



2023 ESG Overview



Who we are

Onyx CenterSource is a leading global provider of B2B payments and business intelligence solutions to the hospitality industry, working with more than 150,000 hotel properties and 200,000 travel booking providers in more than 160 countries. We ensure on-time payments and provide end-to-end solutions for bookings where payments can be tracked on a single platform, with automated benefits for our clients.

Our ESG commitment

At Onyx, we are dedicated to minimizing our Environmental impact, making a positive Social impact in the communities where we live and work and Governing our business with the highest ethical standards.

As a company focused on B2B payments, we strive to make an impact across all areas of ESG, with a special focus on governance supporting our payments, data privacy and ethics policies.



Onyx achieved an **initial ESG assessment score of 51%** in August 2023, which is classified as Good Practice relative to all companies evaluated using the Sustainable Advantage ESG scoring framework.

By implementing the recommended actions from our third-party ESG consultants, Onyx is expected to **achieve a score of 75%** by the end of 2024, which is considered Excellent Practice.



Environmental

Hybrid Work Policy

Onyx actively embraces a flexible work culture, with a Remote Work Global Policy in place. Many employees work in a hybrid model, which lowers our overall environmental impact through reduced commuting.

100% Cloud-based Hosting

While the digital nature of our business results in a relatively minimal environmental impact, every business has an opportunity to reduce its overall impact. That's why Onyx has migrated all IT infrastructure to the cloud. We utilize third-party Cloud Data Center Providers, which are all investing in sustainability. Our cloud providers have committed to moving to 100% supply of renewable energy by 2025.

Environmental

Reducing Paper

Onyx is following the global trend of phasing out paper checks in favor of electronic payments in alignment with local governments.

In 2024, Onyx transitioned to operate check-free in Australia per the Australian Government's strategic plan to phase out paper checks in favor of electronic payments for AU Payment Systems. Onyx is committed to advancing electronic payments faster than the AU government, which is targeting 2028.

Printers at Onyx's offices are automatically set to print double sided in grayscale. These settings must be manually changed.

4,500

Onyx eliminated nearly 4,500 paper checks in 2023 by transitioning to electronic payments.

Environmental

Carbon Footprint

Scope	Category	Sub-Category	Item	tCO ₂ e	%
1		Stationary combustion (gas)	Gas consumed	53.47	3.8%
1		Refrigerants	HVACs	15.47	1.1%
2		Electricity (location based)	Purchased electricity, for own use (grid average)	71.58	--
2		Electricity (market based)	Purchased electricity, for own use (specific contract)	71.58	5.1%
3	1	Purchased goods & services	Goods & services	744.52	52.7%
3	2	Capital goods	Capex Expenditure	165.05	11.7%
3	3	Fuel & energy related activities	Well-to-tank (WTT) and Transmission & Distribution losses (T&D) for S1 and 2	21.00	1.5%
3	5	Waste	Waste	11.77	0.8%
3	6	Business travel	Land and air for business purposes (WTW)	195.34	13.8%
3	7	Employee commuting	Employees commuting to and from work (WTW)	130.97	9.3%
3	7	Employee commuting	Employees working from home	2.65	0.2%

Total Net Emissions: 1411.82



Social

Employee Skills & Career Development

Onyx has an established employee training and development program in place. The company offers team members complimentary learning and development opportunities, including LinkedIn Learning courses, goFLUENT corporate language training, Nano Learning and Syntrio Learning. Our LinkedIn Learning adoption and use has been recognized by the LinkedIn organization as a leading program amongst their client base.

Onyx launched LinkedIn Learning in 2023, with a 96% activation rate among employees. In 2023 employees viewed 41,748 LinkedIn Learning videos and logged 1,948 hours of learning. In addition, Onyx employees spent nearly 400 hours on language e-learning in goFLUENT

Social

Diversity, Equity & Inclusion

As a global organization operating in more than 160 countries, Onyx benefits from a diverse global employee base with 20+ nationalities represented.

Onyx has a mature and comprehensive Diversity, Equity and Inclusion (DE&I) program that puts significant effort into tracking and promoting diversity and inclusion across the organization. The program includes 10 DE&I events and trainings every year.

Onyx provides LinkedIn Learning as a benefit to all employees to continue to learn and develop in their careers. We also utilize LinkedIn learning to ensure our team members understand the importance of DE&I. In 2023 the two most popular courses were our Juneteenth learning course and our Pride Month learning course.

20+

nationalities represented across Onyx employee base.

10

DE&I events and trainings offered each year.

Juneteenth & Pride Month

were the most popular LinkedIn learning courses in 2023.

CASE STUDY

Going all-in with LinkedIn creates a culture of learning at Onyx

Challenge: Establish a comprehensive skill development program for a diverse, multinational workforce

- Provided development resources to employees on an ad-hoc basis by finding content upon request and providing it to the appropriate teams.
- Needed a skills development platform that could support a vast, diverse workforce (350 employees in 21 countries across three continents) quickly, while enabling automated reporting.
- Platform needed to be technically sophisticated for Onyx's technology teams and expansive enough for the rest of its sprawling, international staff.

Solution: LinkedIn Learning's vast library of training resources

- Rolled out LinkedIn Learning, launching first with a select group of managers, and increased quantity of licenses to meet demand.
- Achieved a perfect **100% activation rate** among employees, **64% of whom are repeat learners.**
- Implemented a DEI-focused training curriculum, including topics such as allyship, Juneteenth, and Pride Month, to instill company values.
- Connected LinkedIn Learning courses to specific roles to help employees chart their career and prepare for new roles.



“

Learning and development is especially important for the new generation of job candidates, even more than salary in some cases. We want to show employees, ‘We invest in you.’ It’s something we take very seriously.”

Ingvild Jakobsen,
HR Director

Social

Community Involvement

Onyx celebrated its tenth anniversary in 2023 by volunteering and donating to local communities. The U.S.-based team donated 60 holiday gifts to victims of domestic violence, as well as supporting local organizations. Remote employees were awarded a half day to volunteer at a location of their choosing, resulting in nearly 650 volunteer hours.



Dallas, Texas

Employees volunteered over 100 hours at Bonton Farms to provide food security.



Sevilla, Spain

Employees spent 100 hours cleaning up a local river, including 20 bags of trash.



Manila, Philippines

Employees made Onyx Cares gift packs for orphans at the White Cross Philippines.



Tønsberg, Norway

Employees cleaned up a nature reserve and donated holiday gifts to children in need.



Governance & Ethics

Onyx prioritizes ethical and compliant business practices and is committed to practicing good corporate governance for the long-term success of our company and its stakeholders.

OFAC Compliance

100% of payments are screened against the Office of Foreign Assets Control (OFAC) list of sanctioned countries and individuals. This process ensures that we have no financial ties to sanctioned entities.

GDPR

We rigorously adhere to General Data Protection Regulation (GDPR) guidelines, ensuring the highest standards of data privacy and security in all our business processes. Onyx's commitment to GDPR compliance underscores our dedication to protecting the confidentiality and integrity of sensitive information entrusted to us.

Governance & Ethics

Payor “KYC” Screenings

100% of all hotel clients are Know Your Customer (KYC) screened, ensuring the safety and validity of our clients’ payments. The KYC process is part of our company’s Anti Money Laundering (AML) compliance program, and we require all hotel clients to complete it for due diligence.

To be able to use Onyx’s payment platform service, clients must submit the KYC form together with their contract, ensuring all clients are vetted by our legal team.

We require potential clients to complete and sign a KYC form, which helps us identify them and perform a risk assessment process. This process is done by performing a general verification carried out through the external platform contracted by Onyx and through this we verify the identity, suitability and risk of a potential client. If no suspicious information is found, the client is approved.

In order to have a more comprehensive customer risk assessment strategy, for our existing clients we periodically update their KYC form - depending their risk-, review of legal data through our platform, by means of a weekly review of the modifications that have been automatically detected by our system and review of the KYC forms completed by the client via the web portal, applicable only to those clients who meet the conditions defined by the Legal and Compliance Department to sign an online KYC.

Governance & Ethics

Payor “KYC” Screenings cont.

For these three processes, we carry out the same general verification process as described above to verify the accuracy of the information provided by the client and to identify potential risks so they can be addressed in advance.

Finally, we also review those transactions that may contain indications of money laundering or terrorist financing, based on a set of parameters established by Onyx. The legal team prepares an analysis based on the criteria by which the transaction has been identified as suspicious; if there is no indication of suspicious activity, no further action is required. If there is an indication of money laundering, the transaction must be reported to the regulatory authority.

All KYC screenings tie back to our governance, showing how Onyx takes an interest in social matters, too, while we focus on verifying if there is any potential risk from our clients that could end in money laundering and any financial irregularities.

By complying with the KYC and customer screening procedures implemented at Onyx, we ensure better visibility of customer risk, reduce the risk of sanctions and fines and help combat financial crime.

Governance & Ethics

Global Policies

As part of our approach to business ethics, we have established and distributed the following policies: Employee Code of Conduct, Whistleblowing Policy, Anti-Corruption Policy, Anti-Bribery Policy, Anti-Modern Slavery Policy, Conflict of Interest Policy and a Non-Discrimination Policy.

Employee Education & Awareness

We have mandatory Onyx Security and Compliance Awareness learning programs in place for Anti-Bribery and Corruption (ABAC), Anti-Money Laundering (AML) and an OFAC Compliance Program. In 2023, Onyx employees completed 32 nano learning courses about key topics related to governance issues, with a test for knowledge and scoring across the network.





**For more information on our ESG practices, visit
onyxcentersource.com**