



ViaPath Technologies

2022 | Corporate
Responsibility Report



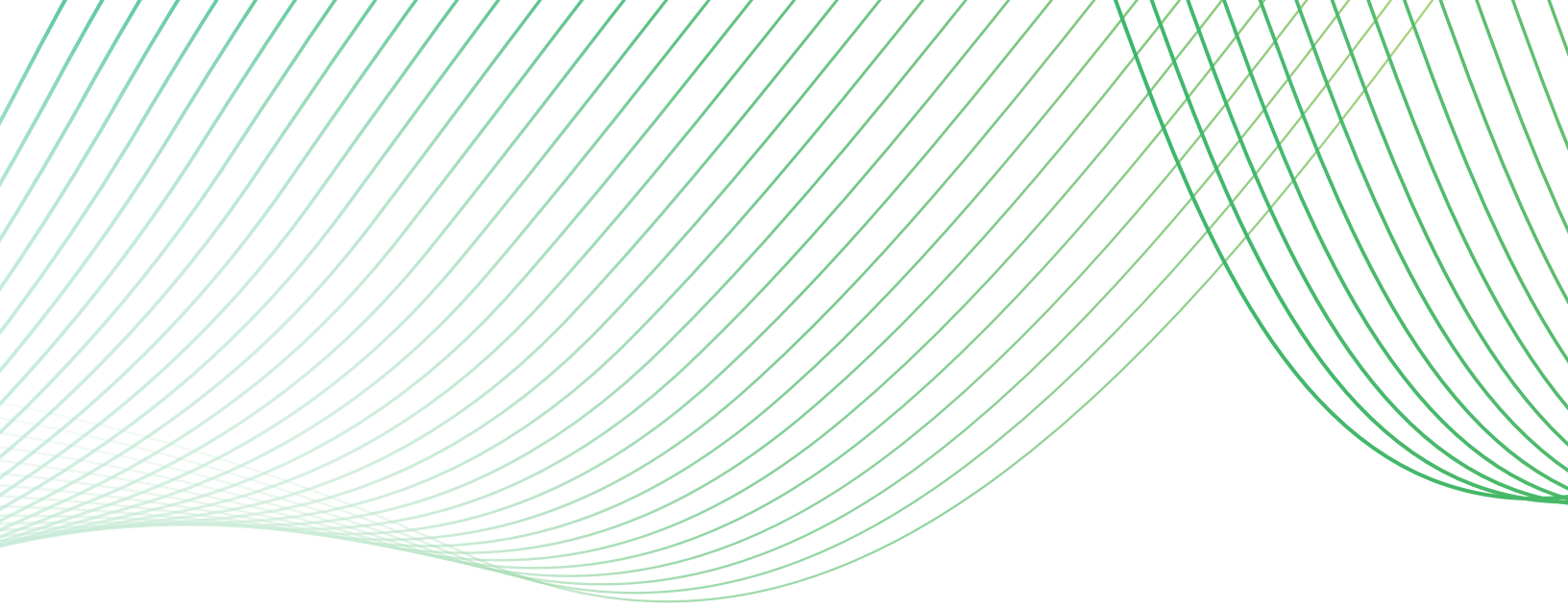


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Message from CEO, Deb Alderson

At ViaPath Technologies, our mission is focused on transforming the lives of incarcerated individuals and their family and friends through impactful communications and successful reintegration while enabling our corrections partners to develop safer and more secure environments.

As we began 2022, to better reflect that mission and vision, we rebranded our company as ViaPath Technologies from the former Global Tel*Link Corporation. Originating almost 33 years ago as a provider of secure telephone services for prisons and jails, our company early on recognized the importance of meaningful connections between incarcerated individuals and their loved ones.

As technology expanded, we took steps to drive innovation and the original phone services segued into additional communication services and operational systems that were customized to the unique and complex security concerns of correctional facilities and the populations they serve.

Our Inspire™ tablets were pivotal to realizing that mission as we now lead the industry with more than 450,000 tablets deployed. As a result, we nearly doubled inmate engagement with our tablets compared to 2021, recording more than 9.5 billion minutes of tablet use in 2022.

With the rebrand, throughout 2022 we refocused our efforts on reintegration and education. We

have established new partnerships to provide more free education and training content on our tablets, as well as access to job boards and an employment arm that will assist in finding jobs. These partnerships with multiple companies and organizations assist us in helping currently and formerly incarcerated individuals connect with employers, providing the means to break the cycle of recidivism and also provide a solution to the problems of unemployment and underemployment.

We also continued to work on lowering calling rates and providing free communication options, saving customers over \$100 million. Beginning in 2020 and continuing through 2022, the company has provided a baseline of free communications to all individuals using its systems across the U.S.

A continuing commitment of ViaPath Technologies is to lower costs further so that families and support networks can more easily stay in touch. Complementary to our commitment to decreasing costs is ViaPath's focus on increasing transparency, which includes evaluating policies and systems to simplify and improve clarity for consumers.

We closed 2022 with nearly full deployment of our best-in-class education, reentry, and reintegration program. We helped incarcerated individuals connect with their loved ones, the world outside, and begin a brighter future. In 2022, the incarcerated individuals we served collectively were engaged for 5.4 billion minutes in phone calls and 211 million minutes in video visitation sessions, and sent 260 million messages, including nine million shared photos.

Incarcerated individuals that we serve also achieved over four million learning hours, and we have added key partnerships with companies like Honest Jobs and CypherWorx to bolster educational opportunities and second chance hiring for incarcerated individuals across the country. And we're positioned to add more resources to our portfolio in 2023.

During 2022, we also saw significant developments in product innovation. ViaPath tablets now feature new entertainment content, including hundreds of hours of video footage and 2,000 new audiobooks.

ViaPath is focused on bringing the technology of today and tomorrow inside correctional facility walls. The delivery of broadband-enabled services via ViaPath's wireless platform to ViaPath tablets is changing the communications landscape for incarcerated individuals in ViaPath-served facilities who now have access to many more communications options beyond the payphone on the wall. ViaPath's deployment of broadband-enabled services in correctional facilities supports the Federal Communication Commission's (FCC) goal of broadband-for-all and the FCC's efforts to combat digital discrimination.

In addition to our work serving the incarcerated and their friends and family, we continued to successfully deliver solutions for correctional facilities and law enforcement agencies. Our investigations team has had a huge impact on ensuring the safety of facilities, the staff, and other incarcerated individuals. This year, the team investigated or prevented more than 1,700 narcotics incidents, more than 300 assaults, and more than 450 cases of fraudulent activities.

Lastly, we have worked to introduce new benefits focused on the overall health and wellbeing of our employees. We recognize that our employees are the main reason for our success and we are always looking for new and innovative ways to help them achieve a good life/work balance. This year, we instituted a new Flexible Time Off policy so that people can take the time they need without worrying about leave balances.

We have also enhanced our travel and expense process, delivered career progression training, enhanced our LMS offerings (almost 7,000 courses available), and found talent in this extremely competitive market. This year we also provided access to two new, no-cost benefits aimed at the overall well-being of our people – Peerfit and Care.com. We will continue to build a positive employee experience, which is why ViaPath Technologies was presented the 2023 Top Workplaces USA award, the third consecutive year we have won this prestigious recognition.

ViaPath Technologies is committed to delivering the products and services that set new industry standards. The pandemic has shown all of us the need for connectivity, the importance of believing in a better tomorrow, and how technology can transform lives. We want to make sure that individuals everywhere have the same opportunities—criminal records or not. And we also want to help transform facilities into safer environments for the staff and incarcerated alike. At ViaPath Technologies, we can do so by providing a means to connect with purpose.



Deborah H. Alderson
Chief Executive Officer

Company Overview

ViaPath Technologies is a leading global technology company that provides advanced communications, technology, financial, and management solutions that facilitate meaningful connections, provide educational opportunities, and enable successful reintegration for both current and formerly incarcerated individuals.

Working with more than 2,000 correctional facilities and prison systems across North America, the United Kingdom, and Australia, ViaPath offers a wide range of tools that account for the unique needs of incarcerated populations and corrections officers. ViaPath offers state-of-the-art secure solutions in technology, education/rehabilitation, payments, and intelligence that combine innovation, integration, and integrity to keep all stakeholders at the forefront.

ViaPath is headquartered in Falls Church, Virginia, with an employee presence of more than 1,200 dedicated individuals throughout North America. Innovation is the backbone of our business success, helping attract employee talent, enhance our brand's reputation, and advance new services.

SOLUTIONS & SERVICES

We provide communications, management solutions, and entertainment to justice-involved people and their friends and family, as well as correctional facilities. We place a strong emphasis on helping justice-involved individuals stay connected to their support networks because we understand that a successful journey depends upon support from various sources, including the people that are part of the process — justice-involved people, parolees, correctional staff, community connections, family and friends, and more.

Our products and services are designed to connect an individual to the information and support they need on their path to successful reentry and reintegration into their communities.

We believe that they deserve quality support and resources while on their pathway back to their friends, family, and community. Our focus remains on holistic care for incarcerated individuals and the backbone is providing best-in-class educational opportunities and resources through programs specifically designed for the incarcerated learner. Our goal is to bring returning citizens home and break the cycle of incarceration.





Outside of corrections, our Financial Services assists state and local governments streamline their payment processing. As a licensed or authorized money transmitter in all 50 states, as well as the District of Columbia and Puerto Rico, we are a trusted partner for agencies working to improve their child support services and ensuring custodial parents and their children receive their support in a timely manner.

STAKEHOLDER ENGAGEMENT

At ViaPath Technologies, we are devoted to our employees, justice-involved citizens, their friends and family as well as the staff and leadership of the correctional facilities we serve. Our mission to create impactful connections and provide industry-leading service remains our top priority.

Although our customer facilities provide the marketplace for our services, how and what services we provide must respond to the needs of all including justice-involved people, their families and friends, and correctional facilities and their staff.

Our business is regulated in several ways. Our services, our delivery models, our prices – all are subject to regulation of different forms, at various levels of government. The entities that shape those policies are key arbiters of our markets and we work diligently with them to ensure we can continue to provide our services to those in need.

INNOVATION

Innovation drives access to services and technology in our industry. Our investment in research and development (R&D) remains among the highest in the industry. We seek intellectual property rights to protect our innovations in significant technology and product advancements, while remaining focused on our mission to promote impactful connections and help break the cycle of incarceration.

We have an industry leading patent portfolio with over 320 U.S. patents and over 35 foreign patents with more than 100 additional patent applications pending. This robust portfolio covers



communications, wireless, tablets, intelligence, management systems, and support services as well as emerging technologies.

As part of our culture of innovation, we have moved beyond our historical reliance on WiFi to provide a true mobile experience inside correctional facilities. To that end, we now deploy Advanced Wireless Networking (AWN), Private LTE that offers sustained growth of tablets and applications, improved quality of service on critical services including voice and video, and industry-best security.

With AWN (pLTE) there are several competitive advantages compared with WiFi in many installation use cases:

- Faster time to completion with less infrastructure, meaning faster access to our services
- Fewer radios deployed providing higher capacity and performance to end users
- Safer, SIM-based authenticated network access controls
- Much higher quality of service and higher bandwidth
- Lower latency for video and voice applications
- More robust with higher application and content scalability

FREE COMMUNICATIONS PROGRAM

ViaPath Technologies understands the impact that the cost of communication services has on individuals and is committed to providing the lowest rates possible. In addition to the weekly, free communication options that we offer, ViaPath is continuously evaluating ways to lower the cost to consumers.

Over the past few years, ViaPath has lowered rates to consumers across the country saving them tens of millions of dollars to date. Since March of 2020, we have worked with our facility partners to provide free calls and other services to help justice-involved individuals stay connected to their loved ones.

We also signed on to the FCC's Keep Americans Connected Pledge to provide further assistance during the COVID-19 pandemic. Starting in August of 2020, ViaPath Technologies converted its calling program to a permanent, free weekly communication option available to all justice-involved individuals at a facility we serve.

This program underscores our understanding of the importance of communication and focuses on ensuring every single individual in these facilities has access to a baseline of free communication irrespective of their financial situation. This program has provided more than 100 million free calls to incarcerated individuals.



Community

ViaPath Technologies believes that reintegration is a process that begins immediately upon a person entering a correctional facility — and continues during and after release.

Therefore, we provide technology-based reintegration support, tools, and resources to justice-involved individuals that address criminogenic risk factors, such as substance abuse, education, and employment, in correctional facilities across the United States through ViaPath Technologies' educational programs such as CypherWorx that are installed exclusively on our secure tablets.

Our online education resources are seamlessly available pre-release and one year post-release to allow the opportunity to complete programming at the point the incarcerated learner exits a facility.

Since launching in September 2021 and through December of 2022, more than 3.7 million learning hours have been completed by incarcerated individuals on the ViaPath Technologies Inspire® tablets.

ViaPath Technologies' LMS has been used by nearly 165,000 unique incarcerated learners who have completed over 883,000 online courses.

Education is a key component of reducing recidivism and successfully reintegrating back into society:

- Incarcerated individuals who pursue educational programs are 48% less likely to be re-incarcerated. [SpringerLink]

- Individuals who completed an educational program while incarcerated were 13% more likely to find employment upon release, and individuals who completed vocational training were 28% more likely to find employment. [Justice Center]
- Studies show, the higher the degree, the lower the recidivism rate: 14% rate for individuals with an associate degree, 5.6% rate for individuals with a bachelor's degree, and 0% for those with a master's degree. [Northwestern]
- Research shows for every \$1 invested in prison education, taxpayers save \$4 to \$5 in reincarceration costs. [Brookings]

These course offerings are free of charge to all tablet users and cover a wide range of both personal and professional topics. Among the most accessed and completed are courses on substance addiction recovery, financial literacy, and culinary arts training.

In October 2022, we launched our new ViaPath Technologies Education, Reentry & Reintegration (ERR) portal. This ERR portal provides recently released individuals access to thousands of hours of training content and resources consisting of tech certifications, life skills, professional development, business skills, and more with login access from the ViaPath Technologies' website on a laptop, smartphone, or other connective device

They can also download important document resources such as the ViaPath Technologies Career Readiness Learning Path that was launched in July of 2022, which is an assessment that will help them be assigned specific eLearning courses based on their training needs and more.

In August 2022, ViaPath Technologies launched a new Reentry Resource Database which includes a resource registry with hundreds of national and local organizations that support reintegration, reentry, and education.

We put providing our stakeholders with best-in-class education and recovery resources at the forefront of our mission and work hard to establish and maintain strategic partnerships. These include:

CypherWorx

We are proud to work exclusively with CypherWorx, a leader in the eLearning space, to bring a comprehensive education system to our incarcerated learners through our ViaPath Technologies tablets. Offering more than 2,000 eLearning courses in a variety of categories, CypherWorx offers the latest online course content, and the technology to make the learning easily accessible to all. Available on the ViaPath tablets, their robust course catalog covers several subject areas, including basic education, GED preparation, life skills, substance abuse, and vocational education. The catalog also includes training for 170+ International Accreditors for Continuing Education and Training professional certifications (e.g., MS, AWS, CompTIA) and 102+ professional growth areas.

Dr. Christian Conte

Over 90% of incarcerated individuals have a mental health disorder and Dr. Christian Conte brings over 20 years of experience in correctional mental health care exclusively to ViaPath Technologies' tablets. Dr. Conte is well known as one of the country's most accomplished mental health specialists in anger and emotional intelligence and covers topics of anger management, domestic violence, parenting from behind bars, setting boundaries, and veteran-specific care.



Steve Coplan – Right Thinking Foundation

Of the many challenges facing returning citizens, financial planning and security remain top concerns. Steve Coplan's, coursework, exclusive to our tablets, is designed to change the way participants think about money, offering lessons on cash flow, how to plan for the future, and rebuilding/establishing credit.

Amachi

ViaPath Technologies is a proud partner of Amachi of Pittsburgh and seeks to empower, and nurture the most vulnerable population to the criminal justice system. By providing a volunteer-based mentoring system Amachi aims to break the generational cycle of incarceration. They support a family-oriented holistic approach, challenging Pittsburgh's youth to excel academically while learning to foster successful, meaningful relationships, providing them with the confidence needed to overcome challenges. ViaPath Technologies was honored to partner with Amachi and provide 20 bikes distributed over the holidays to youth who enrolled in Amachi's mentoring program.

Prison Fellowship

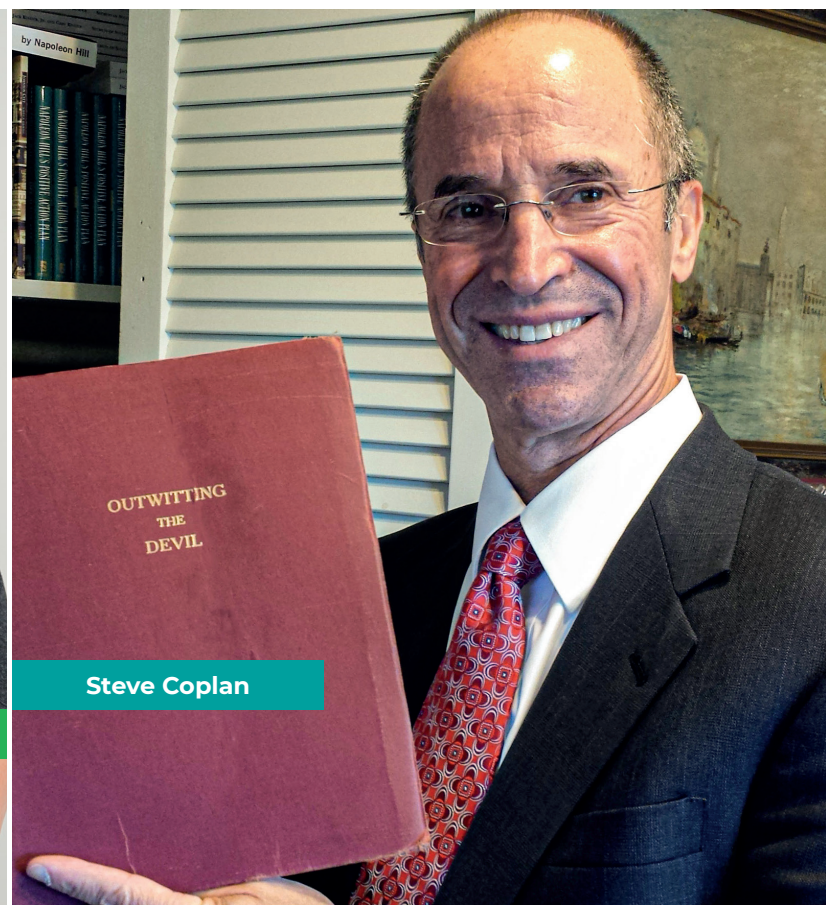
For over 40 years, Prison Fellowship has been assisting those affected by crime and incarceration to transform their lives and communities. By partnering with Prison Fellowship and working toward opening the door of opportunity for approximately 70 million Americans, ViaPath Technologies hopes to raise awareness about these barriers and unlock brighter futures for people with a criminal record.

Opportunity Kids

Prison Fellowship and Walmart have partnered to launch the Opportunity Kids Collaborative in 2021 with the mission of connecting children in distressed communities of color with a network of support. ViaPath employees have been blessed with the opportunity to volunteer and be a part of the Opportunity Kids sports camps throughout the year bringing together children of incarcerated parents, caretakers who have been affected by incarceration, famous athletes, musicians, and communities. The events bring hope and empower children to look to a bright fulfilling future.



Dr. Christian Conte



Steve Coplan

Angel Tree

Prison Fellowship Angel Tree™ is focused on strengthening the relationships between incarcerated parents and their children. By providing support to the families, and children of the incarcerated, they hope to support the family unit through volunteers in community churches, fostering growth and providing support. Prison Fellowship Angel Tree™ provides children the opportunity to attend summer camps, sports camps, and year-round activities, and provides Christmas gifts on behalf of incarcerated parents to their children. ViaPath Technologies is delighted to make 2022 the second year in a row that we have been afforded the opportunity to sponsor one Angel Tree child per each ViaPath employee - a total of 1,226 children were sponsored over the holidays.

VIAPATH FOUNDATION

The ViaPath Foundation was established in 2022 and is an important next step

for ViaPath Technologies to advance and enhance the company's mission to support the communities we serve and help build relationships across these communities.

The ViaPath Foundation is a non-profit corporation committed to improving the lives of, and expanding opportunities for, at-risk youth and their communities by supporting new and existing programs through resources, positive experiences, and community engagement.

The ViaPath Foundation awarded a total of \$135,000 in grants during its 2022 inaugural grant-making cycle to four organizations committed to supporting at-risk youth in the foster care system and other vulnerable communities.

The ViaPath Foundation proudly supports Together We Rise, Comfort Cases, U.S. Dream Academy, and Amachi Pittsburgh, and looks forward to their continued partnership.



Our People

ViaPath Technologies is committed to attracting, retaining, and motivating top talent to ensure that our customers receive the very best products, support, and service. By providing a strong performance-based, market-competitive compensation and benefits program offering, ViaPath Technologies has been successful in building and retaining a strong workforce based throughout the United States. We strive to make a difference in the lives of our employees and in the communities we serve.

BENEFITS

ViaPath understands that comprehensive benefit plans are vital to the welfare of our employees and their dependents and are a critical factor to attracting and retaining an engaged workforce. The ViaPath benefit summary below is consistent with the company's goal of providing a competitive benefits package that is also focused on the physical and mental wellbeing of our employees.

Health	Medical Insurance, Prescription Drug Coverage, Vision Insurance, Dental Insurance, Health Savings Account, Flexible Spending (Medical, Dependent Care, Transportation), Workplace Wellness Program
Wellness/Work Life Balance	Resources for Living EAP with Talkspace, Employee Wellness Program & Incentive, Calm Wellness App, PeerFit, Care.com
Income Protection	Group Life Insurance, Group Accidental Death and Dismemberment (AD&D) Coverage, Group Short- and Long-Term Disability Coverage, Supplemental Life Insurance, Supplemental AD&D Insurance, 401(k) Plan



With MyTotalWellbeing, we created an impactful program that supports everyone's desire to make healthy lifestyle choices. The focus includes comprehensive, total wellness for employees and their dependents, with access to fitness, mental health, family benefits, and financial resources and tools that are designed to keep employees and their families supported and well.

We believe financial wellness is an important part of our employees' total wellbeing. We partner with Fidelity and other benefit vendors to provide frequent, complimentary programs and communications to meet the needs of employees at all stages in life. The program provides guidance and information to improve, maintain and support financial wellbeing by offering educational webinars, one-on-one coaching, and financial planning tools. Programs are designed to help in areas such as budgeting, managing debt and student loans, retirement readiness and more.

To allow employees the time off that they need, the company in 2022 began offering a Flexible Time Off (FTO) program that combines sick, personal, and vacation into one paid leave program for employees without limiting the number of days that can be taken during a calendar year like a traditional personal time off or vacation program. The FTO program provides more privacy to employees to use their paid leave without having to specify the reason for the leave and offers more flexibility to the workforce to balance work and life. In addition, the FTO program is separate from paid time off to observe holidays.

To allow employees the time off that they need, the company in 2022 began offering a Flexible Time Off (FTO) program that combines sick, personal, and vacation into one paid leave program for employees without limiting the number of days that can be taken

TALENT ACQUISITION

We have set specific strategic recruitment and retention goals to:

- Increase hiring and retention for women and ethnically diverse populations in management
- Increase hiring and retention for women and ethnically diverse populations in all professional and non-exempt positions
- Increase hiring and retention of veterans and spouses for all positions
- Increase second chance hiring

We also have specific strategic goals for workplace inclusion, sustainability, organizational commitment, and workforce diversity to support our hiring and retention goals. We continually track and compare results from previous years to gauge our success for each goal. As requested, we report on our progress against these goals to executive leadership and the Board of Directors. Our hiring process uses modern recruitment strategies, such as social networking tools, virtual job fairs, internet job boards, partnering with local and national recruiting firms, coordinating with career centers at colleges and universities, and a partnership with Professional Diversity Network (PDN), which advertises our positions on multiple diverse sites.

Diversity & Inclusion

ViaPath Technologies is committed to a diverse, equitable, and inclusive workforce, and we take pride in knowing our employees reflect the diversity of the people we serve.

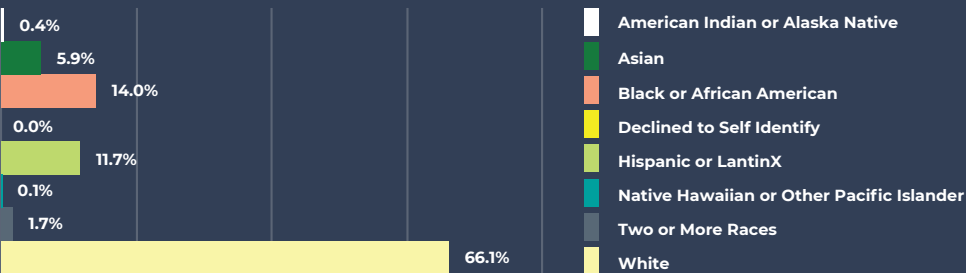
We have a Center of Excellence (CoE) specifically focused on supporting these initiatives, and the courses contained in this CoE provide employees and managers with a wide range of topics to ensure we fulfill this commitment. Additionally, our robust Hiring Manager Recruiting Guide provides tools and resources for our managers in topics like Unconscious Bias in Hiring and Military Hiring. Additionally, we have launched several Employee Resource Groups (ERGs), equipping employees with the essential tools and support needed to complete their work and communicate with people of all ages, education levels, and cultural backgrounds.

OVERALL WORKFORCE

Gender YE 2021



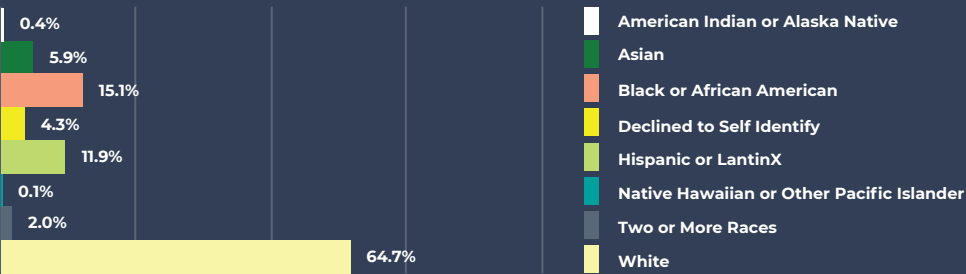
Ethnicity YE 21



Gender Q3 2022



Ethnicity Q3 22





"In diversity
there is beauty
and there is
strength."

– Maya Angelou

EMPLOYEE RESOURCE GROUPS

To promote our diversity and inclusion objective, ViaPath Technologies offers employees the opportunity to participate in our ERGs which are designed to serve and operate as an empowered, inclusive network of employees under corporate sponsorship that leverages and shares personal knowledge and experiences to drive organizational success.

Alliance for Women's Empowerment (AWE)

This group fosters a culture where enhancing women's individual and professional growth contributes to the success of ViaPath.

LatinX for Engagement, Advancement & Development (LEAD)

This is a community dedicated to the development of LatinX employees through networking, education, and mentoring. This group also creates a voice within the company to allow for equity in treatment throughout ViaPath.

Global Diaspora Black Leadership Forum

This group's mission is to enhance and support a progressive environment that values and embraces diversity while providing leadership skills to enhance employees' careers.

ViaPRIDE

This employee resource group focuses on creating opportunities for the LGBTQ+ community to connect personally and professionally to exchange information; providing a safe space where individuals can share lived experiences, support each other, and learn about various resources to help create a sense of solidarity and belonging.

VetNet

This group increases awareness and support of our military personnel and the sacrifices they have made for our country. It is open to all employees who have a desire to express patriotism, including veterans and non-veterans, who support our military. This group supports veteran transition, recruitment, and retention while helping ViaPath become the employer of choice for veterans and military supporters.

disABILITIES

The disABILITIES ERG aims to advance inclusion and equity for disabled employees. The disABILITIES ERG is dedicated to empowering disabled employees by dismantling ableist structural and attitudinal barriers.

Friends and Family Voices (FNF)

The purpose of this group is to support employees who are formerly incarcerated, family and friends of incarcerated individuals, and those wanting to learn more about the experience of the formerly incarcerated and current/former friends or family of an incarcerated individual. The focus of the group is to create an environment within ViaPath that provides safety and trust.

Young Professionals

This ERG provides an engaged community that empowers our team members who are in the early stages of their careers. Through education, network opportunities, and exposure to a wider range of our business, we offer our young professionals a better way to grow.

PERFORMANCE EVALUATIONS & GOAL SETTING

Setting goals is an integral part of the ViaPath Technologies' performance management process and it ensures that our employees' work is aligned with the company's priorities. The goal-setting process is iterative and is updated regularly throughout the year.

As part of this process, managers are directed to communicate the company and program goals to the department and discuss individual responsibilities in achieving these goals with each employee.

Throughout the measurement year, managers are expected to provide coaching and feedback to support employees in the successful completion of their goals, objectives and development plans. While the manager and employee will discuss performance periodically throughout the year, the formal performance review usually begins after the end of the calendar year.

The employee completes a self-evaluation which enables employees to contribute details about their

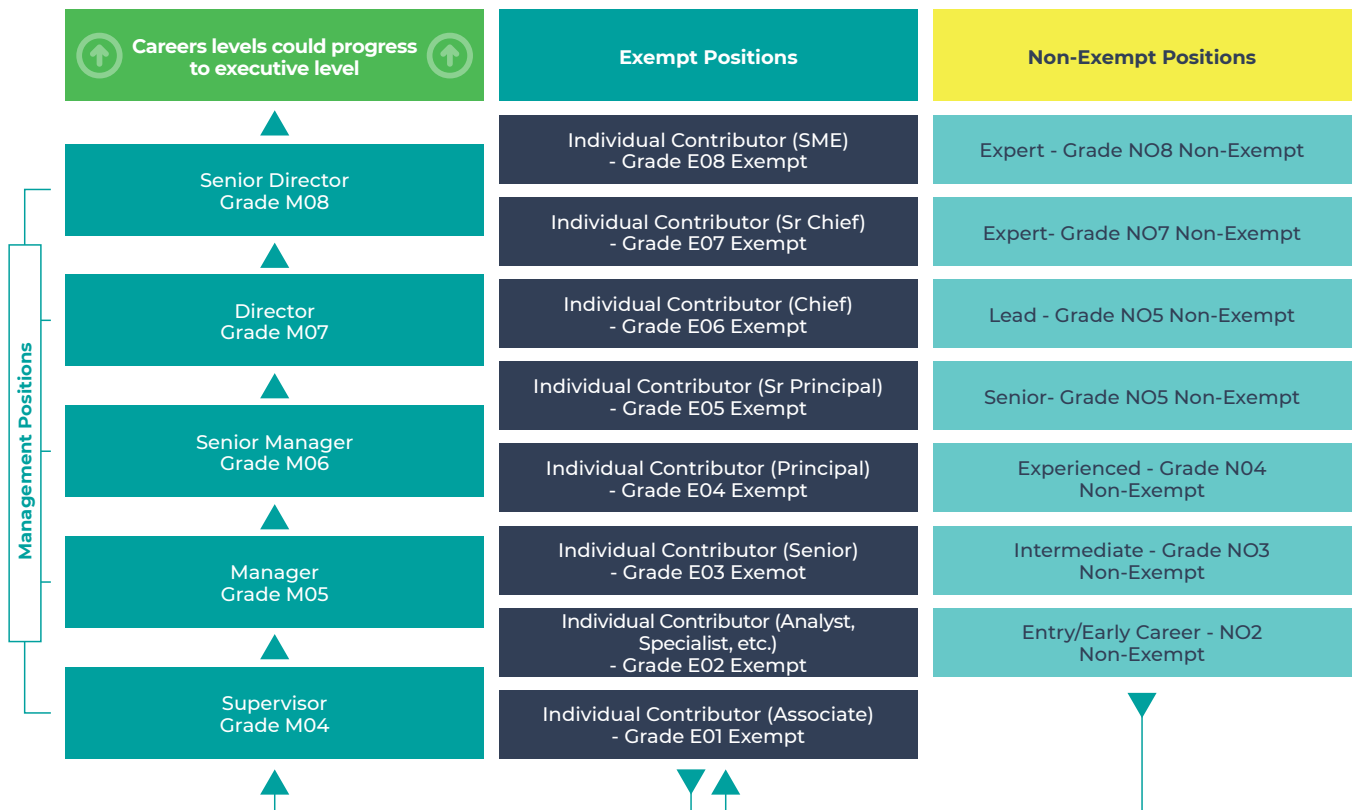
performance, work behaviors, and task outcomes. The process allows for both positive and constructive feedback and supports decisions to retain, promote, or adjust pay.

The performance rating set by the supervisor links with the company's pay-for-performance philosophy where the performance rating and other performance information are used to determine an employee's recommended annual merit increase.

Finally, we have incorporated a "First, 30, 60, and 90-day feedback" (F369) program which provides a framework for managers to engage with new employees. The intent is to promote a high level of performance through meaningful communication between managers and employees from the very beginning of their career with ViaPath.

CAREER PATH & DEVELOPMENT

ViaPath Technologies believes that career development is the centerpiece of attracting and retaining top talent. Long-term successful



careers depend on identifying an appropriate career path or direction and providing the capability to track clear progression

ViaPath Technologies' career model provides a great deal of flexibility and is built on specialized career paths, recognizing the opportunity for progression through, within, and across distinct career paths to allow for further focused development. These career paths are defined areas of focus, know-how, capability, or expertise that will enable an employee to progress upward or laterally to enhance the employee's career.

Career mobility allows employees to gain knowledge, build competencies and advance within the organization based on individual interests and career goals. Within each path, job descriptions support the unique competencies, skills, and measures required to support a specific portion of our business.

ViaPath Technologies' career paths help:

- Attract and retain the most talented and innovative
- Showcase employee's superior skills and capabilities

To further encourage the pursuit of continuing career development and education, ViaPath Technologies offers a robust tuition assistance program. We offer employees \$3,000 annually to pursue an undergraduate degree and \$4,000 annually for graduate courses that align with our business.

Additionally, ViaPath Technologies offers access to Pathways to Success, an on-demand, e-learning solution with more than 8,400 courses available to our employees and leaders. In addition to what Skillsoft provides, we've also begun creating and distributing internal product and process content based on the specific needs of our business units.

The materials available through Pathways to Success span IT, Engineering, Compliance, and General Business (Communications, Leadership, and basic management) and practice labs for IT skills and certifications.

For 2022, there have been more than 3,200 courses completed, averaging about 279 courses completed each month. We expect this number



to increase significantly in 2023 as we roll out our new Leadership Pathways.

The company is also in the final stage of building out new compliance courses for both employees and leaders, including updated Employment Law, DE&I, Ethics, and Code of Conduct and Workplace Harassment.

VIAPATH EMPLOYEE EXCELLENCE AWARDS

The ViaPath Employee Excellence Awards is an annual program to recognize distinguished employees who have shown exemplary performance throughout the year in support of our Core Values. Categories for awards are:

- **Leading with Integrity Award:** Recognizes exceptional leader/employee (or team) who has inspired, motivated, encouraged and recognized their employees or co-workers. The leader/employee (or team) has embraced diversity, built trust and confidence, improved the work environment, communicated effectively, and fostered employee growth and development.
- **Acts with Accountability Award:** Recognizes an employee (or team) whose top priority is achieving mission milestones and taking accountability for actions and results. Regardless of this employee's (or team) job title, they will find solutions and achieve results to contribute to the success of ViaPath.
- **Teamwork Award:** Recognizes an employee (or team) whose teamwork was critical to the success of ViaPath. This award recognizes employees (or team) who represent an administratively or strategic effort which has a profound effect in their environment. It recognizes those employees who contribute solid and consistent devotion to the job and the team.
- **Delivering the Mission Award:** Recognizes an employee (or team) who developed a new solution or adapted an existing capability to solve an important customer challenge and achieve mission milestones.

- **Commitment to Excellence Award:** Recognizes an employee (or team) who consistently performs above and beyond their role. Always willing to step in and take extra duties as needed and is dedicated to ensuring ViaPath remains focused on performing with excellence.
- **The CEO Award:** Given to an employee whose exemplary leadership in guiding a critical strategic activity that contributed to the overall success of the company.

VIAPATH TECHNOLOGIES EMPLOYER AWARDS

In 2021 and 2022 ViaPath Technologies received the Top Workplaces USA from Energage which recognizes employers who demonstrate leadership in creating a culture that supports employees at work and at home. Additionally, in 2021, we received a Cultural Excellence badge for Woman-Led Top Workplace and an Industry Badge for Technology Industry Top Workplace. In 2022, ViaPath was recognized with the Cultural Excellence Badge of Work-Life Flexibility. We have once again for 2023 received this recognition which is given based on feedback provided by our employees during our annual engagement survey.

In 2021 and 2022, the company also received the Department of Labor Hire Vets Platinum Award which recognizes employers' efforts to recruit, employ, and retain veterans. The award is given based on a company's focus on hiring and retaining veterans as well as compensation and programs focusing on veterans. In addition to the Hire Vet Award, ViaPath Technologies became a certified Virginia Values Veterans (V3) employer in 2022.

ViaPath Technologies is also committed to the health and well-being of our employees and due to the steps that we have taken to create a healthier employee base, we were awarded the Aetna Workplace Wellbeing Gold Award in 2022. We also received the Aetna Inspiring Change Bronze Award in 2021 for our efforts to ensure that our employees have a healthy work life balance. ViaPath Technologies was one of only 81 companies across the nation to receive this last award for creating a healthier workplace.

GOVERNANCE & INTEGRITY

ViaPath Technologies understands that our correctional facility partners and service users demand the highest levels of data security. At ViaPath Technologies, we are dedicated to the protection and reliability of data using the latest technology and industry best practices.

The ViaPath Technologies Security Architecture is designed to ensure the security of data stored in ViaPath Technologies data centers and cloud services. This architecture uses a layered approach coupled with network segmentation, from the partner level all the way to the data center and cloud. We currently maintain both Payment Card Industry (PCI) Merchant Level 1, and Systems and Organization Controls (SOC) 2 Type II compliance certifications. We have completed NIST 800-53 Security and Privacy Controls assessment and are working towards ISO 27001 certification in CY-2023.

This architecture and our corresponding information security policies and procedures were developed using the National Institute of Standards and Procedures (NIST) 800-53 and industry best practices as the foundation. The ViaPath Technologies network(s) ensure that data transmission takes place over encrypted VPNs running on our secure infrastructure and that critical data at rest is encrypted. We employ robust vulnerability assessment practices as well as a bug bounty program to identify potential system and application vulnerabilities. Further we employ an independent third party vendor to enhance our SIEM program and augment the ViaPath staff.

ViaPath Technologies' network architecture maintains controls through edge routers, firewalls (to limit connections to a strict whitelist of allowed devices and allowed destination URLs) and through onsite proxy servers (to ensure no direct connection to the Internet) as well as OpenDNS. We have taken great care to ensure that all hardware provided to facilities is fortified to ensure it is compliant with today's security best practices.

Finally we maintain an aggressive vulnerability assessment and remediation program for the applications deployed on

We maintain an aggressive vulnerability assessment and remediation program for the applications deployed on our tablet technology to ensure that the user experience is the best possible without compromising institution security or regulatory guidance.



our tablet technology to ensure that the user experience is the best possible without compromising institution security or regulatory guidance. We understand we have an obligation to handle data appropriately, in accordance with applicable law and regulation. We require all employees to complete mandatory cybersecurity awareness, information handling and privacy training at the time of onboarding and on an annual basis. We conduct privacy reviews when we develop and modify products, systems or other initiatives. Our privacy policies promote transparency by disclosing how we collect data and use such information. We monitor and update our policy to conform with changes to applicable law and regulation.

BUSINESS ETHICS

At ViaPath Technologies, we consider good governance essential to driving our success and building long-term and sustainable value for our stakeholders. We are committed to operating with ethics, integrity, and respect. We consistently

promote and instill a culture of compliance across the company. We focus on compliance with applicable laws and regulations and monitor for new and modified laws and regulations and update our policies and processes as needed.

We rely on the good judgment of our employees to act with integrity and to comply with laws, regulations, our Code of Conduct, and our Ethics and Business Conduct Policy. We also work to provide clear disclosures to consumers and customers.

Our Ethics and Business Conduct Policy serves as an umbrella policy that describes our commitment over and above simply complying with laws and regulations. ViaPath strives to conduct business in a way that reflects our Code of Conduct and in full compliance with all laws and regulations, collectively as a company and as individual employees within the company.

The Code of Conduct is grounded in our understanding that each of us plays an important role in operating with ethics and integrity. Our Code of Conduct sets



out our commitment to doing the right thing in our workplace, in our dealings with customers and suppliers, and in our communities.

ViaPath Technologies consistently promotes and instills a culture compliance across the company. We educate employees regarding ethical decision-making, legal obligations and compliance risks through training and communications.

Employees receive annual ethics and anti-trust training. We have a comprehensive compliance program to ensure we follow government rules and regulations. It is our policy to follow both the letter and the spirit of the law and the regulations. All employees have an obligation to comply with the company's Bank Secrecy Act and Anti Money Laundering program.

In addition, the company enforces a zero tolerance policy for bribery or corruption. Our anti-corruption policy includes periodic training for all employees, gift and entertaining review and reporting mechanisms, such as internal controls as monitoring of travel and careful review and engagement of third parties who may represent us. Employees in relevant operational roles also receive targeted anti-corruption training and communications that clearly articulate our expectations, core principles, and zero tolerance for any corrupt practices.

We provide other education and training relevant to our employees, including specialized training for employees handling confidential information

We provide other education and training relevant to our employees, including specialized training for employees handling confidential information, information security awareness training, periodic anti-phishing campaigns, one-click email-enabled

phish alert reporting functionality, and advisory emails on emerging threats.

To ensure employees understand and act in accordance with our Code of Conduct, each employee is provided with:

- A copy of the Code of Conduct
- Annual training on compliance on such relevant topics as ethics, avoiding conflicts of interest, upholding fair competition and anti-trust, anti-corruption and anti-bribery, confidentiality, Bank Secrecy Act and Anti-Money Laundering and Counter-Terrorist Financing, data privacy and protection, consumer protection, and respecting applicable laws.
- We also offer additional training in areas that are relevant to employees' specific duties and responsibilities.
- Access to multiple avenues through which to report concerns, including a toll-free Ethics Hotline where employees can reach out anonymously for guidance or to report concerns.
- To foster a culture of speaking up, we prohibit retaliation against anyone who raises questions or concerns in good faith.
- When notified of a concern, the Company follows protocol to investigate the alleged wrongful act and to assess and impose discipline where misconduct is found. As appropriate, issues are escalated and/or disclosed to the appropriate authorities.

POLITICAL ENGAGEMENT

In line with our emphasis on ethics and integrity, the company has policies and procedures in place to ensure employees act in compliance with applicable laws and regulations. We engage with governments on issues of public policy, focusing on issues that affect the company, our partners and customers and our mission and our activities are subject to robust internal controls and approvals.



Moving forward, ViaPath Technologies will remain committed to delivering the products and services that set new industry standards. As a leading global technology company within our industry, ViaPath Technologies will continue to provide advanced communications, technology, financial, and management solutions that facilitate meaningful connections, provide educational opportunities, and enable successful reintegration for both current and formerly incarcerated individuals.

We will also continue to provide a best-in-class employee experience to ensure we attract and retain highly-skilled talent that is focused on our mission. Finally, ViaPath Technologies is committed to making a difference by ensuring individuals everywhere have the same opportunities—criminal records or not, while helping transform facilities into safer environments for the staff and incarcerated alike.

ViaPath Technologies – Connect With Purpose.



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