

# 2024

# Sustainability & Community Impact Report

USA | CANADA | MEXICO | UK | FRANCE | SLOVAKIA | GERMANY | INDIA | CHINA | MALAYSIA | AUSTRALIA

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# Letter from the CEO

Over the past twenty-five years, Benchmark Gensuite has enabled organizations to deliver on their commitments to their workforces, the environment, and the communities within which they operate, both globally and locally. We are grateful for the opportunity to play an active role in supporting and giving a voice to those on the front lines advancing safer and sustainable business operations and value chains through digital transformation and collaborative innovation.

As we look back on 2024, we are pleased to report significant progress and innovation impact through continued investment in AI innovation, having integrated native AI capabilities across more than 20 applications with direct value to the frontline and leadership teams. We launched Responsio, our first end-to-end AI product designed to transform how organizations manage sustainability and ESG disclosure requests by stakeholders. A patent was secured for PSI AI Advisor, designed to detect and address precursors to potentially significant incidents before they escalate into critical events. The acquisition of ANVL, our new AI-powered frontline safety solution, empowers operational teams to rapidly transform paper-based processes to mobile workflows that reduce risk and better inform decision making.

In 2024, we furthered our commitments to and investments in our global teams and communities where we operate. Our team was recognized as 2024 Top Workplace as well as a Leader in the Verdantix Green Quadrant for EHS Software. We strengthened our global partnerships and supporting memberships, including CDP, GRI, IFRS Sustainability Alliance, and the Science Based Targets Network (SBTN), with a shared mission to advance sustainable business practices and risk mitigation.

We continue to ensure sound governance and manage our sustainability and related EH&S programs and data via the same award-winning, best practice-based platform utilized by our subscribers worldwide, Benchmark Gensuite.

With this, our 2024 edition of our Sustainability & Community Impact Report (Comprehensive report bi-annually; Environmental impact update annually), we are pleased to share insights into our progress and plans as we continue our two decades-long commitment to advancing, through strong partnership, the practice and impact of our subscriber community across allied functions of Environmental, Health & Safety (EHS), Sustainability, Quality, Product Stewardship, and Supply Chain Risk Management. Your mission is our purpose, and we are honored to walk with you on the path to a safer and more sustainable future. We appreciate the responsibility and are humbled by the opportunity.



A stylized, handwritten signature in grey ink.

**R. Mukund, Founder & CEO**  
Benchmark Gensuite

# Benchmark Gensuite – About Us

Benchmark Gensuite® is a pioneer in AI for sustainability and environmental health and safety (EHS) and enables companies to implement cross-functional digital systems for EHS and Sustainability Reporting through a unified digital platform—locally, globally, and across diverse operating profiles.

With intuitive, best-practice-based process functionality, flexible configurations, and powerful extensions, the Benchmark Gensuite® platform has helped companies worldwide manage their EHS, Sustainability; Quality; Operational Risk and Compliance; Product Stewardship, and Supply Chain Risks for over two decades; and now organically integrated with cutting-edge disclosure reporting and management solutions. Over 3 million users trust Benchmark Gensuite® with their EHS software system needs and benefit from rapid deployment and adoption, immediate return on investment (ROI), service excellence, and collaborative innovation.



## Market Impact

Benchmark Gensuite actively partners and cooperates with leading organizations and best practice innovators for EHS, Quality, Operational Risk & Sustainability. Collaboration and knowledge-sharing are key to tackling the complex questions that arise and empower us and our subscribers to make meaningful progress in creating a safer, more sustainable, and more productive world.

As a Certified Software Partner of the Global Reporting Initiative (GRI), a Gold Partner and Accredited Service Provider of the CDP (formerly the Carbon Disclosure Project), a member of the International Financial Reporting Standards Sustainability Alliance (IFRS/SASB), a member of the Science Based Targets Network (SBTN), and a member of the China ESG Alliance, we support the industry and greatly simplify the management of Sustainability programs, data, and reporting through licensed reporting frameworks.



SCIENCE BASED TARGETS NETWORK  
GLOBAL COMMONS ALLIANCE



IFRS Sustainability  
Alliance



TASK FORCE ON  
CLIMATE-RELATED  
FINANCIAL  
DISCLOSURES



China ESG Alliance

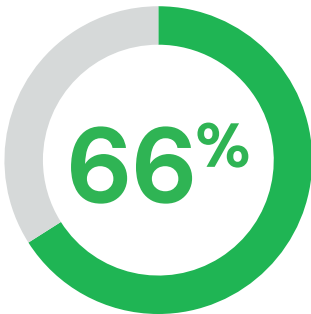


# Our Growing Global Community of EHS & Sustainability Leaders

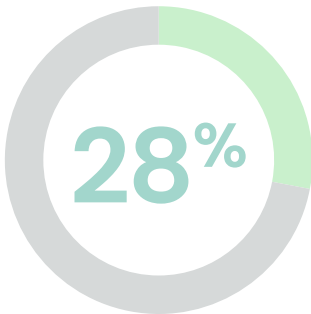
Our Benchmark Gensuite subscriber community is special, and its growth is a source of immense pride. Since our previous impact report, we’ve been privileged to welcome over one hundred new subscribers to our diverse, global community of cross-functional industry leaders, experts, and partners.



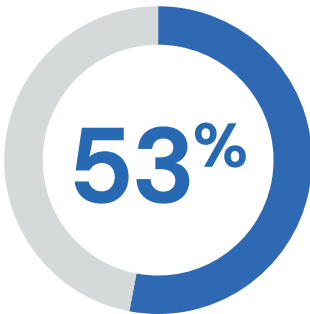
*New subscribers*



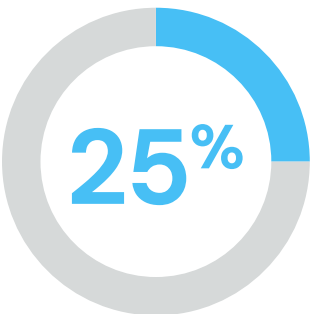
*of new subscribers are multinational organizations.*



*of new subscribers are Fortune 500 companies.*



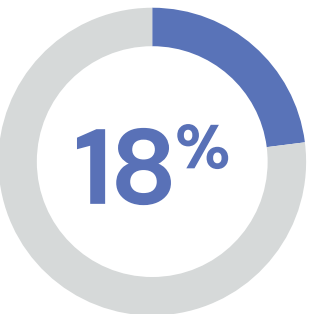
*of new subscribers have operations in Europe.*



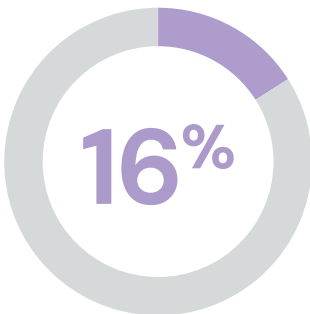
*of new subscribers have operations in Latin America*



*of new subscribers have operations in the Asia-Pacific (APAC) region.*



*of new subscribers have operations in Africa.*



*of new subscribers have operations in the Middle East*

# Subscriber Spotlight

Through the industry's only unified platform for EHS, Sustainability, and Disclosure Reporting, Benchmark Gensuite customers are able to ensure compliance, better manage operational and value chain risk, and demonstrate positive impact and progress towards sustainability goals.

We are pleased to share some of their stories and sentiments with you.

## Consumer Packaged Goods Leader Cuts Energy Consumption and Costs

"We have undertaken dozens of Energy Treasure Hunts over the years. In one year alone, six factories went hunting and generated 356 energy reduction ideas that could potentially reduce their energy consumption by an estimated 39,000 MWh, decrease their CO2 emissions by an estimated 14,917 metric tons and, of course, lower their energy costs. A triple win."

– Director, Global Sustainability

## Smurfit WestRock Reduces Life-changing Events by 86%

"We have twice as many operational learning events in the system for continuous improvement now as we do for injuries. We have really fantastic reporting rates throughout all our sites. I think it just speaks to the level of engagement that people have when they feel heard."

– Hellen Harris, Health & Safety Center of Excellence (COE) Leader, Smurfit WestRock

## Innio-Welland Achieves ISO 14001 & 45001 Certifications

"Having Benchmark Gensuite really helped when we were going for our ISO certifications. The fact that everything was available in our site as evidence made the audit a lot smoother, and the auditors were quite impressed with it as well."

– Michael Cocco, CRSP, CHSC, Lead Environment Health & Safety Professional

## Cummins Reduces Electrical Incidents to ZERO with ANVL

"Implementing Anvl for our JSAs has been a game-changer. By leveraging real-time data, we made informed changes that reduced electrical recordable incidents to zero and drove continuous safety improvements. Anvl has truly enhanced our safety culture and operational efficiency."

– Joe Richardson, Global HSE Leader, Cummins

## Trane Technologies Reduces Its Carbon Footprint

"We needed a system that's trustworthy and open to all our colleagues and leaders. Benchmark Gensuite was the logical place to build this. We've got lots of external sustainability reports and questionnaires, CDP and DJSI, and our annual ESG report; all that is easier to process now with the implementation of Benchmark Gensuite."

– Director, Global Environmental Programs, Trane

## Eaton Targets Reasonable Assurance on Scope 1 & 2 Data

Multinational power company Eaton completed a third party GHG inventory audit, aiming for reasonable assurance on Scope 1 & 2 data, Benchmark Gensuite was honored to participate in the audit and present alongside Eaton to respond to the auditor's preliminary findings and confirm completion of all assigned corrective actions. "Very impressed with Benchmark Gensuite. You have been prepared and knowledgeable"

– Third-party Auditor

# Environmental Impact

Environmental stewardship is a paramount duty. We help our subscribers and partners ensure and improve global environmental compliance and operational sustainability performance, holding ourselves to the same high standards.

## GHG Emissions

Our 2024 emissions calculation methodology remains relatively unchanged from previous years. We continue to leverage the Benchmark Gensuite Sustainability Reporting solution for our Scope 1, 2 and 3 greenhouse gas (GHG) calculations. The majority of Benchmark Gensuite sites utilize their utility data for Scope 2 emissions calculations. If this data is unavailable, as is the case with some leased office spaces in Cincinnati and London, emissions are estimated based on office square footage using average benchmark kWh/ft<sup>2</sup> intensities from the Commercial Buildings Energy Consumption Survey (CBECS). Scope 2 location-based emission factors for U.S. sites are sourced from the United States Environmental Protection Agency (EPA) Emissions & Generation Resource Integrated Database (eGRID) for U.S. sites (2024 release). Country-specific emission factors for international locations in Mexico, China, India and the U.K. are obtained from the International Energy Agency (IEA) (2023 release). All Benchmark Gensuite sites in the U.S. use Postal Codes to apply the corresponding eGRID factors, and for international sites, the IEA emission factor used aligns with the location country.

In 2024, the London site used the CBECS method to calculate emissions due to utility data being unavailable. This site moved to a new location in early April 2024. The CBECS monthly energy consumption estimates for this site reflect one facility area for January to March and the facility area of the new, smaller office space for April to December 2024. For the San Luis Potosí office, utility data was available for the entire year, however, this office moved to a larger office space in October of 2024.

In 2022, we initiated tracking of our Scope 3 Category 6 Business Travel emissions using the Greenhouse Gas Protocol's Quantis emission factor data set (published in 2016). And in 2023, we expanded our calculation methodology to include additional Scope 3 Categories including Purchased Goods & Services and Employee Commuting. As a software provider, one of our most material subcategories of Category 1: Purchased Goods & Services is our data processing, hosting, and related services. Throughout this year, we transitioned these services to Amazon Web Services (AWS) and completely migrated in October 2024.

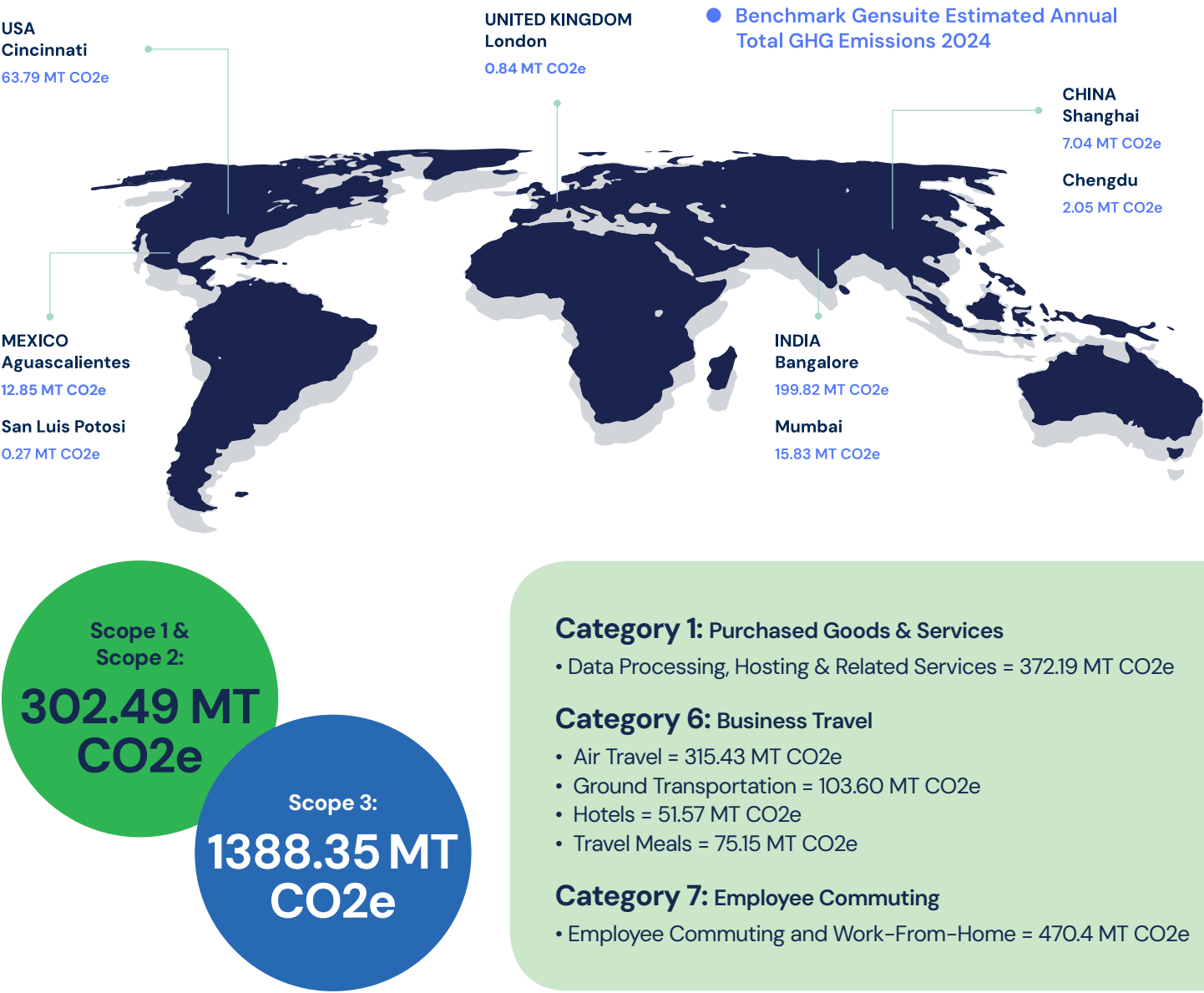


Due to this transition, we expect to see a decline in data processing, hosting, and related service emissions in 2025, as AWS fully transitioned to carbon-free energy sources in 2023.

For these Scope 3 calculations, Benchmark Gensuite sourced its Scope 3 emission factors from the U.S. EPA's Environmentally-Extended Input Output (EEIO) Dataset to keep the same methodology as the previous year.

The 2024 Category 7 emissions encompass both remote work and employee commuting. The total emissions value of 470.4 is also inclusive of well-to-tank emissions. Benchmark Gensuite plans to continue broadening its GHG inventory by expanding its scope 3 calculations to include additional categories in future reports.

# Benchmark Gensuite 2024 Carbon Footprint





# Waste

All our global locations have recycling stations and encourage all employees to sort their in-office waste and recycle when possible. Many of our locations also provide employees with training on how to best sort waste in the office and at home. Benchmark Gensuite strives to eliminate waste by offering and encouraging sustainable alternatives over single-use products in our offices and at our yearly Impact Conference for our subscriber community.

Rather than disposing of used hardware, our global teams promote a circular economy through donating computer hardware such as laptops, keyboards, and monitors to non-profit organizations around the world. Through our partnership with VIFAC, a civil association dedicated to supporting pregnant women in vulnerable situations and their children, our Mexico-based teams donated 15 laptops to the non-profit, enabling them to provide computer classes for the women they assist and help them to develop valuable skills for their future.



In 2024, Benchmark Gensuite completely transitioned its data processing, hosting and related services to Amazon Web Services (AWS). AWS embraces a circular economy by recovering value from securely decommissioned equipment through reuse, repair, and recycling — thus reducing waste generation from its global operations. Over the previous year, 14.6 million hardware components were diverted from landfills by being recycled or sold into the secondary market for reuse.





# Community Impact

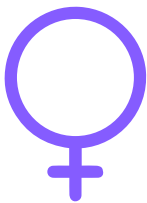
We are committed to strengthening the global communities in which we operate. We invest in our people, foster a culture of diversity and inclusion, and ensure the well-being of our employees and their families.

## Our Team

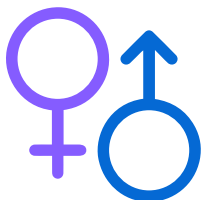
Collaboration, performance excellence, and innovation are pillars of the Benchmark Gensuite culture, one that is fueled and nurtured by the diversity of experience and talent across our global team.

Alignment with our mission, corporate objectives, and ethical business practices is supported by our Benchmark Gensuite Academy programs, our robust training and professional development systems for team members. Opportunities for professional growth are available to all team members and sustained through sound governance principles and documented in company policies and programs.

## Celebrating a Diverse Workforce Network



**46% of global management positions are held by women**



**48% of our global team members identify as female / 52% male**

Benchmark Gensuite recognizes employee engagement as a crucial component to our success. We want all employees to feel valued through our communications, recognition, career development opportunities and positive company culture. We strive to create a supportive work environment, provide opportunities for professional growth, and offer competitive compensation and benefits. For employees located near one of our global locations, we frequently hold team engagement activities such as attending celebrations for hitting company milestones.

# Team Member Networks

Team Member Networks, like Employee Resource Groups, are networks where team members organize (in person or remotely) to create a safe, supportive space for employees who share common interests and experiences with an overarching goal to increase awareness of issues that might impact team members.

## *Respect for Diversity Network*

Benchmark Gensuite continued its Respect for Diversity Network as an employee-led group and forum to foster a diverse and inclusive workplace in which everyone can thrive. Here is a quick snapshot of the events that our Diversity Network spearheaded in 2024.

## Kicking Off Pride Month

Our team at our headquarters in Mason, Ohio gathered participated in the Pride Parade in downtown Cincinnati, OH. Team members based in the state of Washington also came together for a “Love for All” boat cruise on Puget Sound led by Justice Mary Yu, who officiated the first same-sex marriages in Washington state. It was a memorable evening under the stars, marking the start of the 50th Pride Month in Seattle.



## Celebrating International Women’s Day

We also came together as an organization to celebrate International Women’s Day, hosting a live panel discussion with honest and engaging conversations around the lived experiences of women’s professional and personal lives, all aimed at fostering a diverse and gender-inclusive future!

Special thanks to our panelists for their willingness to share their truths & experiences, and the 200+ attendees whose active participation made this dialogue so impactful.

As part of our celebration, we also donated to the Malala Fund, affirming our support for an organization committed to providing education and leadership opportunities for girls globally.



## Día de los Muertos Celebration

Our Mexico-based teams honored Día de los Muertos (the Day of the Dead) with a vibrant celebration that included delicious Pan de Muerto and festive costumes in the office. The event highlighted the cultural richness of this tradition while bringing the team closer together.



## Sustainability Network

In 2024, Benchmark Gensuite also continued its Sustainability Team Member Network as an employee-led group and forum to advance sustainable practices at Benchmark Gensuite and form positive impacts on the global communities in which we operate.

With our Cincinnati in-office farmers market, employees can make healthy nutritional choices, while cutting back on the single-use plastics common to retail and grocery stores.

This network also identifies and supports opportunities for team members to volunteer on sustainability impact projects like the native tree restoration project in Aguascalientes, Mexico, one of our global locations. In two restoration sessions with participation by Benchmark Gensuite employees and their families, we restored dozens of native trees in the urban area.

To commemorate Earth Day, our Sustainability Network gave team members at our office in Aguascalientes, Mexico potted plants to care for and brighten their workspaces.





# Global Philanthropy Board

Our global philanthropy program was built on the vision of enhancing the lives of our team and improving the well-being of individuals in underserved communities around the world with particular focus on the communities in which we live and work. Over the past nine years, the Benchmark Gensuite team has participated in a number of volunteer events, donation drives, and fundraisers – highlighted below.



## **LovED Gala Raises Over \$40,000 for Ongoing Education in Guatemala**

The Benchmark Gensuite team was the presenting sponsor at the LovED Gala, hosted by Infinite Chance, an Ohio-based nonprofit, 501(c)(3) organization dedicated to providing infinite chances to Guatemalan children through education from pre-school to post-secondary degrees.

## **Building Bikes for the Dragonfly Foundation**

Team members also partnered with the Cincinnati Circus Company to build bikes for The Dragonfly Foundation, an incredible organization dedicated to supporting families navigating pediatric cancer. Dragonfly's work goes far beyond medical treatment, offering emotional, physical, and financial support to help families thrive during difficult times. We're proud to contribute to their inspiring mission and make a difference together.

## **Raising Awareness for World Cancer Day**

Team members in Cincinnati showed their support and helped raise awareness for World Cancer Day. Employees participated by wearing blue or orange which symbolizes strength, unity, and hope in the fight against cancer.

## **Donation Campaign – Gatos Para Todos A.C.**

Our Mexico-based team organized a donation campaign in support of Gatos Para Todos A.C., an association dedicated to running cat adoption drives, providing free or low-cost sterilizations, and caring for countless kittens in Aguascalientes.

## **Donating School Supplies and Uniforms to Household Centers in Aguascalientes**

The Mexico team collected money to buy school supplies and uniforms for two household centers in Aguascalientes.

Thanks to the contributions of the team, we were able to provide over 50 sets of school supplies and uniforms for the children. Members of the Subscriber Relationship Management (SRM) team had the honor of delivering these donations in person.



# Corporate Governance

Sound corporate governance is required to ensure the long-term viability of our organization and, therefore, our ability to support the positive global impacts of our subscriber community. Our commitment to transparency, accountability, and credibility underscores our role in partnering with our subscribers to ensure their own commitments to compliance, risk management, sustainable operations, and the generation of business value.

## Data Security

Threats to global data security and information are numerous. We remain committed to upholding the highest standards for confidentiality, responsibility, and integrity when it comes to privacy and data protection.

Benchmark Gensuite is SOC 2 Type 2 and ISO 27001 certified and HIPAA compliant, passing the auditing process with zero minor or major exceptions during all audit periods. In 2024, we also transitioned to the new ISO 27001:2022 version, which passed with zero exceptions. Benchmark Gensuite's hosting provider AWS, an SSAE16 SOC 1 Type III attested data center, is also SOC 2 Type 2 and ISO 27001 certified.

In addition, Benchmark Gensuite fully complies with GDPR, ensuring that all data is processed with the utmost care and security. We also utilize the NIST Cybersecurity Risk Management Framework and conduct Privacy Impact Assessments to protect data and mitigate security risks across the organization.

Penetration tests are performed annually by a 3rd party and to ensure robust disaster recovery, restore tests are performed quarterly at critical locations and tested at all other regions annually. Additionally, our business continuity plan undergoes annual testing to ensure preparedness. These efforts and certifications demonstrate Benchmark's continued commitment to information security at every level and ensure that the security of data and information is addressed, implemented, and properly controlled in all areas of the organization.

Further information about Benchmark Gensuite's Data Security and Privacy Policy for AI is available [here](#) and on [our website](#).

