

Relias ESG Report 2022



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Contents

Our Company	3
Our Solutions	5
Letter From Our CEO	6
Snapshot of Activities	7
Philanthropy	8
Community Engagement	10
Sustainability	13
Employees and Culture	14
Diversity, Equity, Inclusion, and Belonging	14
Employee Resource Groups	16
Hiring and Retaining Staff	18
Skills Development	19
Health and Safety	21
Employee Demographics	24
Compensation Transparency	24
Governance & Management	25

Our Company

Relias is a leading provider of workforce education enablement solutions for 11,000 healthcare and human services organizations and over 4.5 million dedicated clinicians around the world. Our diverse client base includes hospitals, assisted living facilities, behavioral health organizations, individual healthcare providers, and many more.

With a goal of “Access to Healthcare, Access to Society,” we concentrate our environmental, social, and governance (ESG) efforts on ensuring equal access to healthcare and society for vulnerable populations, being good stewards of our environment, and conducting our business in a responsible and equitable manner. We empower our 1000+ employees globally to understand, participate in, and drive positive change at our company and in our communities.

Our approach to ESG initiatives has been developed in tandem with our parent company, Bertelsmann, which touches more than one billion people globally each day through its content and various brands. Relias shares Bertelsmann’s awareness of the impact we have on our society, the environment, and the hardworking people who rely on our solutions to do the important work they do every day.

Relias’ environmental goals align with Bertelsmann’s goal of [climate neutrality by 2030](#). Over the years, we have reduced our carbon footprint through meaningful 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. Learn more about Bertelsmann’s goals at bertelsmann.com/corporate-responsibility/.





CORPORATE MISSION

Relias strives to measurably improve the lives of the most vulnerable members of society and those who care for them.



VISION

Advance healthcare talent and workforce management with lifelong enablement solutions.



ESG MISSION

Access to healthcare,
access to society



CORNERSTONES OF OUR CULTURE

Collaboration
Communication
Diversity, Equity, Inclusion,
and Belonging
Innovation
Customer Focus



VALUES

Get Stuff Done

Accomplishing personal or business goals, by doing the right things in the right way.

Thirst for Learning

Having a desire to constantly learn and grow, both personally and professionally.

Data-Driven

Using information and analysis to enable more informed decisions.

Healthy Debate

Willingness to challenge the status quo; understanding that diverse views improve the end result.

Passion for Our Mission

Commitment to the success of our clients and enthusiasm for helping the most vulnerable members of society.



Our Solutions

We are passionate about helping healthcare organizations improve through training, performance, and talent solutions. By identifying problems and addressing them with our unique knowledge and skills, we help drive positive outcomes for all.

Our solutions address:

- Compliance Training
- Continuing Education
- Hiring, Onboarding, and Retention
- Value-Based Payments
- Emergency Department
- Maternal Mortality Reduction
- Management and Leadership Training
- Readmission Reduction
- Skin and Wound Care Management
- Rehabilitation Therapy
- Revenue Cycle and Coding

In recognition of the quality of Relias' solutions, the [Healthcare Technology Report named Relias one of the top 100 Healthcare Technology Companies of 2022](#), which celebrates companies that impact lives through advanced, life-changing technology that drives the industry forward and improves care.

Relias products and solutions are continually recognized as industry leaders in innovation and technology. Our video-based e-learning simulation course, "A Day in the Life: an IDD Perspective," claimed the [2022 Brandon Hall Group Excellence in Technology Gold Award for Learning and Development Technology: Best Advance in Gaming or Simulation Technology](#).

Letter From Our CEO

In 2022, as COVID-19 infection rates slowed, we took the opportunity to reconnect in-person in our office and at events around the country. Making new connections in 2023 and strengthening longtime bonds has reinvigorated Relias' passion for our mission to improve the lives of the most vulnerable members of society and those who care for them. These connections have allowed us to collaborate on new solutions to existing challenges for our customers and to see opportunities for creativity in how we approach the future.

Readers of our 2021 report may notice a few changes in this year's issue. First, we are proud to have made huge strides with new and refined programs that have increased our positive impact in the community. Second, you may notice that the title of this report has changed. As we continue to work on our role as a socially responsible company, we will align our efforts into three industry-recognized categories: environmental, social, and governance. The new title, the Relias ESG Report, reflects our specific commitment to those areas. As you read on, you will see an even greater focus on how Relias works to improve our environment, our society, and our corporate governance.

In 2023, Relias is planning new and expanded resources for our clients, employees, and communities. What products and services that we offer bring our customers joy? How can our solutions break down obstacles for healthcare professionals in the current climate? How can Relias employees harness the innovative and creative spirit we cultivate to make an impact in our local and global communities?

We bring with us into 2023 a renewed sense of possibility, focus, and optimism. As we strengthen our products and our relationships with each other, we will also strengthen our commitment to environmentalism, social consciousness, and ethical governance. In that spirit, I am challenging myself to create new opportunities for our employees to collaborate and to engage with our community of clients. With these new, shared perspectives and experiences, I see a bright future for Relias and all those we serve. I invite you now to join me in celebrating a new era of Relias solutions.

Kay Krafft

Snapshot of Activities

EDUCATION AND PHILANTHROPY

1,588

Volunteer Time Off (VTO)
hours used

\$64,000+

donated

SUSTAINABILITY

6

electric vehicle chargers
added to Relias HQ

600

tons of CO2 offset through
investment in reforestation
of degraded land in Brazil

EMPLOYEES AND CULTURE

5

new employee resource
groups created

261

new hires

20%+

employees promoted

24,000

hours of employee training

Philanthropy

Non-Discrimination Policy for Philanthropic Spend

Relias is an advocate for diversity and equal employment and advancement opportunities for all qualified individuals. We believe that providing a work environment based on respect, trust, and collaboration creates an exceptional employee and client experience.

Relias does not promote or discriminate against any person, population group, or organization with regard to categories protected by applicable United States law, as well as other categories identified by Relias in alignment with our own human resources policies.

These include, but are not limited to, gender, race, national origin, ancestry, citizenship, religion, age, physical or mental disability, medical condition, sexual orientation, gender identity or gender expression, veteran status, or marital status.

Relias seeks to support public benefit organizations that are substantially aligned with our nondiscrimination policy. Organizations that are found to discriminate in their provision of services and/or their hiring practices based on any of these or other relevant criteria may be deemed ineligible for funding consideration and/or required to return any grant awards and may be rendered ineligible for future support.



Charitable Giving

Relias aligns our charitable giving with our mission of Access to Healthcare, Access to Society. Through a combination of charitable donations and sponsorships, we support 501(c)3 organizations who work to improve health and access in their communities both locally and nationally. Some of our longest standing charitable causes include the American Heart Association of the Triangle, the Tammy Lynn Memorial Foundation, and Special Olympics of North Carolina.

Alliance Medical Ministry
Alzheimer's Association
American Health Partners
American Heart Association, Inc.
American Heart Association-Triangle
Benchmark One Company Fund LLC
BW Health Impar
Camelot Community Care, Inc.
CATALYST, Inc
CORE - Community Organized Relief Effort
Covenant Living Communities and Services
DAV Charitable Service Trust
Direct Relief
EarthDay.org
East Durham Children's Initiative
Global Giving
HealthWell Foundation
Mariam Clinic
National Alliance on Mental Illness
Navy SEAL Foundation (Veterans)
North Carolina Technology Association

One Wake
Pretty in Pink Foundation
Raleigh Rescue Mission
Snow Approach Foundation
Special Olympics
Special Olympics of North Carolina
St. Jude
Tammy Lynn Memorial Foundation
The Power of the Dream
The Trevor Project
Toys for Tots
TROSA
United Way - Band Together
United Way of the Greater Triangle
Vets to Vets United
In-Kind

Total:

\$64,000+

Community Engagement

Day of Service

In 2022, Relias celebrated our fifth annual Martin Luther King, Jr. Day of Service. While another new variant of COVID-19 hit the country in winter 2021-2022, we were still able to hold our Virtual 5K to raise money for Urban Ministries of Durham, who provide shelter and much-needed resources to those experiencing homelessness near Relias' headquarters. Through employee donations, we were able to raise \$982 for Urban Ministries.

Six Weeks of Service (September - October)

Each September through October, Relias devotes six weeks to focusing on how we can serve our community. In addition to company-wide initiatives like our food drive for the Inter-Faith Food Shuttle, we encourage Relians to use some of their paid Volunteer Time Off (VTO) to support their favorite organizations. During this period alone, over 40 Relians used VTO to engage with their own communities.

United Way

Through direct donations and our employee matching, we donated over \$1,600 to United Way.

Inter-Faith Food Shuttle

This year we were thrilled to support the Inter-Faith Food Shuttle twofold: first, through a food drive onsite at HQ, and second, with a catered lunch provided by the Food Shuttle's food truck, The Spinning Plate. Relians collected over 600 pounds of dry and canned goods for those experiencing food insecurity.

Tammy Lynn Center

In 2022, we continued our partnership with TLC with a \$2,500 sponsorship for the TLC Golf Classic, including sending four Relians to golf.

Special Olympics of North Carolina

We continued our partnership with a \$7,000 sponsorship for Special Olympics of North Carolina's Over the Edge fundraiser. Although the original event was postponed due to weather concerns, we sent four brave Relians to conquer the Raleigh Wells Fargo building in December.

American Heart Association

12 employees walked with friends and family and raised over \$1,800 with employee matching.

Urban Ministries of Durham

Over 40 Relians joined forces to make 300 hygiene kits to support individuals experiencing homelessness in our Durham community.

PHILANTHROPY

Holiday Give Back

Relians came together during the 2022 holiday season to give back to their communities. Remote employees who were unable to attend our holiday social were invited to select a gift from GiftsForGood. Through this initiative, Relias made donations to several incredible organizations, including:

665

trees through Eden
Reforestation Projects

1,344

months of clean
drinking water through
Water for Good

280

children to receive lifesaving
vitamins for a year through
Vitamin Angels

260

meals to children
experiencing food
insecurity through
Giving Children Hope

14

hours of mental health
training provided for a
healthcare worker

480

hours of care provided to
rescue pets through Best
Friends Animal Society

\$175

donated to Project Hope's
Ukraine Relief Fund

80

months of prenatal
vitamins provided to
moms in need for their
entire pregnancy through
Vitamin Angels

63

rides to treatment
provided for cancer
patients through the
American Cancer Society's
Road to Recovery program

PHILANTHROPY

Relias' employee resource groups also worked to make a difference in the 2022 holiday season.

Toys for Tots

Women In Tech and ADRVFF (Active Duty, Reserves, Veterans, Family, Friends) worked together in December 2022 with Toys for Tots, a program run by the United States Marine Corps Reserve which distributes toys to children whose parents cannot afford to buy them gifts for the holidays, to collect toys for children. Turnout was fantastic, and the ERGs were able to collect and donate a lot of toys!

Note in the Pocket

The Parenting and Caregiver and Black Relians United (BRU) ERGs sponsored a drive for our colleagues to bring donations for a Note in the Pocket. This Raleigh-based organization provides clothing to families experiencing homelessness. Relias employees brought in donations that filled two large containers after ERG founders communicated the request via Teams channels, meetings, and the employee newsletter.

Department-Led Initiatives

Relias staff also worked to plan and execute department-led donation and volunteer initiatives in 2022, sometimes leveraging their volunteer days off benefit as a team, including:

100 blankets for kids in foster care

400 notecards for hospitalized children

36 blankets for Ronald McDonald House

200 flu and dental hygiene kits for Alliance Medical Ministry

Volunteered
time at TLC and Note in the Pocket

Cleaned litter from Jordan Lake

Sustainability

Sustainability remains one of Relias' top ESG priorities as we continue to work toward our parent company Bertelsmann's goal of Climate Neutrality by 2030. Since opening our Morrisville, NC, headquarters in 2019, we have enjoyed a highly efficient physical building with energy-saving details built into the space.

In assessing our sustainability achievements for 2022, the most accurate comparison came from looking at our 2019 records, as opposed to 2020 or 2021. Since most Relias staff worked from home between March 2020 and October 2021, the 2019 levels of energy and water consumption, business travel emissions, and employee commuting emissions make a better benchmark for looking at our progress.



This year, our efforts included:

- Making six new electric vehicle chargers available to Relias employees at our headquarters
- Offsetting 600 tons of CO2 through renewable energy credits benefitting the reforestation of affected areas in the Brazilian Amazon
- Beginning work with our local energy provider to offset grid electricity use at our HQ with 100% renewable energy credits for future years
- Maintaining a hybrid workforce, where employees have the flexibility to work either from home or commute to headquarters, resulting in a significant decrease in carbon emissions due to commuting as compared to 2019
- Adopting a new travel policy from Bertelsmann to require and encourage sustainable options for business travel, such as preferring train and public transportation and rating environmentally conscious airlines higher than alternatives

As we move into 2023, we will continue to evaluate our options around solar panels for our headquarters, sustainability awareness training for our staff, and additional composting and recycling options.

Employees and Culture

Diversity, Equity, Inclusion, and Belonging (DEIB)

As one of our Cultural Cornerstones, DEIB is foundational to every activity at Relias. We work to create an environment where all employees feel free to bring their authentic selves to work, and we encourage employees to take that spirit into their work and daily lives as Relians.

Our annual employee engagement survey includes an assessment of how employees feel about the practical actions Relias is taking to promote DEIB. In September 2022, the survey indicated a positive increase with Senior Level Management's prioritization of DEIB by 7+% and showed momentum in equity and fairness throughout the company.

In 2022, we connected and established stable working partnerships with community organizations and groups that support marginalized and minority peoples. Relias teams focused on attending, interviewing, and presenting at career fairs and participating in community meetings to determine opportunities to continue growing within these communities.

Content Development

Relias works to ensure that all of our courses represent not only the highest standards and best practices of the industry they serve, but also the specific situations and diverse populations that call for our products. In 2022, our internal content team, which includes course writers, course builders, and more, completed training on DEIB principles, using inclusive language, and changes happening in the DEIB space as it relates to our course content.

Impact Nation

At Relias' 2022 user conference, Impact Nation, Relias DEIB Director Kelli Slade and special guest Lynn Henderson Harris of MOSAIC Coaching and Consulting hosted a special session titled, "Tips for Leveraging the Power of Diversity, Equity, Inclusion, and Belonging (DEIB)." The session, open to all Impact Nation registrants, walked participants through leveraging DEIB to improve their organizations and in using Relias as a case study, discussed employee resource groups (ERGs), best practices, and lessons learned.

International Women's Day

On March 8, 2022, we celebrated International Women's Day with a catered brunch and discussion panel composed of women in our internal leadership structure. All self-identified women of Relias were invited to attend the panel and enjoy cupcakes from BuzzyBakes, a local, woman-owned bakery in Durham, NC.

OUT! Raleigh Pride

Relias sponsored Raleigh's largest annual Pride Month event, OUT! Raleigh Pride, again in 2022. Our LGBTQ+ ERG, BeYou, participated in this fantastic event by working the booth, talking and engaging with the community, and representing Relias as an inclusive company. The event was a success with more than 50,000 people in attendance.

NC TECH Summit for Women in Tech Sponsorship

Relias and our Women in Tech (WIT) employee resource group sponsored NC TECH's 2022 Summit for Women in Tech. Members of the ERG were able to take different ideas and concepts from the conference to incorporate into their work in their ERG, Relias, and their overall professional development.

Internal Trainings

This year's internal trainings available for employees included:

- Bystander Intervention training where Relians learned how to recognize the obvious and subtle forms of bias and microaggression that can occur in any workplace and feel confident about speaking up when it occurs
- LGBTQ+ Inclusivity Training for managers and individual contributors
- A self-paced 21-Day equity challenge available to all employees in the Relias Platform
- Confronting bias and microaggressions discussions for all new hires during onboarding

Awards and Acknowledgements

Relias was the recipient of the Triangle Business Journal's 2022 Leaders in Diversity Award. Winners of the award demonstrate respect for inclusive treatment of others, advocacy for underrepresented groups, multicultural marketing, and other attributes.

Relias was also recognized as:

- Seramount's 2022 Best 100 Companies and Best 100 Companies for Dads
- NC Tech Award Finalist in the Diversity, Equity, and Inclusion in Tech category
- NC Tech Award Finalist in the NC Tech for Good category

Employee Resource Groups (ERGs)

In 2022, Relias added five new ERGs to support employees of all identities around the business as they grow in their lives and careers. Each year, our ERGs, in collaboration with our DEIB Director, hold a series of conversations to talk with and educate Relians on various topics (including microaggressions, intentional inclusion, living and working with disabilities, and quiet quitting).

We have eight ERGs at Relias. They are:

Accessibility

The Accessibility ERG provides information, access, and inclusion to people with disabilities to enhance job satisfaction and company productivity. The Accessibility ERG helps develop effective strategies and tools to support individuals with disabilities so they can better focus within their work environments, advance their careers, and help contribute to Relias' progression and successes. The Accessibility ERG provides a safe space for employees to share their experiences, give recommendations, and collaborate to create problem solving strategies that can help Relias better accommodate and give a sense of belonging to Relias employees.

BeYou

BeYou strives to cultivate an inclusive environment where we encourage acceptance, learning, and understanding, while creating a community that will serve as a resource for those who identify as LGBTQ+.

Black Relians United (BRU)

BRU seeks to provide a safe and inclusive environment that supports Black individuals at Relias. Together we can create a space to advance career opportunities and leadership development, while building a community of transparency.

Parents and Care Givers

The Parents and Care Givers ERG provides support and community to Relias employees who are parents or caregivers through mentorship/learning opportunities, relationship building, and resource sharing.

Relias Together

Relias Together seeks to create and foster a workforce that reflects and contributes to the diverse, global community in which we do business and strives to be a bridge between Relians and the Relias Management Group.

Relias Women's Leadership Initiative (RWLI)

RWLI seeks to educate and empower women and gender minorities to navigate and develop their careers, allowing them to lead by example and invest in one another. We strive to recognize the impact of the intersectionality of age, gender, race, ethnicity, ability, access to resources, and life experiences on each person's privilege, power, and professional journey.

Veterans (ADRVFF)

The Veterans ERG supports Relians who are serving, have served, or are supporting service members in the armed forces, while also encouraging community engagement through events, education, and connection to resources.

Women in Tech (WIT)

WIT works to cultivate a diverse and inclusive professional community that supports and encourages women in the technology space to advance their skills and leadership potential through collaboration, discussion, mentorship, recruitment, and professional development.





Hiring and Retaining Staff

We work hard to hire and to retain our employees who demonstrate our core values and our mission every day. We provide a robust array of benefits and opportunities for employees designed to prioritize their growth and every aspect of their wellbeing — work, social, financial, physical, and mental. From fully paying the employee-only premium for Relias’ health plan to tailoring technical skill development opportunities to individual employees, we want to ensure every Relian feels valued and invested in.

Staff turnover saw a significant decrease in 2020, down to 12.7% from 2021’s “Great Resignation” rate of 20%. This also increased our average staff tenure to 3.19 years. We are proud to report that out of our 1000+ employee workforce at Relias, we promoted 206 individuals in 2022, up from 136 in 2021.

As always, our number one source of new Relians is our current staff, with employee referrals making up a significant portion of the 261 new hires who joined Relias in 2022. Of those new hires, 38% self-identified as diverse or people of color. Our in-house Recruiting team attends hiring and career fairs year round, including those specifically designed to support marginalized groups such as:

- [North Carolina Central University](#), an HBCU in Durham, NC
- [Winston-Salem State University](#), an HBCU in Winston-Salem, NC
- [Seymour Johnson Air Force Base](#) in Goldsboro, NC
- [University of North Carolina - Chapel Hill Diversity Career Fair](#)
- North Carolina State [TRIO](#) and [Pack Promise](#)
- [North Carolina for Military Employment \(NC4ME\)](#)
- [Recruit Military](#)

Skills Development

As an education company, we invest heavily in continuous education and skills development for our employees. Beginning the moment an employee joins Relias and continuing throughout their career with us, each Relian can participate in dozens of instructor-led and self-paced trainings, seminars, courses, and programs. We provide opportunities for employees at every phase of their careers to improve soft skills and technical abilities according to their needs and career goals.

In 2022, employees completed over 24,000 hours of training, including

17 Mental Health First Aid participants

72 Completed Competency-Based Development Plans

18 Udacity Challenge participants

1 Udacity Nanodegree graduate

16 Emerging Leaders graduates

150 Participants in our Leadership Excellence and Development (L.E.A.D.) program



Corporate Boot Camp (CBC)

One of our top priorities is ensuring that our employees understand what it takes to be successful at Relias. All new Relians participate in our CBC onboarding program, which guides them through Relias' history, culture, and mission, and provides an opportunity to network and create long-lasting connections with new and veteran colleagues around the building. During the COVID-19 closure, we adapted our CBC to run in a fully virtual environment over a shorter timeframe. 2022 saw a shift back toward traditional programming with two changes to CBC. In February, we shifted to a five-day CBC model. Although still virtual, this allowed us to better connect with new Relians and bring our core values, cornerstones, and way of working back to the forefront of the program, rather than it functioning as an information sharing session.

We shifted again in August back to our in-person model, which provides a culturally immersive experience and greater opportunity to connect and build relationships. With this new in-person model, employee satisfaction scores improved by 7%. Additionally, we found that new hires who attended in-person CBC were more likely to spend time working in the building compared to those who attended a virtual version.

Additional Skills Development Activities

- Rolled out an updated, more user-friendly site for our internal employee development site, Relias University
- Kicked off and supported upskilling competency identification and design of gap closer plans in six functions, four within Tech and Data
- Updated 55+ unique career paths
- Maintained our bi-monthly Growth Engine Newsletter intended for all people managers
- Rolled out new Data Literacy Competency plan
- Designed and developed a leadership assessment built on Bertelsmann competency and supporting skills

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 are proud to report that Relias staff did not experience any reportable workplace injuries in 2022. 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.

Relias Wellbeing

In 2022, the Relias HR organization launched a new employee well-being site to serve as a hub of carefully curated wellness information for our staff. With brand new and refreshed resources, Relias Wellbeing supports our staff on their path to total health for their total selves – emotional, financial, physical, social, and work.



Time Off

Relias believes employees deserve time to rest and relax and take time off when they need it. All full-time, eligible employees enjoy:

8 paid company holidays

2 paid floating holidays

1 employee birthday holiday

2 paid volunteer days

Flexible paid time off

9 paid sick days

Paid bereavement leave

During our annual assessment in 2021, we learned that many employees were using sick time off for their mental health. To show support for our employees and their mental well-being, Relias added a new category for paid time off — mental health days — which can be taken with one day's notice. Each employee is allotted three mental health days per year.

Parental Leave Phase Back Program

In 2022, Relias piloted a phase back program for birthing mothers returning from leave. To help ease the transition for new moms and help adjust to childcare arrangements, birthing parents had the option to return part-time and phase back into the workforce over a period of four weeks: two days per week for two weeks, then three days per week for two weeks, before returning full-time.

Thanks to the success of this pilot, Relias will expand the phase back program to all parents eligible for parental leave in 2023.

Absenteeism

In 2022, Relians used on average 32.7% of their allotted Sick PTO compared to 25.74% in 2021. We attribute this to several factors, including the appearance of new COVID-19 variants and our increasing focus on health and safety. We encourage employees who are not feeling their best to stay home and work remotely or take the time off they need to rest and recover.

Employee Assistance Program (EAP)

Relias' employee assistance program, LifeMatters by Empathia, connects Relians with resources designed to make their lives easier and healthier. Employees have access to financial and legal services via the EAP, as well as lifestyle services like babysitting, pet sitting, work-life balance tips, and more.

My Secure Advantage

As part of our continued investment in employee financial wellbeing, in 2022 we introduced My Secure Advantage (MSA) as a new benefit for all Relians.

Through MSA, Relias employees have access to personalized money coaching, credit and identity monitoring, and a library of tools and resources to assess finances and create a budget and action plan unique to their individual situation. In 2022, over 25% of Relias employees engaged with MSA services to improve their financial wellbeing.

Mindfulness

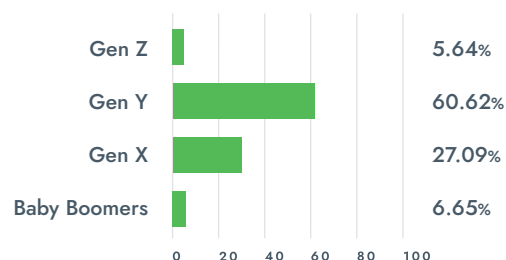
In concert with the Relias Wellbeing launch, employees were invited to join Relias' new Sanvello Premium subscription, with an incredible 26.5% of U.S.-based employees enrolling in 2022. In response to feedback and to provide employees with more opportunities for mindfulness, rest, and focus, Relias will be partnering in 2023 with the Calm app to provide free subscriptions for all employees and for up to five dependents.

To Health With It (THWI)

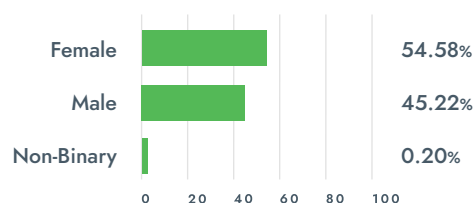
Relias' THWI program allows employees to increase their physical, mental, financial, and emotional health. New initiatives each quarter allow employees enrolled in Relias' health care plan to earn up to an additional \$400 annually toward their Health Savings Account (HSA) dollars.

Employee Demographics

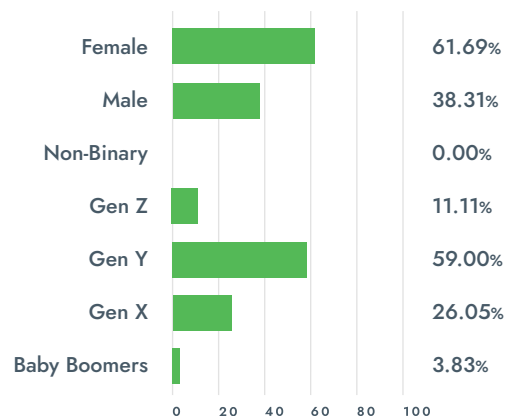
GENERATIONAL REPRESENTATION



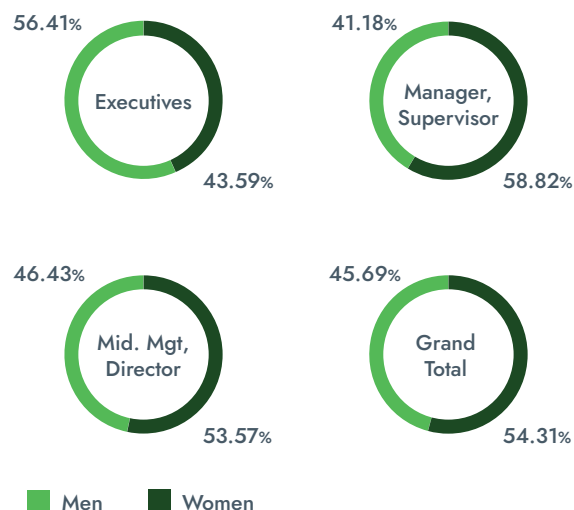
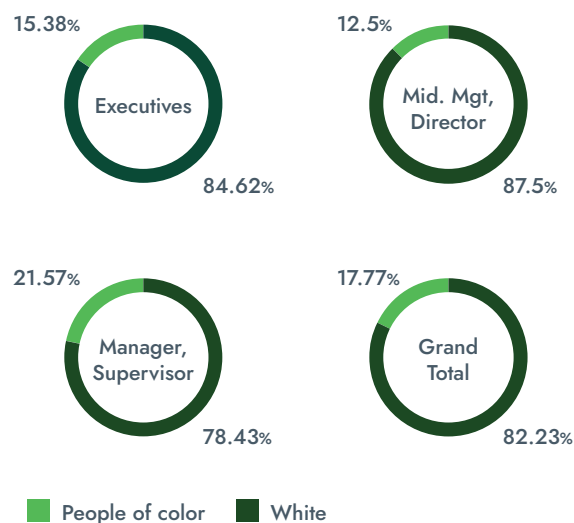
GENDER REPRESENTATION



U.S. HIRING DEMOGRAPHICS



LEADERSHIP DEMOGRAPHICS



Compensation Transparency

After working for the last several years to increase compensation transparency by role, Relias internally published total cash compensation minimums and maximums for each role in December 2022, in concert with updated career paths for roles around the business. Relias believes that increasing compensation transparency among staff improves communication about pay in current roles and potential future roles, as well as pay equity.

Governance and Management

As an organization, Relias works constantly to improve business processes, promote transparency and understanding among employees, and implement industry best practices. We maintain high standards for employee and business conduct, which include regular communication and trainings such as cultural competence, HIPAA, and information security. We encourage all Relians to speak up with suggestions or concerns without fear of retribution.

Employee Handbook and Code of Conduct

Relias' employee handbook contains all policies, procedures, and best practices for employees at Relias. The handbook is updated regularly and available to all employees.

We also align with Bertelsmann's Code of Conduct, which outlines additional expectations and guidance for employer and employee behavior. Learn more at <https://www.bertelsmann.com/company/essentials/compliance/code-of-conduct/>

Anti-Harassment

Relias is committed to providing a work environment free of unlawful discrimination and harassment and strongly disapproves of, and will not tolerate, unlawful harassment, including sexual harassment. All persons are expected to refrain from engaging in conduct which may be construed as unlawful harassment or sexual harassment. Likewise, each person is expected to take the necessary steps to prevent and eliminate its occurrence. While in some cases individuals may make comments, jokes, or personal advances without intending harm, such action can be unwanted, threatening, or perceived as harassment. Stopping harassment in its many forms requires an increased awareness by everyone on the impact that such actions may have on others. Relias prohibits unlawful harassment in any form, including sexual harassment, harassment related to race, color, age, ethnicity, religion, disability, genetic information, sexual orientation, and any other legally protected characteristic.

All Relians complete cultural competence and anti-harassment training upon hire and annually thereafter. Additionally, all new hires participate in small group discussions on cultural bias and microaggressions.

Communication and Open Door Policy

Relias encourages an open channel of communication for employees to make suggestions and voice any concerns. Employees are encouraged to first discuss concerns or suggestions with their immediate manager or to submit suggestions through the anonymous Employee Suggestion Box.

In addition to suggestions and issues related directly to their job, the open-door policy also allows employees to raise concerns on topics including, but not limited to, the following:

- Theft
- Harassment
- Fraud
- Unethical/illegal behavior
- Dishonesty
- Safety hazards
- Discrimination

If a manager is unable to resolve the issue or if the situation involves an employee's direct manager, they are encouraged to speak with another manager or Human Resources. All discussions will be handled in as timely and confidential a manner as possible.

Relias believes that open communication is essential to a successful work environment, and all employees should feel free to raise issues of concern without fear of retaliation.

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' network is a critical resource for achieving our business objectives. We are custodians of customer and employee information, we are entrusted and expected to protect this data and these resources. Systems, applications, and code must be updated with diligence to protect the environment as a whole from malicious actors' intent to compromise our systems or the data we're entrusted to protect.

In 2022, the Information Security team:

- Processed thousands of issues and reports on the status of the Relias network
- Conducted many scans to identify vulnerabilities and bugs
- Secured hundreds of vulnerabilities from potential malicious actors
- Continued to improve the depth of its ability to identify, protect, mitigate, and respond to threats

These actions will continue to expand through 2023 as the volume, intelligence, and abilities of the internet hacker expands and improves. Relias' combination of personnel, vendors, systems, and policies are enacted to adjudicate violations against good information security standard practices. As the Relias Information Security team drives into 2023, we will continue to improve our tools in support of industry demands and expanse of the Relias network.

GOVERNANCE AND MANAGEMENT

Certifications

Organizations working with and within the healthcare industry are challenged to stay on top of the technology and practices necessary to achieve compliance. Relias adheres to the following security frameworks:

- Health Information Trust Alliance (HITRUST) Common Security Framework (CSF)
- Payment Card Industry Data Security Standard (PCI DSS)
- SOC 2
- Federal Risk and Authorization Management Program (FedRAMP)

These frameworks help direct and rationalize healthcare security to a common baseline and help organizations identify and confront those security risks.

Business Continuity

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.



GOVERNANCE AND MANAGEMENT

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 **2022 Relias ESG Report** is based on the calendar year January 1 to December 31, 2022, and will be updated annually. All data and information pertain to Relias LLC unless otherwise stated.