

2021

Corporate Social Responsibility Report

ACCESS TO HEALTHCARE, ACCESS TO SOCIETY

About Relias

As a tech company specializing in education and software solutions, **Relias works with more than 11,000 healthcare and human services organizations and over 4.5 million caregivers around the world.** Our approach to corporate social responsibility (CSR) is inspired by our clients and our mission to measurably improve the lives of the most vulnerable members of society and those who care for them. With this foundation, our CSR program focuses on ensuring equal access to healthcare and society for vulnerable populations, as well as caring for the environment.

With a goal of “Access to Healthcare, Access to Society,” we concentrate our efforts so we can clearly define measurements of success and hold ourselves accountable. We continue to use our resources, apply our unique talents, and empower our mission-driven employees to make a greater impact. Over the years, we have reduced our carbon footprint through significant changes to our infrastructure and internal processes. We have continuously taken steps to create an inclusive and equitable workplace. And with the help of our employees, Relias has made substantial in-kind and financial donations to support marginalized communities.

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Letter From Our CEO

“To reflect on 2021 is to remember the dedication, sacrifice, and resilience of healthcare communities around the world who continue to persist and inspire.”

Moving into the second year of the pandemic brought profound, conflicting moments of communal joy and shared anguish. Just as the development and distribution of COVID-19 vaccines began, we experienced new variants of the virus that impacted the global community in greater numbers than we could have anticipated.

To reflect on 2021 is to remember the dedication, sacrifice, and resilience of healthcare communities around the world who continue to persist and inspire.

Serving the healthcare industry throughout the pandemic, we have seen the extensive challenges that professionals on the front lines have faced. We're honored to continue playing a role in supporting the enhanced knowledge and skills that dedicated healthcare professionals have developed to deal with this pandemic as they help those in need. I am also proud of our Relias team members who found ways to give back to their community with volunteer efforts totaling **over 1,000 hours**.

As I write to you now in the early months of 2022, it no longer feels taboo to discuss hopes for the end of the pandemic. Infection rates are declining, mask mandates are tapering off, and long-separated friends, family, and colleagues are connecting in person for the first time in nearly two years.

Still, we must not forget what we have learned about each other and the world around us.

- + As social and economic engines rev up again, we must celebrate and work to expand the estimated **7% reduction** in energy-related emissions seen worldwide during lockdown.
- + The conversations around mental health, racial and gender equity, and accessibility and inclusion that have flourished since the pandemic's onset must be sustained and given new life as we collaborate and reconnect in person.

Along with our clients, Relias is employing innovation and creativity in our 2022 CSR efforts. As part of the Bertelsmann Education Group, Relias' focus on "Access to Healthcare, Access to Society" informs every action we take, from the organizations we support to the events in which we choose to participate to the development of our products.

I welcome you to see what we have achieved in 2021 and to join us in celebrating all the hope and opportunity that 2022 has to offer.

— KAY KRAFFT, CHIEF EXECUTIVE OFFICER

Snapshot of Activities

EDUCATION AND PHILANTHROPY

| | | | | | |
|---|---|---|---|---|---|
| + | \$54,000 Donated to local nonprofits | + | 1,000 Hours of service volunteered by employees | + | Continued to provide six pandemic-related courses available for free to clients and the public |
| + | Shared six 3D media resources explaining the science behind COVID-19 vaccinations and infections | + | Provided Applied Behavior Analysis Training Plan for parents working with their children at home | + | Provided COVID-19 toolkits in several languages to support healthcare professionals globally |

SUSTAINABILITY

| | | | | | |
|---|---|---|--|---|---|
| + | Developed strategy for carbon neutrality by 2030 | + | Reduced carbon footprint due to hold on all business travel for Q1 through Q3 | + | Reduced business paper usage by over 75% |
| + | Reduced HQ energy use by over 30% | + | Reduced HQ water use by nearly 40% | | |

EMPLOYEES AND CULTURE

| | | | | | |
|---|--|---|--|---|--|
| + | 263 Hired 263 employees, totaling 918 employees | + | 12,787 Logged employee learning totaling 12,787 hours on the Relias Platform and 2,834 hours on the Bertelsmann Platform | + | Ranked as a top employer for LGBTQ+ Equality by the Human Rights Campaign |
| + | Ranked as a 100 Best Places to Work for Families by Seramount | | | | |

Education and Philanthropy

EDUCATION

Education is at the heart of what we do at Relias. Every day, Relians work to help practitioners across the continuum of care improve their knowledge and skills so they can provide better services to the individuals they care for. Relias employees across every department are dedicated to continuous improvement, providing evidence-based information and solutions to serve our clients' need for education and professional development opportunities. In this way, we help healthcare organizations and their people achieve better outcomes as they care for those in need.

Our clients faced new challenges related to COVID-19 and the many implications for providing care that surfaced in 2021.

As the pandemic continued to affect the lives of millions, Relians once again showed dedication to our mission by working to offer the following support tailored to client needs:

- + Controlling and Preventing the Spread of Coronavirus:** Relias experts curated a collection of free courses to help client organizations and the public be prepared to do their part in preventing COVID-19 infection and transmission.
- + Applied Behavioral Analysis (ABA) Parent Training Plan:** As schools continued to adapt to prevent and control the spread of coronavirus, ABA services and interventions were still limited at times. Relias continued to offer a [training plan](#) to educate at-home caregivers on implementing ABA tools and practicing techniques to support their children.
- + Comprehensive International Response:** Relias tapped its global presence to help provide the healthcare community and public with [COVID-19 toolkits](#) in several languages. These free resources included pandemic-related topics such as infection control, mental health support, and protecting the elderly.

Addressing infection and illness continued to be one of the principal COVID-related concerns our clients faced, but certainly not the only one. With broader pandemic implications in mind, Relias continued to offer the following resources:

- + **Trauma-Informed Care: Implications for Clinicians and Peer Support Specialists:** Recognizing an ongoing need for pandemic-related mental health services, Relias shared [this course](#) to introduce key components and how to apply trauma-informed principles across all stages of treatment.
- + **Working More Effectively With the LGBTQ+ Community:** In support of providing inclusive care, Relias continued to make [this course](#) freely accessible to help clinicians learn to practice more affirmatively and to effectively employ relevant, evidence-based interventions.
- + **Telehealth:** With the increased demand for virtual services, Relias continued to make this [five-part telehealth course series](#) available to help behavioral health organizations and substance use treatment facilities meet client needs.
- + **Continuing Education:** As the pandemic remained top of mind for many clinicians and caregivers, Relias' family of marketplace brands provided courses on [vaccinations](#) and [managing mental health](#) to help our clients better navigate constantly shifting information streams and better care for themselves.



PHILANTHROPY

Every year, Relias carefully chooses charitable organizations and events to sponsor that align with our “Access to Healthcare, Access to Society” CSR mission.

Relias has had a long-standing relationship with the American Heart Association (AHA) and in 2021 sponsored AHA’s Adopt-A-Clinic, which provided the Lincoln Community Health Center in Durham, North Carolina, with blood pressure cuffs. Lincoln Community Health Center (LCHC) is a federally qualified health center serving 30,000 uninsured, high-risk patients in Durham. Many of their patients have uncontrolled hypertension and are unable to afford their own blood pressure monitor to manage their health. This gift allows the team at Lincoln to prioritize the distribution of BP cuffs to patients who need help managing their blood pressure, particularly those identified by LCHC’s newly launched Severe Hypertension Outreach project.

Relationships are important to us, which is why our partnerships and employees also play a big role in determining our annual donations to registered charitable organizations. Every Relian has the opportunity to enroll in our employee matching program. They can choose from a selection of eight organizations that align with our mission, how much they’d like to donate during the year, and Relias will match their donation up to \$50 annually.

Between employee matching, corporate partnerships, and client partnerships, Relias donated **\$9,131** to various organizations in the Raleigh-Durham area and beyond.

IN 2021, OUR
SPONSORSHIPS
TOTALLED **\$55,000**

TO THE FOLLOWING CAUSES:

- + American Heart Association
- + Band Together
- + Benchmark
- + Don’t Stop Dreamin’
- + Duke University
- + Elevate Charities
- + Gifts for Good
- + Loreeto Foundation
- + NC Tech’s 2021 Summit for Women in Tech
- + Tammy Lynn Memorial Foundation
- + 2021 Inclusion Conference

ORGANIZATIONS THAT RECEIVED **DONATIONS** FROM RELIAS IN 2021

- + Alliance Medical Ministry
- + BW Health Impar
- + CATALYST
- + CORE — Community Organized Relief Effort
- + Cystic Fibrosis Foundation
- + DAV Charitable Service Trust
- + Earthday.ORG
- + East Durham Children's Initiative
- + Food Bank of Central & Eastern North Carolina
- + HealthWell Foundation
- + Mariam Clinic
- + Navy SEAL Foundation (Veterans)
- + One Wake
- + The Power of the Dream
- + Raleigh Rescue Mission
- + Safe Connections
- + Samaritas
- + Special Olympics
- + St. Josephs Health Foundation
- + The Trevor Project
- + TROSA
- + Vets to Vets United
- + WellStar Foundation

Community Engagement

Giving back is a part of our culture, and it starts on day one. During onboarding in Corporate Boot Camp, we highlight opportunities for our staff to give back to our community, providing full-time and part-time employees **16 paid hours** to volunteer at organizations of their choice.

Despite limitations on gatherings and requirements to stay socially distant brought on by the pandemic, Relians once again increased their volunteering efforts, contributing a total of **over 1,000 hours**.

To provide more ways for employees to get involved in giving back, **Relias hosted three philanthropic events in 2021: Day of Service** on Martin Luther King Jr. Day in January, **Six Weeks of Service** in September, and our **Holiday GiveBack** at the end of the year.

Day of Service

In honor of Dr. Martin Luther King Jr., we hosted our third annual Day of Service. For this “day on, not day off,” we encourage employees to avoid scheduling meetings and to instead emphasize a service-oriented day.

To make 2021’s Day of Service more successful and accessible than ever, Relias hosted a virtual 5K. Employees could run, walk, bike, drive, or use any other transportation method to complete the 5K distance. In 2021, the 5K supported Urban Ministries of Durham, a local not-for-profit organization serving the unsheltered population in Durham, North Carolina. Thanks to the **137 Relians** who participated, Relias was proudly able to donate **\$5,752** to this worthy cause.



Six Weeks of Service

In 2021, Relias continued their inspiring dedication to our community in a variety of ways. For example, Relias and our employees provided financial support to our long-time partners, the Special Olympics of North Carolina and TLC, founded as the Tammy Lynn Center, a local nonprofit dedicated to providing resources for children, adults, and families with intellectual and developmental disabilities. Highlights of our community service:

- + Donated **\$7,000**, with six Relias rappelling down a skyscraper as part of Over the Edge for Special Olympics of North Carolina.
- + **Sponsored the TLC Golf Classic**, including four Relias who golfed and many more Relias who volunteered at the event.
- + Promoted and participated in the **American Heart Association's Annual Heart Walk**.
- + **Hosted a canned food drive** for the Food Bank of Central & Eastern North Carolina.

Holiday Giveback

Instead of hosting a 2021 holiday party, Relias partnered with Gifts for Good to allow every employee to select a gift or donate to one of Gifts for Good's charity partners. Through these holiday gifts, Relias was able to support:

- + **1,280 months** of prenatal vitamins for moms in need
- + **13,200 trees planted** through Eden Reforestation
- + **1,551 hours of care** provided to rescue pets through Best Friends Animal Society
- + **1,650 meals** to children in need through Giving Children Hope
- + **15 healthcare workers** were given PPE to help fight COVID-19
- + **7,030 months** of clean drinking water provided through Water for Good
- + **140 rides** to treatment for cancer patients
- + **2,880 children** to receive a year of lifesaving vitamins through Vitamin Angels
- + **200 months** of school supplies to children in need
- + **1.6 hours** of living wage employment for a refugee rebuilding her life in the U.S.
- + **25 hours** of dignified work to fight against the orphan crisis in Haiti
- + **123 hours** of employment for artisans in Peru

"Giving back is a part of our culture, and it starts on **DAY ONE.**"

Volunteer Stories

It is clear that Relians treasure opportunities to strengthen their communities. We would like to highlight some of their volunteer efforts and give them space to share their experiences in their own words.

"In 2019, 2020, and 2021 I volunteered for the Alpha Troop, 5-73rd CAV, 3rd BCT, 82nd Airborne Division. I was part of the SFRG — Soldiers and Family Readiness Group. I volunteered as a troop FRG leader for the 82nd Airborne Division, supporting the soldiers and their families. I was the link between the commander and the families, responsible for communicating all news, especially when soldiers were away, deployed, or training. I was also in charge of social events and our Facebook page."

— MARCIA MURRAY

"I'm proud to support my community as a nurse volunteer with the Office of Emergency Management, Capital Medical Reserve Corps. I've cared for nursing home residents and administered COVID-19 vaccines across the state. In fact, on February 11, 2021, I participated in Raleigh's first mass vaccination clinic at PNC Arena. The day was long, but we recognized the significance of this moment. Throughout the day, I literally ran up to the cars as they came through the line and shouted 'Happy COVID vaccination day!'"

— TRISH RICHARDSON

"I currently serve on the board of directors for a nonprofit my friends and I co-founded in 2019 called Youth LEAD NC. [Youth LEAD NC](#) equips young people with disabilities, age 30 and younger, with the skills and support needed to reach their full potential and become independent, productive members of society. The organization runs two programs to help develop their leadership abilities. Monthly online meetings promote a sense of community with presentations on topics such as healthy relationships, goal setting, and adaptive yoga. A weeklong, virtual program fosters leaders by teaching them to advocate in their communities and for themselves."

— NELLIE GALINDO

We appreciate all of the volunteer efforts — big or small — by our Relians. **Their dedication is truly impacting the community and helping to make our world a better place.**



Sustainability

In partnership with our parent company, Bertelsmann, **Relias developed a comprehensive strategy in 2021 to achieve carbon neutrality by 2030.**

Some of the initiatives over the next several years will include:

- + Researching and analyzing solar options at our headquarters
- + Reducing carbon emissions generated by business travel
- + Reducing daily commuting emissions with a flexible work environment
- + Offsetting energy-based carbon emissions by purchasing renewable energy credits

As we make strides toward these new goals, working remotely for most of 2021 to keep employees safe certainly fast-tracked efforts to reduce our carbon footprint. We also ceased business travel from Q1 through Q3 and reduced our business paper usage by **over 75%** by leveraging digital solutions for remote and onsite workers alike.

With only essential staff present for most of the year, we also reduced our energy use by **over 30%** and our water use by **nearly 40%**. As part of the 2021 Be Green Day Campaign, we shared strategies for acting green and living healthy and encouraged employees to participate in the commitment to carbon neutrality.

As we return to a flexible work environment and explore new programs, including eventual building upgrades, we plan to monitor our water use and electricity and our carbon emissions to minimize our environmental impact wherever possible.

Employees and Culture



Our mission to measurably improve the lives of the most vulnerable members of society and those who care for them has always driven the culture at Relias. But without the hard work and dedication of our employees, we could achieve neither.

Despite the challenges of 2021, Relians continued to cultivate a culture anchored by meaningful work, empowered leadership, team member collaboration, diverse opinions, and technological innovation.

Throughout the pandemic, the safety and mental health of our employees was our number one priority. To that end, once COVID-19 vaccines became widely available, Relias reopened its offices on a flexible basis with safety measures in place. The workplace flexibility was a big shift for the company, but the amazing dedication and work ethic that Relians displayed while working remotely made this change possible. We want Relians to have the ability to work in a way that meets their mental health needs while allowing them to do their best work in a safe environment.

Working from home, however, is a big adjustment. Learning how to manage work and home life together has been difficult for many. Keeping these challenges in mind, burnout became top of mind for the leadership team. With the support of leaders and employee resource groups, Relias was able to:

- + **Move to a 100% hybrid work environment**, where employees can choose when they would like to work onsite.
- + **Continue to offer 80 hours of COVID-19 paid time off** in addition to regular paid sick and vacation time to help support employees and their families.
- + **Encourage the use of mental health and wellness resources** in our employee assistance program.
- + **Offer fitness challenges, meditation workshops**, and other similar activities to help relieve stress.

DIVERSITY, EQUITY, AND INCLUSION

In 2021, we enhanced our focus on diversity, equity, and inclusion (DEI) at Relias to make it a core cultural cornerstone. We make intentional efforts to continue discussions using effective and empowering dialogue, while creating a sense of inclusion and belonging.

Some of our 2021 achievements in DEI include:

- + **Expanded Employee Resource Groups (ERGs)** within the organization to foster a sense of belonging and support for Relians who identify with marginalized groups.
- + **Launched a podcast series** with senior leadership at Relias to discuss challenges, viable solutions, and successes within the organization.
- + **Retooled onboarding** to ensure a focus on DEI awareness from the beginning of the employment journey at Relias, including an onboarding video focused on DEI at Relias and small group conversations with new hires on confronting bias and microaggressions.
- + **Focused on multiple training opportunities** including mandatory racial equity training for senior leaders, mandatory training for managers to increase knowledge and awareness of the LGBTQ+ community, as well as optional LGBTQ+ awareness training for all employees.

“We make intentional efforts to continue discussions using effective and empowering dialogue, while creating a sense of **INCLUSION AND BELONGING** across departments and the organization.”

- + **Launched quarterly book club discussions** with content targeting inclusivity, equity, empowerment, and allyship across multiple dimensions of diversity.
- + **Supported conversations at Impact Nation** that focused on DEI in healthcare.
- + **Received several awards**, including Best Place to Work for LGBTQ+ by the Human Rights Campaign and 100 Best Places to Work for Families by Seramount.

EMPLOYEE RESOURCE GROUPS

We're proud to highlight the extra effort and commitment that employees have shown to making Relias' culture as great as possible. Since 2017, Relians have done just that by investing time and energy into our employee resource groups (ERGs). In 2021, we were excited to launch our third ERG at Relias, Parents and Caregivers. Our ERGs have the following goals:

- + **Relias Women's Leadership Initiative:**
Seeks to educate and empower women to navigate and develop their careers, allowing them to lead by example and invest in one another.
- + **Relias Together:** Aims to foster a workforce that reflects and contributes to the diverse, global community in which we do business.
- + **Relias Parents and Caregivers:**
Provides a forum to empower and celebrate working caregivers, helping them move forward in their caregiving journey and career.

Additionally, Kelli Slade, Director of DEI at Relias, and the ERGs teamed up in 2021 to run a series of discussions and interactive sessions called Honoring Our Differences. These discussions continued the company-wide initiative to honor efforts, build stronger relationships and solutions, and acknowledge and celebrate differences and successes along the way.

HIRING AND RETAINING STAFF

In 2021, a new turnover trend known as the "Great Resignation" or "Great Reflection" was introduced as employees across the nation sought different employment opportunities. Some decided to change careers to pursue lifelong dreams, and others sought opportunities to further align with their priorities in life. Relias was no exception. Our turnover rate increased slightly over 2020, although we had several instances of employees deciding to leave and then ultimately return.

With the Bureau of Labor Statistics voluntary turnover rate for 2021 at 25%, we were encouraged that our combined voluntary and involuntary rate was lower, at **20%**. We were able to encourage some employees to remain due to Relias' attention to career development. As a result, **the average U.S. Relias employee tenure at the end of 2021 was 3.06 years**, which decreased from 3.9 years in 2020.

In 2021, Relias **hired 263 external candidates**, hiring 3.3% of the applicants. We also **promoted 136 staff**. Between new hires and promotions, Relias filled the most roles ever in one year. With continued dedication to our racial equity pledge established in 2020, Relias not only **maintained our hiring goal of over 25% for individuals identifying as persons of color, but exceeded that goal, reaching 27% in 2021**.

To achieve our year-over-year goal of diverse representation, we attended recruitment events with a focus on people of color, individuals with disabilities, the LGBTQ+ community, and veterans. We also continued to build relationships with historical Black colleges and universities and nontraditional technical programs to help us develop and maintain a diverse talent pool.

SKILLS DEVELOPMENT

As a technology company focused on healthcare education and professional development, Relias provides a multitude of learning opportunities for our staff. Whether employees need to grow specific job skills, general business knowledge, or want to focus on a personal growth opportunity, Relias offers continuous online education opportunities on our own platform and through Bertelsmann's learning platform. From education to help increase DEI fluency to technical training that improves role-specific knowledge, we prioritize staff development and training at every level.

In 2021, Relias leveraged relationships with Silicon Valley Product Group and Microsoft to provide technical growth opportunities for our Product Management, Engineering, and Data Analytics organizations. We also provided certificate achievement options in other portions of our business, including nanodegrees via scholarship opportunities with Udacity, another Bertelsmann Education Group company.

We focused on expanding inclusion and data literacy topics in our leadership development program at Relias and partnered with Torch.io to ensure new managers can be coached in real time as they are learning how to be leaders.

Finally, our launch of five new professional development curriculums in early 2021 resulted in numerous individuals across Relias enrolling to help develop their expertise in having difficult conversations, leading effective meetings, honing presentation skills, and better time management. In 2021, there were **111 completions** and many individuals in progress.



2021 Data

- + Relians completed more than **15,621 hours** of online training on a range of topics.
- + **38 Mental Health First Aid participants**
- + **11 Emerging Leaders graduates**
- + **39 Mentor program pairings**
- + **18 Udacity Challenge graduates** in AI, Data, and Cloud programs
- + **260 enrollments** in Competency-Based Development Programs

HEALTH AND SAFETY

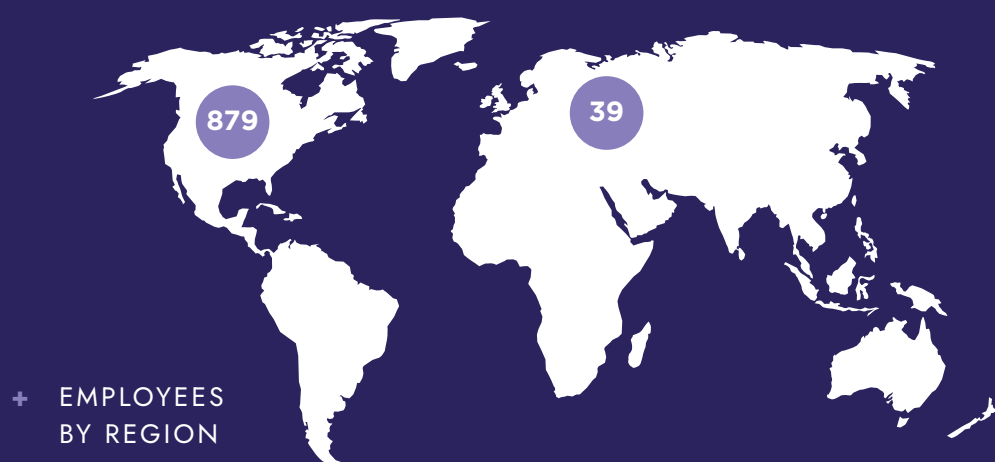
Relias is committed to providing a safe and healthy work environment for all employees. We stay up to date on best practices and support employees during the workday, regardless of their location. Our human resources team completes a comprehensive investigation of all reportable work-related incidents and provides corrective actions when necessary. We also use an emergency notification system to alert employees of office closures or potentially hazardous situations.

Relias supports our employees' complete well-being and strives to promote emotional, financial, physical, and social wellness programs with our benefits. This ensures employees are supported in their daily activities and life challenges by programs they need for dealing with day-to-day life — like stress management, resilience, hurricane preparedness, and home ergonomics. By providing a safe, nurturing work environment — virtual or in office — Relias strives to keep employees happy, productive, and effective in their roles.

As the pandemic continued in 2021, the rate of absence due to sickness rose to **3.85%** in 2021, up from 1% in 2020. We attribute this increase to the introduction of new, more highly transmissible variants of the COVID-19 virus and the need for employees who were generally feeling unwell to feel comfortable taking time away from work to rest and recuperate. We also believe that some employees took sick days as mental health days, leading us to provide three mental health days to all staff starting in 2022.



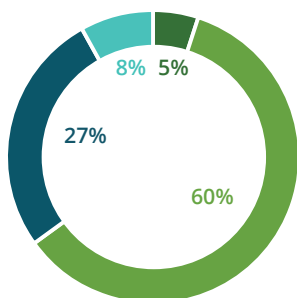
2021 EMPLOYEE DEMOGRAPHICS



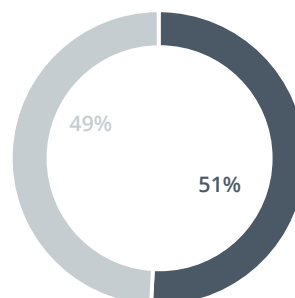
KEY

- Women
- Men
- Gen Z
- Gen Y
- Gen X
- Baby Boomers

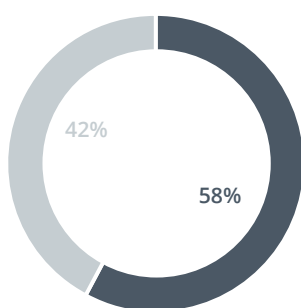
* Percentages may not add up to 100% due to rounding



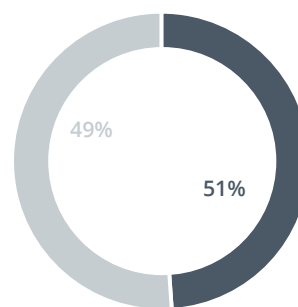
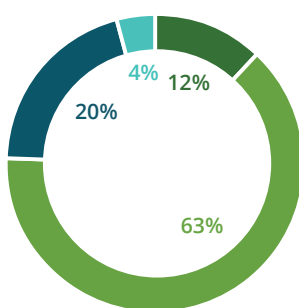
+ GENERATIONAL REPRESENTATION (US)



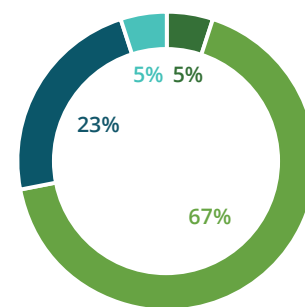
+ GENDER REPRESENTATION (US)



+ U.S. HIRING DEMOGRAPHICS
Total New Hires: 263



+ VOLUNTARY U.S. EMPLOYEE TURNOVER
Total Separations: 176 (20%)



A photograph of three people in a meeting. A woman with blonde hair is in the foreground, seen from the back, wearing a red and white striped sweater. Two men are behind her, looking at a document. One man has a beard and is wearing a blue shirt, holding a pink pen. The other man is wearing a blue patterned shirt. They are in a bright, modern office setting.

Governance and Management

Relias and our parent company, Bertelsmann, operate under the idea that success and good corporate citizenship are inseparable objectives of our business. Thus, responsible and ethical behavior toward employees, business partners, society, and the environment is an integral part of our company's value system. These values are codified and detailed in the Bertelsmann Code of Conduct. Adherence to the Bertelsmann Code of Conduct is required by Relias, as well as our subcontractors, and ensures our company's ability to grow and invest in a meaningful, lawful, and constructive manner.

ANTI-CORRUPTION

Relias has anti-corruption and anti-bribery policies outlined in the Employee Code of Conduct and the Bertelsmann Code of Conduct. These policies address conflict of interest, donations, gifts, anti-trust, and competition. We provide online training through both the Relias and Bertelsmann learning management systems, and all employees are required to complete the training annually. A subset of employees in sales, marketing, finance, and other affected groups are also required to complete anti-trust training every three years.

Furthermore, Relias performs advance and ongoing due diligence on subcontractors, partners, and other third parties to verify their reputability and identify and mitigate anti-corruption risks. Relias contractually requires that its subcontractors comply with the principles set forth in the Bertelsmann Code of Conduct, including anti-corruption and anti-bribery provisions.

INFORMATION SECURITY

Relias' technical network is an important resource for achieving our business objectives. Critical resources, such as databases, customer information, client data, and private employee information, are areas that must be protected from intrusion and inappropriate use or disclosure. Systems themselves must be set up and routinely updated so they prevent intrusion and other malicious activities against Relias or our clients' data.

Over the course of 2021, **the Information Security team increased in size by 71%**, which enabled increased focus on vendor risk management and internal security training, as well as malware, viruses, and malicious activity monitoring and investigations. The end goal of these efforts was to continue protecting our customer data and services.

Relias uses appropriate personnel, vendor, and affiliate policies and actions to adjudicate violations against our information security standards and processes.

Relias uses the HITRUST Common Security Framework (CSF), Payment Card Industry Data Security Standard (PCI DSS), SOC 2, and Federal Risk and Authorization Management Program (FedRAMP) to construct and implement its information security program to ensure adequate and ongoing protection of the organization's information and assets.

The HITRUST CSF offers a comprehensive, flexible, and efficient approach to regulatory compliance and risk management. CSF rationalizes healthcare-relevant regulations, standards, best practices, and risk-related events (such as cyber threats and breach data) into a single overarching security framework.

Because the CSF is both risk- and compliance-based, it allows organizations to tailor the security control baselines based on a variety of factors, including organization type, size, systems, and regulatory requirements. Since the CSF is continuously updated and improved, it has become the most widely adopted security framework in the U.S. healthcare industry.

In 2022, we will continue to tune our tools, enhance our visibility, and increase our ability to support the organization. Information Security and Corporate IT will partner to enhance not just our security, but our ability to manage devices in our remote atmosphere. Information Security and Engineering will also partner to improve our coverage of applications and hosting platforms to help ensure our customer data is secure and managed appropriately.

BUSINESS CONTINUITY MANAGEMENT

Relias continues to expand its business continuity management policies and processes, addressing potential threats and hazards that may disrupt business operations for our customers. This planning is shared between our Information Technology, Information Security, HR, and Facilities organizations and is revisited every year to adopt learnings from yearly events.

HIPAA

Relias requires annual training for all employees concerning the Health Insurance Portability and Accountability Act (HIPAA) within our learning management system. In this training, employees are advised on the legal ramifications of HIPAA, what is included under protected health information (PHI), the entities that HIPAA is applicable to, and how we can best conduct business in a lawful manner. This includes interactive quizzes throughout the training as well as a final quiz at the end with a required pass rate.

Relias continues to create and provide specialized training for personnel as needed. As we continue to increase our information security standards level, we will continue to roll out additional training for staff.

In terms of governance and management, these initiatives show Relias' commitment to maintaining our reputation as a company that conducts all aspects of our business with the utmost integrity.

The **Relias 2021 Corporate Social Responsibility Report** is based on the calendar year January 1 to December 31, 2021, and will be updated annually. All data and information pertain to Relias LLC unless otherwise stated.