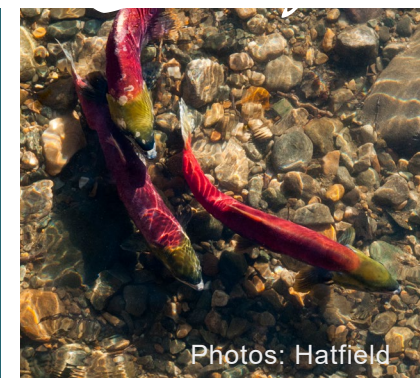
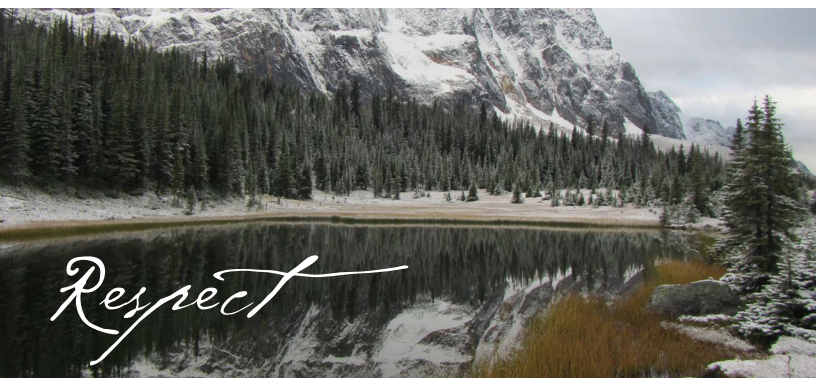
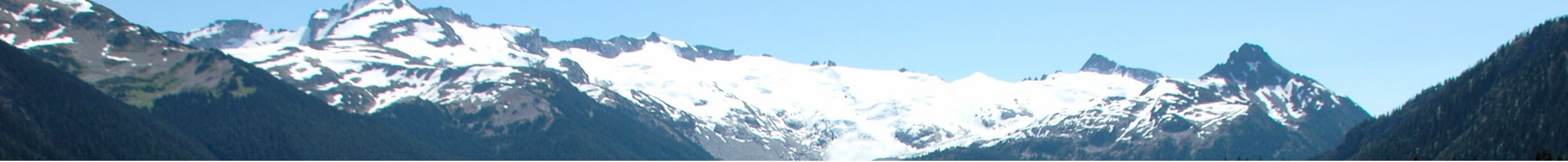


CORPORATE SOCIAL RESPONSIBILITY

2020 ANNUAL REPORT





OUR MISSION

To provide innovative, science-based solutions to address the environmental and natural resource management needs of our clients. We work collaboratively and respectfully with clients and partner organizations and support the professional goals and development of our employees.

OUR VISION

To provide high quality environmental services to private and public sector clients throughout the world.

OUR CORE PURPOSE

To enhance environmental stewardship and improve people's lives.

OUR CORE VALUES

- Do our best (technical excellence, creativity)
- Do the right thing (honesty, integrity, positive influence)
- Help out (supportive, collaborative)
- Be a Goob (caring, good humour)



Letter from the President

Welcome to Hatfield's fourth Corporate Social Responsibility (CSR) report. This was an unprecedented year in which we, like many other firms around the world, faced challenges with the uncertainty resulting from the global COVID-19 health pandemic and had to adjust our operations to ensure the safety and health of our staff. More than ever, maintaining a focus on sustainability and well-being was imperative to successfully navigate this situation. It allowed us to mature as a company and, despite the circumstances, continue delivering high-quality environmental services to our clients and providing fulfilling career opportunities to our employees.

This year has highlighted that it is the values of collective responsibility, unwavering support and sincerity in caring for others and our environment shared by those within Hatfield across the globe which makes our team successful. The outcomes presented in this report would not be possible without their dedication. We continue to challenge and empower our employees to integrate environmental sustainability and social considerations into everything they do for Hatfield, and we continue to invest in the tools, skills, and resources to support staff in these efforts.

We appreciate that other companies look to Hatfield for CSR leadership, particularly with environmental sustainability. Enabling our clients to successfully address their sustainability challenges is a role we take very seriously.

I invite you to explore our report to learn more about what sustainability means to Hatfield, the progress we have made and the accomplishments we have achieved since our first report, as well as the opportunities we have to continue to grow and to contribute towards a more sustainable world.

- Garth Taylor, President Hatfield Consultants LLP



Hatfield's CSR Vision

THE CSR COMMITTEE

Hatfield's CSR committee was formed within the company to promote practices and policies that allow us to reach our CSR vision. In 2020, the committee was comprised of representatives from different seniority levels and business areas within the head office in North Vancouver. The committee held monthly coordination meetings and liaised with other staff to achieve its goals which were guided by Hatfield's CSR Policy and Vision.

HATFIELD'S CSR VISION

Our CSR vision is to continue to incorporate practices into our business that strive to maintain economic, social and environmental sustainability in the places and communities in which we work and live. The CSR model is the guiding tool we use to integrate social and environmental concerns into our business operations, decision-making and interactions with our employees, clients, and other stakeholders. Adopting this approach also allows us to better anticipate and manage risk, improve our social license and reputation, recruit, develop and retain staff who share these values, as well as increase our operational efficiency, creativity and competitiveness.

We aim to achieve our CSR goals through managing and monitoring seven basic pillars that reflect the International Standards Organization's ISO 26000 core social responsibility subject areas. These pillars and their fundamental principles are described in Table 1.

Table 1 CSR pillars and fundamental principles

ISO 26000 Pillars	Commitment
Organization and	We are committed to ensuring the highest ethical standards
Human Rights	We respect human rights as a fundamental practice, and we are guided by the UN Universal Declaration of Human Rights.
Labour Practices	We place the utmost emphasis on health and safety of our employees and visitors. We support staff development and aim to operate as a meritocracy.
Environment	Protection of the environment is the cornerstone of our business and corporate culture.
Fair Operating Practices	We adhere to laws and regulations, and maintain a high level of accuracy and confidentiality, respect intellectual property, and refrain from bribery.
Consumer Issues	We constantly pursue the highest level of quality and work to foster long term alliances and partnerships with our clients. We are an ISO 9001 certified company and strive for continuous improvement.
Community Development and Involvement	We provide in-kind and cash contributions to select causes in our local communities and support volunteer initiatives by our employees both locally and internationally.



Organizational Governance

Hatfield is very serious about our role and responsibility to act as a good corporate citizen. We are committed to the highest ethical standards, accountability, and transparency during implementation of our business activities, and we have well-established organizational structures and protocols to support our commitments. For example:

- Committee structure to comply with standards on various fronts (management, quality, equity, health and safety, social, etc.)
- All employees are required to abide by our Code of Ethics.
- Hatfield does not provide financial support to any political party.
- Information regarding volunteer support, charitable donations and sponsorships are reported in the annual CSR Report (see page 12).
- Hatfield staff are asked to report potential conflicts of interests to their managers or through the Hatfield Anonymous Feedback tool on the intranet.
- Hatfield is committed to acting professionally and with integrity in all its business dealings and relationships. We encourage all staff to promptly report any potentially illegal, improper or unethical conduct they become aware of in their workplace or in connection with their work. Reporting unethical conduct is discussed further in Hatfield's Anti-Bribery and Anti-Corruption Policy.

Human Rights

Hatfield respects and protects human rights as a fundamental practice. The United Nations (UN) Universal Declaration of Human Rights, the UN Declaration on the Rights of Indigenous Peoples (UNDRIP), and Hatfield's Indigenous People's Policy guides our practice daily beginning with the way we internally operate, and continues through to the work we do with our clients.

Our organization is committed to promotion of diversity and non-discrimination, and we support these commitments through our Equal Employment Opportunity Policy, as well as our Anti-bullying and Anti-harassment Policy. These policies aim to foster an inclusive environment and are considered heavily during our hiring and career advancement practices. Any discrimination based on gender, age, race, sexual orientation, religion, disability, culture, language, social or economic status is not tolerated.

The total numbers of female and male staff in 2020 were almost equivalent (Figure 1). Hatfield has improved the gender representation in all staff categories in the last five years (Figure 2). Our technical and administrative roles continue to be heavily dominated by females (80%) (Figure 2), and our management and partners are mainly male (74%) (Figure 2). We have also employed a wide range of ages during the year. The majority of our staff fell within the 31-45 range, however, as we continue to grow we note a growing proportion of younger staff aged 18-30. We will continue to actively review our hiring practices and encourage opportunities for advancement fostered in a fair and unbiased manner. Hatfield is preparing to undertake an external audit of our Human Resources operations in 2021 to ensure our policies and practices embody our values of diversity and inclusion.

Figure 1
Total workforce by gender



Figure 2 Staff levels gender distribution

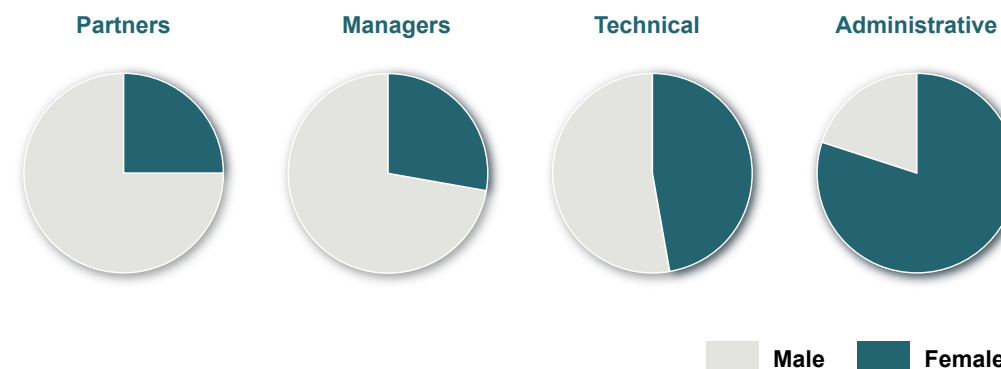
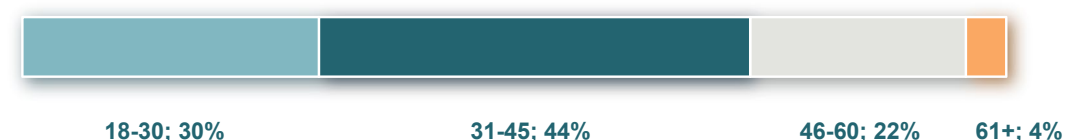


Figure 3 Total workforce by age



Human Rights

Hatfield also takes an active approach in the work we do with our clients to protect and to promote human rights. For example, we consider the human rights performance of potential and existing clients, partners and subcontractors, and refrain from signing on to projects involving conflict minerals or projects at risk of using child labor, forced labor or forced resettlement. We also embrace projects which focus on addressing human rights issues. In 2020, we worked on the following projects which promoted the advancement or improvement of human rights:

- **Cambodia work focused on contamination including agent orange.** Hatfield supported the Cambodia Mine Action Centre with initial site investigations for potential sites that may be contaminated by herbicides (Agent Orange) from the US-Viet Nam War as well as other chemical weapons.
- **First nation involvement and collaboration.** Hatfield supported the Fort McKay Métis Nation with implementation of the MacKay River Community-Based Environmental Monitoring Program. The overall objective of the program was to understand the cumulative effects of oil sands mining activities on various biological and chemical aspects of the river. Targets for sampling included water quality, sediment quality, benthic invertebrates, and fish at eight pre-established sampling stations along the MacKay River.





Labour Practices

Health and Safety

Hatfield aims to ensure a safe and healthy working environment on our premises and client sites for our employees, outside contractors and visitors. We aspire to achieve zero health or safety reportable incidents annually while complying with relevant local legislation or regulations, and best practice guidelines recommended by WorkSafe BC, Work Safe Alberta or any other appropriate regulatory authorities. All staff receive the necessary training each year and as frequently as required by other regulating bodies. This allows for renewed commitment and understanding of our policies and practices to maintain a healthy, safe and enjoyable environment.

Hatfield is a CORE-Enform and Workers Compensation Board certified company. We are committed to high standards of health and safety. We review and monitor our health and safety statistics for continuous improvement in accordance with CORE-Enform values.

The company provides employees with assistance in taking care of their health by offering an extended health benefits plan, paid sick days, mental health supports, and provisions for fatigue management. Hatfield took the following additional steps in 2020 to protect the health and safety of our staff in response to the global COVID-19 pandemic:

- Development of COVID-19 workplace and fieldwork policy.
- Support of transition of most staff to work from home with provisions of necessary workstations for remote work.
- Implementation of controls to minimize the spread of the virus in our offices and field sites such as protocols and signage to achieve social distancing, increasing of cleaning and disinfection, and provision of non-medical masks to all employees.
- Establishment of frequent and prompt communication with staff regarding public health advisories.

We supported our employees in their need to work from home during the COVID-19 pandemic. Hatfield notes that due to this change in day-to-day operations we have recorded on average fewer overall incidents in 2020. These incidents are reflected in Table 2 which provides a summary of the health and safety recordable incidents between 2017 and 2020.

Table 2
Summary of health and safety recordable incidents, 2017 to 2020.

Health and Safety Recordable Incidents	2020	2019	2018	2017
Sick days per employee	2.02	2.58	2.53	2.87
Occupational Diseases	0	0	0	0
Medical Injury	1	0	0	1
Near-misses	10	14	11	6
First Aid Incidents	4	8	5	8
Vehicle Incidents	1	0	0	0
Total Recordable Incidents	0.74	1.64	0	1.02

Labour Practices

Training and Professional Development

At Hatfield we have a focus on supporting the professional development and satisfaction of our staff. We work with our employees to ensure they have a clear understanding of how they contribute to our business and have focused personal objectives that align with the company's strategy. To meet these objectives, Hatfield supports personal and professional development programs, training, and succession planning (Figure 4). Periodic annual performance reviews offer a structured opportunity to review these goals and assess career progression and satisfaction.

Attrition

In 2020, the challenging economic conditions associated mostly with the pandemic meant that we work with our staff to implement strategies to sustain our business and keep everyone employed. Most of our staff had a tenure of 0-4 years (Figure 5), and our rate of attrition was the lowest recorded within the last 5 years (Figure 6). Many of our departing staff had technical positions and there was an equal departure of male and female employees.

Figure 4
Average Annual Training Hours

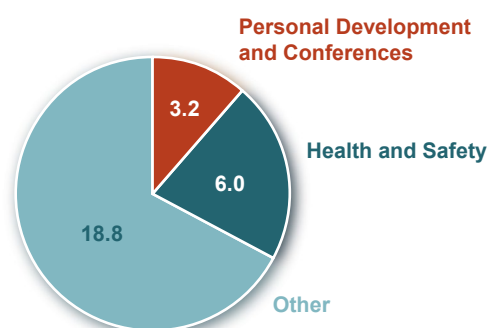


Figure 5 Staff Tenure

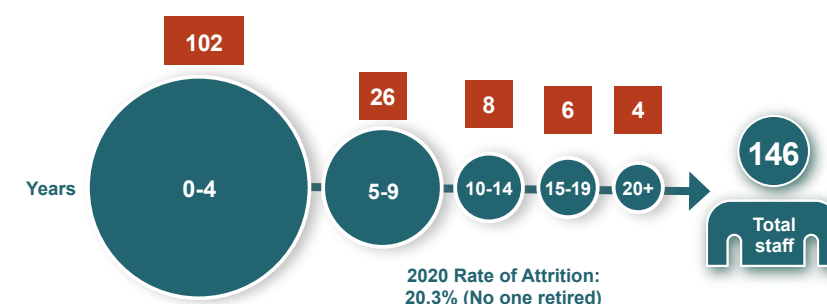


Figure 6 Percentage of people that left the company, by gender and position



The Environment

Protection of the environment is a cornerstone of Hatfield’s business and corporate culture. We are committed to minimizing the impact of our activities on the environment as well as supporting the environmental protection initiatives of our clients. Hatfield acknowledges there are inevitable environmental impacts associated with many businesses, and we aim to minimize harmful effects and consider the development and implementation of environmental standards to achieve this goal.

Most of Hatfield’s direct environmental impacts originate from transportation to our offices and work sites, use of resources and electricity, and waste generation. The following are initiatives and metrics we have implemented and tracked in these areas in 2020. It should be noted that many of our annual metrics were impacted by the growth of COVID-19 which led to significantly increased telecommuting arrangements for all of our staff.

Transportation

Most Hatfield staff transitioned to work from home for most of 2020 due to the COVID-19 pandemic which eliminated their need to commute into our offices. However, before this change occurred in mid-March 2020, most staff were driving alone or using transit to commute into their offices (Figure 7) and the majority was satisfied or very satisfied with their daily commute (Figure 8). The concern with using transit, a lower-emission transportation method, given the higher risk it presents for virus transmission was shared by some of our staff. Before the pandemic, around a third of staff used transit to commute to and from the office 25% or more of the time (Figure 9).

Figure 7 Typical types of commute before Covid-19

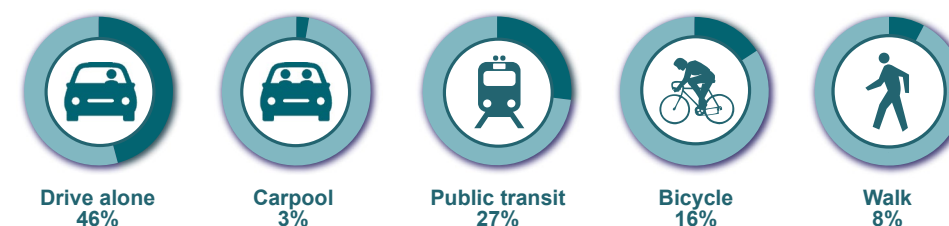


Figure 8 Commute satisfaction level

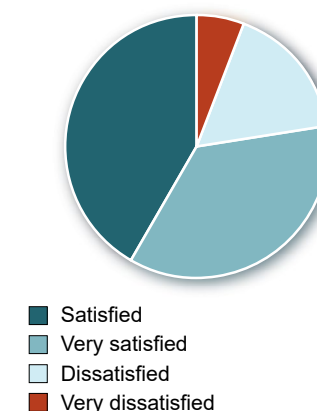
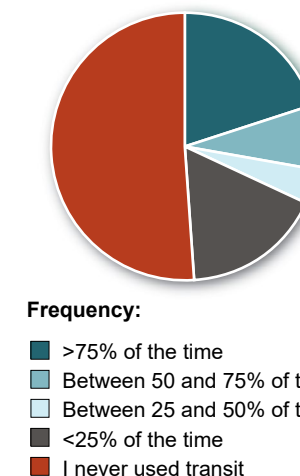


Figure 9 Transit use prior to pandemic



The Environment

Hatfield offices provide bicycle storage and shower facilities to support cycling as a healthy, emission-free option for commuting. Prior to 2020, North Vancouver staff have participated in Bike to Work Week since 2007. Additionally, the office offers free electric vehicle charging stations to staff.

In 2020, the number of kilometers driven as part of our project work amounted to 396,674 km, which represents an increase from the previous years. This could be a result of more hours worked by Hatfield staff and contractors and the fact that in occasions land travel was preferred over air travel to reaching sites to minimize covid-19 exposure risks.

Resource Use

Due to the rise of telecommuting in Spring 2020 much of Hatfield's office resource use fell. For example, paper used for printing fell to the lowest levels in six years. Only 94,300 sheets of paper were purchased in all our offices in Canada during the 2019/2020 fiscal year (Figure 11). Hatfield offices have aimed to reduce paper use through investment in accounting and administrative digital tools. A transition to additional digital processes this year positively impacted this goal (including more frequent digital submission of reports to clients and accounting forms).

We also ensure procurement and office operations support our environmental responsibility policies which includes purchasing products and services from companies with high environmental standards. For example, we purchase FSC-certified paper and Fair-trade coffee.

Figure 10 Distance driven as part of project work

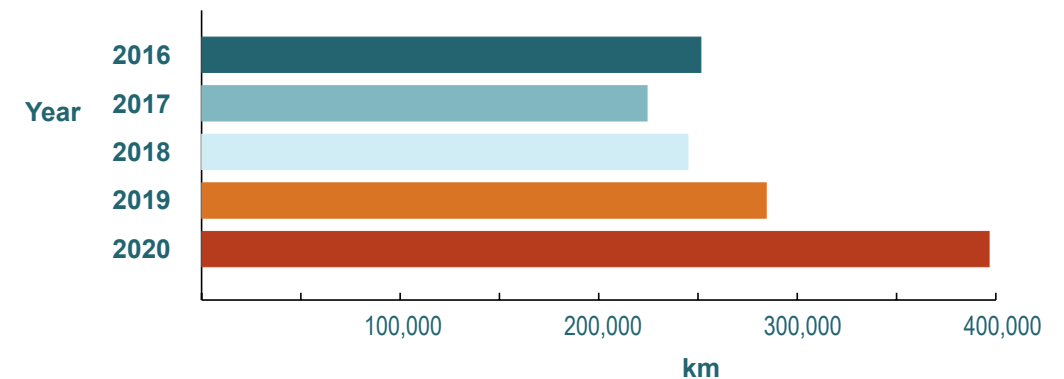
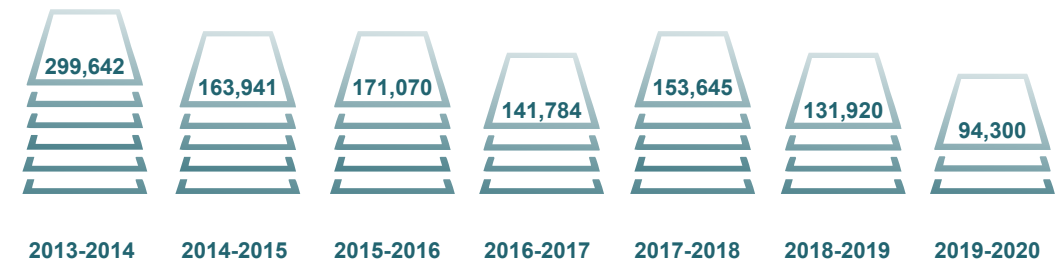


Figure 11 Paper Use (per year)



The Environment

Waste Generation

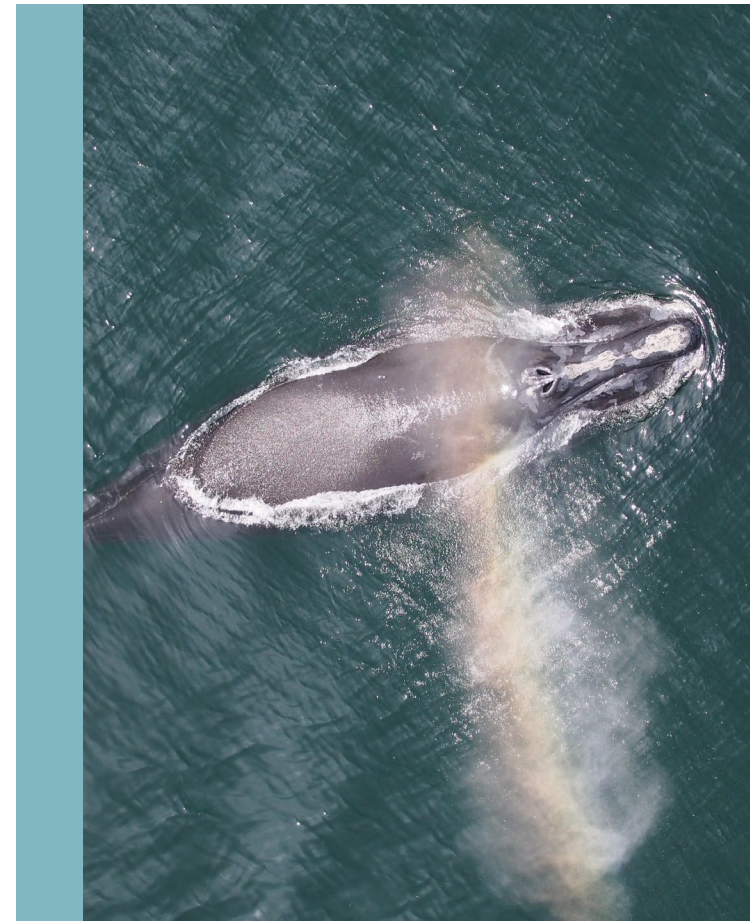
We have systems in place to decrease waste generation which include recycling paper products, as well as electronics, batteries, plastic and glass containers, and organics. Although this was halted in March 2020 to attempt to eliminate virus transmission, we generally aim to eliminate single-use plastic waste by providing staff with reusable cups, plates, utensils, and water bottles, and to recycle used ground coffee beans by sharing it with staff to use as garden compost.

Through these practices we promote environmental awareness, responsibility, and best practices throughout Hatfield. Additionally, we support a culture of environmental sustainability through education and in-house initiatives such as brown-bag lunch presentations and virtual sustainability tip posters that focus on providing information and ideas on reducing our personal environmental footprint.

We also maintain a focus on achieving environmental sustainability through the work we do with our clients which include the following objectives:

- Minimizing environmental risk while providing our services, for example through implementing controls to avoid spills of harmful chemicals while sampling and opting for non-lethal sampling of organisms wherever possible.
- Ensuring environmental assessments, studies and recommendations by Hatfield to our clients are made in an unbiased and scientifically supported manner, in line with upholding the principles of environmental stewardship and social responsibility;
- Supporting the environmental initiatives of our clients and encourage implementation of environmentally sustainable practices.

Many, if not all of the projects Hatfield worked on in 2020 had a direct focus on supporting environmental sustainability. Our core values are driven to find sustainable, resilient solutions for our clients and our daily practices.



Fair Operating Practices

Hatfield is committed to conducting business activities with a high sense of ethics and fairness. We are committed to the following principles:

- Hatfield will understand and comply with laws and regulations relevant to our business in countries we operate in.
- Bribery of officials (within Hatfield, in other organizations, or in government) will not be tolerated. This includes the offer of any money, entertainment or gifts which may result in personal profit.
- Hatfield will not use third party intellectual or actual property without their permission, nor abuse Hatfield's own property.
- Hatfield will not share personal or confidential information without the consent of the 'owner' of that information.
- Hatfield will not engage in collusive or unfair bidding practices.
- Information released to the public, to potential clients or to existing clients will be accurate, fact-based, and in accordance with applicable laws and regulations.



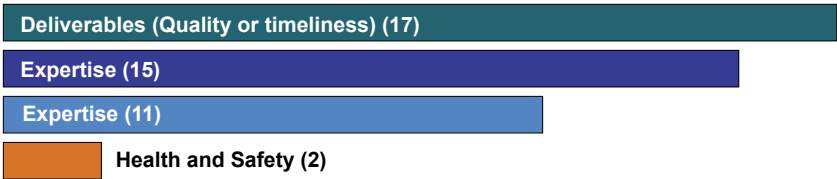
Consumer Issues

Hatfield aims to develop long term relationships and partnerships with our clients that are based on mutual trust. We constantly pursue the highest level of quality and professionalism when providing services that meet the expectations of our clients around the world. As an ISO 9001 certified company, Hatfield has a corporate quality management program to help us do this and promote continuous improvement in our business operations.

Personnel from each level of the company works to improve quality of services and enhance customer satisfaction and trust. The professional development opportunities we provide our staff play a role in doing this as they keep the company’s services relevant and foster collaboration and innovation.

Client feedback is very important to the success and future of our company. All client feedback and complaints are recorded and reviewed to continually improve our services and quality. In 2020, we received a total of 45 client feedback responses. Responses were mainly focused on the timeliness and quality of our deliverables, as well as the expertise of our staff (Figure 12).

Figure 12 Client Feedback in 2020 (by category)



Community Involvement

Hatfield recognizes the value in supporting the communities in which we work and supports the development of more collaborative approaches with communities. We are committed to the following community involvement and development initiatives:

- We offer paid time off for staff to volunteer with causes they feel passionate about. Although the amount of volunteering engagement we could do was impacted by the pandemic (Figure 13), in 2020 staff volunteered their time to participate in local initiatives such as emergency response efforts in Fort McMurray in response to the flood that occurred in April 2020, and a blood donation drive spearheaded by our Calgary office to address the increase in requests for blood donors during the Covid-19 crisis.
- We provide both in-kind and cash contributions for select causes in local communities. In 2020, staff and the company almost tripled the donations made in previous years (Figure 14) as we led a fundraising campaign during the holiday season to support local Food Banks in BC and Alberta, that directly helped many people during this challenging year.
- Each year we offer co-op internships for students from local education institutions. In 2020, Hatfield hired three co-op / technical practicum students, one of whom was subsequently hired as a fulltime employee.
- We engage with local industry associations and organizations, supporting our staff to be part of their membership and engage in their operations and award nominations. To highlight this, in 2020, we received the Business of Good Award, one of our staff received the EMA of BC Emerging Environmental Professional Award, and another was nominated for the Women in Infrastructure (WIN) award
- Hatfield seeks to develop partnerships with Indigenous communities and companies both as consultants and business partners.

Figure 13
Total Volunteer Hours

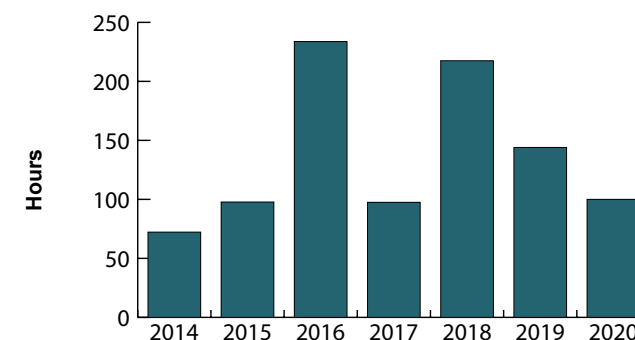


Figure 14
Charitable Donations

