XA **EXCHANGE ANALYTICS**

Environmental Social Governance

REPORT

2022

Contents

How We Do Business

In 1993, our company was founded on the values of integrity, trust and dependability of its employees. Throughout our expansion over the years, we continue to place the highest value on an exceptional team, underpinning our commitment to putting our clients first and providing innovative, best-in-class service. We strive for excellence in everything we do, continually evolving our business offerings to better meet our clients' needs and help them navigate the ever-changing regulatory and compliance environment.

Guided by Our *Values*

Integrity

We strive to uphold the highest standards of integrity and stand behind what we say and do.

Innovation

We work to consistently to better serve our clients' needs by targeting customer pain points and seek to come up with solutions that delight.

Excellence

We provide best-in-class service and offer top-rated products and solutions; we hold ourselves accountable for our actions.

Dependability

Our workforce comprises professional, integrity-driven employees who are responsive, respectful, and dedicated to the highest quality standards.

Our Approach to ESG

At Exchange Analytics, we recognize the importance of sustainability and inclusivity and have incorporated this mission into our business model. We consider ESG components in how we do business, including how we run our operations, provide service to our customers, support our employees and contribute to the community. We launched our ESG policy in 2022 and look forward to continuing to develop it for many years.

Environment

A healthy environment is important for the communities we live in and the global economy.

Social Impact

We recognize that our success directly reflects the talent our employees bring to our organization and the health of our communities. We are committed to the growth and development of our employees and communities. We are focused on providing opportunities to help our employees continue to develop their professional skills and knowledge base to strengthen our workforce so we can better serve our clients and community.

Governance

Our company values guide us in how we operate. We hold ourselves to the highest ethical standards and place the utmost importance on safeguarding our client information. We continue to enhance our internal policies and procedures to meet this continual challenge and ensure the highest level of performance.

Environmental Footprint

We believe everyone has a part to play in positively impacting our environment. The very nature of our business is environmentally friendly. Our paperless business model generates low greenhouse gas emissions relative to other industries, as our learning platform is fully accessible online from desktops, laptops and mobile devices.

Creating an environmentally sustainable and climate-friendly culture takes continual effort and behavior adjustments. Over the years, we have transitioned all our courses, communications and billing to fully electronic, further reducing our environmental footprint. Additionally, we now offer our employees remote and hybrid work options and promote best practices for reducing energy and waste at the office.

Social Impact

At Exchange Analytics, we believe that a skilled and effective workforce is a diverse one. That starts in-house by fostering a culture of respect and trust and allows every employee to feel safe and empowered at work. We have a zero-tolerance policy for harassment, discrimination or a hostile working environment, and we strive to cultivate a culture where everyone has a voice and ideas are valued.

We also recognize that our staff, many being military spouses, will move, and some may need time off to help their child enroll in a new school or to prepare their family when a spouse is leaving for a deployment. We support them.

Since 2020, we have hired military spouses and veterans through the U.S. Chamber of Commerce's Hiring Our Heroes program. The program is part of an initiative that connects the military community – service members, military spouses, and veterans with American businesses that provide professional training, networking and hands-on experience.

Investing in Our Team

Professional Development

We are committed to investing our time and resources into strengthening the communities in which we live and work. For us, this first means investing in our people, as our success is linked to the well-being and talent of our employees.

We encourage all employees to take advantage of our professional development opportunities, including online courses, workshops, conferences and networking events. As the hybrid work environment becomes more and more popular, we know that flexibility is increasingly important to employees and a key driver of satisfaction. Moreover, our flexible and dispersed operating model also serves our clients well.

Work-Life Balance

At Exchange Analytics we support employees' well-being and work life balance through a range programs and benefits. We proudly offer generous PTO and maternity leave policies. Additionally, we offer healthcare benefits for employees and their families including access to our Wellness Program, where XA pays a stipend towards a gym membership or fitness related class or activity.

We are dedicated to supporting not only employees but also their families. We do this by providing time away from work when needed and flexible schedules to take care of personal and family matters.
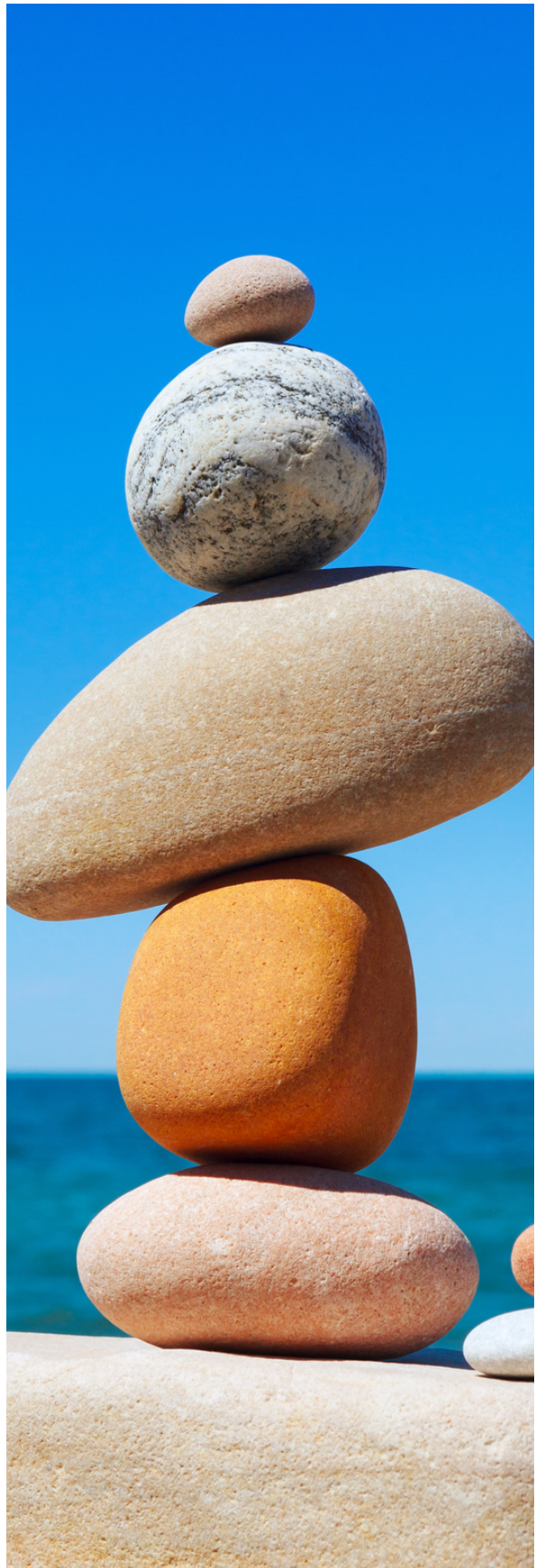
Our Community

Through **XA Cares**, our give-back initiative, we are creating opportunities for military spouse employment and providing complimentary course training for nonprofits such as Habitat for Humanity in Greater Orlando & Osceola County, FL. We are happy to offer our courses to any eligible nonprofit in need of training. Further, we dedicate time throughout the year to come together and volunteer as a company with local organizations. On Earth Day, we dedicate our time to help clean up our local communities. During the holiday season, we support organizations like Feeding Tampa Bay, part of the national Feeding America network, that focus on providing food to the more than 700,000 hungry in the 10-county area of West Central Florida.

In addition to volunteering, we donate each year to different nonprofits around the country, such as Toys for Tots, Feeding Tampa Bay, The Haven and the Highland Park Community Foundation.

Governance

Code of Conduct

Our Code of Conduct requires all employees to strictly adhere to our values and ethical principles, applicable laws and regulations, and our policies and procedures. Our approach also includes specific guidelines on how employees should protect clients' confidential information.

Data Privacy

Our privacy protection and cybersecurity activities are unified under our Information Security Policies and Cybersecurity Preparedness Plan. We take great care to safeguard clients' data in accordance with applicable laws and our internal data protection policies; This includes taking steps to reduce the potential for identity theft or other improper use or disclosure of personal information while seeking to collect only the necessary data to serve clients best and achieve our business objectives. In addition, we mandate annual cybersecurity and identity theft training for our employees and hold quarterly meetings to discuss the latest policies and procedures.

Cybersecurity

In 2021, we established our **Cyber Advisory Group** (CAG) to provide guidance, insight and thought leadership on evolving regulations and compliance obligations within a complex and volatile cybersecurity environment. The group consists of leading cybersecurity practitioners with decades of government and private industry experience. Learn More.

The CAG's focus is on two critical fronts:
 1 – The practices, procedures, and controls that XA uses to identify, manage and mitigate risks related to cybersecurity, data privacy, disaster recovery, and incident response; and
 2 – The content of XA's cybersecurity, identity theft prevention, privacy and other training courses, as well as its other regulatory compliance solutions.

Contact Us

To contact us with any questions, email info@xanalytics.com or call 847.266.7602.

Information about Exchange Analytics is available at exchangeanalytics.com.