



2024 Sustainability Report

Building a Better Future Together



maximus

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CEO Letter



At Maximus, our mission is to ‘Move People Forward,’ and we measure success by how effectively we help governments serve their people. Over the past year, we’ve made meaningful strides forward expanding our capacity to support our customers, making public services more accessible, efficient, and responsive to the needs of the communities they support.

Our core objective—bridging the gap between people and essential services—aligns naturally with how we carry out all aspects of our business. Throughout this report, you’ll see how our responsible business initiatives are interwoven with our work – across our talent, planet and environment, governance, and our communities.

- **Our Talent:** With our Moving Our Talent Forward (MOTF) initiatives, we align our talent strategy with the company’s long-term vision to support the internal mobility of skilled employees, moving them across projects and contracts to match their strengths, and by providing them with tailored tools and training. In 2024, we expanded access for our Learning and Organizational Development (L&OD) initiatives to empower and prepare our talent for future needs and roles.
- **Planet and Environment:** We increased our monitoring capabilities to better understand the impact we have on the environment and have added Scope 3 data to our Green House Gas Emissions Inventory. We’ve also continued to minimize our environmental footprint by actively reducing paper waste, optimizing energy efficiency, and building more sustainable infrastructure.
- **Governance:** At Maximus, we believe that by enhancing our governance practices, we’re reinforcing our commitment to being a trusted partner to government agencies for decades to come. We remain vigilant in ensuring that our operations and partnerships align with responsible workplace practices.
- **Our Communities:** Our Maximus Foundation, founded by our board of directors in 2000, has supported programs focused on improving health, child and family well-being, and community development in the areas where we operate.

I am proud of how deeply our teams have embraced our mission and their commitment to carrying out our business responsibly. This is what sustainability means at Maximus—not only reducing our own impact but helping to build public services that adapt and thrive in a changing world.

Looking forward, we see tremendous opportunities to continue helping governments in addressing pressing issues, from expanding healthcare access to strengthening employment support. Our role is to combine human insight with technical expertise to create solutions that work better for everyone.

We’re thrilled with the progress and impact our work has delivered and remain committed to doing even more to move people forward.

A handwritten signature in blue ink that reads "Bruce L. Caswell". The signature is fluid and cursive, with a large initial 'B'.

Bruce L. Caswell
President and Chief Executive Officer

Maximus at a Glance

As a strategic partner to governments worldwide, we tackle the complex challenges that often stand between citizens and the services they need – whether navigating healthcare choices, accessing employment support or connecting with vital community resources.



We get the right services, to the right people, at the right time. We start by understanding the real barriers people face when interacting with government programs. Then, we apply our deep knowledge of government systems, human-centered design principles, and technology interventions to break down those barriers. This might mean:

- Redesigning enrollment processes so people can easily access health insurance benefits
- Modernizing legacy systems so agencies can process applications more efficiently
- Creating omnichannel support services that meet people where they are - whether online, by phone, or in person
- Building data-driven solutions that help government programs adapt to changing community needs

Our human-centered approach defines everything we do. We are performance driven and accountable for fixing problems and producing higher customer satisfaction scores. Our **“Moving People Forward”** strategy is about removing barriers, creating better experiences, and ensuring everyone can access the services they need to thrive. And it’s why responsible business practices are not just a corporate initiative for us - it’s fundamental to our mission of building stronger, resilient government programs that serve all communities effectively.



Broadening horizons
in service and technology

FY24 Revenue	Global team
<div>\$5.3</div> <div>Billion</div> <div></div>	<div>41K+</div> <div>employees, plus 11,800 contingent workers</div> <div></div>
Operations	Headquarters
<div>5</div> <div>Countries</div> <div></div>	<div>McLean, Va</div> <div></div>
Legacy	
<div>49 years</div> <div>of government partnership</div> <div></div>	

Our Values

We continue to build a culture that embodies our values. To support this, we look for ways to continuously embed these values into our organizational DNA, guiding our conduct and decision-making and reflecting our collective beliefs and ambitions.

Respect

Valuing the work we do, who we do it with, and the people we serve.



Compassion

Empowering humanity by applying empathy and insight to every interaction.



Innovation

Embracing change and championing new ways forward.



Collaboration

Partnering to instill trust and working as one.



Customer Focus

Cultivating an authentic desire to help others succeed.





















Accountability

Accepting responsibility to solve problems and rise to each challenge.



Workplace Recognition

2024 Awards and Recognition

<p>TIME's World's Best Companies 2024</p> <p>Recognized for employee satisfaction, revenue growth, and ESG practices</p>		<p>Washington Technology Top 100</p> <p>Ranked #19 in 2024 (recognized for 11 consecutive years)</p>		<p>Federal 100 Award for Leadership in Federal IT Innovation</p> <p>CEO Bruce Caswell recognized in 2024</p>		<p>WashingtonExec Pinnacle Awards, Health Care Executive of the Year</p> <p>U.S. Services GM Ilene Baylinson recognized as a finalist in 2024</p>	
<p>The Washington Post's 2024 Top Workplaces in Greater Washington</p> <p>Based on employee feedback</p>		<p>Northern Virginia Technology Council Tech 100</p> <p>Recognized in 2024 (6 consecutive years)</p>		<p>Military.com Top Veteran Employer</p> <p>Recognized in 2024 for integrating veterans into our workforce</p>		<p>WashingtonExec Lifetime Achievement Award</p> <p>Chairman Richard Montoni recognized in 2024</p>	
<p>Fortune 1000</p> <p>Ranked #653 in 2024</p>		<p>Bloomberg Government BGOV200 Top 200 Federal</p> <p>Ranked #19 in 2024</p>		<p>VETS Indexes 5-Star Employer</p> <p>Recognized in 2024</p>		<p>PR Daily Content Marketing Award, Technology Campaign of the Year</p> <p>Recognized in 2024 for use of Generative AI</p>	
<p>Washington Business Journal's Largest Government Technology</p> <p>Ranked #24 in 2024 (recognized for 12 consecutive years)</p>		<p>Disability Matters North America Awards</p> <p>Recognized in 2024 for hiring and supporting employees with disabilities</p>		<p>Handshake's Early Talent Award</p> <p>Recognized in 2024 for top young talent internships and careers</p>		<p>Gold Quill Award of Merit, Communications Research</p> <p>Recognized in 2024</p>	
				<p>Northern Virginia Technology Council CFO of the Year Awards</p> <p>CFO David Mutryn recognized as a finalist in 2024</p>		<p>Communicator Awards of Excellence and Distinction</p> <p>Recognized in 2024 for emerging technology and data innovation in strategic communication</p>	




Responsible Business Approach

Our commitment to conduct business responsibly is embedded into our core operations. When we help governments deliver services more efficiently, we conserve resources. When we make programs more accessible, we foster more resilient communities. And when we invest in our employees' growth and upskilling, we build lasting social and economic impact.



Our Sustainability Framework

Our sustainability efforts focus on three core pillars, where we can have the most meaningful impact:


People and Community	Planet and Environment	Governance
<p>We are dedicated to making sure our work generates positive change—whether it’s helping people access vital services, supporting our employees’ development, or strengthening the communities we serve through direct and indirect contributions.</p>	<p>As a global company, we’re taking measurable steps to reduce our carbon footprint, optimize resource use, and help government partners achieve their own sustainability goals, with a focus on energy efficiency and waste reduction across our operations.</p>	<p>Strong oversight and ethical practices are foundational to our operations. Through accountability, transparency, and responsible business conduct, we strive to uphold the trust of our government partners and the public. We endeavor to meet high standards of ethical governance, with policies in place to guide us in risk management, compliance, and continuous improvement.</p>
		

Strategic Leadership and Oversight

Our sustainability approach starts with our leadership. Our Board of Directors, guided by the Nominating and Governance Committee, provides strategic oversight of our Sustainability efforts, ensuring they align with our corporate vision, receiving regular reports and updates from management. Across the business, management led company-wide initiatives, coordinating efforts across key teams—from our talent management and the Maximus Foundation to facilities.

Governance Structure

- Nominating and Governance Committee: Responsible for formal ESG oversight
- Management
 - Chief Financial Officer: Leads sustainability implementation at an executive level
- Implementation
 - Vice President, ESG and Investor Relations
 - Corporate Compliance Teams
 - In-Country Teams



Engaging Our Stakeholders

We regularly engage with stakeholders—including employees, government clients, shareholders, and communities—to understand their priorities and insights. In October 2023, we conducted a comprehensive materiality assessment, supported by an independent third party, to identify the most pressing sustainability issues for Maximus and our stakeholders, which helps us target our efforts where they can have the greatest impact.

Materiality Assessment: Top Priorities

Environment

- Carbon emissions
- Climate policy and risk management
- Energy use and efficiency
- Environmental policy and management
- Waste management

Governance

- Data security
- Sustainability oversight
- Ethics and compliance
- Rights and Responsibilities
- Risk and crisis management
- User data privacy / ethical use of data

Social

- Culture and employee engagement
- Employee health and safety
- Non-salary employee benefits
- Talent attraction and development
- Talent planning



Measuring Our Progress

Accountability is key to our sustainability journey. We track and report on our progress using established frameworks, including:

- Sustainability Accounting Standards Board (SASB)
- Task Force on Climate-related Financial Disclosures (TCFD)
- Global Reporting Initiative (GRI)

This report highlights our achievements as well as opportunities for improvement as we continue building a sustainable future for our clients, communities, and planet.



2024 Sustainability Highlights



Supporting our talent

We expanded our Learning and Organizational Development initiatives by building a cross-functional team to align business needs with team development and by expanding access and availability of our training programs.

We expanded our employee recognition program to celebrate above and beyond contributions of our team members.

Delivering results

We have redeployed over 1,700 employees across projects generating skill development opportunities for our employees and generating an improved employee experience and reducing churn in talent acquisition and training.

We achieved a **satisfaction rate of 84%** through our global engagement survey, with employees stating they intend to stay with Maximus for at least another year.

Moving communities forward

We further enhanced our governance and oversight mechanisms for our commitment towards responsible AI.

Protecting the environment

We added Scope 3 to our Green House Gas Emissions Inventory to further enhance our monitoring capabilities, drive compliance with regulatory requirements, and better understand our impact on the environment.

Our Work: Partnering with Government to Move People Forward

At Maximus, we transform how government services reach and empower people. Through program innovation, technology solutions, and human-centered service delivery, we help agencies overcome their most pressing challenges—from improving healthcare access to modernizing benefits systems to connecting people with employment opportunities. From our extensive experience, we know the legacy obstacles and can quickly implement the right resources to achieve better outcomes.



Our Core Services and Expertise

Health and Human Services

- **Our Role:** Every day, millions of Americans rely on government healthcare programs to access vital medical services. Maximus makes these programs work better—from helping people choose the right Medicare plan to streamlining Medicaid enrollment to operating state health exchanges. Our solutions remove barriers to care while helping agencies manage programs more efficiently.
- **Impact:** By modernizing health service delivery, we help close critical gaps in care access, improve health outcomes, and address social determinants of health. Last year, we supported millions of Medicaid and CHIP beneficiaries through enrollment assistance and eligibility support, helping communities become healthier and more resilient.

Citizen Engagement and Digital Service Delivery

- **Our Role:** Government services should work for everyone, regardless of how they access them. We transform the citizen experience through solutions that meet people where they are—whether online, by phone, or in person. From unemployment benefits to social services to educational support, we’re making it easier for people to access the resources they need.
- **Impact:** Through thoughtful digital transformation, we’re helping governments deliver faster, more responsive service while maintaining the human touch that complex programs require. Our platforms facilitated over 100 million interactions last year, ensuring people could access critical services when they needed them.

Workforce Development and Employment Services

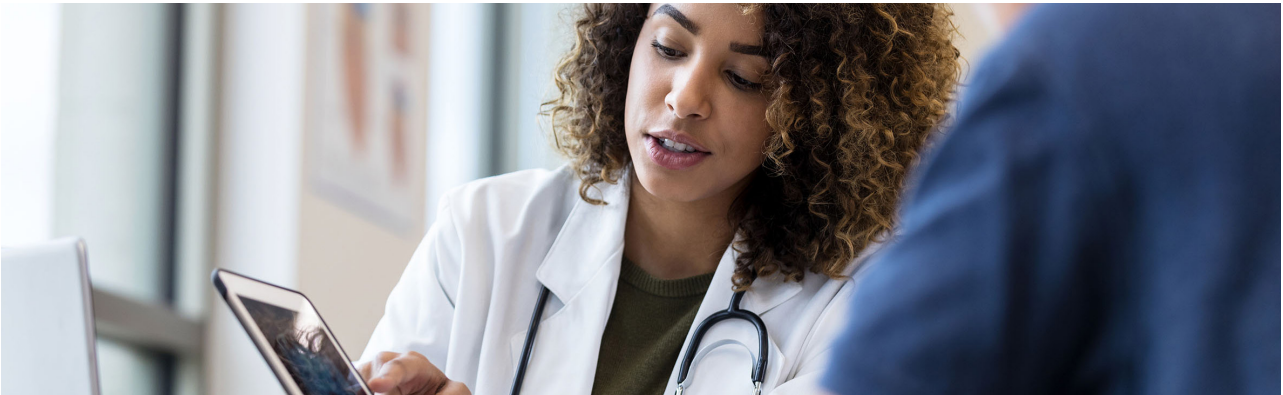
- **Our Role:** Our workforce programs help people overcome barriers to employment through job training, skills development, and personalized support. We partner with agencies to connect job seekers not just with jobs, but with sustainable career opportunities.
- **Impact:** We helped individuals across the country find meaningful employment across various industries. Each placement represents not just a job, but a stronger future for families and communities.

Technology and Program Modernization

- **Our Role:** Using continuous process improvement techniques, we help agencies modernize outdated systems and processes, implementing cloud solutions, enhancing cybersecurity, and leveraging AI-powered analytics to make programs more responsive and efficient.
- **Impact:** Modern, secure systems mean faster benefits processing, better program insights, and more resources focused on serving people rather than maintaining legacy technology. Our modernization efforts improve service delivery, enhance security, and create more adaptive government programs that meet evolving community needs.

Operational Efficiency and Program Integrity

- **Our Role:** Public trust requires both efficient service delivery and careful stewardship of resources. We help agencies achieve both through solutions that enhance program integrity, help to prevent fraud, and enhance compliance—all while improving the customer experience.
- **Impact:** By helping agencies operate more efficiently and transparently, we strengthen public trust in government services while ensuring resources reach those who need them most. Our fraud prevention and compliance initiatives help safeguard public programs, secure vital resources and uphold program integrity.



Case Study

Moving People Forward: Economic Mobility in Action

Washington, DC Employment Initiative

Situation & Challenge

To help tackle economic disparities in the District of Columbia, Maximus's DC Jobs program demonstrates how thoughtful program design and personalized support can transform lives and strengthen communities.

The challenge is multifaceted: Many participants in DC's Temporary Assistance for Needy Families (TANF) program face significant barriers to employment. As Daniel Ross, Maximus project director, explains: "Many of the customers we support don't have stable housing. They may be staying temporarily with family and friends or in a shelter while trying their best to improve their circumstance."

Solution & Results

Since 2020, the DC Jobs team has connected over 14,000 families with employment, with 4,250 being higher wage jobs. Our comprehensive support model includes:

- **Skills development:** Recognizing the importance of employable and transferable skills
- **Work experience opportunities:** Finding the right employment matches for participants' skills
- **Wrap-around support:** Helping customers and their families overcome barriers that make it difficult to maintain employment

The program's impact extends beyond employment statistics. Consider one DC resident who pushed open the door to the DC Jobs office determined to find work. She needed a reliable car to take her children to school and other local activities. Through the support of our Maximus team, she got more than just a job—she got her start with an upward mobile career.

The Maximus Impact

This initiative exemplifies Maximus's approach to sustainable social impact:

- Creating economic stability that spans generations
- Building partnerships between government services and local employers
- Developing scalable solutions to systemic challenges
- Measuring success through both immediate outcomes and long-term stability

"Helping people embrace their own path, work hard, and advance is a personal goal for me. I love to see my customers become self-sufficient and able to support their families with pride."

– Daniel Ross, Maximus Project Director, DC Jobs



Case Study

Making Health Insurance Enrollment Easier for New Yorkers

Situation & Challenge

Recognizing the barriers many New Yorkers face in navigating the health insurance enrollment process, Maximus partnered with NY State of Health (NYSOH) to develop a solution that would make enrollment more accessible and user-friendly for people across the state.

With over 90% of Americans now owning a smartphone, mobile technology is an essential tool for managing everyday tasks. Yet for many applicants relying primarily on smartphones, the enrollment process was complicated by limited access to mail, fax, or computer to submit required documents. These barriers were particularly acute for lower-income and rural residents who often depend on mobile devices as their primary connection to online services.

Solution

Maximus saw an opportunity to bridge this gap with a solution that aligned with the way people live and work today, reducing friction and improving access.

To streamline the process, Maximus developed the **NYSOH Mobile Upload App**, an intuitive, secure mobile tool that allows people to submit documents directly from their smartphones. This new tool helped ensure that enrollment could be completed quickly and confidently, empowering New Yorkers to upload documentation immediately and securely. The app's capabilities also enhanced the work of more than 7,000 in-person assistors, who could now help clients complete applications in one visit, further improving efficiency.

Working side-by-side with NYSOH, Maximus designed the app around real consumer experiences and needs. We identified pain points in the enrollment journey and crafted a solution that put the individual at the center of the experience. Key features included:

- **Edge detection and auto-capture technology** to make document upload fast and easy, ensuring high-quality images for verification
- **Secure data handling**, with automatic deletion of images and data after submission to protect privacy
- **SMS notifications** to help users track their submissions and receive timely updates on application status
- **In-app FAQs and tutorial screens** to guide users at every step

Results

Within six months of its launch, the NYSOH Mobile Upload App had already become the primary method for submitting documents, surpassing traditional mail and creating a faster, simpler process for New Yorkers. Today, the app serves approximately 7 million New Yorkers, providing them with a self-service option to manage their health insurance needs and access key updates.

The Maximus Impact

The success of the NYSOH Mobile Upload App exemplifies Maximus's dedication to putting people first in public service delivery. By developing digital tools that align with people's real needs, we're making essential health coverage accessible and efficient for all New Yorkers. This app reflects our commitment to creating solutions that meet people where they are, bridging gaps in access, and bringing public services in line with the everyday realities of those we serve.

"Our goal was always clear: to make health insurance documentation straightforward and accessible. The NYSOH Mobile Upload App shows our commitment to serving the needs of New Yorkers, responding to real challenges with practical, award-winning digital solutions."

– Ferdinand Morales, Senior Managing Director, Maximus

Purpose-Driven AI for Public Good

At Maximus, we believe artificial intelligence (AI) has the power to significantly improve service delivery—when applied responsibly and with a clear focus on human impact. Our commitment to responsible innovation in AI means we focus on practical, mission-driven implementations that deliver measurable benefits, all while adhering to the highest ethical standards.



Ethical and Responsible AI for Government Transformation

At Maximus, we believe AI has the power to significantly improve service delivery—when applied responsibly and with a clear focus on human impact. Our commitment to responsible innovation in AI means we focus on practical, mission-driven implementations that deliver measurable benefits, all while adhering to the highest ethical standards.

We use AI capabilities to sort, organize, analyze, and generate data for business purposes. AI encompasses machine learning, generative AI, and other standard techniques. The comprehensive lifecycle utilization of AI, whether implemented directly by us or in collaboration with third parties, necessitates ongoing investment in governance and security resources to help ensure its responsible use of AI and to safeguard against potential risks and vulnerabilities.

Our dedicated Technology Committee of the Board of Directors oversees governance protocols around AI deployment, ensuring the responsible and ethical use of AI and machine learning, whether implemented by us or in collaboration with third parties. Our oversight structure ensures we leverage these technologies to advance our capabilities, while effectively mitigating risks and advancing delivery of government services.

Our Commitment to Responsible AI

Maximus recognizes that AI is not a universal solution, but rather a tool that must be deployed thoughtfully. Our AI Guiding Principles ensure that our approach to AI is grounded in:

- **Human Oversight and Accountability:** We prioritize human control and oversight throughout the AI lifecycle, ensuring that processes are reviewed for fairness and non-discrimination, and remain aligned with public interest and legal compliance.
- **Ethical Design:** Maximus is committed to deployed AI that is explainable, secure, and fair. We prioritize data governance, privacy, technical robustness, and security, following industry best practice standards to protect sensitive information in our design and use of AI.
- **Iterative Development:** Our approach to AI is adaptive, evolving based on regulatory evolutions, real-world outcomes and stakeholder feedback to remain relevant and effective as technology and public needs evolve. Iterative development ensures we continue to operate in compliance with applicable laws and regulations, align with industry standards and best practices, and take societal and environmental well-being into consideration.

Case Study

Enhancing Customer Experience with AI in Michigan

Improving the quality of interactions between citizens and contact center agents is essential for delivering excellent service, especially in programs as crucial as Medicaid enrollment. In Michigan, Maximus was tasked with optimizing the quality assurance (QA) process to provide more actionable feedback for agents, ensuring that they could offer personalized and accurate information to each caller.

[Read about the Solution and Impact Here.](#)



Our Talent

Our Maximus Forward initiative drives cultural evolution by aligning our talent strategy with the company's long-term vision. Within this, Moving Our Talent Forward (MOTF) is a multi-year program focused on two primary goals.



Moving Our Talent Forward

Our Maximus Forward initiative drives cultural evolution by aligning our talent strategy with the company's long-term vision. Within this, Moving Our Talent Forward (MOTF) is a multi-year program focused on two primary goals:

1. Redeploying Talent to Meet Business Needs

MOTF supports the internal mobility of skilled employees, moving them across projects and contracts to match their strengths with high-impact areas. Since October 2023, we've redeployed over 1,700 employees, generating an improved employee experience while ensuring our talent meets strategic priorities.

2. Equipping Talent for Future Needs

By providing tailored tools, training, and processes, MOTF readies our workforce for future roles that support Maximus' strategic objectives. This approach to skill-building enhances both career progression and organizational agility, building a responsive workforce aligned with our mission.

Together, these efforts promote a culture that values internal mobility and equips employees to grow and contribute meaningfully at every stage of their career with Maximus.

The Moving Our Talent Forward strategy is overseen by an Executive Steering Committee (ESC) which consists of a cross-functional working group. The ESC is made up of Operational Leaders across multiple segments and divisions, and leaders across Human Resources including representation from HR Information Systems (HRIS), Talent Management and Learning and Organizational Development (L&OD), Talent Acquisition, Compensation and Total Rewards, Strategic Workforce Planning, and Change Management.



Employee Development

At Maximus, our commitment to continuous learning is a cornerstone of our organizational success and our employees' personal growth. By fostering an environment of ongoing development, we ensure that each team member has the resources and support to reach their full potential. This approach aligns our strategic goals with every employee's journey, equipping Maximus to deliver impactful, forward-thinking solutions to our clients.

Performance Management and Feedback Culture

Maximus prioritizes a culture of continuous performance feedback and professional growth, consistent with merit based principles. In 2023, we introduced the Continuous Performance Management (CPM) model across parts of our business, shifting from annual reviews to a structure focused on ongoing development. By building frequent feedback into our culture, Maximus aligns performance with our mission and supports each employee's long-term career aspirations.

- **Quarterly Reflections and Goal Alignment**

Regular check-ins throughout the year replace the traditional annual review, providing employees with frequent opportunities to reflect on achievements, set actionable goals, and receive timely feedback.

- **Ongoing One-on-One Meetings**

Leaders are encouraged to hold regular one-on-one meetings with their team members, fostering open dialogue around professional goals and growth areas. This approach has improved engagement and retention by keeping employees connected and supported.

- **Performance Management Hub**

Our online Performance Management Hub offers a year-round resource for employees and leaders, with best practices, development tools, and guidance on setting meaningful goals. The Hub supports a self-directed approach to growth, enhancing each employee's professional journey.

We continue to look for opportunities to introduce the philosophy of Continuous Performance Management and emphasize its elements: performance review (formal and informal), agile goal setting, continuous feedback, and talent development.

In FY24, our New Leader and Supervisory development programs integrated Continuous Performance Management best practices to highlight the continued emphasis on impactful goal setting and a culture of continuous feedback. Also in FY24, Maximus launched a new and improved Continuous Performance Management SharePoint Page to better streamline information and improve the user experience by accessing enhanced tools and resources; accessible to all employees.

Learning and Development Opportunities

At Maximus, we provide a wide variety of opportunities that incorporate ongoing development in employees' roles, providing a consistent, growth-oriented experience that advances both personal and professional development.

As part of the Maximus Forward initiative, we centralized our training operations to enhance consistency, efficiency, and resource accessibility across our operations. Our L&OD department, which consists of Instructional Designers and Learning Management System (LMS) administrators, creates an environment of best practices in training delivery and cross-functional collaboration.

In FY24, a cross-functional team collaborated to recommend and validate content from the LMS against the core and leadership competencies to provide employees with a Maximus-built starting point for their development.

Our global **Learning Management System (LMS)** ensures all employees have access to training that supports both personal and professional growth on their schedule. Our LMS is available 24/7 and provides courses on topics such as digital transformation, customer service, and leadership development. In FY24, Maximus employees logged over 142,000 training hours in the LMS.

Our **Shared Learning Model (SLM)** brings together business leaders and learning professionals to create a cohesive approach to employee development, designed to support Maximus' long-term strategic vision. Internal leaders and subject matter experts facilitate SLM programs, promoting a culture of shared learning and mentorship, allowing facilitators to hone their expertise while supporting peers, driving skill-building across the organization.

Our SLM courses are tailored to the needs of business leaders and functional experts, strengthening interpersonal effectiveness and leadership competencies. Responding to demand, we've expanded SLM offerings to include **Crucial Conversations for Mastering Dialogue**, a hands-on program that enhances leaders' communication skills.

In addition to our LMS and SLM courses, we believe accessible, transparent communication is essential to our learning and development strategy. In FY24, we streamlined and expanded access to L&OD resources, enhancing engagement and visibility.

- **Redesigned our L&OD SharePoint Platform** that serves as a centralized hub for learning resources, allowing employees to easily explore development opportunities and access tools for their professional journey.
- **Expanded Communication Channels** to increase awareness of available learning and development resources, we transformed the L&OD newsletter into weekly updates via the corporate communication channel. We also launched a monthly video recap, providing quick, digestible updates to employees across Canada, the U.K., and the U.S.
- **Redesigned and automated our Individual Development Plans (IDPs)** to include a guided curriculum and personalized development workbook to facilitate intentional goal setting and career growth discussions. Additionally, new resources were created to complement the IDP, including a comprehensive competency guide and training module to better streamline support for how to navigate the Maximus career framework.

Ongoing Professional Growth through Tuition and Certification Support

Our commitment to continuous learning includes financial assistance for employees pursuing education and certifications aligned with Maximus' goals.

Our tuition reimbursement program, launched in FY23 and enhanced in FY24, supports employees pursuing higher education, certifications, and courses that align with their career goals and Maximus' service areas. This initiative builds a skilled workforce prepared for future challenges.

We encourage employees to achieve professional certifications and complete training aligned with long-term career goals, including certifications, technical courses, and soft skills. This program empowers employees to grow professionally while enhancing Maximus' service excellence.

Leadership Development

At Maximus, strong leadership is foundational to sustained success and innovation. By investing in leadership development across all levels, Maximus cultivates agile, knowledgeable leaders capable of advancing our mission.

- **Advanced Development for Seasoned Leaders**

For experienced leaders, we offer programs focused on Crucial Conversations, empathetic leadership, and fostering innovation. These courses support advanced leadership challenges, reinforcing a culture of growth, engagement, and strategic insight.

- **Executive Coaching with Ezra**

In partnership with Ezra, a virtual coaching platform, we connect leaders with certified coaches from the International Coaching Federation, supporting them in setting and achieving developmental goals. Since its inception, 111 leaders have engaged in the program.

- **Executive Development Program (EDP)**

The EDP, launched in September 2023, provides a structured, personalized development experience for senior leaders. With participation from leaders across the world, this program includes virtual and in-person training, tailored learning plans, and professional coaching.

- **New Leader Onboarding and Essentials of Supervisor Skills (ESS)**

Our onboarding and foundational management programs, such as the ESS series, cover key skills like managing ambiguity, business acumen, and understanding dynamic leadership roles. These courses, aligned with Maximus' leadership competencies, prepare new leaders to succeed and integrate smoothly into Maximus' culture.



Talent Recruitment

At Maximus, we're committed to creating an environment where every employee is valued and supported. Our formal talent pipeline development strategy focuses on bringing in best-in-industry talent with a wide spectrum of specialized skills, backgrounds and experiences to drive our mission forward.



Serving Veterans and their Families

Recognizing and Empowering Veterans

Maximus recognizes the unique expertise, resilience, and dedication that veterans bring to our workforce. Our veteran recruitment and engagement strategy includes several dedicated efforts to reach and support this community:

1. Veteran-Focused Recruitment

Our Veteran Recruiting Specialists actively connect with veterans through targeted outreach and partnerships with Veteran Service Organizations.

2. Expansive Digital Outreach

Through veteran-specific job boards and social media, we ensure that job opportunities at Maximus reach a wide range of veterans, maximizing visibility across digital platforms.

3. Strategic Partnerships

Collaborations with organizations like Hiring Our Heroes and the Wounded Warrior Project strengthen our commitment to helping veterans transition to civilian careers.

4. Culture and Support

Our Veteran Employee Resource Group and veteran hiring goals demonstrate our commitment to fostering a supportive workplace. Initiatives such as these ensure veterans feel supported and valued.

Recognition and Future Commitment

Our veteran support efforts have earned Maximus recognition as a leader in veteran employment. We remain committed to expanding our Veteran Career site and participating in veteran-centric career events to strengthen our connections with this vital community.

Extending Support Beyond Recruitment

Our dedication doesn't end with promoting employment opportunities for veterans. Through the Maximus Foundation, we actively support veteran services, including homelessness prevention and rehabilitation programs. Our presence at veteran-focused events underscores our commitment to the veteran community in every way possible.

Individuals with Disabilities: Hiring and Empowerment

Creating Opportunities and Accessibility

At Maximus, we are dedicated to integrating individuals with disabilities into our workforce. Through partnerships with vocational rehabilitation and disability organizations, we collaborate with community-based groups and participate in local outreach to make employment accessible and meaningful for people of all abilities.

Strengthening Disability Inclusion Training

Our disability inclusion initiatives equip our hiring managers with tools to lead inclusive hiring processes.



Employee Engagement and Retention

In 2024, our focus on creating a workplace where all employees can thrive has led to remarkable results. Engagement metrics not only held strong but set new benchmarks, showcasing the power of purposeful leadership, meaningful support, and a commitment to professional growth.



Distilling our Values in Our Culture

In 2023, our leadership launched a framework for how to bring our values to life, serving as observable behaviors and characteristics demonstrating how we need to embody them. The core and leadership competencies provide employees with a clear framework for putting our values into action in their day-to-day work. Furthermore, by aligning our learning and development opportunities with our values and competencies, we continue to build and reinforce a cohesive company culture and a workforce that embraces creativity and innovation.

In January of 2023, a Rewards and Recognition Platform was launched in alignment with our recognition strategy. This platform is a centralized space for employees and leaders to recognize and celebrate their colleagues’ achievements and milestones in real time. The platform puts the power of recognition in the hands of our employees, letting them acknowledge a coworker for a job well done, going the extra mile, or stepping outside their typical duties to help the team facilitate peer-to-peer recognition and promote a positive and supportive work environment. The result is an opportunity to publicly celebrate employees for the great work they do every day and show appreciation for their efforts.

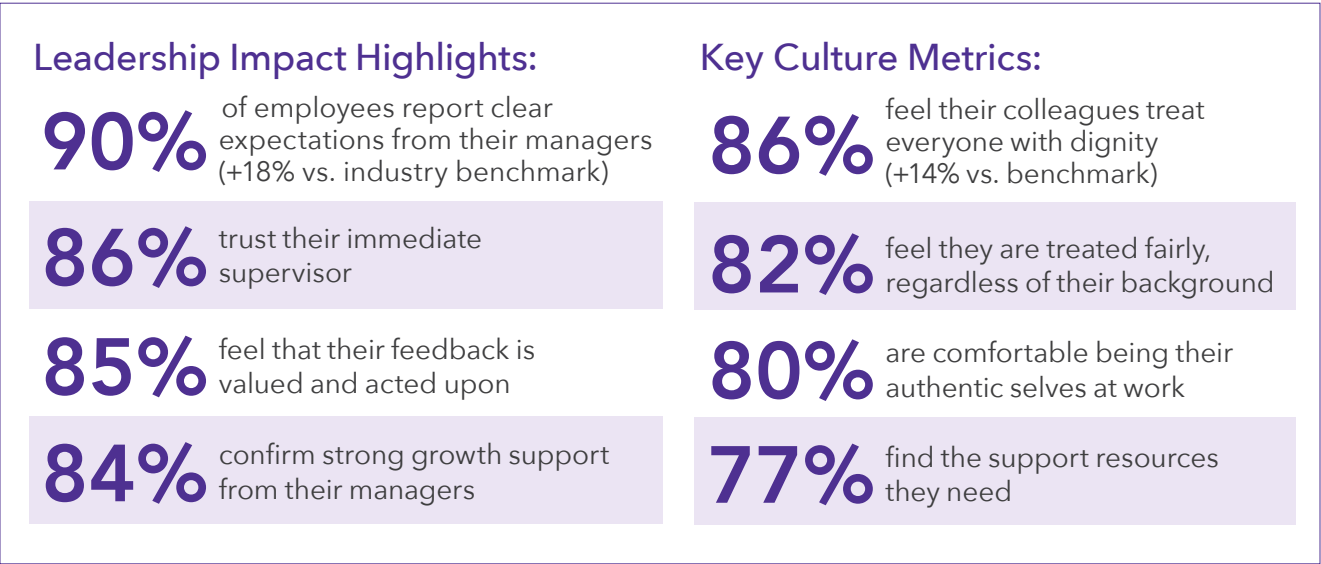
This past year, we expanded our Customer Service Week (CSW) and rebranded it as Values Week. The initiative allows us to engage all of our employees and recognize them for the efforts they make each day to bring our values to life.

Additionally, our inaugural Values Week allowed us to kick-off our new company-wide awards program, the Values Icon Awards. The Values Icon Awards were launched at the end of 2023 and commemorate how our values – accountability, collaboration, compassion, customer focus, innovation, and respect – are integral to our company culture. The Values Icon Awards recognize employees who demonstrate excellence in one of the values. Supervisors and managers in the U.S., Canada, and the U.K. are invited to nominate eligible employees. In its inaugural year, we received more than 200 nominations, announcing the winner and four honorees for each value. Finally, these awards will serve as Maximus’ Corporate Awards moving forward.

Our Global Engagement Survey

This year’s Global Employee Engagement Survey revealed a workforce deeply aligned with our mission and confident in our direction. A standout 84% of employees intend to stay with Maximus for at least another year, reinforcing the trust and connection they feel within our organization.

Our results reflect our focus on management development and to build a transparent culture that prioritizes employee voices. Year-over-year improvements in employee engagement and leadership effectiveness signal our continuous progress toward an even stronger, more connected culture.



Our Continued Commitment

These engagement metrics tell an essential story: when we invest in our people, they invest back in our mission. Leadership, inclusivity, and development metrics illustrate the impact of our dedicated efforts to create an exceptional workplace. As we continue to build on these strengths, we remain committed to fostering an environment where employees flourish and propel Maximus forward.

A Holistic Approach to Employee Wellbeing

We know that when team members thrive—both professionally and personally—they're better equipped to serve the millions who rely on our services. This belief drives our comprehensive approach to employee wellbeing, which goes beyond traditional benefits to foster an environment where every individual can bring their best self to work.



Our Employee Benefits

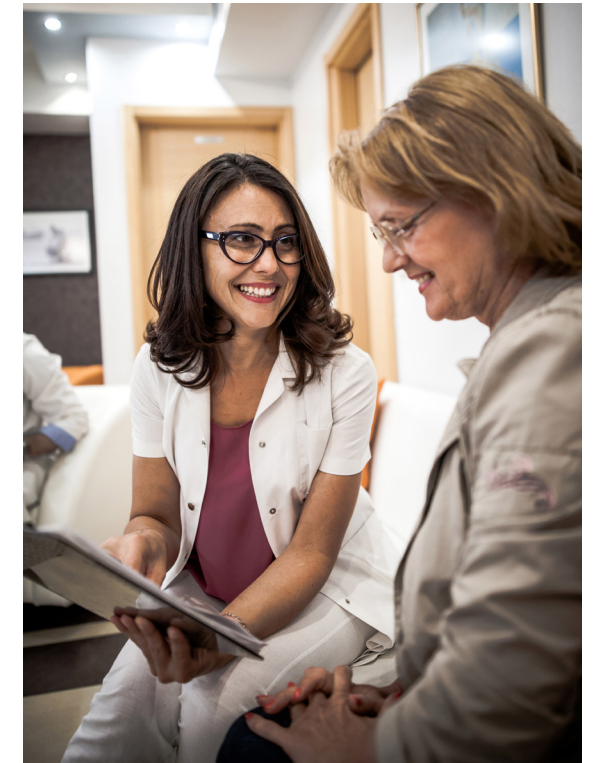
In FY24, we enhanced our healthcare offerings with a focus on accessibility, affordability, and choice. Key improvements include:

- **Expanded Healthcare Options (for all employees):**
 - New PPO Plan (Offering lower-deductible options and greater flexibility)
 - Free Telehealth Services
 - Enhanced Vision Plan
 - Domestic Partner Coverage
- **Cost-Focused Enhancements:**
 - Reduced Deductibles on Core HSA Plans
 - Lowered Premiums and Coinsurance for SCA Medical Plans
 - Added Wellness Incentives (All medically enrolled employees are eligible for up to \$500 annually in wellness incentives)
 - Enhanced our Employee Recognition Program



Our Global Benefits Offerings

- **Health Benefits (where not limited by national statutory plans)**
 - Comprehensive Medical, Dental, and Vision Insurance
 - Prescription Drug Coverage
 - Income Protection (Short-term and long-term disability insurance, and life insurance)
 - Additional coverage options: including critical illness, hospital indemnity, and accident insurance.
- **Mental Health Benefits**
 - Global Employee Assistance Program (EAP):
 - Access to Wellbeing platforms (subscription apps such as Headspace and Wellbeats)
 - Health Coaching
 - Employee Discount Program
- **Performance Awards**
 - Corporate Employee Recognition Program
 - Performance-Based and Project-Specific Bonuses
 - Enhanced Milestone Anniversary Program (Additional personalized award option)
- **Financial Security**
 - 401(k) Retirement Plan
 - Flexible Spending Accounts (FSA)
 - Childcare Discounts
 - Additional Benefits (legal assistance, pet insurance, and home and auto insurance)
- **Work-Life Balance/ Flexibility**
 - Comprehensive Paid Time Off (PTO) and Holidays
 - Additional Leave Options (including bereavement, jury duty, military, medical, and personal leave to accommodate life's needs)



Planet and Environment

We view our environmental actions through a global lens, recognizing that each effort—regardless of scale—contributes to a more sustainable, cleaner world. As a global organization, Maximus is aware of its role in working to mitigate environmental impacts and address climate risks.



As part of our climate change commitments, we will:

- Establish and maintain governance and risk management frameworks to support our ongoing understanding and management of climate change risks and opportunities.
- Work collaboratively with our customers, clients, suppliers, and other stakeholders to assess the environmental impact of our service delivery, determine how our adoption of sustainable practices benefits customers, clients, suppliers, and help them meet their own targets and goals.
- Monitor the greenhouse gas emissions from our operations and increase transparency through annual reporting.
- Drive the use of sustainable goods in our procurement processes, leveraging technology and innovative solutions to elevate such options when appropriate.
- Demonstrate our underlying compassion and respect for the physical world by emphasizing preservation of natural resources and incorporating sustainably sourced materials where possible.
- Raise awareness of sustainability efforts through internal and external engagement activities. Collaborate with project, site, and facility leaders to identify best practices specific to each physical office location, city, state, and/or country.
- Establish goals and measure progress in achieving company-wide environmental objectives.

More information about our climate change commitments can be found in our [Corporate Environmental Policy](#).

Professional Development and Leadership in Environmental Initiatives

We have several professional development and leadership initiatives in place to promote environmental awareness amongst our employees. In the United States, our Facilities and Real Estate teams lead these initiatives, with more than 25 leaders pursuing the International Facility Management Association’s Sustainability Facility Professional Certification by 2025. This globally recognized certification emphasizes excellence in sustainable facilities management, covering key areas such as energy, water, waste management, and materials handling.

Environmental Impact

US greenhouse gas inventory

Scope 1 and Scope 2 Emissions

In 2019, Maximus’s U.S. operations began systematically quantifying and reporting its GHG carbon emissions. Since establishing these procedures, the Company has reduced our carbon footprint, on an absolute basis by 34%.

Scope 3 Emissions

In 2024, we started measuring our Scope 3 emissions data in alignment with the GHG Protocol Corporate Value Chain (Scope 3) Standard and technical guidance and third-party support for data collection and calculation. Based on our industry and operations, the relevant Scope 3 categories include purchased goods and services, capital goods, fuel and energy-related activities, waste generated in operations, business travel, and employee commuting.

We will continue improving our data quality and calculation process as we monitor Scope 3 emissions.

	FY19	2023	2024
U.S. CO2e (metric tons)			
Scope 1	693	1,601	1,052
Scope 2	24,913	19,065	15,816
Total Emissions	25,606	20,666	16,868

Scope 3 Categories	Scope 3 Emissions (MTCO2e)
<ul style="list-style-type: none">• Purchased Goods & Services• Capital Goods• Fuel and Energy-related Activities• Waste Generated in Operations• Business Travel• Employee Commuting	120,858



Environmental Initiatives

Maximus has implemented a range of initiatives across our U.S. offices to reduce our environmental impact.

Promoting Energy Efficiency

Our headquarters, a LEED Gold-certified building in McLean, Virginia, exemplifies our commitment to sustainable practices, utilizing recycled materials and featuring advanced stormwater management systems. Additionally, our Real Estate and Facilities teams continually explore new avenues for expanding energy-efficient practices, including staggered climate control startup times, standardized temperature settings, and HVAC upgrades.

Waste Management and Recycling

Effective waste management is critical to achieving both our environmental and operational efficiency goals. In FY23, we expanded our recycling programs beyond Federal Services to include Corporate and U.S. Services locations, with further expansion completed in FY24. This broadened scope underscores our commitment to resource conservation and waste reduction. We are pleased to have enhanced efficiency in materials utilization since the launch of our recycling programs.

Improved Efficiency and Cost Savings Through Digitalization

Our strategy includes close collaboration with governmental clients to transition to digital solutions, which optimizes processes, can save money and conserve resources. Key initiatives include:

- Transitioning to digital services rather than paper-based services
- Promoting telephonic and web-based program enrollments to increase efficiency, reduce errors and save costs
- Assisting community organizations in adopting digital enrollment processes.s.

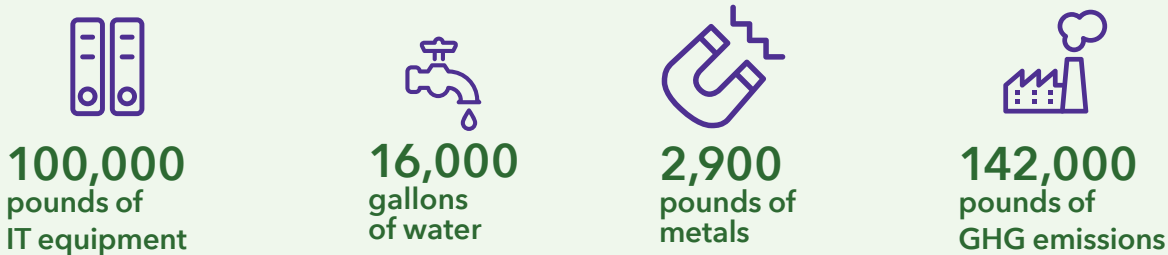
Office Sustainability Practices

We prioritize sustainable practices by:

- Installing efficient water filtration systems.
- Using recycled paper and eco-friendly office supplies
- Implementing green cleaning products.

Our waste management efforts include a collaboration with a specialized third-party vendor focused on recycling IT equipment.

Cumulative Recycling Impact



Governance

Quality and ethics form the foundation of Maximus. We are proud that our employees share a commitment to accountability, responsibility, and integrity, and that these principles shape how we conduct our business. For Maximus, corporate governance is a vital tool for driving successful progress on our strategic priorities and ensuring transparency for all stakeholders.



Board Oversight

Our Board of Directors, comprising eight members, supports four standing committees, each with defined governance responsibilities. The Board has ultimate oversight of Maximus’s sustainability strategy, with the Nominating and Governance Committee holding formal oversight of sustainability matters. Each committee provides focused oversight on specific aspects of our sustainability initiatives.



Business Ethics and Conduct

Operating with Integrity

Our reputation for service excellence is built on high standards of accountability, integrity, and ethics across all areas—from procurement and compliance to privacy, security, and conflict-of-interest management. Ethics at Maximus is a shared commitment to act with the highest standards of conduct.

Code of Conduct

Our [Standards for Business Conduct and Ethics \(Code of Conduct\)](#) sets out principles and guidelines for appropriate business conduct and applies to all directors, officers, employees, and consultants. The Code addresses key issues, including anti-bribery, conflicts of interest, compliance with government rules, and workplace conduct. The Audit Committee of the Board oversees ethics and compliance, regularly reviewing and approving the Code of Conduct to ensure it reflects the evolving ethics standards.

Maximus reinforces its commitment to ethics through training, which is mandatory for employees, including full-time, part-time, and temporary workers. Employees certify annually that they have read and agree to comply with the Code of Conduct and other key policies. The Code of Conduct and Employee Handbook outline our ethics expectations and are available in multiple languages to serve our global workforce.

Anti-Bribery and Anti-Corruption Policy

Maximus requires full compliance with all anti-bribery and anti-corruption laws. Our Global Bribery/ Anti-Corruption Policy and Code of Conduct ensure that our employees understand and adhere to these standards in all locations where we operate.

Grievance Mechanism (Whistleblower Program)

Employees, directors, officers, and representatives are encouraged to report concerns regarding possible violations of our Code of Conduct. Our independent third-party Maximus Helpline is available 24/7, allowing for anonymous reporting in multiple languages. Additional channels include HR Shared Services, an Audit Committee hotline, and direct email access to the Chief Compliance Officer.

Maximus maintains a strict non-retaliation policy for employees who report ethics concerns in good faith. All reports are investigated promptly, with findings reviewed by the Corporate Compliance Committee and quarterly updates provided to the Board of Directors.

Maximus has employee grievance mechanisms in place and encourages employees to speak up to their managers if they become aware of an issue that is in violation of the Standard for Business Conduct and Ethics.

Data Security & Privacy

As a leading strategic partner to governments across the globe, we understand the importance of protecting privacy. Maximus is focused on the security and privacy of company, client, and consumer information we manage across all our business lines.

Our Information Security Office is led by the Chief Information Security Officer (CISO) to provide oversight of the company's security obligations, while our Privacy Office under the Privacy Official provides oversight over our privacy obligations within these contracts.

The Board of Directors' Technology Committee maintains ultimate oversight of the company's global information technology (IT) operations and strategy, including, but not limited to, IT infrastructure, product development, digital services portfolio, cybersecurity, and IT aspects of mergers and acquisitions. The Technology Committee also oversees risk management pertaining to IT security, which include efforts to protect the company's intellectual property and other data assets – in particular, customer information – from theft or compromise. The Board of Directors' Technology Committee and full Board receive updates from the CISO at least quarterly.

Privacy Statement

Maximus predominately serves in the role of a data custodian. We are committed to obtaining user data through lawful and transparent means, with explicit consent of the data subject where required. Our government clients maintain the role of data owners, which includes the responsibility for establishing the information security and privacy requirements that govern its collection, access and use by contract. Each Maximus project that requires a public-facing website on behalf of the client, includes a website privacy policy reflecting the specific language required by the client.

Our Privacy Statement applies to personal information we collect on the Maximus website located at maximus.com and describes the types of information collected, how that information is used, and the choices users have about the collection and use of this information. This privacy statement does not govern privacy practices associated with offline activities, websites other than this site, or products and services not available or enabled via this site, except as expressly set forth in our privacy statement.

Training

All employees, including full-time and part-time permanent and temporary employees, complete mandatory data privacy and security training on an annual basis. Depending on their role, some employees must complete additional secondary compliance training. As part of the onboarding process, all new employees are required to complete and pass data and information security fundamentals training within their first 30 days of employment.

We supplement the annual training with ongoing training in multiple mediums. Training topics include, but are not limited, to the following:

- Data protection principles regarding the use, protection, storage, transmission, and disposal of confidential information, with a specific focus on how certain data may not be used
- Guiding principles of information security:
 - Confidentiality, integrity, and availability of all company, customer, and consumer information
 - Strive to protect against any anticipated threats or hazards and secure such information from unauthorized access, disclosure, or use
 - Physical security measures, such as facilities, devices, clean desk policy, printing, and shredding
- User ID protection and password requirements
- Recognizing and reporting security incidents
- Managers' role in data and information security
- Phishing, including simulation and quiz-based training courses, available in multiple languages



Additionally, the Information Security and Corporate Communications teams promote Data and Information Security Awareness Month on an annual basis to reinforce policies, processes, guidelines, and principles.

Incident Reporting

Like all multinational companies, Maximus faces cybersecurity threats on a regular basis. Maximus has a incident management process designed to respond to a wide variety of cyber incidents globally. This process includes triage, investigation, evidence collection and storage, root cause analysis, and incident resolution with executive reporting.

Audits and Certifications

We conduct internal and external audits and perform security penetration testing twice annually. The results are presented to the Technology Committee of the Board.

As a vendor to multiple state, federal, and foreign governments, Maximus has established standards designed to safeguard our information and businesses. Information security controls frameworks, such as HIPAA, NIST SP 800-53, CMS MARS-E, IRS 1075, ISO 27001, and more, define how we seek to ensure the confidentiality, integrity, and availability of information is handled in a manner that can be measured. Maximus architects our security policy to adhere to 244 information security and privacy control objectives and over 1,000 control and control enhancements, as defined by the National Institute of Standards and Technology (NIST).

Our cybersecurity strategy includes policies and standards, security controls, risk management programs, employee training, assurance processes, and technologies that are designed to protect the environment that processes, stores, and transmits our data.

For a complete list of our accreditations and certifications, including FedRAMP, ISO, and CMMI, please visit www.maximus.com/certifications.



Our Community

The Maximus Foundation is supported by Maximus colleagues who have a passion for giving back to local communities to help move people forward. Their dedication to giving and participation helps the Foundation achieve its mission of supporting nonprofits on the front lines of the communities we serve.



Our story

Our commitment to “Moving People Forward” continues to drive everything we do as a leading provider of health and human services worldwide. The Maximus Foundation is one way we drive impact in our communities. Established by the Maximus Board of Directors in 2000, the Foundation is our colleague-led 501(c)(3) nonprofit organization, with a mission to promote community-led change through equitable partnerships. Since the Foundation’s inception, we have supported nonprofits that align with our mission. Guided by a vision of a world transformed by strategic partnerships, we remain steadfast in our commitment to being colleague led and community focused. As we approach our 25th anniversary, we have further embraced our focus on change through community partnerships.

Our Giving Themes

The Foundation focuses on several areas of impact that include, but are not limited to:

- **Building Strong Communities:** Empowering community growth and resilience, eradicating homelessness, creating pathways to employment, and ensuring food equity for all.
- **Advancing Health Equity and Wellbeing:** Promoting healthcare access, enhancing the lives of individuals with disabilities, combating HIV and other infectious diseases, transforming chronic care management, and preventing abuse and intimate partner violence.
- **Supporting Individuals and Families:** Championing veterans’ wellbeing, inspiring youth potential, and fostering lifelong learning opportunities.

Our New Approach to Grantmaking

The Maximus Foundation’s updated grant strategy is designed to create lasting positive changes in our communities by partnering with nonprofits that address critical local needs. Beginning in 2025, all Maximus colleagues, including contingent staff, are eligible to nominate and vote for qualifying nonprofits. Financial contributions will no longer be required to participate, though donations are still appreciated to take advantage of Maximus’ matching pledge to the Foundation.

Inviting more Maximus staff to nominate and vote while simultaneously offering different types of grants ensures that organizations at the community level will benefit. After undergoing a careful vetting process, our nonprofit partners are awarded general operating support (GOS) financial grants so they can quickly meet the needs of the communities we both serve. This process strengthens individual nonprofits and encourages them to work together, while reflecting the voices of Maximus staff.

Though we primarily focus our giving strategy on grantmaking, we also organize company-wide corporate citizenship initiatives to meet extraordinary community needs and support employee engagement opportunities.

Maximus Foundation Grant Types

Maximus Community Choice Grant

One-time grants of \$10,000 to support nonprofit organizations that align with Maximus and Maximus Foundation values and fall within one or more of our Foundation’s impact themes.



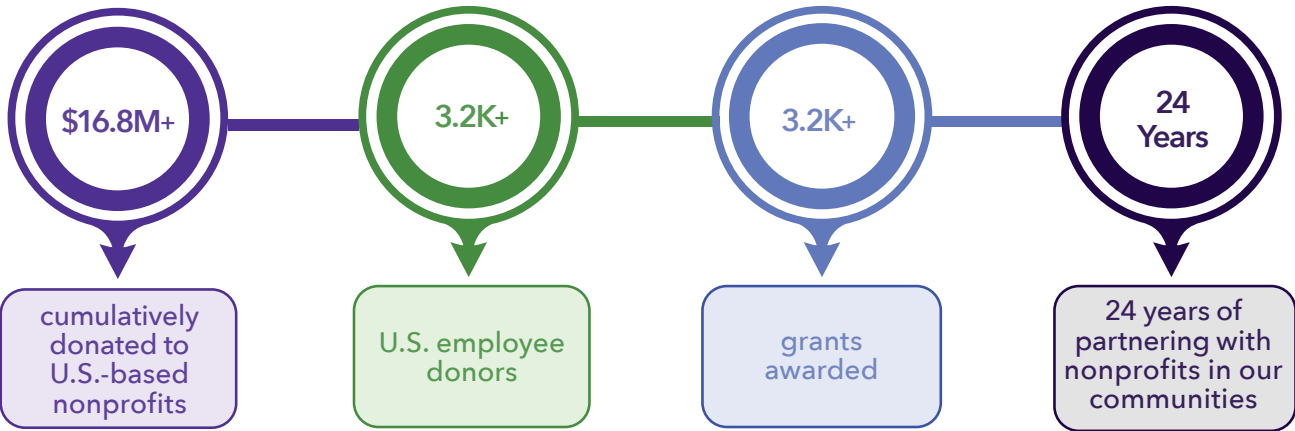
Maximus Foundation Impact Grant

Multi-year grants totaling \$50,000 per year per organization for three consecutive years, totaling \$150,000 per organization, and focused on addressing food insecurity.



Both grant types will prioritize awarding nonprofits serving the same communities where Maximus staff live and work. These organizations will have a proven track record of ensuring everyone has what they need to succeed and encouraging community involvement. After a thorough vetting process, all approved nonprofits will receive general operating support grants, allowing them to allocate funds according to their needs.

Impact Milestones



Learn more by visiting the [Maximus Foundation website](#).

Sustainability Performance, Frameworks, and Data Matrix

The data presented on the following pages represent the company's performance disclosures for the fiscal year ending September 30, 2024.



Sustainability Accounting Standards Board – Professional and Commercial Services

The following table provides data and information for Maximus utilizing the Sustainable Accounting Standard Board’s (SASB) – Professional and Commercial Services industry standard. The data represents the company’s performance and disclosures for the fiscal year ending September 30, 2024.

Accounting metric	Brief description	Code	Maximus location
Data Security			
Description of approach to identifying and addressing data security risks	Maximus developed a robust incident management process and subsequent oversight to respond to a wide variety of cyber incidents globally. This process includes triage, investigation, evidence collection and storage, root cause analysis, and incident resolution with executive reporting.	SV-PS-230a.1	FY24 Sustainability Report: Data Security and Privacy
Description of policies and practices relating to collection, usage, and retention of customer information	Maximus respects your privacy and we have developed our Privacy Statement to demonstrate our commitment and applies to personal information collected on the Maximus website.	SV-PS-230a.2	FY24 Sustainability Report: Data Security and Privacy
Workforce diversity and engagement			
Employee engagement as a percentage	76% engagement index for global employees.	SV-PS-330a.3	FY24 Sustainability Report: Employee Engagement and Retention
Professional integrity			
Description of approach to ensuring professional integrity	All employees are required to complete annual compliance training.	SV-PS-510a.1	FY24 Sustainability Report: Governance
Total amount of monetary losses as a result of legal proceedings associated with professional integrity	In fiscal year 2023, the company experienced a cybersecurity incident deemed material.	SV-PS-510a.2	FY24 10K
Activity metrics			
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Full-time employees: 41,100 Contingent workers: 11,800	SV-PS-000.A	2025 Proxy Statement FY24 Sustainability Report



Task Force on Climate-related Financial Disclosures Index

We recognize the importance of climate-related initiatives as they correspond to our business strategy and risk assessment. We are committed to providing transparency on our climate-related risk management, governance, and performance. The Task Force on Climate-related Financial Disclosures (TCFD) has developed voluntary, consistent climate-related financial risk disclosures for use by companies in providing information to stakeholders. A summary of our response to the TCFD-recommended disclosures is below.

Governance

Board oversight

Oversight of climate-related risks lies with our Board of Directors. Environmental, social, and governance risks, including those related to climate and environmental performance, are overseen by our board collectively. The board has delegated formal sustainability and climate-related risk oversight to our Nominating and Governance Committee, which receives reports on these subjects on a quarterly basis.

Management role

Our senior management, including our CFO, provide managerial oversight to environmental risks and opportunities, including those related to climate change. Day-to-day sustainability and climate-related reporting responsibilities lie with our Vice President, Sustainability Reporting. The full board receives regular updates regarding sustainability and climate-related risks and possible mitigation strategies of such risks.

Strategy

We consider potential climate-related risks across our operational strategy and business planning. The nature of these risks depends on the physical aspects of climate change, market regulations, and investor and customer pressure to reduce our carbon footprint and our ability to understand and respond to rapidly evolving developments. Our identified risks include the following:

Physical risks – Physical risks (such as floods, tornadoes, and hurricanes) in severe weather conditions and natural disasters due to climate change can negatively impact our operating and financial results. Climate change could have an impact on longer-term natural weather trends, resulting in environmental changes including, but not limited to, increases in severe weather; changing sea levels; changes in sea, land, and air temperatures; poor water conditions; or reduced access to water, could disrupt or negatively affect our business.

Regulatory & compliance risks – As government contractors, our operations are subject to federal, state, and local regulations. As government agencies incorporate climate-related requirements into their procurement process, our ability to win new and recurring work could be impacted. Given the nature of our business, we do not currently anticipate that the costs of complying with, or the liabilities associated with, environmental laws will materially affect us. However, we cannot ensure that we will not incur material costs or liabilities in the future.

Risk management

Our senior management and board are very keen on managing and mitigating various risks to our business and financial performance, including climate change and other environmental risks. Such risk management topics are reviewed and discussed among our leadership team across the entire organization.

Metrics and targets

We actively monitor, track, and report Scope 1, 2, and select Scope 3 emissions across our operations.



Global Reporting Initiative

The FY24 Sustainability report was prepared with guidance by the Global Reporting Initiative (GRI). The following table maps data found within the FY24 Sustainability Report or other publicly available information to the GRI framework.

Indicator	Scope	FY23	FY24
Company Data			
Revenue	Global	\$4.9B	\$5.3B
Employees	Global	39,600	41,100
Corporate Citizenship			
Direct community investment through Maximus Foundation grants	U.S.	\$2,200,000	\$2,000,000
Environment - Emissions (CO2e metric tons)			
Scope 1	U.S.	1,601	1,052
Scope 2	U.S.	19,065	15,816
Scope 3	U.S.	not reported	120,858
Governance			
Members on the Board of Directors	Global	8	8
Independent Directors on board	Global	7	7
Women and/or people of color	Global	4	4





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If you have any questions regarding this Corporate Sustainability Report,
please contact us at investorrelations@maximus.com

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