

EXECUTIVE SUMMARY

About this Summary

This Executive Summary of our 2020 Corporate Responsibility Report, covers our environmental, social, governance (ESG) activities and performance for fiscal year 2020. This summary and the forthcoming full report highlight how our mission and value proposition.

About Maximus

Maximus helps millions of people access the vital government services they need. We make complex programs more accessible and easier to use and understand, including for some of the most vulnerable and at-risk communities. Every program and contract is different and our solutions are built specifically for each government customers' needs.

Helping government

It all starts with understanding governments' unique challenges. We understand the complexities of running public programs because it is our sole focus.

Serving people

We never forget government programs have the power to transform lives. That is why we are continually enhancing access and ease of use for citizens.

Improving outcomes

Programs are more than processes and rules. Our ongoing focus is ensuring policy translates into outcomes that matter.

Achieving success

With more than 45 years of experience administering programs, Maximus aligns the inner workings of government, the needs of people, and the goals of public policy for breakthrough results.

We proudly design, develop, and deliver innovative and impactful health and human services programs to ensure these challenges do not create barriers to access of these life and community changing services.



34,000+

Employees worldwide



45+ years

Working with local, state federal, and international government clients



\$3.46B revenue
\$2.89B (fiscal year 2019)



9

Countries served



Reston, VA

Headquarters



Principles of Governance

Quality and ethics are the cornerstones upon which Maximus was founded and which we continue to operate through a shared commitment to accountability, responsibility, and integrity. Following is a list of highlights:

<p>7 of our 9 directors meet the SEC definition of independent directors and each of our 4 board committees are chaired by an independent director</p>	<p>The Chairman of our Board of Directors is independent</p>	<p>We amended our charter in 2020 to provide for annual election of all directors</p>
<p>Our charter provides for majority voting for the election of directors</p>	<p>We have not adopted a "poison pill"</p>	<p>The average years of tenure for our 9 directors is 8.1 and 4 of our 7 independent directors have less than five years of service</p>
<p>Our directors are not considered 'over-boarded'</p>	<p>4 of our 9 directors self-identify as a woman or Person of Color or both</p>	<p>ESG initiatives and endeavors are subject to oversight from the Nominating and Governance Committee of the Board of Directors</p>
<p>Our policies prohibit hedging or pledging by our directors and management</p>	<p>Our executives are required to hold a specified amount of stock in the corporation</p>	<p>The Board Member skills matrix is published in our annual proxy</p>
<p>Confidential ethics hotline is available 24 hours a day, 7 days a week, available in each of our geographies and including local languages</p>	<p>We adopted a human rights statement in early 2020, that reflect the principles in the UN's Global Compact Guiding Principles of Business and Human Rights</p>	<p>ESG and government relations matters are overseen by the Nominating and Governance Committee</p>

The detailed Corporate Responsibility Report recognizes our obligation to run our business with integrity through communications and practices to ensure our commitment to our Code of Conduct, our respect for human rights, and maintaining the security and privacy of company, customer, and consumer information that we manage.

ESG Oversight

- Board of Directors and Nominating and Governance Committee – *Provides oversight*
- Chief Financial Officer – *Lends executive support*
- Senior Director, Corporate Responsibility and Investor Relations – *Develops and implements strategy*
- Global ESG Steering Committee – *Offers cross-functional input*
- ESG Subcommittees – *Drive collaboration and continuous improvement*



Process and Protection: Data Security, Privacy, and AI

Maximus is dedicated to maintaining the security and privacy of company, client, and consumer information we manage.

Maximus predominately serves in the role of a data “custodian.” Our government clients are the data owners, which includes the responsibility for establishing the information security and privacy requirements that govern its access and use by contract. As such, 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.

Employees are provided mandatory data privacy and security training on an annual basis. As part of the onboarding process, newly hired employees are required to attend privacy and data security training. Depending on their role, some employees must complete additional secondary compliance training. Learn more about [Maximus data security](#).



Our People and Community

The Maximus team comprises more than 34,000 people dedicated to improving the lives of others. We strive to treat each and every person we serve, and each other, with dignity and respect.

Diversity, equity, and inclusion (DE&I) are central to our identity. In 2020, we hired Dr. Arvenita Washington Cherry to develop and lead our DE&I efforts. Maximus actively seeks talent acquisition from a wide range of candidates, including individuals with disabilities and veterans.

Maximus surveys its employees to understand and foster engagement. The Company provides free access to wellness programs, an Employee Assistance Program, and connection points to our Chief Medical Officer. The Maximus Center for Employee Development supports professional development of employees.

The Maximus Foundation is jointly funded by employees and the Company and supports our communities by providing grants to deserving philanthropic entities in the U.S., U.K., and Australia.



Our Planet and Environment

Maximus seeks to be a responsible organization that monitors and reduces its impact on the environment of the communities in which we live and work by eliminating paper waste, reducing, reusing, and recycling office waste and conserving energy to rescue carbon emissions.

In 2019, we launched a Greenhouse Gas Inventory to establish a baseline so we can measure and disclose our environmental impact in accordance with the Greenhouse Gas Protocol, the Carbon Disclosure Project, and the U.S. Environmental Protection Agency. In 2020, we piloted our LED light installation program across 13 sites in the U.S. which is projected to provide more than \$1 million and 5.5 million kWh in savings per year.



The DE&I Design Committee is a working group of Maximus employees that previews, gives input, and evaluates DE&I initiatives before they are implemented.

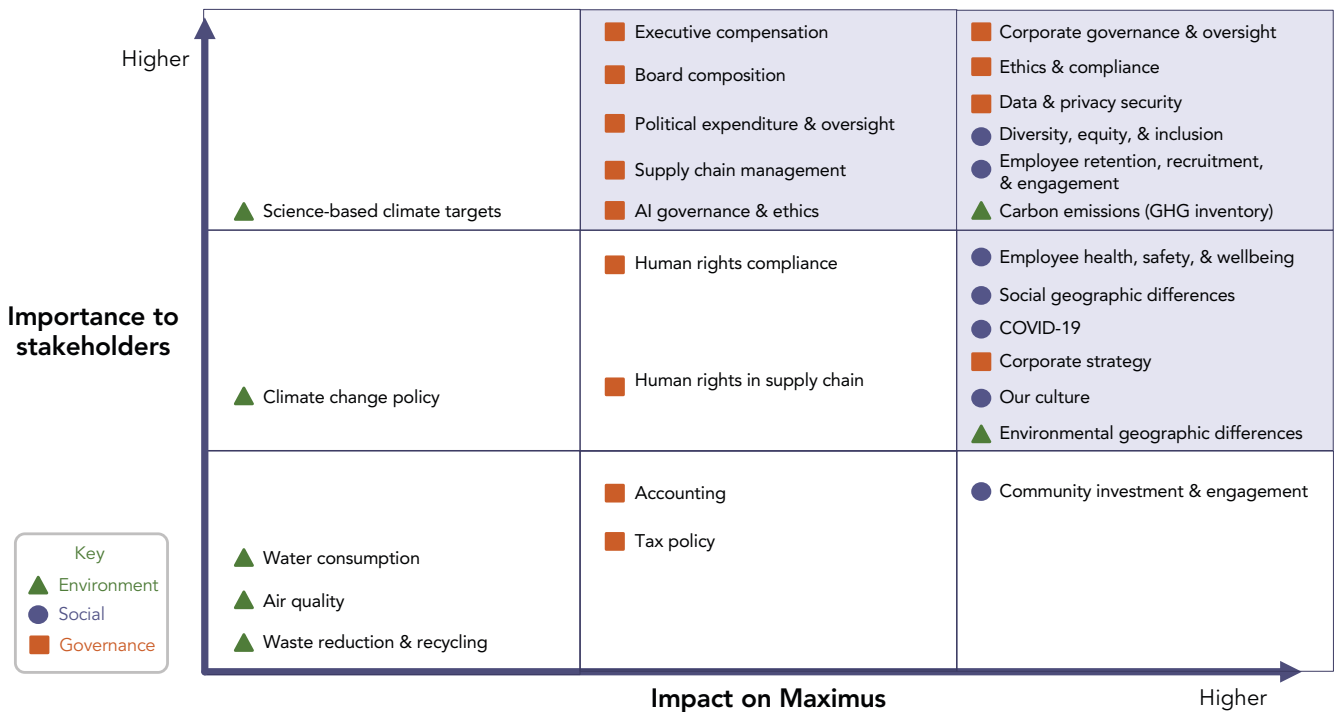
The DE&I Steering Committee, comprised of leaders at Maximus, acts as a “think tank” for DE&I activities at the Company.

Materiality

To inform our ESG strategy and goal-setting, Maximus conducts a comprehensive materiality assessment. We refreshed our materiality assessment in 2021 with the aim of updating our strategy and allowing us to identify and prioritize ESG issues that are of the greatest concern to our stakeholders and those of greatest impact upon our business.

To continuously improve upon our ESG strategy, we engage a wide variety of stakeholders for input as part of the process. Participating in ongoing, two-way dialogue with our stakeholders strengthens our understanding of important ESG issues, helping us set associated priorities to make respective decisions.

ESG Materiality & Prioritization Matrix



While this refreshment process is an important periodic endeavor, we view the issues categorized in the environmental, social, and governance categories as timeless and consistent with our mission, vision, and principles.

We use the term "material" in line with GRI and SASB terminology. We do not use the term as defined by the U.S. Securities and Exchange Commission (SEC) or other securities law.

Where do we go from here?

We recognize that this is a journey and not a destination as we strive for continuous improvement.

ESG is embedded in our founding mission of Helping Government Serve the People®. We have operated our business and have had programs in place across ESG for several years. However, in today's current environment, we recognize there is a need to formalize these programs and increase our transparency for investors.

We strive to make strides via a three-step approach:



We want to thank all of our stakeholders: shareholders, customers, persons who access the vital programs we serve, employees, officers, directors, subcontractors, and vendors who collectively make Maximus the unique organization we are and for your shared mission of ensuring Maximus succeeds as a corporate responsibility leader.

You can read our forthcoming ESG Report by visiting [maximus.com/corporate-responsibility](https://www.maximus.com/corporate-responsibility).