



# 2021

Environmental, Social,  
and Governance  
Annual Report

## About Us

Spok Holdings, Inc., (“Spok”) headquartered in Alexandria, Virginia, is proud to be a global leader in healthcare communications. We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Go® and Spok Care Connect® platforms to enhance workflows for clinicians and support administrative compliance. Our customers send over 100 million messages each month through their Spok® solutions. When seconds count and patients’ lives are at stake, Spok enables smarter, faster clinical communication.

We deliver smart, reliable clinical communication and collaboration solutions to help protect the health, well-being, and safety of people in the United States and abroad in Europe, Canada, Australia, Asia and the Middle East. Our customers rely on Spok for workflow improvement, secure texting, paging services, contact center optimization, and public safety response. We develop, sell, and support enterprise-wide systems primarily for healthcare and other organizations needing to automate, centralize, and standardize their approach to clinical communications. Our solutions can be found in prominent hospitals, large government agencies, leading public safety institutions, colleges and universities, large hotels, resorts and casinos, and well-known manufacturers. We offer our services and products to three major market segments: healthcare, government, and large enterprise, with a greater emphasis on the healthcare market segment.

We market and distribute our clinical communication and collaboration solutions through a direct sales force and an indirect sales channel.



- ✔ **2,200+** hospitals use Spok for communication
- ✔ All U.S. News & World Reports adult and children’s “Best Hospitals” rely on **Spok**
- ✔ **100M+** messages sent each month
- ✔ **67%** of Magnet® hospitals use Spok® solutions

**600+**  
**employees**

around the world

[Learn more](#)

**The  
largest**

paging network  
in the U.S.

[Learn more](#)

**50+**  
**years**

in business

[Our history](#)

**\$148  
million**

in annual revenues

[Learn more](#)

## Our ESG strategy

Guided by our purpose and our stockholders, customers, communities, and others whose trust we value, we are committed to being an industry leader with regards to ESG. We bring the experience, collaboration, resilience, and courage to explore new opportunities to address relevant environmental, social and governance issues to better manage risk and generate sustainable, long-term value for our stockholders, customers, healthcare partners and team members. We take responsibility and we get it done. Our Board of Directors ("Board") recognizes the integral role that our corporate purpose and culture plays in the Company's long-term success, and we believe our ability to proactively manage relevant risks and opportunities demonstrates the effective leadership and governance principles that investors desire and deserve. In 2020, we conducted our initial review of the ESG issues that are most important to our shareholders and most material to our business. We developed policies in climate, human rights and other areas and created a framework to manage how we will measure, improve, and succeed in our stewardship across the many factors of ESG. Our ESG strategy is built to effectively govern and manage key ESG risks and opportunities that arise from our core business operations. We continue to strive to promote diversity and inclusion in all facets of our business as well as foster a culture of integrity. We are focused on social and environment impacts of our products and services, as well as how we govern those impacts with our customers and key stakeholders. We are committed to evolve and be transparent throughout our ESG journey. We believe that engaging openly and transparently with our stakeholders on issues impacting Spok, including ESG risks and opportunities, drives increased corporate accountability, improves decision-making, and ultimately creates long-term value. In this report we aim to set out our approach.

Our core values set the stage for our ESG strategy. By putting these values first and foremost, we are on the path to success.

## Our core values

**Put the customer  
first in everything  
we do**

**What we do  
matters: our  
solutions improve  
communications in  
critical situations**

**We are committed  
to innovation and  
offering new  
solutions for future  
growth**

**We are accountable  
to each other, to  
shareholders, and to  
our customers**

## Lessons from the Pandemic (COVID-19)

2020 was a year like no other. Although there were many negatives associated with the pandemic over the past year, it's important for us to consider the positives as well. The frontline healthcare workers who continue to fight this ravaging disease are true heroes. All of us at Spok continue to be deeply grateful to the caregivers who are under immense physical and mental pressure during this unprecedented pandemic.

Like all companies, Spok navigated obstacles that forced us to alter our ways and having a clear purpose and strong values were never more important than during the pandemic. At the onset of COVID-19, we took swift and decisive action to protect the health and safety of our employees. We offered our employees emergency paid sick leave for those who were sick or quarantined because of COVID-19 and provided additional time off to caregivers as needed. We offered premium bonuses for our frontline workers that were on customer sites throughout the pandemic. We provided special emotional-support programs and resources through our Employee Assistance Program and free financial planning support including access to certified planners and credit monitoring. In response to the need for mental and emotional peace, we encouraged employees to bond and stay connected through virtual team coffee breaks to connect and share ideas, challenges, and resources, taking "self-time".

The U.S. Bureau of Labor Statistics reports that 31% of businesses (employing 68.6 million workers) increased telework options during the pandemic. While this certainly presents new challenges in the forms of childcare, carving out a suitable home-based workstation, and many other logistics, people are adapting quickly. In fact, a recent Forrester report shows 18.2 million workers (representing 12% of the U.S. workforce) will likely remain remote in the future.

Spok worked closely with our customers at the onset of the pandemic to offer free Spok solutions that would allow their operations to continue remotely and protect their employees. Many of our customers were experiencing the need for remote operations for the first time and our solutions were up for the task.

The acceleration of the digital transformation of so many activities has progressed greatly during this time. This has affected virtually all aspects of daily life — how we shop, interact, work, eat, obtain healthcare, and more. No doubt many of these changes are here to stay. 2020 was certainly a year of growth and in many ways, it continues to serve as inspiration to help us tackle the coming year together.

## Engagements

### Stockholders

Spok welcomes a collaborative approach and values the input with our stockholders to solicit and understand their perspectives on corporate governance, compensation and ESG topics. We share what we learn from these conversations with our Board and senior management.

Throughout 2020, we continued our stockholder engagement by conducting quarterly reviews of our financial and operating results and meeting individually with those that requested a meeting with senior management. We held an Investor Day in November 2020 that outlined several key operational areas within the Company. Investors can reach out to Al Galgano at [al.galgano@spok.com](mailto:al.galgano@spok.com) for any questions.

## Customers

We have over 400 customers who participate in our user group and provide us an unfiltered view of our solutions and technology, consumer, and business issues. This group plays a role in our development of policy and business decisions. We also have established a Nursing and Physician Advisory Council to provide feedback and guidance on our solutions to better meet customer needs while guiding the future of scalable and cost-effective collaboration amongst clinicians.

## Employees

We view our employee engagement as a strategic approach to our driving growth and it is directly tied to our business performance. Engaged employees are enthusiastic and committed, which translates into a stronger, meaningful, and inclusive culture where everyone feels a sense of pride.

We survey our employees and solicit their feedback on a range of issues. We strongly encourage all our employees to participate in these surveys. While surveys provide an excellent source of truth and direction, we are constantly listening and learning from our employees by hosting town halls and providing updates on the state of the Company as well as COVID-19 and the racial injustice crisis. These racial injustices underscored the need for social, racial, and economic equality and the challenge to be better. Our Diversity and Inclusion Council works with our senior leaders to ensure we advance our strategy for these.

## Governance

We consider good governance essential to driving our success and building long-term value for our shareholders.

Our Board of Directors, consisting of ten Directors, work to oversee all aspects of the Company with the assistance of five standing committees comprised solely of independent directors. Our Chairman of the Board and CEO each share governance responsibilities and facilitate forthright communication and independent oversight of management's performance.

We are committed to the highest standards of corporate governance and ensure our policies and practices align with our peers.

## Board Diversity

Good governance starts with independent and engaged directors who have a strong sense of integrity and respect for differing viewpoints. We believe a Board that embodies a range of viewpoints, backgrounds and expertise is best positioned to provide new perspectives to our management team as it addresses the challenges and opportunities impacting our business. In our continued board refreshment process, we seek candidates who possess the necessary background, skill, and expertise, as well as diversity with respect to race, ethnicity and gender, to strengthen and increase the overall diversity, breadth of skills and qualifications of our Board. As of December 31, 2020, our Board consisted of 3 women, and we are proud to welcome Mr. Randy Hyun to our Board in 2021.

## Overseeing ESG

The Nominating and Governance Committee oversees the work of our ESG Committee. Our ESG Committee consists of a cross-functional team that focuses on our core ESG pillars as well as strategic areas including governance, human rights, environmental sustainability, climate change and digital transformation. This team, together with our Nominating and Governance Committee work together to deliver on our ESG commitments. The Nominating and Governance Committee report quarterly to the Board on our ESG priorities and efforts.

## Ethics and Compliance

Our Code of Conduct Policy is the cornerstone of our corporate ethics and compliance program. It is designed to communicate the ethical and legal standards that govern our business conduct and promote an enterprise-wide culture of integrity and accountability. Our compliance program is overseen by the Audit Committee of the Board of Directors and managed by the Chief Compliance Officer. Spok maintains a confidential compliance hotline which is available to employees and external stakeholders 24 hours a day, seven days a week. We encourage employees and stakeholders to use the hotline to seek guidance regarding ethics and compliance issues, to report actual or suspected misconduct, and to obtain information about Spok's policies and procedures. Employees and stakeholders' reports are always anonymous where permitted under applicable law and retaliation is prohibited. All employees complete mandatory Code of Conduct training annually.

## Anti-Bribery and Corruption

Spok prohibits all corrupt practices and unethical payments, including bribes and kickbacks, in all business matters. Our Anti-Bribery and Corruption Policy and Vendor Code of Conduct, require our employees and those with whom we do business to adhere to all applicable anti-bribery and anti-corruption laws, including the Foreign Corrupt Practices Act and the UK Bribery Act.



## Political activities and lobbying

Our Code of Conduct requires that all lobbying and political activities on behalf of the Company are approved by the Corporate Secretary. Spok understands that transparency regarding our political engagements is critical and that, in the event, we are participating in such activity, disclosure to all key stakeholders occur. Currently, Spok is not participating in any political activity or lobbying.

## People

Our workforce is our most critical asset and is at the heart of our success. We value all our employees and their wide array of backgrounds and experience. We invest in our employee's growth and development and celebrate their diversity while offering challenging and rewarding careers. We believe that what makes each of us unique makes us stronger and are building a high-performance culture where everyone feels they belong, and diversity of thought is embraced. There is increasing competition to attract and retain strong people for highly skilled technology positions. Through continuous feedback from employee surveys, townhalls, and employee referral programs, we continue to learn how best to invest in employee development workshops, training, and programs. Our Vice President of Human Resources oversees talent management while assisting the Compensation Committee of the Board of Directors in monitoring, reviewing, and approaching compensation and benefit policies and practices.

## Diversity and Inclusion

Inclusion, equality, and diversity are critical to Spok. We strive to create a working environment where employees feel respected and valued for their contributions. We have invested in new employee recognition programs and enhanced the ability for employees to set their own work objectives in line with the Company's goals.

In 2020, we formed a Diversity and Inclusion Council. The Council is made up of employees representing multiple business segments. The Council is committed to improving the understanding of how diversity, equity, and inclusion ("DEI") affect the accomplishment of Spok's core values. Being accountable to one another for our actions is a big part of who we are. The Council exists to increase awareness of DEI and to support leadership in optimizing the contributions of the company. The Council will champion the adoption and implementation of DEI goals and recommendations through the entire company and provide education, training, and tools to all our employees.

We strive to provide an inspiring, impactful, and dynamic experience for all our employees. We invest in our employees to ensure we remain an employer of choice and to inspire leadership, creativity, execution, and personal growth. In our daily work, we value and reward client focus, integrity, collaboration, expertise, and accountability, and we reinforce these values by embedding them into our programs, policies, and processes.

Our Board and Executives regularly engage in indepth discussions including: the alignment of our culture with our corporate strategy, efforts to shape our corporate culture, succession planning, talent development, and our diversity, inclusion and belonging initiatives.

## Human Rights

Spok is committed to a workplace free from harassment and unlawful discrimination. Our zero-tolerance policy applies to any conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment. All employees are expected to participate in diversity and harassment training intended to reinforce our commitment to a diverse and hospitable work environment.

Our Labor Standards and Human Rights Policy is aligned with the principles established within the Universal Declaration of Human Rights and in the International and in combination with Spok's Core Values and Code of Ethics, reinforcing the commitment to ensuring all internal and external stakeholders are treated with dignity and respect.

We host regular training to provide employees with guidance and tools to operate in a manner that is consistent with our human rights commitments.

## Learning and development

Spok provides training and development at every level to enhance skills and advance careers. We provide employees with learning solutions that inspire, engage, and enable them. Spok has a tuition assistance program to fund higher education studies. Employees can receive up to \$5,000 annually to assist with these costs.

## Products

We develop, sell, and support enterprise-wide systems as well as provide wireless messaging primarily for healthcare and other organizations needing to automate, centralize, and standardize their approach to clinical communications. Our solutions can be found in prominent hospitals, large government agencies, leading public safety institutions, colleges and universities, large hotels, resorts and casinos, and well-known manufacturers. We offer our services and products to three major market segments: healthcare, government, and large enterprise, with a greater emphasis on the healthcare market segment.

Spok is proud to keep care team communication flowing with the availability, simplicity, and reliability of pagers. Many of our customers have ramped up their paging capabilities to complement their use of smartphones and other communication devices as their physical spaces grow and change. Leading organizations look to pagers for a low wattage, cost-effective and valuable tool that can be deployed quickly and easily across their staff.



## Quality and Safety

We comply with all relevant safety regulations and codes. We have programs and teams to manage and advise on our offerings. We hold an annual industry user conference, Connect, for customers to provide direct feedback and launch quarterly customer feedback surveys. We aim to improve the overall safety of healthcare workers and patients through our products and collaboration by our Innovative Partners, customer case studies, white papers, webinars, and research.

## Conflict Minerals

Spok recognizes the legal and compliance risks and other adverse impacts that may be associated with extracting, trading, handling, and exporting Conflict Minerals, to the extent that such Conflict Minerals are necessary to functionality or production of a product manufactured or contracted for manufacture by Spok. Our Conflicts Minerals Policy is available on our website ([www.spok.com](http://www.spok.com)). Spok will disseminate this Policy to its suppliers, and subject to each supplier's position in the supply chain and Spok's relative leverage with respect to such supplier, use commercially reasonable efforts to obtain the assent of the supplier in accordance with this Policy.

## Vendor Code of Conduct

Our Vendor Code of Conduct describes the ethical requirements of our suppliers, partners, contractors, and third parties with whom we do business. We expect our employees, agents, business partners, and other third-party representatives to embrace our standards, uphold the human rights of workers, and to act with the highest level of integrity and in accordance with all applicable laws and industry and trade regulations when doing business with and on behalf of Spok. Spok reserves the right to review or audit our suppliers' compliance with our Vendor Code of Conduct. Our complete Vendor Code of Conduct is available online on our website.

## Supplier Diversity

Diversity is a business imperative – one that not only applies to our employees, but also extends to our communities and those with whom we do business. As a business committed to diversity and inclusion, we want to be a leader not just in what we say, but in what we do – and that includes actively pursuing relationships with diverse vendors, suppliers, and other partners. We encourage diverse suppliers and vendors to meet with our team leaders to review product/service specifics and supplier qualifications, including licenses, certifications, and insurance requirements as requested. We encourage all team leaders to be inclusive in their daily business decisions when selecting the best supplier to meet our business needs. Our Vendor Diversity Policy promotes the inclusion of small, disadvantaged, HUBZone businesses, as well as minority, women, veteran, LGBTQA+, and service-disabled businesses to contribute to the success of Spok. We also are committed to ensuring strict compliance with all regulatory agency requirements as well as with federal, state, and local procurement regulations, initiatives, and programs related to ensuring diversity with respect to procurement. Our full Supplier Diversity Policy is available online on our website.

## Supplier Environment Assessment

Integrity is a core tenant of the Spok's culture, and we hold ourselves to the highest ethical standards. Spok understands that its suppliers are independent entities, however, we expect our vendors, suppliers, distributors, partners, business associates, and third-party representatives to uphold our standards outlined in our Vendor Code of Conduct Policy while working with or on our behalf.

## Data Privacy and Cyber Security

There is no higher priority at Spok than protecting the security of our systems and networks. Our Chief Information Officer and team have designed a data privacy and cyber security compliance program tailored to our company, industry, and services. We are aligned with the National Institute of Standards and Technology's (NIST) Cyber Security Framework, and our program has governance oversight by both our Executive Management Risk Committee and our Cyber Security Committee of the Board of Directors which consists of all independent Directors and meets quarterly to ensure that our security and privacy programs are properly implemented and maintained to protect our data as well as our customers.

We continually access and identify the threat and vulnerability landscape using various commercial, government, vendor, and publicly available information sources. Both manual and automated detection methods are utilized on a scheduled and real-time basis to identify vulnerabilities within our network infrastructure.

We continuously monitor and update our privacy program in accordance with applicable data protection and privacy laws and regulations. All employees, interns and temporary staff receive information security and privacy training annually as well as monthly reminders regarding the privacy and data protection. We provide additional training based on industry standards to our software development teams throughout the year. We maintain administrative, technical, and physical security measures to help safeguard against accidental or unlawful destruction or disclosure of information in our possession.

Our security program is independently validated against industry best practice and high security standards. To that end, Spok earned System and Organization Controls (SOC) 2 Type II Compliance. This designation follows an extensive audit performed by a leading global professional services and audit firm. Developed by the American Institute of CPAs (AICPA), the SOC 2 Type II audit confirms that Spok's information security practices, policies, procedures, and operations meet the SOC 2 Type II standards based on the five trust service principles; security, availability, processing integrity confidentiality and privacy. Our SOC3 is a customer facing attestation of our SOC 2 Type II certification which we have made available to the public upon requests.

Spok did not experience any data losses or breaches during 2020.

## Operations

### Energy and Emissions

Spok is committed to identifying and implementing actionable energy efficiency and greenhouse gas emissions reduction initiatives to reduce our carbon footprint. Spok's management team actively leads ways to improve efficiency, reduce energy consumption, and minimize carbon emissions in our facilities around the world.

These initiatives include:

- Developing an operations center to centrally monitor, manage, and reduce facility energy use via energy management and control systems and advanced data analytics.
- Deploying and evolving energy management and control systems.
- Grooming, consolidating, and/or updating network switch equipment.
- Installing LED lighting retrofits and controls.
- Increasing PUE (power use effectiveness monitoring and reporting)
- Improving facility airflow management.
- Upgrading, recycling, repurposing and decommissioning batteries, pagers, and other products.
- Reduce transportation emissions by standardizing GPS capabilities in all our fleet vehicles and utilizing flex-fuel vehicles which will result in fuel savings and reduce greenhouse emissions.

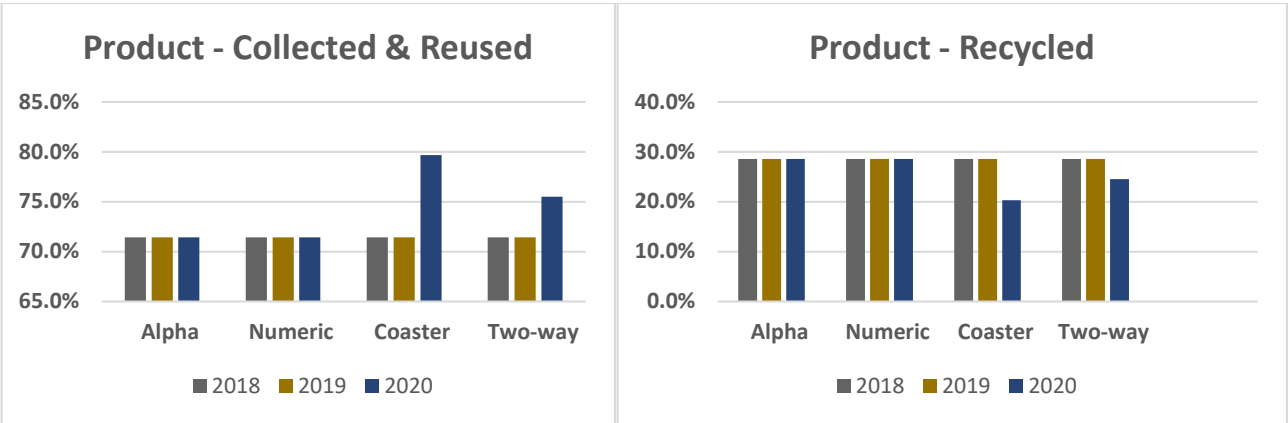
### Climate

Spok acknowledges the scientific consensus that the climate is changing, that our business is contributing to that change, and that our supply chain, operations, employees, and customers will continue to be impacted by the effects of climate change. It is a serious threat that warrants meaningful action, and we are committed to doing our part to meet this challenge. Our Environmental Management System (EMS) outlines our management, risk mitigation, and compliance requirements across all our business activities. This allows us to monitor all activity across our global locations to ensure that performance is as expected. Our environmental governance structure is supported by cross-functional senior management and our Board's Nominating and Governance Committee of our Board of Directors with direct oversight. Our Climate Policy outlines our standards and management approach. To meet our goals, we focus on the areas where we have the greatest impact – primarily energy use and associated GHG emissions and waste. We are committed to reducing our greenhouse gas (GHG) footprint, and to engage constructively with industry peers, value chain partners, external stakeholders, and policymakers to help accelerate the transition to a low-carbon economy. We believe we have a responsibility to contribute solutions by both reducing our own emissions and building resilience through helping other businesses and communities to adapt to climate change. We'll also use our influence in the market and the products we sell to help drive down emissions. We continue to improve the identification, oversight, and management of climate risk. Our Climate Policy is available on our website.

Waste

Spok is committed to establishing and maturing internal waste management programs to reduce waste through minimization, re-use, and recycling and ensure the appropriate disposition of hazardous wastes. Our management team assists in determining waste management methods, staying current with guidelines provided by regulatory agencies regarding disposal, and auditing for environmental compliance. We utilize vendors that manage our waste in accordance to high industry standards for environmental stewardship, such as R2 or e-Stewards.

Spok’s Waste Minimization and recycling program diverts millions of pounds of electronic and communications equipment from landfills each year. An average of 74.5% of our communications equipment is collected and reused each year with the remainder being recycled. Spok recycles telecommunications equipment, batteries, wood poles, electronics, copper wire, fluorescent lamps, and fleet oil.



Spok values the security of customer, company and employee-related paperwork and non-paper media. Spok uses a secure shed program where employees dispose of company documents and media through responsible recycling practices. In 2020, more than 891 metric tons of paper was shredded and recycled.

Water

Global communities continue to face increasing water shortages or quality issues. We are focusing on reducing our water use across our facilities to protect the world’s limited fresh water supply and shared ecosystem. We have achieved an 11% reduction in water usage between 2019-2020.

In 2020, we used 243,573 cubic meters of water, an 8% decrease from 2019. We attribute some of this reduction to the installation of high efficiency water products and appliances in all our facilities and remote operations.

## Community Impact

Our solutions improve communications in critical situations, supporting organizations that save lives. It is why we believe strongly in being a good corporate citizen and promoting a company culture of giving back. Through volunteering, charitable fundraising, and other efforts, we provide support that improves people's lives and makes the world a better place.

We have created a culture of giving back and are committed to keeping corporate responsibility a part of everyday work. Our success as a company results from the care and compassion of our team members who bring our culture to life each day. Our team members generously volunteer thousands of hours each year, making their communities stronger for everyone.

- National Multiple Sclerosis Society - the Company's employees, family and friends regularly participate in the MS150, riding over 1,500 miles in two days to raise awareness.
- American Lung Association - the Company's employees continue to contribute financially and through volunteer opportunities to prevent and find a cure for lung disease.
- The Company's employees teamed up to build red wagons with custom decals, accessories, and messages to patient families who would later use them to transport children within the hospital.
- The Company's employee's handmade activity bags for children facing disabilities and complex medical issues.
- The Company's employees participate in the Walk to End Alzheimer's to raise funding and awareness.
- The Company partnered with Cheeriodicals to assemble green boxes of cheer for patients at a local children's hospital.
- National Disasters: Hurricanes and Rescue and Recovery efforts - Spok provided wireless spectrum which helped provide basic internet connectivity. The Company's field technicians provided necessary equipment while contacting customers to meet their needs before, during and after the storms.

## Customers

Spok creates value by providing the product and services our customers need. These organizations vary in size, geography, and IT environment, yet they all have one thing in common: They've demonstrated noteworthy, measurable ROI over the status quo to advance their mission to provide the best patient care.

TIDALHEALTH PENINSULA  
REGIONAL

44 min

improvement in  
emergency department  
boarding time

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TIDALHEALTH PENINSULA  
REGIONAL

31 min

reduction in overall  
length of stay in  
emergency department

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BANNER HEALTH

68%

reduction in critical  
code launch time

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UNIVERSITY OF UTAH HEALTH

20%

reduction in sepsis  
mortality rate for  
patients with  
MEWS 7-11

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YALE NEW HAVEN HEALTH

22 mins

saved when executing  
emergency notification  
to >20,000 employees

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VAIL HEALTH

99%

average accuracy of  
switchboard  
call transfers

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UNIVERSITY OF UTAH HEALTH

41%

increase in engaged  
employees

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UNIVERSITY OF UTAH HEALTH

30-60 min

saved executing a  
calling tree by sending  
out one page to all staff

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UNION HOSPITAL

50%

cut in communication  
breakdowns

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TIDALHEALTH PENINSULA  
REGIONAL

70%

reduction in code  
blue rate

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UNIVERSITY OF MARYLAND  
CAPITAL REGIONAL HEALTH

50%

reduction in critical  
code launch time at  
University

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ST. DOMINIC HOSPITAL

75%

reduced emergency  
process training time

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SENTARA HEALTH

98%

decrease in pages sent  
to invalid devices

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UNITYPOINT HEALTH - MERITER

67%

reduction in time spent  
updating department  
on-call schedules

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FRANCISCAN HEALTH MICHIGAN  
CITY

1.5 min

cut in Code STEMI  
activation time

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VCU HEALTH

80%

reduction in false fire  
alarms (every false  
alarm costs \$5,000)

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PRESBYTERIAN HEALTHCARE  
SERVICES

85%

cut in formal complaints  
about delayed response  
to call light

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## Conclusion

At Spok, our purpose has never been more critical. We are focused on building upon our ESG framework and establishing key goals in 2021 within our pillars of focus. We are committed and prepared to continue our efforts this year and beyond and delivering long-term value for our stockholders. Together we can make a difference and create a better, more sustainable future for us all.