



# Corporate Social Responsibility Policies and Procedures

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# Mission

Salute Mission Critical is committed to conducting our business in a lawful and ethical manner. We built our culture around serving those who have served their country. In that spirit, Salute fosters a workplace where respect for human rights, the safety of our team and inclusivity are paramount. Along with our dedication to our team, we believe in operating with integrity, ethics, and sustainability as a service provider.

## Key Commitments

At Salute, we are committed to our team and our clients. We promise to regularly assess our global impact and make forward progress in the following key areas of our business. Commitment to Corporate Responsibility is achieved by matching commitments and adoption throughout the organization and Salute pledges to:

- Maintain a dynamic CSR plan throughout the organization.
- Act in a socially responsible manner that reflects our values and meets all relevant legislation.
- Encourage our team members globally to understand our CSR policies and commitments so they can be mindful of their direct and indirect actions in the workplace.
- Hold our subcontractors to our standards, taking into account size and ability.

## Our Values

- We will not compromise our employee's safety or our commitment to ethical treatment of Salute staff.
- We are committed to providing our customers with the highest quality service.
- We treat our customers and each other with respect and integrity.
- We are receptive, flexible, and responsive.
- We take responsibility for ourselves through self-management and by accepting the consequences of our decisions.
- We take responsibility for our organization through dedication to teamwork, mutual support, and cooperation.
- We take responsibility for our community by contributing our time and resources to promote positive change.
- We strive to attract and retain highly competent, creative, and professional people who are committed to doing their best and bringing out the best in others.
- We foster an environment that values diversity and feels that our differences make us stronger.
- We foster an environment that supports an individual's personal & family life by ensuring balance and flexibility with professional commitments.
- We strive to be active in our communities and contribute both time and resources to improving the quality of life for all people.

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# Our Community

Salute's mission is to transform military veterans into world-class data center technicians, providing civilian career opportunities while helping address the industry's personnel shortage. To help focus and forward our efforts, Salute has partnered with the Veterans Administration, and relies on a council of veteran advisors. Salute is proud of veterans in the data center industry who serve as an example of how to effectively transition from the military to a successful civilian career. Their success serves as an example to veterans and military spouses considering working in this industry. Each veteran's story is different but what is common is their commitment to the Salute mission.

<https://salutemissioncritical.com/veterans/>

## Salute Veterans' Council

Members of the Veterans' Council are solicited for their unique knowledge and industry experience as well as the subtle differences of each branch they served when planning new initiatives. We are grateful for their support to Salute as patrons and advisers, as this helps ensure success in achieving our shared vision of solving veterans' unemployment and the data center industry personnel shortage.

## Safe Workplaces

Fostering health and safety is a priority for Salute. Our Global Health and Safety Committee has pledged to continually increase awareness and encourage technician participation in our safety culture. From small group workshops to dedicated education programs, we want our teams to have the tools for safety success.

Global health and safety standards are reviewed and updated regularly, allowing us to offer the latest in updated education. With many of our technicians at client sites, we empower them to act and review any concerns with leadership and the client.

We aim to provide the highest quality services for our customers while providing a foundation for a new career path for those that have served our country. To achieve our primary objective of **100% mission accomplishment**, **safety** is the most important consideration. Unsafe activities or conditions can cause injury and loss of critical systems. All activities are governed by a well-documented safety policy to ensure control of the mission critical environment.

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The key elements of the program are:

- Identifying critical activities
- Developing expectations that, when met, will achieve the desired outcome of conducting critical activities safely
- Managing a safe operation or activity
- Measuring performance against expectations by observing critical activities
- Immediately correcting behavior that is outside stated expectations
- Positively reinforcing behavior that complies with expectations

Based on the project scope of work, identifying critical activities and establishing expectations becomes the foundation for pre-planning safety for every project. Every leader at Salute is taught to make safety a natural byproduct of quality service delivery, and by doing so, we strive to send home every day, our team members safe and unharmed.

## Employee Resource Groups (ERGs)

Salute ERGs endeavor to bring an inclusive group of employees together to discuss and cultivate awareness around issues faced in a technology-based workplace, provide tools and resources to help colleagues better understand how they can support each other at Salute.

## Human Rights

Unrestricted opportunity is vital to Salute culture. Abiding by international laws, we reference several sources for the fair and ethical employment of all individuals, from US Equal Opportunity laws to the OECD Guidelines for Multinational Enterprises and the UN Guiding Principles on Business and Human Rights. We are diligent in our recruitment of both able and underserved groups. Salute vows to always hire individuals regardless of race, national origin, religion, sex, age, disability, sexual orientation, or gender identity.

Salute will not tolerate the use of child labor. Our employees and the employees of our subcontractors are no less than 18 years of age and have a high school education or equivalent.

## Human Trafficking and Slavery

Salute is committed to a work environment free from human trafficking, forced labor and unlawful child labor (“human trafficking and slavery”). Salute will not knowingly use unlawful child labor or forced labor in any of the products and/or services we provide, nor will we accept products and/or services from vendors/suppliers that employ or use child labor or forced labor.

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# Wage Responsibilities

We believe it is our responsibility to work closely with our business partners to monitor and promote continuous improvement in working conditions, including fair and on-time payment of wages. Our vendors are required to pay legally required compensation, including overtime and benefits, and we encourage our vendors to regularly evaluate whether workers earn enough to meet their basic needs and the needs of their families.

## Environment

As Salute becomes a global leader in Mission Critical Infrastructure Services, we believe it is our duty to exemplify best practices for environmental sustainability. Some of the ways we look to reduce our footprint and create balance include:

- Using supplies that reduce environmental impact like recycled content paper products and using microfiber cloths when possible.
- Our cleaning teams use chemicals that are green certified wherever possible. Maintaining indoor air quality as well as sustaining the environment at large.
- The use of floor mats at entrances limits the amount of dirt brought into the facility, thereby reducing the need for more cleaning and products than needed.
- Backpack vacuums are both lightweight and ergonomic for the cleaner and quieter, contributing less to sound pollution. With the added use of HEPA air filters, they protect indoor air quality.

## Learning

Salute prides itself on educating our teams. Health and Safety to environmental impact are included in our ongoing training modules for employees. Our Safety Committee and dedicated Safety staff regularly research new and improved ways to give our team the most up-to-date information available.

# Corporate Governance

Salute is committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards. We strive to ensure that all stakeholders are taken into consideration in the decision-making and management processes of our services. For our partners, vendors, and individuals with whom we have a business relationship, will be treated in a fair, open and respectful manner. We embrace the process of our customers and vendors to give feedback on our performance and ensure that all comments are analyzed, responded to and, where appropriate, acted upon.

## Accountability

To ensure Salute standards flow throughout our offering, we expect our subcontractors and suppliers to monitor and operate within the same guidelines. We are committed to working with our subcontractors and suppliers to help them understand of our policies and commit to maintaining similar policies.

Salute audits all policies at least annually to ensure we maintain global standards and changes. Senior leadership performs quarterly reviews of primary responsibilities, and our global EHS team performs monthly training.

## Anti-Bribery

At Salute, bribery and corruption are not only against our company values; they are illegal and can expose both the employee and the company to fines and penalties, including imprisonment and reputational damage.

At Salute, bribery is never permitted. We will not seek to influence others, either directly or indirectly, by offering, paying or receiving bribes or kickbacks, or by any other means that is considered unethical, illegal or harmful to our reputation for honesty and integrity. Employees and representatives of the company are expected to decline any opportunity which would place our ethical principles and reputation at risk. While certain laws apply only to bribes to government officials (domestic and foreign), this policy applies to non-government business partners as well.

# Anti-Corruption

Salute requires staff and subcontractors to comply with applicable anti-corruption laws, including the United States Foreign Corrupt Practices Act and the United Kingdom Bribery Act, and never bribe anyone on Salute's behalf. No one working for or with Salute shall offer, give, or promise anything of value, either directly or indirectly, to anyone to encourage them to act improperly or to reward them for doing so. Prohibited payments can take many forms, including but not limited to cash or cash equivalents, gifts, meals, and entertainment.

# Grievance Mechanism and Whistleblower Protections

Salute expects all employees and subcontractors to protect worker whistleblower confidentiality and prohibit retaliation against workers who report workplace grievances.

# Transparency

Salute holds its subcontractors and suppliers to the same standards we abide by; to keep and maintain complete and accurate records about working conditions. Information regarding labor, health and safety to demonstrate compliance with requirements must be disclosed in accordance with applicable regulations and upon Salute's request.

# Key Contacts & Responsibilities

## a) CEO

- Mission & Commitments
- Quarterly Reviews

## b) VP Business Operations

- Policy Review & Implementations
- Ethical Behavior

## c) VP Human Resources

- Human Rights
- Right to Work
- Wage Responsibilities

## d) Director of EHS

- Safe Place to Work
- Environment
- Learning