AVI-SPL 2025 ESG IMPACT REPORT

Covering January 1 – December 31, 2024

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LETTER FROM OUR CEO

Dear Stakeholders,

Building on the strong foundation established in our inaugural 2023 ESG Impact Report, AVI-SPL is proud to share our continued progress and commitment to environmental, social, and governance (ESG) initiatives.

In 2024, we transitioned from a baseline-setting phase to an action-driven approach — one that prioritizes measurable impact and deeper integration of ESG into our business strategy.

As the global leader in audiovisual (AV), unified communications (UC), and experience technology solutions, we leverage our partnerships across the value chain to drive meaningful, sustainable change in our industry. Our vision — to help people work smarter and live better — extends beyond technology. It reflects our commitment to operating responsibly, fostering meaningful partnerships, and driving progress that benefits our customers, employees, and communities.

This year, we strengthened our ESG governance by expanding our ESG Task Force and formalizing the Enterprise Risk Committee — a cross-functional leadership team with executive sponsorship. These moves ensure ESG priorities remain embedded in our business decision-making, aligning our sustainability efforts with evolving customer and market expectations.

A significant milestone in 2024 was completing our first global Scope 3 emissions inventory, which gave us a comprehensive view of our carbon footprint and opportunities for reduction. We also advanced our fleet efficiency and logistics optimization efforts, achieving absolute reductions in fuel consumption, an essential step in lowering our operational emissions and reinforcing our impact in the broader value chain.

At AVI-SPL, our team is the key to our success. This year, we expanded the "Grow Your Career" program, providing enhanced training opportunities across regions to support workforce development. Our focus on engagement and talent development led to a record employee retention rate, underscoring the importance of our efforts in fostering a thriving workplace.

As we continue integrating sustainability into our business strategy, we remain focused on strengthening supplier engagement and ESG alignment across our value chain, investing in employee development, and deepening our commitment to climate action. Our 2024 Scope 3 inventory lays the foundation for setting future emissions reduction goals, and we are dedicated to embedding sustainability into customer solutions while expanding our circular economy initiatives.

We're proud of the progress we've made, but we recognize that sustainability is a continuous journey. We'll continue to drive meaningful change in the years ahead, with transparency, innovation, and collaboration as our guiding principles.

With your ongoing support and partnership, we're building a more sustainable and responsible future.

Sincerely,

John Zettel, CEO, AVI-SPL

INTRODUCTION

WHO WE ARE

For more than 45 years, AVI-SPL has been a leader in the audiovisual (AV) and collaboration technology industry, growing from a grassroots company founded in 1979 into a global provider of technology solutions.

Headquartered in Tampa, Florida, and privately held, we operate across 73 offices worldwide with a team of 4,500 professionals.

At AVI-SPL, our mission is to redefine how people and technology connect. Through innovative digital solutions, we enhance modern communication and collaboration, helping individuals work smarter and live better.

OUR CORE VALUES

Build connections

We work as a team, sharing knowledge and expanding our networks to create the ultimate customer experience.

Be trailblazers

We courageously lead the way to deliver solutions that create new value for our customers and shape the future.

Own it

We act with integrity in all we do, practicing accountability and striving for excellence in ourselves and for others.

Do the right thing

We're honest, clear, and true to our word to earn the trust and respect of others, and continually delight our customers.

Thrive together

We celebrate diversity and champion the well-being of our teams, customers, and communities to create success for one and all.

WHAT WE DO

At AVI-SPL, we enliven communication and empower meaningful collaboration that drives organizational progress. As a global leader in audiovisual (AV), unified communications (UC), and experience technology solutions, we design, integrate, manage, and support state-of-the-art technology for organizations of every size across every sector.

As an intermediary in the technology value chain, AVI-SPL does not manufacture products or control the materials used in their production. Similarly, we are not the end users of these solutions, which limits our direct influence over product end-of-life. However, this unique position allows us to facilitate collaboration across the value chain — working closely with suppliers, distributors, and customers to achieve both business goals and environmental, social, and governance (ESG) goals.

Considering upstream impact, AVI-SPL partners with its vendors to improve ESG outcomes. Through supplier engagement, AVI-SPL surveys and tracks our vendors' environmental and social stewardship practices, passing this knowledge on to our customers to aid in decision-making about their technology investments. With strategic distribution partnerships, we optimize supply chain operations to drive efficiency, streamline logistics, and deliver solutions that meet the evolving needs of our customers while reducing environmental impact.

Looking downstream, AVI-SPL strives to help customers achieve their sustainability goals. We prioritize waste reduction by shortening supply chains, minimizing resource consumption, and promoting more sustainable procurement practices. Additionally, we support circular economy principles by helping customers extend product lifecycles, responsibly recycle outdated electronics, and implement traceable disposal methods.

By embedding sustainability and operational efficiency into our collaborative efforts, AVI-SPL seeks to ensure that our world-class communication solutions create value not only for our clients but also for the communities and environments in which we operate.
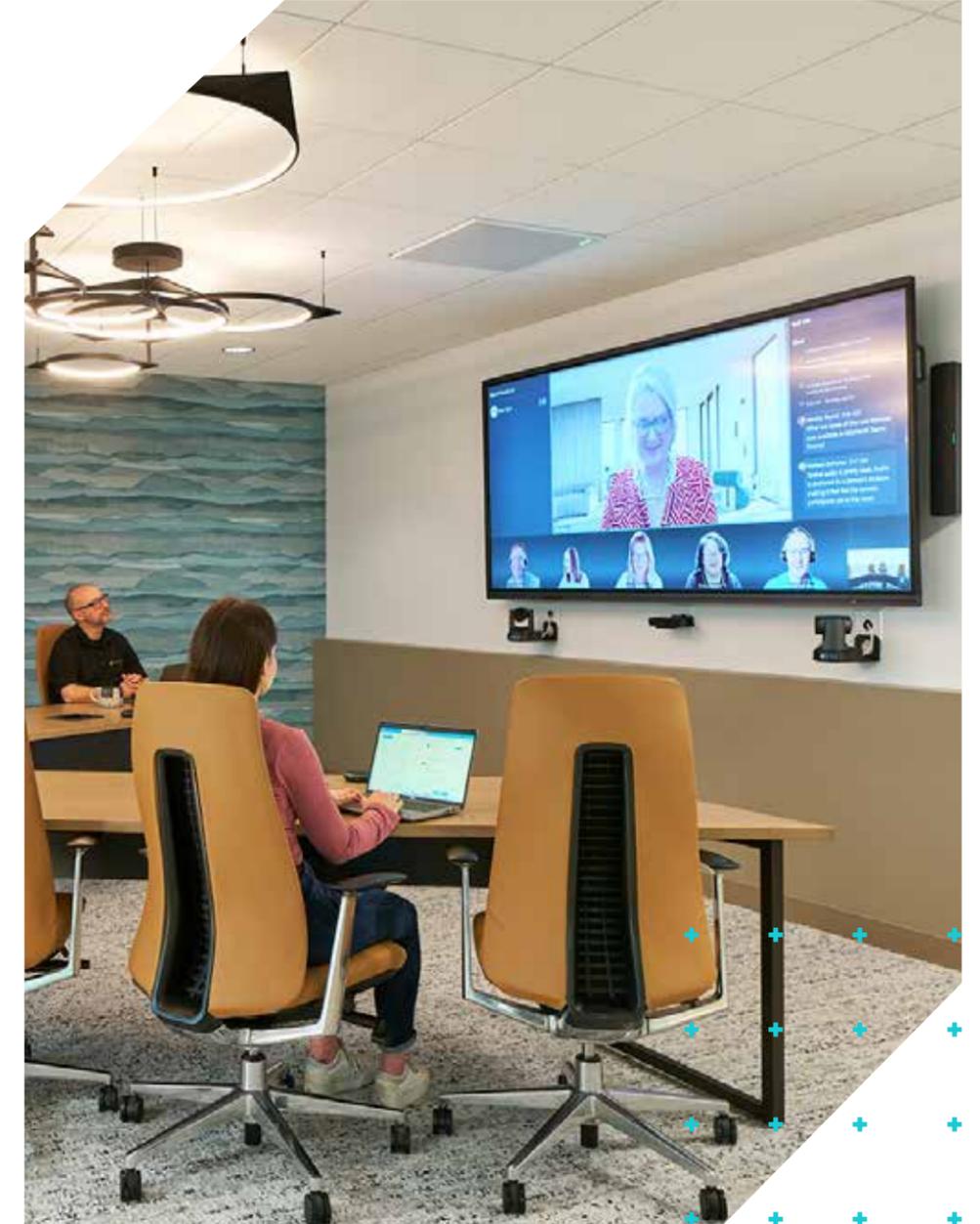
MANAGING ESG IMPACTS ACROSS OUR VALUE CHAIN

STRATEGIC INITIATIVES ACROSS THE VALUE CHAIN

Environmental

We partner with vendors and customers to reduce our carbon footprint, minimize waste, and achieve shared environmental sustainability goals.

Activities:

- Short-term GHG reduction goals
- Real estate recalibration
- Supply chain transformation
- Product lifecycle management

Social

We aim to be the industry employer of choice by fostering a welcoming and inclusive environment, offering comprehensive skills training and mentorship for career advancement, and contributing to community initiatives.

Activities:

- Talent pipeline expansion
- "Grow Your Career" program
- Annual "Gives Back Month"

Governance

We embed strong corporate governance and internal controls through collaborative, cross-functional teams to monitor, evaluate, and act on strategic risks and opportunities.

Activities:

- Enterprise Risk Committee
- ESG oversight
- Cybersecurity Center of Excellence
- Global Supplier Code of Conduct

Upstream

Direct Operations

Downstream

PRIMARY RISKS AND OPPORTUNITIES

Upstream

- Limited control over manufacturing processes and inputs
- Access to carbon labeling or LCA by OEM vendors
- Manual tracking of supplier diversity
- Fossil fuel use in product distribution and transportation

Direct Operations

- Fossil fuel use in operations
- Use and disposal of non-recyclable packaging
- Shifting to centralized logistics
- Workforce health and safety risks
- Employee engagement and satisfaction
- Rapidly evolving cybersecurity risks

Downstream

- GHG emissions from hardware and software operation
- Varying energy efficiency of devices
- Complexity of integrated technology solutions
- Shortened technology refresh cycles
- Embodied carbon in hardware
- Responsible management of electronic waste

OPERATIONAL SOLUTIONS

Upstream

- AVI-SPL Supplier Sustainability Matrix to track vendor ESG practices and ratings
- Expanded AVI-SPL Global Supplier Code of Conduct
- Activity-based carbon accounting when emissions factors are known

Direct Operations

- Transition % of new fleet vehicles to hybrid or electric annually
- Consolidated hub and spoke logistics model
- Data-driven delivery route optimization
- Centralized warehouse and quality control management
- Expanded cybersecurity training and monitoring
- Establishment of Enterprise Risk Committee

Downstream

- Software automation to turn off devices when not in use
- Eco-Friendly Reference Designs library
- Application of Power over Ethernet solutions
- E-waste Management Services offering
- Refurbish and repurpose company IT hardware for community programs
- Library of verified product carbon footprint data

SUSTAINABLE IMPACT

ESG AT AVI-SPL

Our commitment to sustainability embodies our vision and values — helping people work more efficiently and live more fulfilling lives. We believe that integrating ESG principles into our business strategy is not just responsible but crucial for our success and our customers' success. Having established a solid foundation in recent years, we now dedicate ourselves to achieving measurable and impactful progress in the future.

Materiality Assessment

In 2023, AVI-SPL partnered with a third party to conduct our inaugural materiality assessment, identifying and prioritizing the ESG topics most critical to our business and industry. This assessment, conducted in alignment with international standards such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB), provided valuable insights into stakeholder expectations, risk management, and business opportunities.

The analysis highlighted five topics, from an initial list of 18 topics, as most material to AVI-SPL's business: diversity, equity, and inclusion (DEI); labor practices and employee engagement; talent development; cybersecurity; and product lifecycle management. While climate change was not identified as a material topic, we tracked its increasing significance to our customers, and we recognize its importance for our operations and the planet. As such, we closely monitor and manage climate-related risks and opportunities and have prioritized climate impact in our overall sustainability strategy.

Establishing this foundation was essential in helping AVI-SPL craft our ESG strategies, develop robust data collection methods, and set targets against which we measure progress.

AVI-SPL Materiality Matrix
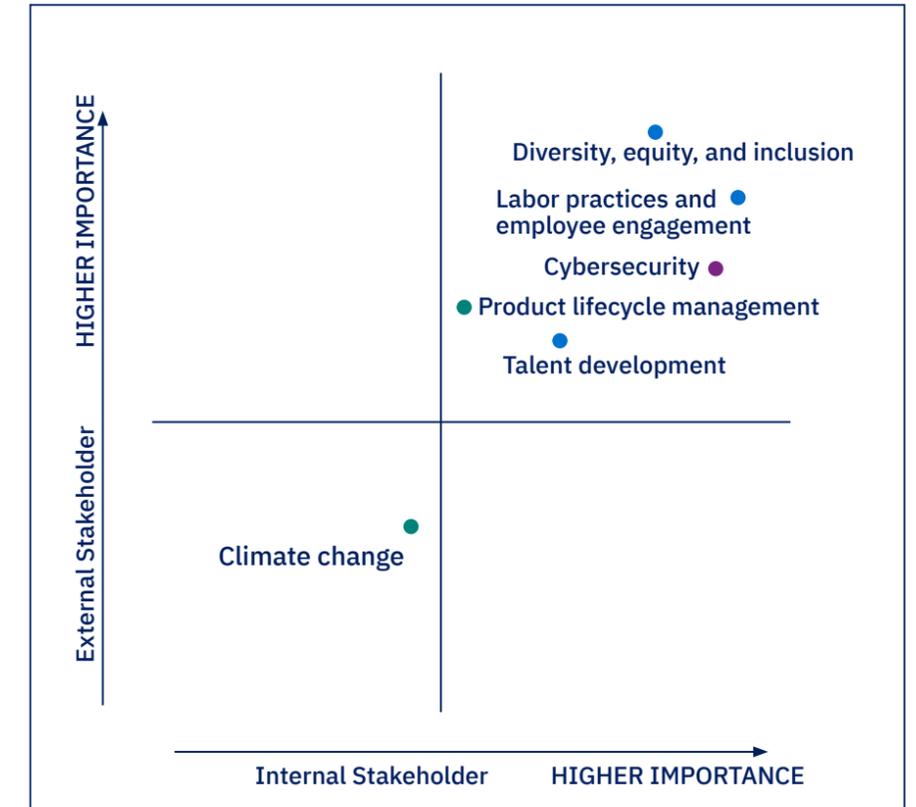
Environmental   Social   Governance

ESG AT AVI-SPL

Strategic ESG Goals

As a direct outcome of our materiality assessment, AVI-SPL established seven strategic ESG goals that balance our business objectives, stakeholder priorities, and alignment with the UN Sustainable Development Goals (SDGs). These goals guide our sustainability initiatives, operational efficiencies, and corporate responsibility efforts. Establishing this foundation was essential in helping AVI-SPL craft our ESG strategies, develop robust data collection methods, and set targets against which we measure progress.
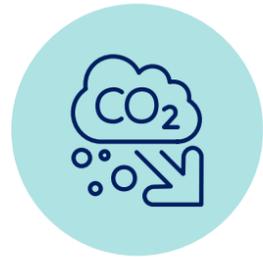
Reduce the intensity of global Scope 1 and 2 greenhouse gas (GHG) emissions per square foot of real estate by **10%** from 2023 to 2025.

Reduce absolute fuel consumption for all AVI-SPL fleet vehicles by **10%** annually from 2023 to 2025.
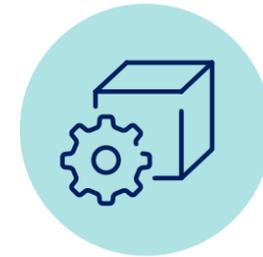
Enhance supply chain sustainability by embedding ESG risk management opportunities through the **AVI-SPL Supplier Sustainability Matrix.**

Expand e-waste recycling services to customers at all **U.S. locations** by 2025.

Grow employee participation in community service, increasing involvement in our annual AVI-SPL Gives Back Month by **10%** annually.

Strengthen cybersecurity awareness, increasing the percentage of employees completing voluntary cybersecurity training by **20%** in 2024.

Increase workforce diversity, including increasing the percentage of women employees by at least **one percentage point** annually from 2023 to 2025.

ESG AT AVI-SPL

For more details on how AVI-SPL's activities directly impact the SDGs, visit our **United Nations Sustainable Development Goals Index**.

We enhanced our sustainability strategy by conducting our first global Scope 3 GHG inventory for 2023 and 2024 and implementing measures to improve warehouse and logistics efficiency, reducing emissions. Recognizing our role as an intermediary in the technology value chain, we continue collaborating with upstream suppliers and downstream partners to drive meaningful ESG outcomes, even where we have limited direct control over materials or product end-of-life.

As AVI-SPL continues to integrate ESG into our corporate strategy, we remain focused on leveraging our global presence, collaborating across the value chain, and embedding ESG into every aspect of our operations.

For more details on our ESG commitments, visit our ESG page.

STAKEHOLDER ENGAGEMENT

Transparent engagement with our stakeholders is essential to achieving our business and ESG objectives. We use a variety of engagement strategies to ensure that all stakeholder voices are recognized and considered.

Stakeholder	Description of Engagement	Engagement Strategies
Customers	Collaborate with our customers to understand current business needs and provide integrated technology solutions	• Customer discovery • Direct engagement • Request for proposals • Surveys and online ratings • Customer Advisory Board • AllVoices feedback platform
Employees	Create a diverse and inclusive workplace where employees can thrive, starting with recruitment through retention and professional development	• AllVoices feedback platform • Company-wide town hall meetings • Employee engagement surveys • New hire and pulse surveys • Employee Resource Groups (ERGs) • Grow Your Career Program • Internship and mentoring programs • Learning plans and career paths • Monthly newsletters • Regional monthly meetings
Executive Suite and Board of Directors	Establish an integrated ESG strategy set by senior leadership that permeates throughout the organization	• Monthly meetings of ESG Steering Committee • Bimonthly meetings of the CEO, CRO, and SVP of ESG and Sustainability • ESG updates distributed in quarterly Board meetings

Suppliers and Partners	Leverage our comprehensive network of suppliers to offer innovative and sustainable solutions to our customers	• Ongoing dialogue and discussion
		• AVI-SPL preferred partner program
		  • Survey and publish preferred supplier ESG programs and ratings
		  • Collaborative go-to-market strategies for eco-friendly solutions
		• ESG requirements integrated into Supplier Code of Conduct
		• AllVoices feedback and whistleblower platform

Community	Foster positive relationships in the communities in which we operate	• AVI-SPL Gives Back Month • Local volunteer events • Philanthropic fundraising and donations

2024 ESG HIGHLIGHTS

Achieved record employee retention rate of **88.5%**

Collaborated with vendors to create AVI-SPL's **Supplier Sustainability Matrix** reference tool

Promoted **ERG missions** through AVI-SPL-owned social media channels

Completed our first **global Scope 3 carbon** inventory

Recycled 16,244 pounds of AVI-SPL electronics hardware, refurbishing **20 laptops** for donation to non-profits

Achieved employee completion of **41,879** training courses and **more than 2,500** hours of community service

Financially supported **11 employees** through AVI-SPL's non-profit Employee Emergency Relief Fund
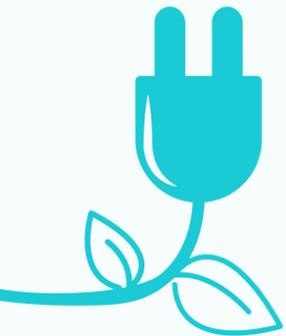
Partnered with customers to help them achieve their **e-waste goals**

Established AVI-SPL's first **Enterprise Risk Committee**

Expanded participcation in AVI-SPL Gives Back Month, resulting in **56 volunteer projects** conducted worldwide

Increased percentage of employees who completed voluntary cybersecurity training, strengthening our defenses

ENVIRONMENT

2024 Highlights

➜ Completed our first global **Scope 3** carbon inventory

➜ **Reduced Scope 1 and 2** GHG emissions globally

➜ Optimized distribution routes to achieve an average **17.4%** reduction in fuel use per vehicle in the U.S. from 2023 to 2024, saving over **$400,000**

➜ Reduced total office and warehouse square footage by **4.5%**

➜ Recycled **16,244** pounds of electronic waste

➜ Donated **20 refurbished laptops** to non-profits

➜ **Integrated AI** demand planning tools to enhance forecasting accuracy and improve supply chain efficiency

CLIMATE

GHG Emissions Baseline and Short-Term Reduction Targets

AVI-SPL is committed to measuring and managing our climate impact as part of our broader ESG strategy. Over the past year, we made significant progress in quantifying our GHG emissions, strengthening the foundation for future reduction efforts, and aligning sustainability initiatives with industry best practices. In 2024, 97% of our GHG emissions calculations were based on direct data, with several categories calculated using activity-based methods.

In 2024, we continued to measure our global Scope 1 and 2 GHG emissions in accordance with the GHG Protocol and saw a decline in both our Scope 1 and 2 carbon emissions even with growth of our business overall.

In addition to measuring Scope 1 and 2 emissions, we're establishing policies and processes for ongoing, accurate GHG tracking to support long-term climate integration in business decisions.

As part of our commitment to reducing GHG emissions with improved operational efficiency, we have set short-term emissions targets:

- **Reduce global GHG intensity** (Scope 1 and 2 per square foot) by 10% from the 2023 baseline by 2025

- **Reduce absolute fuel consumption** across all AVI-SPL-owned fleet vehicles by 10% from the 2023 baseline by 2025, thereby lowering global Scope 1 emissions by 10%

CLIMATE

In 2024, we also completed our first global Scope 3 GHG emissions inventory for 2023 and then for 2024, offering a comprehensive view of our carbon footprint. This milestone enhances alignment with customer and regulatory expectations while reinforcing our commitment to responsible business practices.

In 2023, Scope 3 emissions comprised 95% of AVI-SPL's total carbon (GHG) footprint, underscoring the significance of indirect emissions. We measured eight Scope 3 categories, with Purchased Goods and Services accounting for 78%, primarily driven by electronics purchased for resale (75%). This category presents both a challenge and an opportunity to reduce our environmental impact. Our 2023 carbon accounting relied primarily on spend-based calculations, with 97% of emissions based on direct data and 3% estimated by proxy.

In 2024, AVI-SPL enhanced Scope 3 calculations with three key improvements. First, we refined our Scope 3 Category 1 approach by integrating spend-based and product-based calculations for greater accuracy. Second, we strengthened employee commuting (Category 7) estimates by incorporating more precise working-day data by country. Third, we improved business travel (Category 6) calculations by using actual airline miles and hotel nights from travel booking vendors. These refinements have advanced AVI-SPL's GHG accounting and reinforced our commitment to data-driven sustainability strategies.

2023 Scope 3 GHG Emissions
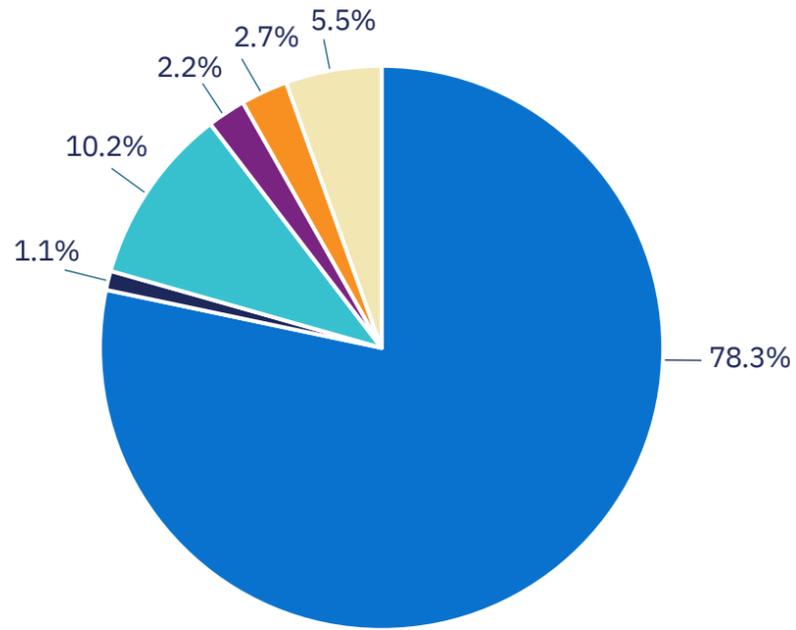
Metric tons CO2e

3.1: Purchased Goods and Services	164,920	78.3%		3.6: Business Travel	4,687	2.2%
3.2: Capital Goods	2,222	1.1%		3.7: Employee Commuting	5,633	2.7%
3.4: Upstream Transportation & Distribution	21,466	10.2%		3.8 Leased Assets	34	0.0%
3.5: Waste	0	0.0%		3.9: Downstream Transportation & Distribution	11,619	5.5%

Scope 3 Total: 210,581

2024 Scope 3 GHG Emissions
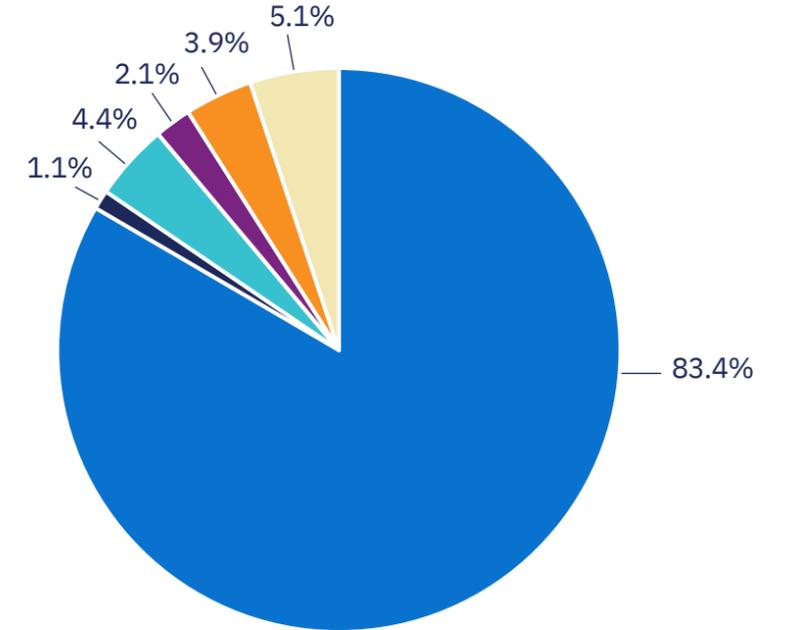
Metric tons CO2e

3.1: Purchased Goods and Services	174,086	83.4%		3.6: Business Travel	4,386	2.1%
3.2: Capital Goods	2,254	1.1%		3.7: Employee Commuting	8,121	3.9%
3.4: Upstream Transportation & Distribution	9,117	4.4%		3.8 Leased Assets	49	0.0%
3.5: Waste	0	0.0%		3.9: Downstream Transportation & Distribution	10,683	5.1%

Scope 3 Total: 208,697

CLIMATE

Real Estate Transformation

Our hybrid work strategy reduces employee commuting emissions, optimizes office real estate space, and creates more flexible, collaborative, and modern work environments.

By embracing flexible work models, we reduced total net office and warehouse square footage by 4.5% from January 2023 to the end of 2024. Notably, we balanced our reduction in office space with an increase in warehouse space. For instance, our Seattle office saw a net reduction of over 4,000 square feet, achieved by decreasing office space by more than 8,000 square feet and increasing warehouse space by over 4,000 square feet.

Over the next 10 years, all AVI-SPL locations will undergo office modernization as we transform the nature of our real estate footprint. We are introducing more collaboration spaces, reservable desks, private meeting rooms, and layouts designed to maximize natural light and promote air circulation. New offices will also feature shared café areas and flexible training rooms to foster teamwork and employee engagement. Additionally, AVI-SPL continues to expand virtual collaboration tools, enabling seamless remote work and hybrid meetings while reducing the need for commuting and business travel.

Data Center Consolidation

In 2023 and 2024, AVI-SPL streamlined its data infrastructure by consolidating five independent data centers into a single, high-efficiency co-location facility in South Carolina. This transition reduces energy consumption, improves system performance, and enhances operational efficiency through more power-efficient infrastructure. In addition, relocating from higher-risk areas — including our corporate headquarters data center in coastal Florida — strengthens disaster recovery capabilities. By moving operations away from regions prone to hurricanes and flooding, we have reduced exposure to climate-related disruptions, improving long-term resilience and business continuity.

SUPPLY CHAIN TRANSFORMATION

AVI-SPL is driving supply chain transformation by improving supply chain and logistics efficiency. In 2023, we launched a three-year, company-wide supply chain transformation plan to streamline transportation routes, optimize truckloads, and prioritize shipping from local facilities. By centralizing supply chain decision-making, policies, and processes and employing Robotic Process Automation (RPA) to reduce repetitive tasks, we are creating a more agile and sustainable logistics network.

Actions

We have implemented strategic initiatives to drive operational efficiency, reduce environmental impact, and create long-term sustainability. We apply our mantra of "impact through efficiency" throughout our logistics management.

These efforts focus on optimizing transportation, improving warehouse operations, leveraging technology for smarter decision-making, and strengthening vendor partnerships.

Preferred Carrier System

We established a preferred carrier network to streamline logistics, minimize transportation emissions, and improve overall shipping efficiency. By working with fewer qualified carriers, we have optimized freight routes and reduced fuel consumption, lowering both costs and environmental impact. This approach also strengthens supply chain reliability by improving coordination and delivery consistency.

Warehouse Transformation Sprints

As part of our warehouse optimization efforts, regional managers collaborate with warehouse teams to eliminate inefficiencies and improve workflows, leading to tangible operational improvements. Using Lean Six Sigma principles, redesigned warehouse product flows have decreased packing fulfillment times, and consolidated storage methods have increased available warehouse space, thereby eliminating the need for additional leased space.

Supply chain impact through efficiency.

Regional Warehousing and Fabrication

Preferred Carrier Network

AVI-SPL Fleet Upgrades

AI-Driven Demand Planning
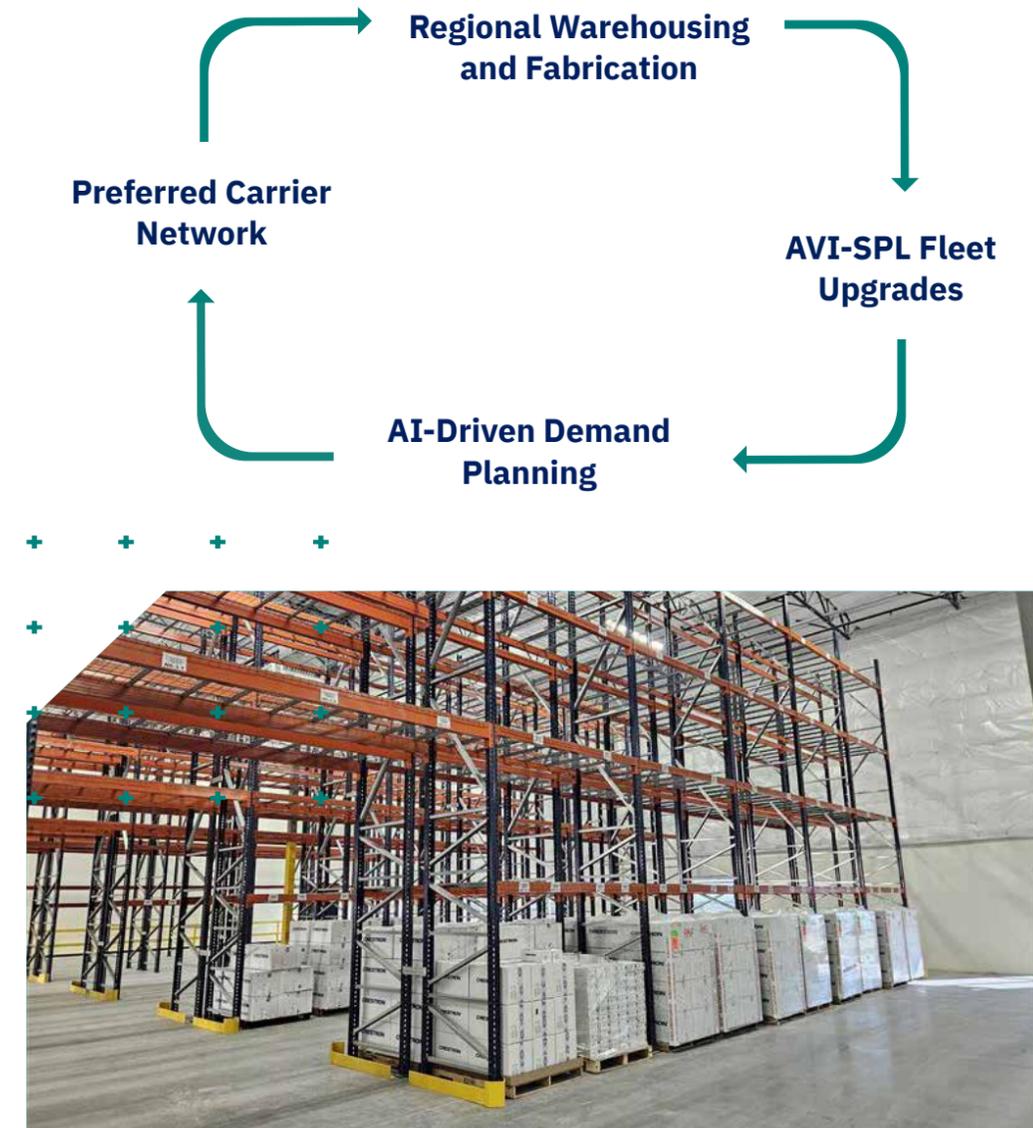
SUPPLY CHAIN TRANSFORMATION

Fleet Optimization

To improve the efficiency of our fleet operations, we've introduced GPS tracking devices in vehicles to monitor idling times and fuel consumption. We've used the data to develop strategies that reduce unnecessary fuel usage, lower emissions, and improve overall fleet efficiency. By optimizing fleet routes and reducing travel distances to customer sites, we lowered fuel consumption per vehicle in the U.S. by 17.4% between 2023 and 2024, saving over $400,000, and cutting related Scope 1 GHG emissions.

AI-Driven Demand Planning

We're developing AI tools to analyze historical purchase data. These predictive insights help align procurement with actual demand, thereby minimizing waste, improving cost efficiency, and enhancing overall inventory management.

SUPPLY CHAIN TRANSFORMATION

Fleet Transition to Electric

In addition, we have selected a single vendor to support the transition of 600 U.S. fleet vehicles to hybrid and electric vehicles over the next 10 years, with ongoing fleet assessments to determine the feasibility and scale of implementation. The benefits of this transition are threefold: lowering AVI-SPL's carbon footprint, reducing fuel costs, and aligning with the values of stakeholders who track our emissions.

These targeted actions support AVI-SPL's ongoing efforts to improve efficiency, reduce emissions, and integrate sustainability strategies across our supply chain.

Vendor Scoring System

To improve supplier alignment with our sustainability objectives, we've created a supplier evaluation framework to assess new and existing vendors based on ESG performance and compliance. This system includes ongoing reviews to monitor supplier practices, encouraging continuous improvement and reinforcing our commitment to responsible sourcing and environmental stewardship.

We have selected a single vendor to support the transition of **600** U.S. fleet vehicles to hybrid and electric vehicles over the next **10 years.**

PRODUCT LIFE CYCLE MANAGEMENT

As a trusted advisor to our customers, responsible product lifecycle management is a priority at AVI-SPL. We provide integrated technology solutions that match manufactured products and software solutions with end-user requirements. While these products are not within our direct control, we're working to become more proactive partners with our upstream and downstream stakeholders to promote more impactful and comprehensive product lifecycle management programs.

Commitment to Circular Economy

At AVI-SPL, we're dedicated to reducing waste and maximizing resource efficiency by integrating reuse, recycling, and responsible disposal into our product lifecycle. As part of our commitment to the circular economy, we're enhancing how we manage IT asset e-waste in response to growing customer demand for a simplified, single-source, and sustainable approach. Our operations team oversees the collection and sorting of customers' decommissioned electronic equipment — irrespective of manufacturer — to ensure responsible disposal. By centralizing this process and hyper-localizing the service, we reduce the need for customers to return products to multiple manufacturers, thereby lowering costs, reducing waste, and cutting unnecessary emissions.

We also address plastic waste reduction by installing filtered water refill stations in newly established and renovated offices, reducing reliance on single-use plastic bottles. Employees are provided with reusable water containers at company events, further minimizing waste. Additionally, our warehouse facilities participate in recycling programs, and we reuse original equipment manufacturer (OEM) packaging for shipments to customer sites, eliminating the need for excess custom packaging.

In 2024, we hosted an electronics recycling drive at our corporate headquarters, providing employees with a convenient way to dispose of e-waste responsibly. We plan to expand this initiative to additional AVI-SPL locations in 2025, strengthening our commitment to sustainable resource management.
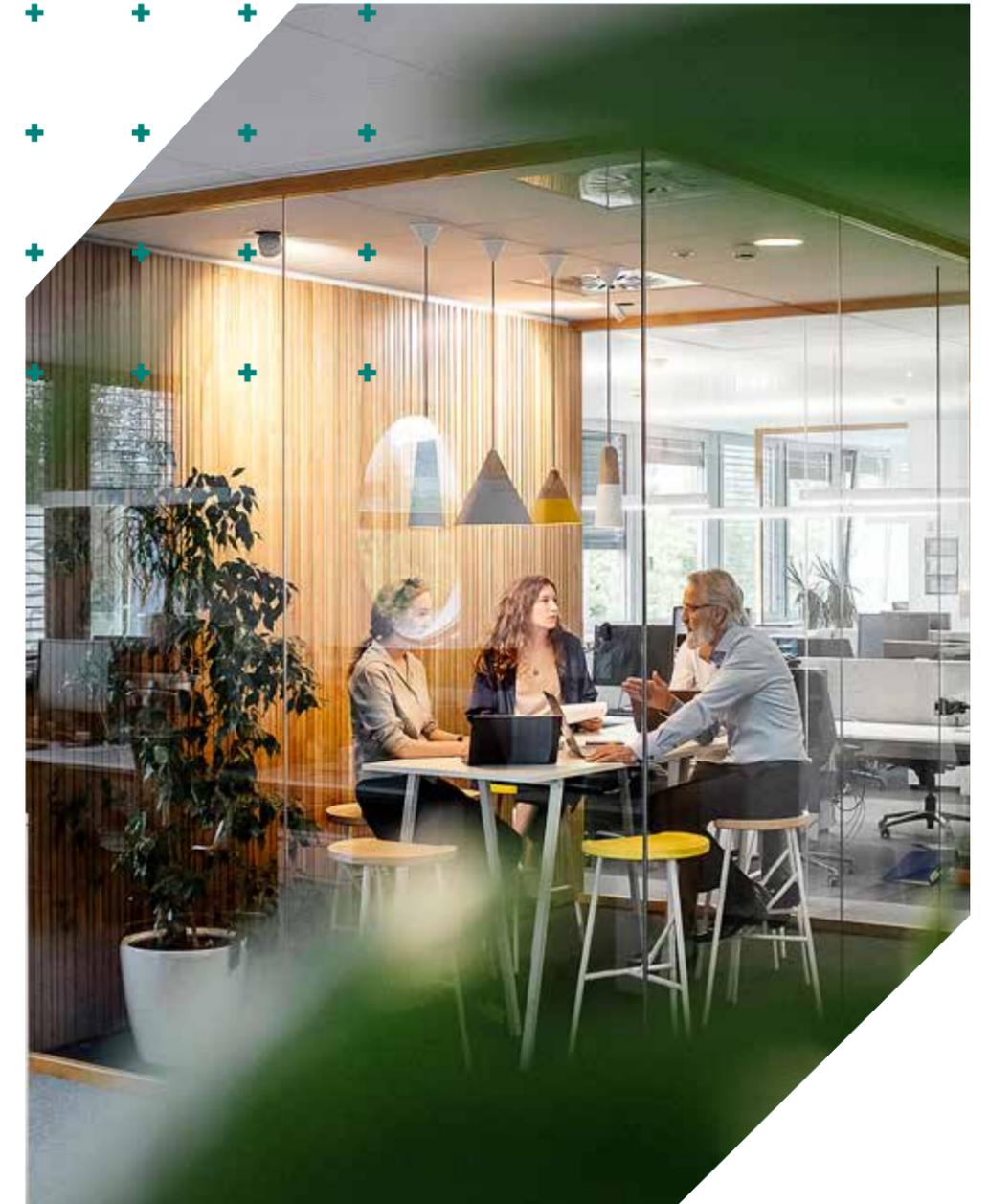
Optimizing E-Waste Management: A Customer Success Story

A global consulting firm in New York City faced mounting challenges in managing electronic waste at its 30 Rockefeller Plaza site. Their previous vendor struggled with scheduling delays and an inefficient disposal process, resulting in accumulating e-waste and escalating costs.

AVI-SPL provided an immediate solution. During an initial visit, our team collected and responsibly processed 674 pounds of e-waste, diverting it from landfills. Unlike national vendors that require long-haul transport to their processing facilities, AVI-SPL leveraged a hyper-local processing approach, ensuring responsible recycling within New York City. This eliminated unnecessary long-haul transportation, thereby reducing carbon emissions and costs.

By optimizing logistics and waste traceability, AVI-SPL delivered a 50% cost savings while ensuring compliance through certified recycling services and transparent e-waste reporting. Impressed by the efficiency, sustainability impact, and cost-effectiveness of AVI-SPL's approach, the consulting firm has since engaged AVI-SPL for ongoing e-waste management services, reinforcing our commitment to responsible technology lifecycle management.

Our team collected and responsibly processed **674 pounds** of e-waste, diverting it from landfills.

PRODUCT LIFE CYCLE MANAGEMENT

Collaboration With Vendors

We continue to collaborate with our supply chain partners to reduce our environmental impact and advance shared sustainability goals, such as reducing energy consumption, minimizing waste, and incorporating recycling into product handling. In 2024, we surveyed vendors on their sustainability practices and social programs, consolidating the findings into our AVI-SPL Supplier Sustainability Matrix, which tracks key ESG factors such as energy use, GHG emissions, waste management, and lifecycle practices.

Additionally, we prioritize working with small regional organizations to refurbish electronics for underfunded communities rather than relying on national e-waste handlers. In 2024, decommissioned and refurbished AVI-SPL laptops were donated to Ronald McDonald House Charities in the U.S. and Corazones Felices in Peru, providing children facing hardships with access to technology for schoolwork. We responsibly handled and recycled or refurbished 16,244 pounds of electronic waste, 100% of our company's U.S. IT e-waste, through our partner eSmart Recycling. From this, eSmart restored and donated 20 laptop devices to programs impacting 72 children.

A LOOK AHEAD

In 2024, we focused on advancing efforts to understand and reduce our carbon footprint. We expanded our emissions calculations to include spend-based Scope 3 data, and we plan to refine this analysis moving forward by obtaining available, actual supplier emissions factors for key Scope 3 categories, such as Purchased Goods and Services. We will also continue increasing engagement with suppliers through sustainability questionnaires to improve data accuracy and collaboration.

Looking ahead, we'll move toward establishing a baseline to set future emissions reduction targets aligned with the Science Based Targets Initiative (SBTi).

This includes conducting scenario analyses after completing our FY2024 GHG inventory to assess reduction strategies, financial investments, and feasibility across different growth regions. This global analysis will adhere to the strict target reduction guidelines for corporations as set by the SBTi and include current state, modulated, and aggressive growth scenarios that consider existing and anticipated initiatives across AVI-SPL operations in support of reducing our carbon footprint.

To further our supply chain transformation strategy, we will continue consolidating and optimizing our logistics by moving our U.S. solution kitting, fabrication, and quality control into regional hubs. These hubs, called Quality Control Centers, modernize and scale our capacity while reducing transportation and distribution distances and costs. AVI-SPL will bring five such hubs online in the next two years.

A LOOK AHEAD

Preventing Deforestation

In 2025 and 2026, we're funding two major conservation initiatives in the Amazon Rainforest in Ecuador.

First, we're supporting a UN-REDD+ carbon credit project, a United Nations-backed framework that incentivizes forest preservation by providing financial rewards for measurable reductions in deforestation and degradation, ultimately lowering carbon emissions. REDD stands for Reducing Emissions from Deforestation and Forest Degradation, while the "+" stands for related activities that create additional benefits, like improved livelihoods and enhanced biodiversity.

Additionally, we're funding biodiversity research in the region, led by a local biologist who is a partner at 2050 Advisors, a global impact investing consultancy, and the technical operations director for Measurement, Reporting, and Verification (MRV) for an innovative, cross-cultural, global team who was a 2024 XPRIZE finalist and Rainforest Impact prize winner.

SOCIAL

2024 Highlights

→ Record employee retention rate of **88.5%**

→ Employees completed **40,000+** training courses

→ Tuition reimbursement funding increased by **72%** year-over-year

→ **1,400** employee volunteer hours logged

→ Over **1,000** employee PTO hours donated to colleagues in need

→ Launched a global new hire welcome package, available in **multiple languages**

→ **Doubled** Employee Assistance Program (EAP) services in the U.S. and Canada

RECRUITMENT AND TALENT PIPELINE

At AVI-SPL, inclusive recruiting and hiring practices drive growth.

We actively expand and diversify our talent pool to connect with highly qualified candidates from all backgrounds. By implementing inclusive hiring strategies, we seek to attract individuals of diverse genders, ethnicities, and experiences, fostering a workplace that reflects the communities we serve.

Through strategic partnerships with organizations specializing in diverse talent placement, we make job opportunities accessible to candidates from a broad range of backgrounds. These partnerships help expand our reach and strengthen our commitment to hiring individuals with unique perspectives and experiences. We also participate in local and national job fairs, allowing us to engage directly with prospective candidates. These events provide opportunities to highlight career paths at AVI-SPL, answer questions, and foster meaningful connections with emerging talent.

To support a more inclusive hiring process, we carefully review all job postings and incorporate language that aligns with our DEI values. Thoughtful wording encourages applications from underrepresented groups, helping us attract a diverse pool of applicants and create a more equitable recruitment process.

Beyond hiring, our internship program plays a key role in developing future talent. It provides students and early-career professionals with hands-on experience in a supportive environment where they can apply their skills and gain industry knowledge. Interns work closely with business leaders who match them with roles in engineering, project coordination, finance, marketing, and sales. This program not only strengthens AVI-SPL's talent pipeline but also cultivates new ideas and perspectives that contribute to innovation and long-term success.

Our commitment to diversity and inclusion in hiring is not just about meeting benchmarks — it is about fostering a culture where individuals from all backgrounds feel valued, supported, and empowered to grow within the organization. By building partnerships, expanding outreach efforts, and providing meaningful development opportunities, AVI-SPL continues to create a workplace that attracts and retains top talent while driving progress in the industry.

Percentage of Women in Our U.S. Workforce
Gender diversity showing steady gains across the board.

All Employees
- 2024
- 2023
- 2022

(18%, 19%, 20%)

Executive Leadership
- 2024
- 2023
- 2022

(0%, 5%, 10%, 15%, 20%)

Non-Executive Management
- 2024
- 2023
- 2022

(20%, 22%, 24%, 26%)

Technical Employees
- 2024
- 2023
- 2022

(11%, 11%, 12%, 12%, 13%, 13%)

All Other Employees
- 2024
- 2023
- 2022

(54%, 55%, 56%, 57%, 58%)

GROWING OUR TALENT

We're committed to growing our talent by investing in continuous learning and career development. Our structured training programs, leadership initiatives, and professional development opportunities empower employees to advance in their careers while strengthening our overall workforce. In 2024, 98% of employees received performance reviews, which included sync meetings with their supervisors about performance and goals.

We offer a global talent management platform with more than 700 flexible, on-demand courses. These courses cover a range of topics, including technical skills, leadership development, and project management. Employees can take advantage of these learning opportunities at their own pace, allowing them to build expertise that aligns with their career paths and the needs of the organization.

On average, each employee completed **13 hours** of training in 2024.

We continue to expand our Grow Your Career program, launched in 2023. We offer employees two primary paths to career growth: engaging in learning and development opportunities and applying for open positions within the company.

For new hires, we provide monthly training sessions, incorporating

industry-recognized certifications such as AVIXA's Certified Technology Specialist (CTS). Career progression metrics strongly correlate with employee advancement and participation in these training and certification programs.

Through the program, employees are also granted access to internal job opportunities after one year of service in their current roles. AVI-SPL has a dedicated internal candidate-handling process to promote fairness and transparency in promotions and job opportunities.

We work closely with job family owners to update job descriptions, career paths, and learning plans, ensuring they reflect the latest industry standards and prescribe the skills needed for employees to advance to the next level of their careers. To further support employee development, we launched a career progression e-learning module for new hires, with 368 employees completing the program in 2024. Approximately 50 percent of employees have assigned learning plans designed to strengthen their skillsets and support long-term career growth.

In addition, we've introduced specialized training programs for installation technicians in the U.S., with plans to expand globally. To help employees improve their job-related skills and enhance their competitiveness for various positions, we also provide annual higher education tuition reimbursements of up to $5,000 for qualifying expenses. Between 2023 and 2024, we increased the amount of money we spent on employee tuition reimbursement by 72%.

Recognizing the importance of leadership development, we've expanded the Program Academy, originally launched in the U.S., to

GROWING OUR TALENT

Europe, the Middle East, and Africa, as well as the Asia-Pacific region. This initiative provides program managers worldwide with leadership and technical training. We also continue to expand our formal annual mentorship program. In 2024, 77 employees across 50 different positions participated as mentees, and by the program's conclusion, we had promoted more than 8% of the participants. Knowing that employees continue to benefit and grow from their mentorship experiences, we track participants' advancement for 12 months after they participate in the program. From the 2023 class of 77 mentees, 25% have been promoted.

We've expanded the SkillBridge program, which supports military personnel transitioning into civilian careers. Originally launched in the U.S., the program has now been formalized in the United Kingdom, providing structured training, hands-on experience, and career placement opportunities for transitioning service members.

By continuously refining learning programs, expanding development initiatives, and aligning training with industry needs, we are building a strong pipeline of internal talent, fostering career growth, and driving long-term success for both employees and the organization.

In 2024, **71%** of all employees received some form of career or skills training.

EMPLOYEE ENGAGEMENT

At AVI-SPL, fostering a culture of connection across a global workforce is a top priority. We actively engage employees through multiple communication channels, making sure their voices are heard and valued. Corporate-level town halls, held twice a year, provide interactive question-and-answer sessions, and we utilize post-event surveys to measure employee sentiment and confidence, using the results to inform engagement and operational strategies.

Additionally, each regional office conducts monthly meetings to highlight achievements and objectives. To further capture employee sentiment, AVI-SPL administers pulse surveys within specific business lines, with plans to expand this initiative.

AVI-SPL tracks employee Net Promoter Score (NPS) twice a year, with the most recent results from December 2024 revealing an **NPS of +58**, the highest score since measurement began in 2021.

To strengthen engagement in a hybrid work environment, AVI-SPL launched Synergy Days, monthly initiatives designed to promote collaboration and team connections. We also recognize employees through a monthly newsletter, The Huddle, which features milestones, activities, and achievements. To make the newsletter more employee-centric, we solicit stories and contributions for every issue, sometimes with themes like diversity, military service, friendship, and pets.

AVI-SPL celebrates employees through the Values Champions program, which recognizes five outstanding employees each month who exemplify our core values, based on nominations from colleagues. A Values Champions committee carefully reviews each submission before selecting the winners, who receive a bonus as part of their recognition. This initiative helps reinforce the company's core values and highlight employees who go above and beyond in their roles.

Listening to employee feedback is central to our engagement strategy. We use AllVoices, an independent third-party employee relations platform, to provide an anonymous channel through which employees can share ideas and recommendations directly with executives. This initiative, launched in response to a recommendation from our Employee Resource Groups (ERGs), allows employees to influence workplace improvements in a meaningful way.

AVI-SPL continues to invest in benefits that support employee well-being. Our comprehensive health insurance plans include an employer-contributed health savings account as well as dental and vision

EMPLOYEE ENGAGEMENT

coverage. Employees also have access to short- and long-term disability coverage, a 401(k) retirement plan, six weeks of paid maternity disability, and 10 days of paid maternal and paternal leave for biological or adoptive parents. In 2024, we introduced a global new hire welcome package to provide a consistent onboarding experience across regions. This package is available in multiple languages to help new employees integrate into the company seamlessly.

Employees Helping Employees

We also continued our paid time off (PTO) donation program in 2024, allowing employees to donate unused paid time off to colleagues facing medical or weather-related emergencies. In 2024, employees donated 1,072 hours of PTO (valued at $63,991.26), and AVI-SPL awarded 456 hours ($18,125.99 in value) to employees in need. We also hosted an annual benefits awareness campaign to help employees better understand and take advantage of available resources.

In addition to our PTO donation program, we provide support for employees facing financial hardship through the AVI-SPL Employee Emergency Relief Fund (EERF). This U.S.-based non-profit was established to assist employees and their immediate families in times of crisis, such as natural disasters, medical emergencies, and unexpected hardships. Contributions to the fund are tax-deductible in the U.S., and employees can donate through payroll deductions for added convenience. In 2024, the fund received 14 requests, with 11 approved, two withdrawn, and one denied. The average disbursement was over $2,200.

AVI-SPL achieved a record retention rate of 88.5% in 2024, supported by targeted hiring strategies and manager accountability tied to turnover metrics. By supporting our employees, expanding communication efforts, strengthening recognition programs, and enhancing benefits, we are building a more engaged and connected workforce that contributes to our long-term success.

AVI-SPL achieved a record retention rate of **88.5%** in 2024.

CREATING A CULTURE OF BELONGING AND INCLUSION

Building connections is at the heart of everything we do — connecting with our people, customers, vendors, and the communities we serve. We believe that a more diverse workforce strengthens our company, fostering innovation and driving meaningful change. Our commitment to inclusion is reflected in our diversity pledge, available on our website, which highlights our dedication to providing opportunities and a voice to individuals from all backgrounds. People with different talents, experiences, and perspectives enhance our business, and we cultivate an inclusive workplace through awareness-building initiatives and comprehensive training.

ERGs play a critical role in shaping an inclusive culture, providing employees with platforms to share aspirations, address key issues, and drive positive change. Led by employees and supported by executive sponsors, AVI-SPL's five ERGs serve as catalysts for recommending ways to strengthen internal support and enhance corporate culture.

1,716 employees completed optional DEI trainings in 2024 (~52% of U.S. employees).

Participation in ERG initiatives has grown significantly, with a 30% increase in attendance at both virtual and in-person events in 2024 compared to 2023. The Culture Coalition ERG's virtual gatherings alone have drawn over 200 attendees, reflecting heightened employee engagement across the company.

ABLE
Empowering people with disabilities and their allies.

AV Military Vets
Honoring all veterans and their families.

Culture Coalition
Advocating for all races ethnicities, and backgrounds.

Elevate
AVI-SPL empowers women's success.

OPEN
Advocating for all identities and orientations.

CREATING A CULTURE OF BELONGING AND INCLUSION

Beyond ERGs, AVI-SPL fosters inclusion through local celebrations and cultural events. Across regional offices, teams come together to recognize significant cultural moments, such as Diwali celebrations in India and year-end holiday events at every location. These gatherings create opportunities for employees to connect, share traditions, and celebrate diversity in meaningful ways.

Training and education are also key components of AVI-SPL's DEI efforts. In 2024, 1,716 employees completed DEI training, accounting for approximately 52% of the active U.S. workforce, with a total of 2,070 courses completed. Courses with the highest engagement included voluntary anti-harassment and discrimination training, with 1,289 completions, and Introduction to DEI, with 591 completions. These trainings help reinforce an inclusive mindset across all levels of the organization, equipping employees with the tools to contribute to a workplace where everyone feels valued and heard.

By prioritizing structured initiatives and global alignment, AVI-SPL continues to foster an inclusive culture that supports employees, strengthens teams, and enhances the overall workplace experience.

Employees completed **2,070** DEI courses, with **37** unique course titles in 2024.

"
Serving as the Chair of the AV Military Vets ERG has been a richly rewarding experience. **The AV Vets ERG has strengthened my professional connections and friendships with fellow veteran colleagues.** AVI-SPL has actively supported our ERG's initiatives and empowered us to make a true impact in veteran communities through volunteering and veteran recruitment globally."

Dawn Jacobi, AVI-SPL

COMMUNITY ENGAGEMENT

Our commitment to giving back is deeply embedded in our Thrive Together core value.

Our employees actively contribute to their communities through local initiatives, volunteer efforts, and structured company-wide programs. One of the most impactful initiatives is AVI-SPL Gives Back Month, an annual event in August in which teams worldwide dedicate time to community service. In 2024, participation reached record levels, with 44 teams engaging in **56 charitable projects globally** and giving 1,400 volunteer hours.

Our volunteer projects are tailored to meet local needs, allowing teams to organize and lead initiatives that make a direct difference in their communities. Employees take ownership of planning service activities, fostering a culture of teamwork and shared responsibility. To further encourage participation in volunteer projects, AVI-SPL introduced a recognition program, rewarding the team with the highest engagement rate for their contributions.

Beyond AVI-SPL Gives Back Month, our employees participate in local charities and giving campaigns throughout the year, from food banks to children's homes and the annual Red Nose Day.

By investing in community service, we strengthen our culture of compassion and unity. Through these initiatives, employees make a lasting impact — both in the communities where they live and work and in the lives of colleagues facing unexpected challenges.

AVI-SPL Gives Back Month: Building Stronger Communities Together

Every August, AVI-SPL employees worldwide come together for Gives Back Month — a time dedicated to making a meaningful impact on local communities. Our teams drive positive change through hands-on volunteer work, addressing social and environmental challenges aligned to our most material ESG topics. This year, we completed 56 volunteer projects, demonstrating our commitment to sustainability, education, and community well-being.

Protecting Our Oceans and Shorelines

In Southern California, our team joined Save Our Beach to clear litter from the shoreline, ensuring waste didn't end up in the ocean. Working alongside friends and family, they filled dozens of bags with debris, helping to protect marine ecosystems. Likewise, in Vancouver, AVI-SPL employees partnered with Ocean Wise, a global conservation organization, to clean the local waterfront. By taking direct action, our team contributed to Ocean Wise's mission of restoring ocean health and building resilient coastal communities.

Reducing Food Waste, Fighting Hunger

Our employees tackled food insecurity in Hong Kong by volunteering with Feeding Hong Kong's Bread Run. This initiative rescues surplus bread from bakeries and delivers it to those in need. In a single day, our team collected 528 loaves from 49 bakeries, preventing food waste while supporting vulnerable communities.

Empowering Students Through Technology and Education

In New Delhi, AVI-SPL employees partnered with Youngistan Foundation to support students at ZP School Birwadi. The team donated two desktop computers and backpacks filled with essential school supplies and shoes to 50 students, many of whom walk long distances to school. We're investing in the next generation's future by equipping students with the tools they need to succeed.

At AVI-SPL, we believe in creating real-world impact through sustainability initiatives, education support, and local partnerships. Gives Back Month is a testament to our commitment to helping people work smarter, live better, and thrive together.

A LOOK AHEAD

At AVI-SPL, we're always evolving to enhance employee experiences and strengthen our culture of connection.

Looking ahead, we will continue to expand initiatives that foster engagement, well-being, and community impact.

We are committed to growing our DEI initiatives by increasing ERG participation and launching new ERG initiatives tailored to employees' interests and needs. These groups provide a vital platform for employees to connect, share experiences, and influence company culture.

To further support employee connection and well-being, we plan to expand Synergy Day initiatives and enhance the Employee Assistance Program to offer more holistic support across all regions. These efforts will help employees feel more connected and supported in both their professional and personal lives. Additionally, we plan to broaden our community impact by scaling Gives Back Month with more localized volunteer opportunities that tie directly to our ESG initiatives with sustainability-focused projects.

GOVERNANCE

2024 Highlights

→ Established the **Enterprise Risk Committee**

→ Introduced a refreshed Global **Supplier Code** of Conduct

→ Implemented a **vendor scoring system** to evaluate suppliers based on ESG performance, certifications, and regulatory compliance

→ Expanded AI-related **cybersecurity** education

→ Received **less than 30** formal concerns through our AllVoices anonymous reporting system

→ Aligned ESG reporting with **GRI, SASB,** and **IFRS S2** frameworks

CORPORATE GOVERNANCE

Strong corporate governance is foundational to our long-term business resilience. Our governance framework supports accountability, transparency, and effective risk management while aligning strategic decision-making with ESG considerations.
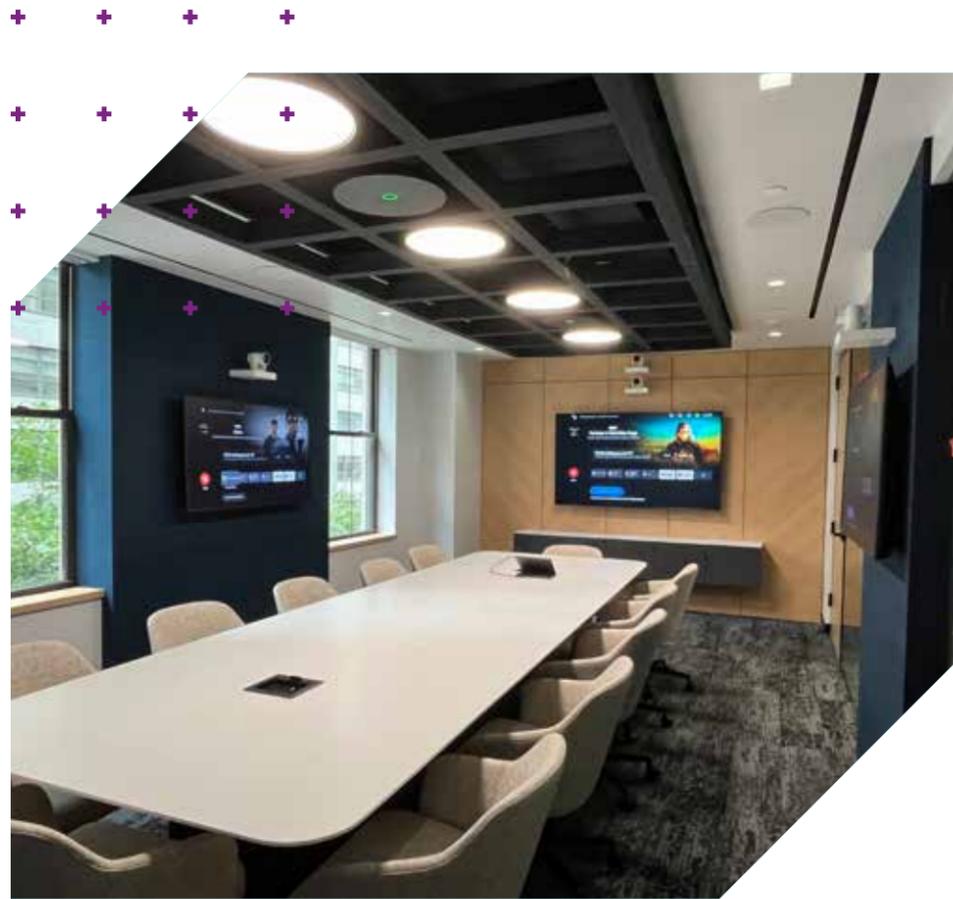
Board of Directors

AVI-SPL's Board of Directors provides oversight of company performance, risk management, and governance practices. The Board consists of five non-independent members, with expertise in strategic advisory, corporate governance, and mergers and acquisitions.

There are two Board committees: the Audit Committee and the Compensation Committee. The Board's Audit Committee is responsible for financial controls, risk, ethics, and compliance, while the Compensation Committee designs and manages executive compensation packages. The full Board convenes at least four times per year, ensuring alignment of key priorities.

The board and executive leadership team (ELT) performance is evaluated based on key performance indicators (KPIs) such as revenue growth and profitability. All remuneration policies are designed to maximize value for stakeholders, including shareholders, employees, customers, and vendors.

Risk Management

Risk management is a crucial component of AVI-SPL's business. In 2024, we developed a formal Enterprise Risk Committee (ERC), a cross-functional governance body that meets quarterly to assess and mitigate risks across six categories: compliance, environmental, human resources, operational, strategic, and technology. There are 12 members of the committee, including at least one independent member with risk management expertise.

The ERC is responsible for risk assessment and management, internal reporting, and regulatory compliance oversight. As outlined in its charter, the committee ensures that significant risks are identified, assessed, and mitigated appropriately, fostering a risk-aware culture throughout the organization. The ERC reports to the ELT and interacts with each internal department at AVI-SPL to manage business continuity planning.

CORPORATE GOVERNANCE

ESG Oversight

AVI-SPL takes a proactive approach to managing ESG risks and opportunities through its ESG Steering Committee, a cross-functional team of leaders from finance, human resources, sales, product, operations, and marketing. This committee is responsible for embedding ESG principles into business strategy, streamlining initiatives, and driving meaningful action across the organization. To maintain alignment with corporate priorities, the committee regularly updates the ELT, presents monthly briefings to the Chief Executive Officer (CEO), and provides quarterly reports to the Board of Directors, fostering transparency and accountability at all levels. The ELT approves our annual ESG Impact Report.

To further incorporate ESG considerations into decision-making, AVI-SPL completes annual surveys created by its private equity holders to assess and enhance ESG practices. Additionally, the global head of IT leads a governance committee alongside the CEO, Chief Financial Officer (CFO), Chief Operating Officer (COO), and global head of Human Resources (HR) to oversee the company's business continuity plan in the event of an environmental disaster. This governance body meets regularly, with bimonthly written program updates provided to the ELT, ensuring ESG governance priorities remain embedded in strategic discussions.

ESG Governance

Board of Directors

CEO

ESG Steering Committee

ESG Task Force

Finance	Sales
Real Estate	HR
Supply Chain	Legal/Risk
Procurement	IT Operations

Integrate, consolidate, and operationalize ESG initiatives across all business areas.

ETHICS AND COMPLIANCE

AVI-SPL is committed to fostering a culture of trust, integrity, and accountability through comprehensive ethics and compliance policies. These policies guide employee conduct and reinforce the company's dedication to ethical business practices.

To support this commitment, AVI-SPL provides every employee with a handbook and company orientation during onboarding, which includes a thorough review and acknowledgment of critical policies. Prior to joining AVI-SPL, all employees must review and acknowledge via signature the Code of Conduct and Employee Handbook, which serve as a foundation for accountability and ethical decision-making throughout the company. The Code of Conduct covers a range of topics, including conflicts of interest, trade secret protection, social media guidelines, phishing policies, and disclosure of violations.

New hires also receive anti-harassment training during onboarding, with additional training provided annually or as required by U.S. state law. In 2024, 100% of AVI-SPL's Board of Directors completed ethics-related training, demonstrating leadership's commitment to upholding these standards.

AVI-SPL provides multiple grievance mechanisms to support all stakeholders in reporting incidents of discrimination, corruption, bribery, anti-competitive practices, retaliation, information security concerns, or other unethical behavior. Employees can also raise concerns through managers, the HR Department, or company executives. AVI-SPL offers a encrypted, anonymous ethics and whistleblower hotline through AllVoices, which all stakeholders can access via mobile devices. This platform enables secure follow-ups, ensuring confidentiality while addressing concerns effectively.

Fewer than 30 concerns were officially communicated through AllVoices in 2024, representing less than 0.1% of AVI-SPL's workforce, and spanning topics such as HR, cybersecurity, and health and safety. The company reinforces awareness by displaying AllVoices reminders in every office and featuring updates in the monthly employee newsletter.

GOVERNANCE

ETHICS AND COMPLIANCE

All complaints and issues are thoroughly investigated to ensure they are addressed appropriately and fairly. In 2024, there were no significant instances of non-compliance with laws and regulations. AVI-SPL's policy for preventing harassment, discrimination, and retaliation applies to employees, contractors, and suppliers. It instructs how to submit a complaint, conduct investigation, and manage remediation.

In 2024, we refreshed our Global Supplier Code of Conduct, establishing clear expectations around labor practices, human rights, and environmental commitments. Suppliers must uphold diversity, equity, and inclusion in their workforce, prohibit discrimination and harassment, and maintain respectful, fair treatment of all employees, irrespective of skin color, race, nationality, social background, disabilities, sexual orientation, political or religious conviction, sex, or age. The policy

mandates equal opportunities, and subcontractors are required to foster inclusive environments where all individuals are treated with dignity. Environmental stewardship is also a cornerstone of this policy. In 2025, vendors who account for the majority of our spending in Scope 3, Category 1 (Purchased Goods and Services), must sign this policy to acknowledge their understanding of its contents.

This framework promotes responsible business practices among vendors while strengthening our collective efforts to reduce our environmental impact and support fair labor conditions. Additionally, to track supplier diversity, AVI-SPL introduced a process to monitor spending with diverse suppliers and subcontractors, both for our own operations and to support customers' supplier objectives and reporting.

Ethics and Compliance Policies and Mechanisms:

- Code of Conduct
- Equal Employment Opportunity and Affirmative Action Plan Policy
- Harassment, Discrimination, and Retaliation Prevention Policy
- Global Anti-Corruption and Anti-Bribery Policy Statement and Compliance Guide
- AllVoices anonymous hotline and grievance mechanisms for all stakeholders
- Global Supplier Code of Conduct

DATA PRIVACY AND CYBERSECURITY

Protecting sensitive information is essential to our operations. We take a comprehensive approach to cybersecurity, integrating strong governance, advanced security measures, and ongoing employee education to mitigate risks and safeguard critical data. Our cybersecurity framework is designed to meet industry standards while continuously adapting to evolving threats.

Cybersecurity Management and Governance

AVI-SPL has implemented a structured cybersecurity governance model designed to proactively manage risks and maintain strong security practices. We adhere to industry cybersecurity standards while incorporating additional third-party frameworks to enhance protection. As part of our broader risk management strategy, our newly formed ERC is working to integrate cybersecurity into its broader risk management process, ensuring that emerging threats are identified and addressed as part of our overall corporate risk strategy.

Our commitment to data security is reinforced by a comprehensive set of cybersecurity policies, including our Privacy Policy and our IT Management Policy. Additionally, our Cyber Incident Response Policy details procedures for detecting, reporting, and responding to security incidents, and our Phishing Policy and Network Policy help mitigate unauthorized access, email-based threats, and other cyber risks.

Oversight of these policies and broader security initiatives is managed through the Information Technology (IT) Steering Committee, which meets monthly and includes senior leaders from across the organization. Our cybersecurity team, led by the Senior Vice President of IT, regularly updates this committee and delivers quarterly briefings to executive leadership, including the CFO.

Our cybersecurity team strengthens defenses through advanced threat detection, phishing simulations, and annual penetration testing. The broader IT team supports this by securing endpoints, networks, and user access. We continuously refine security controls, leverage advanced tools, and educate employees. Third-party monitoring enhances real-time threat detection across DNS, web traffic, user identities, and email security, while external cybersecurity experts conduct penetration testing to proactively identify and resolve vulnerabilities.

DATA PRIVACY AND CYBERSECURITY

Enhanced Cybersecurity Training

A strong cybersecurity culture requires a proactive approach to continuous employee education. At AVI-SPL, every new hire completes mandatory cybersecurity training during onboarding, providing them with a foundational understanding of security risks and best practices. This training is reinforced annually through our talent management platform, ensuring employees stay informed about evolving threats.

To further strengthen awareness, AVI-SPL conducts quarterly phishing simulations to test employees' ability to recognize cyber threats. Employees who do not pass must complete additional training within 30 days. The results are reviewed in IT Steering Committee meetings to assess cybersecurity readiness.

Beyond structured training, AVI-SPL promotes ongoing awareness through weekly cybersecurity articles on the intranet, covering potential risks and best practices. We also distribute two external case studies per month, highlighting real-world cybersecurity incidents such as ransomware attacks and data breaches. When company-specific threats arise, our cybersecurity team issues dedicated security alerts through IT communication channels, ensuring employees receive timely updates.

To further reinforce cybersecurity vigilance, AVI-SPL hosts Cybersecurity Awareness Month and Insider Threat Awareness Month initiatives. In 2024, mandatory insider threat training was introduced, along with "First Contact Safety" features in Outlook to help employees identify suspicious emails from unknown senders. This signals a shift in our cybersecurity strategy; we use phishing simulations to understand employee gaps and then tailor the mandatory training to address those topics. As a result, 99% of employees completed insider threat training in 2024, in addition to the annual cybersecurity training.

A LOOK AHEAD

AVI-SPL remains committed to strengthening its cybersecurity framework through continuous improvement, enhanced oversight, and proactive risk management. As part of this effort, we are working to further integrate cybersecurity risks into the ERC's broader risk management process, ensuring that security considerations are assessed alongside other critical business risks.

In the coming year, we are also laying the groundwork for future security certifications to reinforce client trust and align with industry best practices. A key focus will be on advancing Cybersecurity Maturity Model Certification (CMMC) compliance for federal business engagements.

Employee education will continue to play a vital role in our cybersecurity strategy. We are working to expand our cybersecurity training programs, with a greater emphasis on phishing simulations, mandatory insider threat training, and proactive measures against emerging threats, including risks associated with AI. By continuously refining our approach, we aim to strengthen cybersecurity awareness and preparedness across the organization, ensuring that AVI-SPL remains well positioned to address evolving cyber risks.

ABOUT
THIS REPORT

AVI-SPL's 2024 ESG Impact Report highlights our progress in sustainability initiatives, key metrics, and performance for the 2024 fiscal year, covering January 1, 2024 to December 31, 2024, unless otherwise noted. The report includes information on global and U.S.-only operations; the scope is noted where applicable. Through transparent disclosures, we reinforce trust with stakeholders and demonstrate our commitment to minimizing our environmental impact, advancing social responsibility, and upholding strong governance across our global operations.

For the first time, AVI-SPL has prepared this report with reference to the GRI and in alignment with the International Financial Reporting Standard (IFRS) S2 on climate-related disclosures, further enhancing the credibility and comparability of our reporting. We continue to align with the SASB framework for Software and IT Services, ensuring our disclosures reflect industry-specific priorities.

For questions regarding AVI-SPL's ESG initiatives or report content, please contact Kelly Bousman, Senior Vice President, ESG and Sustainability, at kelly.bousman@avispl.com.

Environmental Metrics   **SASB Index**

Social Metrics   **IFRS S2 Index**

Governance Metrics   **UN SDG Index**

GRI Index

AVI-SPL 2024 Performance Data Tables

Metric	2024	2023 (Global)	2023 (US Only)[2]	2022
Environmental[1]				
Energy and emissions				
Total electricity consumption (kWh)	7,203,121	7,557,047	5,940,478	4,932,132
Percentage grid electricity	100%	100%	100%	100%
Percentage renewable electricity	0%	0%	0%	0%
Energy intensity (kWh per weighted square foot)	7.31	7.80	7.12	6.85
Total GHG emissions (metric tons CO_2e)	215,563	220,560	151,055	5,681
Scope 1 (metric tons CO_2e)	4,628	7,151	6,329	3,815
Scope 2 (metric tons CO_2e)	2,237	2,828	2,200	1,866
Scope 3 (metric tons CO_2e)	208,697	210,581	142,526	Not calculated
Emission intensity[3] (metric tons CO_2e per weighted square foot)	6.96	10.29	10.22	7.89
Waste				
Total weight of recycled e-waste (metric tons)	7.4	4.6	4.6	8.6

Footnotes:

[1] 2024 data represent global operations; 2022 data represent U.S.-only operations.

[2] 2023 data reflect an increase in direct versus proxy data used for calculations, which has increased accuracy of the data and contributed to higher emissions in 2023 versus 2022.

[3] Emission intensity reflects scope 1 and Scope 2 emissions from our own operations.

AVI-SPL 2024 Performance Data Tables

Metric	2024	2023	2022
Social			
Workforce[1]			
Total full-time employees	3,296	3,285	2,958
Total part-time employees	9	17	22
Voluntary Turnover	11.5%	13.6%	17.3%
Require a work visa (%)	0	0	0
Workforce by gender[1]			
Women	19.73%	19.55%	18.73%
Men	80.27%	80.45%	81.27%
Not disclosed	0.00%	0.00%	0.00%
Workforce by ethnicity[1]			
White	71.59%	72.22%	73.51%
Black	7.50%	7.77%	7.16%
Asian	3.63%	3.46%	3.28%
Hispanic	13.92%	13.56%	13.00%
Other[2]	3.36%	2.99%	3.05%
Workforce by region			
United States and Canada	3,651	3,604	3,323
Latin America	75	66	-
Europe	394	400	356
Asia Pacific	364	283	189
Africa	0	0	0
Workforce by employment level[1]			
Number of company executives	27	26	27
Number of women executives	5	4	5
Executive management[1]			
Gender			
Women	18.52%	15.38%	18.52%
Men	81.48%	84.62%	81.48%
Not disclosed	0	0	0

AVI-SPL 2024 Performance Data Tables

Metric	2024	2023	2022
Social			
Executive management[1] *(continued)*			
Ethnicity			
White	81.48%	84.62%	85.19%
Black	0.00%	0.00%	0.00%
Asian	3.70%	3.85%	3.70%
Hispanic	0.00%	7.69%	7.41%
Other[2]	14.81%	3.85%	3.70%
Non-executive management[1]			
Gender			
Women	25.61%	24.05%	22.73%
Men	74.39%	75.95%	77.27%
Not disclosed	0.00%	0.00%	0.00%
Ethnicity			
White	81.58%	82.20%	84.81%
Black	4.40%	5.20%	4.19%
Asian	2.67%	2.31%	1.91%
Hispanic	8.23%	7.51%	6.46%
Other[2]	3.13%	2.77%	2.63%
Technical employees[1]			
Gender			
Women	12.51%	12.04%	11.31%
Men	87.49%	87.96%	88.69%
Not disclosed	0.00%	0.00%	0.00%
Ethnicity			
White	69.57%	69.91%	70.89%
Black	8.25%	8.54%	7.94%
Asian	3.79%	3.70%	3.56%
Hispanic	14.88%	14.52%	14.14%
Other[2]	3.50%	3.32%	3.47%

AVI-SPL 2024 Performance Data Tables

Metric	2024	2023	2022
Social			
All other employees[1]			
Gender			
Women	55.85%	57.82%	56.32%
Men	44.15%	42.18%	43.68%
Not disclosed	0.00%	0.00%	0.00%
Ethnicity			
White	70.00%	69.98%	71.70%
Black	8.29%	8.44%	7.42%
Asian	3.90%	3.97%	3.85%
Hispanic	15.12%	15.63%	15.11%
Other[2]	2.68%	1.99%	1.92%
Employee development			
Employees receiving performance reviews	98%	92%	38%
Total training course completions	49,670	41,879	31,584
Average hours of training per year per employee	13.7 hours	-	-
Employees receiving training on diversity and inclusion (%)	100%	100%	100%
Full-time employees with access to benefits	100%	100%	100%
Health and safety[1]			
Number of work-related accidents	25	25	24
Number of days lost to work-related injuries, fatalities and ill health	712	94	25

Footnotes:

[1] Data represent U.S. operations only.

[2] "Other" includes: two or more races, American Indian / Alaskan Native, and Native Hawaiian or Other Pacific Islander.

AVI-SPL 2024 Performance Data Tables

Metric	2024	2023	2022
Governance			
Board of Directors			
Board of Directors	5	5	5
Independent directors	20%	20%	20%
Women on Board	20%	20%	20%
People from underrepresented groups on board	20%	20%	20%
Number of executives on the board	3	3	3
Number of non-executives on the board	2	2	2
Ethics training			
Board members who have completed ethics-related training	100%	100%	100%
Employees who have signed off on acknowledgement of our Code of Conduct	100%	100%	100%

AVI-SPL 2024 IFRS S2 Climate-Related Disclosures

We have started reporting in alignment with IFRS S2 Climate-related Disclosures, which are issued by the International Sustainability Standards Board (ISSB).* The table below highlights where key information aligned with IFRS S2 recommendations is disclosed in this document.

Disclosure Description	Response	Additional Resources
Governance		
Describe the governance body(s) or individual(s) responsible for oversight of climate-related risks and opportunities.	In 2024, we developed a formal Enterprise Risk Committee (ERC) – a cross-functional governance body that meets quarterly to assess and mitigate risks across six categories: compliance, environmental, human resources, operational, strategic, and technology. The ERC is responsible for risk assessment and management (including climate-related risk), internal reporting, and regulatory compliance oversight. The ESG Committee is responsible for embedding ESG principles into business strategy, streamlining initiatives, and driving meaningful action across the organization. To maintain alignment with corporate priorities, the committee provides regular updates to the ELT, presents monthly briefings to the Chief Executive Officer (CEO), and provides quarterly reports to the Board of Directors, fostering transparency and accountability at all levels. The global head of IT leads a governance committee alongside the CEO, Chief Financial Officer (CFO), Chief Operating Officer (COO), and global head of HR to oversee the company's business continuity plan in the event of an environmental disaster. Corporate Governance, p. 38	2024 CDP Climate Change Response (Section 4.1.2, 4.2, 4.3.1)
Describe management's role in governance processes, controls and procedures used to monitor, manage, and oversee risks and opportunities.	As the highest-ranking executive responsible for climate-related issues, the CEO assesses and manages risks and opportunities, integrating identified issues into the company-wide process and reflecting them in corporate strategy. The CEO communicates and coordinates important sustainability issues across departments to enhance the execution of approved plans supporting agreed-upon goals. ESG goals, plans, and engagement are led by the Senior Vice President of ESG and Sustainability, who also leads the company's cross-functional ESG Steering Committee and related working groups. AVI-SPL is dedicated to effectively managing ESG risks and opportunities. These efforts are led by our ESG Steering Committee—a cross-functional team of business leaders from finance, human resources, sales, product, operations, and marketing. Their objective is to integrate, consolidate, and operationalize ESG initiatives across the entire business. The Committee provides regular updates to the executive team, monthly briefings to the CEO, quarterly updates to the Board of Directors, and at least biannual updates to employees, ensuring transparency and alignment with AVI-SPL's corporate objectives. AVI-SPL's Enterprise Risk Committee (ERC) plays a key role in overseeing climate-related risks and opportunities. Established in 2024, the ERC is composed of 12 members and is responsible for managing six critical risk categories: Compliance, Environmental, Human Resources, Operational, Strategic, and Technology. As part of its oversight responsibilities, the ERC assesses and mitigates climate-related risks that may impact AVI-SPL's operations, financial performance, and long-term sustainability. The committee provides regular updates to the Executive Leadership Team (ELT) to ensure climate-related considerations are integrated into the company's broader risk management and strategic planning processes. Corporate Governance, p. 38	2024 CDP Climate Change Response (Section 4.1.2, 4.2, 4.3.1)

AVI-SPL 2024 IFRS S2 Climate-Related Disclosures

Disclosure Description	Response	Additional Resources
Strategy		
Describe how climate-related risks or opportunities could reasonably be expected to affect entity's prospects, considering physical and transition risk over the short, medium and long term, including how the entity defines short, medium and long term and how that is linked to their planning horizons for strategic decision-making.	**Time horizons:** AVI-SPL's short-term time horizon is from 0-5 years. This time horizon links to strategic planning because it aligns with the cycle by which most customers replace or refresh the technology they purchase from AVI-SPL. This refresh cycle has recently compressed to an average of every five years or less rather than every seven years. This time horizon also aligns with financial planning because it matches the standard length of AVI-SPL's fleet vehicle leases and IT hardware replacement cycle. Finally, strategically and financially, we enact our merger and acquisition strategy within short-term time horizons. The medium-term time horizon is from 5-10 years. The medium-term time horizon aligns with strategic and financial planning of real estate leases, geographic market expansion, human resources talent development and succession planning, and changes to AVI-SPL infrastructure and enterprise software. The long-term time horizon is 10+ years. The long-term time horizon aligns with AVI-SPL periodic strategic visioning exercises that reassess our company purpose, business model, and go-to-market strategy based on significant analysis of market changes, customer needs, competitive offerings, and technology advancements. Long-term visions translate to mid-term strategies which become short-term initiatives. **Risk 1: Change in customer behavior** Large global customers may choose to work with technology integrators who have high ESG ratings. **Opportunity 1: Development of new products/services through R&D and innovation** AVI-SPL has identified customer demand for electronic waste management services that favor repurposing products or responsibly recycling them and providing detailed reporting about how such products were diverted from landfills. Additionally, AVI-SPL recognizes the opportunity to provide its customers with detailed overviews of technology manufacturer environmental, social, and governance programs and goals to help them make decisions about which technology to purchase.	2024 CDP Climate Change Response (Section 2.1, Time horizons; 3.1.1, Risk disclosure - Change in customer behavior; 3.6.1, Opportunity disclosure - New products/ services)
Describe current and anticipated effects of climate-related risks and opportunities on entity's business model and its value chain.	**Risk 1: Change in customer behavior** This is a short-term risk that could temporarily impact AVI-SPL's revenue mix, sales cycle duration, and stakeholders. **Opportunity 1: Development of new products/services through R&D and innovation** This is a short-term opportunity that AVI-SPL is able to realize due to our ability to partner with third-party providers to sustainably manage electronic waste, which is expected to increase customer loyalty and increase our Net Promoter Score resulting in small increases in revenue.	2024 CDP Climate Change Response (Section 3.1.2, 3.6.1, 5.3.1)

AVI-SPL 2024 IFRS S2 Climate-Related Disclosures

Disclosure Description	Response	Additional Resources
Describe how the entity has responded to or plans to respond to climate-related risks and opportunities.	**Risk 1: Change in customer behavior** AVI-SPL will engage directly with its customer stakeholders to understand what ESG factors they value most and demonstrate AVI-SPL's ability to support these areas. AVI-SPL will work directly with those customers to co-create technology solutions, installation, and support systems that meet their energy and climate goals. **Opportunity 1: Development of new products/services through R&D and innovation** AVI-SPL will partner with third-party providers to provide electronic waste management services and pass through the costs to the customer. As a value-added reseller of these services, we will provide the service to pick-up, sort, and report the waste management KPIs. Product Life Cycle Management,, p. 23 Supply Chain Transformation, p. 18	2024 CDP Climate Change Response (Section 3.1.2, 3.6.1, 5.2, 5.3, 5.11, 7.53, 7.54, 7.55, 7.56, 7.74)
Describe the effects of climate-related risks and opportunities on the entity's financial position, financial performance, and cash flows for the reporting period.	**Risk 1: Change in customer behavior** This is a short-term risk that could temporarily impact AVI-SPL's revenue mix, sales cycle duration, and stakeholders. **Opportunity 1: Development of new products/services through R&D and innovation** This is a short-term opportunity that AVI-SPL is able to realize due to our ability to partner with third-party providers to sustainably manage electronic waste, which is expected to increase customer loyalty and increase our Net Promoter Score resulting in small increases in revenue.	2024 CDP Climate Change Response (Section 3.1.2, 3.6.1)

AVI-SPL 2024 IFRS S2 Climate-Related Disclosures

Disclosure Description	Response	Additional Resources
Describe the entity's assessment of its climate resilience, and if and when a climate-related scenario analysis was carried out.	In 2024, AVI-SPL partnered with a third-party firm to develop a scenario analysis for setting near-term (2030) science-based targets (SBTs) in alignment with the strict reduction guidelines set by the Science-Based Target Initiative (SBTi). This initiative aims to evaluate the financial and operational implications of committing to SBTs and to ensure our carbon reduction efforts meet or exceed SBTi's minimum requirements. The scenario analysis will be conducted in May or June 2025, following the completion of our FY2024 global Scope 1, 2, and 3 carbon accounting. This global analysis will model three potential growth states: - Current State: Maintaining existing operations and emission trends - Modulated Growth: Moderate expansion with sustainability initiatives - Aggressive Growth: Rapid expansion with strategic carbon reduction efforts Each scenario will be mapped to the SBTi's near-term target criteria, detailing the required carbon reduction actions, specific regions for implementation, key timelines, and associated financial investments. The analysis will incorporate existing and anticipated sustainability initiatives, such as: - GPS vehicle tracking for fleet efficiency - Office and warehouse space rationalization - Drop-shipping client solutions directly to installation sites This scenario analysis will provide critical insights into how AVI-SPL can effectively reduce its carbon footprint while aligning with global sustainability standards and corporate growth strategies Climate, pp. 15-16 Supply Chain Transformation, pp. 18-20 A Look Ahead, p. 24	2024 CDP Climate Change Response (Section 5.1)

AVI-SPL 2024 IFRS S2 Climate-Related Disclosures

Disclosure Description	Response	Additional Resources
Risk Management		
Describe the processes and related policies the entity uses to identify, assess, prioritize, and monitor risks.	The AVI-SPL Enterprise Risk Committee (ERC) is a cross-functional governance body that meets quarterly to assess and mitigate risks across six categories: compliance, environmental, human resources, operational, strategic, and technology. There are 12 members of the committee, including at least one independent member with risk management expertise. The ERC is responsible for risk assessment and management, internal reporting, and regulatory compliance oversight. As outlined in its charter, the committee ensures that significant risks are identified, assessed, and mitigated appropriately, fostering a risk-aware culture throughout the organization. The ERC reports to the executive leadership team and interacts with each internal department at AVI-SPL to manage business continuity planning. AVI-SPL's Board of Directors oversees organizational integrity and risk management. The full Board of Directors convenes at least four times per year and reviews the company's ESG program and progress toward its ESG goals. AVI-SPL is dedicated to effectively managing ESG risks and opportunities. These efforts are led by our ESG Committee, whose objective is to integrate, consolidate, and operationalize ESG initiatives across the entire business. The Committee provides regular updates to our executive team, monthly briefings to our CEO, and quarterly updates to the Board of Directors, ensuring transparency and alignment with AVI-SPL's corporate objectives. ESG at AVI-SPL, pp. 9-12 Corporate Governance, pp. 38-41	2024 CDP Climate Change Response (Section 2.2.2, 5.1.2)

AVI-SPL 2024 IFRS S2 Climate-Related Disclosures

Disclosure Description	Response	Additional Resources
Describe the processes the entity uses to identify, assess, prioritize, and monitor opportunities.	In 2023, AVI-SPL partnered with a third party to conduct our inaugural materiality assessment, identifying and prioritizing the ESG topics most critical to our business and industry. This assessment, conducted in alignment with international standards such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB), provided valuable insights into stakeholder expectations, risk management, and business opportunities. The analysis highlighted five topics, from an initial list of 18 topics, as most material to AVI-SPL's business: diversity, equity, and inclusion (DEI); labor practices and employee engagement; talent development; cybersecurity; and product lifecycle management. While climate change was not identified as a material topic, we tracked its rise in importance to our customers and recognize its importance on our operations and the planet. As such, we closely monitor and manage climate-related risks and opportunities and have prioritized climate impact in our overall sustainability strategy. We have prioritized climate impact in our overall sustainability strategy and included it as a strategic pillar for our business strategy. Transparent engagement with our stakeholders is essential to achieving our business goals and our ESG objectives. We employ various engagement strategies to ensure that all stakeholders' voices (employees, customers, suppliers, board of directors, company executives, and community representatives) are heard. AVI-SPL's Board of Directors oversees organizational integrity and risk management. The full Board of Directors convenes at least four times per year and reviews the company's ESG program and progress toward its ESG goals. AVI-SPL is dedicated to effectively managing ESG risks and opportunities. These efforts are led by our ESG Committee, whose objective is to integrate, consolidate, and operationalize ESG initiatives across the entire business. The Committee provides regular updates to our executive team, monthly briefings to our CEO, and quarterly updates to the Board of Directors, ensuring transparency and alignment with AVI-SPL's corporate objectives. ESG at AVI-SPL, pp. 9-12 Corporate Governance, p. 38-40	2024 CDP Climate Change Response (Section 2.2.2, 5.1.2)

AVI-SPL 2024 IFRS S2 Climate-Related Disclosures

Disclosure Description	Response	Additional Resources
Metrics and Targets		
Describe the quantitative or qualitative target(s) the entity has set or is required to meet.	AVI-SPL has established quantitative climate-related targets to reduce greenhouse gas (GHG) emissions and improve operational sustainability. These targets apply globally and are aligned with our broader commitment to environmental responsibility. Scope: Global Base Year: 2023 Target Year: 2025 Emission Reduction Goals: - Real Estate Efficiency: Reduce the intensity of global Scope 1 and 2 GHG emissions per square foot of real estate space by 10%, from 10.29 kg CO_2e/sq. ft. to 9.26 kg CO_2e/sq. ft. or lower. - Fleet Fuel Reduction: Decrease absolute fuel consumption from all AVI-SPL-owned fleet vehicles by 10%, directly resulting in a 10% reduction in global Scope 1 GHG emissions. Since AVI-SPL does not yet have baselines for waste management or electronic waste management, we have not established specific targets in these areas. Additional Sustainability Initiatives: - Packaging Reuse: We are enabling the reuse of packaging materials in our warehouses to reduce waste and minimize environmental impact. - Biodiversity Conservation: AVI-SPL is actively supporting Amazon rainforest preservation by funding a REDD+ carbon credit project and biodiversity field research. This initiative aims to protect a critical rainforest area, promote sustainable agricultural practices among the native Shuar people, and generate verified high-quality carbon and biodiversity credits. The project is led by 2050 Advisors, a global sustainability advisory firm, with a field research team directed by a local biologist, a 2050 Advisors partner, and the technical operations director of the MRV innovation team that won the 2024 XPRIZE for rainforest preservation. These targets and initiatives reflect AVI-SPL's commitment to measurable, near-term climate action while laying the groundwork for long-term sustainability and conservation efforts. Climate, pp. 15-16 Supply Chain Transformation, pp. 18-20 A Look Ahead, p. 25	2024 CDP Climate Change Response (Section 7.53, 7.54)
Disclose gross Scope 1 and 2 greenhouse gas emissions.	Climate, p. 15 2024 Performance Data Table, p. 46	2024 CDP Climate Change Response (Section 7.22, 7.6, 7.7)
Disclose gross Scope 3 greenhouse gas emissions.	Climate, p. 16 2024 Performance Data Table, p. 46	2024 CDP Climate Change Response (Section 7.8, 12.1.1)

AVI-SPL 2024 IFRS S2 Climate-Related Disclosures

Disclosure Description	Response	Additional Resources
Describe the approach the entity uses to measures its greenhouse gas emissions.	A financial control consolidation model enables AVI-SPL to make and apply decisions consistently across both GHG Protocol and IFRS S2 corporate accounting and reporting standards. In 2022, our reporting boundary was AVI-SPL locations in the United States only. We also only calculated Scope 1 and 2 emissions for 2022. Therefore, 2022 was not valid as a base year. In 2023, we expanded our reporting boundary to include all locations and operations worldwide (as stated in section 01) and calculated our Scope 1, 2, and 3 GHG emissions. Reporting for 2023 will serve as our base year. Climate, pp. 15-16	2024 CDP Climate Change Response (Section 6.1, 7.1.2, 7.2)
Describe whether and how climate-related considerations are factored into executive remuneration.	AVI-SPL does not plan to offer such monetary incentives. It centrally manages its ESG program and accountability to it through non-monetary KPIs.	2024 CDP Climate Change Response (Section 4.5)

Footnote:

*AVI-SPL acknowledges that it is still working to fully conform to the specific reccoomendations of the ISSB framework, resulting in partial fulfillment for some recommendations.

AVI-SPL has reported with reference to the GRI Standards for the period of January 1, 2024, to December 31, 2024.

GRI STANDARDS

GRI content index with reference	
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standards(s)	NA

GRI STANDARD	DISCLOSURE		References, Omissions, and Explanations
General Disclosures			
GRI 2: General Disclosures 2021	2-1	Organizational details	Who We Are, pp. 4-7
	2-2	Entities included in the organization's sustainability reporting	About This Report, p. 45
	2-3	Reporting period, frequency and contact point	About This Report, p. 45
	2-4	Restatements of information	There are no restatements of information for the 2024 ESG Impact Report.
	2-5	External assurance	At present, data within this report are not externally assured.
	2-6	Activities, value chain and other business relationships	What We Do, p. 6 ESG Impacts Across Our Value Chain, p. 7 Stakeholder Engagement, p. 12
	2-7	Employees	Who We Are, pp. 4-5 2024 Performance Data Table, pp. 47-49
	2-8	Workers who are not employees	AVI-SPL does not have workers who are not employees. If additional operational support is required, we work with subcontractors.
	2-9	Governance structure and composition	Corporate Governance, pp. 38-39
	2-10	Nomination and selection of the highest governance body	Marlin Equity Partners of California, the private equity firm with the largest share of AVI-SPL, appoints board members.

AVI-SPL has reported with reference to the GRI Standards for the period of January 1, 2024, to December 31, 2024.

GRI STANDARD	DISCLOSURE		References, Omissions, and Explanations
General Disclosures *(continued)*			
	2-11	Chair of the highest governance body	Corporate Governance, p. 38 The Chair of the Board does not hold a senior executive position.
	2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Governance, p. 39
	2-13	Delegation of responsibility for managing impacts	Corporate Governance, p. 39
	2-14	Role of the highest governance body in sustainability reporting	Corporate Governance, p. 39
	2-15	Conflicts of interest	Ethics and Compliance, pp. 40-41 AVI-SPL policies require that conflicts of interest must be disclosed to leadership.
	2-16	Communication of critical concerns	Ethics and Compliance, pp. 40-41
	2-17	Collective knowledge of the highest governance body	Corporate Governance, p. 38
	2-18	Evaluation of the performance of the highest governance body	Corporate Governance, p. 38
	2-19	Remuneration policies	Corporate Governance, p. 38 Board Directors have direct and indirect equity interests in the company and receive reimbursement for travel expenses. ELT members receive base salary, performance incentive units, and other miscellaneous benefits. All remuneration policies are aligned to maximize the value of AVI-SPL for all its stakeholders including shareholders, employees, customers, and vendors.
	2-20	Process to determine remuneration	AVI-SPL maintains a job architecture to detail the job level of each role. Salary bands are maintained according to the roles and levels.
	2-21	Annual total compensation ratio	AVI-SPL has chosen not to disclose this information at this time, as compensation metrics are sensitive and confidential data.

AVI-SPL has reported with reference to the GRI Standards for the period of January 1, 2024, to December 31, 2024.

GRI STANDARD	DISCLOSURE		References, Omissions, and Explanations
General Disclosures *(continued)*			
	2-22	Statement on sustainable development strategy	Letter From Our CEO, p. 3 ESG at AVI-SPL, pp. 7, 9-11
	2-23	Policy commitments	Ethics and Compliance, pp. 40-41
	2-24	Embedding policy commitments	Ethics and Compliance, pp. 40-41
	2-25	Processes to remediate negative impacts	Ethics and Compliance, pp. 40-41
	2-26	Mechanisms for seeking advice and raising concerns	Ethics and Compliance, pp. 40-41
	2-27	Compliance with laws and regulations	Ethics and Compliance, pp. 40-41
	2-28	Membership associations	AVIXA (Audio Video and Interactive Experience Association) NSCA (National Systems Contractors Association) SAMA (Strategic Account Management Association)
	2-29	Approach to stakeholder engagement	Stakeholder Engagement, p. 12
	2-30	Collective bargaining agreements	In 2024, 94 (2.9%) AVI-SPL employees in the U.S. were members of a union.
Material Topics			
GRI 3: Material Topics 2021	**3-1**	Process to determine material topics	ESG at AVI-SPL, p. 9
	3-2	List of material topics	ESG at AVI-SPL, p. 9
Climate Change			
GRI 3: Material Topics 2021	**3-3**	Management of material topics	Climate, pp. 15-17 Supply Chain Transformation, pp. 18-20
GRI 302: Energy 2016	**302-1**	Energy consumption within the organization	Supply Chain Transformation, pp. 15, 18-20 Product Lifecycle Management, pp. 21-23 2024 Performance Data Table, p. 46
	302-3	Energy intensity	2024 Performance Data Table, p. 46

AVI-SPL has reported with reference to the GRI Standards for the period of January 1, 2024, to December 31, 2024.

GRI STANDARD	DISCLOSURE		References, Omissions, and Explanations
Climate Change *(continued)*			
	302-4	Reduction of energy consumption	Supply Chain Transformation, pp. 18-20 Product Lifecycle Management, pp. 21-23
GRI 305: Emissions 2016	**305-1**	Direct (Scope 1) GHG emissions	Climate, p. 15 2024 Performance Data Table, p. 46
	305-2	Energy indirect (Scope 2) GHG emissions	Climate, p. 15 2024 Performance Data Table, p. 46
	305-3	Other indirect (Scope 3) GHG emissions	Climate, p. 16 2024 Performance Data Table, p. 46
	305-4	GHG emissions intensity	2024 Performance Data Table, p. 46
	305-5	Reduction of GHG emissions	Climate, p. 15 Supply Chain Transformation, pp. 18-20 2024 Performance Data Table, p. 46
Product Lifecycle Management			
GRI 3: Material Topics 2021	**3-3**	Management of material topics	Product Lifecycle Management, pp. 21-23
GRI 306: Waste 2020	**306-1**	Waste generation and significant waste-related impacts	Product Lifecycle Management, pp. 21-23
	306-2	Management of significant waste-related impacts	Product Lifecycle Management, pp. 21-23
	306-3	Waste generated	2024 Performance Data Table, p. 46
	306-4	Waste diverted from disposal	2024 Performance Data Table, p. 46
Labor Practices and Employee Engagement			
GRI 3: Material Topics 2021	**3-3**	Management of material topics	Employee Engagement, pp. 30-34
GRI 401: Employment 2016	**401-1**	New employee hires and employee turnover	Employee Engagement, pp. 27-29 2024 Performance Data Table, pp. 47-49

AVI-SPL has reported with reference to the GRI Standards for the period of January 1, 2024, to December 31, 2024.

GRI STANDARD	DISCLOSURE		References, Omissions, and Explanations
Talent Development			
GRI 3: Material Topics 2021	**3-3**	Management of material topics	Growing Our Talent, pp. 28-29
GRI 404: Training and Education 2016	**404-1**	Average hours of training per year per employee	Growing Our Talent, pp. 28-29 2024 Performance Data Table, p. 49
	404-2	Programs for upgrading employee skills and transition assistance programs	Growing Our Talent, pp. 28-29
	404-3	Percentage of employees receiving regular performance and career development reviews	Growing Our Talent, pp. 28-29 2024 Performance Data Table, p. 49
Diversity, Equity, and Inclusion			
GRI 3: Material Topics 2021	**3-3**	Management of material topics	Creating a Culture of Belonging and Inclusion, pp. 32-33
GRI 405: Diversity and Equal Opportunity 2016	**405-1**	Diversity of governance bodies and employees	2024 Performance Data Table, pp. 47-50
Cybersecurity			
GRI 3: Material Topics 2021	**3-3**	Management of material topics	Data Privacy and Cybersecurity, pp. 42-43
GRI 418: Customer Privacy 2016	**418-1**	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy and Cybersecurity, pp. 42-43

AVI-SPL 2024 SASB Index

SASB Sustainability Accounting Standards		
SASB Code	**Accounting or Activity Metric**	**References and Omissions**
Software and IT Services - Sustainability Disclosure Topics & Accounting Metrics		
Environmental Footprint of Hardware Infrastructure		
TC-SI-130a.1	(1) Total energy consumed (GJ), (2) Percentage grid electricity (%), (3) Percentage renewable (%)	2024 Peformance Data Table, p. 46
TC-SI-130a.2	(1) Total water withdrawn (m³), (2) Total water consumed (m³), percentage of each in regions with High or Extremely High Baseline Water Stress (%)	AVI-SPL does not track these data. Our water usage is minimal because we are not a manufacturer of hardware products.
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Real Estate Transformation, p. 17
Data Privacy & Freedom of Expression		
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	A comprehensive set of cybersecurity policies aligned with recognized best practices underscore our commitment to responsible data management. These policies include our Privacy Policy, which is available on our website, as well as our IT Management Policy, Cyber Incident Response Policy, Phishing Policy, and Network Policy. Additionally AVI-SPL implements security controls aligned with SOC 2, ISO27001, NIST 800-171, CIS Benchmarks, and recommendations from third-party Intelligence reports. Data Privacy and Cybersecurity, pp. 42-43 Privacy Policy
TC-SI-220a.2	Number of users whose information is used for secondary purposes	The AVI-SPL Privacy Policy describes how we collect, use, and share user information. AVI-SPL does not process personal data for secondary purposes, except in very limited circumstances permitted by law and in compliance with applicable data privacy requirements. Privacy Policy
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	$0.00 of monetary losses

AVI-SPL 2024 SASB Index

SASB Sustainability Accounting Standards		
SASB Code	**Accounting or Activity Metric**	**References and Omissions**
Software and IT Services - Sustainability Disclosure Topics & Accounting Metrics		
Data Privacy & Freedom of Expression *(continued)*		
TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) Number of users whose information was requested, (3) Percentage resulting in disclosure	(1) 0 law enforcement requests (2) 0 users whose information was requested (3) 0% resulting in disclosure
TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	We ensure compliance with the AVI-SPL Privacy Policy and strictly adhere to personal data protection laws and regulations in various countries and regions, including the EU General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA).
Data Security		
TC-SI-230a.1	(1) Number of data breaches, (2) Percentage involving personally identifiable information (PII), (3) Number of users affected	(1) 0 data breaches (2) 0% involving PII (3) 0 users affected
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	As stewards of critical data, we prioritize cybersecurity. We adhere to cybersecurity industry standards while also integrating policies and controls aligned with additional third-party cybersecurity standards. Our dedicated Cybersecurity team plays a pivotal role in enhancing cybersecurity awareness and stewardship across the company. To fortify our defenses, we utilize cutting-edge tools for advanced threat protection, conduct phishing simulations, and perform penetration testing. Data Privacy and Cybersecurity, pp. 42-43
Recruiting & Managing a Global, Diverse & Skilled Workforce		
TC-SI-330a.1	Percentage of employees that require a work visa	2024 Peformance Data Table, p. 47
TC-SI-330a.2	Employee engagement as a percentage	AVI-SPL has ommitted this metric as it does not yet track this information.

AVI-SPL 2024 SASB Index

SASB Sustainability Accounting Standards		
SASB Code	**Accounting or Activity Metric**	**References and Omissions**
Software and IT Services - Sustainability Disclosure Topics & Accounting Metrics		
Recruiting & Managing a Global, Diverse & Skilled Workforce *(continued)*		
TC-SI-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	2024 Peformance Data Table, pp. 47-49
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	2024 Performance Data Table, pp. 47-49
Intellectual Property Protection & Competitive Behavior		
TC-SI-520a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	(1) 0 data breaches (2) 0% involving PII (3) 0 users affected
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations Unit of measure: Reporting currency	$0.00
Managing Systemic Risks from Technology Disruptions		
TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	AVI-SPL did not experience a performance incident or downtime issue that had a material impact on the business or its customers in 2024.
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	The risk to the continuity of AVI-SPL business operations are commisserate to the nature of the event that causes the inturruption. This ranges from low risk for relatively brief disruptions around systems or network outages, to high risk incidents, such as ransomware, which would cause a material disruption to AVI-SPL's business operations. AVI-SPL has focused on mitigating the potential incidents that pose the greatest risk to our customer's data and to AVI-SPL's business operations.

AVI-SPL 2024 SASB Index

SASB Sustainability Accounting Standards		
SASB Code	**Accounting or Activity Metric**	**References and Omissions**
Software and IT Services - Sustainability Disclosure Topics & Accounting Metrics		
Activity Metrics		
TC-SI-000.A	(1)Number of licenses or subscriptions, (2) percentage cloudbased	Data omitted due to confidentiality
TC-SI-000.B	(1) Data processing capacity, (2) percentage outsourced	Not applicable to AVI-SPL's business model.
TC-SI-000.C	(1) Amount of data storage, (2) percentage outsourced	Not applicable to AVI-SPL's business model.

AVI-SPL 2024 UN SDGs INDEX

At AVI-SPL, our ESG strategy seeks to promote the United Nations Sustainable Development Goals (UN SDGs), fostering advancement in economic, social, and environmental areas. In this index, we summarize how AVI-SPL's efforts contribute to specific SDGs and their targets and provide references to learn more about our activities.

Goal	Targets	AVI-SPL Activity, Initiative or Goal	Reference
SDG 9: Industry, innovation and infrastructure	**9.4** *By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.* **9.b** *Support domestic technology development, research and innovation in developing countries, including by ensuring a conducive policy environment for, inter alia, industrial diversification and value addition to commodities*	At AVI-SPL, our mission is to redefine how people and technology connect. Through innovative digital solutions, we enhance modern communication and collaboration, helping individuals work smarter, live better, and operate more sustainably. We engage with stakeholders, including employees, vendors, and customers, to improve efficiency in our own operations and throughout our value chain. Initiatives in 2024 included: -Creating immersive employee and customer experience by planning, deploying, operating, and optimizing unified communications (UC) solutions to connect client teams and customers in one platform. -Enhancing collaboration through audiovisual (AV) integration, combining audio, visual, and control systems. -Surveying our vendors about their ESG practices and sharing that information with customers, enabling them to make more informed product purchases. This also encourages our vendors to reconsider how they manufacture products.	Who We Are, p. 4 What We Do, p. 6 Product Lifecycle Management, p. 21-23
SDG 10: Reduced inequalities	**10.2** *By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status* **10.3** *Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard*	AVI-SPL is committed to upholding our Diversity, Equity, and Inclusion pledge (below) to foster a culture where individuals from all backgrounds feel values, supported, and empowered to grow within the organization. Examples of initiatives we have implemented include supporting Employee Resource Groups, offering DEI-focused trainings to all employees, and ensuring language in job postings is inclusive to encourage applications from underrepresented backgrounds. **We appreciate** the visible and invisible qualities that make you who you are. Our diversity makes us better humans and better employees and makes AVI-SPL a better business. **We celebrate** that every person brings a unique perspective and experience to advance the AVI-SPL mission - to transform how people and technology connect to elevate experiences, create new value, and enable organizations to thrive and grow. **We believe** that each and every employee must have an equal voice and equal access to opportunity and connection. **We commit** to diversity, equity, belonging, and inclusion practices at the center of our daily work. **We are dedicated** to using these practices for our business and the communities we serve.	Recruitment and Talent Pipeline, p. 27 Creating a Culture of Belonging and Inclusion, pp. 32-33

AVI-SPL 2024 UN SDGs INDEX

Goal	Targets	AVI-SPL Activity, Initiative or Goal	Reference
SDG 12: Responsible consumption and production	**12.2** *By 2030, achieve the sustainable management and efficient use of natural resources* **12.5** *By 2030, sustainably reduce waste generation through prevention, reduction, recycling and reuse* **12.6** *Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle* **12.8** *By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature*	AVI-SPL is dedicated to finding ways to reduce, reuse, and recycle both internally and throughout our value chain by engaging with suppliers and customers. Initiatives in 2024 included: **Reducing waste from single-use items and packaging:** - Installing filtered water stations at offices - Providing employees and customers with reusable bottles - Reusing original equipment manufacturer (OEM) packaging for shipments to eliminate the need for excessive packaging **Reducing e-waste:** - Hosting a recycling drive at corporate headquarters for employees to responsibly dispose of e-waste. We plan to host these events at more locations in 2025. - Successfully piloting a program to collect and sort customers' decommissioned electronic equipment to ensure responsible disposal. - Collaborating with small, regional organizations to refurbish electronics for donation to underfunded communities. In 2024, we responsibly recycled or refurbished 16,244 pounds of electronic waste through our partner, eSmart Recycling. From this, eSmart restored 20 laptop devices that were donated to programs impacting 72 children. **Partnering with vendors:** - Conducting surveys on vendors' sustainability practices, including waste management, and integrating findings into the Supplier Sustainability Matrix to help customers make informed purchases aligned with their ESG goals.	Product Lifecycle Management, pp. 21-23

AVI-SPL 2024 UN SDGs INDEX

Goal	Targets	AVI-SPL Activity, Initiative or Goal	Reference
SDG 13: Climate action	**13.1** *Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries*	AVI-SPL is committed to understanding our climate-impact and making measurable progress in reducing GHG emissions and improving operational efficiency by setting targets to: - **Reduce global GHG intensity** (Scope 1 and 2 per square foot) by 10% from a 2023 baseline by 2025 - **Reduce absolute fuel consumption** across all AVI-SPL owned fleet vehicles by 10% from a 2023 baseline by 2025, thereby lowering global Scope 1 emissions by 10% To achieve these goals, initiatives in 2024 included: - Completion of our first two global **Scope 3 GHG emissions inventories**, offering a comprehensive view of our carbon footprint - **Reduction of total office and warehouse square footage** by 4.1%. - **Preferred carrier network** to streamline logistics, minimize transportation emissions, and improve overall shipping efficiency. - **Fleet optimization** to reduce unnecessary fuel usage, lower emissions, and improve overall fleet efficiency. This led to a 17.4% reduction in fuel consumption between 2023 and 2024, saving over $400,000. - **Data center consolidation** to streamline our data infrastructure from five independent data centers to a single, high-efficiency co-location facility.	Climate, pp. 15-17 Supply Chain Transformation, pp. 18-20
SDG 17: Partnerships for the goals	**17.16** *Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries* **17.17** *Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships*	AVI-SPL's strategic partnerships and transparent engagement with our stakeholders is essential to achieving both our business goals and ESG objectives. In this report, we discuss partnerships and engagement strategies with: - Customers - Employees - Suppliers - CDP - EcoVadis - AllVoices - eSmart Recycling - United Nations REDD+ - AVIXA - SkillBridge - Red Nose Day - Ronald McDonald House Charities - Corazones Felices - Ocean Wise - Feeding Hong Kong	Stakeholder Engagement, p. 12