



Global

Brand and Export
Development

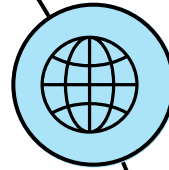
CSR ANNUAL REPORT

2022/2023

FY23

1811 W. Diehl Rd, Suite #300
Naperville, IL 60563

+1 630-352-3699
alexis.mordawski@gsmllc.com
CSR Coordinator



CONTENTS

I. INTRODUCTION

<i>Welcome to Our CSR Report</i>	3
<i>Vision and Values</i>	
<i>Company Updates</i>	4

II. COMMUNITY

<i>Volunteering</i>	6
<i>Scholarship</i>	7
<i>Corporate Sponsorship</i>	8
<i>Monthly Donations</i>	9

III. EMPLOYEES

<i>People Stats</i>	10
<i>Professional Development</i>	11
<i>Ways to Wellness</i>	
<i>Daily TLC</i>	12

IV. ENVIRONMENT

<i>FY 23 Emissions</i>	13
<i>Environmental Goals</i>	15

Welcome to Our CSR Report

We are pleased to present the Corporate Social Responsibility (CSR) report covering the period from May 2022 to April 2023, showcasing our steadfast commitment to responsible business practices and making a positive impact on society and the environment. At Global, we firmly believe that corporate social responsibility is not just an obligation, but an integral part of our core values and long-term vision. This report serves as a comprehensive overview of our accomplishments, challenges, and ongoing efforts to promote social, environmental, and economic well-being. By transparently sharing our progress and outlining future goals, we aim to inspire collective action and foster greater collaboration toward a more sustainable and inclusive future.

Vision

At Global, our vision is to empower our people, clients, and customers to unleash their full potential. As a trusted and reliable business partner, we are deeply committed to providing progressive, effective, and targeted global solutions. At Global, we prioritize understanding how our operations affect the community, promote the well-being of our employees, and uphold environmental standards.



Values

01 People

Global's number one asset is our people. Our company aims to empower our employees to their fullest potential and provide an environment dedicated to professional development. The Global family we have created is committed to fair and equal treatment to all. We strive to provide the resources needed to manage the well-being of our employees and encourage feedback to improve our efforts.

02 Innovation

This year Global put a focus on understanding our impact so we can set goals for improvement. In order to meet these goals, we must continue to innovate the way we do business to benefit our customers, community, and environment.

03 Responsibility

Looking towards the future we want to leave this planet as we found it, if not better. Being part of a community means we have a responsibility to do right by the world and support those that need our help. Global embraces opening a dialogue around environmental and social issues so that we can begin to make a difference however we can.



Company Updates:

☑ B Corp Certification

The B Corporation certification is a designation for companies that meet high standards of social and environmental performance, accountability, and transparency. The certification is run by [B Lab](#) which creates the standards, policies, tools, and programs that shift the behavior, culture, and structural underpinnings of capitalism.

Global's B Corp journey began in February 2021 with submitting the B Impact Assessment. After a long and dedicated process to verify our assessment, it was our goal in FY 23 to achieve B Corp certification. We are proud to say that in August of 2022 after celebrating our 10-year anniversary, Global became a Certified B Corporation!

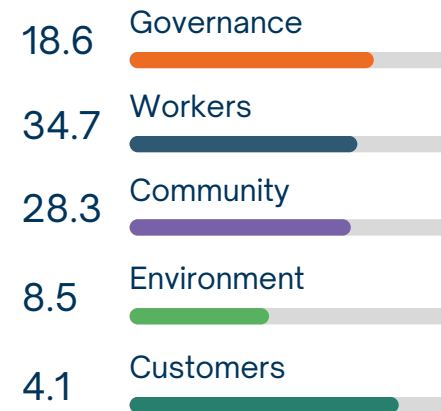
We're proud to have achieved an impressive overall B Impact Score of 94.4, which serves as an excellent starting point. Our score breakdown reveals areas of strength as well as opportunities for growth and development. As a first-year B Corp, we're committed to learning from this incredible community and exploring new ways to make a positive impact. At Global, innovation is one of our core values, and our team is always looking for ways to grow and improve. We recognize that there is still much more work to be done, and we're excited to pursue recertification in 2025. In our second year as a B Corp, our focus will be on leveraging our resources and driving meaningful change within our organization.

[See our B Corp profile](#)



- 50.9 Median score for an ordinary business
- 80.0 Qualifies for B Corp Certification
- 94.4 Our overall B Impact Score

Score Breakdown



Global Presenting B Corp at Illinois State University

Global had the privilege of accepting an invitation from Dr. Gary Hunter, a distinguished faculty member at Illinois State University's Business School, to deliver a presentation on our journey towards B Corp Certification. We are humbled to have been included in his course, where we had the opportunity to provide an exclusive glimpse into the intricate process of attaining B Corp status. The integration of B Corp Certification into academic curricula, championed by professors like Dr. Hunter, plays a pivotal role in fostering awareness of the B Corp movement among a crucial demographic. To effect meaningful change, it is imperative that we engage in sustained involvement at every level of business. As we lay the foundation for the future, it is essential to cultivate the next generation of professionals who will soon enter the workforce, ensuring their active participation in shaping a better world.

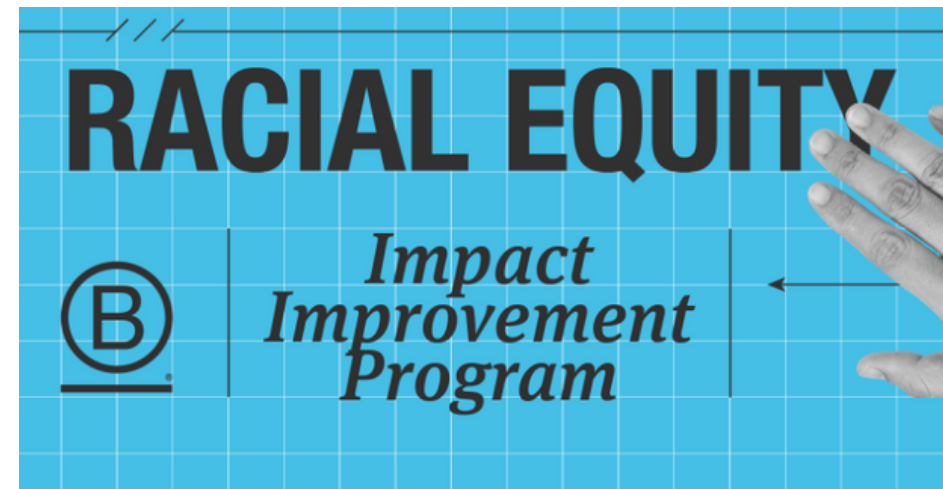


Learning from the B Corp Community

Our B Corp journey has truly empowered our business, as it has equipped us with valuable resources and tools provided by B Lab, enabling us to enhance our company's practices. As a proud minority-owned business, Global was honored to participate in the inaugural cohort of the Racial Equity Impact Improvement Program, hosted by B Lab US & Canada. Our CSR Coordinator, Alexis Mordawski, and SVP, Felix Villa II, represented Global alongside eleven other outstanding companies in this transformative program. Over eight weeks, the cohort engaged with subject matter experts and facilitated insightful discussions led by B Lab's team.

The program encompassed a comprehensive range of diversity, equity, and inclusion (DEI) topics, including fair and equitable hiring practices, inclusive leadership, board diversity, living wage, and pay gap analysis. Each week, industry professionals in DEI conducted workshops, fostering an educational and interactive environment that encouraged meaningful conversations and practical applications. B Lab went above and beyond in fostering peer collaboration, providing dedicated open-hour sessions for participants to address specific questions and explore the implementation of discussed techniques and policies within their businesses.

We commend B Lab for their exceptional facilitation and unwavering commitment to fostering inclusive practices. As we look ahead, we eagerly anticipate further engagement with this inspiring community, seizing the opportunity to learn and continuously drive impactful change.





Community

Employee Volunteering & Community Involvement

This year, Global embraced its commitment to giving back to the community and fostering a culture of volunteering. During our mid-year company meeting at the Naperville office, we prioritized employee bonding events that aligned with our values. One remarkable initiative was our partnership with Feed My Starving Children, an organization dedicated to eradicating poverty and malnutrition in children worldwide. Our first volunteer event of the year was a resounding success as our team came together to pack enough meals to sustain 64 children for an entire year, making a tangible impact on their lives. As the holiday season approached, some of our local employees had the opportunity to spread joy and compassion through collaboration with the Clearbrook Center. This remarkable organization supports individuals with intellectual and developmental disabilities, enabling them to live fulfilling lives. A group of our team members spent their lunch break wrapping gifts and writing heartfelt holiday cards for 14 residents, creating lasting memories and warmth during the festive period.

With the advent of spring, Global continued to address food security in the Suburban Chicago Area, demonstrating our commitment to the local community. We collaborated with the Northern Illinois Food Bank Distribution Center in Geneva, IL. Our dedicated staff contributed their time and effort to pack 208 boxes of snacks for the Child Nutrition Program, 1.5 tons of cleaner to ensure the safety of our neighbors, and enough meal kits to feed 100 families. This effort showcased the power of collective action and the positive impact that can be achieved when we work together. At Global, we believe in the significance of these initiatives and recognize the value they bring to our employees' lives. These experiences not only enrich us individually but also highlight how the collective efforts of a few can make a meaningful difference in the lives of many. As we move forward, we remain committed to building a sustainable and responsible business that positively impacts the communities we serve. Through ongoing partnerships and continuous engagement, we will strive to create a brighter and more inclusive future for everyone.



Global Scholarship

Global created this scholarship to help students with financial needs achieve their dreams through higher education. The scholarship award recipients are students who honor Global's values of people, innovation, and responsibility in the advancement of their education.

With over 200 applications submitted from students in our community and across the country, a committee of 11 Global employees reviewed 100 highly qualified applications before choosing the final two winners. We are pleased and proud to announce this year's recipients whose passion for innovation in technology and vision to support underrepresented communities truly made their applications stand out.



FNU ANU

Studying Computer Science and Business at
The University of California San Diego

Checkout this video to hear
from our winners more
about their future plans!

The winners of this scholarship are
each awarded \$2,500 directly to their
school of choice.



FENET GALETA

Studying Computer Science and
International Studies at The Ohio State
University

Philanthropy

At Global, our dedication to community support and philanthropy has been ingrained in our core values since the company's inception. We believe in making a positive impact on society, and this belief is reflected in our longstanding practice of donating 10% of net profits annually. In FY 23, Global distributed \$31,625 to 16 different non-profits supporting a variety of causes, with each organization employee voted and vetted. These contributions exemplify our commitment to making a meaningful difference in areas that matter most to our community.

To further enhance our social impact and streamline our giving initiatives, we have continued to develop our dedicated Corporate Social Responsibility Department. In order to focus and increase the impact our organization can make, Global will begin to make a strategic move with a more organized framework for our philanthropic endeavors. However, we will always maintain that the causes and organizations close to the hearts of our employees are the foundation of our philanthropic vision. We firmly believe that by fostering a culture of giving and incorporating social responsibility into our business operations, we can contribute to the betterment of society and create a more sustainable and compassionate world for future generations.

\$30K+ DONATED

16 NON-PROFITS

Corporate Sponsorships

Chicago Minority Supplier Development Council: Jim Osborne Scholarship Classic

\$5,000 supporting the Annual Dolores Saxton Walker Scholarship providing 18 scholarships to high-performing minority Chicago Public School high school students.

Feed My Starving Children: Hurricane Fiona Disaster Relief

\$1,000 supporting victims of Hurricane Fiona by providing meals to families affected by the storm in Puerto Rico.

Northern Illinois Food Bank: Hunger Scramble & Fight Hunger 5K/10K Run/Walk

\$3,905 supporting the Northern Illinois Food Bank in its mission to provide \$1.8 Million worth of groceries to neighbors in more than 900 food pantries, soup kitchens, shelters, and youth & senior feeding programs.

KeHe Cares: 2022 Shaw Cup Golf Outing

\$4,600 supporting non-profits focused on poverty relief, homelessness, human rights, and youth advocacy. Beneficiaries include INK 180, Male Mogul Initiative, Young Life Three Grains of Rice Missions, and more through the KeHE Cares Foundation.

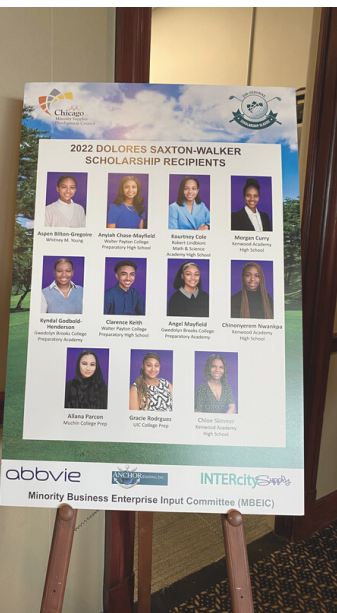
Global's giving model is firmly rooted in employee involvement, demonstrating our commitment to corporate social responsibility. In the past fiscal year, we introduced our monthly donation program, which has proven to be a resounding success in driving employee engagement. As part of this initiative, our employees actively participate in the decision-making process by voting on various social and environmental justice issues, ensuring that their voices are heard. To deepen the impact, we've taken a step further by empowering some employees to collaborate with our CSR Coordinator in conducting monthly educational workshops. At Global, we strongly believe in inviting our employees to play an integral role in our company's philanthropic endeavors. By encouraging their involvement, we ensure that our giving has context and meaning, reflecting the values of our diverse workforce.

Global empowers employees by allocating a \$1,000 donation to a non-profit of their choice. To guarantee transparency and credibility, we subject our charity choices to a cross-vetting process, leveraging the expertise of well-regarded entities like GuideStar and Charity Navigator.

This comprehensive giving structure has not only allowed Global to support a diverse range of non-profit organizations but has also facilitated an ongoing education process for our team on the critical social justice issues confronting the world today.

Monthly Donations

Employee Driven Giving Model

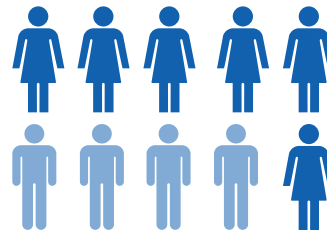
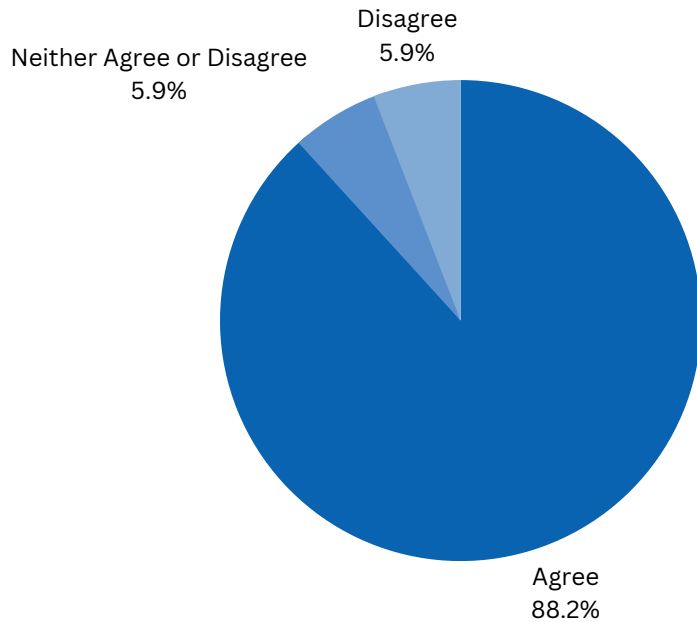


Employees

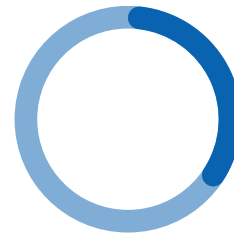
Some may measure the value of a company with sales revenue and profitability, but one of the most important metrics that Global monitors is our staff well-being. The heart and soul of our company are our people, and our dedication to diversity serves as a fundamental building block for cultivating long-lasting international customer relationships. With such a broad network to manage, Global continues to grow our team to meet the needs of our customers. In FY23 we welcomed 5 new employees into the Global family utilizing our blind applicant system, a testament to our dedication to reducing bias in our hiring practices. Check out a snapshot of our current employee demographics and a sneak peek of some of the results from our staff happiness survey.



I Feel Supported in my Work by my Team & Supervisor



60% of employees identify as Women



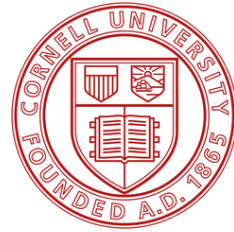
36% of employees identify as BIPOC



Professional Development

Global’s leadership team firmly believes that investing in our employees equates to an investment in the company's future. This has led to a Professional Development Fund dedicated to helping employees improve their knowledge and skills, ultimately enabling them to better serve our customers. This year our fund empowered 6 employees with the autonomy to select the skills they wished to cultivate, from mastering a new language and refining their proficiency with spreadsheets to delving into the realm of cutting-edge software solutions.

In our commitment to employee growth, Global has a history of sponsoring individuals who are new to the industry, enabling them to complete the Professional Food Buyer Certificate Program offered by Cornell University. In the current year, we successfully guided two employees through this program before its temporary suspension. This program, overseen by the Specialty Food Association, has significantly enriched the understanding of the specialty food industry for many of our team members. We eagerly anticipate the resumption of an updated version of this course, allowing us to continue sharing the latest industry insights with our team.

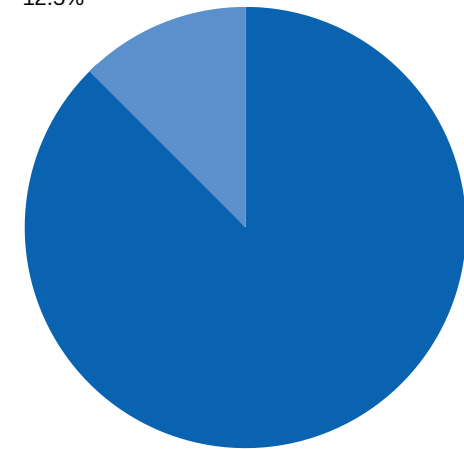


Ways to Wellness

To support the professional development and growth of our employees, Global aims to provide a culture of work-life balance, where managers are not a roadblock but a resource for employees. With this in mind, Global has entered its second year of offering monthly “Ways to Wellness” workshops. These psychoeducational workshops are led by a licensed mental health professional. and serve as a safe and open platform for constructive conversations, breaking down stigmas, and delivering valuable resources on a range of employee-voted mental health topics.

Global Cares About My Personal Well-being

Somewhat Agree
12.5%

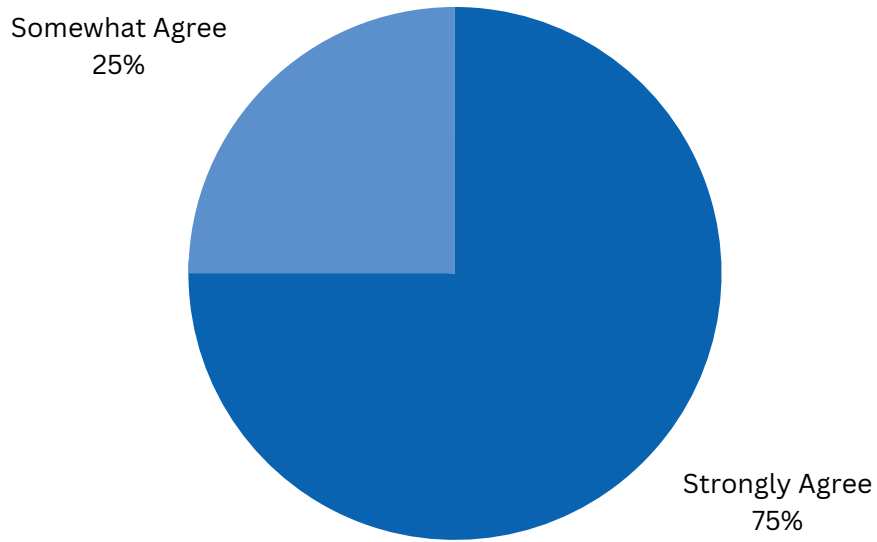


Strongly Agree
87.5%



Daily TLC

I Feel Happy at Work



Our Ways to Wellness workshops help to provide employees with the resources to learn more about and improve their mental health. In order to promote a work-life balance in and out of working hours, Global also provides a monetary-incentive-driven employee wellness program. Embracing the philosophy of 'Daily TLC,' our program empowers our valued team members to proactively monitor their daily activities aimed at enhancing their holistic well-being and self-care. These activities encompass a wide spectrum, ranging from personal development and financial wellness to physical and mental health. Employees track the activities that they participate in each month and receive a monetary prize based on their level of participation.

In our first year of this program, this initiative witnessed an initial employee participation rate of 12.5%. Setting our sights on continuous improvement for FY23, we aspired to increase this rate to 17% by encouraging employees to utilize this program and further promoting the benefits. We are thrilled to report that the program gained popularity and this year the employee participation rate increased to 35.5% with an average of 7 employees engaged in this program each month. This remarkable achievement underscores our unwavering dedication to the well-being of our employees. Utilizing our staff happiness survey, Global has found that these programs exemplify the positive impact our CSR initiatives continue to have on our corporate culture and the lives of our employees.

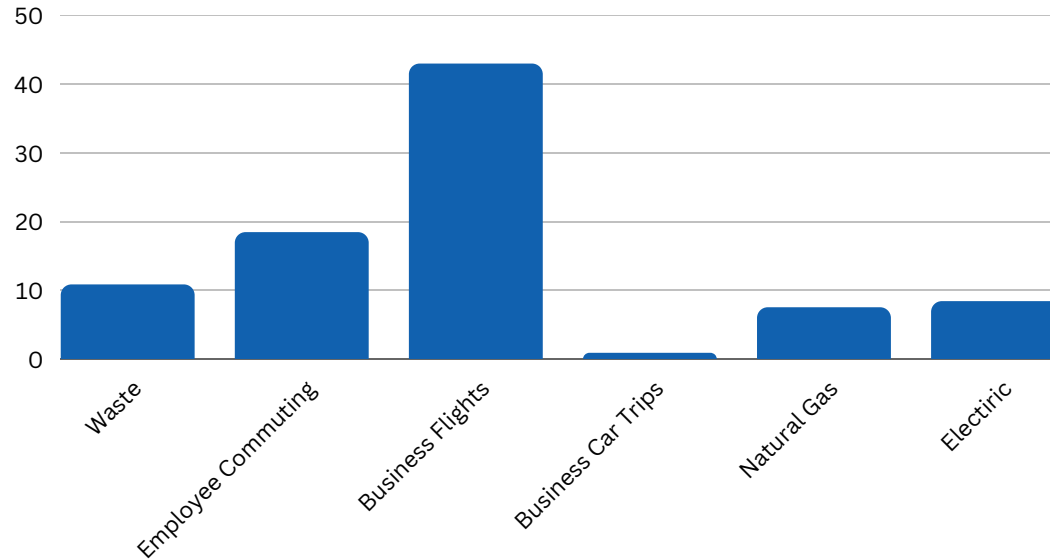


Environment

As a company operating in the professional services sector, Global's greenhouse gas (GHG) emissions are primarily influenced by employee business activities rather than production processes, distinguishing our emissions profile from that of many other enterprises. Global began tracking our GHG emissions in FY22, driven by our mission to gain comprehensive insights into our emissions baseline. In our 2021-22 CSR Report you will find more information about the updates we made to our office as a result of our findings.

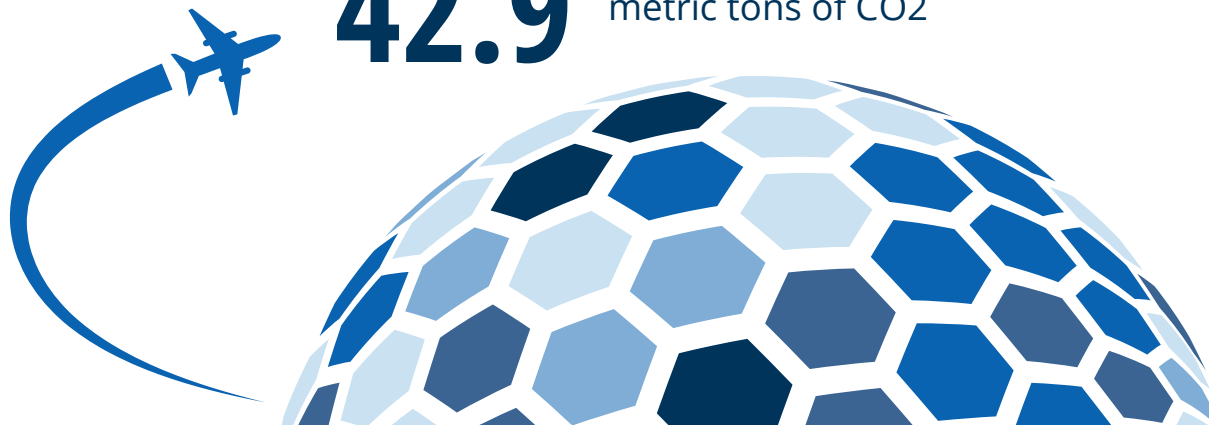
Since then, the restrictions of the pandemic have been fully lifted which has allowed our team to visit the office more often and visit our international customers. As our business grows so does the number of our workforce leading to more sources of emissions.

FY23 Greenhouse Gas Emissions in Metric Tons by Source



170K+ miles flown which is equivalent to

42.9 metric tons of CO2



Global remains steadfast in its commitment to rigorous emissions monitoring, leveraging this critical data to drive continuous improvements in our carbon footprint. Regrettably, in the current year, Global encountered challenges in achieving the reduction targets set forth in FY22. Our office operations witnessed a notable uptick in natural gas and electricity emissions, rising by 30% and 12%, respectively. The most significant contributor to our GHG emissions remains our Business Flight activities, which surged by 60%. Nonetheless, we are heartened to report commendable progress in other areas, with reductions of 16% in employee commuting emissions and 36% in business car trip emissions.

At Global, we hold transparency and trust as core values. Recognizing the paramount importance of honest and open GHG reporting, our team remains unwavering in its dedication to providing an accurate representation of our company's environmental impact. As we confront these challenges head-on, we remain resolute in our determination to realign our sustainability efforts and make meaningful strides towards achieving our emissions reduction goals.

7.5

metric tons of CO2
in natural gas

8.4

metric tons of CO2
in electricity

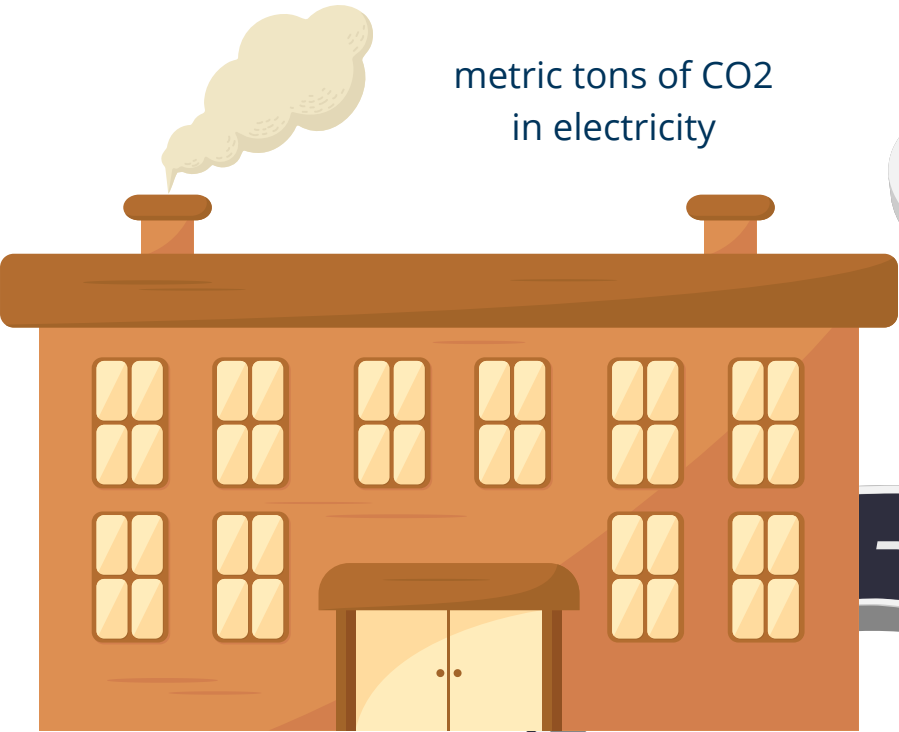
48%

of waste diverted
to recycling



18.4

metric tons of CO2
from employee
commuting





FY23 Goals

Results

Monitor the environmental output system of scope 1,2, and 3 emissions.

Formalized tracking procedures and quarterly reporting is managed by the CSR Coordinator to aid in the development of ESG goals.



Create a sustainable composting program using the local waste disposal company.

Roadblock: Through contact with our local waste disposal provider Groot, Global is not able to sign up for a new service to collect compost.



Provide resources to staff on environmental best practices.

Regularly updated the environmental resource page for employees and created a formalized environmental policy around waste tracking and travel.



Set company objectives to reduce carbon footprint for all company operations by 30%

Continue reducing Global's carbon emissions by 30% in categories that have not yet met this goal. Overall, reduce all emissions by 20% in FY 23.



Invest in Carbon Offsets

Reduce Global's carbon footprint by investing in ethical carbon offsets to match Global's environmental impact.

