



2023

# ESG Performance Report

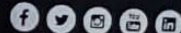
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# Letter From Our CEO

Dear Stakeholders,

I'm honored to present AVI-SPL's inaugural environmental, social, and governance (ESG) report outlining our progress and ongoing efforts to advance our ESG initiatives. As you'll read throughout this report, you'll see that we're devoted to integrating sustainability into every facet of our business, clearly communicating our approach, and demonstrating our impact with measurable results.

At AVI-SPL, we're proud to be widely recognized as the leading global provider of audiovisual (AV), unified communications (UC), and experience technology solutions. As technology and communication continue to evolve, AVI-SPL remains committed to helping people work smarter and live better.

Creating long-term value and making a positive impact are the driving forces behind our business. We provide a vital link between technology and customers. How we interact with our environment, our people, and our communities is critical to our ongoing success. Our ability to anticipate changing market conditions and customer needs, and to meet those demands as they arise, sets us apart in the industry.

The year 2023 was pivotal for AVI-SPL as we built a solid ESG foundation that we can leverage to drive future progress. We completed our first materiality assessment to identify the five most important ESG topics for our stakeholders and our business. These topics direct our sustainability approach, focusing our efforts on areas that create long-standing value. Using the outcomes of this analysis, departments across the organization collaborated to develop a detailed strategic roadmap. This plan sets the course for us to make progress in the years ahead.

While we're pleased with our accomplishments, we know there is more work to be done. As a responsible partner, we'll continue to take deliberate steps to drive meaningful change. Utilizing our established foundation, we'll implement effective, data-driven programs and initiatives to demonstrate outcomes. We have an unwavering commitment to sustainability and look forward to transparently reporting our progress.

We're grateful for your continued support and partnership. We hope you will utilize this report to gain a deeper understanding of our journey, our values, and our dedication to building a more responsible and sustainable future.

Sincerely,



John Zettel  
CEO, AVI-SPL



# 2023 Business Highlights

## Awards and Recognition

- AVI-SPL Accepted 2023 Tech Cares Award
- AVI-SPL Received 2023 Make A Difference Award by Commercial Integrator
- AVI-SPL XTG Recognized by Frost & Sullivan for Creating Better Employee and Customer Experiences
- AVI-SPL Earned Cisco Webex Reimagine Workspaces 2023 Partner of the Year for the Americas
- AVI-SPL Named Microsoft 2023 Partner of the Year, Converged Communications

## ESG Highlights

- Developed corporate ESG strategy roadmap
- Conducted our first materiality assessment
- Calculated our first greenhouse gas (GHG) inventory and voluntarily disclosed our emissions through CDP to our customers
- Recycled and diverted a total of 56,900 pounds of electronics from landfills since 2018
- Supported 40+ charitable organizations through 2,500 employee volunteer hours
- Achieved 100% completion of ethics training by our Board of Directors







# Company Overview

# Who We Are

For over four decades, AVI-SPL has been at the forefront of the audiovisual (AV) and collaboration technology industry, evolving from a grassroots company founded in 1979 to a global leader in digital workplace solutions. Headquartered in Tampa, Florida, and privately held, we maintain a worldwide presence across 65 offices supported by 4,400 team members.

AVI-SPL's mission is to transform how people and technology connect. Our comprehensive digital solutions for modern communication and collaboration help people work smarter and live better.

# What We Do

At AVI-SPL, our purpose is to enhance communication and empower meaningful collaborations that drive organizational progress. We design, integrate, manage, and support state-of-the-art AV, unified communications and collaboration (both on-site and cloud-based), and experience technology solutions for organizations of every sector around the globe. We help our customers seamlessly connect physical and virtual collaboration spaces to elevate user experience, create new value, and thrive together.

## Our Operational Presence



# Our Core Values



## Build connections

We work as a team, sharing knowledge and expanding our networks to create the ultimate customer experience.



## Be trailblazers

We courageously lead the way to deliver solutions that create new value for our customers and shape the future.



## Own it

We act with integrity in all we do, practicing accountability and striving for excellence in ourselves and for others.



## Do the right thing

We're honest, clear, and true to our word to earn the trust and respect of others, and continually delight our customers.



## Thrive together

We celebrate diversity and champion the well-being of our teams, customers, and communities to create success for one and all.





# Sustainability at AVI-SPL

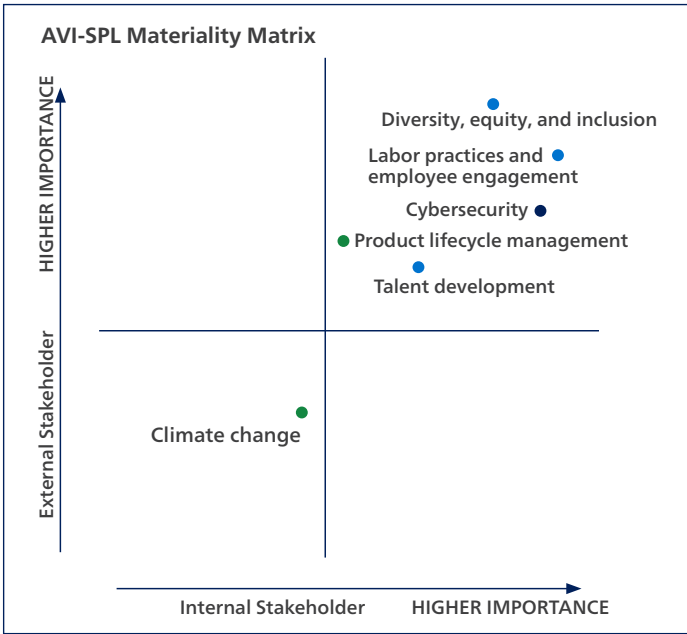


# Materiality Assessment

In 2023, we partnered with a third party to complete our inaugural materiality assessment to identify and prioritize which ESG topics have the greatest impact on our business and industry. We undertook this process to better understand stakeholder views, enlighten business priorities and our ESG strategy, identify emerging areas of opportunity, enhance risk management, improve resource allocation, and inform our reporting and disclosure. Our analysis was conducted in alignment with recognized international standards, including the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB).

From an initial list of 18 topics, the five topics identified in the assessment as most material are diversity, equity, and inclusion (DEI); labor practices and employee engagement; talent development; cybersecurity; and product lifecycle management. These topics now form the cornerstone of our ESG strategy and will guide our efforts in 2024 and beyond.

While climate change was not initially identified as a material topic for AVI-SPL during the assessment, we recognize the crucial importance of this issue. As such, we closely monitor and manage climate-related risks and opportunities and have prioritized climate impact in our overall sustainability strategy.



Environmental Social Governance

AVI-SPL's dedication to sustainability reflects our company ethos—to help people work smarter and live better. We believe that incorporating ESG principles into our overall business strategy is not only responsible but also essential for our continued growth.

This year we focused on creating a solid foundation for our ESG initiatives. We evaluated our existing policies and practices, identified key opportunities for improvement, developed a comprehensive ESG strategy and roadmap, and completed our first greenhouse gas (GHG) inventory. These steps have positioned us for measurable and impactful progress moving forward.

“ AVI-SPL’s dedication to sustainability reflects our company ethos—to help people work smarter and live better.”



# Stakeholder Engagement

Transparent engagement with our stakeholders is essential to achieving our business goals and our ESG objectives. We employ various engagement strategies to ensure that all stakeholders' voices are heard.

Stakeholder	Description of Engagement	Engagement Strategies
<b>Customers</b>	Collaborate with our customers to understand current needs and provide integrated digital workplace solutions	<ul style="list-style-type: none"> <li>• Customer discovery</li> <li>• Direct engagement</li> <li>• Request for proposals</li> <li>• Surveys and online ratings</li> <li>• Customer Advisory Board</li> <li>• EcoVadis</li> <li>• CDP</li> </ul>
<b>Employees</b>	Create a diverse, inclusive workplace where employees can thrive starting from recruitment through retention and supporting professional growth	<ul style="list-style-type: none"> <li>• AllVoices feedback platform</li> <li>• Company-wide town hall meetings</li> <li>• Employee engagement surveys</li> <li>• Employee Resource Groups (ERGs)</li> <li>• Grow Your Career Program</li> <li>• Internship and mentoring program</li> <li>• Learning plans and paths</li> <li>• Monthly newsletters</li> <li>• New hire surveys</li> <li>• Pulse surveys</li> <li>• Regional monthly meetings</li> </ul>
<b>Executive Suite and Board of Directors</b>	Establish an integrated ESG strategy set by senior leadership that permeates throughout the organization	<ul style="list-style-type: none"> <li>• Monthly meetings with the CEO and ESG Committee chair</li> <li>• ESG updates distributed in quarterly Board meetings</li> </ul>
<b>Suppliers and Partners</b>	Leverage our comprehensive network of suppliers to offer innovative, sustainable solutions to our customers	<ul style="list-style-type: none"> <li>• Ongoing dialogue and discussion</li> <li>• AVI-SPL preferred partner program</li> </ul>
<b>Community</b>	Foster positive relationships in the communities in which we operate	<ul style="list-style-type: none"> <li>• AVI-SPL Gives Back Month</li> <li>• Local events</li> <li>• Philanthropic fundraising and donations</li> </ul>





# UN Sustainable Development Goals

At AVI-SPL, our ESG efforts strive to promote sustainable development across economic, social, and environmental dimensions. To this end, we have aligned our efforts with five of the 17 UN Sustainable Development Goals (SDGs).

**Our ESG strategy seeks to address the following goals:**



## Environment

At AVI-SPL, we're taking action to minimize our impact on the planet. Key initiatives include integrating climate change measures into company-wide policies and strategies to reduce GHG emissions. We also strive to substantially reduce waste generation through the product lifecycle management of electronic waste (e-waste) used in our operations and technology solutions. By incorporating the recycling and reuse of e-waste, we're enhancing responsible consumption of technology products.

## Social

AVI-SPL promotes equal opportunities in the workplace. We have policies and practices in place to prevent discrimination in our recruitment and employment cycles. We value the contributions of our employees, regardless of gender, ethnicity, race, religion, or background. We also embrace our role in providing greater and more equitable access to information through our innovative platforms, recruitment and talent development programs, and ERGs.

## Governance

We recognize that we cannot achieve progress alone. By promoting effective partnerships within our supply chain, we can expand our impact and achieve more sustainable results. Our engagement with suppliers and customers mobilizes knowledge and technology that promote sustainable business practices.





Environmental



# Climate

At AVI-SPL, we underpin our environmental strategy with a focused commitment to improve overall efficiency, reduce carbon emissions, and decrease waste. The year 2023 served as a pivotal milestone in our sustainability journey. We thoroughly assessed our existing environmental footprint, programs, and practices, laying the foundation for a strategic roadmap to achieve future progress.

## GHG inventory

In 2023, we conducted our first greenhouse gas (GHG) inventory using 2022 Scope 1 and 2 emissions data for our U.S.-based operations. We identified material activities and collected and analyzed data with support from an independent third party and in accordance with the GHG Protocol.

We followed up on this initial step by conducting a GHG inventory using Scope 1 and 2 emissions data from 2023. Between 2022 and 2023, our total Scope 1 and 2 emissions increased by 50% for our U.S. operations. Our improved data collection and internal management systems in 2023 as compared to 2022—which resulted in a 25% increase in the use of direct data that replaced proxy data—contributed to the increase while improving overall accuracy.

We also broadened our 2023 GHG inventory to include our global operations data. This was a progressive step to calculate our emissions for the company's worldwide footprint. Comparing our carbon intensity values by region and office size also helps us identify key areas for improvement.

Having conducted these analysis, we can better understand our environmental impact, determine our data collection best practices, and strategize our next steps. We plan to use our GHG data as a guide to scale our current emissions reduction activities and introduce new initiatives to further reduce our direct and indirect emissions in the future.







## Supply chain transformation

One key to reducing our carbon emissions is to streamline the logistics activities that move products from our vendors to our customers. During 2023, we initiated a three-year, company-wide supply chain transformation plan to support our climate-related efforts. This program centralizes supply chain decision-making, policies, and processes, starting with our U.S. operations and then expanding globally.

As part of this strategic plan, we're comprehensively reviewing various supply chain aspects, including internal warehousing standards, third-party logistics, fleet management, inventory demand planning, and international expansion. Furthermore, we're empowering AVI-SPL employees with specialized supply chain training to make informed decisions within their respective areas of expertise. To support this transition, we're implementing new protocols, processes, and policies.

We see this initiative as a unique opportunity to achieve cost savings, foster cross-functional collaboration, enhance customer satisfaction, and, crucially, reduce our carbon emissions by continuously optimizing efficiency.



## Hybrid work strategy

AVI-SPL also took significant steps to reduce our environmental impact and enhance operational efficiencies by optimizing office and warehouse space. Our formal hybrid work program, rolled out in 2021 and updated in 2023, is a central element of this strategy. We provide employees whose roles are not closely tied to facility operations or customer delivery with the flexibility to skip the commute and work from home up to two days per week.

In addition, AVI-SPL is actively limiting the number of dedicated walled offices for employees and introducing hot desking or hoteling. This is expected to reduce office space by approximately 10-25% over the next three to five years. We are simultaneously consolidating warehouse and fabrication space as part of our global supply chain improvement initiative.



# Product Lifecycle Management

We prioritize responsible product lifecycle management at AVI-SPL. Our company provides integrated technology solutions for customers, matching manufactured products with end-user requirements. We are working to become more proactive partners with our upstream and downstream stakeholders to promote more impactful and comprehensive product lifecycle management programs.

Our goal is to grow these collaborations as our systems and processes evolve. Concurrently, we oversee the procurement, design, and delivery of our solutions in ways that directly and indirectly contribute to the reduction of GHG emissions and waste generation.

In the U.S., we centrally manage electronic waste (e-waste) efforts for the company's information technology (IT) assets. Our dedicated IT team collects and sorts electronic equipment at the end of its useful life for responsible decommissioning by [eSmart Recycling](#). Notably, as part of our partnership, eSmart Recycling refurbishes and donates recycled technology to social programs, providing access to laptops and other devices to at-risk youth. Through this program, we both reduce our e-waste and support our communities.

Additionally, we address plastic usage by outfitting newly established or renovated offices with filtered water refill stations to reduce the use of plastic bottles. We also provide reusable water containers at employee events. To reduce waste, we recycle at all our warehouse facilities and reuse original equipment manufacturer (OEM) packaging when shipping or transporting products from our warehouses to customer sites, thus eliminating the need to create our own custom packaging.





# A Look Ahead

We believe that 2023 served as an inflection point in our environmental journey. In the coming years, AVI-SPL is dedicated to scaling our waste reduction and end-of-life efforts, both in house and as an added-value service for our customers. Internally, we'll promote best practices for reusing packaging materials received from inbound equipment for outbound shipments and we'll expand e-waste recycling efforts to include employees' personal electronics.

We also plan to engage with our suppliers more frequently to promote sustainability, including conducting an annual survey about their current sustainability commitments and programs. We'll be able to relate our vendors' sustainability programs and ratings, thereby aligning with customer preferences for environmentally and socially responsible products.

In 2024, we strive to advance our efforts to reduce our carbon footprint. We will investigate opportunities to electrify our fleet vehicles and optimize transportation routes, with a focus on consolidating inbounds and outbounds to maximize efficiency and reduce GHG emissions.

## Spotlight

### Collaborating with partners to reduce our impact

From September 2018 to April 2023, AVI-SPL's collaboration with eSmart Recycling diverted a total of 56,900 pounds (about 25,800 kg) of electronics from landfills. From that, we refurbished more than 160 laptops, which were then donate to non-profit social programs, including organizations like the Pace Center for Girls and AMRoC Fab Lab. Through this initiative, we've made technology accessible to over 650 young individuals, reinforcing our commitment to making a positive impact on our communities.







## Social



# Work Smarter, Live Better

The tremendous talent and energy of our teams is why AVI-SPL is a sought-after trusted partner in our industry. To support and develop our employees, we seek to deliver exceptional experiences throughout their careers with us. Our goal is to exemplify our core value of “Thrive Together” by creating a diverse, inclusive, collaborative, and supportive company that reflects and upholds our employees and the communities we serve.

## Recruitment and talent pipeline

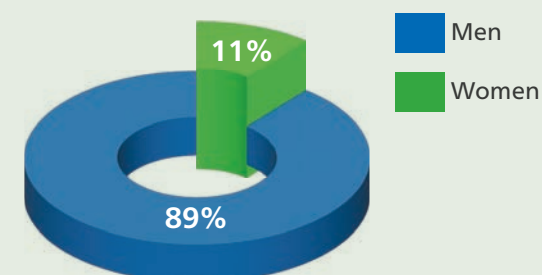
We’re committed to recruiting top-tier talent. To achieve this, we take active steps to expand and diversify our talent pool and connect with highly qualified candidates. We implement inclusive recruiting and hiring practices that seek to attract candidates from diverse genders, ethnicities, and backgrounds.

Through strategic partnerships with organizations such as Broadbean, we distribute our job listings to industry-leading, diversity-focused job boards. Additionally, we engage with and attend job fairs organized by companies like WomenHack, which is dedicated to advancing gender diversity in the technology industry. We also collaborated with a third-party human resources consultant to ensure that all our job descriptions contain inclusive language. Further, our interview guidelines help recruiters and hiring managers conduct inclusive interviews and avoid bias when selecting candidates.

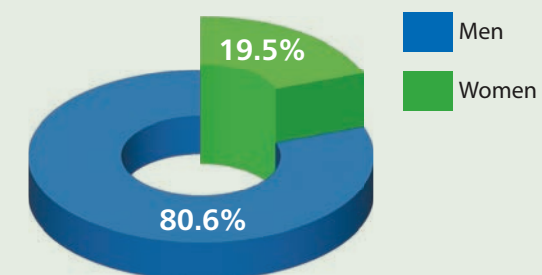
Our internship program plays a pivotal role in strengthening our talent pool by offering opportunities to high school and college students. Our interns receive dedicated mentorship from our business leaders, who match them with roles spanning engineering, project coordination, finance, marketing, and sales. This program not only nurtures emerging talent but also contributes to our future prosperity.



### Gender Profile in Professional AV



### 2023 Gender Profile at AVI-SPL



\*Source: <https://www.avixa.org/pro-av-trends/articles/pro-av-are-women-fully-welcome>

## Growing talent in house

Cultivating our employees' potential is critical to our success. We prioritize continuous learning and development, including the acquisition of industry-specific certifications. To facilitate this, we leverage a comprehensive and globally accessible talent management platform that offers more than 700 flexible and convenient courses with content tailored to our employees' evolving needs.

To capitalize on the skills and talents of our existing workforce, we provide customized guidance to new employees on how to manage their career progression at AVI-SPL. In 2023, we launched the "Grow Your Career" program, granting employees access to internal job opportunities after one year of service in their current roles. We also encourage hiring managers to identify potential internal candidates for their open positions in partnership with our HR team.

We've developed structured learning plans for 50 different job titles and created 12 unique learning paths for job families, ranging from Design Engineering to Project Management and Service. These plans prescribe the skills needed for employees to advance to the next level of their careers at AVI-SPL. To help employees improve job-related skills and enhance their competitiveness for various positions, we also provide annual tuition reimbursement of up to \$5,000 for qualifying employees.

We're proud to have the highest number of certified engineers and technicians among the largest audiovisual and unified communications integrators worldwide. We were the first to offer an in-house employee training program approved by AVIXA, the professional audiovisual industry worldwide trade association. This helps our employees maintain their Certified Technology Specialist (CTS) certifications through continuing education credits.

We want to foster career growth and progression not only through structured learning but also through personalized coaching and support. We've implemented a formal annual mentoring program to provide this opportunity. In 2023, 78 employees across 50 different positions participated as mentees, and by the program's conclusion, we had promoted more than 20% of the participants. Participation also grew in 2023 by 24% year over year.

“ Our intention with employee experience is for team members to have opportunities personally and professionally to develop and build their careers here.”

Vicki Bosworth, Executive Vice President, Human Resources

**In 2023, our employees completed 54,809 courses globally across 704 unique titles, a 140% increase compared to 2022.**



## Employee engagement

At AVI-SPL, all employee voices are heard. We facilitate multiple town halls each year, with two corporate-level events that include an interactive question-and-answer session, followed by surveys that assess employee satisfaction in key areas such as communication and leadership. In addition, each regional office conducts monthly meetings that highlight regional achievements and objectives. We also administer pulse surveys within specific business lines, with plans for expansion in the coming years.

In 2023, we introduced a survey for new U.S. hires to track their progress and satisfaction at the 30- and 90-day marks. This initiative gives us detailed insights into new team members' experiences, enabling us to make informed adjustments to our onboarding process.

We recognize our employees through our monthly newsletter, acknowledging various milestones, activities, and achievements. To make the newsletter more employee-centric, we solicit stories and contributions six times a year, resulting in a newsletter that resonates positively with our workforce. We currently recognize three outstanding employee "Values Champions" per month through a company-wide nomination process. Our award system consists of three distinct levels, each carrying different prizes and bonus amounts.

AVI-SPL offers a robust set of benefits to our employees to support their well-being. Our comprehensive health insurance plans include a health savings account with an employer contribution, as well as dental and vision coverage. We also offer short- and long-term disability coverage and a 401(k) retirement plan, among other benefits. In 2023, we added six weeks of paid maternity disability to our parent-friendly leave programs. This is in addition to 10 days of paid maternal and/or paternal leave for biological or adoptive parents.

AVI-SPL also leverages AllVoices, an employee relations platform hosted by an independent third party. We launched the platform in response to a recommendation from our ERGs to provide an anonymous channel directly from employees to our executives to suggest ideas to improve the workplace.



### Spotlight

## Employee NPS Rises

At AVI-SPL, we use a Net Promoter Score<sup>SM</sup> (NPS<sup>®</sup>) to assess employees' willingness to recommend our company. We're proud that our NPS has increased significantly over the last few years, from 26 in December 2020 to 58 in June 2023.

This increase can be attributed to several key factors, including introducing flexible work options, enhancing employee communication, providing more training opportunities, and establishing Employee Resource Groups (ERGs). We also updated our core values to forge a positive corporate culture.

## Creating a culture of belonging and inclusion

Building connections is at the heart of everything we do—connecting with our people, customers, and the communities we serve. At AVI-SPL, we believe we’re a better company when we’re more diverse. This is reflected in our diversity pledge, available on our website, which underscores our dedication to providing opportunities and a voice to individuals from all backgrounds.

People with different talents, experiences, and points of view improve our business. We cultivate an inclusive workplace through internal awareness-building initiatives and comprehensive training. Every new hire undergoes diversity, equity, and inclusion training as part of our onboarding process.

AVI-SPL’s ERGs play a critical role in giving each employee a platform to express their aspirations and address pertinent issues. These five ERGs are led voluntarily by employees and guided by an executive sponsor.

The groups serve as catalysts for recommending ways in which we can better support our team members and nurture our corporate culture. Currently, approximately 150 employees participate in our five ERGs:

- ABLE Empowering people with disabilities and their allies.
- Culture Coalition Advocating for all races, ethnicities, and backgrounds.
- Elevate Empowering women’s success.
- OPEN Advocating for all orientations and identities.
- AV Military Vets Honoring veterans and their families.



**ABLE**

Empowering people with disabilities and their allies.



**Culture Coalition**

Advocating for all races ethnicities, and backgrounds.



**Elevate**

AVI-SPL empowers women’s success.



**OPEN**

Advocating for all identities and orientations.



**AV Military Vets**

Honoring all veterans and their families.

“ ERGs at AVI-SPL have already made significant strides, and we’ve only begun to scratch the surface of what they are capable of accomplishing. This is not just about ‘checking the box,’ but about actively creating positive change and fostering awareness. Knowing you get out what you put in, I’ve personally expanded my advocacy beyond AVI-SPL, influencing positive change in the community as well.”

Member and Chair of the ERG Culture Coalition



# Community Engagement

Our teams' commitment to positively impacting the communities in which we work and live is central to our *Thrive Together* core value. Our dedicated employees actively shape a better world through involvement in local events and structured initiatives like our annual *AVI-SPL Gives Back* month, when each of our worldwide locations dedicates time to participate in community service projects every August.

Additionally, many of our offices participate in local charities and giving campaigns throughout the year, from food banks to children's homes and the American Red Cross. In 2023, our employees demonstrated their commitment by volunteering over 2,500 hours of service, contributing to more than 40 charitable organizations, and directly impacting over 500 families worldwide through volunteerism and fundraising efforts.

AVI-SPL has also established an independent employee emergency relief fund (EERF), created as a 501(c)(3) charitable organization, to help employees and their immediate families with emergency situations that are beyond their control and have caused financial hardship. Employee donations to the fund are tax deductible in the U.S., and anonymized requests are reviewed by the EERF Grant Committee of employee volunteers within 30 days of application submission; employees may receive up to \$2,500. We hope that by creating an Employee Emergency Relief Fund, we will be able to better serve one another in our times of need and, in doing so, strengthen our AVI-SPL community bond.

## A Look Ahead

At AVI-SPL, we continually seek ways to advance our business and improve the experiences and well-being of our employees. We believe that starts with employee engagement. By actively listening to our employees, we gain valuable insights that help us address issues and invest in their experiences, thereby strengthening our collective growth and unity.

Looking ahead, we will enhance our systems and processes to ensure that every voice within our organization is not just heard but feels honored and valued. To fulfill this commitment, we plan to expand our employee engagement surveys by utilizing automation, extending our reach to all global regions, and actively exploring new tools and systems to measure critical baseline metrics more accurately.





AVI  SPI



## Governance



# Corporate Governance

At AVI-SPL, we're committed to operating our business responsibly, prioritizing strong corporate governance, and upholding the highest standards of conduct. Through our corporate governance structure, we facilitate consistent dialogue between our Board of Directors and the executive team on ESG matters. We also recognize our obligation as custodians of critical information. We foster a cybersecurity culture focused on responsible data management and sharing practices.

## Board structure and committees

AVI-SPL's Board of Directors oversees organizational integrity and risk management. The full Board of Directors convenes at least four times per year.

We also have two Board-level committees. The Audit Committee is responsible for financial controls, risk, ethics, and compliance. The Compensation Committee is responsible for designing and managing executive compensation packages. Each committee has three members.

## Management of ESG topics

AVI-SPL is dedicated to effectively managing ESG risks and opportunities. These efforts are led by our ESG Committee—a cross-functional team of business leaders from finance, human resources, sales, product, operations, and marketing. Their objective is to integrate, consolidate, and operationalize ESG initiatives across the entire business. The Committee provides regular updates to our executive team, monthly briefings to our CEO, and quarterly updates to the Board of Directors, ensuring transparency and alignment with AVI-SPL's corporate objectives.

## AVI-SPL's Code of Conduct includes the following topics:

- Ethics Hot Line (AllVoices)
- Conflict of Interest
- Personal Relationships in the Workplace
- Confidential Relationship and Protection of Trade Secrets
- Computer Systems Policy and Electronic Monitoring
- Policy for Handheld Computing Devices
- Social Media Guidelines
- Phishing Policy
- Property Rights
- Gift Policy
- Outside Activities
- Disclosure of Violations



# Ethics and Compliance

We implement a comprehensive set of policies to foster an environment of trust and integrity. During onboarding, we provide every employee with an AVI-SPL Handbook and a company orientation, which includes a thorough review and acknowledgment of our critical policies, including the following:

- Equal Employment Opportunity and Affirmative Action Plan Policy
- Harassment, Discrimination, and Retaliation Prevention Policy
- Anticorruption & Bribery Policy
- Global Anti-Corruption Policy Statement and Compliance Guide

We also provide new hires with antiharassment training during onboarding, and annually thereafter, or as required by U.S. state law. Notably, 100% of our Board of Directors completed ethics-related training in 2023.

Prior to joining AVI-SPL, each employee is required to review and acknowledge our Code of Conduct. This essential step not only promotes a positive organizational culture but also serves as a foundation for accountability and ethical decision-making throughout the company.

We offer multiple channels for employees to report incidents of discrimination, retaliation, and criminal or unethical behavior. These avenues include managers, the Human Resources Department, and company executives. Additionally, we provide an anonymous, secure ethics and whistleblower hotline hosted by AllVoices. AllVoices also supplies an app that employees can access from mobile devices to immediately report issues. Through this platform, we can follow up with the reporter in an encrypted environment, if needed.



# Cybersecurity Stewardship and Proactively Addressing Emerging Threats

## Cybersecurity management and governance

As keepers of critical data, we prioritize cybersecurity. We adhere to cybersecurity industry standards while also integrating policies and controls aligned with additional third-party cybersecurity standards. Our dedicated cybersecurity team plays a pivotal role in enhancing cybersecurity awareness and stewardship across the company. To fortify our defenses, we utilize cutting-edge tools for advanced threat protection, conduct phishing simulations, and perform penetration testing.

Our greater information technology (IT) team works to secure all aspects within AVI-SPL, including endpoints, networking, and user access. Continuous improvement remains at the core of our approach, with a focus on controls, tools, resources, and ongoing employee education. We use third-party tools and support for monitoring endpoint processes, DNS, web traffic, advanced threats, user identities, phishing attempts, and email security. Furthermore, we've established partnerships with experts who conduct internal penetration tests. These simulations proactively identify and address vulnerabilities in our systems.

A comprehensive set of cybersecurity policies aligned with recognized best practices underscores our commitment to responsible data management. These policies include our [Privacy Policy](#), which is available on our website, as well as our IT Management Policy, Cyber Incident Response Policy, Phishing Policy, and Network Policy.

Our IT Steering Committee convenes monthly to provide oversight and strategic alignment on cybersecurity matters. This cross-functional committee comprises Senior Vice Presidents (SVPs) from different departments, including Sales, Services, and IT. Our cybersecurity team, under the leadership of the SVP of IT, presents regular updates to both the IT Steering Committee and the executive management team, including the Chief Financial Officer, as needed outside of the standard committee meetings. The SVP of IT also meets with the executive team quarterly.



“Cybersecurity IQ within the organization has grown quite a bit. While it started as a fringe program, it is now much more of a cultural development we’re weaving into the fabric of the company.”

Bill Ramalho, Senior Vice President of IT



## Cybersecurity training

Cybersecurity training for our employees plays a vital role in ensuring a safe data environment. As part of our onboarding process, all new hires are required to complete AVI-SPL-specific cybersecurity training. Subsequently, employees participate in annual cybersecurity training sessions delivered through our talent management platform.

To proactively address potential threats, we conduct quarterly phishing simulations. Employees are required to complete training modules if they do not pass these simulations within a 30-day period. Training outcomes are systematically reviewed during the IT Steering Committee meetings to gauge company-wide cybersecurity readiness.

The cybersecurity team posts weekly intranet articles regarding potential cybersecurity-related risks that could impact AVI-SPL to enhance awareness and learning. Additionally, they share at least two external stories per month highlighting risks affecting other companies due to ransomware and other cyber threats. In cases of AVI-SPL-specific incidents, the team creates and distributes dedicated posts through our standard IT communication channels. We place all resources and posts on our intranet cybersecurity page so employees can reference them at any time.

## A Look Ahead

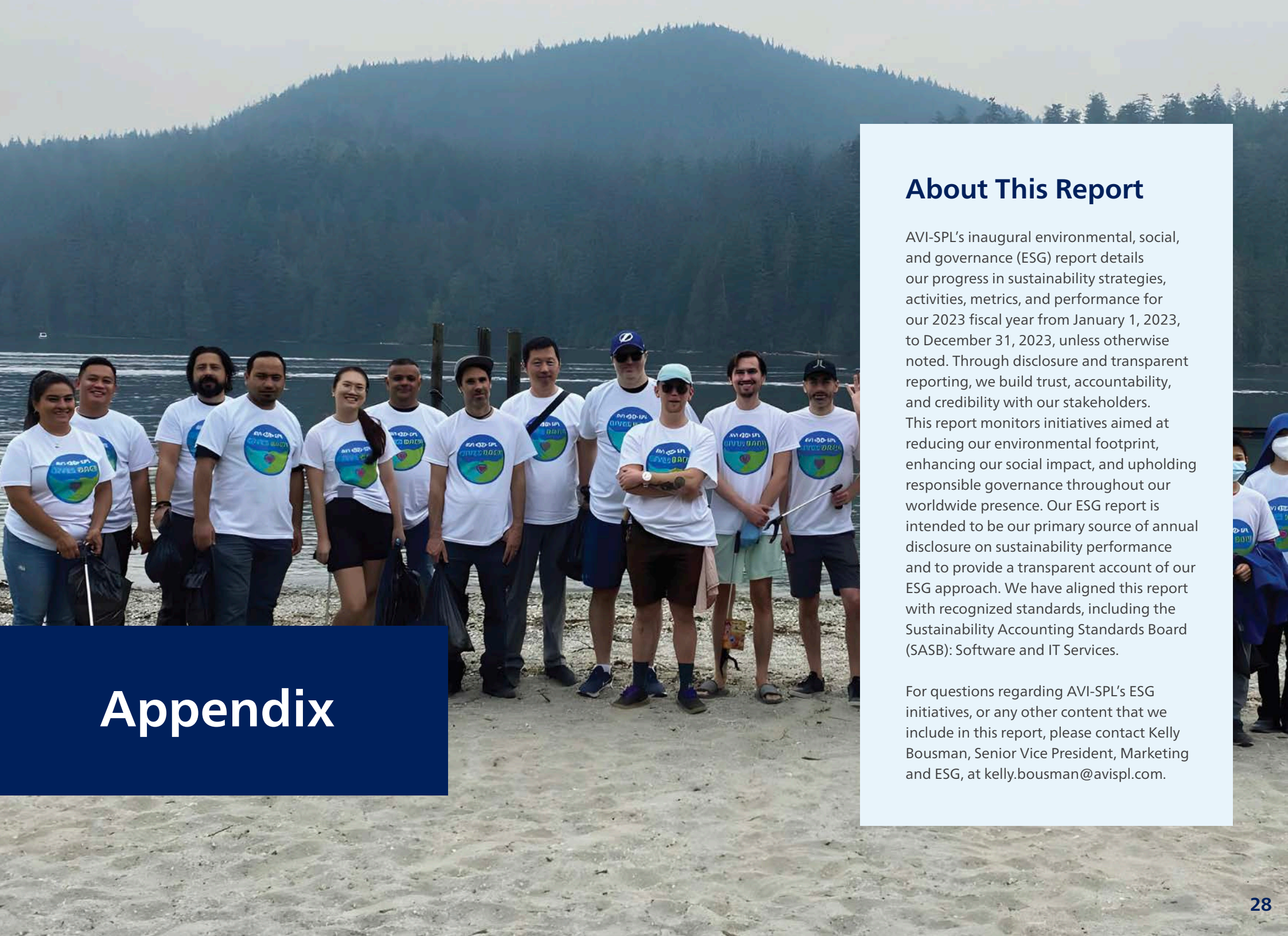
Looking forward, we strive to continue improving our governance and risk management practices. This includes enhancing our cybersecurity toolkit by obtaining additional IT certifications to better align with industry standards and best practices. We also plan to expand our IT cybersecurity team and to provide additional IT remediation training for employees facing challenges during live phishing events.



### Spotlight

## Cybersecurity Awareness Month and Insider Threat Awareness Month

In 2023, we held our second annual Cybersecurity Awareness Month and launched our inaugural Insider Threat Awareness Month initiatives. We provided new cybersecurity content each week, including training sessions, helpful information, tips, resources, and contact information. More than 10% of employees completed voluntary training during Cybersecurity Awareness Month, and nearly 8% of employees completed optional training during Insider Threat Awareness Month. This training reinforces the regular, mandatory, year-round cybersecurity training.



## About This Report

AVI-SPL’s inaugural environmental, social, and governance (ESG) report details our progress in sustainability strategies, activities, metrics, and performance for our 2023 fiscal year from January 1, 2023, to December 31, 2023, unless otherwise noted. Through disclosure and transparent reporting, we build trust, accountability, and credibility with our stakeholders. This report monitors initiatives aimed at reducing our environmental footprint, enhancing our social impact, and upholding responsible governance throughout our worldwide presence. Our ESG report is intended to be our primary source of annual disclosure on sustainability performance and to provide a transparent account of our ESG approach. We have aligned this report with recognized standards, including the Sustainability Accounting Standards Board (SASB): Software and IT Services.

For questions regarding AVI-SPL’s ESG initiatives, or any other content that we include in this report, please contact Kelly Bousman, Senior Vice President, Marketing and ESG, at [kelly.bousman@avispl.com](mailto:kelly.bousman@avispl.com).

# Appendix



## AVI SPL 2023 Performance Data Tables

Metric	2023	2022	2021
<b>Social<sup>1</sup></b>			
<b>Workforce</b>			
Total Employees	3,285	2,958	2,654
Voluntary Turnover	13.6%	17.3%	16.4%
<b>Workforce by gender</b>			
Women	19.5%	18.5%	18%
Men	80.6%	81.5%	82%
Not disclosed	0.0%	0.0%	0.0%
<b>Workforce by ethnicity</b>			
White	72.2%	72.8%	75%
Black	7.7%	7.3%	7%
Asian	3.5%	3.3%	3%
Hispanic	14%	14%	12%
Other <sup>2</sup>	3.0%	3.1%	3%
<b>Management</b>			
Number of company executives	26	22	22
Number of women executives	4	5	4
<b>Employee development</b>			
Employee receiving performance review	81%	38%	31%
Total training course completions	41,879	31,584	34,972
Full-time employees with access to benefits	100%	100%	100%

<sup>1</sup> Data represent U.S. operations only.

<sup>2</sup> "Other" includes: two or more races, American Indian/ Alaskan Native, and Native Hawaiian or Other Pacific Islander

Metric	2023 (Global)	2023 (US Only) <sup>2</sup>	2022	2021
<b>Environmental<sup>1</sup></b>				
<b>Energy and emission</b>				
Total electricity consumption (kWh)	7,557,047	5,940,478	4,932,132	N/A
<b>Emissions</b>				
Total GHG emissions (metric tons CO <sub>2</sub> e)	9,979	8,529	5,681	N/A
Scope 1 (metric tons CO <sub>2</sub> e)	7,151	6,329	3,815	N/A
Scope 2 (metric tons CO <sub>2</sub> e)	2,828	2,200	1,866	N/A
Emission intensity (metric tons CO <sub>2</sub> e per weighted square foot)	10.29	10.22	7.89	N/A

Metric	2023	2022	2021
<b>Governance</b>			
<b>Board of Directors</b>			
Board of Directors	5	5	5
Independent Directors	20%	20%	20%
Women on the Boards	20%	20%	20%
People from underrepresented groups on Board	20%	20%	20%
<b>Ethics training</b>			
Board members who have completed ethics-related training	100%	100%	100%
Employees who have signed off on acknowledgment of our Code of Conduct	100%	100%	100%

<sup>1</sup> 2023 data are broken out by global operations and U.S.-only operations to support comparison across years; 2022 data are for U.S.-only operations.

<sup>2</sup> 2023 data reflect an increase in direct versus proxy data used for calculations, which has increased accuracy of the data and contributed to higher emissions in 2023 versus 2022.



## AVI-SPL FY23 SASB Index

SASB Code	Accounting or Activity Metric	References and Omissions
<b>Software and IT Services - Sustainability Disclosure Topics &amp; Accounting Metrics</b>		
<b>Data Privacy &amp; Freedom of Expression</b>		
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	<p>A comprehensive set of cybersecurity policies aligned with recognized best practices underscore our commitment to responsible data management. These policies include our Privacy Policy, which is available on our website, as well as our IT Management Policy, Cyber Incident Response Policy, Phishing Policy, and Network Policy. Additionally AVI-SPL implements security controls aligned with SOC 2, ISO27001, NIST 800-171, CIS Benchmarks, and recommendations from third-party Intelligence reports.</p> <p>Cybersecurity management and governance, p. 26</p>
TC-SI-220a.2	Number of users whose information is used for secondary purposes	The AVI-SPL Privacy Policy describes how we collect, use, and share user information. AVI-SPL does not process personal data for secondary purposes, except in very limited circumstances permitted by law and in compliance with applicable data privacy requirements.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	\$0.00 of monetary losses
TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	(1) 0 law enforcement requests (2) 0 users whose information was requested (3) 0% resulting in disclosure
<b>Data Security</b>		
TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	(1) 0 data breaches (2) 0% involving PII (3) 0 users affected
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	<p>As stewards of critical data, we prioritize cybersecurity. We adhere to cybersecurity industry standards while also integrating policies and controls aligned with additional third-party cybersecurity standards. Our dedicated Cybersecurity team plays a pivotal role in enhancing cybersecurity awareness and stewardship across the company. To fortify our defenses, we utilize cutting-edge tools for advanced threat protection, conduct phishing simulations, and perform penetration testing.</p> <p>Cybersecurity management and governance, p. 26</p>

SASB Code	Accounting or Activity Metric	References and Omissions
<b>Software and IT Services - Sustainability Disclosure Topics &amp; Accounting Metrics</b>		
<b>Recruiting &amp; Managing a Global, Diverse &amp; Skilled Workforce</b>		
TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	Performance data table, p. 29
TC-SI-330a.2	Employee engagement as a percentage	AVI-SPL has omitted this metric as it does not yet track this information
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Performance data table, p. 29
<b>Intellectual Property Protection &amp; Competitive Behavior</b>		
TC-SI-520a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	(1) 0 data breaches (2) 0% involving PII (3) 0 users affected
TC-SI-230a.2	Total amount of monetary losses as a result of legal proceeding associated with anticompetitive behavior regulations Unit of measure: Reporting currency	\$0.00
<b>Managing Systematic Risks from Technology Disruptions</b>		
TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	AVI-SPL did not experience a performance incident or downtime issue that had a material impact on the business or its customers.
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	<p>The risk to the continuity of AVI-SPL business operations are commiserate to the nature of the event that causes the interruption. This ranges from low risk for relatively brief disruptions around systems or network outages, to high risk incidents, such as ransomware, which would cause a material disruption to AVI-SPL's business operations.</p> <p>AVI-SPL has focused on mitigating the potential incidents that pose the greatest risk to our customer's data and to AVI-SPL's business operations.</p>





**Contact us**

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