

**Enabling our clients
to transform their
worlds through
technology**



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Welcome to our first ESG Report. In this report, we share with our stakeholders our approach to ESG and account for the issues that matter most to our stakeholders.

One of the core features of Involta is its focus on the sustainable and ethical impacts of our business.

Our approach to environment, social and governance (ESG) is an integral part of our overall business purpose and the publication of this report is an important step for Involta as we fully incorporate ESG principles into all we do.

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Involta, a leading, enterprise-class IT infrastructure partner, empowers clients to reimagine their worlds through technology. Providing advanced hybrid cloud solutions, superior data center experiences and first-class fiber and connectivity services, Involta offers a distinctive combination of robust technology and rigorous processes underscored by concierge-level care from passionate people that truly deliver.

Involta has continually evolved and grown today to stand as an enterprise provider, empowering our clients to harness the power of technology — without sacrificing the grounded, thoughtful and individualized approach of a trusted regional partner. Always personal, never transactional, our team is always where our clients need us, delivering an unparalleled dedication to outstanding experiences that enable our clients to change their worlds for good.

Our data centers are designed to provide secure and reliable hosting solutions while our managed IT services include network monitoring, disaster recovery and cybersecurity.

We also offer cloud services, which allow businesses to access enterprise-class computing resources on demand, without the need for expensive hardware or infrastructure investments. By 2022, operations included 12 data centers, a network comprising more than 12,000 fiber miles, hybrid cloud operations, security and advisory services.

Our data center growth is based on acquisitions of existing data centers and new market expansions by way of purpose-based facility builds. We have evolved our data center designs through innovative architectural approaches and leveraging emerging power and cooling technologies, enabling energy efficiencies in our data center (DC) operations. Our continued progression of generational data center designs, with the latest being Generation 5, leverages free-cooling, high efficiency environmental systems and precise cooling that has reduced our energy usage by more than 10%.

About Involta



For further information on Involta, visit our website at www.involta.com



For information on our ESG reporting practices and performance, contact

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Our business at a glance

As of December 31, 2022

12

Data centers managed

12,000+

Network of fiber miles

241

Professionals employed, 21% of whom are female professionals

0

Safety incidents

<0.2L per 1kWh

Water usage effectiveness

~35%

Percentage carbon-free energy

122,000+ RAM GB

Data processing capacity under management

1.6

Average data center Power Usage Effectiveness (PUE)

10.2 Petabytes

Internal data storage capacity under management



Our ESG journey

One of the core features of Involta is its focus on the sustainable and ethical impacts of our business. We are committed to environment, social and governance (ESG) reporting.

While early in our journey, we are committed to incorporating ESG principles into our business and to the establishment, tracking and reporting of our performance.

We recognize ESG as a business imperative, a measure of progress and an opportunity to future-proof our business.

Involta hopes to champion the value of ESG in the U.S. IT industry and to demonstrate how ESG impacts and efforts are an opportunity to create real value for all our stakeholders.

What we have done

We have tracked our data centers' energy usage and measured our energy efficiencies since the inception of the company. Calculating Power Usage Effectiveness (PUE) allows us to track energy efficiency improvements for related initiatives. More specifically, we have invested in projects that include the replacement of end of life equipment with higher efficiency equipment, the installation of variable speed fans in our older Computer Room Air Conditioner (CRAC) units, hot/cold aisle containment inside the data center halls for higher cooling efficiencies and the replacement of incandescent lights with occupancy sensor-controlled LED lighting. Each proposed energy efficiency project is analyzed to predict energy savings results and associated financial ROI.

Energy efficiencies are also a key consideration in the evolution of Involta's data center design. The deployment of high-efficiency critical power and cooling infrastructure as part of our latest design has resulted in 50% energy efficiency improvements between our flagship facility, commissioned in 2008, and our newest facilities.

As a managed services and infrastructure company, we purchase and consume IT equipment for the delivery of services. Lifecycle replacement of infrastructure is important for reliable and supportable equipment but also results in leveraging the newest infrastructure technologies that continue to improve on energy efficiencies. An example of this advancement is the deployment of flash storage solutions. Storage vendors report over 80% reduction in energy usage per TB over traditional spinning disk arrays.

The IT-managed services and data center business are competitive with respect to attracting industry talent, so the underlying elements of culture, benefits and work environment are important for employee retention. Feedback from our employees is critical for the creation of a better work environment and the support of a healthy life/work balance. Town halls, employee engagement surveys and our idea process provide the opportunity to collect and react to employee feedback, input and concerns.

Involta has also maintained independent audit and assessment relations since its inception. These relations initially focused on Statement on Standards for Attestation Engagements (SSAE) 16 Type 2 or equivalent compliance. We have recently earned certification with HITRUST Alliance for 324 control objectives for our Tier 3 facilities and make use of the same organizational controls at all Involta facilities.

What we are doing

As we understand and respond to rising ESG expectations in our marketplace, we have worked closely with global investment firm, Carlyle, in developing a new ESG vision, and a set of strategic operating initiatives to achieve this vision.

In doing so, we undertook a materiality assessment that was specific and unique to our company, and which was supported by our understanding and assessment of peer and customer reporting. We also assessed our systems and reporting against the tenets and elements of the Sustainability Accounting Standards Board (SASB), now part of the IFRS Foundation standard: Technology and Communication – Software and IT services, as well as the Taskforce on Climate-related Financial Disclosures (TCFD). We have sought to align our reporting with SASB in developing this first ESG report, both in terms of the metrics we report on, as well as the adoption of the concept of materiality. It is our intention to report annually and incrementally.

We are committed to ensuring our ESG initiatives extend across our value chain. Some of these initiatives include annual employee training on our code of conduct and the extension of our code of ethics to include all stakeholders, particularly suppliers. The development of our supplier code will include relevant ESG topics.

We will continue to find opportunities to decrease our energy consumption with new technologies and data center designs.





Our Board drives and has oversight of the organization's ESG activities while our leadership engagement and employee involvement help shape its effectiveness.

Leadership and strategy





ESG Governance

Involta is a privately-held company, whose overall strategy is guided by its Board of Directors.

Involta's Board of Directors provides insight from their various backgrounds and expertise of electrical power, healthcare, telecommunications, technology, finance and corporate governance to help guide the management team regarding company direction.

The Board is led by Chairman Ed Vilandrie, who is an Operating Executive of Carlyle. Also serving on the Board of Directors is Involta President & Chief Executive Officer Jim Buie.

Board members Bruce Lehrman and Allison Wisniewski oversee ESG initiatives and performance. Bruce Lehrman, who was the founder of Involta and is currently our Vice Chairman, and Allison Wisniewski, who is Vice President of Carlyle Global Infrastructure, aim to build upon Involta's ESG efforts and thereby differentiate Involta in the marketplace.

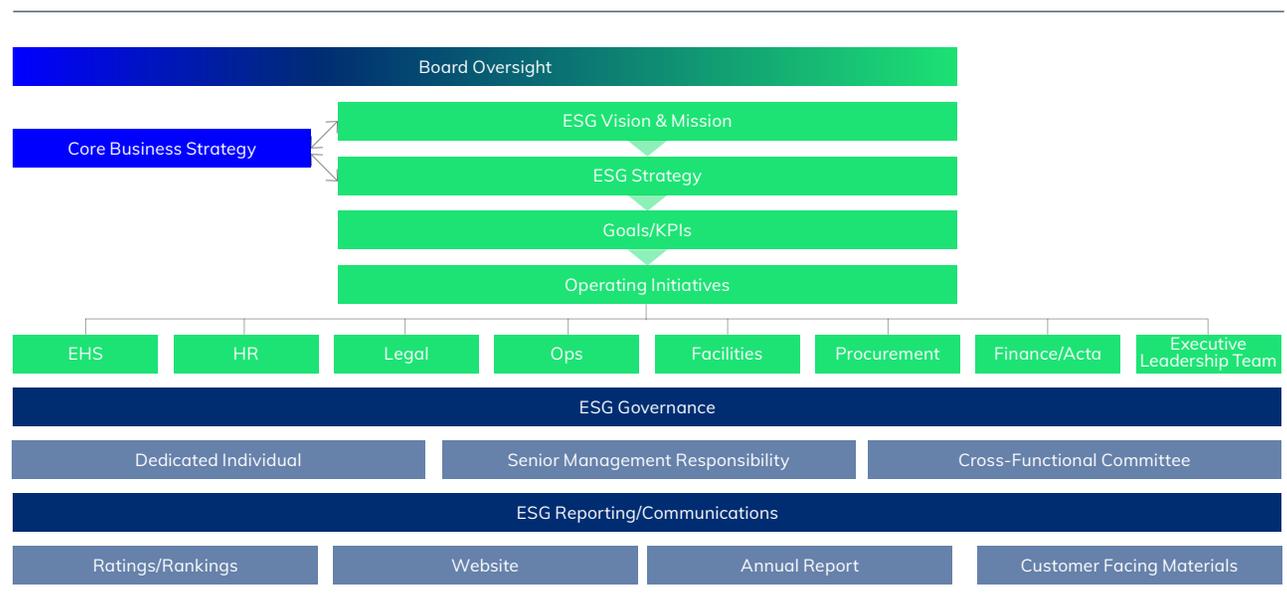
Involta's Board drives and has oversight of the organization's ESG activities. Its leadership engagement and employee involvement help shape its effectiveness. We are developing key performance indicators for leadership, and where necessary, employees.

We are currently aiming to mature the level of our governance by including several ESG-related initiatives and measurements across our value chain. These include annual employee training or refresher sessions on our code of conduct and the extension of our code of ethics to include all stakeholders, particularly suppliers. The development of our supplier code will include relevant ESG topics. In addition, we intend to analyze procurement categories and identify opportunities to align with green preferences, as well as weigh up the opportunities presented by offering supplier incentives as part of a supplier rating for ESG performance.

We have designed an ESG program framework to enable our ESG strategy and give effect to our ESG practices. As illustrated below, Involta's ESG program framework is driven by our Board, which provides oversight and defines the ESG vision, mission and strategy. Our ESG vision is informed by, and supports, our core business strategy and determines the metrics and initiatives that are necessary to deliver on our ESG objectives. Key components of our ESG program are dedicated governance and reporting channels that are aligned with external ESG frameworks.

Involta has always valued reporting of performance to our stakeholders, customers, employees and prospective clients. The opportunity to advance our capabilities and communication in terms of ESG is important to our future as a business.

Bruce Lehrman
Involta Vice Chairman



CEO Message



Involta fully embraces ESG as it is important to our business, our industry and our society.

The growth of Involta has been driven, in part, because of the attention to detail that permeates our processes and employees. Applying this ethic to ESG will help Involta continue to differentiate from our competitors.

Embracing ESG provides opportunities for Involta to grow and take an industry leadership position while the tracking of performance allows us to better manage the social and economic forces driving our sector.

Benefits include opportunities for growth, leadership within the industry and tracking performance so that social and economic forces driving this sector are an advantage for Involta.

Involta will continue to measure, monitor and manage its progress against challenging targets and key performance indicators, especially the SASB metrics related to our sector.

As in all our processes, Involta will seek to be on a journey of continuous improvement, with the help of our team and with ESG at the heart of responsible reporting.

Opportunities won't be without challenges, so the involvement of our Board will help set a course for success for our organization.

We look forward to reporting further progress in future reports.

"As we accelerate our growth trajectory, our vision to enable our customers to transform their worlds through technology has never been more paramount. Our leadership and People Who Deliver remain committed to advancing our ESG capabilities and communication as we set our sights on continued, sustainable growth. This inaugural report is the first of many steps incorporated into our ESG strategy and framework to responsibly meet the ever-changing needs of our clients."

Jim Buie
President & Chief Executive Officer



Focus on material issues

As we further embed ESG principles into the business, we recognize that we need to consider the markets in which we operate and the views and needs of our shareholders, customers and employees in developing our ESG and reporting strategies.

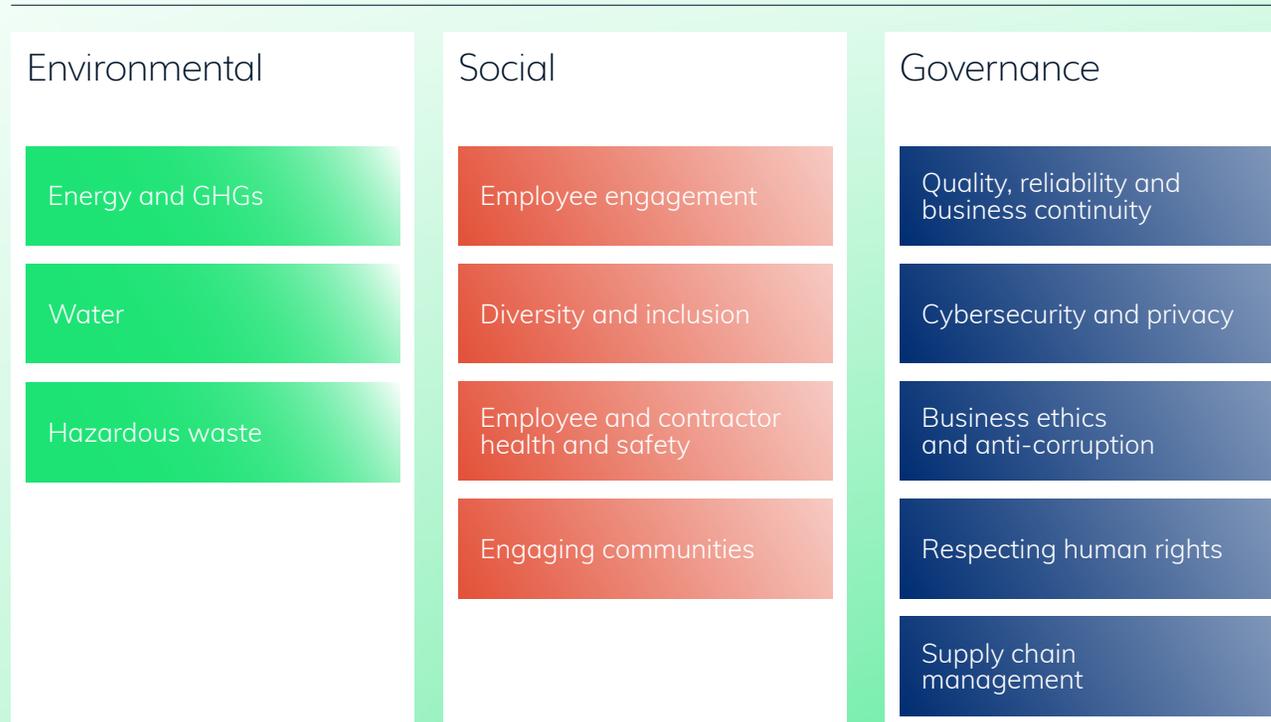
Central to the development of our ESG strategy has been developing an understanding of the material ESG issues facing our business, based on our sector, geography and operating conditions as well as peer/competitor performance, ESG industry standards and stakeholder expectations.

By identifying those issues that are most material to the business, we are able to develop goals and targets, and strategies to achieve them.

A materiality assessment workshop that included key members of executive leadership identified 12 material issues, illustrated below:

These material issues have been incorporated into our ESG strategy and framework, with targets and key performance indicators being identified for each material issue.

While we may not have the necessary data to support reporting on all of these at this stage, we intend to incrementally increase our data collation and disclosure.





ESG strategy and framework

Our ESG purpose underlies and supports our strategy: to use our unique resources and partnerships to deliver advanced hybrid IT solutions that responsibly meet the ever-changing needs of our customers.

In delivering our ESG strategy, we will:

- Manage and minimize our environmental footprint
- Care for our people – employees, contractors and communities
- Prioritize sound business practices and good governance

Our strategy and our goals are illustrated in the framework below.

We recognize the role that companies have in society and the accountability associated with this. We have identified six UN Sustainable Development Goals that we can make a positive contribution towards. These are linked to our strategy and targets in our framework and discussed further in the report.

ESG framework



We manage and minimize our environmental footprint by:

- Improving our energy efficiency
- Reducing our GHG emissions
- Responsibly disposing hazardous and e-waste



We are a vibrant and caring company that:

- Engages with employees
- Encourages diversity, equity and inclusion
- Prioritizes employee and contractor health and safety
- Engages with our communities



We prioritize sound business practices and good governance by ensuring:

- Product quality and reliability
- Client data privacy and protection
- Business continuity
- Enforcing a strict code of conduct
- Respect for human rights



We compel our suppliers to adopt and implement the same approaches that we do.



Our ambition

To manage and minimize our environmental footprint by:

- Improving our energy efficiency
- Reducing our GHG emissions
- Responsibly disposing of hazardous e-waste

Involta's environmental footprint centers largely around the use of electricity, and consequently GHG emissions. We understand the need to optimize our energy usage mix, and where possible, use energy sources that favor renewables. Our ESG-oriented growth plan considers the advancement of electrical usage that favors renewables.

We also recognize that, as a business, we are subjected to extreme weather events associated with climate change and need to plan and prepare for these events.

We utilize closed-loop water, free-cooling and refrigerant-based cooling systems in our data center facilities to minimize the need for water consumption.

Managing the IT hardware lifecycle is part of our business; we are committed to recycling e-waste, and we have implemented a robust program to ensure that all electronic waste generated by any of our facilities is properly disposed of.



Affordable and clean energy

We choose to use renewables where we can, encouraging our utility providers to adopt affordable and clean energy. The availability of renewable energy is considered in our growth plan.



Responsible consumption and production

As a data center operator, we consume significant amounts of power. We are aware of the need to be responsible consumers of energy and if we are given the opportunity to choose greener energy through the purchasing of power, we use that criteria in our selection.



Climate action

Involta and its customers have been impacted by floods and a derecho during the course of our 15 years of operation. Our ability to continue services during severe climate events has helped our customers preserve their businesses.

Minimizing our environmental footprint





In an effort to reduce our carbon footprint and GHG emissions, we work with our utility energy suppliers to review available options in the purchase of energy.

Energy and GHGs

Involta monitors and measures the amounts and types of energy used at each of our data centers. These measurements include the percentage of carbon-free energy used by the utilities that supply the power in each edge market in which we operate. Weather variations and changing customer demands can have an impact on the amount of electricity consumed.

More than 99% of our energy usage is in support of our data center operations.

The majority of our energy usage is purchased (Scope 2 emissions), although our data centers use standby diesel generators, which are regulated by local permitting and closely monitored and measured to comply with runtime and emission regulations.

In an effort to reduce our carbon footprint and GHG emissions, we work with our utility energy suppliers to review available options in the purchase of energy. In deregulated edge markets that allow us to purchase energy off the power grid, our selection criteria for power generation is weighted towards renewable energy generation. In regulated utility edge markets, clean or renewable energy purchasing options are weighted against cost for opportunity to reduce carbon emissions.

In total, in 2022, our data centers used 217,897 GJ of energy, 17.25% of which was from renewables and 16.6% from nuclear power sources.

Direct GHG emissions (Scope 1) for Involta is based on the use of 7,500 gallons of use of diesel fuel over the course of one year in Tier 4 diesel generators, so that a one-hour load test can be done monthly and start demand tests done weekly.

We track detailed energy usage at our main sites. In 2023, we will develop a more detailed understanding of the GHG emissions associated with our usage and consider the setting of reduction targets.

Water

We monitor our water usage through billing statements from service providers. Collectively, our data centers do not use more than 1,000 m³ of water in total on a monthly basis and less than 10,000 m³ annually. This results in a Water Usage Effectiveness (WUE) of less than 0.17L per kWh on average, compared to industry average WUE of 1.8L per kWh for facilities that utilize consumption-based water cooling designs.

None of our data centers are located in high-stress or extremely high-stress water areas. However, our Tucson and Boise centers are both located within communities that are sensitive to water usage (both are in desert or high desert climates).

The main use of water in the data centers is in the office building. Within the data centers themselves, cooling is served by closed loop systems tied to compressors or by computer room air conditioning (CRAC) units utilizing condenser units for ultimate heat exchange. The makeup to the closed loop is based on leaks (monitored) and the CRAC units utilize small amounts of water for humidification.

99%+

Energy usage is at data centers



Hazardous waste

The responsible decommissioning and disposal of electronic equipment is our primary concern. We only utilize electronic recycling or disposable contractors that are R2 and e-Steward certified and participate in recycling programs when available.

The creation of spill protection plans and EPA reporting follow local and state requirements.

Along with the responsible recycling and disposal of electronic equipment, we ensure systems that may contain sensitive information, such as storage hard drives, have been destroyed to eliminate unauthorized access to potential sensitive or confidential information.

Environmental considerations in data center planning

When constructing a data center, we take a generational approach, implementing improvements and evaluating alternatives on an ongoing basis. Our renovations make use of the improvements that have been proven with data.

Environmental initiatives include siting, design, construction and operational techniques:

- For siting, environmental considerations include recognition of hazards, developmental limitations, land use and green initiatives from Leadership in Energy and Environmental Design (LEED) and other standards.
- Design considerations include low-impact materials for walls, cladding and surface drainage, as well as flora, fauna and animal habitat accommodation. Design standards include those developed by the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) and the Institute of Electrical and Electronic Engineers (IEEE) regarding material strength and durability-related direction.
- Operational techniques include placement and rotation of equipment and close monitoring for trends of performance.

The data center strategic analysis includes numerous energy-efficient initiatives undertaken by Involta. These include:

- Efficient UPS configurations
- Efficient CRAC configuration
- DuctSox distribution
- LED Lighting
- Utility power routing to include substation design
- Step compressors





Case Study

Involta responds competently to extreme weather event in Iowa

On August 10, 2020, a derecho storm tore through eastern Iowa, causing 100-130 mph straight-line winds with maximum winds at 140 mph, which the Weather Network said was comparable to the wind speeds of a major hurricane. While derecho storm winds commonly last 10-20 minutes, this storm lasted more than 30-60 minutes, causing catastrophic damage and destruction to any buildings, vehicles, crops, trees and power lines in its path.

The Cedar Rapids area, home to Involta's headquarters, took the brunt of the winds and sustained some of the most intense storm damage. According to media organization NPR, an estimated 90% of structures in Cedar Rapids were damaged by the storm and more than 1,000 homes destroyed.

Involta's response

Involta has always supported its customers during catastrophic weather events, including the devastating floods in Iowa in 2008, through strong communication channels. Since 2008, we have also evolved our data center facilities to provide the superior infrastructure and services to withstand similar levels of destruction.

Once the derecho storm passed, our Cedar Rapids and Marion employees worked tirelessly to stabilize businesses' work environments from the physical to the virtual. Meanwhile, employees from our Duluth, Minnesota, and Youngstown, Ohio, offices traveled to Cedar Rapids to assist. They also brought essential supplies, including cases of water, power strips and generators.

Involta's support went beyond our customers and into the community. Our employees volunteered for organizations, including the Iowa Derecho Relief Center in Cedar Rapids. As volunteers, they worked on unpacking and sorting donations. They also spent time in various neighborhoods surveying needs, listening to personal stories and directing people to the right places to get the help they needed.

Despite the event, we had no operational downtime. We design our facilities to withstand significant environmental disasters and back up our centers with uninterrupted power supply and battery power.





Our ambition

We are a vibrant and caring company that:

- Engages with our employees
- Encourages diversity and inclusion
- Prioritizes employee and contractor safety
- Supports our communities

Our people come to work every day because they want to make a difference in how people think about technology. In turn, we aim to make a difference in the lives of our people through commitment and care, which is naturally extended through our philanthropic activities.

Involta employees represent their families, communities and company in pursuing meaningful improvements to the ESG of a workplace that supports a diverse, healthy and tolerant culture. This is important to our business, our customers and our people.



Gender equality

We believe in gender equality at work. We are developing our DEI strategy to support the business in attracting and retaining women.



Sustainable cities and communities

The services and support we provide to our customers seek to advance connectivity, equity and ESG, as well as business efficiency and continuity.

Caring for our people





Caring for our employees

We offer competitive benefits, fair labor practices and opportunities for training and development.

As part of our employee packages and talent retention, we offer numerous benefits to employees that include healthcare, life insurance, share options, paid parental leave and paid volunteer time.

We pay a great deal of attention to creating a positive and conducive work environment that includes flexible schedules and allows for work-life balance. Engagement is important to us. Some of the opportunities for engagement include town halls (every six months); all employee update meetings (quarterly); Bite with the Boss; employee summer outings and holiday parties. We also undertake an annual engagement survey.

Employees are offered opportunities for learning and career development, supported by our use of predictive index testing.

Employee engagement

Everyone plays a part in culture

Involta believes the healthiest cultures are shaped by every person in an organization. The job of creating a corporate culture is never done. As our organization grows and changes, we are intentional about how those changes impact the culture.

Engagement survey results

In April 2022, we completed our fourth annual engagement survey. The survey measures five categories: Communication & Resources, Personal Engagement, Individual Needs, Trust in Leadership and Team Dynamics. Our score remained the same as the previous year's score of 4.98 out of 6. According to benchmarking data, this is consistent with other companies.

A summary of the survey outcomes, along with some areas of focus and recommendations, are included in this report.

Workplace Wednesdays

As we work on improving employee engagement and striving towards our goal of being an employer of choice, we will be instituting Workplace Wednesdays. Studies show that the future of work will focus on collaboration days, which involve organizing that employees are in the office on a certain day, so teams work together. These days are not focused on bringing people in to sit in an office with their doors closed. Rather, it is about engaging in meaningful work as a team. Activities such as project planning, team meetings, brainstorming, educating and mentoring are regarded as great ways to leverage time together.

We also plan to launch an Employee Ambassador program, similar to our Volunteer Ambassador program, which will be focused on encouraging collaborative efforts.

We pay a great deal of attention to creating a positive and conducive work environment that includes flexible schedules and allows for work-life balance.



Engagement survey results

Communication and resources

Based on the outcomes of the employee engagement survey, several corporate initiatives appear to impact the trends positively. We will continue to engage our employees through regular town halls, edge market visits and education as we look for new ways to improve our engagement methods.

At the manager level, we continue to work with our teams on setting goals and making sure there are clear definitions of success. We also continue to encourage one-to-one engagements to foster greater personal engagement between management and employees.

Personal engagement

While employee pride within Involta remains unwavering, there was a small to minimal decrease in each category. To address this at the corporate level, we have developed career pathing as a means of opening up opportunities to employees. Our strategy entails significant growth over the next five years, which will directly correlate to new opportunities, positions and advancements for those within the business.

Individual needs

Our employee survey results show decreases in scoring, especially related to pay and flexibility. Since, we have hired a third party who will be conducting a compensation study.

Trust in leadership

This category has trended upward in all aspects. We will continue to build on this trust in the organization through ongoing employee engagement.

Team dynamics

While several areas in this category recorded minimal dips in scoring, this is one of our strongest attributes and drivers of our culture. We continue to collaborate and create a sense of ownership and pride within our teams and organization.

4th annual engagement survey shows opportunities to drive performance.



Diversity and inclusion

We recognize that a diverse and inclusive organization welcomes and supports people from different cultures, ethnicities, races, gender identities and religions so as to promote a healthy, productive culture that supports problem-solving and innovation.

Diversity and inclusion assessment

In 2020, we engaged an independent consultant to undertake a diversity and inclusion assessment. This was done at both an individual and organizational level.

For individuals, the assessment considered:

- Beliefs: self-awareness and personal beliefs related to diversity and inclusion
- Interpersonal skills: putting inclusion into action

At an organizational level, this considered:

- Management: how management sees itself and how management is seen by employees in terms of diversity and inclusion
- Culture: organizational norms and beliefs
- Policies, practices and procedures: how diversity and inclusion efforts are put into practice on an organizational level

Outcomes:

Involta scored a Level 2 on a scale of 1-3, in terms of management's behavior that is in support of diversity and inclusion. On average, responses indicated that management views diversity and inclusion as part of their responsibilities and understands the basics of how diversity and inclusion impact the workplace. Respondents felt management does value their contributions and tries to include others and reward behaviors. Because this was in the middle range, growth opportunities for management in adopting new strategies to develop a more inclusive group culture or in individual efforts when interacting 1:1 with team members were identified.

Involta scored a Level 2 on a scale of 1-3, in terms of a culture that is in support of diversity and inclusion, indicating there is a vision for diversity and inclusion but that this has not necessarily been translated into guiding business principles. Respondents suggested there was room for further clarity regarding the connection between diversity and organizational effectiveness. Untapped opportunities in defining diversity and supporting inclusion through actions were identified.

Involta scored a Level 2 on a scale of 1-3, in terms of policies, practices and procedures that are in support of diversity and inclusion, with respondents reporting that there is opportunity for improvement in organizational policies, practices and procedures that support diversity and inclusion work.

The outcomes of the survey are influencing our approach to diversity and inclusion, with a more comprehensive strategy under development.



Safety and health

Involta promotes safety, health and wellness within the workplace through the use of proper tools and practices.

Our goal is to prevent all occupational injuries and illnesses and to eliminate foreseeable hazards. We also seek to comply with federal, state and local safety, health and environmental regulations. We recognize that maintaining a safe and healthy workplace is the joint responsibility of Involta and all of its employees and contractors.

Employees are required to immediately report all on-the-job accidents or injuries on an Employee Report of Injury form in compliance with worker compensation regulations. There were no safety incidents or injuries during the year.

Involta uses a lockout/tag-out program for servicing and maintaining machines and equipment where unexpected starting or unexpected release of stored energy could cause injury to employees.

Employees who violate safety policies may be subject to disciplinary action up to and including termination.

Community engagement and support

Involta serves the communities it resides in with various volunteering opportunities, such as assisting the Salvation Army via food donation drives and matching charitable contributions of the leadership team.

Involta has always understood the importance of supporting the communities we serve. We have established guidelines for employees to volunteer their time on behalf of Involta and offer paid time off to employees who volunteer their services.

Our volunteer policy was crafted in 2010 and grants employees four hours per quarter, or eight hours every six months, to dedicate time during normal work hours to charitable organizations or for natural disaster relief efforts.

The intent of the policy is to support activities that enhance and serve the communities in which we live and work, and it empowers Involta employees to be actively engaged in issues that impact their lives. By encouraging employees to share in this effort, Involta's impact is multiplied by aiding charitable organizations while enriching the lives of our employees.

In 2022, Involta employees volunteered more than 261 hours.

Involta's gift-matching program encourages employees to donate to charitable organizations by matching the financial contributions they make so that the donation is effectively doubled.



261+

Volunteer hours in 2022



Case Study

Involta Cares: Dedicated to giving back

Involta's core values of DRIVE – Dedicated, Results, Integrity, Visionary and Experience – ensure the company focuses on driving transformation for clients and in local communities by giving back.

Our leadership continues to ensure employees are aware of our Charitable Donation Sponsorship Policy and encourages them to take advantage of this unique benefit. In 2018, the Involta Cares name was created to support this focus and lend an easy phrase to what the company was already passionate about. #InvoltaCares was introduced to encourage employees to share their experiences on social media and create further amplification of the great work our employees were doing in their communities.

As the organization grew into additional markets and the number of its employees increased, we introduced Involta Cares Ambassadors in 2021. These Ambassadors promote the Involta Cares initiative and become the sole contact in each market for facilitating volunteer activities and community outreach. This has further streamlined employee volunteering by making it easier for employees to identify causes and participate.

Involta Cares impact

In 2022, our employees showed up for their communities. The Boise Team spent time with the Idaho Humane Society, volunteered with Boise's Ridge to Rivers Initiative and at the Idaho Foodbank, where they packaged oatmeal and boxed food for families in need, contributing to the 1,500 families who received packages.

The Cedar Rapids team volunteered at Meals on Wheels and at Habitat for Humanity, where they put up scaffolding and stabilizing trusses on a two-story home.

Our team in Cleveland supported the Cleveland Kid's Book Bank by sorting and boxing books to be distributed to children in the area while other team members spent time with Project Making Kids Count, assembling hundreds of hygienic kits to be distributed to families in need.

In Youngstown, the team aided Oak Hill Collaborative by beautifying their landscaping. Oak Hill offers tools and resources to grow ideas into viable inventions and help bridge the digital divide.

The Involta team in Duluth supported the 14th Annual Clean Yer Creek initiative, joining a total of 150 volunteers and cleaning up over 3,000 pounds of trash. They also spent time at Animal Allies and cleaned up the dog-walking trails and gardens surrounding its building.

December brought the whole company together through participation in the Toys for Tots program and rounding out the year by giving back to families in every one of Involta's edge markets.



**Our ambition**

We prioritize sound business practices and good governance by ensuring:

- Product quality and reliability
- Cybersecurity and privacy
- Business continuity
- Business ethics and anti-corruption
- Respect for human rights

We ensure that our suppliers adopt and implement the same measures we do.

Involta aims to incorporate governance best practices across the organization, instilling it as part of our culture and the behavior of all those who work for the organization. Board oversight, leadership engagement and employee involvement all help shape Involta's governance effectiveness.

**Industry, innovation and infrastructure**

Involta's ongoing efforts to provide reliable, resilient and innovative support to our clients, even during times of adverse weather events, help promote inclusive and sustainable industrialization.

Living strong governance



Quality, reliability and business continuity

Involta's ability to build, own and operate is based on the quality, reliability and continuity of our business. We have helped customers weather floods, derechos and security concerns by being prepared and informed. The very essence of the Involta "value add" is the quality of our service, which is backed by the reliability of design and operations with proven continuity. Every one of our business metrics is associated with availability and reliability, with readiness and with the superiority of our platforms, systems and infrastructure. We mitigate disruptions and ensure business continuity through resilient and redundant design and the adoption of standard operating procedures.

Even though precautions and rigorous preventive maintenance activities are followed, unexpected disruptive events still occur. Being prepared for disruptive events and following a response process such as Involta's Major Incident (MI) process ensures our clients are well informed of status and provides a method for effective communications during the disruptive event.

In addition, Involta offers clients Business Continuity and Disaster Recover services to help with recovery efforts when the unexpected disruption of IT services occurs.

Cybersecurity and privacy

Involta has been committed to independent evaluation of security, privacy and results since inception. Originally, this was measured through SAS70 Type 2 reports and later resulted in the revision of standards such as the SSAE family. In the past five years, we have pursued and achieved a HITRUST certification. The HITRUST certification is based on a comprehensive review of performance against policies and industry norms. It covers control objectives and is part of our continuous certification and compliance program. Certified status demonstrates that our facilities and systems have met key regulations and industry-defined requirements and are appropriately managing risk.

Involta maintains an Information Security Governance Program consisting of an overarching Information Security Policy, associated procedures and a risk assessment process for safeguarding information assets and systems. The Information Security Policy identifies the physical, technical and administrative controls used by Involta to access, collect, distribute, process, protect, store, use, transmit, dispose of, or otherwise handle, information assets and systems. The risk assessment process considers, and mitigates, as appropriate, information security risks or vulnerabilities within critical Involta operations.

It is important to note that Involta does not have secondary users of data. We have also not experienced any losses associated with user privacy, had data breaches or received requests from law enforcement related to user information in the more than 15 years we have been operating.

In addition to the policies and processes we have in place to protect our data and customers, we offer industry and consumer webinars and education sessions about cyber security trends affecting businesses, including details on threat posture, how to identify bad actors and what to do if you experience a cyber attack.

The very essence of the Involta "value add" is the quality of our service, which is backed by the reliability of design and operations with proven continuity.



Business ethics and anti-corruption

Involta has outlined expected approaches and conduct in the Involta Handbook as well as specific procedures for supplier management.

We are intent on ensuring that Involta will always conduct its affairs in such a manner as to avoid any impropriety or the appearance of impropriety based upon a conflict of interest.

Our Conflict of Interest Policy, which is applicable to all employees, is aimed at protecting the company's interest when it is contemplating entering a transaction or arrangement that might benefit the private interest of an employee of the company. All employees have been made aware of this policy and a Conflict of Interest disclosure form is required to be completed if any conflict is identified.

Respecting human rights

The Involta Employee Handbook outlines the approach to be taken within and outside the company.

Involta is committed to providing a workplace where all individuals are treated with respect and dignity. We believe that every individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits unlawful discriminatory practices, including harassment, and we expect that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

Specifically, it is the policy of Involta to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information or any other characteristic protected by law. Involta prohibits any such discrimination or harassment.

Involta encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. Every reported complaint of discrimination or harassment will be investigated thoroughly, promptly and confidentially. We also prohibit retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

The same approach is applied in our dealings with customers or vendors.

Supply chain management

Involta has a vendor management procedure that addresses supplier expectations, conduct and the annual exchange of information. We are developing a supplier code that will include relevant ESG topics.

We have a Vendor Management Instruction process in place to outline the requirements and activities that guide Involta in managing the security and privacy risks that vendors introduce as a consequence of our mutual business relationship. These risks involve the potential for unauthorized processing, use, access, disclosure, loss or alteration of sensitive information.

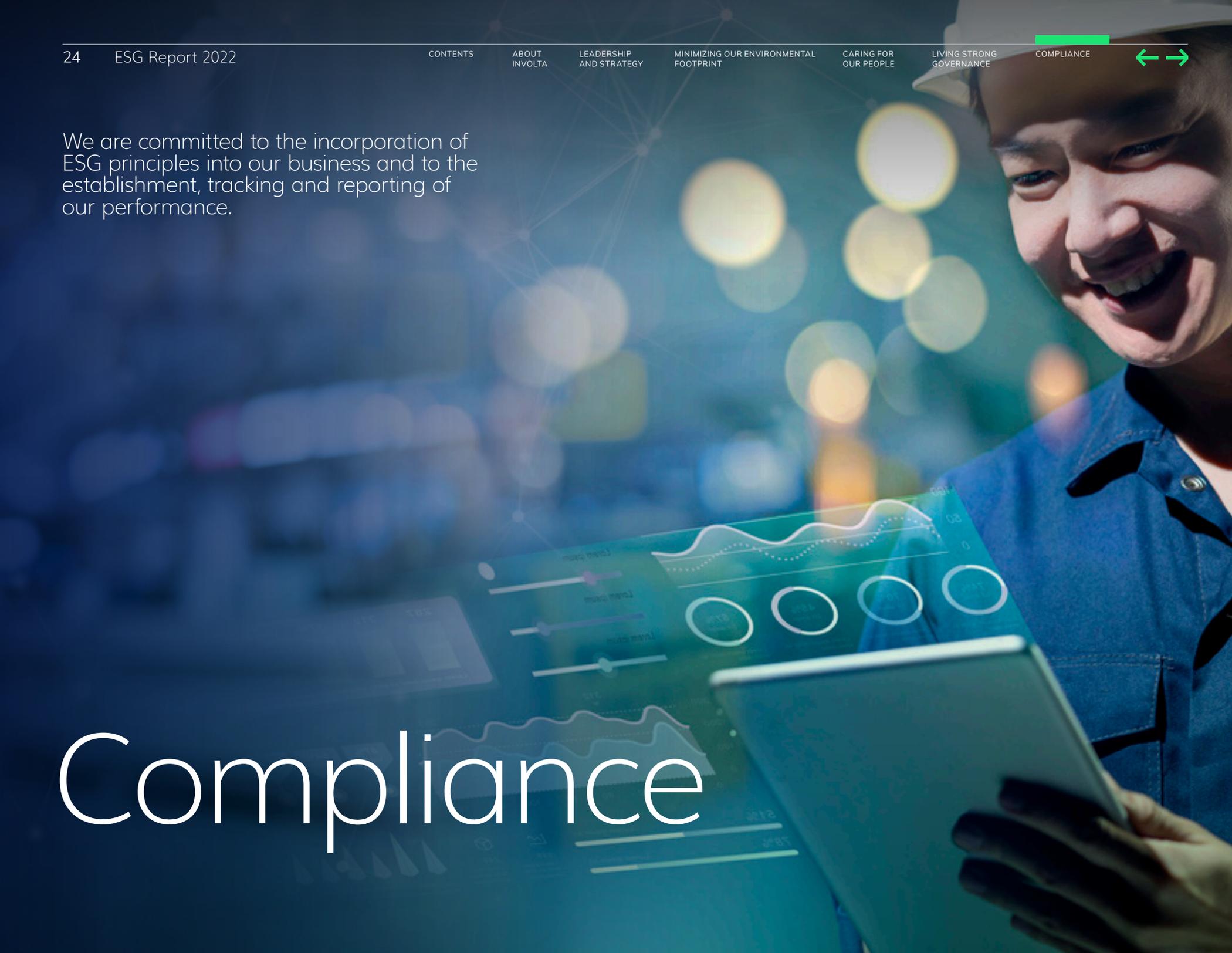
Our Security Committee classifies all vendors based on the risk those third parties introduce into the business relationship and other material factors into four tiers. Minimum standards are in place for each tier, commensurate with the sensitivity of and level of access to the sensitive information to which the vendor potentially has access to.

Involta may perform periodic audits of Tier I and Tier II Vendor's privacy and security policies and practices and may require vendors to return an annual survey and/or questionnaire attesting to their current privacy and security policies and practices.

Vendors are compelled to uphold our standards, particularly in the management of security and privacy risks.

We are committed to the incorporation of ESG principles into our business and to the establishment, tracking and reporting of our performance.

Compliance





SASB content index

Sustainability disclosure topics & accounting metrics

Table 1. Sustainability Disclosure Topics & Accounting Metrics

TOPIC	ACCOUNTING METRIC	CODE	RESPONSE
Environmental Footprint Infrastructure	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	TC-SI-130a.1	P9-11: Minimizing our environmental footprint: of Hardware Energy usage resulting in GHG emissions
	(1) Total water withdrawn (2) Total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	P9-11: Minimizing our environmental footprint: Water
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	P9-11: Minimizing our environmental footprint: Integrating environmental considerations into data center strategic planning
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	Not applicable
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	P19 to 22: Living strong governance: Cyber security and privacy
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	Zero
	(1) Number of law enforcement requests for user information (2) Number of users whose information was requested (3) Percentage resulting in disclosure	TC-SI-220a.4	Zero
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering or censoring	TC-SI-220a.5	Not applicable
Data Security	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of users affected	TC-SI-230a.1	P19 to 22: Living strong governance: Cyber security and privacy
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	P19 to 22: Living strong governance: Cyber security and privacy and Supply chain management

Continued on the next page



Table 1. Sustainability Disclosure Topics & Accounting Metrics continued

TOPIC	ACCOUNTING METRIC	CODE	RESPONSE
Recruiting & Managing a Global, Diverse and Skilled Workforce	Percentage of employees that are (1) Foreign nationals and (2) Located offshore	TC-SI-330a.1	Not applicable
	Employee engagement as a percentage	TC-SI-330a.2	P13-19: Caring for our people: Employee engagement
	Percentage of gender and racial/ethnic group representation for (1) Management (2) Technical staff, and (3) All other employees	TC-SI-330a.3	Not available
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TC-SI-520a.1	Zero
Managing Systemic Risks from Technology Disruptions	Number of (1) Performance issues and (2) Service disruptions (3) Total customer downtime	TC-SI-550a.1	P19-23: Living strong governance: Quality, reliability and business continuity
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	P19-23: P19-23: Living strong governance: Quality, reliability and business continuity

Table 2. Activity Metrics

ACTIVITY METRIC	CODE	RESPONSE
(1) Number of licenses or subscriptions (2) Percentage cloudbased	TC-SI-000.A	Page 2: Our business at a glance in 2022
(1) Data processing capacity (2) Percentage outsourced	TC-SI-000.B	Page 2: Our business at a glance in 2022
(1) Amount of data storage (2) Percentage outsourced	TC-SI-000.C	Page 2: Our business at a glance in 2022



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