CSA Group has voluntarily prepared this report demonstrating commitments to ESG in Canada and beyond.
Contents

5 - About this Report
6 - CEO Message
8 - About Us
  8 - History
  8 - Organizational Overview
12 - Who We Are
14 - Approach to ESG
  15 - Setting the Framework
  16 - Establishing Materiality
  20 - Stakeholder Engagement
  22 - Accountability
  23 - Path Forward
24 - Our Influence
  24 - Impact of Standards
  36 - Contribution to UN SDGs
  38 - Public Policy
  42 - Research
  46 - Education
  47 - Academic Scholarships
  48 - Supporting Customers
  49 - Sector Leadership
51 - Our Footprint
  52 - Environmental Management
  52 - Green Teams
  53 - Greenhouse Gas Inventory
54 - Our People and Communities
  55 - Employee Engagement
  56 - Health and Safety
  58 - Diversity, Equity, and Inclusion
  62 - Growth and Development
  65 - Awards and Recognition
  66 - Donations and Community Support
67 - Our Governance
  67 - Board Governance
  68 - Operating with Integrity
  69 - Labour and Child Protection Laws
  69 - Data Protection and Privacy
  70 - Supply Chain and Responsible Sourcing
71 - Holding the Future to a Higher Standard
With a deep commitment to health, safety, sustainability and social good, CSA Group has strategically aligned initiatives to the UN Sustainable Development Goals (SDGs), further underscoring the organization’s dedication to the principles of sustainable development.
About this Report

This report presents an overview of the Environmental, Social and Governance (ESG) initiatives undertaken by CSA Group for the fiscal year beginning April 1, 2023, and ending March 31, 2024.

CSA Group has voluntarily prepared this report demonstrating commitments to ESG in Canada and beyond. This report has been developed using select aspects of various frameworks and initiatives, including the Global Reporting Initiative (GRI), a globally recognized and mature ESG reporting standards framework. Specifically, CSA Group has used the GRI’s approach to materiality, focusing on the greatest impacts the organization has on society and the environment, and is in the process of continuing to align its ESG metrics with GRI’s suggested metrics.

With a deep commitment to health, safety, sustainability and social good, CSA Group has strategically aligned initiatives to the UN Sustainable Development Goals (SDGs), further underscoring the organization's dedication to the principles of sustainable development.

This report is intended to highlight priority ESG issues and efforts to address them and complements CSA Group's Annual Report, English Annual Report French Annual Report.
Message from the CEO

For more than 100 years, CSA Group has operated with purpose and dedication to health, safety, sustainability and social good. As a leader in North American standards development and in global testing, inspection, and certification (TIC) services, we recognize the need to be responsible in our actions and to help others uphold their commitments.

By the nature of the work we do, sustainability is our foundation, and I am pleased to present the organization’s inaugural Environmental, Social and Governance report which highlights the progress of our work.

Our Influence
The nature of our work in Standards and TIC aligns directly to social good. Our work and effort cannot be achieved without the valued contributions of our members and the customers who choose to work with us.

Our Footprint
While we work diligently to support the environment through standards development and our TIC services, we also recognize the importance of managing our own impacts. As we continue to grow and expand, we will strengthen the environmental lens we apply to the design and development of our operations with a focus on minimizing our use of resources and increasing the efficiency of our activities.
People and Communities
With the continued dedication of our employees, we have fostered a culture where employees feel a sense of connection and belonging. With engagement scores in the top quartile, our employees openly share their ideas and perspectives on how to improve the employee experience for the present and future. We have created safe and supportive environments for employees and a sustainable culture focused on continued learning, growth, and development. This commitment to betterment extends beyond our organization, as we support and contribute to the communities in which we live and operate.

Our Governance
Our governance practices are designed to ensure that we operate with transparency, accountability, and the highest levels of integrity to meet our organizational commitments.

I am incredibly proud of the work we do and the approach we have taken to advance our ESG program. Our positive impact on society and mission-led work sets a solid foundation for our continued commitment to people, the communities in which we operate and the world in which we live.

David Weinstein
President & CEO

For more than 100 years, CSA Group has operated with purpose and dedication to health, safety, sustainability and social good.
About Us

History
For more than 100 years, CSA Group has been an organization dedicated to safety, sustainability, and social good. The world has changed and advanced profoundly in the last century, leading to changes in every aspect of life—how we travel, where we live and work, the many products we use, and the incredible technology we rely on. From developing standards for aircraft parts, bridges, and wire rope in 1919, our work has expanded with the times and now encompasses areas such as mental health in the workplace.

Organizational Overview
CSA Group is comprised of a not-for-profit standards development organization, and a for-profit testing, inspection, and certification (TIC) subsidiary.

Standards Development
The mission of CSA Group’s standards development organization is to enhance the lives of Canadians through the advancement of standards in the public and private sectors and as a leader in standards research, development, education, and advocacy. The technical and management standards developed with our more than 11,000 members help improve health, safety, the environment, and economic efficiency in Canada and beyond.
1000+ Manages more than 1,000 committees focused on standards development.

3000+ Develops and maintains more than 3,000 codes and standards, many of which are referenced in legislation.
CSA Group’s members are volunteer experts with deep technical knowledge and expertise. They help develop standards to meet the needs of a broad spectrum of industries and stakeholders. With the support of our members, CSA Group:

- Delivers training and other value-added solutions that provide additional understanding of our standards and support their implementation.
- Conducts research that facilitates future standards development and provides guidance into new and emerging topics and technologies.
- Identifies public policy pathways and frameworks to demonstrate how CSA standards can support public policy initiatives.

Accredited by Standards Council of Canada (SCC) in Canada and American National Standards Institute (ANSI) in the U.S, CSA Group actively participates in international standards development and harmonization efforts through other global organizations, including the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC).

Testing, Inspection and Certification

CSA Group's global commercial subsidiaries provide expert TIC services that enable manufacturers to demonstrate that their products comply with applicable safety, environmental, and operating performance standards for markets around the world. We offer deep expertise and industry-leading service delivery across a wide range of current and emerging technologies.

CSA Group's team of technical experts and our global network of testing labs help assess product compliance to applicable safety and performance requirements. We have expertise in many diverse fields, including equipment and controls; home and commercial products; medical devices, laboratory, and measurement equipment; and energy storage.

CSA Group is accredited and recognized by numerous organizations around the world including Standards Council of Canada (SCC) in Canada, Occupational Safety and Health Administration (OSHA) and American National Standards Institute (ANSI) in the US, DAkkS in Germany, and RvA in the Netherlands. We are also accredited as a National Certification Body (NCB) through the IECEE CB Scheme and have expertise in structuring multi-approval projects producing ATEX certificates (for the EU) and IECEx certificates. Through our Global Market Access program, we help manufacturers access dozens of markets around the world.

The CSA mark is recognized and accepted by regulators and Authorities Having Jurisdiction (AHJs) and appears on billions of products all over the world.
CSA Group’s team of technical experts and our global network of testing labs help assess product compliance to applicable safety and performance requirements.
Who we are

CSA Group’s corporate office is headquartered in Toronto, Ontario, Canada with regional head offices located in Plattling, Germany (European Head Office), Independence, Ohio, USA (US Head Office), Guangzhou, China, and Singapore.
At the end of March 2024, CSA Group employed

2,038 employees

- 98% Full-time
- 2% Part-time

Generational distribution of employees by age

- 9% Under 30
- 59% 30-50
- 32% Over 50

Global distribution of employees

- 55% Americas - Canada, US, Mexico
- 22% EMEA - Europe, Middle East, Africa
- 23% ESA - East and South Asia

Representation of women employees

- Americas: 29%
- China: 29%
- EMEA: 26%
- ESA: 25%

Representation of women in leadership roles (manager and above)

- 25%

Representation of women across groups:

- Standards Research, Development, Education and Advocacy: 56%
- Testing, Inspection and Certification: 23%
- Corporate Functions: 36%

Representation of employees self-identifying as:

- B-POC (Black, Persons of Colour)
  - Canada: 39%
  - US: 28%

- a ‘Person with Disabilities’
  - Canada: 1%
  - US: 1%

- an ‘Indigenous Person’
  - Canada: <1%
  - US: <1%

- 2SLGBTQIA+
  - Canada: 2%
  - Americas: 2%
Approach To ESG

Setting the framework

CSA Group, with the support of an expert consultant, successfully integrated its policies and programs into an ESG framework. This structured program was developed through a comprehensive process including current state reviews, peer benchmark evaluations, materiality assessments, and stakeholder interviews.
The ESG framework is built across four fundamental pillars:

**Our Influence**
The mission of CSA Group’s standards organization is to improve the health, safety, sustainability, and economic efficiency of Canadians through standards research, development, education, and advocacy. Our global commercial subsidiary provides testing, inspection and certification services that enable manufacturers to ensure compliance with applicable safety, environmental and operating performance standards around the world.

**Our Footprint**
CSA Group strives to minimize the environmental footprint of its operations. This includes strategies to reduce:

- Resource usage (e.g., energy, water).
- The amount and concentration of wastes and emissions.
- The impact of the organization’s operations on nature.

**People and Communities**
CSA Group takes care of the people and communities it impacts through:

- Creating psychologically and physically safe work environments.
- Continuously engaging with employees and identifying ways to support surrounding communities.
- Actively removing barriers to equitable opportunities.

**Our Governance**
CSA Group embraces strong governance practices to ensure we are working to achieve our mission, the health of the organization, and are properly representing our members and interested parties. Our approach:

- Ensures that proper governance and oversight practices are in place to secure the future of the organization and our ability to fulfill our mission.
- Monitors the success of our policies and practices.
- Enables us to play a leadership role in markets with our conduct and oversight practices.
- Includes ongoing review and monitoring of processes for continuous improvement.
Establishing Materiality

An initial list of material ESG topics was developed through comprehensive research and market benchmarking and presented to a select group of stakeholders for prioritization. This approach culminated in the creation of a materiality assessment, a strategic tool for identifying sustainability priorities where the organization can make the most substantial impact. The materiality assessment identified the relative importance of various ESG topics to CSA Group, as well as the impact on society and the environment. It also considered the potential risks and opportunities associated with ESG impacts. The results represent a mix of strategic and fundamental topics, each positioned on the matrix according to their relative degree of importance.

The assessment process included a thorough review of policies, programs, summary reports, steering committee materials, external certificates, internal and external communications, press releases, and other documents. The interviews and workshops with internal and external stakeholders provided additional valuable insights for the prioritization of material topics. Using several subjective inputs gathered via our stakeholders, we were able to rank topics by priority. The materiality assessment aligns with the organization’s strategic priorities in several key areas. The list of topics validates that we have been focusing our efforts and resources towards areas that have strong positive impacts on society, the environment, and CSA Group overall.
The materiality assessment identified the relative importance of various ESG topics to CSA Group, as well as the impact on society and the environment.
<table>
<thead>
<tr>
<th>Prioritization</th>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIGHEST STRATEGIC IMPORTANCE</td>
<td>Health and safety</td>
<td>Manage the physical and psychological health and safety of employees and promote mental health and wellbeing.</td>
</tr>
<tr>
<td></td>
<td>Ethics and compliance</td>
<td>Set high standards of business conduct across the organization extending to our customers, members, and suppliers.</td>
</tr>
<tr>
<td></td>
<td>Diversity, equity, and inclusion</td>
<td>Nurture a diverse, equitable and inclusive organization where employees feel a sense of connection and belonging. A workforce and membership reflecting the communities in which we operate.</td>
</tr>
<tr>
<td></td>
<td>Adoption and impact of standards solutions</td>
<td>Through standards research, development, education, and advocacy, improve health, safety, the environment, and economic efficiency.</td>
</tr>
<tr>
<td></td>
<td>ESG enablement</td>
<td>Through service-offerings, support others seeking to meet ESG commitments.</td>
</tr>
<tr>
<td></td>
<td>Data privacy and cybersecurity</td>
<td>Manage a framework to safeguard confidentiality and integrity.</td>
</tr>
<tr>
<td></td>
<td>Employee engagement</td>
<td>Maintain a workforce with high levels of engagement, supporting a positive relationship between the organization and employees.</td>
</tr>
<tr>
<td></td>
<td>Responsible procurement</td>
<td>Active approach to sourcing and procurement of products and services in support of ethical, sustainable, and socially conscious practices.</td>
</tr>
<tr>
<td></td>
<td>Corporate governance</td>
<td>Rules, practices, and processes by which the organization operates; and the independence of the Board of Directors to effectively govern the organization and the ESG program.</td>
</tr>
<tr>
<td></td>
<td>Community engagement</td>
<td>Support the communities in which we live and operate through charitable donations and volunteer efforts.</td>
</tr>
<tr>
<td></td>
<td>GHG emissions</td>
<td>Quantification of greenhouse gas (GHG) emissions across Scope 1, 2 and 3 in support of carbon reduction strategies.</td>
</tr>
<tr>
<td></td>
<td>Operational environmental impact</td>
<td>Responsible management of day-to-day operations to reduce the use of natural resources, divert waste from landfill and minimize unintended discharge.</td>
</tr>
<tr>
<td></td>
<td>Nature and biodiversity</td>
<td>Reduce negative impacts on biodiversity and nature where we operate.</td>
</tr>
</tbody>
</table>

| ACTIVELY ADDRESS AND IMPROVE | | |
| | | |
| | | |
| | | |

| TRACK AND MONITOR | | |
| | | |
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[csagroup.org]
The list of material topics validates that we have been focusing our efforts and resources towards areas that have strong positive impacts on society, the environment, and CSA Group overall.
Stakeholder Engagement

Regular engagement with stakeholders helps provide context and direction for our ESG program. CSA Group facilitates inclusive engagement with stakeholders in various ways.
Engaging our many stakeholders in a transparent and constructive manner is the foundation of how we operate.
Accountability

CSA Group management, under the supervision of the Board of Directors and its committees, is responsible for the organization’s ESG performance and regular reporting on ESG activities.

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSA Group Board of Directors</td>
<td>The Board of Directors and its committees hold the responsibility of overseeing the organization's ESG program. It regularly engages with the leadership team on risk management activities, policies, and progress towards goals.</td>
</tr>
<tr>
<td>Audit, Finance and Risk Committee (AFRC):</td>
<td>Oversee the organization’s Enterprise Risk Management (ERM) program, financial reporting, supply chain management, and ethics.</td>
</tr>
<tr>
<td>Corporate Governance and Nominations Committee (CGNC):</td>
<td>Oversee the organization’s ESG program.</td>
</tr>
<tr>
<td>Human Resources, Compensation Committee (HRCC):</td>
<td>Oversee the organization’s Human Resources (HR)-related programs including Engagement, Compensation, Diversity, Equity, and Inclusion (DEI), Health, Safety, Security, and Environment (HSSE).</td>
</tr>
<tr>
<td>ESG Steering Committee</td>
<td>The ESG Steering Committee provides leadership and direction on the ESG program and organization-wide goals.</td>
</tr>
<tr>
<td>ESG Working Group</td>
<td>The ESG Working Group consolidates qualitative and quantitative data on a quarterly / annual basis in alignment with the organization's ESG goals.</td>
</tr>
</tbody>
</table>
Path Forward

Health, safety, the environment and social good continue to be driving forces for the work we do at CSA Group. As we continue to refine our reporting under the ESG program, we are excited to explore new opportunities, push our boundaries, and continue to advance our mandate to hold the future to a higher standard.

Moving through the next sections of the report, we outline the progress we have made with our program. Several major initiatives are highlighted to showcase the work we have done across the four pillars of our ESG framework:

- Our Influence
- Our Footprint
- People and Communities
- Our Governance
Our Influence

The nature of our work in standards development and TIC services aligns directly with contributing to social good. Our goals cannot be achieved without the valued contributions of our members and the customers who choose to work with us.

Impact of Standards

For more than a century, CSA Group has quietly played a foundational role in enhancing the lives of Canadians through the advancement of standards that span a variety of sectors across the economy.

We have now developed new methods of gathering data, analyzing trends, and evaluating the impact of our standards. Through these methods we have gained valuable insights that demonstrate how our standards are making a positive difference in the health, safety, and well-being of Canadians and in protecting our environment.

The following highlights a few specific examples where our standards are referenced or used extensively and show a correlation to the improved health of Canadians, safer workplaces, and greater protection of the environment. This is only a snapshot of the impact our standards are having on Canadians, but it represents a much larger body of work by our more than 11,000 volunteer members to develop and maintain more than 3,000 standards.

Beyond providing insights for this report, this information helps guide our ongoing efforts to find new ways to support a healthier, safer, and more sustainable Canada.
Nearly all aspects of daily life, from the buildings Canadians live in, the cars they drive, the interconnected devices used at work or at home, and the energy modern life relies upon, are underpinned by a foundation of agreed-upon standards – many of which have been developed by CSA Group.

80% of standards adopted by industry

60% of standards referenced in legislation and regulations
Saving Lives

CSA Group’s work helps save lives through our commitment to developing and maintaining standards for infection prevention and control in healthcare settings.

Our standards help ensure healthcare facilities are designed with elements that improve hygiene and cleanliness, making them safer for patients, workers, and visitors. This is especially important in hospitals, where the most serious infections can occur.

CSA Group led a study of seven newly constructed hospitals where design elements recommended under CSA Group standards were implemented. These design elements included installation of better designed hand washing sinks, more single patient rooms to keep patients separated, and proper disposal of human waste. The data from this study showed an overall improvement in infection rates. These changes resulted in significant improvement for two of the most serious infections: C. difficile and staph infections resistant to antibiotics.

Lower infection rates in health care facilities are improving health outcomes, preserving life, and instilling confidence among Canadians using and visiting hospitals. This is another example of where our standards are actively contributing to the health and well-being of Canadians.

Helping save lives

9% decline

Between 2014 and 2020 the crude rate of healthcare-associated infections in Canada dropped by 9%.

Infections with notable downward trends:
- pneumonia
- post-procedural infections
- c. difficile
- urinary tract infections
- methicillin-resistant staphylococcus aureus (MRSA) infections

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Our standards help ensure healthcare facilities are designed with elements that improve hygiene and cleanliness, making them safer for patients, workers, and visitors.
Making Workplaces Safer

Each day, millions of Canadians head to work — a routine that is woven into the fabric of their lives. When companies prioritize employee safety, workers feel confident they will return home safely at the end of the day.

CSA standards help make workplaces safer. Hundreds of CSA Group occupational and health safety standards are referenced by industry and government in business practices, regulation, and legislation, contributing to an overall decrease in workplace accidents and injury claims.

In fact, injuries and lost time claims decreased by 33% between 2000 and 2020. This decrease translates into the prevention of some 393,000 workplace incidents every year.¹

Occupational health and safety legislation that uses updated, evidence-informed and relevant standards does more than promote safer workplaces, it creates greater efficiencies, increasing overall productivity across the economy.

Helping make workplaces safer

33% decrease
in injuries and lost time claims between 2000 and 2020

52% decrease
in the number of electrical-related incidents resulting in injury and between 2012 and 2021, from 108 in 2012 to 52 in 2021²

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When companies prioritize employee safety, workers feel confident they will return home safely at the end of the day.
Protecting our Environment

CSA standards have played a significant role in **helping to protect and sustain our environment**. We have done this through the development of standards for energy efficiency to support lower energy consumption, and through electrical standards.

Canadians want to lessen their environmental footprint and opt for more sustainable and energy-efficient products and lifestyles.

Companies are answering that call by developing improved building materials and producing more efficient appliances to help conserve water and electricity. Additionally, commercial businesses are retrofitting their offices, warehouses, and workspaces to be energy efficient.

Although commercial building sizes have grown, data shows that energy intensity has consistently trended downward. This means that even though buildings are larger than they were two decades ago, they are using much less energy per square metre of space. This speaks to the improved energy efficiency of electrical components and auxiliary equipment — all addressed through CSA standards.

Canadians are also lowering their energy consumption at home. Between 2000 and 2016, the energy consumption of everyday appliances like clothes washers, freezers, and refrigerators trended steadily downward. CSA standards played a direct role, setting the bar high for more energy efficient household appliances.

**Helping protect the environment**

<table>
<thead>
<tr>
<th>Overall average electrical appliance unit electricity consumption (UEC) decreased by</th>
<th>Between 2011 and 2019, the average daily residential use of water per capita in Canada decreased</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>44%</strong> decreased</td>
<td><strong>14%</strong> decreased</td>
</tr>
</tbody>
</table>

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4 Natural Resources Canada. 2000-2021. ; Table 48 - Average annual UEC of major household appliances, 2000 - 2021 (kWh/yr).

5 Statistics Canada. Table 38-10-0271-01 Potable water use by sector and average daily use.
Between 2000 and 2016, the energy consumption of everyday appliances like clothes washers, freezers, and refrigerators trended steadily downward.
As a standards development organization, we are committed to a journey of continuous improvement. We are on an ongoing quest to find new evidence, technologies, and tools to enhance our understanding of the impact our standards are having on society, as well as new and different areas that would benefit from greater standardization. Technology, paired with new data and analytical tools, has allowed us to see where our current standards are being used and affecting change. It has also given us a better understanding of the impact of standards on the lives of Canadians. Understanding this impact will help standards development committees determine how future standards should evolve to better achieve their intended objectives – driving our mandate of holding the future to a higher standard.
Together, we are holding the future to a higher standard.
Some notable standards published this year include:

**CSA W218:23, Specifications for Natural Asset Inventories**

Natural assets like grasslands, forests and wetlands contribute to the delivery of ecosystem services, including many essential public services ranging from the provision of clean water, flood management, improved air quality and increased biodiversity. Natural asset inventories contain information about existing natural assets, their condition, and the risks they face. Developing these inventories can help local governments understand the services natural assets support and how to manage them effectively to improve the biodiversity and climate resilience of communities. The new standard CSA W218:23 sets a basis for the consistency of natural asset inventories across the country and outlines best practices to help municipalities begin accounting for their natural assets.

**CSA Z252:23, Volumetric Modular Construction: Guide to Compliance and Approval Processes**

Modular construction can help address the housing crisis in Canada. As the interest in this construction method grows, it is important to implement an effective and efficient approval process of modular projects. That is where the standard CSA Z252:23 can help. By guiding regulators through the stages of the modular building permit review, off-site and on-site inspections, and approvals, it can help increase the adoption of the modular construction method to provide much-needed housing.
HOLDING THE FUTURE TO A HIGHER STANDARD

CSA Z8005:24, Special Requirements for Digital Infrastructure and Digital Health Care Technologies in Canadian Health Care Facilities

Digital health has changed significantly over the past several years, with virtual care, big health data, and other new technological advancements having the potential to revolutionize how health care is delivered. CSA Z8005:24 helps Health Care Facilities (HCFs) establish a framework for digital infrastructure and digital health care technologies to support current and future needs. It will address common integration requirements within the HCF and opportunities across the continuum of care.

CSA/ANSI R118:24, CarbonStar®: Concrete Carbon Intensity Quantification and Verification

Cement and concrete manufacturing is associated with significant carbon dioxide emissions. By selecting cement and concrete products with low embodied and sequestered carbon, construction professionals can reduce the environmental impacts of their projects. The new binational standard CSA/ANSI R118:24 aims to help them quantify and verify the carbon intensity of various types of concrete products in a consistent and rigorous manner so they can make informed decisions on materials for buildings and infrastructure projects.
In September 2015, Canada, and all other United Nations (UN) General Assembly member countries, adopted the 2030 Agenda for Sustainable Development. The agenda outlines 17 Sustainable Development Goals (SDGs) aiming to “achieve a better and more sustainable future for all people and the world by 2030.” Outlining specific targets and indicators for each SDG, the 2030 Agenda provides a framework to guide responsible global development from an economic, environmental, social, and governance perspective. The outcome-oriented SDGs encourage flexibility in the approach to achieve them, as well as contributions from a broad and diverse group of actors around the world.
CSA Group standards support SDG efforts at all levels of government and help accelerate progress towards shaping a sustainable future as outlined in Canada’s 2030 Agenda National Strategy. In April 2020, CSA Group launched an ambitious project titled, “Supporting the Sustainable Development Goals through National Standards of Canada” (funded by the Employment and Social Development Canada’s Sustainable Development Goals Funding Program), aiming to:

- **Provide standards users with critical, reliable, and transparent information** on how CSA Group standards align with the specific SDGs at their target or indicator level.

- **Help inform standards users** about how the application of specific standards can assist their organizations achieve their SDG-aligned goals.

- **Identify immediate opportunities** to strengthen the integration of sustainable development principles in standards development.

In 2022 CSA Group released a report titled, “Enabling Sustainable Development through Standards” to present the findings of a research project aimed at assessing how standards in general (and specifically CSA Group standards) can be used by organizations, governments, and policymakers to develop and implement SDG strategies, and take action to achieve the SDGs.

CSA Group’s SDG Database has been developed to help organizations find standards that support a particular SDG or relate to areas of interest, or to search for a specific standard to learn which SDG targets it helps address. In support of organizations implementing plans toward achieving the SDGs:

- **Standards set out requirements, best practices, and guidance** to help address various organizational and societal risks and facilitate the deployment of emerging technologies.

- **Standards provide benchmarks** that help monitor and report the effectiveness of SDG implementation in a reliable and transparent manner.

- **Proven and demonstratable links** between the use of standards and specific SDGs at the target level can help strengthen stakeholders’ confidence in standards as an instrument supporting SDG-related objectives.

CSA standards are highly aligned with the UN’s sustainability goals. In fact, 80% of CSA standards support one or more of the UN’s SDGs.
Public Policy

The CSA Public Policy Centre offers support for policymakers tackling complex challenges, raising critical questions, providing thoughtful analysis, and producing new ideas and policy pathways to address Canada’s most pressing policy challenges. Building on our long history of consensus building, we facilitate conversations, raise awareness of emerging issues, and promote collaborative, evidence-based solutions.

The CSA Public Policy Centre focuses on four priority areas:

- Promoting inclusive economic growth.
- Advancing environmental sustainability and climate resilience.
- Supporting public sector innovation.
- Enhancing the health and well-being of Canadians.
Healthcare’s Next Evolution: Rethinking Social Factors in Financing.

The year 2024 is a pivotal year in the evolution of Canadian healthcare, continuing a 20-year cycle of significant policy shifts since the birth of Medicare. Key turning points occurred in 1984 and 2004, with another anticipated in 2024. The agreement reached at the 2023 First Ministers Meeting was just an initial step in this pivot.

Central challenges include boosting transparency, addressing healthcare workforce shortages, and enhancing access to primary care. Moreover, the systems need to broaden their scope to encompass prescription coverage, mental health services, non-physician roles, the needs of an aging population, virtual care, and the recently added dental care program. The COVID-19 pandemic sharply highlighted these areas for improvement and expansion by revealing systemic weaknesses.

This report offers an analysis of the trade-offs in Canada’s healthcare and sparks a dialogue on core funding principles. It is divided into two sections:

A concise history of Medicare, marking critical evolutions every 20 years in 1966, 1984, 2004, and the current 2024 period. It examines the growth of Canada’s national healthcare within the bounds of provincial jurisdiction.

Proposals for 2024 reforms, building on the initiatives from the 2023 First Ministers Meeting. This involves reassessing the Canada Health Act principles and integrating new emphases on equity, outcomes, wellness, and consumer choice. These elements are crucial for driving the next stage of Canadian Medicare.
Seizing the Modular Construction Opportunity

As Canadians confront a growing housing supply and affordability gap, and the increasing need for more facilities like hospitals and long-term care homes, policymakers have begun to explore the potential of modular construction to help accelerate the pace of the building process.

Modular construction is an innovative building method that can be used in the production of various building forms, ranging from single unit housing to complex high-rises. At a time when Canada’s construction needs are rising and the industry grapples with numerous challenges, modular construction can provide an efficient and cost-effective alternative to the development of high-quality, attractive buildings that are affordable, durable, energy efficient, and even recyclable.

This report outlines the key benefits of modular construction, as well as the main barriers impeding its wider adoption in Canada. To capitalize on the opportunity presented by modular construction, the report suggests:

- Developing guidance materials and training for industry and regulators.
- Addressing building code gaps and inconsistencies.
- Making it easier to procure modular units.
- Improving access to financing.
- Building a Canadian evidence base.

Modular construction is an innovative building method that can be used in the production of various building forms, ranging from single unit housing to complex high-rises.
Most people will experience disability at some point in their life. This includes the 22% of Canadians reported living with a disability in the latest Canadian Survey on Disability in 2017 (more recent analysis suggests the number is over 30%), the growing number of people who face new or worsening physical and mental health conditions as they age, and anyone who experiences temporary functional limitation, such as through injury. Yet despite the wide-ranging impacts, progress on meaningful disability inclusion remains elusive.

While an extensive policy architecture exists to promote equity, access, and support for persons with disabilities, these efforts continue to fall short of the actual need. A CSA Public Policy Centre survey found that 88% of respondents agreed or strongly agreed that persons with disabilities face barriers to full and equal participation in Canadian society. If Canada is to meet its ambitious goal of becoming ‘barrier-free’ by 2040, a new approach is urgently needed.

This report reviews several interrelated and systemic barriers that contribute to the status quo, including the narrow way disability is often defined, inadequate support systems, and fragmented policy and regulatory regimes. The report also outlines four specific policy pathways towards ensuring a disability-inclusive future for consideration including:

- Developing a holistic and rights-based approach to disability inclusion.
- A greater focus on early intervention efforts within the education system.
- Enhancing intergovernmental cooperation.
- Modernizing policy and programs to reflect the lived experience of persons with disabilities.
The world is changing at a lightning-fast pace and industry is evolving in tandem. Trends, disrupters, and a shifting landscape will define the future of business. We believe that keeping pace with, and even getting ahead of change relies on a robust research program. That is why we dedicate considerable effort to conducting and supporting research that:

- Focuses on new and emerging areas that have the potential to impact health, safety, the environment, and the economy with a goal of exploring the potential for new standards-based solutions.
- Supports the development of future standards by providing valuable information and insights that our technical committees can use to strengthen and expedite the development of standards.
- Provides interim guidance to industries on the development and adoption of new technologies.
- Demonstrates our on-going commitment to social good.

CSA Group Research Program focuses on two kinds of projects

**MACRO**

Macro research projects
Topics, trends and challenges that may affect or transform specific interest groups or society at large and explore the potential for new standards-based solutions in these areas.

**MICRO**

Micro research projects
Specific valuable information and insight on a particular subject that can be provided to our technical committees in order to strengthen and expedite the standards development process.

Research projects are selected by the CSA Standards leadership team
The extent to which hydrogen can contribute to achieving climate targets varies widely depending on its production, distribution, and usage. A universal classification system could facilitate compliance and commerce, especially among neighbouring and trading jurisdictions. A landscape scan was conducted to include a review of policies impacting the market for hydrogen classification systems by jurisdiction, a review of LCA methods applicable to hydrogen supply chains, and an analysis of selected classification and consumer information systems developed by both industry and government and successfully embraced in other sectors. Insights were also gathered from stakeholders and experts through one-on-one interviews.

The results informed the following guidance on designing a hydrogen classification (i.e., labelling) system:

1. A hydrogen classification system’s purpose should be to disclose basic information to hydrogen consumers about the essential sustainable development characteristics of production pathways.

2. Data sources and LCA methodology used under a hydrogen classification system should reference a global standard to generate consistent, comparable carbon-intensity values.

3. Information communicated under a hydrogen classification system should be presented objectively and backed by transparent data sources and methods of evaluation.

4. Top-line communication about a hydrogen classification system should be simple.
Automated Demand Response and Efficiency in DC Power Systems for Buildings

Published March 2024

Electric power has historically been generated, transmitted, and distributed primarily as alternating current (AC) electricity. However, recent power technology trends have seen growth in direct current (DC) electricity generation, battery storage, and loads. These DC technology trends have sparked an interest in direct DC power distribution in buildings, mostly for potential energy efficiency benefits from fewer AC-DC power conversion steps. This report assesses the potential benefits of direct DC power, focusing on energy efficiency, as well as the potential for these systems to enable wider use of automated demand response (ADR) and virtual power plants (VPPs). It also examines other co-benefits and standardization priorities to enable these benefits. Two energy models were created for this report, assessing the national energy savings potential for both the residential sector and the commercial and institutional (C&I) sectors in Canada.

The results show a 3% to 4% overall annual electric energy savings potential (14,000 GWh) for full DC power deployment by the year 2030, which is valued at approximately $2 billion at current rates. This represents a greenhouse gas (GHG) reduction potential of up to 1.7 MTCO₂e per year, which would decline (or increase) along with any future changes to the emissions intensity of the grid. When considered together, the efficiency, ADR, resilience, and increased solar and storage deployment benefits of DC microgrids provide a strong rationale for associated standardization and product development.

This report assesses the potential benefits of direct DC power, focusing on energy efficiency, as well as the potential for these systems to enable wider use of automated demand response (ADR) and virtual power plants (VPPs).
Exploring Circular Strategies to Extend the Life of Existing Buildings

Published June 2023

The purpose of this study was to inform the commercial real estate (CRE) sector about the whole-life carbon impacts of extending building life – a key circular economy practice. Building on a more extensive review of the opportunities to apply circular strategies to commercial office buildings, this study also examined gaps in the research, data access and standardization, guidelines, standards, and tools that could help inform decisions about whether to demolish and rebuild, or retrofit, new commercial office buildings.

Overall, the research determined that:

1. Deep green retrofits achieve the same post-construction level of annual operating carbon emissions as demolition and new construction. Deep green retrofits also result in lower whole-life carbon emissions due to the savings from not rebuilding the structural system.

2. The case for retrofits is strongest in regions with green electricity, such as British Columbia, Quebec, Manitoba, and Ontario.

3. If new construction is required, it is beneficial to limit embodied carbon emissions by focusing on low-embodied-carbon materials, including low-carbon concrete and steel, and bio-based materials such as wood. Accounting for biogenic carbon storage in biomass materials can also support the case for building new timber buildings, since it can lead to similar whole-life carbon as retrofits. More analysis for calculating biogenic carbon is required.

4. Additional guidance and data are needed to link circularity and reuse principles to embodied carbon emissions and lifecycle analysis (LCA) benefits.
CSA Education is committed to developing and delivering high quality standards-related educational products, services, and tools. These are designed to facilitate the application and use of standards. Our offerings range from online self-paced courses to virtual and in-person instructor-led courses, as well as standards support tools that provide targeted guidance for users implementing standards. We also develop and deliver personnel certification programs to enable objective and unbiased assessments of a candidate’s knowledge, skills, and abilities in key areas such as medical device reprocessing, piping trades, and medical gas piping.
Our 2023-24 education products and support tools included:

**CSA Z462:24, Workplace electrical safety – Onsite workshop**

This training includes a comprehensive review of all relevant clauses and major revisions in the 2024 edition of the Z462 standard. Each section of the course is designed around specific learning objectives that stress the practical application of the standard’s requirements through lecture, discussion, and exercises.

**Modular construction – Standards support tools**

Seven tools were developed to help support the implementation of three modular construction standards in the areas of delivery, compliance and approval processes, and certification. The tools address issues around site access and safety, preparation for final inspection, and risk mitigation strategies, among others.

**CSA Z1003, Psychological health and safety in the workplace – Online, self-paced training**

With a focus on the proactive management of hazards and risks associated with mental injury, this training helps organizations implement the standard, highlighting the importance and complexity of this subject and providing comprehensive and systematic guidelines to minimize organizational risks.

**2024 Canadian Electrical Code Essentials – Instructor-led training**

This instructor-led course is designed to help electrical professionals understand and apply the requirements of CSA C22.1:24, Canadian Electrical Code, Part I for designing, planning, installing, inspecting, or maintaining electrical work and electrical equipment in occupancies.

**Academic Scholarships**

The CSA Standards Research Scholarship program offers financial support for post-secondary students conducting research related to standards. In the program, undergraduate students conduct a research project under the direct supervision of an academic advisor over a summer term, while graduate students conduct longer-term research related to standards as part of their master’s thesis.

Since its launch in 2020, the program has received 281 eligible applications with 55 successful recipients to date. The program has helped raise awareness among students and their supervisors about what standards are, the relevance of standards in students’ respective fields and how standards impact or can be impacted by their research.

**FY2023-24 Undergraduate scholarship recipient topics:**

- Methane emissions from urban systems.
- Improving accessibility in public spaces for people with hearing loss.
- Development of a test method for the Joule heating of textiles resistance to laundering.
- Spectro radiometric standards for bifacial photovoltaic solar power.
- The role of standards in EdTech procurement within Canadian postsecondary institutions.

**FY2023-24 Graduate scholarship recipient topics:**

- The future of labour standards for migrant farmworkers in Canada.
- Environmental food standards and labelling: A lever for greener choices for Canadian consumers.
Exploring the mechanical performance of larger cavities in veneer wall assemblies for climate change design adaptation.

Exploring the effective use of climate data in schools.

The development of specialized laboratory equipment for frost heave uplift forces on pile foundations.

Identifying previous orchestration pathways to inform emerging private AI governance efforts.

Standardization of cryptocurrencies in the context of taxation.

Reinforcing bar connection of precast/prestressed concrete hollow core slabs to masonry structures.

Quantifying vibration effects on forearm exposures from common arborist equipment.

Supporting Customers

Regulators largely require manufacturers to meet certain energy efficiency requirements. Our ESG-oriented testing and certification service offerings include:

<table>
<thead>
<tr>
<th>ESG-oriented Sub Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy Efficiency Market Surveillance Testing</td>
<td>Annual audit testing of products bearing the ENERGY STAR mark. Testing is performed at CSA or manufacturer lab.</td>
</tr>
<tr>
<td>Water Sense Market Surveillance Testing</td>
<td>Annual audit testing of products bearing the Water Sense mark. Testing is performed at CSA or manufacturer lab.</td>
</tr>
<tr>
<td>Energy Efficiency Verification (EEV) Certification</td>
<td>Participation in the EEV program is open to CSA clients who manufacture products eligible for EEV programs. The regulatory authorities for the specific programs include Environmental Protection Agency (EPA), NRCan, and Department of Energy (DOE).</td>
</tr>
</tbody>
</table>
## Sector Leadership

CSA Group recognizes that sector leadership and engagement are essential to supporting our purpose. This year, we participated and, in some cases, hosted events to bring experts, thought leaders and customers together to elevate and advance the work we do. A selection of these events include:

<table>
<thead>
<tr>
<th>Standards Events</th>
<th>Location</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy Talks: Remote Work</strong></td>
<td>Toronto</td>
<td>Inspired in part by the policy paper, <em>Out of Office: The Public Policy Implications of Remote Work</em>, the CSA Public Policy Centre hosted Policy Talks: Remote Work. This was a joint initiative between the CSA Public Policy Centre, McMaster University’s Master of Public Policy in Digital Society program, Springboard Policy, and Toronto Metropolitan University (TMU) Leadership Lab and Brookfield Institute. The format included a short panel discussion amongst leaders from each organization, on the topic of remote work, followed by a networking opportunity.</td>
</tr>
<tr>
<td><strong>Policy Talks: Securing a Disability Inclusive Future</strong></td>
<td>Ottawa</td>
<td>In support of the public policy report <em>A Path Forward: Advancing Disability Inclusion in Canada</em>, the CSA Public Policy Centre hosted an event, including members of the Canadian federal government, local universities and hospitals, disability advocacy organizations, and business/architecture firms that operate in the accessibility space. The event featured discussions between some of Canada’s accessibility and disability policy leaders, including Canada's first Chief Accessibility Officer, Stephanie Cadieux. The panelists shared their vision for a barrier-free Canada, and the roles different levels of government, businesses and educational institutions must play in securing an inclusive future.</td>
</tr>
<tr>
<td><strong>Annual U.S. Committee Week</strong></td>
<td>Cleveland</td>
<td>The annual CSA Group event brought together technical experts from the Fuels and Appliances and Alternative Energy Vehicles industries, providing members the opportunity to attend meetings, learn more about the activities happening in their industries, work together, and exchange ideas.</td>
</tr>
<tr>
<td><strong>Canada’s Inaugural Circular Economy Summit</strong></td>
<td>Toronto</td>
<td>CSA Group sponsored Canada’s Inaugural Circular Economy Summit this year. The sold-out event was hosted by Circular Economy Leadership Canada and the Circular Innovation Council. It was attended by over 400+ delegates from across Canada who came together for two invigorating days of collaboration, problem-solving and information sharing.</td>
</tr>
<tr>
<td><strong>CSA Group’s Annual Conference &amp; Committee Week</strong></td>
<td>Halifax</td>
<td>CSA Group held its Annual Conference and Committee Week, bringing members from across Canada together to learn more about standards development and celebrate their contributions to standards in Canada. Committee meetings were also held throughout the week, giving members the valuable opportunity to meet and work together in person. In addition, CSA’s Café Connect booth provided visitors with information on CSA activities including digital innovation, research, public policy, government relations and how our standards align with the UN Sustainable Development Goals (SDGs).</td>
</tr>
<tr>
<td><strong>High-Level Political Forum (HLPF) on Sustainable Development</strong></td>
<td>New York</td>
<td>Held annually, the Forum offers countries and organizations the chance to engage in discussions, showcase their achievements in advancing the UN 2030 Agenda for Sustainable Development and its SDGs, share best practices and discuss common challenges. As the only standards development organization in attendance, CSA Group was able to highlight the work of standards in support of the SDGs.</td>
</tr>
</tbody>
</table>
A two-day event was hosted by CSA Group aimed at helping gas appliance manufacturers in understanding the latest regulatory requirements and applicable safety, environmental, and operating performance standards of different global markets. This event gathered some of the best minds from business, government, and consumer groups to discuss emerging issues and trends, and to share innovative ways to promote safety and sustainability.

The Host Milano exhibition takes place every two years and is dedicated to the world of food service and hospitality. It attracts manufacturers and TIC providers globally, offering an opportunity to connect with potential clients and enhance brand visibility in Europe. CSA Group showcased TIC services in the areas of electric and gas safety, electromagnetic compatibility, and global market access.

The Institute of Electrical and Electronics Engineers (IEEE) hosted a Global Certification Symposium on product safety and compliance to global codes, standards, and regulations. This event offered attendees the chance to learn about the latest updates and changes in various product safety and compliance categories and allowed CSA Group to showcase our service offerings.

<table>
<thead>
<tr>
<th>TIC Events</th>
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<td>Wuhan</td>
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Our Footprint

While we work diligently to support the environment through standards development and our TIC services, we also recognize the importance of managing our own impacts. As we continue to grow and expand, we will strengthen the environmental lens we apply to the design and development of our operations with a focus on minimizing our use of resources and where feasible, increasing the efficiency of our activities.
Environmental Management System (ISO 14001)

CSA Group’s commitment starts with the organization’s environmental management system registered to ISO 14001 and integrated with the occupational health and safety system under ISO 45001. This program focuses on addressing operational-level environmental commitments and creates the foundation for the organization’s forward-looking goals relating to greenhouse gas emissions.

Environmental incidents are reported through our incident reporting system and receive the same level of review and investigation as our incidents from health, safety, and security.

We actively promote recycling and are committed to reducing waste sent to landfills across our global operations. Operating in accordance with our legal waste disposal requirements contributes to the safety of our communities.

Green teams

Employee participation in supporting environmental goals starts with our Green Teams. A Green Team is a group of employees that identify opportunities to improve the sustainability of their location and develop actionable solutions for these goals. Green Teams encourage a sense of open communication and collaboration across levels and departments.

Thirty-one Green Teams have assembled across the organization, meeting regularly to identify opportunities to reduce our environmental footprint. One example of an activity by a Green Team is Montreal’s recent addition of four new electric vehicle (EV) charging stations to the office’s parking lot, in addition to the two that were previously installed.

Greenhouse Gas Inventory

A greenhouse gas (GHG) inventory is an essential tool in the process of monitoring and reducing an organization’s climate change impact as it allows reduction targets to be set and action plans to be formulated on a quantification of an organization’s greenhouse gas emissions and removals.
On an annual basis, designated CSA Group employees collect the required data and enter it into ‘Our Impacts’, a software-based service, powered by Ecometrica. The service employs web-based data collection and process management, automatic GHG emission calculation algorithms, expert quality assurance, an expert-maintained emission factors database, a full audit trail and built-in error checking. It provides us with valuable insights into organizational activities and environmental impacts. Ecometrica GHG assessments are designed to be consistent and repeatable over time.

**GHG Footprint**

Our GHG inventory is created in compliance with the CSA/ISO 14064-1 Specification with Guidance at the Organizational Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals.

Emissions from our GHG inventory for global operations covering the described subcategories for FY2023-24 were 13,665 tonnes tCO2e (tonnes of carbon dioxide equivalent).

**Scope 1 Emissions** - include direct emissions from owned/controlled operations

**Scope 2 Emissions** - include indirect emissions (purchased electricity, heating, and cooling)

**Scope 3 Emissions** - include emissions that are the result of activities from assets not owned or controlled by the organization, but that indirectly affect our value chain. Scope 3 emissions include all sources not within the organization’s scope 1 and 2 boundary including business travel

An operational control approach was selected as the consolidation method for GHG emissions. Therefore, 100% of emissions were accounted and quantified for facilities and operations over which CSA Group exercised operational control. This method was selected to maintain consistency when comparing the inventory to the base year.

An assessment of CSA Group’s operationally controlled facilities identified six GHG sources considered to be relevant within the organizational boundaries:

- **Fleet Vehicles** – CSA owned vehicles
- **Testing Emissions** – gases combusted or released for testing purposes
- **Space Heating** – natural gas and other fuels combusted for space heating
- **Electricity** – electricity used in facilities
- **Employee air travel** – flights taken for business travel
- **Employee car travel** – personal mileage claims for business travel

CSA Group recognizes the importance of managing environmentally sustainable practices to mitigate the negative environmental impact of our organizational activities. We will continue to work towards improving the efficiency of our global operations and reducing our overall environmental footprint. Seeking support on setting and achieving science-based targets will be key to our journey.

Total emissions represented across the three scopes:

- **SCOPE 1**: 4,800 Tonnes
- **SCOPE 2**: 4,733 Tonnes
- **SCOPE 3**: 4,132 Tonnes
With the commitment of our employees, we have cultivated a culture that fosters a sense of connection and belonging. Our high level of engagement, ranking in the top quartile, demonstrates that employee are comfortable sharing their ideas and perspectives on how to improve the employee experience now and into the future. We have established a safe and supportive environment for employees and a sustainable culture focused on continued learning, growth, and development. This commitment to betterment extends beyond our organization, as we support and contribute to the communities in which we operate.
Employee Engagement

We recognize that an engaged employee is an energized employee who is more connected to the organization intellectually, emotionally, and behaviourally. Engaged employees are more productive and committed, thus contributing to a positive work environment. Overall, employee engagement contributes to employees who are healthier, happier, motivated, and fulfilled. In 2023, CSA Group employees participated in a comprehensive survey, with a participation rate of 91% and an engagement score in the top quartile, surpassing the benchmark of other peer companies.

Following the survey, 34 focus group sessions were conducted globally to help us identify key areas of focus. Based on the feedback received, five themes emerged as priorities for action in support of increasing employee engagement.

1. Growth and Development
2. Systems, Processes and Procedures
3. Senior Leaders
4. Work-Life Integration
5. Mental Health

These themes were incorporated into a Global Engagement Action Plan with clear owners, deliverables, and timelines. The action plan served as our roadmap as we enhanced various programs within the organization, driven by input from our employees and a shared commitment to continuous improvement.

Health And Safety Management

CSA Group maintains global registration to the internationally recognized management system standard for Occupational Health & Safety (ISO 45001). Our commitment to Health, Safety, Security, and Environment (HSSE) is deeply ingrained in our culture and is a fundamental aspect of our operations. It necessitates a collaborative effort from leaders, managers, and employees to support the safety of our locations and employees.

A core concept of the HSSE management system is an ongoing commitment to performance improvement, leveraging data-based insights to address root causes and systemic weaknesses.

Over the last five years, the HSSE management system has supported reductions in key incident areas.

- Reduction in injuries involving sharp objects: 81%
- Reduction in injuries caused by slips, trips, and falls: 85%
- Reduction in injuries involving manual materials handling: 64%

Our HSSE policy is the foundation of our health and safety commitments. By making safety one of our five key performance standards (KPS), we expect employees to prioritize safety in the work they do every day. Our commitment to HSSE requires that we perform regular safety audits, inspections, and risk assessments to identify potential hazards and implement appropriate control measures.
Employees are encouraged to actively participate in hazard recognition and incident reporting, working collaboratively to address unsafe acts and conditions. Incidents are thoroughly reviewed and discussed to determine how they could have been prevented, and whether any immediate corrective actions are required. This philosophy extends beyond our sites and into situations where employees may face hazards at customer facilities, while in transit, and at home.

Our safety commitments extend to physical security, and managing associated risks is an important element of our health, safety, and environment program. Global locations are responsible for local building security and access control, and employees, members, contractors, and visitors are trained on our site security plans.

A range of training curriculums have been developed from Incident Reporting to Workplace Violence to Harassment and Discrimination. All new hires receive this training as part of their onboarding, including additional topic-specific trainings depending on their job function. All existing employees are assigned training using CSA Group’s learning management system platform so that they can stay up to date with best practices and be well-equipped to carry out their job responsibilities safely and effectively.

**Operation Refresh**

Coming out of the COVID-19 pandemic, CSA Group recognized that employees returning to CSA facilities and customer sites would benefit from a review of our HSSE program. To this end, we implemented Operation Refresh -- a focused campaign with the goal of re-engage employees in HSSE best practices.

In addition, our ‘CSAFE – Be SAFE’ campaign was introduced, with a focus on increased communications and spotlights on the importance of safety. During this campaign, CSA Group also launched the ‘Stop and Think’ method - a simple yet effective strategy used to pause and consider the potential risks and hazards associated with a task (or set of tasks) before proceeding. This method is especially important for high-risk activities but can be applied to any task in any environment – onsite, offsite, and even at home. If the answer to any of these questions raises concerns about health, safety, security or the environment, employees are asked to contact their manager before any further action is taken.

**Proactive safety activities this year:**

- **1,121** safety meetings conducted.
- **1,763** workplace safety inspections completed.
- **601** Job Safety Analysis documents reviewed.

**Top 5 incident types this year:**

1. Slips, Trips, and Falls
2. Falling Objects
3. Electricity
4. Unsuitable Storage Location*
5. Contact with a moving object

*Unsuitable testing/storage location or design

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HOLDING THE FUTURE TO A HIGHER STANDARD

Mental Health Ambassador Program (MAP)

In 2013, CSA Group published CAN/CSA-Z1003-13/BNQ 9700-803/2013 (R2022), Psychological health and safety in the workplace, a voluntary standard that specifies requirements for a documented and systematic approach to develop and sustain a psychologically healthy and safe workplace. Since then, the organization has been working diligently to prioritize psychological health and safety by investing in key programs, benefits, and resources.

The Mental Health Ambassador Program (MAP) is the most recent advancement of our commitment to creating a psychologically safe work environment. CSA Group trained a cohort of employees in Mental Health First Aid. Participants were then asked to voluntarily assume the role of Mental Health Ambassadors - dedicated global volunteers who aim to help employees access key resources when needed.

To date, we have more than 70 ambassadors who have engaged in 194 new interactions, 106 follow-up interactions, and 264 proactive outreach opportunities (non-solicited opportunities to raise awareness about mental health initiatives, encourage healthy lifestyles, and share resources and personal experiences related to mental health). Through proactive outreach, ambassadors aim to create a supportive and open environment to reduce the stigma around mental health.

The MAP has garnered ‘Best Practice’ recognition in both internal and external audit programs, as well as by other organizations reaching out to learn about CSA Group’s approach.

In addition, CSA Group has several other global resources to assist employees in managing their mental health and wellbeing including:

Workplace Options (Employee and Family Assistance Program) offers support with a focus on overall emotional and physical well-being, accessible by phone or email.

LifeSpeak Inc.

LifeSpeak offers an extensive library of short video training sessions on several topics including mental health, parenting and caregiving, stress management, children’s health, and much more.

Virgin Pulse is designed to track physical activities and help employees make small, everyday changes to their wellbeing. With daily tips, employees can build healthy habits, have fun with colleagues and experience the lifelong rewards of better health and wellbeing.

Calm is the world’s #1 app for mental health, providing access to content to suit different schedules and needs. Beyond our employees, CSA Group also extends five subscriptions to family and friends. Conducted virtually, employees also use the Calm app to participate in guided meditation sessions in support of refining their meditation skills.

70+ Ambassadors
194 New Interactions
106 Follow-up Interactions
264 Outreach Opportunities
Diversity, Equity, And Inclusion

CSA Group is committed to fostering an environment where inclusion empowers our employees to excel and express their unique ideas and perspectives. Our diverse backgrounds, cultures, and perspectives collectively contribute to upholding the highest standards of trust and transparency.

Our Diversity, Equity, and Inclusion (DEI) program sets a strong foundation comprised of several key elements including policies, unconscious bias training and an Executive Steering Committee and Advisory Council.

Our commitments to DEI include continued education and awareness. We are dedicated to highlighting types of diversity, embracing differences among employees, and sharing knowledge and strategies to enhance employees’ interpersonal and communication skills, thereby fostering a positive work environment.

Our vision is articulated across six pillars of commitment, and we have made significant strides in attracting diverse talent, fostering inclusion, and creating safe and supportive spaces for employees.

Commitment and Leadership
Embedding DEI into our organizational mindset.

Diverse Representation
Supporting representation reflective of the markets in which we operate.

Education and Awareness
Continuing the learning journey and creating conversations.

Fairness and Respect
Applying a DEI lens and removing bias.

Supportive and Safe
Creating an inclusive space.

Value and Belonging
Creating a sense of purpose, connection and belonging.
We recognize that an organization’s strength comes from the diversity of our workforce. We leverage global data for gender and age, and Americas self-identification data across the dimensions of Gender, B-POC (Black-Persons of Colour), Persons with Disabilities, Indigenous Peoples and 2SLGBTQIA+, to prioritize efforts for key program areas. A reflection of our workforce composition is highlighted here:

**Generational distribution of employees by age**

- Under 30: 9%
- 30-50: 59%
- Over 50: 32%

**Representation of employees by gender**

- Men: 69%
- Women: 31%

**Representation of women employees**

- Americas: 29%
- EMEA: 26%
- China: 29%
- ESA: 25%

**Representation of women in leadership roles (manager and above)**

- 25%

**Representation of women across groups**

- Standards Research, Development, Education and Advocacy: 56%
- Testing, Inspection and Certification: 23%
- Corporate Functions: 36%

**Representation of employees self-identifying as:**

- **B-POC (Black, Persons of Colour)**
  - Canada: 39%
  - US: 28%

- **a ‘Person with Disabilities’**
  - Canada: 1%
  - US: 1%

- **an ‘Indigenous Person’**
  - Canada: <1%
  - Americas: 2%

- **2SLGBTQIA+**

Beyond workforce representation, we focus on education, awareness, openness, and transparency to strengthen our organization’s culture of diversity, equity, and inclusion.
Employee Resource Groups (ERG)

ERGs have become an integral part of our organization's DEI strategy, encouraging diversity and empowering employees to achieve their personal and career goals. They deliver several benefits, including:

- Connecting employees with common interests and promoting a sense of belonging.
- Providing opportunities for mentors and mentees to connect.
- Increasing cultural awareness and understanding.
- Identifying employees with leadership potential that may otherwise have been overlooked.
- Encouraging engagement and positive dynamics between new and existing employees.

At the end of the year, CSA Group had three active ERGs including:

**Women's Empowerment Network (WEN)**

Membership: 158 employees; 2 executive sponsors

Dedicated to focusing on the unique needs and challenges of employees who identify as women, the mission of the WEN is to cultivate an inclusive environment that empowers women to enhance their skills and leadership potential through connection, mentorship, collaboration, and discussion.

Guided by this mission, the WEN strives to:

- Develop awareness of women’s contributions within the organization.
- Support programs that contribute to the recruitment, retention, and advancement of women.
- Serve as a safe channel for women to network and collaborate.
- Share knowledge, raise cultural awareness and act as a bridge across cultural issues – improving the organization's cultural competence.
- Work as an employee support system providing education, personal growth, information, and ideas.
- Work to enhance civic engagement and strengthen the organization's connection to, and image in, the community we serve.

**The Parents and Caregivers Network (The PACk)**

Membership: 50 employees, 2 executive sponsors

The PACk aims to provide a safe space, resources, and opportunities for parents, guardians, grandparents, caregivers (of family members and loved ones) and allies. This ERG aims to:

- Hold a safe and constructive forum to highlight the challenge of working parents and caregivers.
- Create a culture of connection and belonging.
- Connect employees who face similar situations.
- Share tools, resources, challenges, and ideas.
- Create an empathetic and compassionate environment for those facing struggles and obstacles.
ERGs are employee-led, self-directed groups, with voluntary participation. These groups offer opportunities for employees to network, promote the inclusion of ideas, and create opportunities for mentoring and career development.

**Pride Employee Resource Group**
Membership: 30 employees; 2 executive sponsors

The Pride ERG aims to provide a safe space, resources, and opportunities for those employees who identify as 2SLGBTQIA+ and their allies. It aims to:

- Provide a safe and constructive forum to highlight the challenges and opportunities of the 2SLGBTQIA+ community.
- Create a culture of connection and belonging.
- Create a safe space for empathy and compassion.
- Provide shared tools, resources, and ideas.
- Support the development of new initiatives.

**Unconscious Bias Training**
We all have biases that can influence our actions and perceptions, whether we realize it or not. It is crucial to understand that bias exists and how we can proactively work to ensure that it does not adversely affect the way we work with others. Recognizing that employees have different levels of knowledge, awareness and understanding when it comes to unconscious bias, CSA Group employees undergo Franklin Covey’s Unconscious Bias training across the globe.

**Truth and Reconciliation Training**
In response to Canada’s Truth & Reconciliation Commission – ‘Call to Action’ #92, CSA Group is committed to educating employees on the history of Aboriginal peoples, including: the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Aboriginal-Crown relations. All Canadian employees are required to complete the 4 Seasons of Reconciliation e-learning to equalize knowledge about Indigenous Canada and support anti-racism culture and awareness.

97% of our Canadian employees have completed the training, with employees expressing appreciation for the quality of the learning and the importance of CSA’s commitment to reconciliation.

**Respectful Workplace Training**
Respectful workplaces are inclusive, diverse, equitable, accessible, and free from workplace harassment and discrimination. Offered in multiple languages, Respectful Workplace training is provided to employees in alignment with the Code of Conduct and global policies for DEI, HSSE, and Workplace Violence, Discrimination and Harassment.

96% of employees globally have completed the training.
Inclusivity Assessment

In 2022, the Standards organization initiated an Inclusivity Assessment project with the Canadian Centre for Diversity and Inclusion Consulting (CCDIC). The objective of the project was to assess the current state of DEI within standards development activities focused on three key dimensions:

- Standards development committee members.
- Standards development committees & cultures.
- Technical content of standards.

As part of this assessment, CCDIC reviewed data and documents related to our standards development policies and procedures and conducted an extensive series of focus group sessions with both employees and members.

In 2023, a multi-year plan was developed to address areas of opportunity, including drafting a vision and mission statement, and a comprehensive framework outlining specific goals, tactics and actions focused on three dimensions:

Goal 1: Commit to building DEI within our standards development member community.

Goal 2: Cultivate a safe, inclusive, and equitable standards development environment.

Goal 3: Integrate DEI in our standards content.

A series of workshops has been completed with standards employees to support a prioritized set of implementation activities. The focus in 2024 will be to continue our DEI journey and execute key actions as part of the strategic plan.

Growth and Development

Development Dialogues

CSA Group fosters an environment where open and honest discussions about growth, career development and succession planning are encouraged. Our semi-annual Development Dialogue process reviews employee performance and identifies development needs. Individual employee development plans serve as a blueprint for professional growth.

Key Performance Standards (KPS) are used to set expectations for employee success within the organization. This year, a fifth KPS was introduced targeted at our Commercial employees, emphasizing the importance of delivering outstanding customer service.

- Understands the Business
- Works Well with Others
- Delivers Results
- Fosters Safety
- Delivers Outstanding Customer Service

Management Development Program (MDP)

We recognize the important role managers play in our organization. They are expected to deliver results, lead their teams, remove barriers, share information, help their employees develop their careers and so much more. The MDP helps managers learn to build, lead, and manage an inclusive, equitable and diverse workforce. The program focuses on three key areas:

1. The Foundation – the basics needed to be a people manager, including roles and responsibilities, leading virtually, situational leadership and unconscious bias. This is a prerequisite for the other two areas.

2. The Individual – helping managers understand what they need to be successful in their own roles within CSA’s KPS.

3. The Team – the skills managers need to lead including conversational capacity, mental health awareness, change and engagement.

The MDP is offered in modules that managers can complete online at their own pace. Some modules also have a group-work component that allows managers to share their experiences and practice their learnings.
Leadership Development Program (LDP)

Our LDP is designed to empower emerging leaders to reach their full potential, inspire greatness in others and drive organizational success. Starting with Emotional Intelligence assessments, participants take a case study approach in the areas of:

- Strategy and leadership
- Business acumen and financials
- Developing executive presence
- Customer experience
- AI and data analytics

Bringing case studies to life, participants then work collaboratively with an executive sponsor and a project team to solve a challenge and present to the CEO.

Career Maps

Career Maps provide employees with a visual representation of potential career paths within CSA Group. They offer a structured overview of the skills, experiences, and milestones needed to progress from one position to another and can help employees identify skill gaps, set realistic goals, and make informed decisions about professional development.

Project Manager – Career Opportunities

**Manager, Strategic Initiatives Standards**

Grade 18

Responsible for coordinating proactive, leading-edge initiatives and trends

- 5-7 years experience (Standards Development, or business-related Project Management)*
- Identifies development opportunities and emerging technologies as they relate to new business, new markets, portfolio exits or enhancements to meet program, divisional and cross-divisional goals
- Enhancing existing areas of activity and incubating new Standards-based initiatives

**Manager, Standards Development**

Grade 20

Responsible for the development of the vision, strategy and focus on the sector area, execution of the strategy and business plan and members management

- 10 -15 years experience in Standards Development, leadership, or business-related Project Management)*
- Identifies primary target markets and the strategic development of new standards opportunities
- Develops annual business plan for the sector area, including the execution plans and budgets
- Provides strategic leadership and direction to team
- Manages a team of 10-20 employees

**Program Manager**

Grade 18

Provides strategic and execution leadership in the development of Standards-based solutions

- 5-7 years experience (Standards Development, or business-related Project Management)*
- Manages a team of Project Managers
- Develops and leads all program activities including annual strategic and business plans, budgets, revenue, timelines and timelines
- Provides ongoing strategic leadership to Project Managers
- Responsible to continuously improve membership loyalty and employee engagement in the program area

**Director, Standards Development**

Grade 28

Responsible for the development of the vision, strategy and focus on the sector area, execution of the strategy and business plan and members management

- 15 -20 years experience in Standards Development, leadership, or business-related Project Management)*
- Identifies primary target markets and the strategic development of new standards opportunities
- Develops annual business plan for the sector area, including the execution plans and budgets
- Provides strategic leadership and direction to team
- Manages a team of 10-20 employees

**Standards Intern**

Grade 14

Grow as a Project Manager in Standards Development

- 0-2 years of job-related experience*
- Understands industry, government policy, and industry environment
- Understands project management processes and funding model
- Provides project management, analytical and technical and research support within all sectors of the Standards Development

**Standards Intern**

Grade 14

Grow as a Project Manager in Standards Development

- 0-2 years of job-related experience*
- Understands industry, government policy, and industry environment
- Understands project management processes and funding model
- Provides project management, analytical and technical and research support within all sectors of the Standards Development

*Progression may vary depending on skill sets, qualifications, professional achievements, and work experience

For more information, please reach out to your Manager or Human Resources
New Graduate Development Program

Our New Graduate Development Program provides new graduates with the opportunity to gain the needed technical and project management skills required to become a product safety professional on our Hazardous Locations (HazLoc) team in our Edmonton, Cleveland, and China locations. This role is critical to ensuring that our customers’ products comply with global and regional safety and performance standards. During the program, students learn about CSA Group’s services and are mentored by senior technical employees for six months, including six to eight weeks with our CSA Academy instructors. The training includes a mix of classroom and practical hands-on experience in our training laboratory.

CSA Academy

Launched in 2018, the CSA Academy is CSA Group’s internal education centre. Structured in faculty streams focused on different areas of competency, employees from around the globe have access to world class training. Learning Centres are currently located in Toronto and Irvine, with new centres coming soon to other global locations. Our Learning Centres are state-of-the-art, digitally enabled collaborative classrooms and technical training laboratories.

Two key programs offered through the CSA Group Academy:

- **Tuition Assistance** - The Tuition Assistance Program is designed to financially support employees in their pursuit of further education in subjects related to their current roles or career development within CSA Group. This program is available to regular full-time employees who work more than 1,000 hours annually. Full-time employees may receive reimbursement for 50 - 100% of their tuition costs depending on the reason for enrolment.

- **Scholarships** - Each year, CSA Group commits to developing the next generation of professionals through the CSA Group Scholarship Program. Applications are accepted from dependent children of active CSA Group employees who are beginning their post-secondary education. This year, the scholarship selection team awarded six scholarships to students from Canada, US, U.K, and China.

31,078
Total Hours Non-Technical Training
(14.2 hours/employee)

The Tuition Assistance Program is designed to financially support employees in their pursuit of further education.

![Image of a person with a graduation cap and a globe with a checklist of courses and hours]
Awards and Recognition

Greater Toronto’s Top Employers Award

In 2023, for the eighth consecutive year, CSA Group was recognized as one of Greater Toronto’s Top Employers by Mediacorp Canada Inc. This annual competition recognizes outstanding employers in the Greater Toronto Area and is seen as a benchmark in the region in terms of workplace best-practices. Each year, employers are evaluated on eight criteria which have remained consistent over the years:

1. Physical Workplace
2. Work Atmosphere & Social
3. Health, Financial & Family Benefits
4. Vacation & Time-Off
5. Employee Communications
6. Performance Management
7. Training & Skills Development
8. Community Involvement

Some of the reasons for selection in this year’s competition include CSA Group’s commitment to employee safety and mental well-being, offering a flexible workplace culture, and ongoing efforts to create a diverse, equitable and inclusive workforce.

Best Employers in Ohio 2023

CSA Group’s Cleveland location was selected as one of the Best Employers in Ohio 2023 by Best Companies Group. The Best Employers in Ohio competition aims to identify and recognize the region’s best employers and, in 2023, CSA Group was recognized for the fifth time. We were selected as a top employer following a two-step process that included an anonymous employee survey and a thorough evaluation of our policies, practices, and demographics.

The employee survey showed strong results across all categories including role satisfaction, work environment, leadership, and overall engagement. Some noteworthy survey results included:

- 89% of respondents agreed that they are proud to work for CSA Group.
- 91% of respondents agree that they like the type of work they do at CSA Group, with 90% agreeing that they understand the importance of their role to the organization.
- 84% of respondents agree that they can maintain a reasonable balance between work and their personal lives.
- 90% of respondents agree that CSA Group enables a culture of diversity.

2023 Best Employers - Best Employers in Ohio (bestcompaniesgroup.com)
Donations and Community Support

In FY2023-24, CSA Group supported the International Red Cross and the United Way (Canada). In addition, several employee-led events were held supporting local communities and organizations.

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<thead>
<tr>
<th>Donations and Community Support</th>
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<tr>
<td><strong>BRAVO (Building Relationships and Volunteer Opportunities)</strong></td>
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<td>Cleveland</td>
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<td><strong>Cleveland Guardians Baseball Team - Opening Day Lunch Fundraiser</strong></td>
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<tr>
<td>Cleveland</td>
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<td><strong>GWN Dragon Boat Challenge</strong></td>
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<td>Toronto</td>
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<td><strong>Food Bank Donations</strong></td>
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Our Governance

Our governance practices are designed to ensure that we meet our organizational commitments with the utmost transparency, accountability, and integrity.

Board Governance

Effective corporate governance and duty of care are integral to the long-term success of CSA Group. The Board of Directors provides stewardship and oversight, receiving regular reports on organizational policies and performance. CSA Group's Board of Directors also oversees the organization's ESG commitments.

The governance framework for the Board includes:

- Our Board comprises three committees with delegated responsibilities: the Audit, Finance and Risk Committee; the Corporate Governance and Nominating Committee; and the Human Resources and Compensation Committee. The committee structure enables sharing of the Board’s oversight responsibilities among smaller, focused groups. All committees report their activities to the full Board.

- A skills matrix is used to ensure that the board has a diverse set of skills and experience.

- The Board operates in adherence to our Board Charter and our committees operate in adherence to their mandates.

- All directors sign the Board Charter annually, and mandates are subject to annual review and revision where warranted.

- The Board and individual Directors are subject to an annual assessment process.

- A five-year strategic plan for the organization is reviewed and approved annually by the Board.

- Members of the Board are independent, with robust and well-defined responsibilities.
Operating with Integrity

CSA Group’s continued success depends on our ability to maintain our reputation and protect the integrity of our brand. We cannot accomplish this without the ongoing commitment and appropriate behaviours of our employees. The CSA Group Code of Conduct (Code) is a guide to help ensure that we conduct our activities to the highest ethical standards. It sets out principles and expectations that guide interactions among employees and with customers, competitors, government bodies, suppliers, and the global community.

All employees are required to read and adhere to the Code and are asked to formally acknowledge that they have received a copy of the Code of Conduct and have read and understood the requirements.

Employees are trained to report any known or suspected violations of the Code, as well as any violations of laws, regulations, or company policies.

CSA Group uses EthicsPoint, a comprehensive and confidential reporting tool for employees, members, and customers. All ethics and compliance allegations, regardless of mode of intake, are directed to the EVP, Chief Legal & Compliance Officer.
Labour and Child Protection Laws

CSA Group is committed to upholding human rights and treating employees with dignity and respect. We expect our customers and suppliers to:

- Respect and comply with the fundamental rights granted to all employees and apply, at a minimum, the labour standards outlined by the International Labor Organization (ILO) and applicable laws and regulations.
- Prohibit and refrain from any kind of child or forced labour within their organizations and throughout the supply chain.
- Provide compensation to employees that comply with applicable wage laws.
- Respect the rights of employees to form and join trade unions of their own choosing, to bargain collectively and to engage in peaceful assembly.

These principles are outlined in CSA Group's Code of Conduct and our Supplier Code of Conduct. All new suppliers, vendors and contractors are required to complete the Supplier Code training, and must fill out an Ethics and Compliance Checklist at onboarding where they confirm whether:

- Key personnel have been investigated, charged, or convicted in a jurisdiction for engaging in illegal activity linked to unethical conduct.
- They conduct ethics training for key personnel.
- They prohibit forced and child labour.
- They comply with, and require their suppliers and subcontractors to comply with, labour and employment, business ethics and data protection laws and regulations.

Confidentiality, Privacy and Security

CSA Group is committed to maintaining the confidentiality and privacy of information in its care and control. We employ security safeguards and organizational measures to protect this information. Employees must respect and maintain the confidentiality of CSA Group proprietary information, and any personal or confidential information of customers, members, job candidates, vendors, suppliers, and CSA Group employees. Employees may only access and use CSA information in accordance with CSA Group policies, procedures, and instructions, and strictly for the purpose for which it is provided.

Data Protection and Privacy

Our cybersecurity program is aligned with the international standard ISO/IEC 27001 Information security, cybersecurity, and privacy protection, to help safeguard the confidentiality, integrity, and availability of all information within our care. Our security framework architecture follows the defense-in-depth principle, featuring a multifaceted layering of defenses. CSA Group adopts a risk-based approach to vulnerability management and employs both internal and external resources to support the program.

Our third-party vendor review program and privacy impact assessments help ensure that vendors who are entrusted with the organization's information have controls in place to safeguard data and meet local privacy requirements.

Ongoing education is provided to our employees to emphasize the importance of protecting confidential information, as well as to fortify against social engineering threats.
Supply Chain and Responsible Sourcing

Supplier Management

As reflected in CSA Group’s Code of Conduct, we are committed to the highest level of integrity and ethical standards. The organization has zero tolerance with respect to unethical business behaviours and it is our expectation that our suppliers adhere to a similar standard. A supplier to CSA Group or its subsidiaries must comply with all applicable laws and regulations, as well as the requirements outlined in the CSA Group Supplier Code of Conduct.

The goal of the Supplier Code is to set out the principles and expectations as to how suppliers, their subcontractors, subsidiaries, or affiliates that provide goods and services to CSA Group, are to conduct business when dealing with CSA Group. The Code also provides the foundation for our ongoing evaluations of suppliers through the Supplier Checklist and is incorporated into the contract with CSA Group. Legal and cultural requirements vary in a global business environment; however, the Code sets out certain universal requirements that suppliers are expected to follow (including compliance with local laws). The Supplier Checklist covers ethics, compliance, safety, and environmental requirements outlined by CSA Group.

Responsible Sourcing

Responsible sourcing is an approach to sourcing and supply chain management that enables organizations to actively and consciously source and procure products and services in an ethical, sustainable, and socially conscious way. Procurement processes are managed consistently throughout CSA Group, with policies in place to help employees make responsible choices and to:

- Be accountable and transparent.
- Consider all costs and impacts.
- Consider procurement alternatives.
- Aim for continuous improvement.
Holding the Future to a Higher Standard

CSA Group recognizes the importance of ESG in developing and strengthening our organization for today and the future. With our first ESG report now published, we are excited to continue our journey and further advance our commitments.

Operating in an open and accountable manner, with the best interests of our stakeholders, will remain the foundation of our ESG program and good governance practices will guide the way we work and the decisions we make.

We remain dedicated to helping improve the health, safety, sustainability, and economic efficiency of Canadians through our standards development, research, education, and advocacy. Our global commercial subsidiaries will continue to provide testing, inspection and certification services that help enable manufacturers to ensure compliance with applicable safety, environmental and operating performance standards.

Our focus on employee engagement, leadership development and sustained progress in diversity, equity and inclusion will ensure that we continue to invest in programs which further support a healthy, safe, and supportive organization. Within our communities, we will continue to demonstrate our values and support those who need a helping hand.

Through the quantification of our greenhouse gases and acting responsibly in our day-to-day operations, we will strive to implement best practices to reduce the environmental impact of our activities throughout existing operations and into new expansions.

We are committed to making a positive impact through the work that we do and to holding the future to a higher standard.
CSA Group is a global organization dedicated to safety, social good and sustainability. We are a leader in North American standards development and in product testing, inspection and certification around the world. Our mandate is to hold the future to a higher standard.