and strengthens the sense of community within the company.



Quarterly award categories

		No. of nominations in 2023
Beyond Business	Winners serve their community, showing a real affinity for helping others outside the business, while giving up their own time to involve themselves in activities which positively impact others	53
Development	Awarded to an individual who demonstrates a passion for self-development and leading by example, and encourages others to do so too. Committed to lifelong learning, they consistently make good use of learning opportunities to innovate and problem-solve	200
Diversity, Equity & Inclusion (DE&I)	Given to an employee who demonstrably champions DE&I for all in the business. They support their teams by actively showing a passion for DE&I and educating others to think and act ethically	28
Net Promoter/ Client Partnership	The winner is someone who understands our clients' needs, strengthens client connections, and exceeds expectations. The net promoter is a significant player in the client's desire to recommend Williams Lea to others as a provider of choice	219
Strength in Leadership	Awarded to an individual who exemplifies the highest standards of leadership. They do this by motivating, inspiring, and engaging teams; championing development; recognizing individual contribution and collective achievements; and empowering others through open communication	218
Williams Lea Values	Presented to the employee who "lives" our core values: is passionate about our clients and people; ambitious and outperforms expectations; resourceful with a can-do attitude; acts with integrity and is trusted in word and action	445
Total nominations for 2023		1,173

TOTAL AWARDS GIVEN
 **182**

TOTAL ALL-STARS THANKED
 **2,907**

MILESTONE AWARDS GIVEN
 **2,238**



Governance and Ethical Compliance

Williams Lea maintains a culture of legally compliant, ethical, and high-integrity behavior with a range of well-established policies and procedures, including the Williams Lea code of conduct. Additional policies supporting core compliance requirements include anti-bribery and corruption, anti-trust, anti-fraud, anti-tax evasion and financial crime, insider trading, and risk management.

Employees receive and acknowledge these policies at onboarding, and they can access them at any time during their employment via the Williams Lea Risk and Compliance page on Front Door, our employee intranet portal. Each employee completes the annual required training for code of conduct, anti-bribery and corruption, and anti-trust. In 2024, the completion rate for these courses was 91%.

The aim of our “Be a Compliance Hero” internal communications campaign sponsored by the Risk and Compliance department is to encourage employees to support compliance through behavior that is aligned with the code of conduct and business-wide policies and procedures. In 2024, the “Be a Hero” communications focused on recognizing and reporting conflicts of interest, understanding the risk and compliance function, and being aware of the SeeHearSpeakUp (SHSU) reporting line.

The Williams Lea board holds bimonthly meetings to review strategic targets and achievements, operational governance, and global business performance. The board is comprised of two members of the Advent International board, two independent board members, and select members of the Williams Lea executive committee. Minutes are maintained for all board meetings and may include presentations from the CEO, executive committee members, and/or other senior leadership members as necessary. The Williams Lea top right risk register, and health and safety reports are reviewed at board meetings on a quarterly basis.

SeeHearSpeakUp



Williams Lea maintains a 24/7 SHSU whistleblower help line, available to all employees globally. Operated by third-party vendor AAB People, SHSU allows employees to confidentially raise any matter they believe violates our policies, including the Williams Lea code of conduct. Information about SHSU is regularly communicated to employees and referenced appropriately during annual required training.



Information Security

Williams Lea demonstrates integrity and accountability in our operations. Our information security and data privacy programs safeguard the interests of our employees, clients, and business. We employ robust security measures and processes to protect sensitive information from unauthorized access and cyber threats, avoiding business disruption and maintaining data confidentiality, integrity, and availability.

Compliance and Regulatory Adherence

Williams Lea holds accreditations such as CyberEssentials+ (UK), ISO 22301 (UK) and ISO 27001 (global) and regularly participates in audits for each. We also comply with all extra-territorial laws and regulations that we are subject to as a global organization, including (but not limited to): GDPR (EU and UK), PIPL (China), DPDPA (India), and CCPA (California).

IT developers and architects at Williams Lea operate to the highest standards using the Open Web Application Security Project (OWASP) framework. All proposed technology changes are thoroughly evaluated and approved only if they are fully compliant with all policies and regulations.

Our comprehensive suite of policies, principles, and standards are held and maintained in a central information security management system (ISMS). Our overarching global security charter and information security policy statement, signed by our CEO, state the intent, objectives, scope, and responsibilities for protecting information assets.

Risk Management

Williams Lea makes informed decisions on security investments and process improvements by applying information security and data privacy policies and procedures to identify, assess, and mitigate risks associated with data breaches, cyber-attacks, third parties, and other security incidents. We protect our employees, clients, and business from potential data and financial loss, legal repercussions, and costly reputational damage by proactively managing risk and conducting internal testing.

Security Protocols

Implementing strict, pragmatic security protocols to protect data and mitigate threats not only enhances data security but also supports the broader ESG goals of regulatory compliance and stakeholder trust. Key security protocols in place at Williams Lea include:

- **Encryption:** All sensitive data is encrypted, both at rest and in transit, using advanced encryption standards to ensure its confidentiality and integrity.
- **Access Controls:** We enforce strict access control measures including multi-factor authentication and role-based access controls to ensure only authorized personnel can access sensitive information.
- **Regular Audits and Assessments:** Our systems are regularly externally audited and assessed for vulnerabilities. We conduct penetration testing and vulnerability scans to identify and address potential security weaknesses.
- **Incident Response Plan:** We have a robust incident response plan in place to swiftly and effectively address any security breaches. Tested at least annually, the incident response plan includes predefined communication protocols and mitigation strategies to minimize impact.
- **Early Adoption Program (EAP):** Williams Lea was among a limited number of companies included in Microsoft's Copilot Early Adoption Program (EAP). Following the successful completion of the EAP in 2024, the business formally invested in Copilot, adding it to the suite of tools available to eligible employees. AI usage, while encouraged, is governed under the terms of our acceptable use policy, and guidance on its safe use is regularly reinforced via our training and awareness program and ongoing communications.

Transparency

Williams Lea governance practices are rooted in transparency. Our publicly available client pack, created by our information security and data privacy departments, contains security brochures, policies and guidance, and security fact sheets for all our technology solutions. We participate in ProcessUnity's Global Risk Exchange and Bitsight's independent, external assessments, which detail our security stance through verified reports.



Board-level oversight, training, and awareness

Williams Lea's chief information security officer (CISO) leads our information security and data privacy teams and reports to the Williams Lea executive committee via a triannual security advisory board (SAB). Information security-related risks are also formally presented through the quarterly board's top right risk reporting. Our executive committee is actively engaged in the development and maintenance of our incident response plan to address potential security breaches swiftly and effectively, including mitigations and communication protocols.

All Williams Lea employees complete required annual training on information security and data privacy best practices, processes, and associated regulations. Our security-aware culture ensures that all employees, regardless of position, actively contribute to safeguarding our business.



Health and Safety

At Williams Lea, we prioritize the health and safety of our employees and the individuals we encounter through the course of operations. Our occupational health and safety management system reduces risk and protects our employees through international standards and a focus on continual improvement. Many of our locations hold an ISO 45001 through an IAF-approved certification body.

We conduct risk assessments to ensure that all activities and processes meet legal requirements and follow best practices, and assessments are repeated whenever material changes occur. All relevant employees complete an annual required training