TouchPoint

ESG
Report 2024

southco TouchPoint MEDICAL PARITYMEDICAL ICW iTD SupplyPoint MORSE WATCHMANS

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TouchPoint, Inc. | A Diversified Global Growth Company

TouchPoint is a privately held, diversified, global growth company focused on engineered products in growth markets where the touch point is a differentiating factor. We provide the strategic, operational, and financial resources to help drive growth in our three major engineered technology platforms. TouchPoint takes the long-term view toward creating value for our customers, associates and shareholders.

Business Focus

- Global leader in niche, value-added growth companies with proven profitability and strong cash flow
- Target markets with long-term growth potential, and value for innovation and touch point differentiation
- Provide growth capital and strategic guidance and invest in quality leadership, OPEX and associate development

Stakeholder Focus

- Build businesses for long-term sustainable growth and diversify to lower our risk profile
- Outperform the market averages with continued dividend growth
- Retain a healthy culture and alignment at the Company, Board and Shareholder levels

Investing in Our Future

At TouchPoint, we are engineering solutions for a brighter future, and that goes far beyond hardware. We are committed to the protection of the environment as well as to the safety and health of our employees, contractors, customers, supply chain, and neighbors. TouchPoint is also committed to maintaining an effective environmental management system designed to support our strategic business objectives and help ensure full compliance globally with all applicable governmental requirements and our own standards.

TouchPoint is committed to unyielding integrity and the highest standards of business conduct. Our commitment is fundamental to the core values and beliefs held by TouchPoint's employees and investors, and integral to the global communities where we conduct business. TouchPoint is proud to invest in these ESG efforts, and looks forward to future progress as we build towards a better tomorrow.

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TouchPoint

3 operating plaforms

ACCESS HARDWARE

southco®

Ddarshana®

MEDICAL TECHNOLOGY

iTD

TouchPoint MEDICAL

PARITYMEDICAL

ICW

INTELLIGENT INVENTORY MANAGEMENT

SupplyPoint

MORSE WATCHMANS

TouchPoint, Inc. Global Locations

COLORS

Access Hardware

Intelligent Inventory
Management

Medical Technology

SYMBOLS

Headquarters

Customer Service, Manufacturing/Design

Manufacturing/Design

Awards and Recognition

Southco was awarded a Bronze Medal for being ranked within the top 35% of reporting companies by EcoVadis in 2024.

Our Southco, Worcester UK facility was awarded the Green Apple Environment Award as a National Gold Winner for improvements they made to reduce the use of plastics at their factory.

Our Southco, Rzeszow Poland facility won first place in the prestigious competition organized by the Polish National Labour Inspectorate, "Employer - Organizer of Safe Work".

In 2024, TouchPoint received the Aetna Gold Wellness Award which recognizes employers who demonstrate exceptional commitment to employee well-being.

Environmental

TouchPoint believes in sustainability as a positive force for both community and business growth. To us, this is a continuing effort, and we are constantly seeking new ways to better understand our environmental impact and to identify opportunities for improvement. The efforts we make towards bettering our environment will pay dividends moving forward as we lessen our impact and promote a clean, healthy space where everyone can thrive.

COMMITTED

50%

Reduction of Scope 1 and 2 greenhouse gas ("GHG") emissions by 2050*

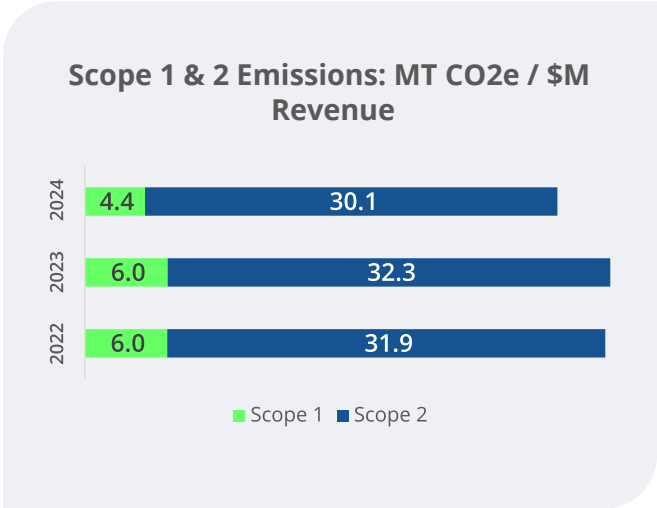*from 2022 baseline calculated on a per $ revenue basis

GHG Emissions and Energy

TouchPoint has continued to make progress with GHG emission reductions across our operations since formally launching our Sustainability program in 2022. In 2024, we added recent acquisitions Morse Watchmans, ICW, and Parity Medical to our energy and emissions collection process. Next, we plan to implement a carbon accounting software platform to better understand the GHG emissions generated by our operations, which is crucial for formalizing a decarbonization pathway and reducing our footprint, as well as supporting our customers' supply chain emissions reduction goals.

Electricity accounts for the largest portion of our energy consumption and resulting GHG emissions. TouchPoint has invested in renewable energy projects at several of our global factories including on-site solar generation at our Shanghai, China and Pfarrkirchen, Germany iTD locations; and the purchase of renewable energy through our electric utility providers at our Southco and SupplyPoint United Kingdom factories, and the Southco Sao Paulo, Brazil factory starting in Q4-2024. Additionally, our SupplyPoint USA factory installed smart thermostats across the entire facility at the end of 2024.

In 2024, iTD moved into its new factory designed to be carbon-neutral in Pfarrkirchen, Germany. In addition to an on-site solar generation system with battery backup, this factory features several other energy-efficient measures including a green roof, high-grade insulation, 3-layer insulated glass windows and radiant floor heating and cooling technology.

In 2024, Southco completed a global energy reduction initiative that required all factories using injection molding machines to install insulating barrel covers that reduce electricity consumption by up to 10%.

Scope 1 & 2 Emissions: MT CO2e / $M Revenue

Year	Scope 1	Scope 2
2024	4.4	30.1
2023	6.0	32.3
2022	6.0	31.9

■ Scope 1 ■ Scope 2

Emissions and Usage	Southco		TouchPoint Medical		iTD		SupplyPoint		Morse Watchmans		ICW		Parity Medical		TouchPoint, Inc. Total		
	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2023	2024
Scope 1 (metric tons CO2e)	1,222	1,130	279	194	1,621	1,109	186	124	0	36	0.0	0.1	0	141	3,308	3,210	2,735
% Change from baseline on a per revenue basis	-	-1.0%	-	-14.9%	-	-24.8%	-	-49.1%	-	0%	-	0%	-	0%	-	0.8%	-26.9%
Scope 2 (metric tons CO2e)	17,907	17,672	945	705	121	183	328	134	0	48	0	74	0	26	19,301	18,386	18,843
% Change from baseline on a per revenue basis	-	5.7%	-	-8.9%	-	66.3%	-	-68.7%	-	0%	-	0%	-	0%	-	1.0%	-5.9%
Total Electricity Usage (kWh)	36,058,589	35,772,483	2,228,967	1,898,856	358,374	473,039	996,323	719,897	0	202,880	0	548,600	0	124,756	39,642,253	37,994,078	39,740,511
Net (Grid) Electricity Usage (kWh)	36,058,589	33,190,170	2,228,967	1,898,856	358,374	423,039	996,323	450,751	0	202,880	0	548,600	0	124,756	39,642,253	35,697,779	36,839,052
Renewable Electricity %	0%	7.2%	0%	0%	0%	10.6%	0%	37.4%	-	0.0%	-	0%	-	0%	0%	6.0%	7.3%
Combined Scope 1 & 2 (metric tons CO2e)	19,129	18,802	1,224	899	1,742	1,292	514	258	0	85	0	75	167	167	22,609	21,596	21,578
% Change from baseline on a per revenue basis	-	5.3%	-	-10.3%	-	-18.4%	-	-61.6%	-	0%	-	0%	-	0%	-	1.0%	-9.2%

EV Adoption

Our Southco Shenzhen and Shanghai, China facilities have expanded their fleet of electric shuttle buses to a total of six vehicles in 2024. These EV shuttle buses are mainly used to transport our employees to and from work each day, and each EV shuttle bus has contributed to reducing our carbon emissions by 100 km per day. Both locations have also installed on-site EV charging stations and added an additional seven electric vehicles that are used by the local sales team.

Water Usage

Water is a critical resource, and TouchPoint is committed to better understanding our water usage in order to improve water efficiency. In 2024, we expanded our water reporting to include water and wastewater discharges across our global operations. All TouchPoint companies have made great strides towards limiting water usage and reclaiming the water they do use where possible.

All Southco global factories continue to closely monitor water usage as a metric on their Environmental Management System (EMS) Scorecard. Results and continuous improvement actions are reviewed quarterly and best practices are shared across the sites.

Water Withdrawal	TouchPoint, Inc. Total		
	2022	2023	2024
Water Withdrawals *(cubic meters)*	149,010	145,516	**148,564**

Waste

TouchPoint companies are taking steps to limit waste and divert what waste is generated away from landfills. In 2024, TouchPoint companies diverted nearly 5,800 metric tons of waste away from landfills across the world, achieving an overall landfill diversion rate of 92.4% with Southco global manufacturing locations achieving 96.1%. TouchPoint also continues to reduce the amount of hazardous chemicals being consumed and hazardous waste that is produced in our operations.

The die casting operations at the Southco New York, USA and Shenzhen, China factories have implemented a zinc remelt system that recycles 100% of the zinc die cast scrap material back into the process.

The Southco global injection molding operations are taking steps to recycle, and in many cases, regrind and reuse the plastic scrap material that is generated back into the manufacturing process.

Solid Waste	TouchPoint, Inc. Total		
	2022	2023	2024
Total Solid Waste Generation *(metric tons)*	5,652	5,778	**6,250**
Total Waste Diverted *(metric tons)*	5,110	5,310	**5,774**
Landfill Diversion Rate *(%)*	90.4%	91.9%	**92.4%**

The SupplyPoint Rugby, UK factory installed a cardboard compactor and streamlined waste disposal as a result of the waste stream analysis required for ISO14001. These actions have led to savings of over £600 per month due to less pickups being required with improved GHG contribution.

The SupplyPoint North Carolina, USA factory began recycling 100% of its unusable wooden pallets in 2024.

The design intent of SupplyPoint's inventory management solutions is to reduce its customers' inventory waste and efficiency. This reduces fuel and energy associated with logistical management and product distribution.

Product Design and Lifecycle Management

TouchPoint is designing products that advance green energy industries, and is minimizing their environmental impact. From the earliest design concepts, we are already working to limit the material and energy consumption associated with the product, and ensure that all materials are sourced ethically and sustainably.

All TouchPoint companies adhere to RoHS and REACH requirements, and require all contract manufacturers and suppliers to do the same. TouchPoint Medical and its subcontractors also adhere to Prop 65 requirements, and iTD produces RoHS Directive compliant devices, and marks them as such.

TouchPoint also responsibly sources raw materials, keeping conflict minerals (those mined in conflict-affected areas of the Democratic Republic of the Congo [DRC] and adjoining countries) out of our products and supply chain. Southco requires suppliers to sign an acknowledgment declaring that any material, part, sub-component, semi-finished or finished product supplied to Southco either directly or via third parties do not, to the best of the supplier's knowledge, contain any metals (Tantalum, Tungsten, Tin, Gold) originating from the Democratic Republic of Congo and its adjoining countries. Southco also requires suppliers to continually monitor their supply chains and procurement of conflict metals, and immediately notify Southco if goods may contain them.

Our products also conform to electrical standards, where applicable. Most major components for TPM, Southco, and iTD products are individually certified, including UL, CE, CSA and UKCA qualification and registration. All TPM and iTD products also meet 60601 safety standards.

SOUTHCO HAS INVESTED IN A PRODUCT COMPLIANCE SOFTWARE PLATFORM THAT WILL ALLOW US TO BEGIN CALCULATING PRODUCT CARBON FOOTPRINT (PCF) VALUES FOR SOUTHCO PRODUCTS STARTING IN 2025.

Product Carbon Footprint

Southco has invested in a product compliance software platform that will allow us to begin calculating Product Carbon Footprint (PCF) values for Southco products starting in 2025. A product's carbon footprint value covers the entire manufacturing process from cradle to gate and starts with the extraction of raw materials and ends with the finished product before it leaves the manufacturing facility and is sent to the customer. The calculation process helps us to identify further opportunities to address GHG emissions by optimizing the manufacturing process, material selection, and resource use, and helps us to create transparency with our customers.

Certifications

ISO14001:2015 Environmental Management System Certification is the internationally recognized standard for environmental management systems (EMS) and provides a framework for our organization to design and implement an EMS, and continually improve our environmental performance. By adopting this standard, TouchPoint has made a commitment not only to regulatory compliance but also to ongoing environmental improvement. While we do not require all of our locations to obtain ISO14001 certification, the locations without official certifications still follow our global policies, procedures, improvement metrics and methodology for environmental management.

During 2024, Southco added its Ranjangaon, India and Rzeszow, Poland factories to its list of ISO14001:2015 certified factories and SupplyPoint attained ISO14001:2015 certification at its Rugby, UK factory.

CERTIFIED
ISO 14 001

Social

Our strong culture has been critical to our success over time. Seven core values guide our decision making and ways of working, and we firmly believe that how we conduct business is just as important as what we achieve. As we continue to grow and evolve, it is important that we create a workplace where employees feel they belong, are empowered to share new ideas, and can achieve their full potential.

Talent Recruitment

Our people are at the heart of everything we do, and a steady stream of new talent is critical to TouchPoint's continued innovation. This drives a central focus on attracting, retaining, and motivating key talent. To further this goal, we have taken several important steps:

- Offering flexible hybrid working schedules
- Internal restructuring to open new career advancement opportunities
- Increased communication with vocational schools, colleges, and universities
- Co-op and summer internship programs

Employee Development

TouchPoint prioritizes employee training and development as essential to our ongoing success. Every employee has an annual development goal, and we work with employees to achieve career aspirations that are mutually beneficial for the employee and the company.

Key aspects of this training include:

- Leadership and coaching programs
- Expansive online development
- Safety and compliance training
- Tuition Reimbursement
- External training and workshops

Engagement

A large part of TouchPoint's continuous improvement is based on our open feedback culture, including employee engagement surveys, pulse surveys, and performance and development discussions with managers and business platforms to garner feedback for each divisional president.

Our employee recognition programs are a key driver for employee engagement and help us retain our best talent.

Online recognition and communication platforms have strengthened employee collaboration and reinforced behaviors aligned with our core values.

Compensation Philosophy

While compensation and benefits vary worldwide based on country specific practices, we provide market-competitive compensation and benefits to attract, retain, and motivate our talent. TouchPoint is committed to ensuring that all our employees receive fair and competitive wages in terms of base salary, incentive pay, and other benefits supporting their health and wellbeing.

We fully support National Living Wages and are dedicated to paying at least the established rate, recognizing the value and contributions of our workforce. By doing so, we promote financial security, well-being, and job satisfaction among our employees while fostering a culture of respect and fairness. Our commitment to fair pay is a key part of our broader mission to create a positive and sustainable work environment for all.

Benefits and Wellness

TouchPoint is committed to the health and wellbeing of our associates and offers benefits focused on supporting employees and their families. In the United States, this includes the choice of several health and welfare plans, various paid leave plans including, life insurance, short-term and long-term disability, paid time off, bereavement, and holidays. We also provide mental health benefits to all U.S. employees regardless of participation in the health plans.
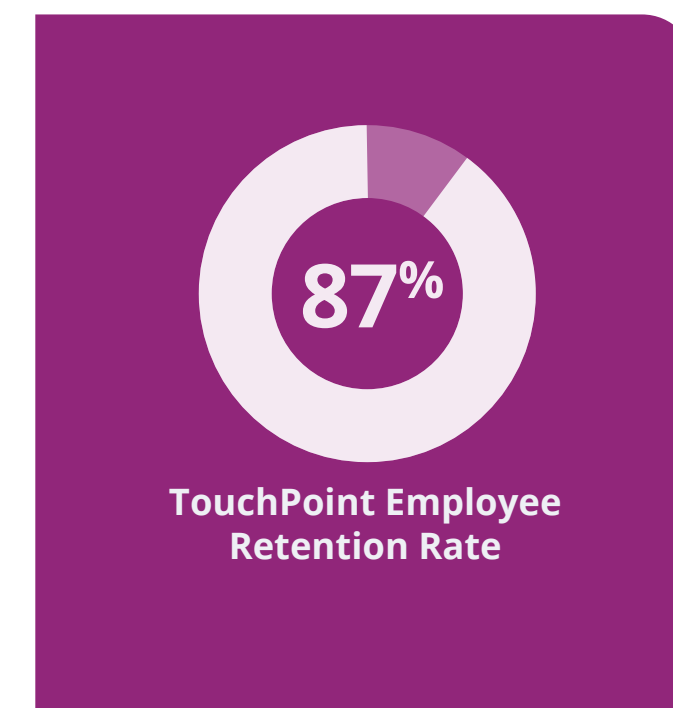
In 2024, TouchPoint received the Aetna Gold Wellness Award which recognizes employers who demonstrate exceptional commitment to employee well-being.

Promoting a Workplace for All

One of TouchPoint's greatest strengths is the diversity of our global community. We know that diverse teams are more innovative and perform better, which is why we work to create a diverse talent pipeline to ensure we have the right people with the right skills to meet the needs of our businesses today and in the future.

We believe that inclusion is at the heart of a culture that values people and celebrates differences. Not only do we recognize diversity of thought, perspective, and experiences, but we also champion programs to meet the diverse needs of our associates globally.

In 2024, we continued to cultivate a sense of belonging for all our associates. We provided workshops and training for leaders to enable all associates to show up as their best selves. Local engagement committees also sponsored cultural awareness events, provided education, and supported local community outreach programs.

Our Core Values — Passion, Integrity, Results, Commitment, Diversity, Growth, Openness

87%

TouchPoint Employee Retention Rate

Community Engagement

At TouchPoint, we recognize that strong communities are the foundation of sustainable business success. In line with our ESG commitments, we continue to prioritize meaningful engagement with the communities in which we operate. We do this through strategic partnerships with local nonprofit organizations and schools, employee volunteerism, and philanthropic donations with company match.
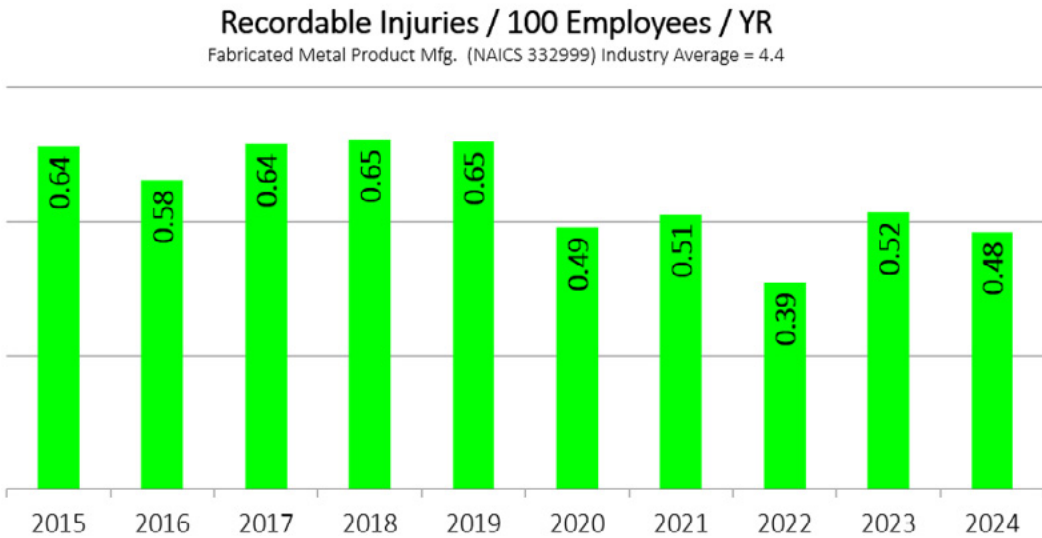

Workforce Health & Safety

TouchPoint is committed to operating all of our facilities and projects in a safe and efficient manner, and in compliance with all applicable EHS laws, rules, and regulations. To achieve this, TouchPoint has established standard EHS policies and operating procedures, considering environmental and safety risks at the project level as part of the initial risk assessment. TouchPoint builds processes to manage these risks into site-specific project manuals.
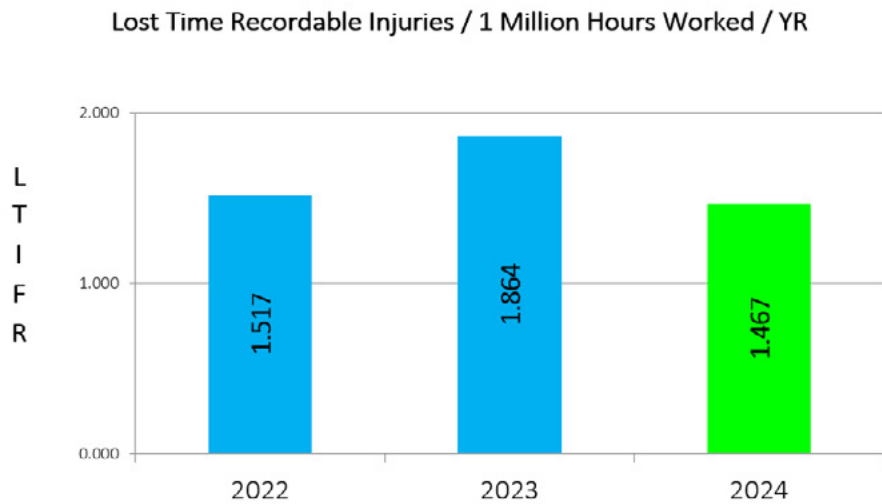
At TouchPoint, the safety and health of our employees is a top priority and embedded within our core values. Our structure includes dedicated EHS expertise which enables us to effectively communicate safety issues, share best practices and promote a culture of safety across the enterprise.

Over the past 10 years Southco has maintained a Total Recordable Incident Rate that is significantly below the industry average. In 2024, Southco began reporting their Lost Time Injury Frequency Rate (LTIFR).

Southco Global Safety Total Recordable Incident Rate

Recordable Injuries / 100 Employees / YR
Fabricated Metal Product Mfg. (NAICS 332999) Industry Average = 4.4

2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
0.64	0.58	0.64	0.65	0.65	0.49	0.51	0.39	0.52	0.48

Southco Global Safety Lost Time Injury Frequency Rate

Lost Time Recordable Injuries / 1 Million Hours Worked / YR

LTIFR

2022	2023	2024
1.517	1.864	1.467

Governance

Good corporate governance practices enable us to meet financial, operational, and strategic objectives, advance the long-term interests of our stakeholders, and promote accountability and responsiveness across our leadership teams.

Human Rights

TouchPoint upholds fundamental human rights and believes that all human beings around the world should be treated with dignity, fairness, and respect. We want our suppliers and direct contractors to demonstrate a serious commitment to the health and safety of their workers and to comply with human rights laws.

TouchPoint does not use or condone the use of slave labor or human trafficking, and we denounce any degrading treatment of individuals or unsafe working conditions.

We are committed to following all applicable wage and hour laws and regulations.

Executive Responsibility for Sustainability

Our Vice President, General Counsel, and Secretary reports directly to TouchPoint's President and CEO on the progress of our sustainability program, and updates TouchPoint's Board of Directors on these efforts at least annually.

Collective Bargaining

TouchPoint recognizes and respects the rights of associates that may want to join or not join any lawful organization of their choice and is committed to complying with laws concerning freedom of association and collective bargaining. Approximately 100 Southco associates work under collective bargaining agreements and are represented by trade unions and workers' councils. As a result, we have not experienced any work stoppages.

Supplier Standards

When selecting suppliers and contractors, TouchPoint chooses reputable business partners who are committed to ethical standards and values, and demonstrate business practices compatible with ours. We require all our suppliers to sign and agree to our Business Conduct, Ethics Expectations, and Key Requirements for Suppliers and Contractors ("Supplier Code of Conduct") which, among other obligations, requires our suppliers to follow ethical standards established by TouchPoint.

All our suppliers and contractors are expected to commit the resources required to understand and comply with these requirements, and require their suppliers and subcontractors to conform as well. A continuing mutually rewarding business relationship depends upon it.

TouchPoint will cease doing business with any supplier or contractor that fails to act in a manner consistent with these expectations. TouchPoint expects its suppliers and contractors to maintain and enforce policies requiring adherence to business conduct and practices in accordance with applicable law and which comply with our requirements. These expectations may be updated or amended from time to time.

Supply Chain Governance

TouchPoint is committed to continuously monitoring our supply chain for both risks and opportunities.

We assess and monitor changing political, logistical, and climate conditions to identify potential threats or risks and formulate mitigation strategies. We also analyze our supplier footprint and conduct stress tests for alternative strategies and supply options.

TouchPoint's largest platform company, Southco, conducts extensive supplier audits. Any concerns or violations are documented and addressed by management, and either a corrective action is put in place and monitored, or Southco actively exits the supplier and resources the business to another company.

Southco recognizes suppliers that have demonstrated responsible business practices in support of ESG initiatives as prime candidates for its annual Supplier of the Year award.

Reporting

Conflict Minerals
We are committed to complying with applicable legislation in all parts of the world. This includes requirements related to conflict minerals and laws related to understanding the content and sourcing of materials in our products and supply chain. TouchPoint supports ending the violence and human rights violations related to mining these minerals.

TouchPoint does not purchase conflict minerals or any other regulated materials or parts.

Global Trade Compliance
Our processes and people must adhere to applicable import and export laws and regulations as part of our commitment to global trade compliance. This is accomplished through automated tools and regular training in export controls, import processes, procurement requirements, sanctions, and embargoes, carried out during onboarding for applicable associates and followed by targeted training.

Supply Chain Environmental Impact

We are dedicated to reducing waste and encouraging recycling in our operations. We partner with third-party vendors who help us to meet these recycling commitments and support implementing best practices. We focus on identifying suppliers that are geographically close to our manufacturing locations and to our customers. This strategy creates efficiencies for our business, reduces our carbon footprint, and helps us mitigate the risk of supply chain disruption, increasing our resilience in an unpredictable global environment.

Supplier Due Diligence and Risk Management Process

In 2024 we updated our sustainable procurement policy and supplier code of conduct to address and clarify requirements across our supply chain related to environmental criteria, ethics, labor & human resources, and supplier engagement. We also implemented a new vendor risk management process introducing new risk categories associated with geography, sustainability and the environment.

In addition to assessing risk in our supply chain, we implement preventative strategies to manage any potential risks. These preventative strategies are designed to proactively identify and address potential issues before they escalate, thereby ensuring the stability and integrity of our supply chain.

ESG Sustainable Procurement Scorecard

Supplier-Signed Sustainability Code of Conduct

Environmental, Labor, Human Rights Clauses Integrated into Supplier Contracts

Supply Chain Sustainability Issues Training to Internal Teams

Supply Chain Dashboard Metrics

TouchPoint's largest platform company, Southco, tracks and reports on many different sustainability metrics. By capturing this data, we can ensure our procurement practices support our long-term vision by allowing us to identify opportunities to build greater resilience in our supply chain.

Business Ethics

TouchPoint has a Code of Conduct that all employees must acknowledge, agree to, and comply with. A link to the Code is also posted on the homepage of each of our businesses' websites. The Code emphasizes that TouchPoint does not tolerate bribery in any form, and believes in winning business ethically through the quality of its products, services, and people. We abide by all applicable laws, treaties and regulations that forbid bribery including the U.S. Foreign Corrupt Practices Act and the UK Anti-Bribery Act.

The Code applies to all TouchPoint employees and the Board of Directors. We enforce the Code fairly and consistently for all employees, regardless of position. TouchPoint requires all employees globally to complete training on the Code periodically, which includes anti-corruption training among other topics.

We also present the Code in front of all employees regularly, including during related training sessions and onboarding programs. As a testament to our ethical business practices, TouchPoint experienced no monetary losses from the results of legal proceedings for bribery, corruption or anti-competitive practices within the last decade.

TouchPoint strictly forbids retaliation of any kind as a result of any employee raising or reporting, in good faith, a business conduct issue or perceived violation of law. Our employees have a duty to report any possible violations of applicable law or the Code to either TouchPoint's General Counsel, or to their immediate supervisor, manager, business unit attorney, director, or officer of TouchPoint. They, in turn, must advise the General Counsel of the report. In addition, all employees other than our European employees may make a report to the TouchPoint Compliance Hotline, which can be made anonymously.

Public Policy

No TouchPoint employee may make any direct or indirect political contribution (including the use of TouchPoint property, equipment, funds, or other assets) of any kind, on the federal level, in the name of TouchPoint, without prior approval from TouchPoint's General Counsel.

The above prohibition relates only to the use of corporate funds, property, and assets and is not intended to discourage employees from making personal political contributions (including those to Political Action Committees), or engaging in personal political activities on their own time as may be permitted under applicable law.

Information Security and Data Privacy

At TouchPoint, we recognize that cybersecurity and data privacy are critical elements in safeguarding our operations, protecting customer data, and maintaining the trust of our stakeholders. In alignment with industry best practices and in response to the evolving threat landscape, we have undertaken significant steps to strengthen our cybersecurity posture and data privacy policies.

Our information security program is overseen by the Chief Information Officer (CIO), who reports out directly to the Executive Leadership Team and the Board of Directors. The CIO is responsible for ensuring that information security remains a top priority across the organization, with the appropriate resources and authority to drive initiatives and implement policies that protect both company and customer data.

Risk Management Framework

The foundation of our information security program is our risk management framework, which is designed to identify, assess, and mitigate potential security threats and vulnerabilities that could impact the confidentiality, integrity, or availability of information. We use internationally recognized standards such as ISO 27001, along with our own internal risk assessment tools, to continually monitor and evaluate the effectiveness of our security controls.

Third-Party Risk Management

Given the increasingly complex threat landscape, including supply chain vulnerabilities, we are actively strengthening our Third-Party Risk Management Program. This program is designed to assess and manage the security and privacy risks posed by our external partners, vendors, and service providers. We recognize that third-party relationships can introduce significant risks to our business, and we are committed to ensuring that our partners adhere to the same high standards of cybersecurity and data protection that we uphold.

Commitment to Data Privacy

We remain steadfast in our commitment to protecting the privacy of personal data. Our data privacy practices are aligned with global standards and regulations, including the General Data Protection Regulation (GDPR) and other relevant privacy laws. We ensure that personal data is processed securely, lawfully, and transparently, with robust measures in place to protect it from unauthorized access, disclosure, alteration, and destruction.

We also continue to educate our employees on data privacy principles and ensure that they are well-versed in the requirements of handling personal information responsibly.

Information Security Awareness Training

Our Security Awareness and Training Program is designed to provide employees with the knowledge, skills, and resources needed to recognize and respond to a variety of cybersecurity threats, including phishing attacks, data breaches, malware, and social engineering tactics. The program is built on a foundation of ongoing education, interactive learning, and real-world simulations to ensure that employees not only understand theoretical concepts but can also apply their knowledge in practical situations. By integrating security awareness into the day-to-day culture of our organization, we aim to reduce the likelihood of successful cyberattacks and improve our overall security posture.

Our ongoing educational model is executed through quarterly training, which ensures that employees receive regular updates on emerging threats, new security protocols, and best practices, fostering a continuous learning environment. Each quarter, employees are required to complete a set of security awareness training modules, which are carefully curated to address the most pressing, current cybersecurity challenges at the time.

Employees participate in interactive, scenario-based training modules that simulate real-world cybersecurity challenges. Interactive training ensures that employees retain critical security knowledge and are prepared to act swiftly when needed.

Incident Response and Business Continuity

Our Incident Response and Business Continuity Plans are designed to quickly detect, respond to, and recover from any information security incidents that may arise. These plans are regularly tested and refined to ensure that the organization can continue operating smoothly in the event of a breach, system failure, or other disruptive event.

We have a dedicated incident response team that is trained to handle various types of security incidents, from data breaches to ransomware attacks. The team is equipped with tools and protocols to respond rapidly, minimize damage, and ensure that stakeholders are kept informed throughout the process.

In parallel, our business continuity program ensures that critical business operations can continue, even in the face of unforeseen disruptions. This includes the regular backup of critical data, disaster recovery protocols, and the development of alternative systems or processes to maintain operations under challenging circumstances.

Continuous Improvement

Information security is an ongoing effort, and we are committed to continuous improvement to ensure that our systems remain resilient to emerging threats. We leverage lessons learned from past incidents, ongoing threat intelligence, and advancements in technology to enhance our security posture over time.

Our Commitment to Progress

TouchPoint believes that progress is more than something to put in a report. It is a constant effort that we undertake to better ourselves and our communities, and we are just getting started. Even as you read this, TouchPoint is working towards greater sustainability, diversity, and integrity with ESG principles guiding the way. We believe the investments we make today will affect positive change both now and in the future.

LET'S WORK TOGETHER TO BUILD A TOMORROW WE CAN BE PROUD OF.
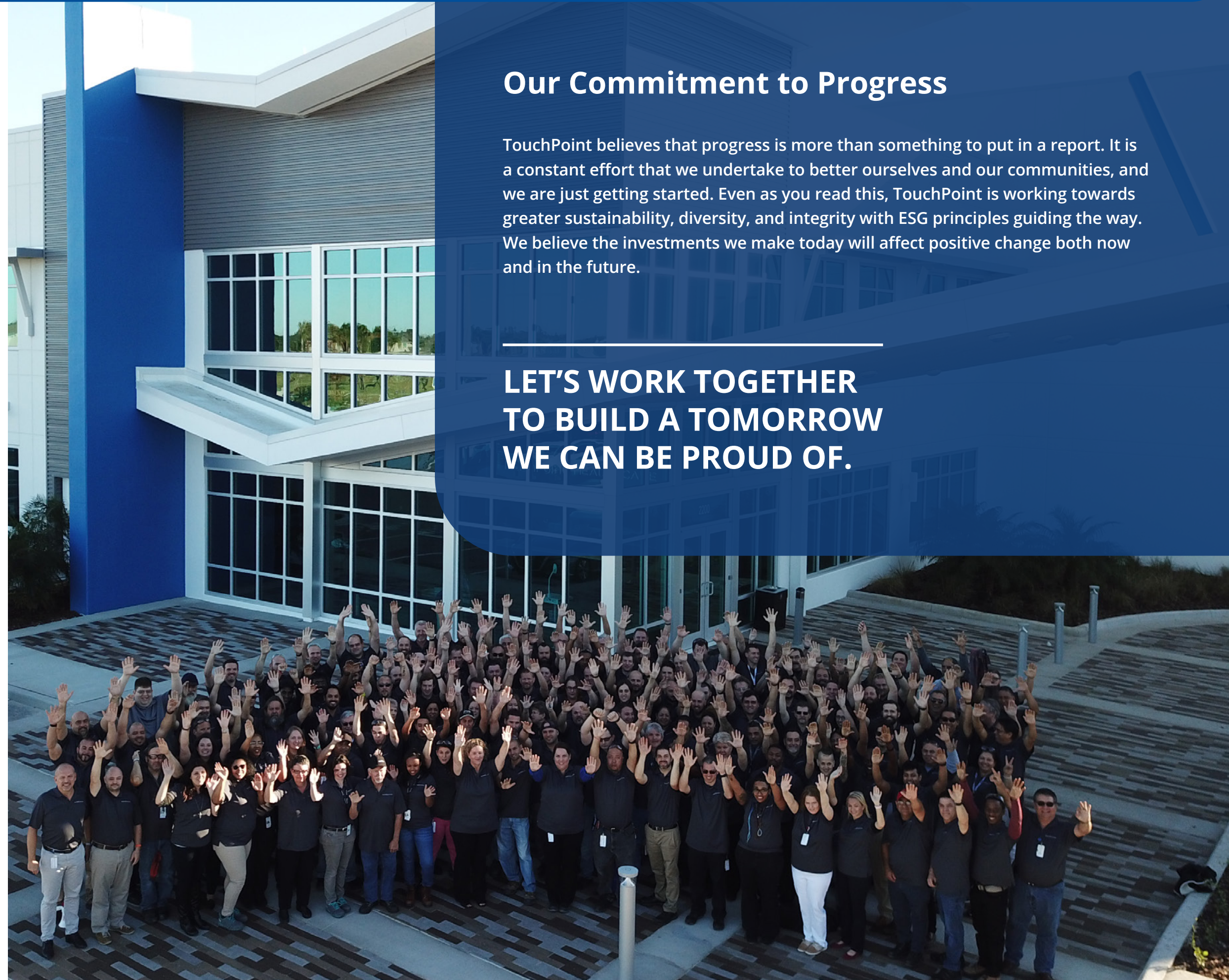
TouchPoint

ESG
Report 2024

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