

Environmental, social, and governance (ESG) at Spok, Inc.

—
ESG Framework | 2021 Overview



The four significant pillars of our ESG framework are governance, people, products, and operations.

Our ESG Framework

Guided by our value and mission in clinical communications and consistent with values of our stockholders, customers, communities, and others whose trust we value, we are committed to establishing an industry-leading ESG Framework.

We believe sustainability is a key part of our business strategy. 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.

Our Management Team and 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.

In fiscal year 2020 (FY20) we conducted our initial review of the environmental, social, and governance (ESG) issues that are most important to our stakeholders and most material to our business.

We have implemented policies outlining our ESG strategy. As a result, we developed an ESG Framework to manage how we measure our stewardship across these issues.

We are committed to progression and transparency throughout our collective ESG journey. Our 2020 ESG Annual Report shares our FY20 progress and FY21 initiatives across four significant pillars of our ESG Framework: Governance, People, Products and Operations.



Our Governance

We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on Spok Go®, Spok Care Connect® platforms, and wireless messaging service to enhance workflows for clinicians and support patient care.



100+
million messages
sent each month

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 and 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.

Our Board consists of ten Directors, nine of whom are considered independent. As we value and seek out diversity, 30% of our Board is female.

Our Board committees include:

- Audit
- Compensation
- Nominating and Governance
- Cybersecurity

Our Nominating and Governance Committee oversees our ESG work and will report to the Board our activity quarterly. Spok maintains a high ethical standard and strong governance is the core of our foundation. Ethical business conduct is the responsibility of all employees.

Employee certification and training occurs annually for our Employee Code of Business Conduct and Ethics. Any allegations of misconduct are reviewed by our Compliance Officer.

Our People

Diversity and Inclusion

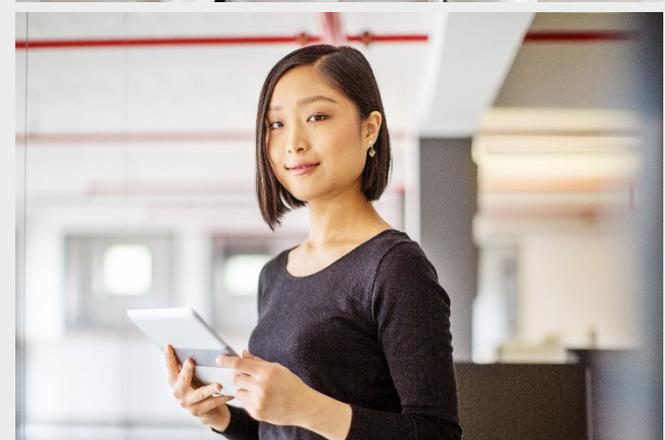
Inclusion, equality, and diversity are critical to Spok. We value all our employees and their wide array of backgrounds and experience. We believe that in promoting and supporting inclusiveness and by leveraging our diversity, we have a competitive edge that allows us to innovate and draw from our workforce's differing perspectives.

By bringing together employees from diverse backgrounds and providing each an opportunity to develop their skills and actively contribute to our mission, we cultivate an engaged workforce which in turn helps us deliver value to our customers.

To aid leadership in ensuring we provide for an inclusive and diverse work environment, Spok has a Diversity & Inclusion Council comprised of employees, predominately of color, that advises the leadership team.

Consistent with our Diversity & Inclusion policy, Spok commits to:

- Maintain a Diversity & Inclusion Council responsible for advising executive leadership.
- Use objective standards-based interviewing to ensure fair treatment throughout the recruiting process.
- Provide fair and equal pay regardless of gender, race, or other characteristics. To deliver on this commitment, Spok benchmarks pay ranges based on competitive market data that is reviewed and updated regularly and applies these benchmarks to both internal compensation and external offers to ensure our pay is both fair and competitive.
- Provide equal opportunity throughout the applicant and employment experience, from hiring through promotions, compensation, and benefits.
- Provide regular training to all employees on prevention of discrimination and harassment.
- Provide reasonable accommodation for religious observances and those with disabilities including veterans.
- Regularly analyze our employment practices to assure they are free from potential discrimination or bias.
- Promote technology careers in college career and job fair events engaging with diversity groups.
- Conduct outreach efforts to promote STEM education and career goals for women, veterans and minorities with a focus on technology, software, and engineering.

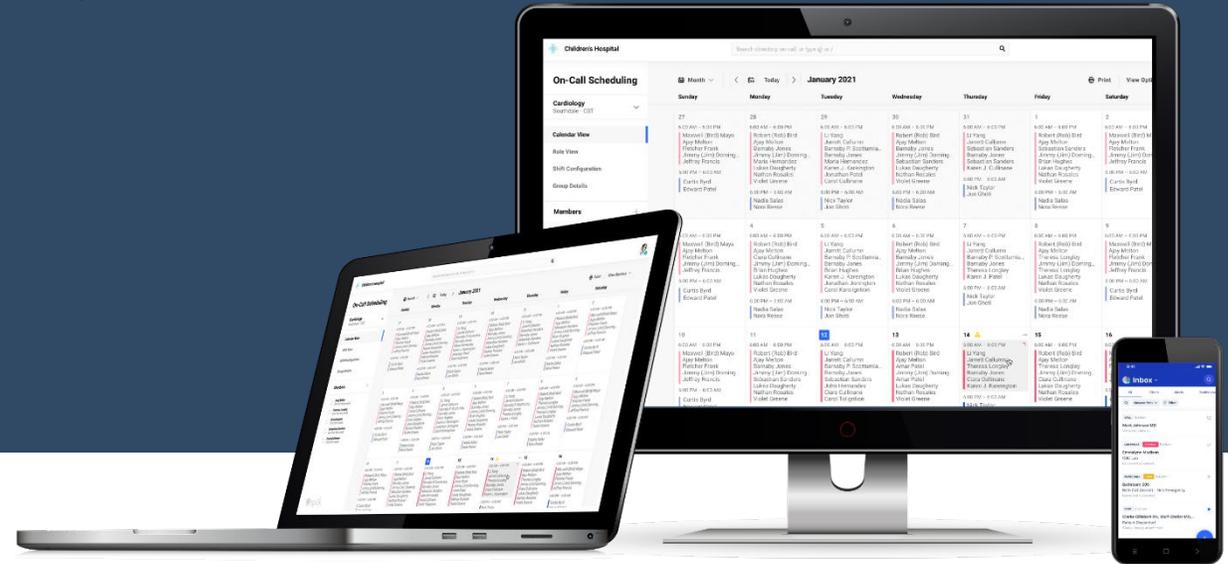
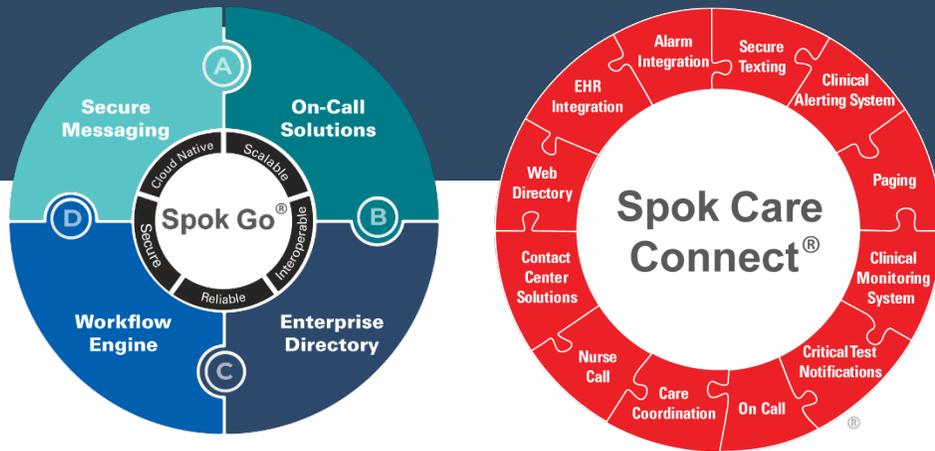


Our Products

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.

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.

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.



Our Products

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 customer council meeting where customers 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, briefs and white papers, webinars, research, and ongoing customer ROI metrics.



Our Products

Responsible Sourcing

Our operations impact people, products, and materials in our supply chains. It is imperative that we manage these supplier relationships. We approach our impact in the supply chain through sound management systems, governance, and learnings from key partnerships.

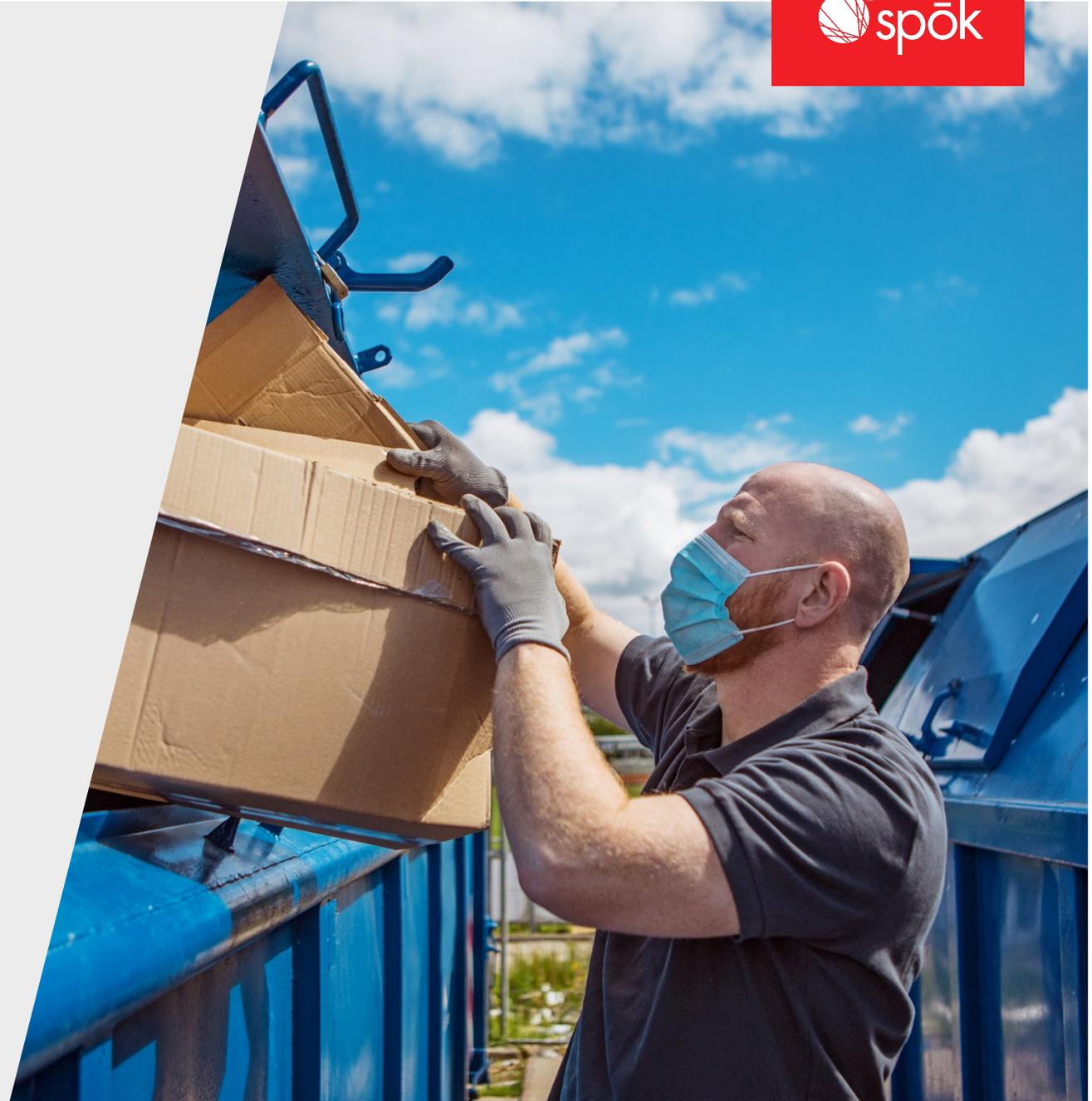
We use performance monitoring and audits to ensure our suppliers adhere to our Vendor Code of Conduct, which sets our ethical, social, labour, health and safety expectations and environmental behaviors. Our supply chains are managed by our executives and management to ensure a unified supplier management strategy across the organization.



Our Operations

Environmental Responsibility

Our strategy is to reduce our environmental footprint, manage our environmental risks, and promote environmental awareness with all our stakeholders. Our ESG policies outline our standards and management approach. In order to meet our goals, we focus on the areas where we have the greatest impact – primarily energy use and associated GHG emissions and waste. Our Environmental Management System (EMS) outlines our management, risk mitigation, and compliance requirements across all our business activities. Our environmental governance structure is supported by cross-functional senior management and our Board of Directors, Nominating and Governance Committee direct oversight. Key Initiatives are office buildings; tower sites; fleet operations; waste and recycle management.

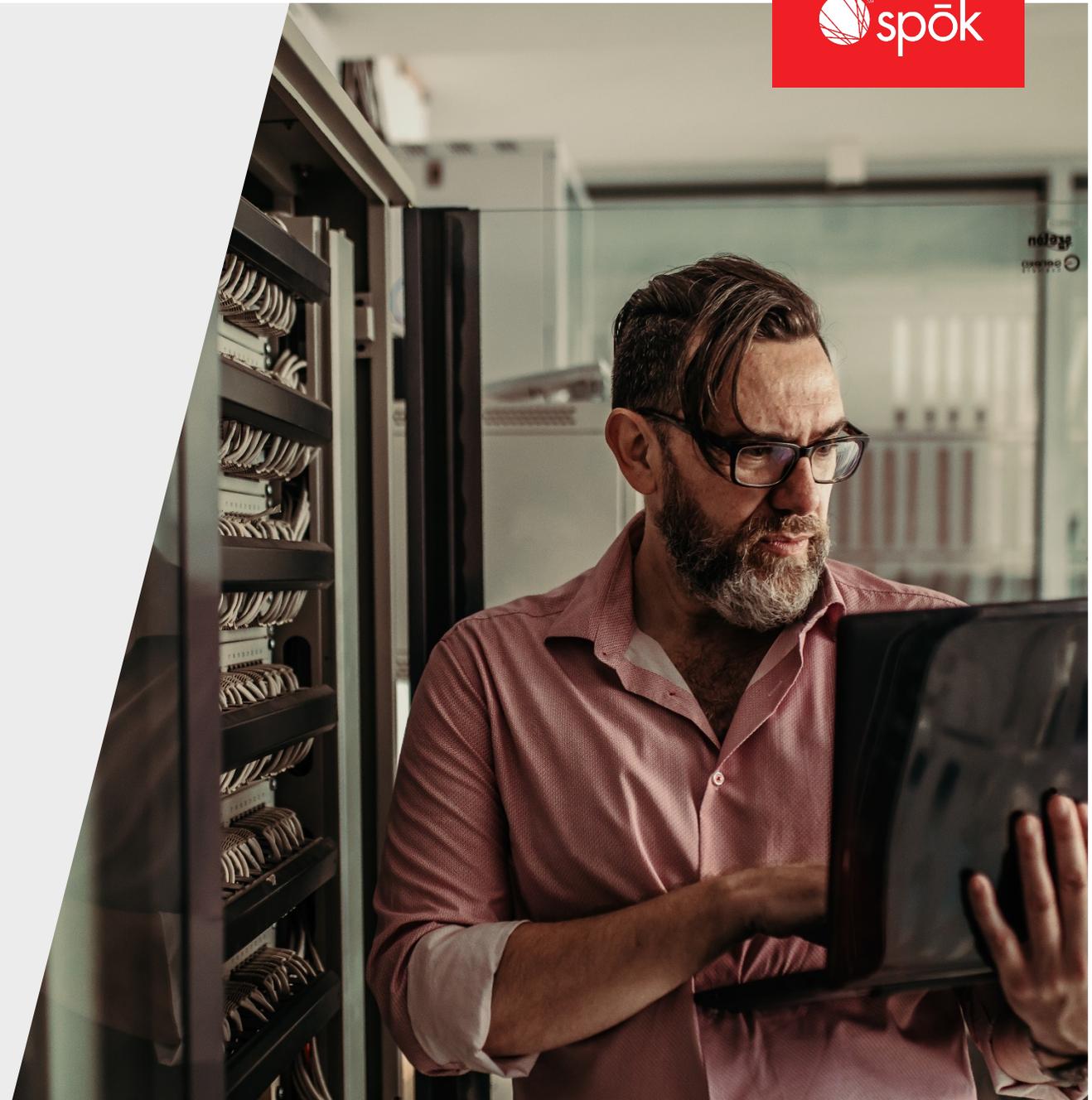


Our Operations

Cybersecurity

Protecting and securing data is at the heart of creating trust and a meaningful relationship with our stakeholders. All organizations, including Spok Holdings, Inc., need to be prepared to mitigate the increasingly sophisticated environment of cyber threats.

The Spok Holdings, Inc. Data Privacy Policy and Code of Conduct Policy outlines our responsibilities and practices regarding the protection of information of our employees, customers, and suppliers. All employees must participate in annual privacy training. Our Board Cyber Security Committee and Chief Information Officer oversees our compliance and is responsible for our information. Our Cyber Security team closely monitors emerging threats and continually introduces new controls to protect our employees and customers. We work with suppliers, governments, other telecommunications providers, and industry partners to help make our networks safe and secure.



For More Information

www.spok.com/corporate-and-social-responsibility/

CONTACT US

Spok Holdings, Inc.
5911 Kingstowne Village Parkway, 6th Floor
Alexandria, VA 22315
(703) 269-6850
(800) 231-2556 Sales
(866) 891-5653 Customer Care