

Pacific Timesheet Sustainability Policy

Vision

We strive to deliver software and services to help our customers better achieve their own sustainability goals, including significantly reducing their use of paper to document their business activities, improving the productivity of their employees and projects. We also work to improve the employee scheduling experience to enable their employees to better manage their work-life balance, including scheduled time off. In addition, we deliver our software to use as little energy as possible and to minimize our carbon footprint.

Principles

Our approach is to continually improve our operations to use less energy, reduce the cycle times of engineering and development and product and services delivery through agile development processes, and always move our developments to help customer users to leverage our product features and services to their fullest extent possible, as quickly as possible.

Important Issues

Pacific Timesheet manages through various ongoing challenges each year:

- Sustainability in selling and marketing our web-based products and services that make the most effective use of our internal and our customers' time and resources.
- Developing our new features with as great an efficiency and as little waste as possible.
- Enrolling our existing and new customers in the use of features and services that reduce their use of paper and paper products, improve internal communications and employee safety, improve employee morale and limit employee turnover, and improve their ability to focus on the most important business issues to continually improve their business, as well as improving their internal profitability.
- Continually improving the efficiency of our data center operations to use the latest systems technologies that improve performance and decrease energy usage.
- Continually improving the efficiency and productivity of our product and services development to decrease development cycle times by using advanced agile software development methods, and the latest software and systems development tools.
- Continually improving employee and customer training using the most modern internal communications methods aimed at ensuring all employees and stakeholders in our firm, and our customer organizations, are kept up to speed on the most important issues, trends, tools, methods and requirements in software, customer services, technical support and operations.
- Continually improving our ability to not only stay compliant with internationally-accepted quality and operational standards, but to anticipate quality and service improvements before they are generally required by standards bodies, governmental entities or industry groups.

Our Commitment & Scope

While it is not always easy to influence customers to use sustainable methods, however, we always work with them to demonstrate how these methods can often produce superior performance over time. We expend significant resources through our automated help centers, live and online video trainings, meetings and other sessions to encourage that they adopt and use features that improve their organizational management, documentation of key activities and improve efficiencies so that they can more quickly meet their own sustainability goals. As well, Pacific Timesheet is always in search of key vendors that manage their own operations toward key sustainability goals and higher-quality, more efficient and productive product and service development strategies.

Objectives

Pacific Timesheet's sustainability policy is driving virtually every area of our business to improve efficiency, reduce our company's carbon footprint, and improve the tools we provide our customers to improve the sustainability of their businesses. Pacific Timesheet commits to driving our sustainability policy in the following ways:

- **Use of Technology to Promote More Sustainable Data Center Operations**
 - Continued investment and deployment of advanced virtualization technology to allocate and reallocate server resources instantaneously to peak usage systems and away from systems with data resources more or less "at rest." In the last three years, Pacific Timesheet's use of and fine-tuning of the use of virtual machines has decreased energy usage by more than 75%.
 - Virtualization technology has made the formerly difficult and highly expense process of system migration from older to newer more efficient servers and systems relatively frictionless. In the future, Pacific Timesheet will continue to drive the migration of customer systems to the latest server technologies toward becoming a relatively costless task.
 - Pacific Timesheet data center resources were completely converted to SSD (solid state drives) in 2015. This conversion cut monthly energy consumption by at least 50%.
 - Pacific Timesheet plans to continue leveraging advances in virtualization technology, server and other technologies, and its ability to more quickly upgrade its investments in more energy efficient capital equipment, to further reduce its energy consumption by at least 50% over the next five years.

- **Use of Communications Technology to Promote Sustainable Sales and Marketing Operations**
 - Pacific Timesheet's web-based software and solutions make it possible to sell and support highly complex customer systems with little or no air or ground travel. In addition, while many "old-school" ERP-style-vendor software sales methods have been known for flying large teams of application specialists and other pre-sales resources across the country to client locations for pre-sales meetings, Pacific Timesheet's web-based approach leverages more time and energy efficient online meeting tools for pre-sales and ongoing support meetings with customers. As such, Pacific Timesheet's internal resources, if need be, can virtually attend these meetings without creating the carbon footprint of air and ground travel, as well as eliminating the cost, expense, inefficiency and wear and tear of business travel on these resources. With this sales and support model, Pacific Timesheet has

- developed its organization to be able to rapidly surge resources toward to the resolution of customer questions and issues.
- Over time, Pacific Timesheet has become more and more aligned with forward-looking customers whose methods of business communications and vendor evaluation is more in line with how the relationship will operate once they become a customer. In effect, an approach that will be more sustainable over the life the customer-vendor relationship. Pacific Timesheet’s sustainability policies have sometimes required pushing back on customers who, in our view, unnecessarily require our “flying in” multiple resources to “show the flag” for poorly planned meetings. Over the past five years, Pacific Timesheet no longer responds to every early stage RFIs or RFPs with in person meetings. This requires careful evaluation of the customer, and if we conclude it is an early-stage research exercise that could be accomplished more efficiently using virtual meetings, we will demur on attending in person meetings, and proposal the use of one or more easier-to-schedule online meetings as a better alternative.
 - Pacific Timesheet’s use of virtual meeting technology, screen and document sharing, advanced source code control, cloud-based test systems, quality assurance testing and other tools, will continue to support our direction toward a more decentralized workforce, allowing sales, technical services, implementation and development staff to work remotely from within their communities, reducing or eliminating commute times. We believe that working and communicating this way internally, and with our customers, allows us to recruit and retain the best resources in our industry and provide our customers with higher-quality products and services.
 - Pacific Timesheet will also continue to promote the use of various employee work schedules, including the 980-compressed work week schedule, to allow employees to reduce the number of commute days as well as improving their work-life balance.
- **Use of Software Installation and Remote Admin Tools to Promote Sustainable Implementation and Technical Services/Support Operations**
 - When larger customers choose Pacific Timesheet’s on-premise locally-hosted web-based software, we provide advanced installation utilities that, when used by in-house IT resources, can be installed on any operating system or relational database in ten minutes. This technology eliminates the need for Pacific Timesheet resources to “fly in” to complete this task. In fact, if customers choose to host Pacific Timesheet software locally, we require that they have the IT resources to complete the installation using these tools themselves. All support of the Pacific Timesheet application and database hosted on customer sites are conducted remotely using online meeting tools, remote admin tools (when needed in rare cases), or securely providing a copy of the customer database (if needed in even more rare cases). Beside radically reducing the carbon footprint of remote installation and ongoing technical services and support, the response and resolution times of Pacific Timesheet is up to twenty times faster than traditional methods.
 - In the past two years, Pacific Timesheet system self-diagnostic tools have allowed our self-hosted software customers to be alerted to system errors, data or notification issues that might arise with recommended actions suggested.
 - **Use of Minimum-System-Size Requirements to Promote Efficient Use of System Resources**
 - Some of Pacific Timesheet’s competitors continue to sell “black-boxed” self-hosted systems that they completely support for the customer by charging excessive software maintenance

- fees and providing expensive resources to come on site to perform rudimentary tasks such as upgrades or minor updates.
- Pacific Timesheet will not sell to or service any customer, no matter what they are willing to pay, self-hosted software with less than 300 users. There are several strong rationales for this policy
 - This policy promotes the most energy-efficient customer use of application and server systems hosting Pacific Timesheet.
 - Additionally, where customers themselves do not utilize virtual server technology in their own hosting operations, we require that they use our cloud services instead.
 - When customers with smaller systems host their systems using Pacific Timesheet cloud services we end up with an outcome that promotes greater sustainability. Over time, Pacific Timesheet will be in control of improving system productivity, improving system performance and reducing energy usage.
- Pacific Timesheet always requires customers without local on-site IT resources, and who do not meet our minimum system size requirements, to use our cloud services only.
- **Use of Advanced Customer Relationship Management and Support Systems to Promote Sustainable Customer Knowledge Transfer, Training and Use of Valuable Product and Service Features**
 - Pacific Timesheet's recently-updated its customer help center allows customers to follow and be notified about the latest tech notes and features that they can enable for their systems to improve efficiency, reduce the use of paper, improve employee communication, safety and more accurately record employee and company activity to improve performance.
 - Advanced logging and analysis features of customer cases, product or product feature requests, updates on status changes, fixes and new features and updates, allows our rapid agile development and service organization to deliver truly outstanding and rapid support to our customers while ensuring that they leverage the capabilities and features of our product and services to help them better achieve their own company's sustainability and business goals.
 - Advanced customer communications provide up to the minute updates on the progress toward and resolution of any customer issues regarding Pacific Timesheet software, products or services.

Reporting

1. We publish an updated version of Pacific Timesheet's Sustainability Policy each year for viewing by customers, vendors and the public to show progress on our goals.
2. Internal executive reviews of our sustainability goals are held annually as part of our management and strategic planning.
3. Management reviews are held quarterly in various areas of our operations, and sustainability goals are included in those reviews. This includes reviews of updates and new features provided by key vendor tools that we use to facilitate continual improvement of our operations and meeting the goals of our sustainability policy.

Questions for Pacific Timesheet

Any questions, comments or suggestions about the Pacific Timesheet sustainability policy can be submitted as a case on our support site at:

<https://www.pacifictimesheet.com/log-a-question>

Pacific Timesheet will follow up with any information or answers you might need, or how we plan to address any issues or concerns you might have.