

## ESG Framework

At Scalable Operations, we believe that building a successful business goes hand-in-hand with advancing environmental responsibility, social equity, and good governance. Our ESG framework reflects our core values as a Salesforce consultancy committed to doing impactful work—for clients, communities, and the planet.

### Environment

As a fully remote and digital-first company, our environmental impact is inherently low. Still, we take intentional steps to reduce it further:

- Deliver services virtually whenever possible, minimizing travel emissions and maximizing efficiency.
- Commit to reducing our carbon footprint through conscious operational decisions.
- Encourage energy-efficient computing and cloud usage aligned with Salesforce’s sustainability commitments.
- Reduce paper waste and prioritize the use of recycled paper.
- Reduce plastic waste and favor eco-friendly products across all operations.

### Social

We are committed to building an inclusive, supportive, and purpose-driven workplace—while also using our business to give back.

- *Inclusive Hiring & Talent Development:*

We intentionally seek to hire and support individuals from under-resourced communities and are committed to helping them grow their careers through mentorship, coaching, and real project work.

- *Partnerships with Local Impact:*

We partner with mission-driven organizations that expand access to education, mentorship, and career opportunities for underrepresented communities. These partnerships reflect our belief in investing in future leaders and creating more equitable pathways into the tech and consulting industries.

- *Pledge 1% Member:*

As a proud signatory of the [Pledge 1%](#), we commit:

- 1% of revenue to charitable causes

- 1% of our time to volunteer efforts that align with our mission and values
- *Health, Safety & Dignity:*

We foster a safe, healthy, and respectful environment for all team members and contractors, regardless of employment status or background.

- *Championing Human Rights:*

We uphold and advocate for human rights across our operations and expect the same from all those we partner with. This includes a commitment to fair labor practices, living wages, and zero tolerance for discrimination or forced labor.

## Governance

We hold ourselves accountable through responsible policies and transparent practices that guide how we work and grow.

- [Contractor Code of Conduct:](#)

All collaborators must follow our Code of Conduct, which covers data protection, ethical client engagement, and a commitment to simplicity and sustainability in solution design.

- [Human Rights Policy:](#)

We have a formal Human Rights Policy that outlines our expectations around dignity, non-discrimination, voluntary labor, and equitable compensation.

- *Ethical Standards & Compliance:*

We are committed to acting in accordance with legal and regulatory requirements and avoiding any conflict of interest, corruption, or misuse of confidential data.

- [Data Security & Privacy:](#)

Our team is trained and required to handle all client data with strict confidentiality. We implement best practices in cybersecurity, including device encryption, secure access protocols, and least-privilege permissions.

- *Transparent Reporting & Oversight:*

Leadership commits to reviewing our ESG-related commitments and practices annually to ensure alignment with our mission and to identify areas for growth.