



# 2022

Environmental, Social,  
and Governance  
Annual Report

## Overview

This report details our performance on Environmental, Social, and Governance (ESG) topics and contains non-financial disclosures covering the period from January 1, 2021, to December 31, 2021, unless otherwise stated. Throughout 2021, we continued our commitment to make a positive impact on our community, environment, and stakeholders. Critical to this commitment is prioritizing the ESG issues and impacts that matter most to our stakeholders and driving these into the DNA of our Company. By adopting an Environmental Management System (EMS), Spok can review all internal business aspects to capture all necessary information. Spok currently works with third-party consultants to measure our ESG Impact Assessment and to form our goals based upon this assessment.

**Data Assurance.** The data contained in this report has been subject to internal verification procedures and may be limited due to information not available in prior years. Our calculation of Greenhouse Gas (GHG) emissions follows the World Resources Institute Greenhouse Gas Protocol methodology.

**Notes on non-financial reporting.** The non-financial information in this report is based upon all available information and the methods used to determine such data. Some disclosures may be based on assumptions due to the inherent measurement uncertainties. All data is verified both internally and by third parties.

## 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 Care Connect® platform 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.

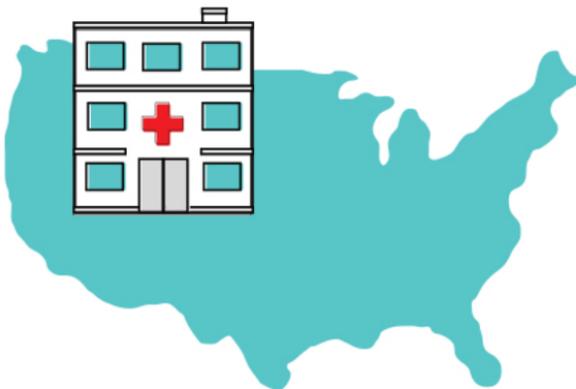
We deliver smart, reliable clinical communication and collaboration solutions to help protect the health, well-being, and safety of people in the United States and abroad in Europe, Canada, Australia, Asia, and the Middle East. Our customers rely on Spok for workflow improvement, secure texting, paging 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.

## Our ESG strategy

Guided by our purpose and our stakeholders, 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 stakeholders 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. In 2021, we continued our ESG strategy 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 environmental 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, improved decision-making, and ultimately creates long-term value. In this report we aim to set out our approach.



- ✔ **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

Our core values continue to set the stage for our ESG strategy, and we have integrated ESG considerations into everything that we do. 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**

## Board Oversight

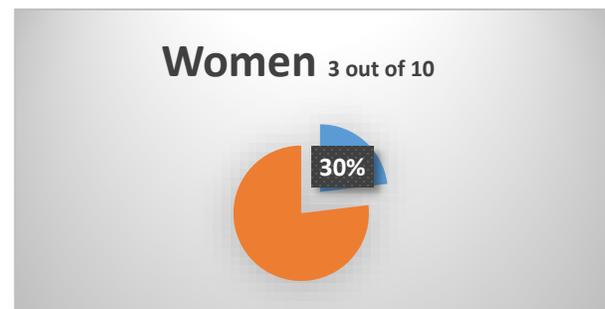
The Board of Directors maintain high standards for the Company’s management, employees, officers, and directors. The primary responsibility of our Board is to foster the long-term success of the Company and, in turn, to oversee the generation of long-term stockholder value. In fulfilling this role, each director must exercise his or her good faith business judgment for the best interests of the Company. The Board has responsibility for establishing broad corporate policies, setting strategic direction, and overseeing management, which is responsible for the day-to-day operations of the Company.

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 in 2021, works 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.

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, 2021, our ten-member Board included three Directors who are women and one who is racially or ethnically diverse.



### ESG Oversight

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 reports quarterly to the Board on our ESG priorities and efforts.

## Engagement of our Stakeholders

Spok recognizes the importance of addressing issues beyond the traditional scope of the business purpose of the Company. We focus on addressing the economic and social issues that serve not only our customers and stockholders, but the larger communities that we impact as a business. With our suite of solutions serving key players throughout the healthcare community, we exist to serve a diverse set of stakeholders. Spok has several policies in place regarding ethical and compliant practices for its directors, officers, employees, and vendors, including:

- Code of Business Conduct and Ethics
- Corporate Governance Guidelines
- Anti-Bribery and Anti-Corruption Policy
- Insider Trading Policy
- Clawback Policy
- Corporate and Social Responsibility Policy
- Hedging and Pledging Policy
- Anti-Harassment and Non-Discrimination Policy
- Diversity, Equity, and Inclusion Policy
- Enterprise Human Rights Policy
- Enterprise Labor Rights Policy
- Vendor Code of Conduct
- Vendor Diversity Policy

These policies and others may be found on our website.

## Stockholders

Spok welcomes a collaborative approach and values the input from 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 2021, 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 2021 that outlined several key operational areas within the Company.

## Customers

Our Customer User Group consists of over 400 participants and provides us with an unfiltered view of our solutions and technology, consumer, and business issues. This group plays a key role in our development of policy and business decisions.

## 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 to and learning from our employees by hosting town halls and providing updates on the state of the Company. Our Diversity and Inclusion Council works with our senior leaders to ensure we advance our strategy.

## Our Code of Conduct and Ethics

At Spok, we are defined by our values and our Code of Conduct Policy is the cornerstone of our corporation. It is a powerful tool that assists our employees in making choices that put their values into action. The Code provides employees with clear standards, helpful examples, and information about where to go when they need guidance about ethical decision making or wish to raise compliance concerns including our 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 Spok employees complete mandatory Code of Conduct training annually and 100% of our employees completed this training in 2021.

## **Anti-Bribery and Corruption**

Spok operates in the highly regulated industry of healthcare and as such adherence to anti-bribery and corruption is paramount to our business. 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. Our continued success depends upon our reputation for professionalism and integrity, which requires us all to maintain high standards of ethical conduct in our operations in the United States and in all countries in which we do business. As part of our mandatory Code of Conduct, our employees are trained annually on anti-bribery and corruption each year. For 2021, 100% of our employees completed this training.

## **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. During 2021, Spok did not engage 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, and we are dedicated to maintaining an environment where everyone feels valued. 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. We have built a high-performance culture where everyone feels they belong, and diversity of thought is embraced, and we work hard to maintain that. Equality in employment is an essential part of our business and is necessary to contribute to a culture of respect. We provide equitable opportunities to all individuals without regard to age, race, color, national origin, ancestry, citizenship, religion, gender, sexual orientation, gender identity, disability, protected veteran status or any other protected status or characteristic. There is increasing competition to attract and retain strong people for highly skilled positions. Through continuous feedback from employee surveys, town halls, 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

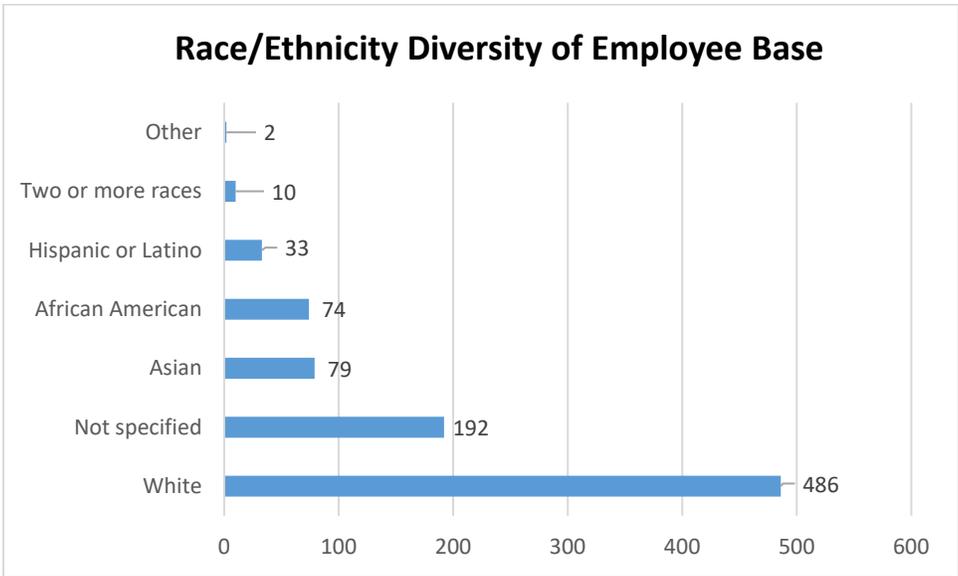
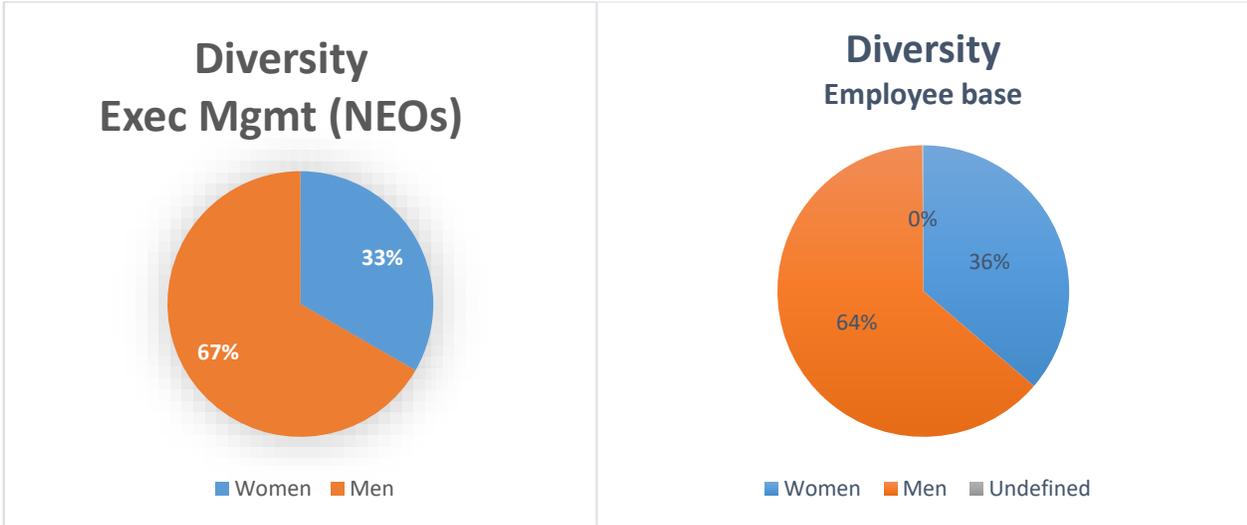
Our Diversity and Inclusion Council formed in 2020 continues to focus on the diversity, equity, and inclusion (DEI) of our Company. The Council is made up of employees representing multiple business segments. The Council is committed to improving the understanding of how DEI affect the accomplishment 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.

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.

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 continue to engage in 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.

In 2021, our employee diversity reflected that 36% of our employee base was female with our Executive Management (NEOs) reflecting as 33% female.



**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 to reinforce our commitment to a diverse and hospitable work environment.

Our Labor Rights Policy 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.

### **Attracting and retaining talent**

Exceptional talent is the difference between a good organization and a great one. We strive to attract the best talent for our business through strategic recruitment, competitive compensation, and benefits and the assurance of an open, welcoming, and safe work environment. We maintain strong relationships and partners focused on underserved communities to build a more diverse pool of talent.

### **Competitive compensation and benefits**

We strive to attract talent and be an employer of choice by offering our employees competitive total reward packages to care for their financial, physical, and emotional well-being. Our comprehensive total program includes competitive base pay, incentives, and a robust 401(k) savings plan. Our employees receive seven paid company holidays, two paid personal days and, based on years of service, two to six weeks of paid vacation. We provide comprehensive medical, dental, vision, life insurance, and disability coverage to all our employees. We also provide mental health and emotional wellness programs, which are free and available 24 hours a day, 365 days a year.

### **Learning and development**

Spok provides training and development at every level to enhance skills and advance careers. We provide employees with learning solutions that support their professional growth. In 2021, we provided over 800 hours in training. We believe that everyone has the capacity to not only contribute to our overall success but also to lead the way. We invest in a range of formal and informal development opportunities to strengthen the leadership capabilities of our team. As employees grow in their careers and take on new leadership roles, we support their success through tailored development opportunities.

Spok has a tuition assistance program to fund higher education studies. Employees can receive up to \$5,000 annually to assist with these costs.

### **Non-discrimination policy**

Spok is committed to a workplace free from unlawful discrimination and harassment and does not tolerate discriminatory or harassing behavior of any kind. Our zero-tolerance policy applies to any conduct that has the

purpose or effect of creating an intimidating, hostile, or offensive work environment. Any employee who believes they have been the subject of, or is aware of, discrimination, harassment, or retaliation can report this in several ways – to their supervisor, to the human resources department, or to our Ethics Hotline. Our Ethics Hotline is available 24 hours a day, seven days a week, and can accommodate calls in numerous languages, as well as anonymous reports. Regardless how complaints are reported, each complaint is handled in a confidential manner, and information is shared only on a need-to-know basis. All complaints are investigated and addressed with appropriate corrective action, up to and including termination of employment. Spok prohibits any form of retaliation against employees who file these types of complaints and committing an act of retaliation alone can be cause for appropriate corrective action, including termination of employment.

## COVID-19

Spok continues to support our employees throughout this challenging time. Information about health and safety, response plans and policy changes are communicated to our team regularly through multiple channels. We update all our stakeholders as these become available, as well as remind employees of existing helpful resources available to them, including those related to mental health support.

## Products

We continue to 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.

Throughout 2021, we have continued to assist our customers with adjusting their procedures and protocols for pandemic conditions which continues to allow operations in their organizations safely and effectively.

## 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 for functionality or production of a product manufactured or contracted for manufacture by Spok. Our Conflicts Minerals Policy is available on our website. Spok disseminates 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, uses 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 and we conduct these annually. Documentation of such review is maintained on those vendors by the Company. 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.

Spok maintains a 5% annual minority spending goal with our Suppliers. This goal has been held for several years and is measured and tracked each quarter.

## Supplier Environment Assessment

Integrity is a core tenant of 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. We are committed to working with our suppliers with the shared goal of responsible business conduct. We engage our suppliers to promote social and environmental responsibility, including protection for the rights of workers.

## Network reliability

Spok is an industry leader in operating a reliable and resilient network that supports the needs of our customers. Our network includes various designs and technologies that enhance the reliability of our services. With the nation's largest paging coverage footprint, redundancy throughout network operations, and network

reliability of 99.92%, Spok has the power for our customers to communicate in the most critical situations. The resilience of our network reflects many years of significant investment so that we can continue to serve our customers even in times of crisis, whether it be from floods, hurricanes, pandemics or other unforeseeable events.

## 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. Our comprehensive information security program includes vulnerability management, antivirus and malware protection, file integrity monitoring, encryption, and access control.

We continually assess 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 several times a year as well as monthly reminders regarding 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. We continuously conduct exercises with our staff to carefully study and incorporate the results into our program.

Our security program is independently validated against industry best practice and high security standards. To that end, Spok continues to maintain an annual 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. In addition, we employ external vulnerability scanning at multiple layers of the technology stack, with third-party validation occurring through external penetration testing.

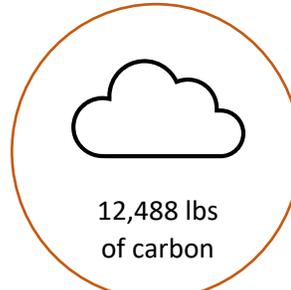
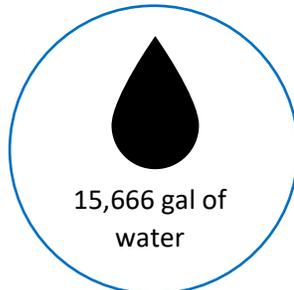
In 2021, Spok did not experience any data losses or breaches.

# Operations

## Energy and Emissions

Spok has committed itself to be a leader in green initiatives and has taken several significant steps in reducing the impact of our solutions and operation on energy usage and the health of our planet. 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 us usage effectiveness monitoring and reporting)
- Improving facility airflow management.
- Upgrading, recycling, repurposing and decommissioning batteries, pagers, and other products.
- Reducing 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.
- Maintaining travel distance records of all business travel, whether by driving or flying, in order to reduce GHG emissions.
- Establishing a work environment where our employees work remotely, reducing carbon emissions associated with day-to-day work commutes and land usage for office space.
- Reducing environmental impact associated with business transactions by utilizing a Contract Lifecycle Management system, saving thousands of pounds of wood, water, carbon, and waste as listed below.



Spok has voluntarily disclosed the greenhouse gas emissions associated with our operational energy consumption for Scope 1 and Scope 3 for 2021. As our operational buildings are gathering data necessary for the calculation for Scope 2, we anticipate having this calculation at a later point.

<b>GHG emissions</b>	
<i>Co2e(metric tons)</i>	<b>2021</b>
Scope 1	597.5
Scope 3	1100.2

**Scope 1:** All direct sources of emissions owned or controlled by Spok with the main categories being fuel to power our fleet and other equipment.

**Scope 3:** Indirect emissions associated with Spok’s upstream and downstream value chain and employee business travel.

As our operations and ESG focus continue, we are dedicated to capturing all data necessary to disclose all emissions associated with our business.

## 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.

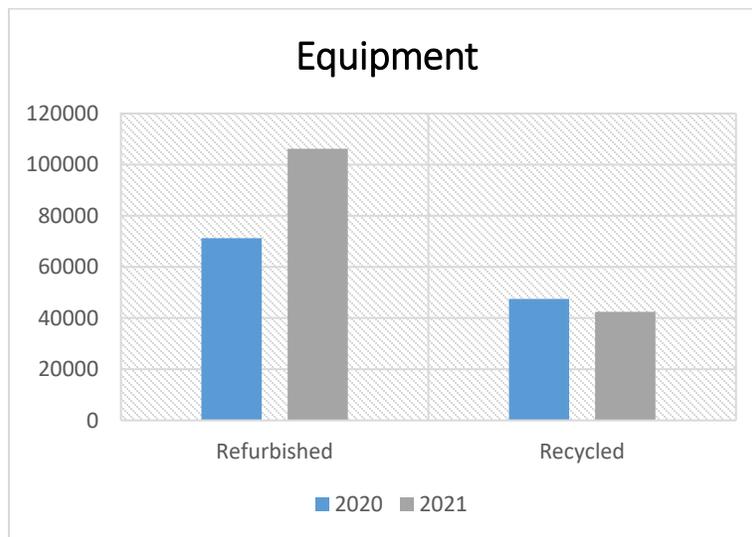
Our environmental governance structure is supported by cross-functional senior management and our Board’s Nominating and Governance Committee of our Board of Directors with direct oversight. Our Climate Policy outlines our standards and management approach. To meet our goals, we focus on the areas where we have the greatest impact – primarily energy use and associated GHG emissions and waste. We are committed to reducing our greenhouse gas footprint, and engaging 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 will 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 and expect to announce our goals along with the progress towards them. Our Climate Policy is available on our website.

## Waste

Spok continues our commitment 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. We continue to collect an average of 75% of our communications equipment and reuse it each year with the remainder being recycled. Spok recycles telecommunications equipment, batteries, wood poles, electronics, copper wire, fluorescent lamps, and fleet oil.

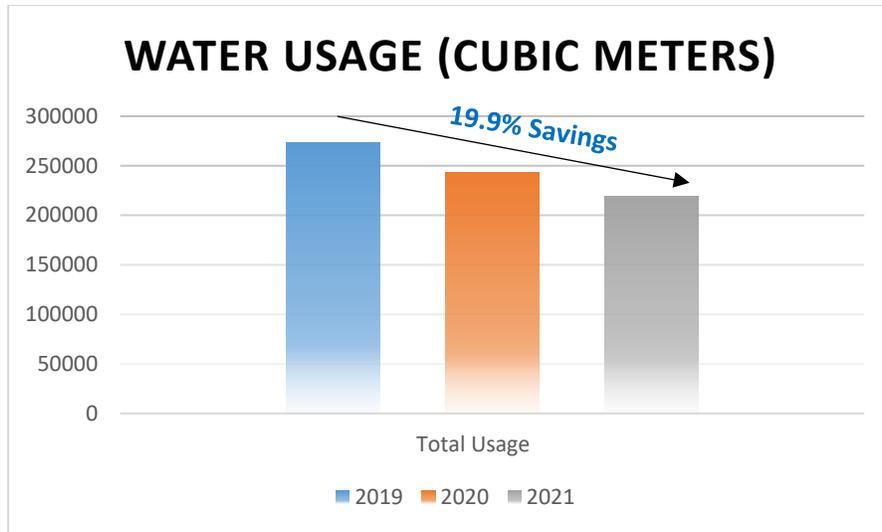


Spok values the security of customer, company and employee-related paperwork and non-paper media. Spok uses a secure shed program where employees dispose of company documents and media through responsible recycling practices. In 2021, more than 2.72 metric tons of paper was shredded and recycled.

## Water

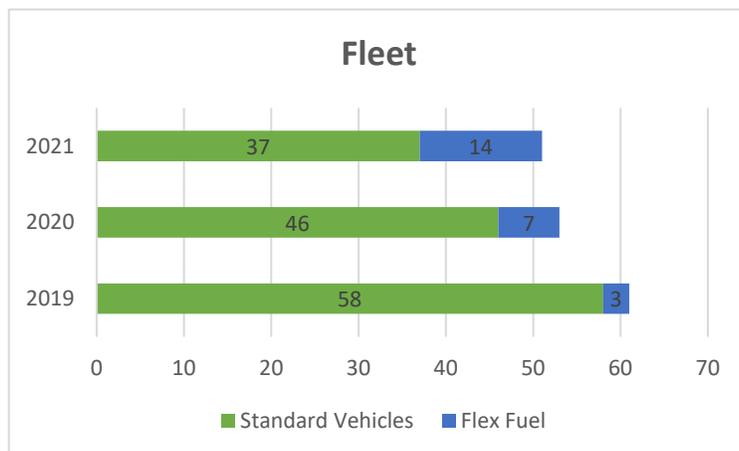
Global communities continue to face increasing water shortages or quality issues. We are focusing on reducing our water use across our facilities to protect the world's limited fresh water supply and shared ecosystem.

In 2021, we used 219,216 cubic meters of water, a 10% decrease from 2020. We attribute some of this reduction to the installation of high efficiency water products and appliances in all our facilities and remote operations. Since 2019, we have decreased our water usage over 19%.



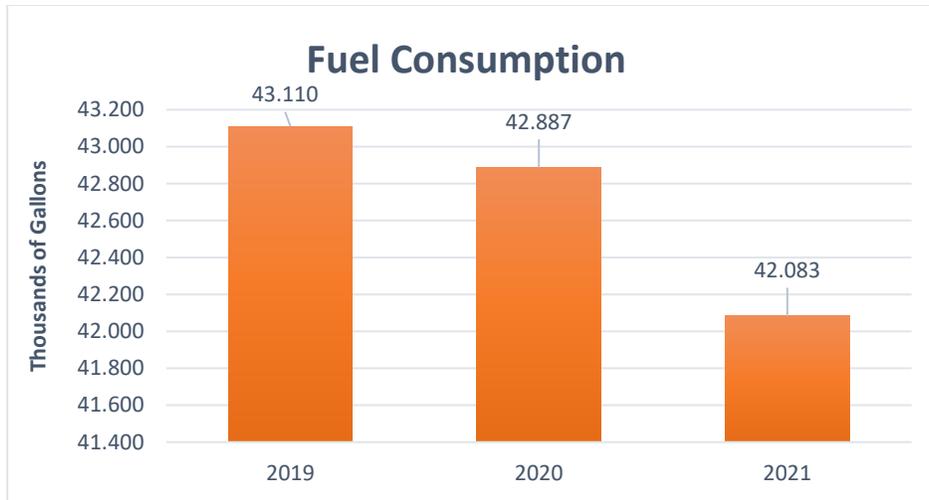
## Fleet

Spok is taking a variety of approaches to reduce our fleet emissions by reducing the number of vehicles we utilize to transitioning our fleet to flex-fuel vehicles that will reduce our greenhouse gas emissions. We doubled our vehicles with flex-fuel in 2021 while decreasing our overall vehicle usage and look to increase that number through the coming years.



**20% reduction in  
total vehicles  
since 2019**

We continue to decrease our fuel consumption year over year as our older vehicles are replaced with more efficient engines and fuel options.



## Buildings

We are actively taking steps to review the necessary square footage of our operations as well as the energy efficiency of those buildings that we lease. Our goal for 2022 is a 30% reduction of our carbon footprint with similar reductions in 2023 and 2024.

Our Headquarters, located in Alexandria, Virginia, resides in a building that has achieved Fitwel Viral Response Certification in 2021. With this certification, the Center for Active Design (CfAD), which operates Fitwel, has confirmed that the approach to Health Security, detailed in their Health Security Plan, aligns with evidence-based strategies for mitigating the spread of infectious respiratory diseases in the workplace.

## 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.

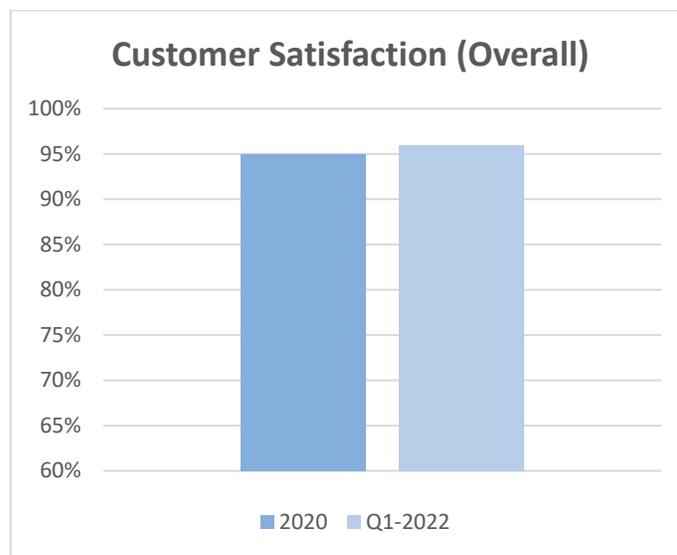
Even during the pandemic, we have created a culture of giving back and are committed to keeping corporate responsibility a part of everyday work. Our success as a company results from the care and compassion of our team members who bring our culture to life each day. Our team members generously volunteer 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 150 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.
- 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 storms.
- Annual food drive to support local foodbanks near our locations in Virginia and Texas.
- Annual support of the Toy for Tots campaign at our locations in Virginia and Texas.
- Sponsorship of planting over 600 trees representing each employee employed by Spok.

## 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. We survey our customers every two years to ensure that we are performing in peak condition. This survey consists of six (6) factors including knowledge, professionalism, responsiveness, resolution, customer effort, and overall experience. Our goal is to maintain a 95% overall rating. In 2020 we met our goal while in 2022 we exceeded that goal.



## Conclusion

At Spok, our purpose and focus on ESG has never been more critical. We continue to build upon our ESG framework while establishing key goals each year within our pillars of focus. We are committed and prepared to continue our efforts and deliver long-term value for all our stakeholders. We believe together we can make a difference and create a better, more sustainable future for us all.



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## ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: 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 Care Connect® platform 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.

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