



The *accesso*

People & Culture Overview

One Ticket, Many Voices: Unlocking Potential Through Inclusion



Report Highlights

01

Voices That Shape our DEI Work

A Message From Leadership	3
Council Perspective	4
Our DEI Council	5
Areas of Focus	6

03

External Impact

<i>accesso</i> Cares	25
Technovation	26
Climate Policy	27
Our Global Team	28
Global Customer Base	29
Volunteer Time Off	32

02

Initiatives in Motion

Girl Develop It	9
Lean In	10
Grace Hopper Celebration	10
Compensation Alignment	13
Hiring Practices	14
Connex Program	17
Work Life Balance	18
Culture	19
iValue	20
<i>accesso</i> GOLD	21
Inclusiveness in our Products	23

04

Global Wellbeing

Maven	34
Parental Leave	37
Employee Assistance Program	38
Virtual Benefits	39

A Message from our SVP of People & CEO



At *accesso*, inclusivity is essential to who we are. This year, we're proud to release our first Inclusion Report, a milestone in our commitment to transparency and accountability. With the support of our DEI Council, leadership, and People team, we've made great strides in fostering a culture of belonging since our council's inception in 2022.

Our inclusion strategy focuses on four pillars: Recruiting, Training and Communication, Community Engagement, and Internal Processes. These pillars guide our efforts in building an inclusive workforce, empowering team members to be their authentic selves, uplifting our communities, and continuously refining our own practices.

This report is just the beginning, but it demonstrates our dedication to creating a culture where everyone can thrive. By tracking and sharing our progress, we're setting a foundation for growth and impactful change. Thank you to our employees, leaders, and partners who share in this vision. Together, we're building a more inclusive and innovative future at *accesso*.



Steve Brown

CEO



Maura Schiefelbein

SVP of People

Council Perspective

At *accesso*, we remain deeply committed to fostering an inclusive and diverse environment where every individual feels valued and empowered. Our ongoing efforts in diversity, equity, and inclusion (DEI) are integral to our mission, as we continue to drive initiatives that promote fairness, belonging, and opportunity for all. We believe that our strength lies in our differences, and we will persist in creating pathways that ensure everyone's voice is heard and respected. Through collaboration and continuous learning, we are dedicated to making meaningful, lasting impact in our workplace and communities.

DEI Council Members



Carleigh Swan
Co-Chair



James Field
Co-Chair



Jennifer Babcock



Deion Gresham



Hannah Hahn



Katherine Rivera



Samuel Solomon



Patrick McGee



Arun Krishnamurthy



Lynn Ta



Magda Gruszka



Troy Torrado



Lawrence McGuire



Amanda Acuna



Heather Thomas
HR Sponsor



Maura Schiefelbein
*Council Leadership
Representative*



Caity Agee
Recruiting Sponsor

Areas of Focus



Recruiting

- Support diverse talent growth through clear career paths.
- Build mentorship programs to promote diverse leadership representation.
- Mitigate bias with training and structured hiring practices.

Training & Communication

- Provide ongoing DEI training for all teams to foster inclusive practices.
- Celebrate global holidays and cultural moments.
- Host quarterly global public meetings to review DEI progress and initiatives.

Community Engagement

- Partner with diverse organizations to support underrepresented communities.
- Create volunteer and mentorship programs focused on DEI initiatives.
- Support global initiatives through *accesso* Cares program.

Internal Processes

- Establish clear goals for inclusion and belonging.
- Implement a new and engaging performance review platform.
- Increase digital accessibility & optimize accommodation request processes.



Initiatives in Motion

IgniteHER



Empowering Women, Igniting Futures, Sparking Innovation



Our Mission

IgniteHER is a comprehensive initiative designed to empower women in tech by offering peer mentorship, volunteerism, advocacy, and access to educational and professional development resources.

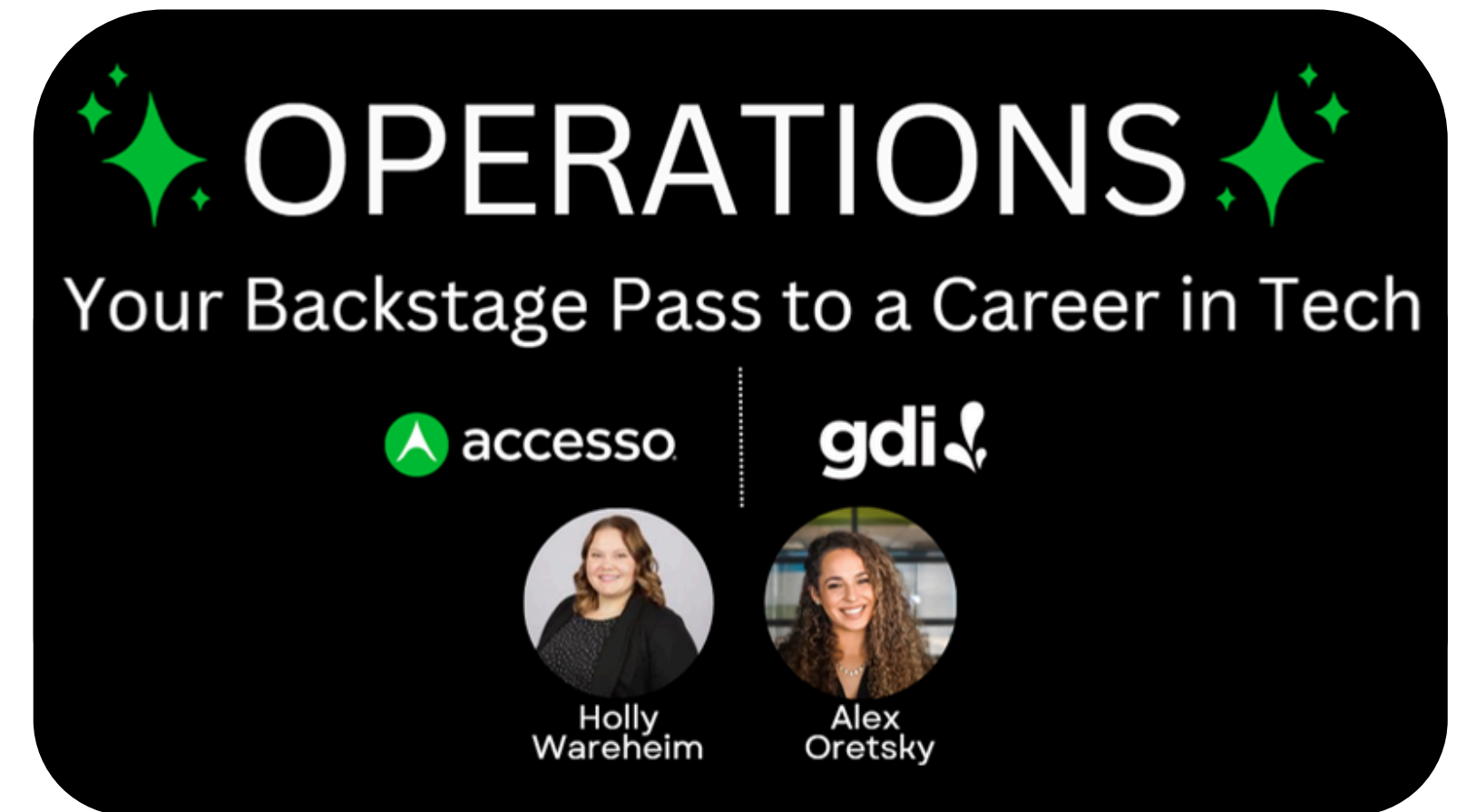
Through IgniteHER, we aim to foster career growth and create opportunities for advancement both within *accesso* and beyond.



Proud Partners with Girl Develop It

Girl Develop It (GDI), is a nonprofit whose mission is to create opportunities for women and non-binary adults to learn software development skills. GDI believes in a world where all people are included and empowered in developing the future of technology, and we couldn't agree more.

Through classes, projects, and events, GDI students develop code, confidence, and community. We're excited to support their mission and engage with their community to help build a more inclusive tech industry. This year, we had the opportunity to present to the GDI group on breaking into tech through operations roles, and we're excited to continue to deepen our partnership over the coming year.



Lean In Circles

Lean In Circles, are small groups of women who meet monthly to share experiences, build confidence, and develop leadership skills. Inspired by Sheryl Sandberg's book *Lean In: Women, Work, and the Will to Lead*, these Circles are part of a global movement to empower women in the workplace. We now have eleven Circles worldwide with 70+ women participating, creating a strong network of support and growth across our global team.



70+

Circle Members
Worldwide

11

Circles
Worldwide

Grace Hopper Celebration

In 2023, *accesso* proudly participated in the Grace Hopper Celebration, the world's largest gathering of women and non-binary technologists. We sponsored a select group of women from our team to connect with peers, gain insights from inspiring speakers, and engage in a movement dedicated to empowering women in technology.

Voices That Shape *accesso*



Faina Wellman - VP, Engineering

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When I first joined Accesso, I was immediately impressed by the company's genuine commitment to diversity, equity, and inclusion. One of the most impactful experiences for me was meeting the various teams face-to-face for the first time, where I encountered so many talented individuals from diverse backgrounds. Since that day, I have greatly appreciated the opportunity to mentor several women within the company and to see their growth and achievements celebrated. These mentorship sessions have not only supported the professional development of others but have also contributed to my growth as a woman leader. They have helped me forge strong connections with colleagues across different departments. The support I have received and been able to provide, makes me feel truly valued and included. It's clear that Accesso is dedicated to fostering an inclusive workplace where everyone feels welcomed and empowered.

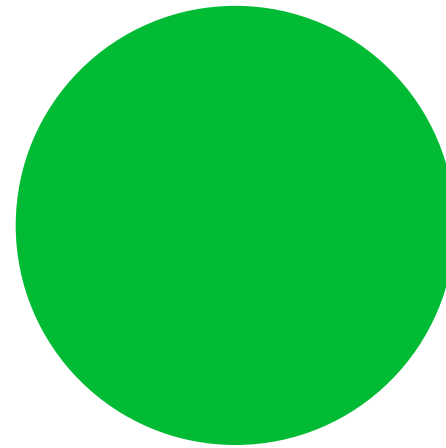
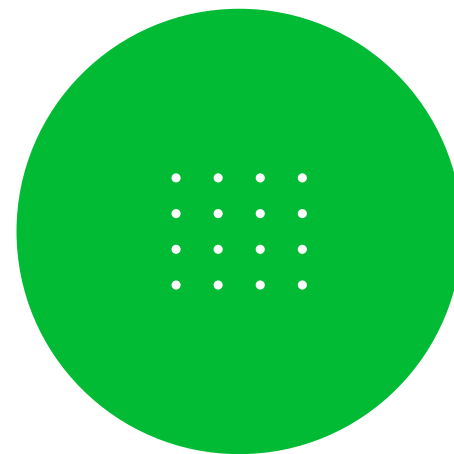
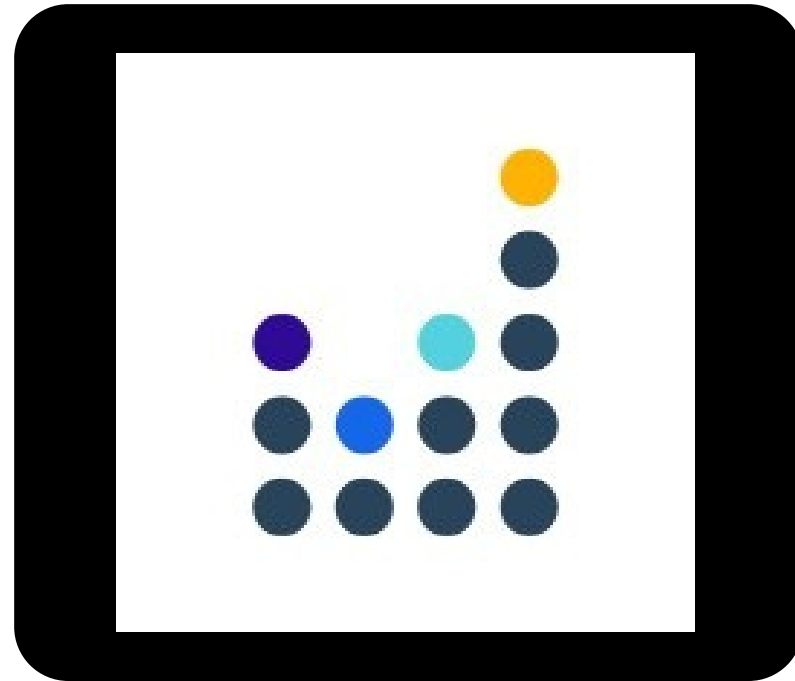
Voices That Shape *accesso*

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Inclusivity is something hard to come by and one of the many reasons I pursued coming back to Accesso. I have a deep appreciation that our organization is led by a compassionate, accomplished, and diverse group of individuals who personify that a path of collaboration leads to the best solutions. This has created an environment where I feel comfortable and confident in bringing my own unique perspectives forward. One of the ways I've experienced this is through the Lean In program, through this initiative I've not only felt seen for sharing my own story but felt an enriched sense of connection with those who have shared theirs. As a woman in tech, it's inspiring to see my female colleagues across the organization regardless of title, be appreciated and respected for their effectiveness, unique perspective, and strong leadership.



Audra Stanley -Software Project Manager



Compensation Alignment

We are dedicated to fostering an equitable workplace therefore, we have partnered with Payfactors to establish a competitive compensation structure that allows us to ensure fair and competitive pay for all. We are dedicated to promoting transparency and trust, therefore many of our posted jobs will include these salary ranges, empowering candidates to make informed decisions.

Removing Barriers, Building Teams

How We're Growing Diversity Through Inclusive Hiring Practices:



- All hiring managers receive unconscious bias training to ensure a fair and equitable process.
- We craft inclusive job descriptions that are free of coded or exclusionary language.
- Our ATS bias-blocking feature removes names and schools from resumes to focus on skills and experience.
- We encourage candidates to request any accommodations they may need to ensure an equitable and supportive hiring experience.
- DEI nudges built into our system encourage teams to consider candidates with diverse backgrounds.
- We collect optional and confidential demographic data from candidates to monitor our progress toward diversity goals.
- We collect candidate experience feedback through anonymous surveys to continually improve our hiring process.
- We partner with diverse organizations and job boards to help expand and diversify our candidate pool.

Voices That Shape *accesso*

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With my legal background, I initially doubted if I would blend in at a tech company. However, from the interview stage to my first day and beyond, I have consistently felt welcomed and encouraged by my colleagues. The individuals at Accesso truly stand out as its most valuable asset. My positive encounters motivated me to contribute further by joining the DEI Council, aiming to showcase how Accesso is dedicated to creating an exceptional environment for everyone involved.



Naila Carneiro - Product Manager

Voices That Shape *accesso*



Sanif Maredia - UI Engineer

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During my time with working in Accesso, I have felt a strong sense of inclusion while working on a variety of projects. From the very start, everyone made a concerted effort to ensure I felt welcome. This sense of belonging was especially evident during team meetings where everyone's perspective to achieve the project goals were encouraged. My interview and hiring process was positive overall. I appreciate how the interviewers were not only interested in my skills but also in understanding how I would fit within the company culture. In my first week of joining, my reporting manager held sessions to explain products technical and functional overview which eased me in software development. I have been fortunate to have had several mentors throughout my career, one being my colleague Mike. In terms of DEI efforts, I have seen meaningful initiatives come to life within my organization. It has created more opportunities for diverse talent to advance and feel supported, which has directly impacted me and my colleagues by fostering a more inclusive environment.

Connex Program

One of the best perks of being a new hire is getting paired with a partner through Connex – a friendly guide who's all about helping you feel connected, supported, and set up for success! Over their first 60 days, the Connex program offers informal guidance, introduces the new hire to team members, and helps them navigate our culture. This program not only fosters a positive onboarding experience but also strengthens a sense of belonging, where employees can thrive from day one.



Heather Thomas
Sr. HR Business Partner



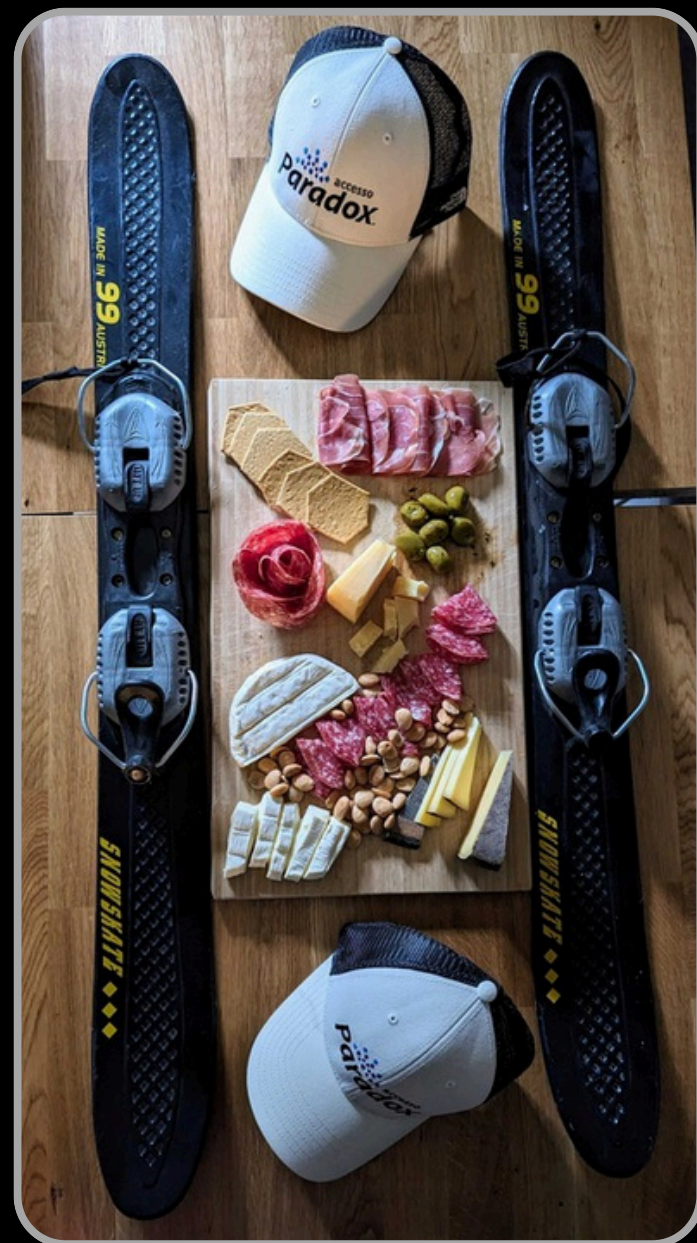
The Connex program was designed to help new hires acclimate to Accesso's culture, values, and work environment within their first 60 days. As a colleague-to-colleague support system, Connex fosters connections, provides guidance, and ensures that new employees feel welcomed and valued. By volunteering for the program, employees contribute to a positive onboarding experience and help build lasting relationships that benefit both new hires and Accesso culture.

Work Life Balance



We are committed to providing our employees with a strong sense work-life balance, offering flexible work settings and schedules to fit their individual needs. Following our July 2021 employee survey on return-to-work preferences, we introduced a permanent Hybrid/Remote Work Policy to enhance flexibility and respond to our teams' evolving needs. This commitment not only reduces stress but also boosts job satisfaction, reflecting our dedication to creating a supportive and balanced work environment. We love to see our employees thriving not only in their work, but also in their life!





A Culture of Connection & Fun

Fun is a key part of our workday, no matter where in the world we are! While our teams are spread across the globe, we stay connected through engaging virtual events like charcuterie board making, mocktail crafting, trivia, virtual Pilates, and more. Whether it's an online escape quest or our "Office Olympics", we make sure to bring a smile to everything we do, fostering a culture where connection thrives across time zones.





accesso

iValue

iValue is our peer to peer recognition program, recognizing employees that go above and beyond and exemplify our core values. Each month, one of our teams hosts a themed, virtual, iValue Celebration to showcase the nominees from the month. At each celebration, three winners are chosen to receive a cash reward!



Our Values

These five values guide who we are and why we celebrate our teammates.



Teamwork



Innovation



Commitment



Passion



Integrity



Ankur Kapoor



Audra Stanley



Adrian Cerdan

accesso GOLD

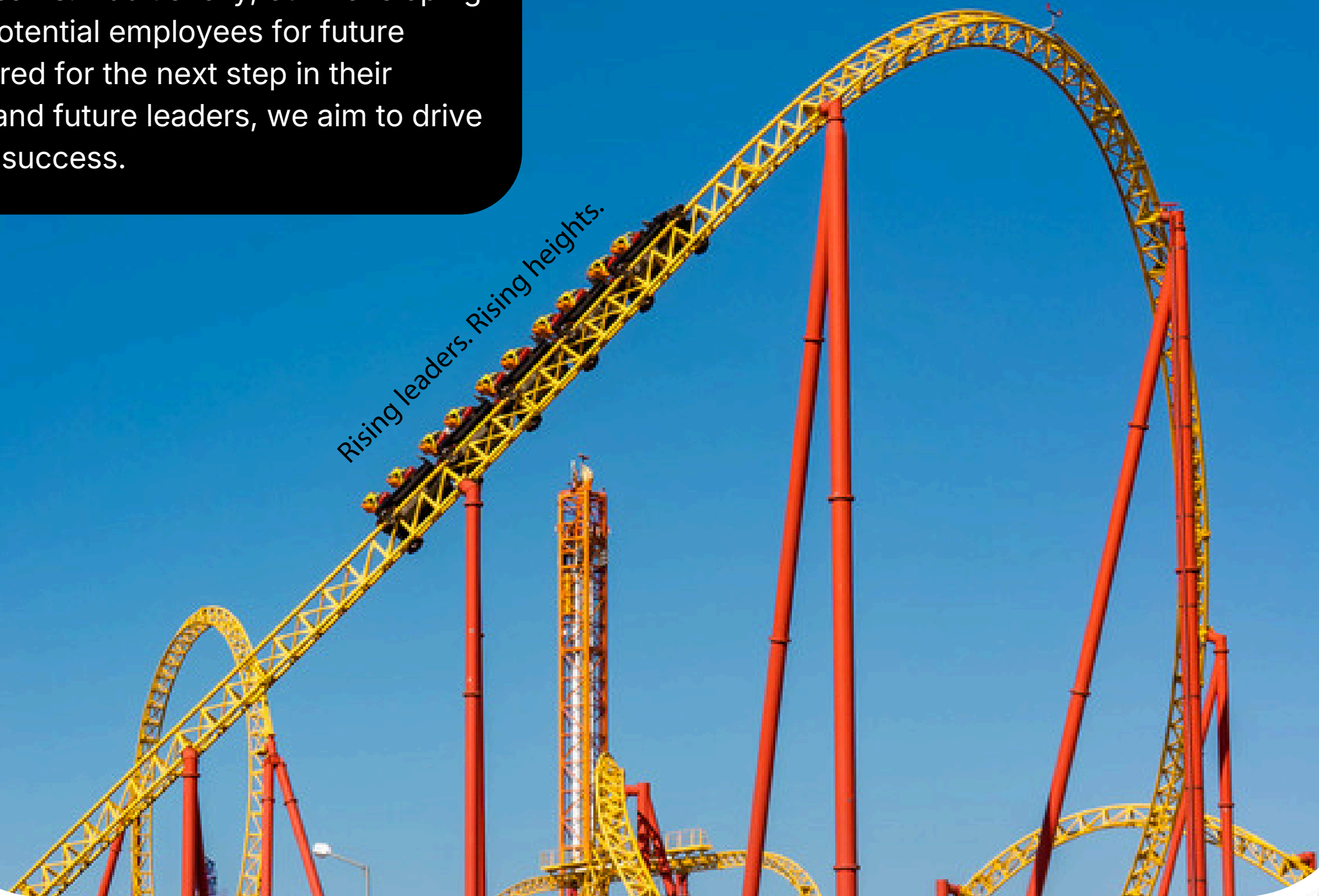


The importance of strong leadership cannot be overstated, and we recognize that investing in our leaders is key to building stronger teams. To enhance their skills, we've launched our GOLD (Global Organizational Leadership Development) program for all people managers, equipping them with the tools they need to better support and inspire their teams. Additionally, our Developing Leaders course is designed to prepare high-potential employees for future leadership roles, ensuring they are well-prepared for the next step in their career journey. By nurturing both our current and future leaders, we aim to drive excellence and foster a culture of growth and success.

accesso



Rising leaders. Rising heights.



Voices That Shape *accesso*



Edil Hernandez
SVP, Operations & Business Strategy

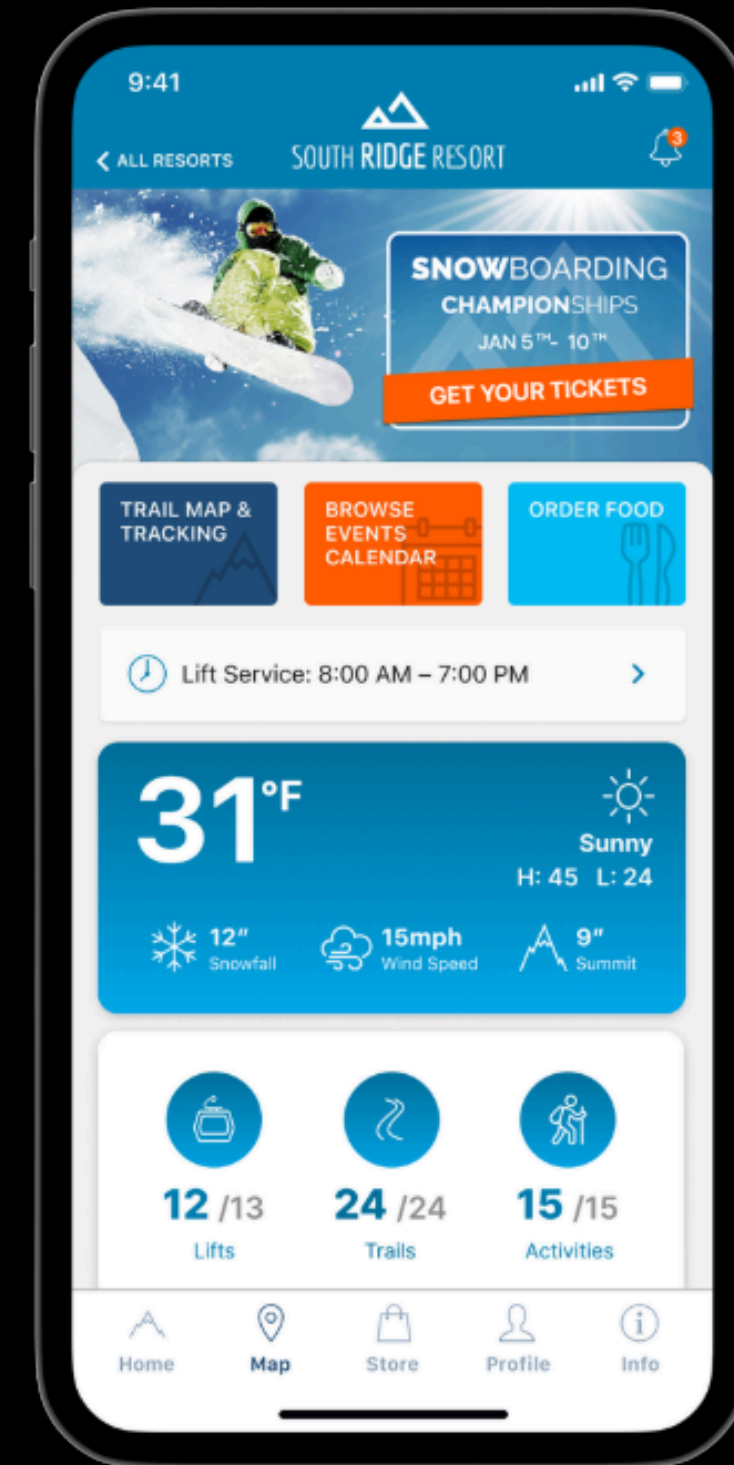
Having been with the company since the early days, I've had the privilege of witnessing our incredible growth and transformation. I've been part of the company through every acquisition, and it's been inspiring to see us evolve into an increasingly diverse organization. In those early days, we didn't have a well-defined DEI program, but I've watched firsthand as our commitment to diversity has strengthened over time. What stands out most in my journey at Accesso is that my race has never defined my experience here. I've always seen opportunities, conversations, and roles awarded based on talent, merit, and hard work. I deeply value the open and honest environment we foster—one that prioritizes hiring the best talent while also creating opportunities for minority candidates. I've been fortunate to build a fulfilling career at Accesso, where my voice has always been heard, and I've been given the space to showcase my skills. I'm incredibly proud of the progress we've made, the dedication of our DEI team, and our commitment to diversity.

Innovating with Inclusion in Mind

Inclusivity, accessibility, and usability in our applications is a collaborative effort between our UI/UX and development teams. Both groups adhere to established standards like the ADA (Americans with Disabilities Act) and WCAG (Web Content Accessibility Guidelines). Beyond compliance, our UI/UX team actively fosters a culture of curiosity, encouraging developers to think critically and identify ways to enhance accessibility in our products.



- ✓ We use tools to review things like the contrast between text color and background color to ensure they meet a minimum of "AA" accessibility as described by Web Content Accessibility Guidelines.
- ✓ We verify color contrast using tools that simulate different types of color vision to ensure accessibility for all users.
- ✓ We use third-parties like Deque to help make our products more accessible.
- ✓ We keep in mind how fonts can affect those with dyslexia or other reading or word comprehension issues.
- ✓ We've encouraged our clients to broaden how they collect gender identity, ensuring options go beyond traditional binaries.
- ✓ We implement descriptive alt text for images and UI elements to ensure screen reader users can understand and navigate the interface effectively.
- ✓ All UI elements are able to be reached via keyboard commands.





External Impact

accesso Cares

accesso Cares is our company-wide program dedicated to making a meaningful impact in the communities where we live and work. Through this initiative, we've contributed to critical causes such as the Global Giving Ukraine Relief Fund with a \$20,000 donation and corporate match to aid refugees. We've also supported local efforts, like the Heart of Florida United Way's Hurricane Relief Fund, with a \$10,000 donation to assist families affected by Hurricane Ian and a \$5,000 donation during Hurricane Milton and Helene. The funds were able to provide food, water, and supplies to displaced families and support to frontline workers who were away from their homes helping those in need. With programs like Angel Tree for foster children and numerous volunteer opportunities, *accesso Cares* reflects our commitment to giving back and fostering a sense of community.



Technovation

As part of our focus on creating a positive societal impact, we launched a collaboration with Technovation, a global tech education nonprofit that empowers girls to become leaders, creators, and problem-solvers. Every year, with the help of grassroots organizations in over 100 countries, Technovation Girls encourages teams of young women to develop mobile apps and leverage AI to address issues in their own communities. This year, over 30 *accesso* employees used their Volunteer Time Off (VTO) to support Technovation Girls by reviewing and providing feedback on submissions from young women around the world. Bhavin Trikamji, our Head of Engineering - Queuing Platform, even went above and beyond and was recognized with a certificate for his additional hours of support.



Bhavin Trikamji
Head of Engineering, Queuing Platform

Judge Advisor
CERTIFICATE OF RECOGNITION

IS AWARDED TO

Bhavin Trikamji

For their dedication to providing personalized and actionable feedback on 11+ technology based projects in the Technovation Girls 2024 program season. This feedback will further enrich Technovation Girls participants' learning journeys.

"I believe the concept of diversity is deeply ingrained in Accesso's DNA. Our DEI Council is committed to continuous improvement and feedback, so that our journey of inclusion is enriched by an ever-more sophisticated understanding and commitment. The admirable fact about this initiative is that Accesso didn't embrace it just because it was a buzz word in the industry, but mainly because Accesso strongly believes in it and puts genuine efforts towards improving things, year after year."

Planet in Progress

Our goal is for *accesso's* impact to be a positive one - for our employees, our clients, their guests and the communities and industries we serve. In 2022, we expanded our efforts to measure our environmental footprint, tracking travel and electricity usage by region and setting an ambitious goal of achieving carbon neutrality by 2035. By 2023, we progressed further, collecting emissions data from areas like waste and water, and began developing a comprehensive decarbonization strategy. This year, we launched our Sustainable Awareness Program, which highlights the role of our remote work environment and how each of us can help reduce emissions from home offices. Together, we are on the path to a sustainable future, where every small action contributes to our goal of net zero.



Commenced Tracking &
Reporting GHG Emissions in
2020



Utilization of tech to
reduce corporate travel



Actively reducing
physical office footprint



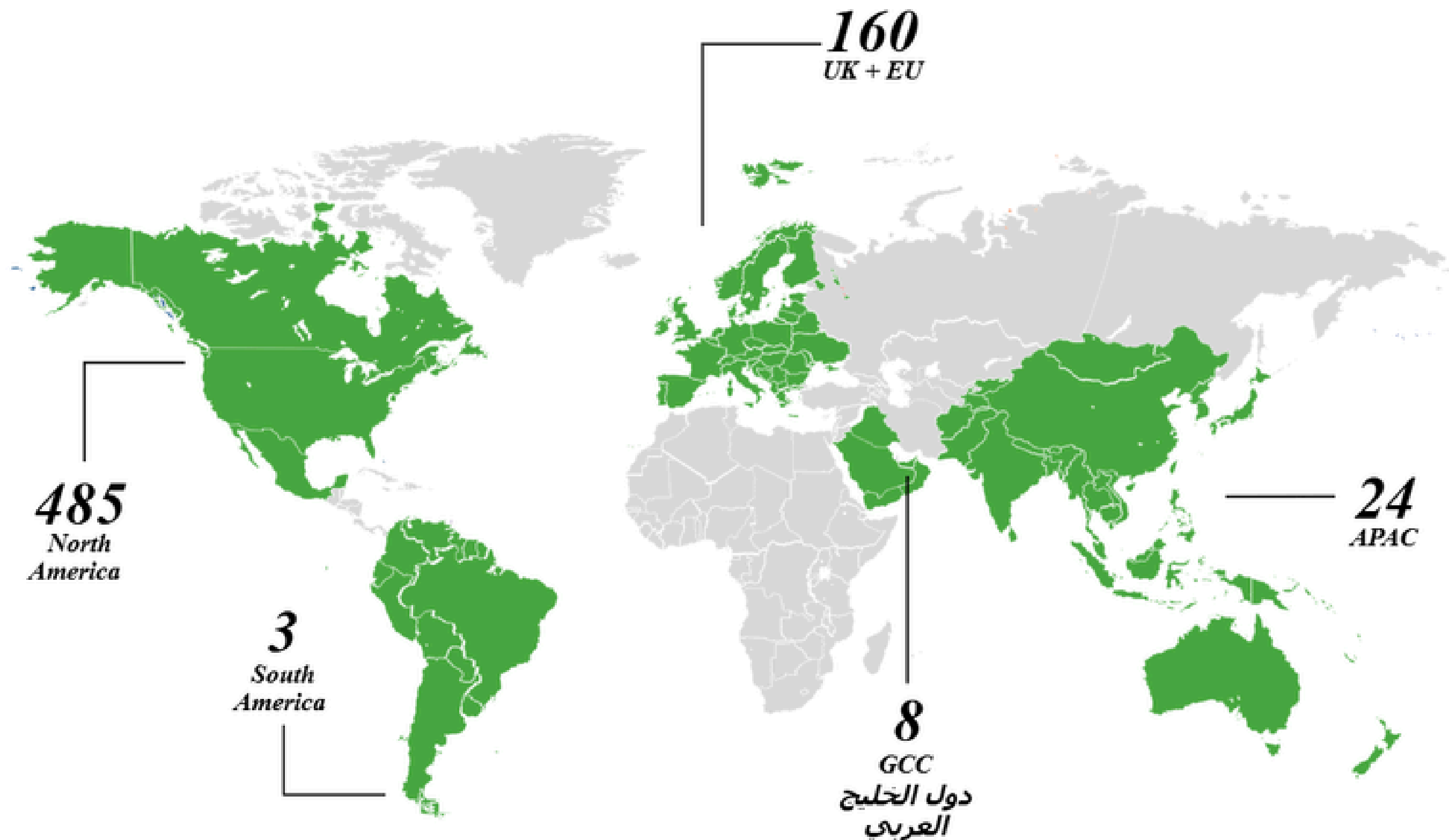
Developed policy on
climate change in 2022



Energy efficient
offices

Our Global Team

600+ Employees Worldwide



37% Development

30% Operations

12% Product

8% Professional
Services

6% Commercial

5% Finance

2% Human Resources

Serving Clients Around the World

North America

Canada
United States of America

Europe

Belgium
Denmark
France
Germany
Ireland
Italy
Netherlands
Spain
Sweden
United Kingdom
Austria

Latin & South America

Brazil
Chile
Colombia
Mexico
Costa Rica
Portugal
Puerto Rico
Republica Dominicana
Guatemala

Africa & Middle East

Egypt
Qatar
United Arab Emirates

Asia

China
Hong Kong
Japan
Malaysia
Singapore
Saudi Arabia
South Korea
Thailand
Vietnam

Australia
New Zealand

Voices That Shape *accesso*



Reinaldo Fagundez
Director, Tax

“

What I like about DEI and Accesso is that it is really tangible and livable. We are a company that works across many different cultures, countries, time zones...yet it always feels like we are all in the same room. Regardless of who you are, where you are or what you believe in, there is always an interest in what you have to say and your voice will always be heard. Your personality, knowledge and contributions, are what matters and nothing else. When I presented my application for the DEI council I said that I wanted to be part of it because it does not get more diverse than me - an accountant, who does taxes, rides a motorcycle, wears a manbun, born and raised in Venezuela living in Canada, and working for a UK public Company which generates a big chunk of its revenues from the USA...No doubt diversity is what Accesso is all about.

Voices That Shape *accesso*

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After joining Accesso, I was immediately embraced by a supportive environment where I could freely discuss my aspirations and voice my concerns without hesitation. Spanning several continents, Accesso is wonderfully diverse, bringing together a wide range of cultures and perspectives. The company's dedication to fostering a sense of community shines through in the numerous activities and DEI initiatives that highlight and celebrate our differences. Being part of Accesso means being part of a culture where every individual's voice is heard and valued. This nurturing environment has instilled in me a profound sense of ownership and passion for my work. Let's continue to support and inspire one another, celebrating our collective diversity and making our professional journey together both inclusive and exhilarating!



Mahima Chandrashekar
Production Support Engineer

Volunteer Time Off



Through our Volunteer Time Off (VTO) program, every employee is given 8 hours a year to volunteer with organizations they are passionate about. Our team has proudly dedicated time to causes like Habitat for Humanity, Give Kids the World, local soup kitchens, animal shelters, kids' camps, and more. Whether building homes, supporting families, or caring for animals, this benefit allows our employees to make a direct and meaningful impact, reinforcing our commitment to social responsibility and community engagement.



Some of our Orlando, Florida based Client Success Managers got together to cook and serve dinners for the Ronald McDonald House.



Sales Director, Josh Smith, worked with Food Bank of the Rockies for a holiday food pantry in Denver, Colorado.



Engagement Manager, Caitlin Morris, uses her VTO to decorate children's rooms at a local children's hospital.



Members from the Twyford (UK) office packaged over 100 patient wash bags for The Royal Berkshire Hospital in Reading.



Employee Wellbeing

Maven Clinic



We are proud to offer comprehensive family benefits that support all paths to parenthood. Through our “Family Support with Maven®” program, full-time employees have access to the largest virtual clinic for families, offering personalized, end-to-end care for maternity, surrogacy, adoption, and fertility. This program provides up to \$7,500 annually, and \$15,000 lifetime, in benefits for surrogacy, adoption, and fertility. Available to all employees, Maven has supported over 40 *accesso* families in their unique family planning journeys.



Troy Steuwer
Principal UI Engineer

Voices That Shape *accesso*

A little over 2 and a half years ago, my husband and I were just beginning our journey into parenthood. Since this was our first child, and being part of the LGBT community, we were at a loss for where to start and had so many questions. After hearing about Accesso giving us access to Maven, we immediately created an account. Having Maven there was such an incredible resource. They helped us through some really rough situations, and we are forever grateful. From concerns during the pregnancy, to legal questions, they were such a huge resource for us and we can't thank Accesso enough for it.

Voices That Shape *accesso*



Holly Wareheim
Recruiting Manager

My husband and I were blessed to have Maven during our family planning journey. In early 2021, we decided it was time to expand our family and were beyond excited. In July of 2021, after months of trying, we were pregnant, ecstatic and impatiently awaited our 8-week ultrasound! The day finally came and we were told the unimaginable, that we were suffering a miscarriage. Little did I know my Maven family planning program would change to a loss program, but it was an incredible year long-program to help us to deal with grief. Once we were ready to try again, we struggled to conceive. After months, we decided to seek help from a specialist. Fertility treatment is not cheap, and a simple IUI can run anywhere from \$3,500-\$5,000 for a single cycle. Thanks to Accesso's partnership with Maven, we were able to get assistance and reimbursement for our treatment and by the grace of God, our daughter was born in April of 2023. We are forever grateful to Accesso for offering a benefit like Maven to help make my family's dream, a reality.

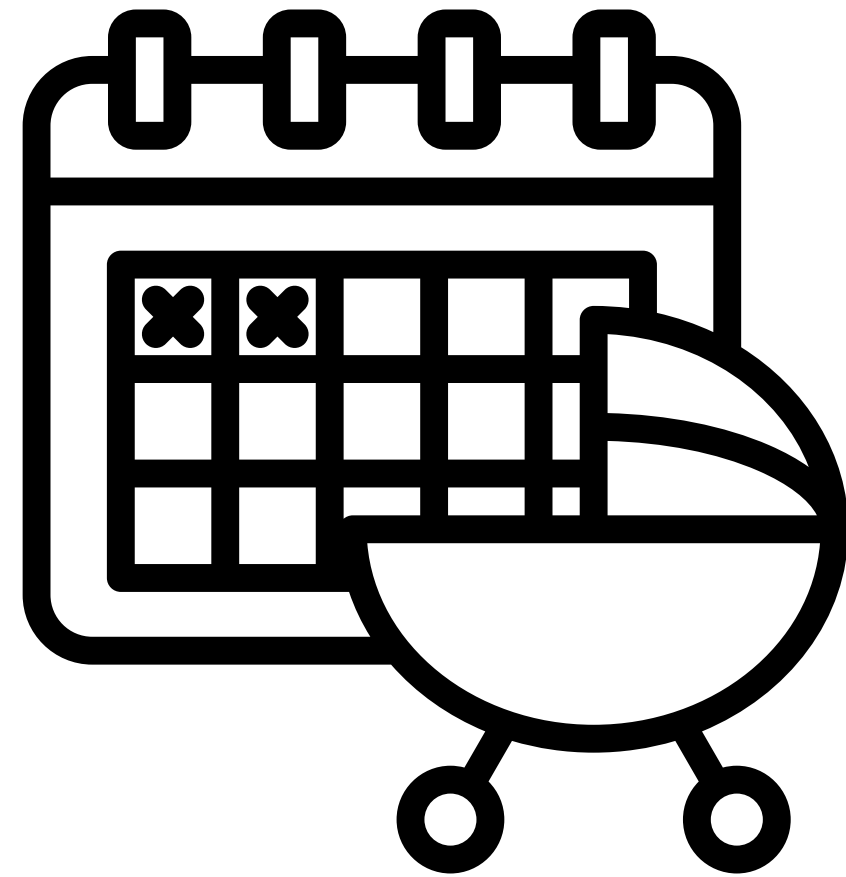
Voices That Shape *accesso*



At the time, my fiancée, now my wife, and I were starting our family planning we knew that there was going to be a lot of support needed. What Maven was for us was financial support but also support for us from a professional, medical perspective. And while I can't say that we have reached out to every single type of medical professional through Maven, we have probably come really close. For any of you that have gone through fertility treatments, sometimes you start finding yourself asking questions to each other, to your spouse or your partner, that you just don't know the answers to. It was so wonderful to be able to just grab our phone, look up someone who met the description of the medical professional we would need to talk to, send our message, and set up time with whichever medical professional we needed during the process.



Sonia Hamczyk
QA Engineer



Parental Leave

accesso provides paid parental leave to employees following the birth of an employee's child, for the placement of a child with an employee in connection with adoption or foster care. The purpose of paid parental leave is to enable the employee to care for and bond with a newborn or a newly adopted or newly placed child. This policy is in effect for births, adoptions or placements of foster children occurring on or after the employee's hire date.

Employee Assistance Program



accesso is proud to partner with SupportLinc to provide global access to numerous benefits such as counseling, legal and financial consultation, work-life assistance, and crisis intervention. We care about our employees and their dependents and encourage them to use the EAP free of charge, as needed.

Wellbeing Support. Virtually Delivered.

Personify Health

Designed to help employees you get active, stay healthy, and enjoy the rewards along the way. Team members have access to engaging challenges and fitness tracking tools that work with your wearable devices

Calm

We offer a Calm subscription to all team members and up to five dependents of their choice. Providing access to a range of resources designed to support mental health and relaxation.

LinkedIn Learning

All full-time team members receive unlimited access to LinkedIn Learning. With thousands of courses available, employees can explore new interests and grow both personally and professionally.

Virtual Support

Employees have access platforms like Virtual Support Connect, Textcoach, and dCBT Amino. Allowing employees to connect conveniently to licensed providers 24/7.

**We appreciate you learning more about
who we are and where we're headed.**

Every step toward inclusion begins with understanding.