

# 2024

## 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, 2023, to December 31, 2023, unless otherwise stated. While streamlining our business operations, we remain steadfast in putting our stakeholders at the forefront of everything we do. Throughout 2023, we continued our commitment to make a positive impact on our community, environment, and stakeholders. We continued to integrate our ESG strategy into strategic and operational decision-making to make us a stronger, more resilient company. Critical to this commitment is prioritizing ESG values that matter most to our stakeholders and incorporating these into the DNA of our company. By adopting an Environmental Management System (“EMS”), Spok can review all internal business systems to capture the necessary information. Spok continues to work with third-party consultants to measure our ESG Impact Assessment and to form our goals based upon this assessment.

**Data Quality.** The data contained in this report has been subject to certain internal verification procedures; however, methodologies and data quality continue to evolve. As such, we cannot guarantee that our disclosures will not change going forward, and information 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 available information, as well as certain methods used to determine such data which continue to evolve. Some disclosures may be based on assumptions due to the inherent measurement uncertainties.

## 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 70 million messages each month through their Spok® solutions. Spok enables smarter, faster clinical communication.

We deliver world-class smart and 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. Other key highlights are:

- Over 2,200 hospitals use Spok for clinical communications.
- In 2023, 7 of 10 children's hospitals and 20 of 22 adult hospitals named to [U.S. News & World Report's 2022-2023 Best Hospitals Honor Roll](#) use Spok to facilitate care collaboration and support patient care. Over the past decade, nearly every hospital named to the Best Hospitals Honor Roll has relied on Spok solutions. For the previous nine years, Spok has provided solutions to all of the adult Best Hospitals and in eight of those years to all of the children's Best Hospitals. Spok is the only clinical communication and collaboration technology provider with this distinction.
- Over 70 million messages sent each month.
- 67% of Magnet hospitals use Spok solutions. A Magnet designated hospital is a medical facility considered to be the gold standard for nursing practice and innovation.

## Our ESG strategy

Guided by our mission and the values of our stakeholders, customers, communities, and others, we are committed to being an industry leader with respect to ESG. We continue to use our 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. Our executive management team, board of directors ("Board") and employees recognize the integral role that our corporate mission and culture plays in the company's long-term success, long-term growth, and strong financial stability. Delivering on Spok's strategy takes more than the best technology, it takes the best people. Our ability to proactively manage relevant risks and opportunities demonstrates the effective leadership and governance principles that investors desire and deserve. We continue to review the ESG issues that are most important to our stakeholders and most relevant to our business. We continue our commitment to our policies in climate, human rights and other areas and our framework to manage how we will measure, improve, and succeed in our stewardship across the many factors of ESG. In 2023, we continued to build and expand 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 across our business as well as foster a culture of integrity. Operating as a responsible business is essential to earning our customers' trust and building a world-class brand. 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 continue our focus each year 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.

Our core values continue to set the stage for our ESG strategy, and the ways in which we care for our customers, communities, environment, and employees defines our company. By putting these values first and foremost, we make progress each year and remain on the path to deliver meaningful value to all our stakeholders.

## 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**

## **Our ESG report**

Our ESG reporting is informed by emerging ESG regulations and related laws aligned with leading sustainability frameworks. Our stakeholder engagements as well as our ESG prioritization assessments are contributions each year to our ongoing ESG activity.

## Dedication to the UN Sustainable Development Goals (SDGs)

Spok is dedicated to the 17 Sustainable Development Goals (SDGs) as adopted by the UN Member States in 2015 and we align our reporting with the SASB Standard and the recommendations of the TCFD. We affirm that the policies and procedures we implement across our business ethics, governance and human rights are foundational to how we aim to operate as a responsible business.

We are focused on the ESG issues that we believe are most impactful to our business as well as our customers.

- **Climate Change** Measuring and reducing the impact to the climate through our operations by utilizing energy efficient efforts and low-carbon energy generation and sourcing.
- **Data Protection and Privacy** Protecting the security of our systems and networks. Continuously monitoring and updating our privacy program in accordance with data protection and privacy laws and regulations.
- **Diversity equity and Inclusion (DEI)** Creating an engaging and inclusive culture by providing equal opportunities regardless of race, national origin, gender, sexual orientation, gender identity or expression, disability, veteran/military status, age, experiences, and ways of thinking.
- **Talent attraction and Retention** Training and development of employees and providing opportunities to engage in sponsored activities. Providing support for community activities.
- **Network reliability and resilience** Safeguarding our network and our solutions' reliability and resilience.
- **Employee health and safety** Promoting employee health and well-being through benefits and work surroundings.
- **Labor practices and Competitive behavior** Upholding our employee's rights by compliance with labor laws, antitrust laws, and fair competition. Complying with intellectual property rights.
- **Supply chain Management** Supply chain management promoting ethical and diversified environments.

## Board Oversight

Our 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 six Directors in 2023, works to oversee all aspects of the company with the assistance of three 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 for our policies and practices to align with evolving market practice.

The Nominating and Governance Committee consisting of three (3) independent Directors oversees Spok's ESG matters and works closely with our management-level ESG committee.

## 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 contribute to the overall diversity of experience on the board, to strengthen and increase the overall breadth of skills and qualifications of our Board. As of December 31, 2023, our six-member Board included two Directors who are women and one who is racially or ethnically diverse.

## ESG Oversight

The Nominating and Governance Committee oversees the work of our management-level ESG Committee. Our ESG Committee consists of a cross-functional team focusing on our core ESG pillars and strategic areas including governance, human rights, environmental sustainability, climate change and digital transformation. Our team furthered their ESG leadership throughout 2023 by participating in podcasts, interviews, and panel discussions. 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, including these issues can still impact our business performance and perception. 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 interact with 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 proactively engages with our investors and other key stakeholders. We value the input from our stockholders to understand their perspectives on corporate governance, compensation and ESG topics. We believe these open, transparent, and collaborative exchanges with our stockholders lead to increased accountability and create long-term value. We share what we learn from these conversations with our Board and senior management.

Throughout 2023, we continued our stockholder engagement by conducting quarterly reviews of our financial and operating results and meeting individually with many that requested a meeting with senior management.



## Customers

Our customers provide us with an unfiltered view of our network, solutions, and technology. They outline any business issues and work closely with us for resolutions needed. They represent a key input into our product roadmap and related capital allocation planning.

## Employees

We believe employee engagement is critical to driving growth and it directly impacts the success of 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 help 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, vendors, stockholders, and all other 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. Reports are kept anonymous to the extent possible, 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 2023.

In 2023, Spok did not receive any ethic complaints.

## **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 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 as well as compliance with applicable antitrust laws. 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 2023, 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 occurs. During 2023, 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 employees' 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 strive to provide equitable opportunities to all individuals without regard to age, race, color, national origin, ancestry, citizenship, religion, gender, sexual orientation, or 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, 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

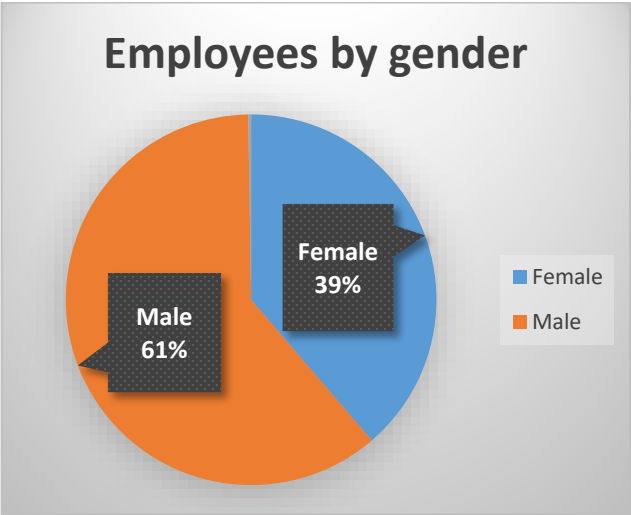
Our Diversity and Inclusion Council formed in 2020 continues to focus on the diversity, equity, and inclusion ("DEI") of our company. The Council is made up of employees representing multiple business segments. The Council is committed to improving the understanding of how DEI affects the accomplishment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

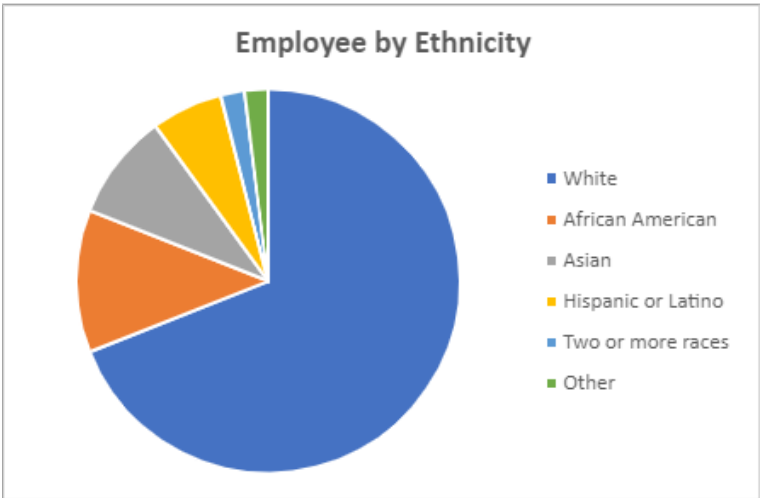
We strive to provide an inspiring, impactful, and dynamic experience for all our employees. We invest in our employees to remain an employer of choice and to inspire leadership, creativity, execution, and personal growth. In our daily work, we value and reward client focus, integrity, collaboration, 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 2023, our employee diversity continued to reflect that 39% of our employee base was female with our Executive Management (NEOs) reflecting 25% as female.



Spok partners with many diversity-focused organizations to build our employer brand and recruit diverse talent. We place open positions on diversity-focused third-party platforms and traditional job sites. We encourage our employees to self-identify race, ethnicity, sexual orientation, gender identity and pronouns in order to better understand our workforce representation and to continue to grow meaningful programs and services.



## Human Rights

Our employees are our most valuable investments. Our human capital strategy is to build a workforce with the skills, potential and motivation to give the company a competitive edge. Our Board of Directors and Human Resources oversee our human capital strategy to attract and develop talent, inspire employee engagement, and create a diverse, equitable and inclusive workplace culture. We are 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. We provide tools and guidance to support these efforts to operate in a manner that is consistent with our commitment to respect human rights.

Our Labor Rights Policy and Human Rights Policy is aligned with the principles established within the Universal Declaration of Human Rights 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. To move the world forward takes more than the best technology; it takes the best people. Our human rights work focuses on our salient issues: the right to privacy, the right to be free from discrimination, the right to freedom of express and opinion, rights in the workplace and rights in the supply chain. We review these issues annually to understand the impact on our business and the external trends. Our 2023 work confirmed and provided new insights on our salient issues and the focus areas of our human rights work.

## Strategic recruitment

Exceptional talent is the difference between a good organization and a great one. We strive to attract the best talent for our business to support how and where we want to grow. We work with multiple channels to recruit the best candidates for our workforce, regardless of background. We also aim to conduct a consistent hiring process that considers all qualified candidates in a fair and equitable manner.

## 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, and, effective in 2023, unlimited flex time off. 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 supports their professional growth. In 2023, we provided over 2,000 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. 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.

## 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 critical 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 2023, we have continued to assist our customers with adjusting their procedures and protocols for ultimate business conditions which allow operations in their organizations to run safely and effectively.

## Quality and Safety

We strive to 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, aims to 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 expectations 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 comply with our standards, maintain policies and procedures to guard against illegal activity, 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**

Our approach to diversity 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 the opportunity for relationships with a diverse range of vendors, suppliers, and other partners. We encourage suppliers and vendors from traditionally underrepresented backgrounds 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 strives to maintain an annual minority spending goal with our Suppliers. In 2023, 3.13% of our spending was with minority groups.

## **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 comply with 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.

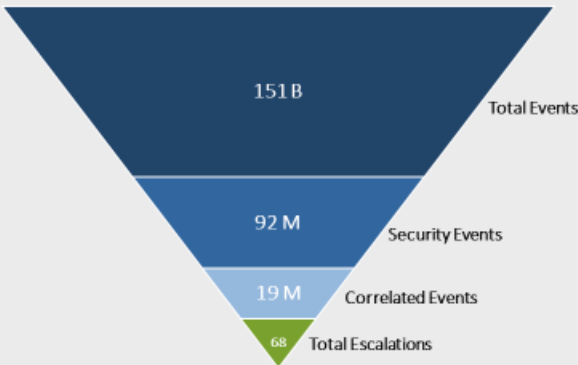
## **Data Privacy and Cyber Security**

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 Committee and Audit Committee of the Board of Directors, which consists of all independent Directors and meets quarterly to oversee 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. Threats are monitored and escalated as identified within our policies.



# 2023 Threat Detection / Incident Escalations



	1Q-23	2Q-23	3Q-23	4Q-23
<b>Events (Billions)</b>	62	31.6	29.7	27.1
<b>Escalations</b>	18	19	23	8
<b>Reportable Incidents</b>	0	0	0	0

In 2023, Spok did not experience any identified data losses or breaches. Our overall threat detections and incident escalations decreased from 2022.

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.

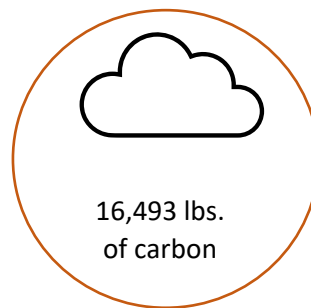
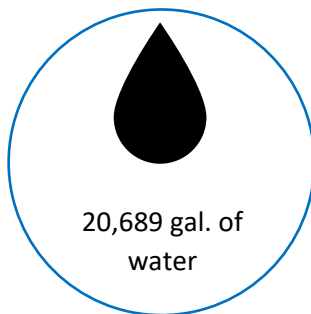
Our security program is independently validated against industry best practice and high security standards. To that end, Spok continues to maintain an annual System and Organization Controls (SOC) 2 Type II Compliance. This designation follows an extensive audit performed by a leading global professional 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. In addition, we employ external vulnerability scanning at multiple layers of the technology stack, with third-party validation occurring through external penetration testing.

## 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:

- Designing and operating a data 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 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 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, carbon, and waste, and gallons of water as listed below.



We continue to focus on our greenhouse gas emissions associated with our operational energy consumption. As our operations returned to normal levels in 2023, our greenhouse gas emissions for Scope 1 stayed relatively flat. We continued to see a decrease in our Scope 3 emissions as our carbon footprint continues to reduce year over year.

<b>GHG emissions</b>			
<i>Co2e (metric tons)</i>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Scope 1	597.5	343.8	374.2
Scope 3	1100.2	243.5	159.1

**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.

**Climate**

Spok acknowledges the scientific consensus that the climate is changing, 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 our business activities. This allows us to monitor activity across our global locations for how performance aligns with expectations. Spok continues to review business activities related both to our products and our operations for opportunities to reduce our climate impact.

Spok has concluded a climate risk matrix for our operations which will allow us to identify transition risks relating to potential market and policy changes and physical risks, such as extreme weather and long-term changes in climate. This will allow the company to identify long-term goals and interim targets to address these risks.

Our environmental governance structure is supported by a committee consisting of 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 believe we can 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 an opportunity 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

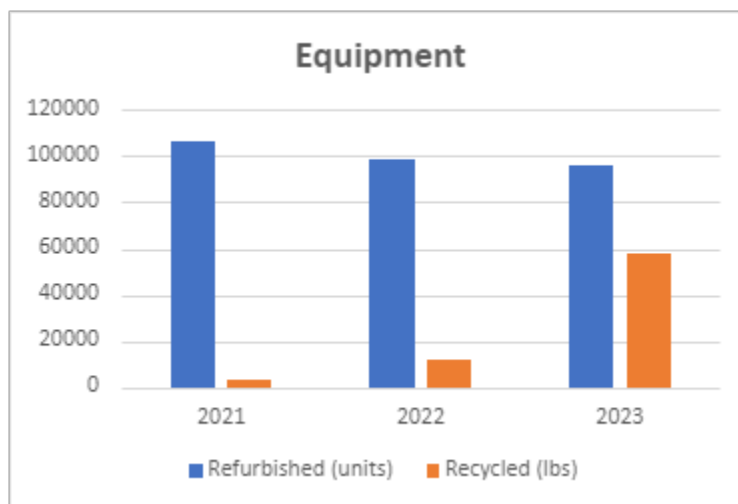
down emissions. We continue to improve the identification, oversight, and management of climate risk and expect in the future to announce our goals along with the progress towards them. Our Climate Policy is available on our website.

## 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 with the highest 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 over 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. In 2023, we implemented a program to recycle all equipment parts and particles allowing us to recycle over five (5) times our normal average. Our program will continue in 2024 implementing a new program for shipping packages and materials.

Spok values the security of customer, company and employee-related paperwork and non-paper media. Spok uses a secure shred program where employees dispose of company documents and media through responsible recycling practices.

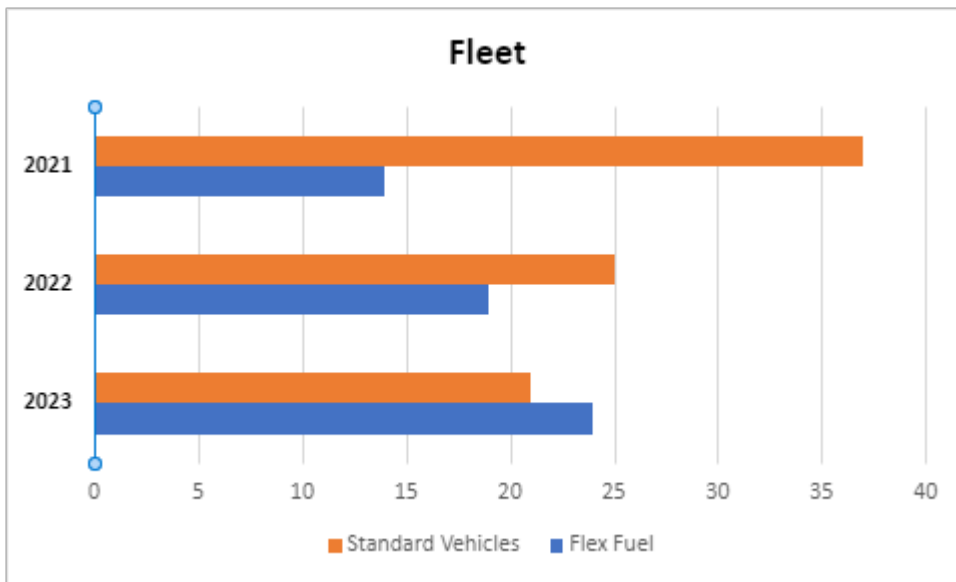


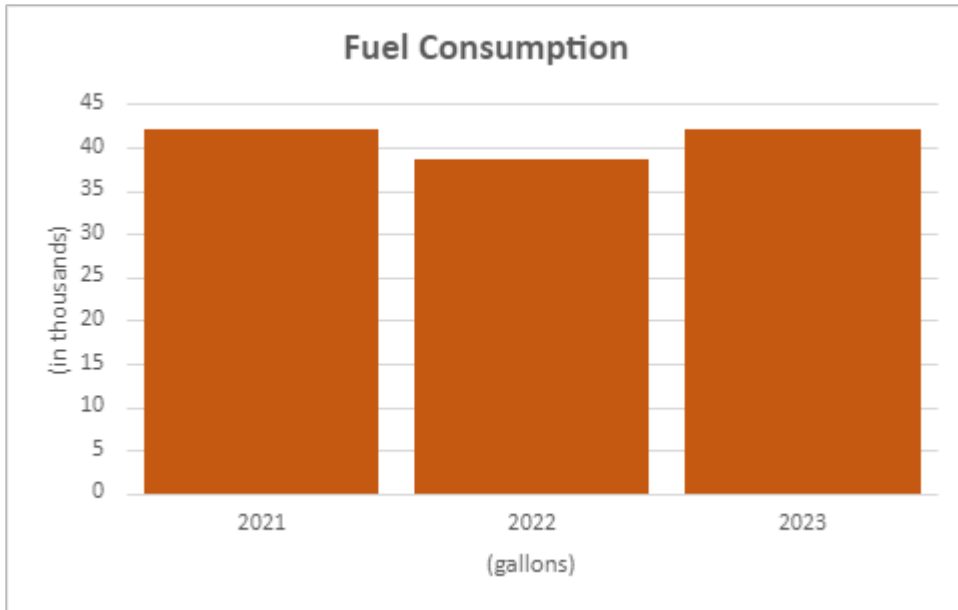
## Water

Global communities continue to face increasing water shortages or quality issues. We recognize its importance as a critical natural resource and are focused on reducing our water use across our facilities to protect the world's limited fresh water supply and shared ecosystem. Spok continues to decrease our water usage year over year especially as we decrease our carbon footprint.

## 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. The lack of electric vehicle (EV) models suitable for our commercial operations poses a challenge to Spok for fleet electrification. As we utilize larger commercial vehicles, there are few options for our use. We continue to replace our vehicles with flex-fuel options while decreasing our overall vehicle usage. In 2023, our flex fuel vehicles outpaced our standard vehicles reflecting our continued dedication to reducing greenhouse gas emissions. We continue to optimize our vehicle dispatching to minimize the miles driven to service our network and customers.





As customers returned to normal working conditions and many encountered an active hurricane season, our fuel consumption increased from the prior year but remained relatively flat to 2021.

### Carbon footprint

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. In 2023, we reduced our carbon footprint by 26% and anticipate a further reduction in 2024 of 45%.

Our Headquarters, located in Alexandria, Virginia resides in a building that has achieved Fitwel Viral Response Certification since 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.

We continue to create 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.

## 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 have 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 assess whether 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 which we met in 2023.



## Conclusion

At Spok, our continued 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.

## Important Notes and Disclaimers

This report contains forward-looking statements that set forth anticipated results based on management's current plans, known trends and assumptions. These statements are made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. Statements that are predictive in nature, that depend upon or refer to future events or conditions, or that include words such as "anticipate," "believe," "estimate," "expect," "intend," "will," "target," "forecast," "commit," and similar expressions, as they relate to Spok, are forward-looking statements.

Although these statements are based upon current plans, known trends and assumptions that management considers reasonable, they are subject to certain risks, uncertainties and assumptions, including but not limited to the risks discussed in our most current Annual Report on Form 10-K and any subsequent Quarterly Reports on Form 10-Q. Should known or unknown risks or uncertainties materialize, known trends change, or underlying assumptions prove inaccurate, actual results or outcomes may differ materially from past results and those described herein as anticipated, believed, estimated, expected, intended, targeted or forecasted. Investors are cautioned not to place undue reliance on these forward-looking statements. The Company undertakes no obligation to revise or update forward-looking statements, except as required by law.

Additionally, our discussions of ESG assessments, goals, and relevant issues herein or in other locations, including elsewhere on our corporate website, are informed by various ESG standards and frameworks (including standards for the measurement of underlying data) and the interests of various stakeholders. As such, while potentially significant, such statements are not necessarily, and should not be considered to be, material for purposes of Spok's mandatory reporting requirements, including under federal US securities laws, even if we use "material", "materiality", or similar language. Moreover, given the uncertainties and assumptions associated with certain of these matters, as well as the timelines involved, materiality is inherently difficult to assess far in advance.

Furthermore, much of this information is subject to assumptions, estimates or third-party information that is still evolving and is subject to change. While certain information in this report has been subject to internal verification processes [or external verification to a limited degree of

assurance], there are inherent limitations for some forms of information due to limitations in data availability or quality. Any errors or inaccuracies in information may result in actual results differing materially and adversely from what is reported.

Moreover, certain ESG matters may require substantial discretion; our approach to these or other ESG matters may also evolve, and we cannot guarantee that our approach will necessarily conform with a particular standard or stakeholder preference. For example, methodologies regarding the measurement and reporting of greenhouse gas emissions and other ESG metrics continue to evolve, and we cannot guarantee that our approach will align with the preferences of any particular stakeholder. While we reference various standards for our disclosures, we cannot guarantee, and any language of “alignment”, “following”, or similar should not be interpreted to mean, strict adherence to these standards. In addition, our disclosures based on any standards may change due to revisions in framework requirements, availability or quality of information, changes in our business or applicable government policies, or other factors, some of which may be beyond our control.

In addition, statements that “we believe” and similar statements reflect our beliefs and opinions on the relevant subject. These statements are based on information available to us as of the date of this report. While we believe that information provides a reasonable basis for these statements, that information may be limited or incomplete. Our statements should not be read to indicate that we have conducted an exhaustive inquiry into, or review of, all relevant information. These statements are inherently uncertain, and investors are cautioned not to unduly rely on these statements.

As a final note, website and document references in this report are provided for convenience and are expressly not incorporated by reference into this report.



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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<sup>®</sup> platform to enhance workflows for clinicians and support administrative compliance. Our customers send over 70 million messages each month through their Spok<sup>®</sup> solutions. Spok enables smarter, faster clinical communication.

[spok.com](http://spok.com)