



Creating  
Lasting Change:

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# Our Commitment to Social Responsibility

# LETTER FROM

## Rob Almond, NEST CEO

As the pioneer of Integrated Facilities Management (IFM), we recognize that our work at NEST impacts thousands of companies, employees, and the environment - directly and indirectly. Our extensive network of over 26,000 independent service providers and the management of more than 60,000 retail and multi-site locations across North America come with a profound responsibility to operate sustainably, ethically, and with an unwavering dedication to making a positive impact.

At NEST, we firmly believe that true success means making a positive impact through every facet of our operation. With this vision at our core, we are proud to present NEST's inaugural Social Responsibility report. It offers a transparent overview of our accomplishments, challenges, and future aspirations in pursuit of a more sustainable and equitable facilities management (FM) industry.

Our Social Responsibility program encompasses a multifaceted approach, including environmental stewardship, social responsibility through NEST Nurtures, diversity, equity, inclusion, and ethics.

We invite you to explore our report, which showcases the foundation we have established and the path to a prosperous future. We acknowledge this is just the beginning and I was just sharing with my children that there is a lot more to be done, and future generations are a big piece of this.

**Thank you for being a part of this journey with us.**

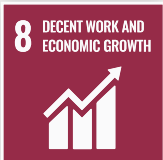


Rob Almond, NEST CEO



# UN Sustainable Development Goals

The Sustainable Development Goals were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity. The following goals are the ones NEST closely aligns with in our daily efforts.



## UN Sustainable Development Goals

- GOAL 3:** Good Health and Well-being
- GOAL 5:** Gender Equality
- GOAL 8:** Decent Work and Economic Growth
- GOAL 10:** Reduced Inequality
- GOAL 5:** Responsible Consumption and Production
- GOAL 13:** Climate Action





# ENVIRONMENTAL



## Sustainable Innovation and Products

The future of our world is at a critical point: we must make significant changes that will have a lasting, positive impact on future generations. This means that we need to prioritize sustainability, innovation, and collaboration to address the challenges we face. At NEST, we take these responsibilities very seriously. We believe in working towards a future that is sustainable and environmentally friendly.

One way we aim to accomplish this is by partnering with industry leaders who share our values and commitment to a sustainable future. These partners understand the urgency and have already taken steps to integrate environmental practices and products into their organizations. By collaborating with such partners, we can combine our expertise and resources to drive impactful change.

Our goal is not only to address the future of our organization but also to contribute to the greater good. We recognize that the decisions we make today have the power to shape the world that future generations will inherit. Therefore, we focus on implementing strategies and initiatives that minimize our environmental footprint, promote social responsibility, and foster innovation.

Together with our industry partners, we are actively working towards a future that is economically prosperous, environmentally conscious, and socially equitable. We believe that by taking collective action now, we can secure a brighter and more sustainable future for generations to come.

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*Given the increasing focus on sustainability and ESG in the build environment, it is imperative that suppliers do their part to advance these initiatives in Facilities Management. The positive impact to the triple bottom line is significant, regardless of the size of the effort, and ultimately this will be table stakes for suppliers to stay relevant in the industry.*

—  
**Josh Witte,**  
Director of Energy and Sustainability,  
**Dollar Tree**



## Green Products for Janitorial and Floor Cleaning

The COVID-19 global pandemic has undoubtedly emphasized the crucial importance of cleanliness in operating businesses that cater to the public. As we navigated through these unprecedented times, it became increasingly evident that industries such as retail, industrial management, healthcare, and many more must prioritize cleanliness to ensure the safety and well-being of their customers and employees.

Incorporating eco-friendly and sustainable practices into these cleanliness protocols further amplifies the benefits. With advancements in technology and manufacturing processes, environmentally preferable products are now more accessible and cost-effective than ever before. By opting for green solutions, businesses can not only contribute to a healthier planet but also enjoy significant cost savings in the long run.

As a leader in the industrial distribution space, NEST partner, HD Supply, is dedicated to being a responsible, global corporate citizen in all aspects of their business, and we couldn't be prouder to be in this with them.

HD Supply's *ideallygreen* initiative launched is designed to help customers save money while lowering their environmental impact. They offer a wide selection of more than 3,500 environmentally preferable products to help increase efficiencies and save money.<sup>1</sup>



*Improvements in technology and the manufacturing process have reduced the payback period for environmentally preferable products dramatically, making green practical and even more profitable.*

— HD Supply

1. <https://hdsupplysolutions.com/s/going-green>



## LED Lighting

The environmental impact related to LED conversions is the most important ESG category to consider. LED upgrades are still one of the quickest energy conservation methods to reduce kWh consumption and GHG emissions and provide the added benefit of immediate savings on energy spending, reduction of maintenance spend, and federal and utility rebates (where available).

With the increasing demand for dependable infrastructure to uphold the operation of these innovative systems, the importance of finding suitable solutions have become paramount. NEST works with Lightserve Corporation, the leading provider of lighting and electrical solutions, to assist organizations in navigating the best path forward for their lighting, electrical, and EV charging initiatives.



**NEST has replaced  
120,000+  
lightbulbs in the last year  
for clients to be more  
energy-efficient.**

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*LED lighting is a much more energy efficient means of lighting a space, lighting an area. It takes less energy input into that light source than a traditional technology with fluorescent lighting, as an example, that can produce an equivalent or even enhanced (more) lighting. To me the interesting part of an LED installation is that you're affecting "the E" positively, you're reducing the amount of electricity and thus you're reducing your greenhouse gas emissions (that carbon footprint that you have) but additionally you're positively impacting the financial components of that business because you're reducing the electrical expense (your utility bill) that's associated with running your facility.*

— **Kevin Franklin**, CEO, Lightserve Corporation



# HVAC Capital Improvements

In the current business landscape, it is crucial to take steps towards sustainability by reducing energy consumption waste in HVAC systems. This essential measure not only results in financial savings but also empowers business owners and managers to adopt simple and cost-effective practices that help promote sustainability while reducing expenses.

Implementing energy-saving practices such as installing programmable thermostats, sealing air leaks, and regularly maintaining HVAC systems can make a significant difference in energy efficiency. These simple steps not only reduce energy waste but also ensure that the HVAC system operates at its optimal level, thereby extending its lifespan and reducing the need for costly repairs or replacements.

However, businesses can go even further in their pursuit of sustainability by implementing more intricate waste-reducing practices. For instance, investing in energy-efficient HVAC equipment and adopting smart building management systems can yield exceptional return on investment. These advanced technologies enable businesses to monitor and control energy consumption in real-time, identifying areas of waste and implementing targeted solutions.

## Refrigerant Tracking

Refrigerant leakage poses a significant threat to our environment, contributing greatly to global warming. The Environmental Protection Agency (EPA) warns that if we don't take immediate action, this unchecked leakage could account for almost 20 percent of greenhouse gas emissions by the year 2050. Unsurprisingly, regulatory organizations around the world have become increasingly stricter with the compliance efforts regarding this. NEST has been working with industry partners to develop a robust roadmap on this very important topic.

**NEST has replaced 400+ HVAC units in the last year leading to reduced emissions, client cost savings, and ensuring customer shopping satisfaction.**



*HVAC is magic. It's not a commodity. You don't just flip it on or off. How it's installed, how it's serviced, how it's taken care of, has so much impact on your overall cost structure, the environment, your people, your customers, comfort or lack thereof.*

Joe Kirmser, CEO, PremiStar



*The world has changed, and we really need to care and we have to care quickly, because it's our responsibility. And there's a lot of money you can make and save by focusing on this area, which has really been ignored for a long period of time. We need to partner with great companies and save money to make change. It's that simple.*

Al Subbloie, CEO and Founder, Budderfly

## Summit Synopsis

In February 2023, NEST hosted our first IFM Summit and brought together FM professionals from some of the country's best-known brands to share their insights on energy use, labor shortages, inflation, and more. In-person collaboration is critical in our industry, and our first annual NEST IFM Summit was an incredible mix of networking, education, philanthropy, and inspiration.



# Recycling and Reducing Waste

By now we are all aware of the impact our actions are having on this planet. NEST has taken the necessary steps to help reduce our employees', clients', and service providers' carbon footprint.

## ISP Connect

At NEST, we understand the importance of continuously enhancing our technology for clients and Independent Service Providers (ISP) applications to provide the best possible experience. Over the years, we have invested significant time and resources into our in-house development team to ensure continuous improvement.

In our commitment to reducing waste and promoting sustainability, we have introduced ISP Connect, the newest feature integrated into our ISP NEST Facilitate CMMS Platform. ISP Connect not only eliminates the need for paper work orders, it also significantly reduces the amount of time spent processing paperwork in the office. This mobile feature allows ISPs to effortlessly access and manage work orders on the go, eliminating the need for physical documentation and reducing administrative tasks. As a result, it not only minimizes paper waste but also increases efficiency by speeding up the payment process.

By leveraging technology and investing in innovative solutions like NEST Facilitate and ISP Connect, we are not only enhancing our services but also actively contributing to a greener and more sustainable business environment. These advancements demonstrate our commitment to reducing waste, improving productivity, and delivering a seamless experience to our clients and ISPs.

### With ISP Connect, ISPs can:

Text in and out of work orders



Upload on-site photos



Upload quotes



Chat directly with NEST operations



Update notes on work performed



Request proposals



Request NTE increase



Each of these features has been designed with sustainability and client success in mind. Prior to ISP Connect, service providers were going back and forth from the client location to the ISP's office; now the required actions can be completed right from their mobile device without the extra time and emissions spent!





## Office Recycling & Reduction of Waste

At our office locations, we have cultivated a close relationship with our landlords to collectively contribute towards a sustainable future. We believe in taking proactive measures to reduce our environmental impact, and as a result, we have implemented a comprehensive recycling program throughout the office.


To make recycling easy and convenient, we have strategically placed recycling buckets with clear signage around the office. This ensures that there is no confusion about where to dispose of items such as aluminum cans and glass bottles. By encouraging proper waste separation and recycling, we are actively working towards **minimizing our ecological footprint**.

We have made a conscious decision to eliminate single-use plastic bottles from our office. To promote usage of reusable bottles, we have installed two water filling stations in prominent locations within the office. These stations also display the number of plastic bottles saved when employees choose to refill their NEST water bottles. It serves as a visual reminder of the positive impact we can collectively make by choosing reusable options.

Through these initiatives, we aim to foster an office culture that values sustainability and responsible consumption. By implementing these environmentally friendly measures, we are all doing our part for a greener and more sustainable future.



NEST employees reusable shopping bags and lunch bags at a NEST Quarterly Town Hall event.

“Sustainability, diversity and social well-being are some of the most critical issues facing retailers. NEST’s commitment to these goals puts it at the forefront of ESG leadership and reflects the company’s dedication to having a positive impact on the retail industry and the global community at large.”

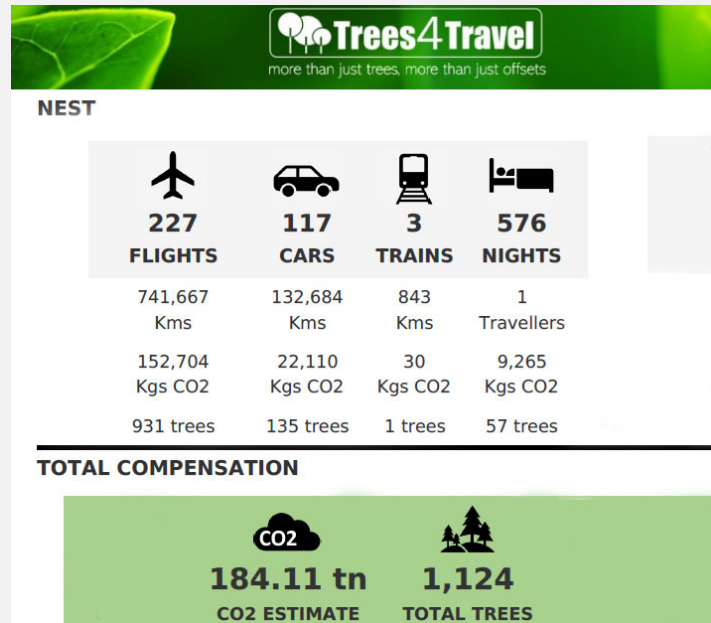
**Deena M. Amato-McCoy**, SPECS Program Director, Chain Store Age



## Climate Change & Energy

As with many other organizations around the globe, our teams travel to visit clients, prospects, service providers, and partners. We've teamed up with our travel agency, Boscov's Business Travel and Trees for Travel, an award winning environmental 'Tech For Good' company.

**Now, we can travel while knowing that we are making a positive impact. By planting trees in developing countries as we journey, we not only contribute to the restoration of ecosystems and biodiversity but also provide valuable employment opportunities for local communities. Together, we are creating a more sustainable and fair world, where the beauty of our planet is cherished and preserved.**



## Hybrid Work Environment

At the start of the COVID-19 global pandemic, NEST quickly pivoted, just like everyone else and migrated to a hybrid work environment. It was challenging at first, but we all persevered and came to enjoy the downtime from commuting two times a day, five days a week.

As restrictions eased, we opened our office doors again, encouraging team collaboration, with the option to flex your schedule and still enjoy the benefits of cutting down on your drive to the office.

## NEST Employees' Carbon Footprint

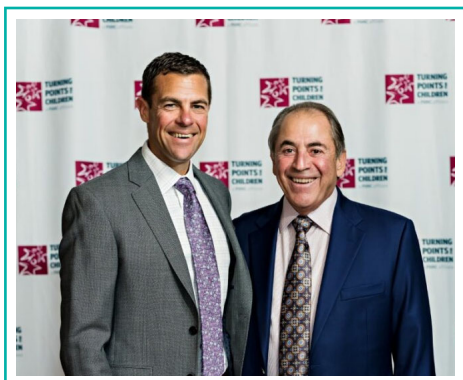
**188** employees in driving distance to the office  
average of **23** miles to office 5x a week

**0.01** metric tons of CO2e for **1** person **1** way, driving a **2015** Honda Civic



**1,728.84** metric tons of CO2e for **188** employees driving to the office 3x a week was **saved over 3 years** with a hybrid work environment!

## NEST Nurtures: Many Causes. One Mission.



In the midst of the obstacles brought about by the COVID-19 pandemic in 2020, NEST Nurtures emerged as a beacon of hope. While charitable giving has always been ingrained in our organization's values, the dire circumstances faced by countless organizations nationwide compelled us to take action. Witnessing the immense obstacles faced not only by our local communities in New Jersey and Florida, but also by communities across the entire nation, NEST Nurtures was conceived as a powerful force for spreading the spirit of giving.

# NEST Nurtures by the Numbers\*

-  **75+**  
Charities
-  **\$675,000+**  
Dollars Donated
-  Recipient of the Faces of  
Philanthropy Award in  
**2022**
-  **3+ years**  
since inception
-  **Across 20+**  
States around  
the country



*Nowadays, customers are increasingly drawn to companies that possess strong values and stand for something meaningful. It is crucial to emphasize that embracing these programs is not only the morally right thing to do, but it also holds immense importance for your company.*

**Christina Beckman,**  
Senior Manager of Environmental, Social,  
Governance (ESG), Culligan International

Giving back at all company events is very important to us. Here attendees from the First Annual NEST IFM Summit pack snack bags for families staying at the Ronald McDonald House.



\* Since program inception in 2020

NEST Nurtures supports a variety of organizations supporting healthcare, children, families, sports, pets, and so much more. Over the years there have been 5 specific organizations that are close to home.

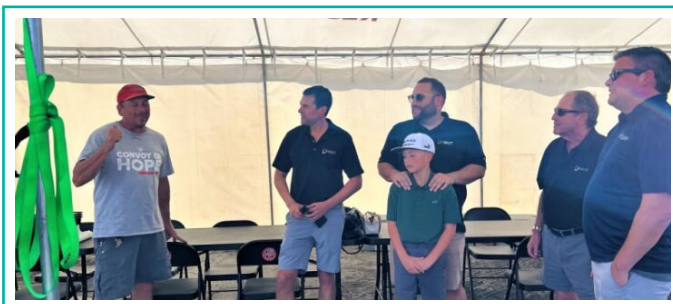


### Ronald McDonald House<sup>®</sup> Southern New Jersey

The Ronald McDonald House of Southern New Jersey offers a welcoming, supportive environment for families during a time of uncertainty and stress. Family members can stay together in a comfortable home with private rooms and many amenities, helping them to remain strong throughout the course of their child's treatment. Their 40,000 square foot facility boasts 25-bedroom suites, a family cinema, a parents' gym with an adjacent kid zone, a marketplace, and a handicap-accessible playground. With these upgraded amenities, the House can better accommodate the ever-changing needs of families seeking a comfortable temporary residence while their children receive medical care.

The NEST Sponsored bedroom opened in 2016 with an exciting new design featuring fun bright colors and images of retail shopping centers!

In addition to our bedroom, NEST Teams have supported fun and FUNdraising events for RMHSNJ. From cooking breakfast to Halloween parties complete with brand new costumes, children's welcome bags, snack bags, and to top it all off – the NEST Sole Men for the Wine Women and Shoes fundraiser! We all look forward to pitching in and helping such a great organization.



Convoy of Hope is an American, faith-based, that provides food, supplies, and humanitarian services to impoverished or otherwise needy populations throughout the world. The organization also engages in disaster relief work.

NEST had the privilege to tour the Convoy of Hope facilities in Florida, where they were providing hurricane relief to those affected by Hurricane Ian. They supplied water, food, first aid supplies, shelter, and even brought supplies to help with the removal of debris in the area. For those who lost everything, they found safety with Convoy of Hope. What an incredible experience this was to see their team in action!



The Jaws Youth Playbook (JYP) is the foundation of Former Eagles QB and NFL Analyst, Ron Jaworski and his wife, Liz. They've worked hard to improve the overall health and wellness of at-risk youth in the Greater Philadelphia Region for over 38 years. They invest in our youth and their future by building playgrounds and ballfields, providing much-needed sports equipment, supporting summer meals programs, and healthy nutrition in underserved communities and more.

Ron Jaworski and his team became friends of the NEST Family back in 2021 when our Executive Leadership Team hosted an offsite planning retreat and Ron joined them to share stories of leadership and charitable giving. Over the years, NEST has played an integral role in sponsoring, volunteering, and sourcing donations for JYP events including their Thanksgiving Turkey Drive, Holiday Bike Drive, Prom Dress Drive, and the Ron Jaworski Celebrity Golf Challenge.



“My family and I have always known the importance of parks for inner city communities and at-risk youth,” Jaworski said. “A vibrant playground can have a stabilizing effect on the lives of young people. The role of community parks is especially crucial for communities that lack the necessary facilities to keep their children in safe environments. Neighborhood parks provide a refuge for at-risk youth, helping to reduce crime rates and other costs to the community.”

**Ron Jaworski**, Former Eagles QB and NFL Analyst, & Jaws Youth Playbook Co-Founder



NEST has been supporting the National Multiple Sclerosis Society through their event Bike MS since 2005, Bike MS is the largest fundraising cycling series in the world. Each year, nearly 50,000 cyclists and more than 5,000 teams ride together to change the world for people with MS.

In 2014, NEST formed their first team to ride in \Bike MS: City to Shore Ride and since then have raised over \$210,000! 2023 is a banner year for NEST – 27 riders, 25 volunteers, and the Finish Line Sponsorship!



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*You really don't know what it means to an MS patient, the time commitment and dedication that is so greatly appreciated for what you're doing. When I was diagnosed in 1997 there were only 3 medications at that time; now because of the MS Fundraisers there are more than 20 disease treatment therapies: 7 injectable, 8 infusion and 5 oral medications.*

**Mark Storey**, Rob Almond's Father-in-Law



This will be my 6th year participating in the Bike MS City to Shore Bike Ride with NEST. Every year I am amazed at how organized the event is. Everyone involved is so amazing, from the riders and volunteers to the police officers directing traffic. The support from the neighborhoods you ride through is incredible as well; people you don't even know standing there cheering you on completely amazes me. I am brought to tears every year by the support for this cause.

**Tina Garrison**, Human Resources Manager, NEST



Mentoring Young Women in Construction (MyWIC) is teaching women in the Philadelphia area that a well-paid, rewarding career doesn't always require a four-year degree. Hosted by the National Association of Women in Construction (NAWIC) Philadelphia Foundation since 2009, this free camp not only teaches construction, it also instills confidence, independence, and interaction with peers that are from diverse backgrounds for young women in the 7th to 12th grades. And NEST couldn't be prouder to be a part of this since 2021 showcasing all the possibilities for a career in the trades including retail, facilities management, and so much more!

The U.S. workforce is struggling to fill a massive gap in the skilled trades industry right now, and over the next decade, that problem might only worsen. NEST CEO, Rob Almond, is passionate about helping turn this around, and MyWIC is just one of the ways we can help.



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*Attending the MyWIC Construction Camp and Career Day was very rewarding to see the passion and interest these girls have towards a career in the trades. We had a fantastic day sharing the many facets a career in retail construction can include!*

**Kara Cutino**

Vice President, Store Development, Facilities Services, Asset Protection & Enterprise Procurement

**Knitwell**

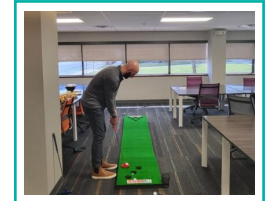


# HUMAN CAPITAL MANAGEMENT

At NEST, we firmly believe that our people are the driving force behind our success. By investing in our people and prioritizing organizational culture, we aim to foster a workplace where employees can thrive and contribute their best work. It is through the dedication and the commitment of our exceptional team members that we can deliver exceptional results for our clients and service providers.

A strong organizational culture goes beyond just a set of policies and procedures. It is about creating an environment where employees feel **heard, respected, and supported**. We encourage open communication, provide opportunities for professional growth and development, and ensure that every individual has a voice within the organization.

To achieve this, we have established the NEST People Committee, a dedicated team that works to bring fresh ideas and initiatives to foster a thriving organizational culture. They are responsible for championing employee well-being, engagement, and satisfaction. Whether it is organizing team-building activities, implementing recognition programs, or hosting events to celebrate milestones, the People Committee is constantly seeking ways to create a sense of belonging and appreciation among our workforce.



## Recognition Program

Recognizing and celebrating the achievements of our employees can go a long way in fostering a positive and supportive work environment. This is why we have a recognition program in place that acknowledges and celebrates the wins of our employees.

Our Microsoft Teams' Recognition Channel is where achievements and milestones such as birthdays, work anniversaries, and exceptional work accomplishments are celebrated online. Even though we may not be in the office full time, we still make sure to highlight these achievements and accolades. Our team members can react to posts that recognize their colleagues; this helps to build morale, strengthen relationships, and create a sense of community.

As mentioned previously, we understand the importance of sustaining the environment, and that is why we have taken steps to reduce our carbon footprint. When recognizing our employees with rewards such as gift cards, we leverage technology to minimize our environmental impact. Instead of traditional shipping, we have implemented e-gift cards, reducing waste and eliminating shipping emissions, which have a harmful effect on our planet.

## Health & Well-being

Maintaining a healthy work-life balance is crucial for the overall well-being of our employees. That is why we prioritize creating a supportive and inclusive work environment that promotes employee health and well-being.

An open and supportive environment is encouraged, where employees feel comfortable discussing their health concerns and seeking support. We provide access to confidential counseling services and employee assistance programs to help address any physical or mental health challenges our employees may face.

By prioritizing and investing in employee health and well-being, we aim to create a positive work environment that fosters **happiness, engagement, and productivity**. We believe that when our employees feel supported and cared for, they can thrive both personally and professionally, contributing to the overall success of our organization.

We encourage and support flexible working arrangements that allow our team members to effectively manage their personal and professional responsibilities. In-person collaboration is promoted to further develop and build upon our teams' success through town hall updates with leadership and team meetings.

### ○ Safety & Work Environment

- ✔ Protect and provide a healthy, safe work environment for employees

### ○ Work arrangements

- ✔ Hybrid work environment
- ✔ Flexible schedules
- ✔ Remote options



### ○ Volunteering opportunities for employees in the community

- ✔ Employees made cat/dog toys for animal shelters
- ✔ Collected clothing donations and made Birthday Bags for a local Women's shelter
- ✔ Food donations for South Jersey food bank
- ✔ Goodie bags for The Ronald McDonald House
- ✔ Adopt Families at Holiday time
- ✔ Spotlight employees during company-wide meetings with personal connections to other charitable causes to share their story.

# DIVERSITY, EQUITY, INCLUSION, & BELONGING



Guided by our corporate values, diversity, equity, inclusion, and belonging allow us the best possible chance to succeed both as individuals and as a company. Embracing a diverse work environment is the foundation of how we treat our employees, our clients, and our ISPs. Diversity embodies all the differences that make us unique, including but not limited to, race, age, ethnicity, national origin, religion, gender, disability, sexual orientation, and culture.

Our organization strives to create an inclusive workplace where everyone feels valued and respected because of their differences – a place where every employee can be themselves so they can reach their potential and help us achieve our business goals.

We want our business to be innovative and productive so we can deliver the best products and services to our customers and a diverse team helps us achieve this. The more we collaborate and value difference, the closer we get to living in a truly inclusive community. Some company-wide initiatives include:

1

Instituted Annual Diversity training for all employees to create awareness and accountability.

2

Established a people committee to drive company initiatives focusing on DEI, Leadership and Employee Experience.

3

Created *Calendar for a Cause* to spotlight various causes, cultures, and special days. i.e. Speech and Hearing Awareness Month, LGBTQ + Pride Month, Self-Care Awareness Month, Universal Human Rights Month, etc.

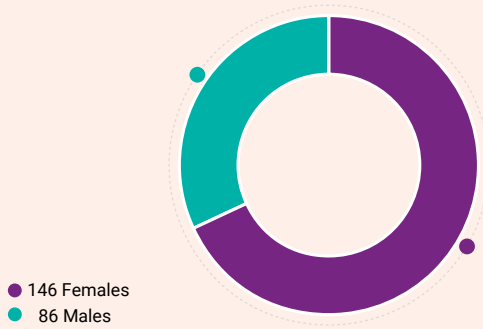
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Holding events to celebrate and contribute to causes including Potluck luncheons, Cinco de Mayo luncheon, Cancer screenings, and a bake sale to contribute proceeds to the NEST MS Bike Team.

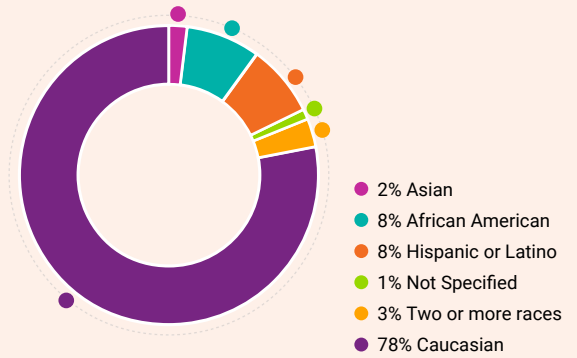


NEST Employees celebrate Cinco de Mayo

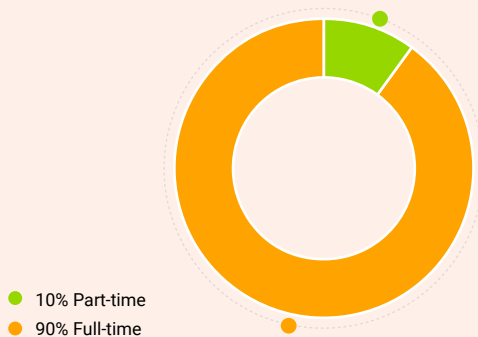
## Gender Breakdown



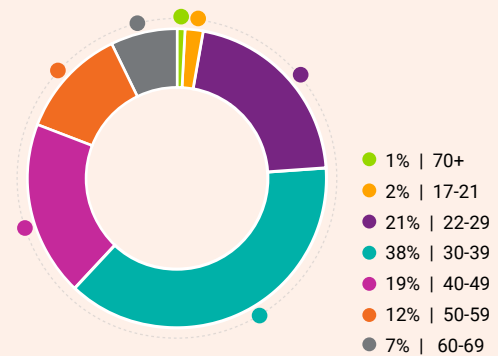
## Ethnicity



## Employment Status



## Age Breakdown

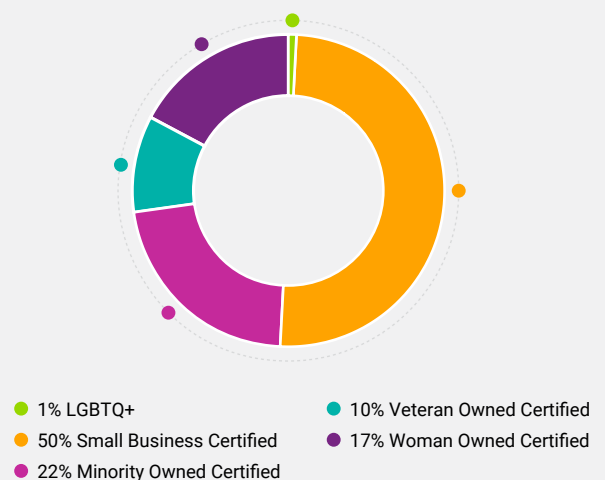


# SUPPLIER DIVERSITY

The NEST ISP Network has been developed, supported, and nurtured over the last 29+ years. The NEST ISP Service Model is built by taking local service providers and enabling those companies to expand their book of business. With a dedicated strategic sourcing department, NEST focuses on recruiting and qualifying the right provider, ensuring proper service delivery, and educating our ISP community on best practices, new opportunities, and new processes that are available to improve their businesses.

**We are proud to work with a diverse group of organizations that are committed to delivering quality service to our clients.**

## Service Provider Diversity



# GOVERNANCE

Our Founder and Chairman of the Board, Bob Almond, Sr., modeled the organization back in 1994 to follow the Great Game of Business (GGOB). This open-book management policy follows three simple rules:

## Educate, Empower, & Engage

The overarching goal of The Great Game of Business is to cultivate a dynamic learning environment for individuals. Companies that embrace the Great Game philosophy understand that when their employees succeed, the entire organization prospers. Likewise, Great Game employees recognize that their success is intertwined with the success of the company. It is important to emphasize that The Game is not solely focused on generating profits and wealth; it also prioritizes the well-being of individuals and their communities.

At NEST, we value an open-book management policy. Company-wide update meetings are held regularly every two weeks and include Financial updates; information from Human Resources, Sales & Marketing, Operations, and Technology teams; and other information to be shared on an as-needed basis including NEST Nurtures, Leadership Updates, and much more!

In addition, employees are encouraged throughout the year to reach out to members of the Executive Leadership Team and set up one-on-one meetings. These informal meetings are an opportunity for them to learn more about one another, ask questions, make recommendations on process improvements, or just chat about shared interests!



**Rob Almond, addresses all NEST employees, both in-person and remote, for his quarterly Town Hall updates.**

# SOC2 Compliance

Multi-site facilities management (FM) professionals oversee increasingly complex, connected, and specialized workspaces. Doing it all 'in-house' has given way to outsourcing across multiple external contractors—which means data is vulnerable to breaches from multiple directions, all the time.

NEST's IFM solution manages your data within a single, secure cloud-based platform with state-of-the-art technology and safety protocols. As a SOC2-certified organization, NEST meets the American Institute of CPAs (AICPA) industry-standard **best practices for customer data security**.

At NEST, clients' data security is as important to us as our own. It's a large investment, but one that we feel is essential and will continue to make. Commitment and transparency are fundamental to earning trust and business, and something we strive for every day. In 2019, we engaged an external CISO, ensuring our policies and procedures around security are of top caliber for our clients, employees, and service providers.



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*“At a time when regulatory guidelines are becoming more stringent than ever, and the threat of cyberattacks has grown to be a leading concern to business leaders, organizations must find creative and adaptive ways to respond to the ever-changing cyber threat landscape.*

*The first – and obvious – daunting challenge in doing so lies in being able to manage and control all the potential vulnerable points on the corporate IT network and end-user devices. The real challenge, however, often lies with being able to accomplish this with limited financial resources and in-house expertise. On top of that, there is a pressing need to “up the ante” in cybersecurity in order to proactively combat a dangerous combination of mounting malware threats of increasing sophistication and a widening gap in the skills required to identify and combat them.*

*SOC 2 security principles focus on preventing the unauthorized use of assets and data handled by the organization. This principle requires organizations to implement access controls to prevent malicious attacks, unauthorized deletion of data, misuse, and unauthorized alteration/disclosure of company information. So, it's easy to see how organizations like NEST have discovered a very meaningful use-case in adding a vCISO (virtual Chief Information Security Officer) to the team in a fractional mode. Doing so has provided strategic guidance to build both capability and confidence in the organization's IT security maturity levels, while also improving its risk posture and enabling the success of complex compliance initiatives like SOC 2.”*

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**Wade Richmond**  
Founder & CEO CISO ToGo, LLC

## Moving Towards the Future

We wrote this report because we're fully committed and ready to embrace the endless possibilities and overcome the obstacles that lie ahead in shaping the future. As a team, we are dedicated to forging strong collaborations with industry partners and suppliers who share our unwavering commitment to innovation and forward-thinking regarding the future of our planet. This won't be without its challenges, but we are prepared to tackle them head-on with resilience and determination.

**We look forward to sharing more with you along the journey.**



*NEST's dedication to sustainability and community welfare is truly inspiring. This report is not just facts and data, it's a true testament to the positive impact NEST has been, and is continuing, to make in the world.*

— **LeeAnn Norton**, COO, ConnexFM

# THANK YOU FOR BEING WITH US



## Get In Touch

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