Our commitment to a more inclusive and sustainable world

CGI Corporate Social Responsibility 2020

CGI

About this report

CGI's 2020 Corporate Social Responsibility (CSR) report shares our CSR commitments, progress and performance across global operations during fiscal 2020 (from October 1, 2019 to September 30, 2020), unless otherwise noted.

Accountability and transparency are integral to the foundation on which we build trust with our clients, shareholders, consultants and professionals, whom we call members as a majority of them are also CGI shareholders. Our reporting approach is based on ongoing stakeholder engagement and voluntary adherence to global non-financial reporting standards. This report aligns with the Global Reporting Initiative (GRI) Standards as a basis for disclosure.

Disclosures of key non-financial metrics are available in the Performance Data Tables including data from the last two years; additional information about our global CSR activities is available on cgi.com/CSR. Current financial and governance information is available in the recent Annual Report and 2020 Proxy Circular.

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President and CEO's Letter

George D. Schindler
President and
Chief Executive Officer

Corporate social responsibility (CSR) is one of CGI's long-held core values. Correspondingly, one of our strategic goals is to be recognized by our communities as a caring and responsible corporate citizen.

These two aims come together in our commitment to contributing to the development of an inclusive, collaborative, and sustainable world as outlined in this year's report.

Fundamental to achieving our CSR priorities is the design of our business model, which is focused on ensuring we live and work in the same communities as our clients. This strong local presence deepens our connection with clients beyond the business relationship to the overall well-being of our shared communities. Through our ethical, socially, and environmentally sustainable business practices, we strive to deliver value for all three of our stakeholders – our clients; our employees, whom we call members as a majority of them are also owners; and our shareholders.

This report highlights key initiatives reflecting our CSR priorities of **People, Communities** and **Climate**.

Over the past year, the impact of the pandemic ushered in historic changes that are reshaping how we live and work. Throughout this unprecedented time, our members demonstrated their ability to quickly adapt, providing uninterrupted and secure services to our clients while prioritizing public health and safety for themselves, their families, and their neighbors. We are extremely proud of our members' resilience and dedication to our stakeholders, while continuing to share their talents and compassion for those in need in our communities.

As we look to the future, our commitment to our communities has never been stronger.

Our CSR priorities

People

Foster an inclusive workplace, attracting and retaining a diverse workforce to deliver greater innovation

Foster
Create a welcoming and respectful environment for all individuals interacting with us regardless of race, age, gender, gender identity, sexual orientation, ethnicity, religion, disability or background

Inspire
Improve access to quality education for underrepresented groups to create a talented IT workforce founded upon diversity, equity and inclusion

Cultivate
Achieve career equity by supporting talented individuals from underrepresented groups to bring forward their thought leadership and innovation

Communities

Use our skills to support the communities in which we live and work

Innovate
Create a culture of innovation to improve the well-being of the communities in which we live and work through the use of technology and the engagement and expertise of our consultants and professionals

Engage
Provide our members with the time and resources to support their local social and environmental causes and organizations

Empower
Create opportunities to deliver projects that benefit the community through the donation of time, materials and expertise

Climate

Achieve net zero carbon emissions by 2030, build processes in support of change and support our clients with their climate goals

Progress
Implement efficiency and innovation throughout our business and operations, focusing on the most material environmental impacts

Account
Monitor and report our environmental actions and results with transparency through an effective management system
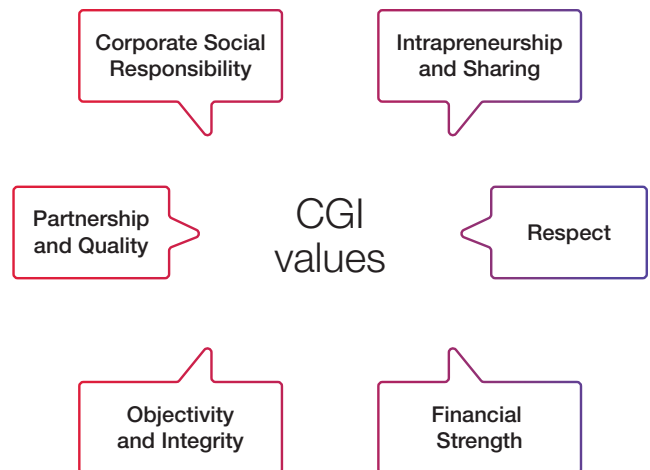
Influence
Help our clients identify and reduce their environmental impacts through our IT and business consulting services as well as intellectual property solutions

About CGI

CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, we are insights-driven and outcomes-based to help clients accelerate returns on investments. We deliver an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions. We work with clients through a local relationship model complemented by a global delivery network that helps clients digitally transform their organizations.

We always seek the best equilibrium between our three stakeholders – our clients, our members and our shareholders – while being a caring and responsible corporate citizen in the communities where we live and work.

Corporate Social Responsibility

Intrapreneurship and Sharing

Partnership and Quality

CGI values

Respect

Objectivity and Integrity

Financial Strength

The CGI Constitution

CGI's Constitution is made up of our common dream, vision, mission and values that drive us as we strive together to be a global IT and business consulting services leader. With frameworks and programs founded on this Constitution, our members have the opportunity to participate in the development of their company, which, in turn, results in client loyalty and shareholder growth.

Our Dream

To create an environment in which we enjoy working together and, as owners, contribute to building a company we can be proud of.

Our Mission

To help our clients succeed through outstanding quality, competence and objectivity, providing thought leadership and delivering the best services and solutions to satisfy client objectives in information technology, business processes and management. In all we do, we are guided by our Dream, living by our values to foster trusted relationships and meet our commitments now and in the future.

Our Vision

To be a global world class end-to-end IT and business consulting services leader helping our clients succeed.

Our Values

The values we share form the foundation of our corporate governance practices, which seek to balance the interests of our key stakeholders: our clients, our members, and our shareholders, as well as our local communities.

We are respectful of our fellow members, clients and partners recognizing and welcoming the richness that diversity brings to the company. We embrace our responsibility to contribute to the continuous improvements of the economic, social and environmental well-being of the communities in which we live and work.

To learn more about our values, visit the CGI Constitution web page.

Founded
1976

Consultants and professionals
76,000

Locations worldwide
400

End-to-end services clients globally
5,500

Clients through our 190+ IP-based solutions
50,000

Client satisfaction score
9.2/10

Stock symbols
NYSE: GIB
TSX: GIB.A

People

We focus on internal and external dimensions of this priority to create an environment of continuous learning. Internally, and in line with our diversity, equity, and inclusion commitment, we support our members in their professional development while taking steps to ensure equal opportunity for all.

Within our communities, our focus is on inspiring and educating more people across society – including those currently under-represented in the IT field – to improve their technical and business literacy through local mentoring programs and partnerships with clients, local schools, and universities.

Education and training

We measure success by the talented professionals we attract. Their knowledge, experience and expertise are critical to delivering quality service to our clients.

We are actively engaged in creating and sustaining talent through education programs and institutions around the globe. We participate in IT training programs and sponsor cost-free degree apprenticeships. These include partnering with universities in programs offering IT training resulting in potential employment opportunities for diverse groups such as young learners, women and veterans.

Veterans

We value veterans and reservists for their leadership, experience, dedication and above-and-beyond work ethic. For these reasons, we support veterans through various hiring and charitable initiatives to tap into their talents for the benefit of our clients and to improve the quality of their lives as they transition from the military.

- Military Code Translator is a dedicated site including a translator for job seekers to enter their Military Code and have civilian job opportunities returned that are matched against their expertise.
- Veteran Job Mission in partnership with us addresses the most pressing needs of veterans in finding and keeping jobs.

Training programs

Our various programs give students and new graduates the opportunity to enhance their skills and explore their professional interests through hands-on experience and mentorship.

- UK – offers a number of apprenticeships that enable talented students to gain a degree debt-free.
- Finland – Future Talent Program offers hundreds of "traineeships" each year for a duration of 4–5 months.
- France – an intensive development program to help new university graduates, as well as individuals with a firm grasp on IT, hone and develop the skills needed to succeed.
- Czech Republic – IT training "boot camps" for an intensive five-month program, with graduates offered full-time jobs with CGI upon completion.

Recruiting

We engage college students as part of our recruiting process, including working with Historically Black Colleges and Universities (HBCU).

- We have confirmed our commitment to be a silver level sponsor for the Diversity Recruitment Sponsorship (DRS) Program at Virginia Tech. This is a sponsorship for the full 2020–2021 school year, designed to provide employers more engagement opportunities with the underrepresented and underserved student population.
- We ensure diverse interview panels, allowing individuals to be able to see themselves represented. That's an important tenet of our culture.

STEM@CGI

Through the global STEM@CGI program, we inspire and mentor school-age to adult participants about science, technology, engineering and math (STEM) related careers with a special focus on increasing technical literacy within our communities – capabilities that are critical for the success of our digital society.

2020 changed the way students interact with our STEM events. We adapted by launching **STEM@CGI At Home**. This virtual program helps parents, caregivers and educators across communities to continue teaching STEM to students in a home environment. Students have access to themed weekly activity packs focused on all aspects of STEM including coding, environmental sustainability and robotics.

We continue to reach students underrepresented in STEM by working with community partners to host virtual events. To date STEM@CGI is active in Australia, Belgium, Canada, Finland, France, India, Netherlands, Sweden, United Kingdom and the United States.

44,664

students participated in STEM
(Science, Technology, Engineering and Mathematics)

2016
Start of STEM

First one-day camp on computer programming and manufacturing offered by three CGI members through their local corporate social responsibility committee

2017
Dream Connectors[1]

9 STEM camps, serving **450 students** with 80 CGI volunteers

2018
STEM@CGI

9 STEM camps host **200 students** and 26 volunteers of CGI

2019
Globalization of the STEM program

We hosted **74 STEM camps** in 4 countries for **7,864 students** and 339 volunteers of CGI

2020
STEM@Home

We hosted **205 STEM camps** for **44,664 students**. 716 CGI volunteers provided both in-person and virtual support

STEM@CGI
SCIENCE - TECHNOLOGY - ENGINEERING - MATHEMATICS

1) See Communities section of the report to discover our Dream Connectors program

"We are proud of creating an environment that provides continuous learning for our members. In line with our diversity, equity, and inclusion commitment, we deliver comprehensive development support and take steps to ensure equal opportunity for all."

Laurent Gerin
President, Western and
Southern Europe

U'DEV

In 2017, we were the first tech company to create our own coding school – U'DEV. With the continued success of U'DEV, we provide national university IT degrees and support school activities.

U'DEV's strategic goal of solving the shortage of developers leads to an engaged environment that promotes diversity without discrimination, resulting in actively and responsibly sharing our social values with our clients.

Students of the U'DEV program enter into a work-study with CGI where the students receive a recognized degree and we are able to recruit qualified developers.

8
campuses across
France and Morocco

500
graduates to date

Diversity, equity and inclusion

Valuing diversity, equity and inclusion is an integral part of the way we do business. We take affirmative steps to enhance employment opportunities for minorities, women, individuals with disabilities, and veterans. Accordingly, our anti-discrimination and anti-harassment policies state that we will not discriminate against applicants or members based on these factors. In addition, we take affirmative steps to ensure that meaningful employment and promotional opportunities are maintained for all persons. We have a long standing commitment to maintain a team of professionals that is reflective of the communities in which we operate.

We believe that a more diverse, equitable and inclusive member community drives stronger business performance.

"CGI has always been committed to diversity and inclusion, and respect is one of our core values. We reject racism in all its forms. We are committed to equity in our workplace, and to promoting equity in the communities where we live and work."

George D. Schindler, President and Chief Executive Officer
Julie Godin, Co-Chair of the Board, Executive Vice-President, Strategic Planning and Corporate Development
Public statement – CGI website – June 2, 2020

Advancing racial equity

Our leaders hosted over 100 voluntary listening sessions with over 2,800 members participating. These listening sessions provided members with an opportunity to share personal stories to promote a deeper understanding of our diverse community and seek ideas to improve equity among members.

From these sessions, feedback has informed our diversity, equity and inclusion priorities and initiatives.

The **Black Member Alliance**, for example, is a new CGI affinity group in the **United States** with the following founding statements:

- **Focus:** Given the country's current flashpoint about race and the experience of being black in America, at launch, the Black Member Alliance will focus specifically on the issues that most impact our black members and the greater black community.
- **Mission:** The Black Member Alliance will effect change and serve as a catalyst to push the needle forward for our black members and allies. We will engage and collaborate with respective internal departments to initiate and/or support activities in the four key areas of internal education, mentoring and networking, monitoring and accountability, and partnership in our communities.

8.62/10

Members satisfaction assessment about being treated with respect

Women at CGI

Our global Women of CGI network aims to support the overall success of women in our organization through programs and initiatives that offer personal and professional development, foster talent at CGI, create networking opportunities for members, and enable collaboration with local, national, and external networks. Learn more on our #WomenofCGI page on CGI.com.

Bring your Daughter to Work

We have developed a series of outreach initiatives to inspire women about careers in technology, inform them about opportunities in the industry and help them develop skills that can help them achieve employment. 'Bring Your Daughter to Work' is our flagship initiative, which sees our members bring their daughters, ages 7–18 years, to events held throughout the year at CGI sites. At these events, the girls take part in fun technology-related activities, all led by our member volunteers who are all women. Our aim is to encourage girls to see themselves working in the industry.

The CGI IT Girl Challenge

This annual mobile app challenge for high school girls sees small teams of 2–4 girls partner with our mentors to develop a smart-phone app. The team with the most innovative, applicable and creative app design receives a $20,000 college scholarship. The Challenge originated at CGI's Innovation Center in Pittsburgh, Pennsylvania and plans to expand across the U.S.

In January 2020, five teams were formed and in-person CGI mentoring sessions started. The program continued despite the lockdown restrictions caused by COVID-19, as we provided every student in need with a new laptop and internet access to continue the program. The 2020 winning app "Brashear New 4 You" helps keep students informed about what is going on at their school.

Pride

For the LGBTQ+ community [2], Pride Month is an opportunity to celebrate being who you are and loving who you love. While it is the perfect time to celebrate diversity and have fun doing it, it is also an opportunity to think about how we support our LGBTQ+ workforce in a meaningful way all year long.

Our local and regional offices engage in numerous events and activities to provide a platform that fosters a culture where all members feel they belong and are understood including:

- Participating in Pride parades
- Holding workplace summits
- Pride@CGI Book clubs
- LGBTQ+ newsletters

Disability inclusiveness

We are committed to ensuring a safe, welcome and accessible environment that respects the dignity, independence, integration and equal opportunity of people with disabilities.

CGI in France

Handi-ready – CGI's operations in France are bridging the gap between people with disabilities and the IT industry through our Handi-ready offering, a comprehensive solution for integrating people with disabilities into IT projects.

For the benefit of our clients, we have established partnerships with specialized companies whose workforces comprise over 80% of people with disabilities, transforming projects into true incubators for recruiting, training and integrating people with disabilities. When a client selects Handi-ready for their projects, CGI collaborates with specialized firms that hire people with disabilities and provide the necessary IT training to integrate them into client projects alongside CGI.

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2) Lesbian, Gay, Bisexual, Transgender, Queer and related communities

Ownership and engagement

"Our commitment is to offer a gratifying and inclusive environment to develop and build a career."

Bernard Labelle
Executive Vice-President and Chief Human Resources Officer

8.39/10
Overall member satisfaction

1,307
CGI 101 graduates [3]

47,784
Members using Oxygen Portal [4] in 2020

86%
of members are shareholders

14

We see a strong link between member satisfaction, recognition, well-being and inclusion. We invest in comprehensive learning and development programs to ensure our members build and increase the skills they need to respond to clients' advancing digital needs as well as progress forward in their career aspirations. Importantly, individual career development is a key aspect of our Member Partnership Management Framework (MPMF), which ensures the engagement of each of our members in advancing their own future and the future of the company.

Members as owners

All members can participate in and benefit from the value we help create through our ownership programs. These investment programs have a transparent structure, are completely voluntary and do not contain any obligations to purchase or tie-in conditions. The main purpose of these programs is to foster a global culture of ownership and commitment and encourage all members to take personal responsibility in providing excellent client relations and delivery.

Member engagement

The quality of the relationship between members and their leaders is a cornerstone of our corporate culture. The principles guiding this relationship are defined in the MPMF, which is part of the CGI Management Foundation, and includes all CGI policies, processes and best practices related to how we operate and measure our performance.

CGI Academia

Advance skills through CGI Academia

CGI Academia is an on-demand global learning tool that enables members to advance their skills capacity. We launched CGI Academia in April 2020 to support the learning needs of members, leaders and clients. As client demand shifted due to the effect of the pandemic, the ability to adapt their skills through these training and learning options enabled some members to shift mandates without an interruption in employment.

50 hours

average per member for training and development
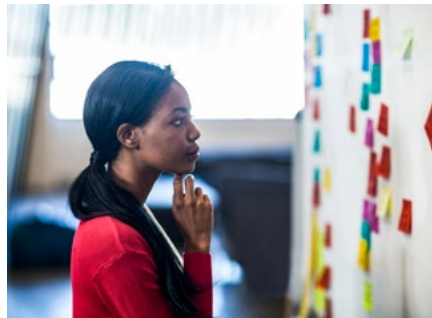
Performance management and career planning

We are committed to guiding our members on their career paths and providing the support they need to fulfill their career goals. Our annual career development planning process gives every member an opportunity to share their career aspirations with their leader and discuss the best course for moving forward on their chosen path. Every member's career development plan is continuously updated based on their specific objectives.

CGI 101: leaders building leaders

We founded the Leadership Institute with the purpose of promoting leadership skills, best practices and

Member satisfaction

Member satisfaction is one of our top priorities. We continually measure the satisfaction of our members through the Member Satisfaction Assessment Program and ask for their input into our strategic plan through the Voice of Our Members program. These programs enable us to foster quality dialogue, support action plans and build strong, lasting relationships between members and leaders.

fostering management capabilities through teamwork. CGI 101 is a key leadership development program for new leaders and is an opportunity for existing leaders to mentor and support the next generation of leadership. During fiscal 2020, we transformed the leadership training experience into a virtual one to ensure our investment in future leaders continues without interruption.

Recognition programs

Builders Award

There are members at every level of our company who work tirelessly to help us succeed. We established the Builders Award to recognize members who have made an outstanding contribution to the growth and success of our company, and helped create value for our clients, members and shareholders.

Each year, a select group of members are chosen by top executives to be honored as CGI Builders at our annual Leadership Conference. It is our opportunity to recognize exceptional members who inspire us all.

Applaud

Applaud is a peer-to-peer recognition program that enables members to recognize and celebrate colleagues who exemplify our core values. All Applaud recipients are acknowledged for their contributions at each quarterly meeting. Over 44,000 Applaud recipients were recognized in 2020.

Engagement Recognition Program

We recognize career anniversaries to thank members for their contributions. The attainment of 10, 15, 20, 25, 30, 35 and 40 years of service are major milestones in a member's career and they are recognized by leaders and their colleagues through this program.

Health and well-being for our members

We believe strongly that health and well-being are critical to the success of our members and of our organization. As a result, we are committed to fostering an environment focused on health and well-being where all members can thrive personally and professionally. As part of this commitment, we invest in a comprehensive range of global and local services and tools to support members' mental, social and physical well-being, in an integrated and holistic approach.

The CGI Pandemic Response Plan has been recognized as the best practice by the Confederation of Indian Industry (CII) and we won the "Gold Award" under the category of "Best Remote Working Practices during the pandemic to manage delivery and operations effectively".

Safety

We are committed to the prevention of workplace accidents and injuries. All members are provided with a safe environment in which to work, suitable training and appropriate tools and equipment to enable them to perform their work in a safe and efficient manner.

Protecting our people during COVID-19

We closely monitored the COVID-19 situation from the early stage and proactively implemented a Global Pandemic Response Plan to protect the health and safety of our members while maintaining service continuity for clients and supporting local communities to contain the spread of the virus.

To ensure optimal safety for our members, most of our members worked remotely with no impact to our critical operations and services to clients. We ensured that our offices were safe for members who were required to work onsite.

During the COVID-19 crisis, we continued to maintain on-going communication with our members:

- We provided awareness training on hygiene practices, physical distancing and protection mechanisms.
- CGI Oxygen attended to members' wellness and both physical and mental health.
- The Member Assistance Program supported members as required.

Mental health

Mental health has always been a priority for us, especially during the uncertainty and change caused by the pandemic in 2020. We offered services and initiatives to both our leaders and members by fostering education, risk identification and intervention related to mental health. We equipped our leaders with training and resources to help them understand the impact of mental health issues and to be able to detect, recognize signs and refer team members to the right available support. The long-term strategy aims to increase awareness, break the stigma of mental health/illness and create positive recognition and support in the workplace.

Mental Health First Aiders network – United Kingdom

Over 300 of our members have been trained as Mental Health First Aiders in the UK. They are equipped with the skills to recognize when peers may be struggling with mental health issues. We are still expanding our mental health champions' network worldwide by training additional members at other locations.

Mental Health Matters – United States

Mental Health Matters (MHM) was established in the U.S. in July 2019 as a safe and supportive group that aims to destigmatize mental illness and improve our mental health through awareness, resources and discussions. MHM is open to all our members interested in improving their own mental well-being or learning how to support others.

Mental Health Week/Month

In many countries, we organize mental health week or month initiatives. These initiatives contribute to improving culture and our members' attitudes toward mental health. Our efforts to promote internal recognition have resulted in a year-over-year increase in the number of Applauds sent to members, contributing to a sustained improvement in peer-to-peer recognition, not just during a mental health initiative, but all year long.

Oxygen

Oxygen is our worldwide health and well-being center of expertise. Backed by an internal multidisciplinary team, Oxygen is at the forefront of best practices in health and well-being in the workplace and uses proven strategies to meet the needs and interests of all our members. The Oxygen mandate is to encourage the integration of health and well-being best practices across our processes, environment and initiatives, as well as to provide opportunities for our members to develop and sustain healthy lifestyle habits.

As we have had to adapt to new ways of working and new challenges in our lives, health and well-being has been key in our response to the pandemic. First, by helping members understand key health advice and precautions; then, by providing advice and education on topics such as adapting to change, teleworking and ergonomics, mental health, resilience and work-life harmony.

"We are committed to the ongoing health and wellness of our members and invest in a broad range of global and local services and tools to support the mental, social and physical well-being of every member of our team."

Leena-Mari Lähteenmaa
President, Finland, Poland and Baltics

Member Assistance Program (MAP)

Our global MAP provides members and their close family with culturally relevant counseling, educational information and qualified referrals to support their personal and professional challenges.
This includes 24/7 access to a wide range of free services and counseling, where concerns can be addressed in an environment of understanding and strict privacy.

Oxygen Portal

The Oxygen Portal is an interactive platform that puts the focus on members' health and well-being and is available anywhere, anytime.

With the restrictions imposed by the pandemic, we launched a special initiative called **Well-being Around the World** where members shared positive stories about making changes to lead happier and healthier lives.

Health and Well-being channels on CGI Academia

CGI Academia is an on-demand global learning tool that enables members to advance their skills capacity. It provides a large range of learning content and tools, including multiple channels dedicated to health and well-being. These channels provide material in various formats such as courses, audio and online documents covering topics ranging from COVID-19 to mental health and mindfulness to teleworking.

Communities

We are committed to the communities where we live and work. We take the skills required to be a leading IT and business consulting services company – problem solving, creativity and dedication – and put them to work to make a positive difference.

Through community engagement, our members use technical skills and experience to deliver Dream Connectors projects, pro bono work for local organizations and donate time and resources to many other volunteer activities.

Dream Connectors

Dream Connectors is our flagship CSR program.
Launched in 2016 to celebrate our 40th anniversary, the
program supports our commitment to being recognized
as a caring and responsible corporate citizen.
Through Dream Connectors, our members demonstrate
the positive impact that technology has on our
communities. The program brings our members together
from across the world to collaborate and benefit our local
communities. All projects receive support from us in
the form of funding, technology and volunteers.
All members who participate are recognized at the
CGI Leaders Conference for their contribution.

In 2020, our members implemented over 100 Dream
Connectors initiatives that supported local communities
in response to the COVID-19 pandemic.

2016
We launched a
global initiative to
support members
who want to
contribute to the
well-being of their
communities

2017
Seven member
projects are
selected and
supported by CGI
through an
investment of
$350K CAD

2018
Members vote for
eight projects and
we support their
development with
an investment of
$370K CAD

2019
We supported eight
projects at a value
of $610K CAD

2020
In response to COVID-19,
our program refocused on
supporting communities
during the pandemic
+100 local initiatives

CGI DREAM
CONNECTORS

"Our commitment to making a difference in our local communities is brought to life through our global Dream Connectors program which enables any of our members, anywhere, to propose projects that connect our resources to local needs. Throughout the pandemic, we have rapidly refocused this program to support a wide range of initiatives to help first responders and community organizations."

George Mattackal
President, Asia Pacific Global Delivery
Centers of Excellence

1.74M
beneficiaries of
COVID-19 communities'
initiatives

22,797
volunteer hours by
CGI professionals

100+
member-lead initiatives to
support our communities
during COVID-19

COVID-19 pandemic:
Helping communities rebound

Securing businesses in Canada

Business and IT leaders are increasingly concerned about the risk of growing cyber attacks aimed at employees now working remotely as a result of the pandemic. To help address these concerns, we collaborated with the Chamber of Commerce of Metropolitan Montreal to present a webinar on the impact of COVID-19 on cybersecurity. The webinar provided an in-depth look at increased security threats including phishing, ransomware, fraudulent sites and applications, and offered solutions for each threat. The webinar also included a guide on the 7 golden rules to meet the challenges of COVID-19, developed by CGI's cybersecurity experts in Canada.

Supplying relief materials in India

When COVID-19 impacted communities in India, the immediate priority was to supply relief materials focusing on prevention, treatment and reaction.

We supplied 300,000 face masks; supported 20,000 health, police and sanitation frontline staff with safety kits; and sponsored 210 support staff children with education scholarships.

We set up a COVID-19 referral hospital at Ramanagara, Karnataka, which treated 2,500 patients and a plasma therapy facility at Gandhi Hospital, Hyderabad, which treated 5,000+ patients.

We also reached out to 15,000 families with immediate relief supplies in rural, urban and tribal communities and matched three-times the donations of 1,000 members.

Safeguarding hospitals in the Netherlands

During the pandemic, healthcare institutions and providers faced the additional challenge of increased cyber attacks designed to compromise patient data and disrupt care. Our security experts in the Netherlands formed the 'We Help Hospitals' coalition to help Dutch healthcare institutions guard against ransomware, phishing and other cyber attacks. As part of the initiative, our members volunteered 100 hours of consultancy and technical expertise to Dutch hospitals to help improve their cybersecurity posture and defend against threat actors during these critical times. They also developed a website offering emergency access to our cyber expert volunteers.

Community initiatives

Education

In the Lafayette Parish School System (LPSS) in Louisiana (U.S.), when families had to stay home due to COVID-19, school was unable to continue because 20% of students did not have internet access at home. In response, community partners founded the Love Our Schools Link and Learn Initiative.

As a partner in this initiative, we helped LPSS select a cloud-based platform to allow flexibility for LPSS employees to support students in an on-campus, virtual or hybrid system. In only three months, 10 CGI volunteers provided hundreds of hours of expertise in strategy, change management, help desk management, user experience, web accessibility compliance and help desk agent training.

"I can't stress enough that this is exactly what Love Our Schools was designed to do: bring the community into the school system to help create solutions and provide resources."

Ryan Domengeaux
Executive Director of Love Our Schools

New solar powered computer lab for the students of WARDS

Our Dream Connectors project supports the Welfare Association for Rehabilitation of Disabled and Society (WARDS), which provides support and vocational training to the intellectually challenged in Bangalore (India).

As part of this project, our team of volunteers set up a digital skills lab, trained the staff and children in collaboration with an institution that specializes in training intellectually challenged students. We funded a solar power backup for the lab, the digitization of WARDS' processes and infrastructure, and transportation for children at WARDS.

Volunteering

Charitable giving and support: Our members in the UK help over 50 different charities a year. Since the program's inception, it has contributed to over 500 different member charity requests. We also sponsor branded kits for local clubs and community groups nominated by members. During 2020, we supported 142 different grassroots clubs and teams across the UK.

Get Involved: Our operations in Finland offer its members the ability to do one paid day of charitable, volunteer work a year through the Get Involved program. Members choose a charity that fits their interests, work situations and schedule.

During 2020, 82 Finnish members invested 459 hours in the Get Involved program.

Virtual Knowledge Factory: The CGI Netherlands' VKF is a virtual unit where CGI members who are between client assignments can work on projects that are meaningful for society and communities or can generate improvements for the well-being of our members. Members work together, meet colleagues from across the country, and gain experience working in agile methods.

Innovation

Following the closure of schools in France due to COVID-19, the number of connections to CGI's OpenENT secure education collaboration platform increased five-fold in three weeks. ENT stands for Espace Numérique de Travail in French, or virtual learning environment in English.

Designed to benefit the entire educational community, OpenENT is used by 2 million students in France at more than 1,700 schools.

In collaboration with the Alzheimer's Society, a platform was designed to provide support to members of the Royal Air Forces Association (RAFA) community caring for someone affected by dementia. The Navigating Dementia platform connects and supports those living with dementia. Its features include a discussion forum, support and learning webinars, personal stories, Frequently Asked Questions, and links to further support and resources.

"We are very grateful to CGI for developing this important new resource with us. Their expertise will benefit dementia carers very directly, and is a testament to CGI's impressive commitment to supporting the UK's military community."

Rachel Huxford
Director of Fundraising, Marketing and Trading at RAFA

Drawing upon a long-term partnership with the British Columbia Ministry of Health in Canada, we collaborated with five provincial government agencies to rapidly develop a chatbot in just seven days. The result: A digital agent that helps answer constituents' and health workers' questions, while supporting hardworking government health helpline experts.

Health and government executives in British Columbia quickly mobilized to develop a solution to help the province respond to the pandemic. Our team quickly created a chatbot to help triage questions, direct constituents to the right services and answer pressing questions in a matter of seconds through the province's 8-1-1 health helpline.

Climate

We are committed to supporting the environment through responsible operating practices and by providing robust sustainability solutions for our clients. We take responsibility for acting on global climate change by ensuring our processes and behaviors are sustainable and by improving our social and environmental responsibility and business ethics. This commitment has led to continuous increases in our performance with respect to key environmental indices, including the Dow Jones Sustainability Index, the Carbon Disclosure Project (CDP), and EcoVadis.

In fiscal 2020, for the third consecutive year, we were recognized for our CSR commitments to the environment by EcoVadis. Receiving the Gold standard positions us in the top 5% of companies across all industries. In addition, we scored in the top 1% of the environment category for our industry.

The Dow Jones Sustainability Index 2020 recognized us among the top third of companies in our industry, demonstrating our commitment to creating a more inclusive and sustainable world.

We are recognized as a global leader within the IT sector on the CDP, Climate Performance Leadership Index. This demonstrates a coordinated progress and actions on climate issues.

We demonstrate our commitment to environmental and economical sustainability by ensuring improvements to our key performance indicators year-over-year. Our reduction in carbon emissions is driven by many of our departments, including our facilities, data center management, procurement and members, all working together to embed their actions and initiatives into the way we operate.

50%
CO_2 emissions reduction from 2014

1.52
overall power usage effectiveness of data centers
Metric that illustrates how efficiently data centers utilize their power resources.

33%
of locations ISO 14001 certified

41%
of the energy used at our facilities is sourced from low-carbon energy sources

100%
of renewable energy used by data centers in Finland, Sweden and UK

CO$_2$ emissions reduction by 50% compared to F2014 baseline

Total CGI Emissions (tCO$_2$e)

Total Emissions   —— Headcount

CGI Headcount
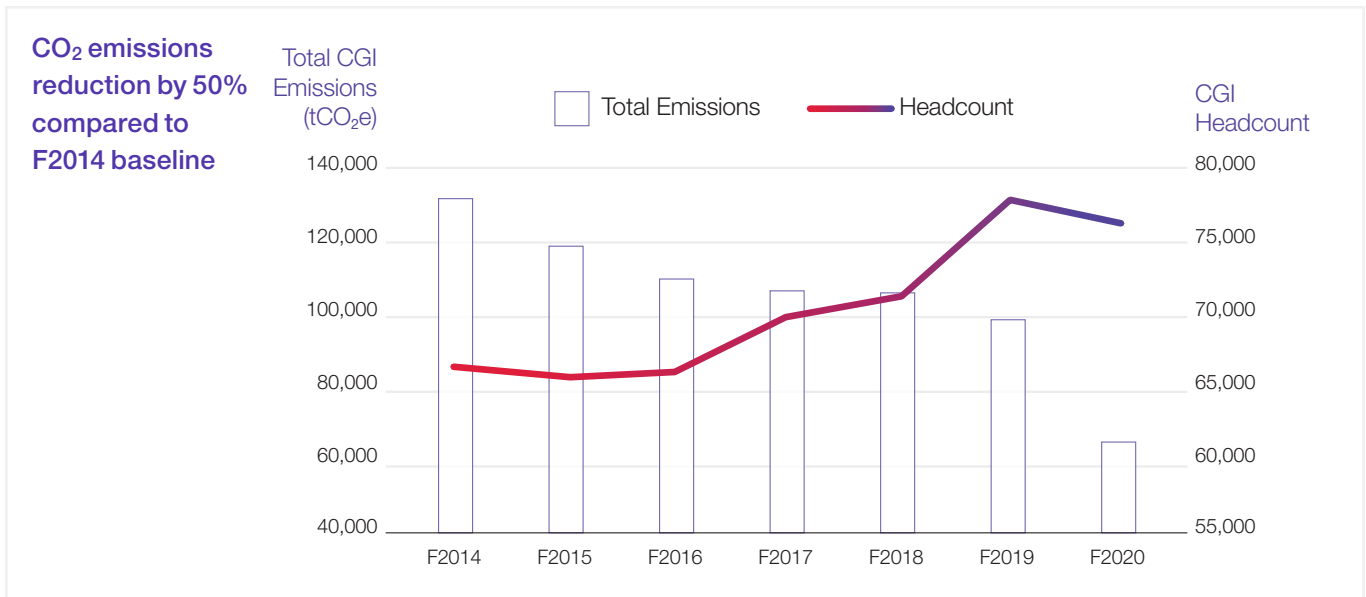
Net-zero carbon emissions by 2030

In January 2021, we announced our commitment to achieving net-zero carbon emissions by 2030 with respect to carbon emissions under our direct and indirect control as defined by Scope 1[5], 2[6] and business travel in Scope 3[7] of the Greenhouse Gas Protocol. The 2030 target date is 20 years earlier than the target date set by the United Nation's Paris Agreement on Climate Change. It is also anticipated that certain geographies within our company will reach the net-zero target prior to 2030.

This important initiative is part of a broad range of sustainable activities we are investing in to reinforce the company's ambitious corporate social responsibility strategy.

Our commitment to environmentally responsible business operations is demonstrated through the following objectives:

- Implement waste management practices, promote waste reduction and recycling, and make environmentally conscious purchasing decisions
- Reduce and prevent emissions including minimizing business travel and promoting alternative commuting options
- Promote the development and use of sustainable facilities, continuously striving for greener buildings and workplace
- Research and employ new solutions for our data centers to improve efficiency and reduce energy consumption

"We care deeply about the environment and are committed to achieving net-zero across CGI by 2030 working closely with our clients, local governments and partners to reach this important goal"

Tara McGeehan
President, United Kingdom and Australia

5) Scope 1: CO_2 Direct emissions
6) Scope 2: CO_2 Indirect emissions from purchased electricity
7) Scope 3: CGI CO_2 emissions from business travel, outsourced data center consumption, purchased paper and electronic waste generation

Environmental responsibility

Energy efficient facilities

Data center services

As a managed IT services provider, infrastructure services and data centers are part of our operations. Our ongoing data center electromechanical improvement program has significantly reduced our carbon emissions by combining methods, processes and new energy-focused solutions for power and cooling efficiency. Our main data centers are compliant with best-in-class standards outlined by the Uptime Institute.

PUE (Power Usage Effectiveness) is an efficiency criteria measured while consolidating or re-locating data center services. By leveraging local climates and using chilled loop and free cooling strategies, CGI has decreased energy consumption in data center cooling and improved the PUE of our data centers year-over-year. In fiscal 2020, we reached a new PUE average of 1.52 for all of our data centers.

Offices

We have been able to reduce our office energy consumption and cost through optimal usage and design of our office space. In fiscal 2020, we reduced our office real estate space by 4% by consolidating operations and data centers. This resulted in a reduction of our carbon footprint in Scope 1 (office fuel combustion – natural gas, heating oil and diesel oil) and Scope 2 (electricity, district heating and district cooling) demonstrating our commitment to creating and using sustainable facilities.

During fiscal 2020, 41% of energy use at our facilities was sourced from low-carbon energy sources that contain 97% or more renewable energy. Going forward, we aim to increase the percentage of low-carbon energy at sites where it owns the energy contract and an economically viable renewable energy supply is available.
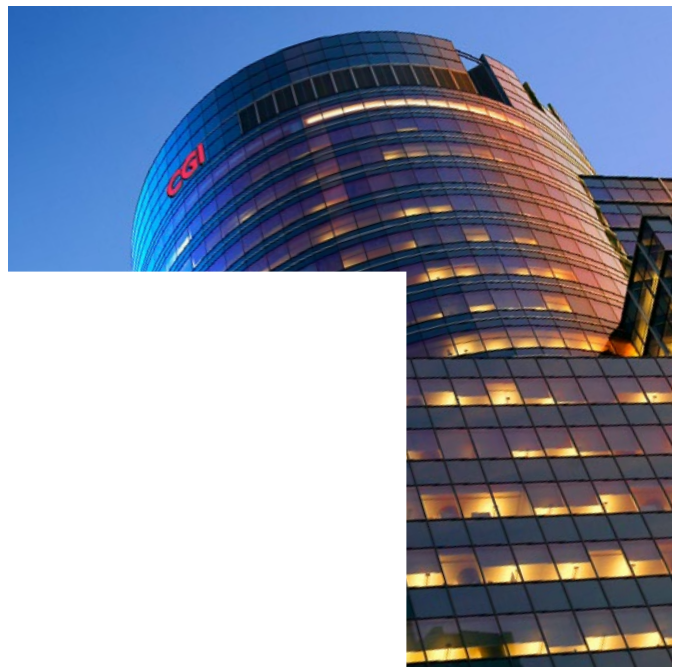
Environmental management system

Local environmental management systems in relevant offices secure the robust handling and follow-up of our material environmental aspects. Currently, our operations in Czech Republic, Finland, France, Netherlands, Portugal, Slovakia, Spain, Sweden, and United Kingdom are certified according to the ISO 14001 standard for environmental management representing approximately 33% of our members in fiscal 2020. In addition, CGI has established an ISO 50001:2011 certified energy management system for our operations in Germany. Our operations in the Netherlands have achieved the highest level (level 5) of the CO_2 Performance Ladder, which encourages companies to act in a CO_2-conscious way.

An integral part of our environmental management system is our environmental e-learning course. The course presents the current state of our environmental impact, our commitments and how CGI members can participate in affecting positive change.

Waste management

We adopt the precautionary principle in our operations, particularly with regard to IT hardware, chemicals and office materials. Our most significant waste is electronic-waste, which includes decommissioned IT hardware (laptops, servers, printers, etc.) and communication devices (mobile phones). We have policies and procedures in place to ensure we handle waste in a responsible way and contract the services of e-waste management to suppliers certified in handling e-waste responsibly throughout their operations and supply chain.

Business travel

The impact of business travel in terms of fossil fuel consumption and greenhouse emissions is a material aspect for us. We continue to take measures to identify alternate choices for making business travel greener and less emission intensive. We will renew the global transportation policy to support options for sustainable mobility and incentivizing member for low carbon choices, which reflects local environmental and regulatory requirements. This policy supports innovative solutions for sustainable mobility, incentive programs for fossil-free business travel alternatives and guidelines to increase member awareness.

We locate our offices close to public transportation where possible to encourage the use of alternate modes of transportation. We aim to reduce the negative impact of business travel by increasing the use of digital communication tools when possible and encouraging environmentally responsible fuels and means of travel.

The following are among our region-specific incentive programs in place to encourage members to use public transport and electric vehicles:

- In **France**, we finance 100% of the cost of public transport for members.
- In the **United Kingdom**, we help our members reduce their carbon footprint by leasing an ultra-low-emission vehicle or by using vouchers to finance electric bikes.

Members: Reducing environmental impact

We recognize our responsibility to improve our relationship with the environment. Across our operations, global environmental objectives are reinforced by local goals, which are part of each Strategic Business Unit's business plans. Ambassadors within each geography communicate awareness of our impact on the environment and embed measurable and sustainable practices across the business.

No Planet B – United Kingdom

No Planet B is an internal UK office initiative that welcomes open discussion and suggestions from members on how we can be more sustainable as a business.
The No Planet B working group brings together members with a particular passion for environmental sustainability. The group works year-round to develop and implement environmental plans and focus areas, such as plastics, waste and recycling, travel, and energy and renewables, for our operations in the UK.

Picture: CGI members planting trees in Leatherhead as part of the 8000 tree campaign across the UK.

Mission 100 Tonnes – Canada

Our members and families mobilized with Mission 100 Tonnes to create the CGI River Challenge in five Quebec cities. We helped clean the banks along the rivers in Longueuil, Montreal, Saguenay, Shawinigan and Sherbrooke, with each group trying to collect more than the others.
The real winner was the environment with 670 lbs. of waste removed.

Partnering to make a difference

We combine our in-depth knowledge, leading IT solutions, and end-to-end service offerings to help our clients successfully manage sustainability opportunities and challenges. We support our clients reduce their environmental impact and energy costs while improving regulatory compliance programs and the well-being of their own employees, citizens and customers.

We help clients detect, monitor, solve and react to the risks associated with environmental quality and safety to reduce energy consumption and environmental degradation, assist on their journey to net-zero and help preserve the world's natural resources.

"As part of our commitment, we partner with clients across industries to develop and implement solutions that drive environmental and energy sustainability and improve the lives of citizens."

Jean-Michel Baticle
President and Chief Operating Officer
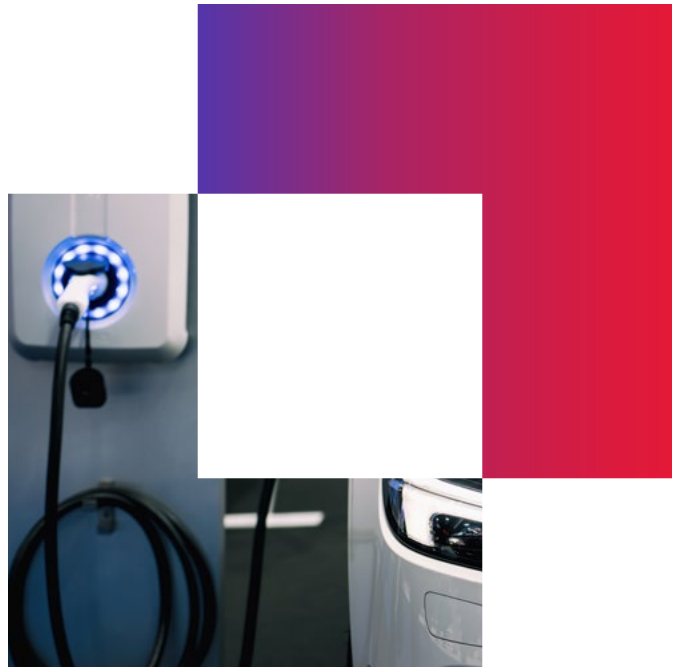
Sustainability solutions and services

Our sustainability solutions are based on decades of experience in utilities, manufacturing, distribution and government. Among our solutions, these encompass capabilities for managing smart grids, smart metering, renewable energy assets, sustainable transport and supply chains. We also provide innovative IT solutions to support electric vehicles charge point management, emissions monitoring, eco-friendly route planning and carbon management.

CGI SmartTravel

Our SmartTravel solution combines digital technologies such as mobility, gamification, big data analytics and travel mode detection to influence and reward driver behavior. Changing driver behavior has become a proven means for improving road accessibility and travel sustainability. We have implemented SmartTravel as part of the Netherlands' Better Utilization program to make road, rail and water networks more accessible and sustainable.

CGI Aromi

CGI Aromi's new food waste management module, CGI Waste Manager, collects food waste data in real-time, enabling clients to better track and manage accumulated waste. This drives efficiencies, saves cost and reduces CO_2 emissions. In Finland, where CGI Aromi supports the production of 160 million meals per year, professional kitchens generate over 80,000 tonnes of food annually. Aromi has helped to cut that amount in half.

Renewables Management System

Our Renewables Management System (RMS) enables the proactive and efficient management of renewable assets by providing greater insight into operations and analyzing key performance indicators and their evolution. It facilitates timely, strategic decision making leading to greater efficiency and performance. Generg Group, for example, uses our RMS solution to improve operational excellence, performance and energy production control and reduce downtime.

CGI CEMS

To limit power grid imbalances, we developed a Central Energy Management System (CEMS) for smart grids. Residents can use the information provided by CEMS to make better choices with regard to their energy consumption.

Smart Navigo

We provide ongoing digital transformation consulting services for Smart Navigo, the ticket modernization program of Île-de-France Mobilités, the organizing authority for transport and new mobility options in France's Île-de-France Region. Three innovative services have already been deployed in four years of our support: ticketing on smartphones, Navigo Easy (e-wallet), and Navigo Liberté (invoicing for motorway subscriptions). As next steps, we will develop the accessibility of services on smartphones, extend the network of Navigo Liberté and launch a new medium to replace magnetic tickets.

Sweden: Leading the way for a fossil-free society

In 2019, our operations in Sweden were among the Swedish IT consultancy companies that delivered a roadmap for fossil-free competitiveness to the Swedish government. The roadmap explains how the solutions enabled and implemented by digitalization consultants have an enormous potential to reduce global greenhouse gas emissions.
By promoting new business models, behaviors, regulations and organizational approaches, we believe that strategic digitalization has the potential to radically reduce greenhouse gas emissions, increase competitiveness and generate growth in exports of transformative solutions.

Finland: Smart City and Wise Turku

We were selected by the City of Turku to be its partner in the Smart City and Wise Turku project to develop a smart city. The project aims to enhance the City's well-being and productivity by developing digital solutions for climate change, urbanization and ageing population, and by promoting the city's objective of becoming carbon neutral by 2029.

United States: Community-wide citizen science

Citizen and university based research projects through our U.S. delivery centers continue to advance two climate related initiatives. The Lafayette Engagement and Research Network (LEaRN) Collaborative, a joint partnership between the Lafayette Consolidated Government, the University of Louisiana (UL) at Lafayette, and us continues to grow a community-based air quality network, a scalable IoT[8] data management solution, and is also using this for STEM education activities. In addition, through a research partnership with UL, the team has developed a real-time flood forecasting and warning system. The prototype uses machine learning and AI[9] techniques to solve complex hydrologic modeling, integrating data from space-based sensors, ground radar, field sensors, and social media data to feed a predictive analytics model.

8) IoT: Internet of Things
9) AI: Artificial Intelligence

Our contribution to the United Nations Sustainable Development Goals

In 2015, the United Nations (UN) introduced its Sustainable Development Goals (SDGs) – 17 ambitious areas that seek to address a range of rising global challenges by 2030.

While we recognize that all the goals are important, below are our greatest contributions to the following SDGs in alignment with our three CSR priorities – People, Communities and Climate.

People

| 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 8 DECENT WORK AND ECONOMIC GROWTH | 10 REDUCED INEQUALITIES | 17 PARTNERSHIPS FOR THE GOALS |

Communities

| 3 GOOD HEALTH AND WELL-BEING | 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 10 REDUCED INEQUALITIES | 17 PARTNERSHIPS FOR THE GOALS |

Climate

| 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION | 17 PARTNERSHIPS FOR THE GOALS |

COMMUNICATION ON PROGRESS

UN GLOBAL COMPACT

In March 2020, we signed the Global Compact of the United Nations committing to participating in achieving the sustainable development goals. As a signatory, we are committed to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company.

This CSR Report serves as our first communication on progress to the United Nations Global Compact (UNGC).

GOAL	The UN Objective	How CGI Contributes
3 GOOD HEALTH AND WELL-BEING	Ensure healthy lives and promote well-being for all at all ages	• Actively participate in initiatives to support research and development of vaccines and medicines. • Oxygen program available worldwide to our members. • Develop business, clinical and IT solutions for health organizations.
4 QUALITY EDUCATION	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	• Create diverse and inclusive learning opportunities for communities to advance technical literacy. • Promote increased, learning opportunities in the STEM fields. • Provide access to all members to global training and mentoring programs.
5 GENDER EQUALITY	Achieve gender equality and empower all women and girls	• Actively participate in initiatives to promote a gender balanced workplace.
8 DECENT WORK AND ECONOMIC GROWTH	Promote inclusive and sustainable economic growth	• Promote a diverse, equitable and inclusive mindset to foster interest for a career in technology that appeals to all talented individuals.

GOAL	The UN Objective	How CGI Contributes
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	• Actively provide innovation and digital transformation solutions and services in areas such as healthcare, transportation/logistic solutions and energy solutions.
10 REDUCED INEQUALITIES	Reduce inequality within and among countries	• Support the communities where we live and work with volunteer programs and community giving projects.
11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities inclusive, safe, resilient and sustainable	• Develop solutions for smart cities and communities, such as urban farming, public asset management and public safety management.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure sustainable consumption and production patterns	• Improve management of waste and energy in offices and data centers. • Utilize and share IT asset management solutions.
13 CLIMATE ACTION	Take urgent action to combat climate change and its impacts	• Commitment to reach net-zero carbon emissions by 2030. • Sustainability solutions and services.
17 PARTNERSHIPS FOR THE GOALS	Revitalize the global partnership for sustainable development	• Expand partnerships with our clients in both the public and private sectors and other stakeholders in our communities.

Our responsible business practices

We strive to proactively engage stakeholders in a variety of ways and respond to questions and concerns in a timely, transparent and culturally appropriate manner.

Seeking the best equilibrium

CLIENTS

MEMBERS

SHAREHOLDERS

Clients

Through our annual Voice of Our Client and Client Satisfaction Assessment Programs, we continuously receive feedback and input on our clients' priorities. When we asked our clients their satisfaction level of our involvement in local communities, we received a score of 9.15/10, an increase from 2019.

Overall clients satisfaction

F2020

9.21/10

Members

We consider our members to be key competitive differentiators for our company. Our members participate in our annual Voice of the Member Program and Member Satisfaction Assessment Program. Our members rated their satisfaction with CGI at 8.39/10.

Overall members satisfaction

F2020

8.39/10

Shareholders

We strive to be recognized by our shareholders as a well-managed, financially strong company providing superior returns. Annually, we complete face-to-face meetings with investors to strengthen long-term relationships. In fiscal 2020, we completed 150 meetings with shareholders. When asked about their satisfaction with us, our shareholders responded with a score of 8.0/10.

Overall shareholders satisfaction

F2020

8.0/10

Our responsibilities

Ethics

We conduct our business ethically and in compliance with the letter and spirit of all applicable laws and regulations. Our Code of Ethics outlines our expectations with which all employees, officers, directors, vendors, contractors and partners are expected to comply. Upon joining us, each member acknowledges the Code by signing the Member Commitment to the Code of Ethics and Business Conduct and the commitment to the Code is renewed yearly. In fiscal 2020, 100% of members re-signed the Code of Ethics and Business Conduct.

We are committed to handling all our activities free from illegal and improper influence of bribery and ensuring compliance with all anti-bribery and anti-corruption laws and regulations that may be applicable to business worldwide (collectively, "Anti-Corruption Laws"). It is essential that our members, officers and directors, as well as all third parties who act on behalf of our company, comply at all times with the CGI Anti-Corruption Policy.

New members are required to complete mandatory ethics compliance training, including anti-corruption training, within 30 days of their start date as part of the onboarding process. In addition, all our professionals complete the mandatory annual anti-corruption refresher training to ensure a high level of understanding and compliance for all members. In fiscal 2020, 100% of our members completed the anti-corruption training.

Any person who witnesses, experiences or suspects a situation at work where someone is behaving in a way that violates our Code of Ethics or is illegal can use our ethics hotline to report confirmed or suspected incidents. These behaviors include but are not limited to harassment, bribery, forgery, insider trading, conflicts of interest, financial fraud, Data Privacy or Intellectual Property violations and theft. Our Ethics reporting hotline, which is provided by a third party, is confidential and allows our members to remain completely anonymous.

100%
CGI members completed ethics training

Human rights

Prohibited by law and universally condemned, forced and compulsory labor is against our business philosophy and the CGI Dream; we are committed to avoiding all forms of such labor.

We also are committed to comply with applicable child labor laws including but not limited to those relating to minimum age limits, working hour limits, prohibitions of certain types of work and regulations on legitimate workplace apprenticeships. We are dedicated to creating an environment where every employee is safe, treated with dignity and respect, and afforded equal opportunities to succeed.
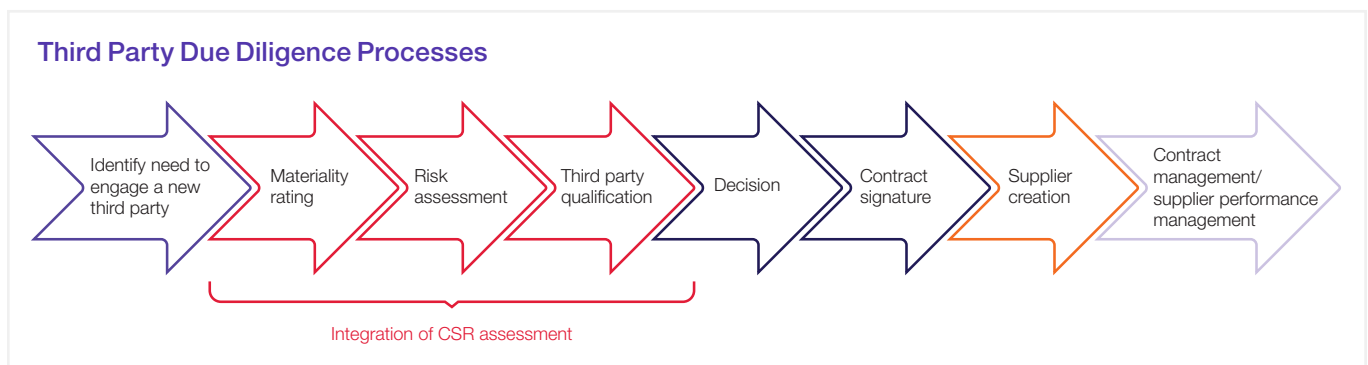
Supply chain

We are committed to promoting safe and fair working conditions and managing environmental and social issues responsibly in our supply chain. We recognize the importance of responsible supply chain management. Our commitment, established in our corporate procurement policy, is aligned with global initiatives such as the UN Global Compact and the UN Guiding Principles on Business and Human Rights.

To ensure that sustainability issues are on the agenda in the management of our supply chain, certain criteria are integrated in to our supplier management process, primarily in our Third Party Due Diligence process. This process includes steps to identify and assess supply chain risks to ensure that we procure in a responsible and ethical manner.

Sustainability risk assessment

We use an independent third-party sustainability assessment tool to review new vendor across four main areas: environment, labor practices, business ethics and procurement. Each area is assessed and the supplier receives a consolidated rating report of their performance. We procure from suppliers that adhere to CGI's Third Party Code of Ethics or are otherwise subject to comparable rules of ethical conduct.

Third Party Due Diligence Processes

Identify need to engage a new third party → Materiality rating → Risk assessment → Third party qualification → Decision → Contract signature → Supplier creation → Contract management/ supplier performance management

Integration of CSR assessment

Security awareness

Privacy as a fundamental right

We are fully committed to protecting all personal information related to any of our stakeholders. We maintain and enforce a set of stringent policies, standards and processes to ensure compliance with all international requirements as applicable to our company and industry including the General Data Protection Regulation. This is embedded in the CGI Management Foundation in the Data Privacy Policy.

100%
CGI members completed privacy training

We require mandatory global privacy training for all employees and contractors and monitor the completion of such training.

Consequently, any new project, service or product collecting and using personal data, for our internal purposes or on behalf of our clients, needs to be assessed through the use of the Data Privacy and Security Checklist and, where necessary, Data Privacy Impact Assessment tools.

We keep and maintain all necessary records related to the processing of personal data and the security safeguards applied to it (including assessments of the real risk of harm) and only shares the necessary information with agencies with appropriate jurisdiction.

Cyber attacks are becoming more successful in targeting people, systems and organizations. Security is a mandatory business requirement that is essential to build trust with our clients, meet our contractual requirements and comply with laws, regulations and best business practices in all jurisdictions in which we operate.

Security is part of everything we do

Security is "baked-in" and integrated into our day-to-day operations as part of everything we do and everything we deliver. We protect client, partner, and member data and systems with due care and due diligence, ensuring information and systems are secured from threats, misuse or unauthorized access at all times.

100%
CGI members completed security training

We leverage an Enterprise Security Management Framework (ESMF) based on recognized industry standards (ISO 27001, NIST, COBIT, CIS, etc.) that is used across the global organization to protect information assets, technologies, facilities and CGI's members. In fact, 75% of our operations are certified ISO 27001.

Under ESMF, technical and organizational measures are defined on a holistic and risk-based approach in particular to take into account situations where we hold responsibility and accountability for personal data processing.

Our dedicated global team of security professionals works to protect our members, our assets and our clients' assets from security threats while ensuring that we continue to provide reliable services with industry-recognized security controls. We maintain industry best practices for incorporating data protection and privacy into our day-to-day activities as defined by our industry aligned with ESMF and Data Privacy Policy.

Incident management

CGI has a protection facility, the Global Security Operation Centre (GSOC), which supports all geographies where we conduct our business, including by leveraging advanced threat intelligence processes and tools.

We are very focused on continuous improvement of our defense and response capabilities and take steps to address recurrent problems, test our defenses on an on-going basis and adapt lessons learned into our security operations.

We have established security incident management capability to ensure timely response to threats and effective risk mitigation to minimize potential business impacts.

We keep and maintain all necessary records related to incident management (including assessments of the real risk of harm) and only share the necessary information with agencies with appropriate jurisdiction.

Employee training and awareness

In order to raise awareness of the importance of information security, we provide a continuous awareness campaign on the responsibilities of being cyber aware. Our approach to disseminate this training and awareness is through:

942,000
Phishing simulations in F2020

- Members' commitment to the CGI Code of Ethics and Business Conduct including adherence to the Security and Acceptable Use Policy
- Inclusion of the Security and Acceptable Use Policy in the employment contract of all members as well as our contract staff
- Mandatory Security Awareness eLearning to be completed within 30 days of joining us and refreshed on an annual basis
- Mandatory Data Privacy eLearning to be completed within 30 days of joining us and refreshed on an annual basis
- Policies and standards integrated into CGI Management Foundation and frameworks and made accessible to all members throughout various enterprise platforms
- Continuous re-enforcement of security concepts through year-round communication campaigns
- Global phishing protection program with monthly simulations

Risk management

Our main risks are operational risks related to consultancy operations. From a sustainability perspective, there are two areas to note:

- risks related to the availability and retention of IT professionals and
- risks related to security issues such as data privacy, physical security, cybersecurity and the safety of members.

Operational risk

We know there is strong demand for qualified individuals in the IT industry. Hiring and retaining a sufficient number of individuals with the desired knowledge and skill set may be difficult. Therefore, it is important that we remain able to successfully attract and retain highly qualified professionals and establish an effective succession plan.

Cybersecurity is a global phenomenon that is no longer just an IT issue. We always aim to have the technology, services and policies in place to protect public sector and commercial organizations from the risk of electronic attacks in order to minimize business disruption and data loss. Therefore, we have developed and enforce a set of security policies, standards and processes to ensure that security risks are managed throughout the enterprise.
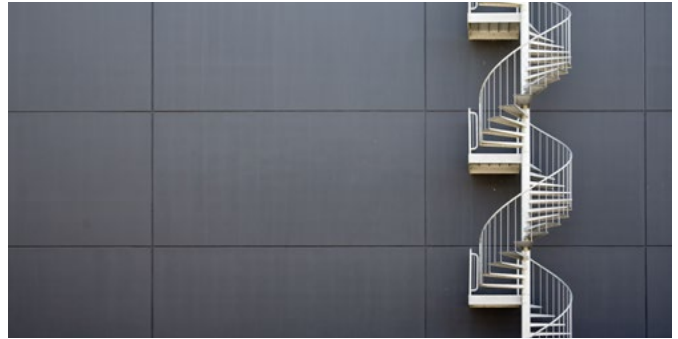
Environmental risk

The main environmental risks identified as part of our risk management are related to external effects that may damage physical assets, for example the risk of flooding or storm damage that can affect data centers. Our security model ensures that environmental risk is taken into account in our operations.
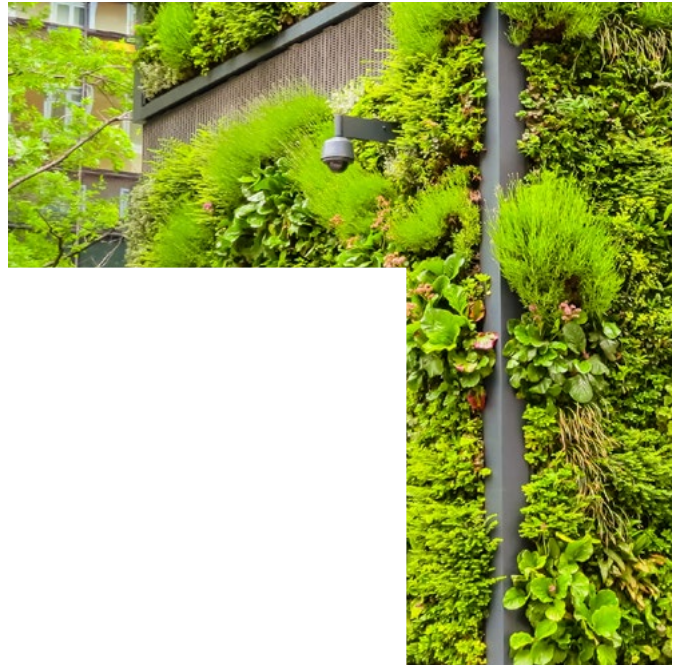
Financial risk

Financial risk management is handled by the Treasury division on a global, corporate level. Policies and processes for all operational risks are integrated into the CGI Management Foundation, our operational quality framework, which is applied on both local and global level. The Board of Directors at the corporate level have governance responsibility for risk management, which is handled by the Audit and Risk Committee.

CSR governance

"We continuously use our expertise to make a positive impact and contribute to the social and environmental sustainability of our communities. We are especially proud of the engagement of our local teams as they work, side by side with our clients, to create a more sustainable world."

François Boulanger
Executive Vice-President and Chief Financial Officer,
Chair of CSR Executive Steering Committee

Our CSR Governance

The Executive Vice-President and Chief Financial Officer leads our CSR Executive Steering Committee, which comprises executive level representatives from the Strategic Business Units and Corporate Functions. This Committee is a new initiative for the CSR governance. The Committee Chair communicates all CSR initiatives and strategies with the Executive Committee.

George D. Schindler
President and
Chief Executive Officer

CSR Executive Steering Committee

Chair: François Boulanger
Executive Vice-President and
Chief Financial Officer

Julie Godin
Co-chair of the Board, Executive
Vice-President, Strategic Planning
and Corporate Development

Dirk de Groot
Senior Vice-President
Central and Eastern Europe

Leena-Mari Lähteenmaa
President
Finland, Poland and Baltics

John Karnblad
President
Scandinavia

Tara McGeehan
President
United Kingdom and Australia

Laurent Gerin
President
Western and Southern Europe

Bernard Mongilio
Senior Vice-President, U.S.
Commercial & State Government

Stuart Forman
Senior Vice-President
Canada

Stefan Becker
Senior Vice-President
CGI Federal

Sudhir Subbaraman
Senior Vice-President
Asia Pacific

Benoit Dubé
Executive Vice-President,
Legal and Economic Affairs,
and Corporate Secretary

Mark Boyajian
Executive Vice-President,
Chief Business Engineering Officer

Chadi Habib
Senior Vice-President, Global
Marketing and Communications

Bernard Labelle
Executive Vice-President and
Chief Human Resources Officer

CSR Global Network

United Kingdom and Australia

Western and Southern Europe

Asia Pacific

Canada

Central and Eastern Europe

Scandinavia

CGI Federal

United States

CGI Corporate

Finland, Poland and Baltics

2020 awards and recognition

We are recognized as a global leader in the IT sector and business consulting services for our efforts in sustainability.

EcoVadis awarded us with a Gold rating for our performance in corporate social responsibility in 2018, 2019 and 2020. This achievement places us among the top 5% of companies for CSR and the top 3% of organizations in our industry.

We are recognized as a global leader within the IT sector on the CDP, Climate Performance Leadership Index. This demonstrates a coordinated progress and actions on climate issues.

Our 2020 CSR performance received an overall score of 52/100 in the Dow Jones Sustainability Indices, compared to an industry median score of 34/100.

We are committed to the UN Global Compact corporate responsibility initiative and its principles in the areas of human rights, labour, environment and anti-corruption.

We have been included in the FTSE4Good Index since 2002. The Index measures the financial performance of companies that meet internationally recognized standards of corporate social responsibility.

Our operations in Czech Republic, Finland, France, Netherlands, Portugal, Slovakia, Spain, Sweden and the United Kingdom are ISO 14001 certified for an effective environmental management system (EMS).

Performance data tables

CGI AT A GLANCE	F2019	F2020	GRI Standard
Revenue	$12.11B	$12.16B	201-1
Operating Expenses	$10.28B	$10.30B	201-1

PEOPLE	F2019	F2020	GRI Standard
Global Headcount	77,500	76,000	102-7
MEMBERS BY GENDER	PERCENT OF TOTAL		
Women	33.2%	33.1%	405-1
Men	66.8%	66.9%	405-1
MANAGEMENT ROLES BY GENDER	PERCENT OF TOTAL		
Women	29%	29.5%	405-1
Men	71%	70.5%	405-1
TRAINING AND DEVELOPMENT			
Average hours per member for training and development	49.17	50.2	404-1
Members receiving regular performance and career development reviews	100%	100%	404-3
Members who received career or skill-related training	100%	100%	404-2
Members who received training on Ethics	100%	100%	205-2
Members who received training on Information Privacy	97%	100%	
Members who received training on Security Awareness	100%	100%	

	F2019	F2020	GRI Standard
MEMBERS SATISFACTION ASSESSMENT	SCORE (SCALE OF 10)		
Overall members satisfaction	8.15	8.39	404-3
Working environment in which to build a career	7.90	8.20	404-3
Training and development	7.77	8.06	404-3
Being treated with respect	8.36	8.62	404-3
HEALTH AND WELL-BEING			
Number of members using Oxygen Portal	51,738	47,784	
Members who are aware of the CGI's health and well-being priority	–	93% [10]	
Members using our health and well-being resources and advice on a monthly basis	–	60% [11]	
Number of Applauds (peer-to-peer recognition program)	24,989	44,029	
STEM PROGRAM			
STEM beneficiaries	7,864	44,664	
STEM volunteers	339	716	
STEM programs delivered	74	205	

COMMUNITIES	F2019	F2020	GRI Standard
ENGAGEMENT			
Hours of participation in paid/unpaid volunteering	16,450	22,797	201-1
Members participating in Pro-Bono programs and volunteering	1,603	5,811	201-1
Members in communities activities	1.8%	7.6%	201-1
Number of beneficiaries	997,427	1,740,908	

10) New KPI in 2020
11) New KPI in 2020

CLIMATE	F2019	F2020	GRI Standard
Change in total carbon emission compared to F2014 Baseline	–25%	–50% [12]	305-5
Core carbon emissions per member (Metric Tons of CO_2)	1.26	0.85	305-4
CORE CARBON EMISSION BY SCOPE	METRIC TONS OF CO_2		
Scope 1 [13]	22,797	15,997	305-1
Scope 2 [14]	39,203	30,578	305-2
Scope 3 [15]	35,954	17,900	305-3
ENERGY USAGE BY SOURCE		MWh	
Energy use at offices	154,588	118,972	302-1
Energy use at data centers	107,914	93,293	302-1
Total Energy Usage	262,502	212,265	302-1
Renewable energy	40%	41%	302-1
TOTAL VOLUME OF MATERIAL USED	METRIC TONS		
Volume of paper purchased	139	101	301-1
DATA CENTER EFFICIENCY			
Average PUE [16]	1.61	1.52	302-5
ELECTRONIC WASTE	METRIC TONS		
Total e-waste generated	188	98	306-2
E-waste reused/recycled	82%	93%	306-2
E-waste sent to landfill	18%	7%	306-2
TOTAL WATER CONSUMPTION	MILLION CUBIC METERS		
Total water used	0.197	0.147	303-5

12) This reduction integrates the impact of the COVID-19 pandemic (business and lower energy consumption in offices)

13) Scope 1: CO_2 Direct emissions

14) Scope 2: CO_2 Indirect emissions from purchased electricity

15) Scope 3: CGI accounts for business travel, outsourced data center consumption, purchased paper and electronic waste generation under scope 3 emissions. These categories are only considered within scope 3 reporting depending on availability of relevant and consistent data to calculate emissions.

16) PUE: Power Usage Effectiveness

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcome-based to help accelerate returns on your IT and business investments.

In all we do, our goal is to build trusted relationships through client proximity, providing industry and technology expertise to help you meet the needs of your customers and citizens.

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