Sustainability report 2024

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Letter from our CEO

At Definitive Healthcare, we're about more than just data. We provide insights that power real impact, helping our clients achieve more than just business goals. When our customers succeed, they have a meaningful impact on healthcare professionals, patients, and communities—transforming lives and shaping the future of healthcare.

We are committed to achieving our mission sustainably, recognizing it as essential to both our long-term success and our responsibility to the world. I'm excited to share our 2024 Sustainability Report, which showcases our continued dedication to operating ethically, responsibly, and sustainably. Building on the progress we made in 2023, this report highlights our improvements in Environmental, Social, and Governance (ESG) practices. It also embodies the core values that drive us as a company: being open with our team, supporting our community, and protecting the environment.

As our company evolves, so does our commitment to being a responsible corporate citizen. We recognize the impact our decisions have on the world and are actively working to reduce our carbon footprint and energy consumption. We also remain focused on strengthening our security and privacy measures to protect the data entrusted to us. These efforts, along with others, have earned us "Prime" status from ISS ESG, placing us in the top 10% of issuers in our industry.

We understand that true innovation comes from a variety of perspectives. That's why we are dedicated to building an inclusive culture across our organization.

(continued)

At the core of our organization is a culture recognized for its excellence. Our people, driven by our mission, consistently demonstrate the values we stand for. Their passion for advancing healthcare is clear in their dedication to our customers, pushing us to achieve exceptional results together.

Ultimately, the success of our customers is the true measure of our own—and it's reflected in the real impact our customers have on the world. We're inspired by their commitment to delivering critical, life-changing treatments to those who need them most. By supporting them with the right intelligence, what we really do is help our customers improve lives.

KEVIN COOP
Chief Executive Officer

"At Definitive Healthcare, we're committed to driving progress in healthcare while minimizing our environmental impact. For us, building a sustainable future isn't optional—it's a responsibility we take seriously."

— KEVIN COOP
Chief Executive Officer

About this report

In this report, you will get an overview of our Environmental, Social, and Governance (ESG) management approach and performance so far. This report covers our global operations (except where noted) for, and as of, our fiscal year ended December 31, 2024. As we continue our sustainability efforts, we remain focused on transparency and aligning ourselves with major standards for ESG reporting, with an emphasis on what we have done and are doing. Looking ahead, we aim to become fully aligned with external standards and forward-looking in our communication, including setting goals and measuring our progress against them. The data index at the end of this report maps disclosures against the Sustainability Accounting Standards Board (SASB's) Software and IT Services Sector (S&T) Standard, Global Reporting Initiative (GRI) Standards, and the 10 principles of the United Nations Global Compact. We are also aligning elements of our reporting with Task Force on Climate-related Financial Disclosures (TCFD), and we plan to build on our disclosures in the future. Please note that we are not fully compliant with the standards but have made significant progress and will continue to do so. Thank you for taking the time to learn more about our sustainability journey, and we invite you to share any feedback, questions, and suggestions with us along the way: sustainability@definitivehc.com

Our mission

Our mission is to transform data, analytics, and expertise into healthcare commercial intelligence.

Company profile

Industries we serve:

- Life Sciences
- Healthcare Providers
- Diversified

Our global office locations:

U.S.
492 Old Connecticut Path, Suite 401
Framingham, MA 01701

Sweden
Definitive Healthcare
Hvitfeldtsplatsen 7
411 20 Göteborg

India
Fortune Summit IT Park, Hosur Rd, Muneswara
Nagar, Sector 6, HSR Layout
Bengaluru, Karnataka 560068, India
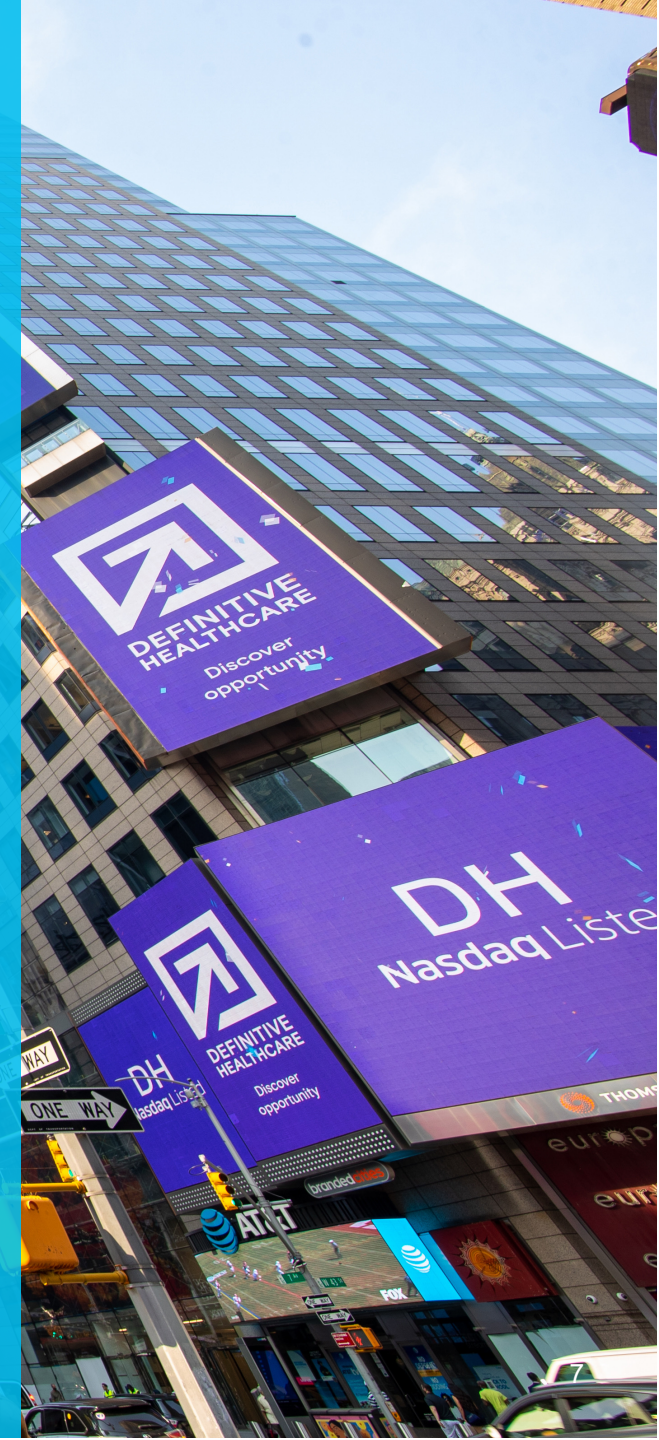
Year founded
2011

Number of customers
~2,500

Number of employees
775+

IPO year
2021

Ticker symbol
DH

All data is as of December 31, 2024

Our values

We've cultivated a strong company culture where every team member embodies our core principles, every day.

TEAM FIRST
We love to collaborate and celebrate the success of our company and colleagues.

PROBLEM SOLVERS
We strive to identify problems and develop targeted solutions.

HONORABLE
We act with honesty and integrity in everything that we do.

CUSTOMER FOCUSED
We focus on our clients and work hard to ensure their satisfaction.

DECISIVE
We make timely, informed decisions and aren't afraid to take risks.

BALANCED
We have fun at work and manage a healthy work-life balance.

HIGHLY MOTIVATED
We welcome new challenges and push ourselves to try new things.

SCRAPPY
We aren't afraid to roll up our sleeves and get the job done.

COMMUNITY ORIENTED
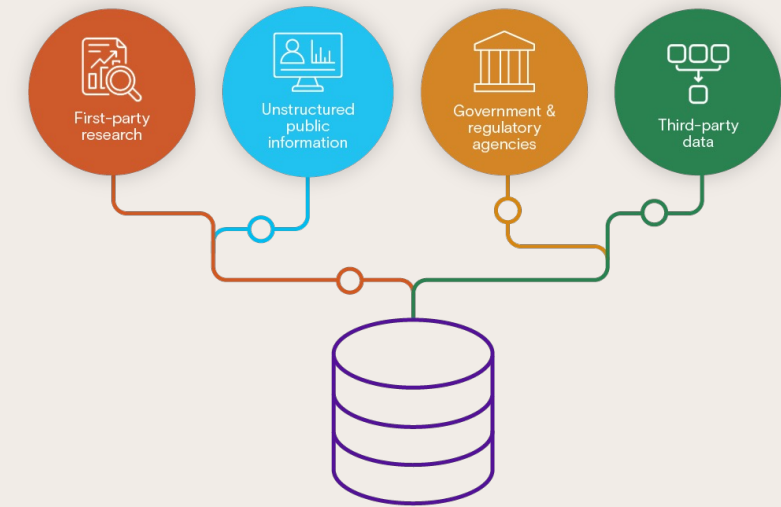We value our local community and make a determined effort to give back.

Our business model

Definitive Healthcare is a leading provider of healthcare commercial intelligence. Our solutions are designed to provide accurate and comprehensive information on healthcare providers and their activities to help our customers optimize everything from product development to go-to-market planning and sales and marketing execution. Delivered through our SaaS platform, our intelligence has become important to the commercial success of our approximately 2,500 customers as of December 31, 2024.

Our healthcare commercial intelligence platform brings together comprehensive, in-depth and high-quality intelligence, a powerful artificial intelligence engine, and an intuitive front-end SaaS platform, which have all been built, modified and improved upon over the last 13 years to create a highly differentiated offering.

Our SaaS-based healthcare commercial intelligence platform is designed to provide comprehensive and accurate information on the healthcare ecosystem in the U.S. The platform uses deep analytics and data science to help customers develop data-driven strategic decisions such as finding new markets to enter, building comprehensive go-to-market strategies, accessing tactical information to help target the right decision makers and improving win rates with detailed contextual information. All of this helps our customers succeed in this important but complicated industry.

First-party research | Unstructured public information | Government & regulatory agencies | Third-party data

ONE PLACE, ALL THE DATA
The Atlas Dataset is the foundation of our healthcare commercial intelligence. It integrates data from thousands of disparate sources so our clients can analyze the healthcare market from virtually any angle.

Our comprehensive, high-quality healthcare commercial intelligence is made up of thousands of data sources and billions of data points that enrich and power our platform. We transform this data into intelligence through artificial intelligence and machine learning ("A.I.") algorithms that ingest, cleanse, link, and analyze the data to create powerful new intelligence and analytics. Each new data source and each new algorithm created by our data science team makes our entire platform and the intelligence modules contained within more valuable to our clients. Built and enhanced since our inception, our platform contains a full 360-degree, longitudinal view of the healthcare ecosystem and depicts how the ecosystem connects together, creating a true barrier to entry.

Our Populi Suite delivers a differentiated combination of affiliation, claims, reference, social determinants of health, and consumer-level data in a single offering. This solution empowers provider organizations to understand market trends and patient needs, manage network performance, and activate patient and consumer audiences, ultimately improving patient care.

Additionally, we enable medical affairs teams to find and engage the clinical experts they need through our Monocl Expert Suite, which provides access to approximately 16 million experts around the globe. Finding the right key opinion leader in a specific therapeutic area can help accelerate time to market for a new drug or medical device and ultimately lead to better patient outcomes.

Finally, through our analytics capabilities we provide life sciences and healthcare companies insights into key business questions across their product life cycle. This includes promotional impact, targeting and segmentation, and a better understanding of KOL prioritization, as examples.

All of this gives our clients the ability to succeed in the complicated but important healthcare market. Through our healthcare commercial intelligence, we can help clients understand the complex affiliations between industry participants, find key decision-makers, and size total addressable markets. With our ability to help companies accelerate the development of products and shorten their time to market, we can help get important drugs, therapies, and care to the patients who need them most.

"Guiding our customers through market complexities to ensure life-saving innovations reach those who need them – that's what we do at Definitive Healthcare. But we also see an even greater responsibility: building a sustainable future where these innovations continue to benefit generations to come."

— KATE SHAMSUDDIN JENSEN
Chief Operating Officer

Our intelligence at work.

Targeting the right physician practices for growth

One GI, a management service organization supporting gastroenterologists, sought to reach more practices that could benefit from its services.

By partnering with Definitive Healthcare, One GI gained access to critical data on practice productivity, outcomes, and financials, helping them quickly identify the best practices and potential members to target for growth.

The integration of our data has been instrumental in advancing their patient care capabilities, and One GI views our data as an essential tool for driving their success.

"Advanced is a word I would use to describe Definitive Healthcare. Everything that they do supports everything that we're doing to advance our quality, our experience, our technology, so that we can continue to provide excellent patient care and access for our One GI patients across the organization."

— **CHRISTA NEWTON**
Chief Executive Officer, One GI

Uncovering new business development opportunities

Haskell, an architectural design, construction, and consulting company with a dedicated healthcare advisory team, needed reliable, comprehensive, and up-to-date intelligence to identify and engage prospective clients more effectively.
In a rapidly changing market, the company sought a solution that could allow it to quickly understand service line utilization and patient outmigration among its prospects and its prospects' competitors.

Using procedure and diagnosis claims data from the Definitive Healthcare platform, Haskell can keep up with market changes and find new business development opportunities within service line trends.

"I think Definitive Healthcare is really seen as the gold standard in the industry for healthcare executives. And if you're providing advisory services to healthcare organizations, and you're not using Definitive Healthcare in your research, you really just won't have a seat at the table."

— **KEVIN MEEK**

VP Advisory Services, Haskell

Finding a needle in a haystack

Carl Zeiss Meditec, a medical device company with innovations for ophthalmology and microsurgery sought to refine its market access strategy. By using our Atlas All-Payer claims data, the company identified key opportunities to increase the adoption of its technology. Our claims data allowed them to find the most relevant codes for their products and track usage patterns by physician and geography, as well as understand the payor mix, including both Medicare and commercial populations.

These insights provided a comprehensive snapshot of market potential and helped the company understand where its technology was most likely to gain traction.

Beyond market access, the company used our intelligence to shape commercial strategies, empowering them to make more informed decisions to accelerate growth.

"Definitive Healthcare's insights have been a game-changer for our strategy. Their platform helps us see where the real opportunities lie, and without it, making informed decisions to expand our market presence and stay competitive would be a lot more challenging."

— **ROBERT BARGENQUAST**
Carl Zeiss Meditec

Our sustainability commitment

At Definitive Healthcare, we strive to be a responsible member of our society, hold ourselves accountable for the use of our resources, be conscientious of our environmental impact, and engage with our communities as a steadfast partner that acts with integrity. We view sustainability as a critical and creative opportunity to fundamentally strengthen our business while simultaneously contributing to society in a positive manner.

Definitive Healthcare is committed to a sustainable future and dedicated to creating long-term value in how we conduct our operations and business practices. We plan to repeat this assessment periodically, and to engage in regular dialogue with external stakeholders and our team members through listening tours, company meetings, and our ongoing employee feedback surveys to ensure that our understanding of what matters to stakeholders remains accurate.

"Our success starts with a mission-driven team. We foster a culture where innovation thrives, everyone has a voice, and giving back to the community is part of who we are. This inspires passionate people to join us, all working together to address healthcare's most pressing challenges, united by a purpose greater than ourselves."

— KATE HASTINGS
Chief Customer Officer

Impact assessment

In developing our sustainability initiatives, we identified the topics most important to Definitive Healthcare's business, stakeholders, and growth. We reviewed multiple global standards and assessment frameworks to ensure our consideration set included the topics they identified as most important to our business model and geographic footprint. These included the SASB's Software and IT Services Sector Standard, Global Reporting Initiative (GRI) Standards, ISS's assessment framework, S&P's CSA questionnaire, and EcoVadis' assessment framework as we believe, collectively, they represent the focus and interests of our stakeholders.

Considering these topics and the role they play in Definitive Healthcare's business strategy and future growth; we prioritized the following topics:

- Recruiting and managing a global, diverse and skilled workforce where everyone feels included and feels like they belong
- Privacy and data protection
- Energy and emissions

SUSTAINABILITY RELATED RISKS AND OPPORTUNITIES

Opportunities
- Growth in U.S. healthcare spending
- Exponential growth in complex healthcare-related data
- Shift to value-based care
- Shift to ambulatory and telemedicine
- Increased regulation
- Climate change driving shifts in infectious diseases patterns, which create more demand for healthcare and healthcare data

Risks
- Recruiting and managing a global, diverse and skilled workforce
- Data privacy and freedom of expression
- Data security
- Managing systemic risks from technology disruptions
- Intellectual property protection and competitive behavior
- Environmental footprint of hardware infrastructure
- Managing the risks of concentrated ownership

2024 highlights

Definitive Healthcare made great progress last year towards our sustainability goals. Here is a snapshot of what we accomplished in 2024:

2024 BEST PLACES TO WORK — built in

BRONZE 2024 STEVIE WINNER FOR GREAT EMPLOYERS

Winner — 2024 Databricks Partner Awards — Healthcare and Life Sciences Partner of the Year — databricks — DEFINITIVE HEALTHCARE — Data Partner Award

- ✓ Cultivated inclusion, understanding, and communication among our diverse employee population.

- ✓ Improved the representation of women at the executive level and among Tech employees; the representation of Black employees in Tech roles also improved.

- ✓ Held our first "say on executive pay" vote at our 2024 Annual Shareholders Meeting

- ✓ Continued to mature and aligned our efforts with the major global ESG frameworks and reported our progress annually.

- ✓ Exited one floor of the corporate headquarters, reducing our carbon footprint by decreasing square footage.

- ✓ Expanded and strengthened our Security Operations team, enhancing threat detection, mitigation capabilities, and overall security resilience across the organization.

- ✓ Continued our community outreach offerings to make a positive impact in our local communities around the world.

- ✓ Enhanced the cyber security and data privacy framework based on Center for Internet Security (CIS) Controls v8 standards and SOC2 guidelines.

- ✓ Completed a SOC2 assessment and received an unqualified SOC2 attestation across all five trust service criteria (with our most recently acquired entity to be covered in 2025 cycle). As future acquisitions occur, we expect to continue to include the acquired entity in our SOC2 process in the next audit period.
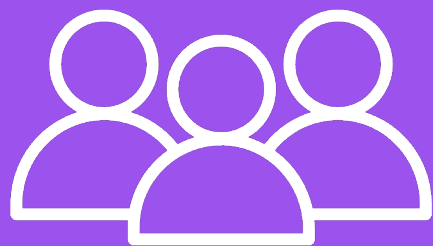
Social

PEOPLE FOCUSED ORGANIZATION

Definitive Healthcare experienced tremendous growth and success over the past 13 years. As of December 31, 2024, we employed over 775 team members globally.

We're proud of the culture we have created at Definitive Healthcare, and we consistently receive workplace accolades, including the following in 2024:

- Built In - 100 Best Places to Work in Boston
- Stevie Awards for Great Employers - Bronze
- Great Place to Work in India - 2023 - 2024

At the heart of our culture is our people. We aim to create an inclusive environment where our people can be their authentic selves and feel they belong. We believe this is critical for people to perform at their best, create, and innovate new solutions for our customers as well as enabling better ways of working.

We also focus on building our community to foster collaboration and engagement. In 2024, we continued our efforts to build a One Definitive culture across our three global offices and remote team member population. The goal is to feel more connected as a global organization and bridge geographic divides by strengthening relationships and appreciating the unique perspective every team member brings to Definitive Healthcare.

These efforts – along with others – contribute to the bond we have as colleagues. And it's this bond that fosters trust, creates energy, and inspires us to roll up our sleeves and work together to achieve the goals we have as a company.

DEVELOPMENT AND ADVANCEMENT

Helping our team members grow, develop, and advance is a primary objective of leaders at Definitive Healthcare. This mutually beneficial process helps build our team members' strengths while also contributing to stronger business performance. Further, it supports the overall engagement and retention of our great people.

Team member growth and development are grounded in feedback, coaching, and career conversations. Each year, we conduct a robust talent review process that includes performance assessments and goal setting to enable growth and advancement while creating alignment with both company goals and values. This process ties into our compensation strategy to ensure we motivate and reward the right behaviors and our highest performers.

In addition to day-to-day experience and performance coaching, we provide team members with the tools, learning, and internal opportunities to find their path and develop skills and abilities to take on new roles. Through Definitive University, we provide a comprehensive mix of learning opportunities, including professional, technical, managerial, and leadership development programs. We are particularly proud of the leadership development programs we've developed that rival programs offered at much larger companies. We also offer many other just-in-time and continued education opportunities in the form of LinkedIn Learning courses, external speakers, and additional educational resources. We also offer tuition reimbursement, which funds external coursework, conferences, and other educational opportunities to help team members improve their knowledge and job skills.

"

Definitive Healthcare has been a wonderful partner and neighbor to Dignity Matters since 2021. We provide free menstrual care and undergarments to women and girls who are homeless or struggling with poverty, and we rely almost entirely on volunteers and philanthropic funds to do it. DH employees have spent hours counting and sorting items in our warehouse, packing thousands of menstrual care kits for women in need, and donating funds to support our work. We consider DH part of the Dignity Matters family and we're grateful for all they contribute to our efforts.

MERYL GLASSMAN
Director of Development,
Dignity Matters

DIGNITY MATTERS

"

Winning the Trailblazer Award is a tremendous honor and a testament to what's possible when you and your team embrace innovation and challenges the status quo. As a leader, I'm incredibly proud of the talented individuals I have the privilege to guide and collaborate with every day. This achievement is all about how, together we can push boundaries, think differently, and push the envelope to make a big impact.

ROHIT MARWAH
AVP, Insights and Analytics

RECOGNIZING AND REWARDING SUCCESS

Globally, we strive to provide a competitive total rewards package that supports team members and their families, attracts great talent, and ensures pay is competitive and equitable. As part of our overall package, we offer an array of medical plans, including a free option for team members, competitive retirement benefits, and generous paid time off.

In addition to monetary compensation, four times a year, we recognize team members who do exceptional work through our Trailblazer Awards. These awards are granted to those who embody our guiding principles in extraordinary ways, and recipients are determined by peer nominations.

TEAM MEMBER HEALTH & WELLNESS

A culture that promotes health and well-being continues to be a priority for the organization. Through our benefits, we offer a range of programs including mental health and family planning. Our flexible work policy allows team members to split their work week between home and office, promoting a stronger work-life balance. Our 401K program offers an immediately vested company match to support financial well-being.

COMMUNITY-FOCUS

We encourage all team members to give back to their local community through our DefinitiveCares program. DefinitiveCares started in 2015 and has grown to include 40+ charitable organizations with which our team members can volunteer, including supporting causes that target five of the United Nations Sustainable Development Goals: zero hunger, good health and well-being, quality education, reducing inequalities, and sustainable communities.

Since its founding, Definitive Healthcare's U.S. team members have participated each year by volunteering their time, raising charitable donations for our nonprofit foundation, or making a personal financial donation and company matching funds. In 2024, we donated 1,570 hours to volunteering and raised a total of over $45,000 in charitable donations both directly and through DefinitiveCares.

"

"We are most grateful for the profound difference that Definitive Healthcare and its generous employees have made in the lives of our patients here at BHCHP. In addition to donating critical funds that make our work possible, this partnership has mobilized employees to get personally involved in our mission through volunteer efforts, creating kits filled with essential items for our patients, and collecting new white socks to improve our patients' health and comfort. One of the most moving parts of this partnership has been the signature annual Holiday Gift Drive, which brings joy to our patients' lives at what can otherwise be a difficult time of year. Being able to fulfill our patients' holiday wishes through your generosity is a truly a highlight of our clinical team's year! We can't thank everyone at Definitive Healthcare enough for the time, effort, resources, and heart that you devote to the wellbeing of our patients."

EDITH GREGORY
Corporate Relations Manager, Development
Boston Health Care for the Homeless Program

BOSTON HEALTH CARE *for*
the HOMELESS PROGRAM

DIVERSITY, EQUITY & INCLUSION

Our best ideas have always come from our people. And diverse, engaged teams of people come up with the best ideas. To enhance our culture and spark innovation, we encourage unique perspectives, backgrounds, and voices. Achieving this requires us to assess our current state and possess the humility, curiosity, and courage to improve.

At DH we ensure an ongoing focus on diversity, equity and inclusion in our HR programs and processes, as well as support the incredible team member-led efforts of our Affinity Groups. This past year, we continued to enhance our hiring practices, to build a high-performing team with diverse perspectives and experiences. To create greater equity, we adjusted our work environment to be more flexible and accommodate varying work arrangements. To improve inclusion, we pursued a mix of learning, personal development, and team member engagement experiences.

In 2024, we completed our fourth annual audit by an independent consultant to assess our operations—including the diversity of our workforce, how inclusive our policies and practices are, the activities we are engaging in to promote inclusivity and more. The assessment yielded an overall score of 63% (against the 54% benchmark) with guidance on how to continue to make our internal and external processes more inclusive, while still making hiring, promotion, and compensation decisions based on merit.

"We're excited about the progress we've made and understand there's always more to accomplish. Creating a sustainable future begins with inclusion, and we're dedicated to making that vision a reality every day."

— **ERIN MARA**
VP, Talent Management

HIRING

In 2024, we focused on creating and sharing content on social media and across different branding sites, such as LinkedIn, Glassdoor and BuiltIn, to highlight our focus on fostering a culture of inclusion. We use our applicant tracking system to gather anonymous candidate feedback on the interview process, and we analyze this data to continue driving consistent, best-in-class candidate experiences.

We partnered closely with our hiring teams to create diverse panels of interviewers and facilitated consistent interview experiences. We also provided training resources on the impact of unconscious biases in interviews.

In 2024 our recruiters continued attending college career fairs to engage with students from diverse backgrounds for internship and entry-level job opportunities.

LEARNING & DEVELOPMENT

The landscape of DE&I work is ever-changing, so we consider it our responsibility to offer all team members ample opportunities to learn about and celebrate their own unique identities and those of their colleagues. We continue to offer our training to all new hires, promoting the importance of all types of diversity in our company culture from the start of their journey with us. As a global organization, we consider the cultural lenses our team members bring and tailor this onboarding training accordingly.

Beyond onboarding, our philosophy and best practices are further reinforced in our in-house professional development programs for both people leaders and individual contributors. These globally inclusive live, facilitated programs bring Definitive Healthcare team members from across the globe together in an environment of collective learning and curiosity. Participants are encouraged to share their cultural perspectives and experiences on various workplace challenges.

For example, our development programs frequently explore how to have courageous, sometimes difficult conversations related to offering feedback across cultures and how to root out bias from our decision-making.

We hosted 23 additional live, company-wide events to promote continuous learning across the organization. These sessions ranged from informal fireside chats to robust trainings hosted by external experts and Definitive Healthcare executive leaders.

For example, as part of Black History Month, one session titled "Quantifying Inequity: The Impact of Healthcare Disparities on People of Color and Women" addressed critical issues such as limited access to care, financial barriers, and the lack of cultural competency among healthcare providers. Attendees expressed their appreciation for the significance of this topic and were grateful that Definitive Healthcare provided a platform for the conversation. One participant even commented, "This is one of the best presentations I've seen on medical disparity."

AVID@DH

BIPOC
CULTURE@DH
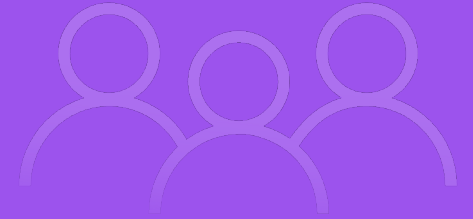
OUT@DH

PARENTS@DH

WE@DH

AFFINITY GROUPS

Our Affinity Group program is central to Definitive's culture. This grassroots effort was started by team members across Definitive Healthcare who wanted to create a way to meet other colleagues who share common experiences, promote a sense of belonging and understanding, and advocate for meaningful change within the organization and our communities. In 2024, we continued to lead with five core affinity groups, AVID@DH (awareness of visible and invisible disabilities), BIPOC@DH (Black, Indigenous, People of Color), Parents@DH, OUT@DH (LGBTQ+), and WE@DH (Women's Empowerment).

Over the course of 2024, our five affinity groups created regular networking, development, and philanthropy events, organizing a total of 24 events. Many of these events were centered around key recognition dates, including Black History Month, International Women's Day, Disability Pride Month, LGBTQ+ Pride Month, Hispanic Heritage Month, and more. We celebrated these occasions with engaging events, educational sessions, and community service opportunities to share in the culture and significance of team members' experiences across the organization. Each of these groups offers leadership opportunities to its steering committee members and group leads. Additionally, each of our affinity groups is sponsored by one or two members of our executive leadership team to further drive visibility and impact. Participation in Affinity Groups is open to all Definitive Healthcare employees.

Workforce representation

We measure the diversity of our U.S. workforce across several dimensions, including gender, age, race, and ethnicity. We also assess our diversity by managerial and executive positions.
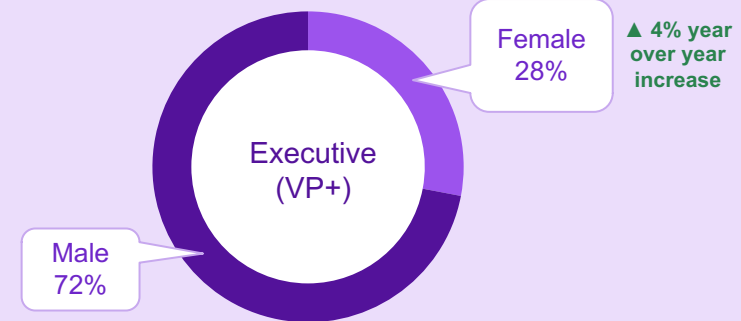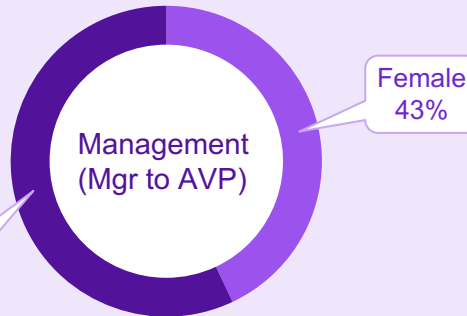
EMPLOYEES BY GENDER*

Technical employees**

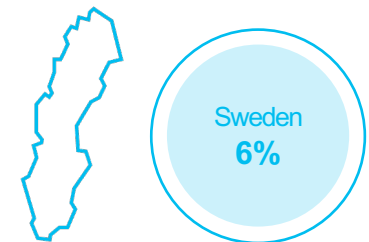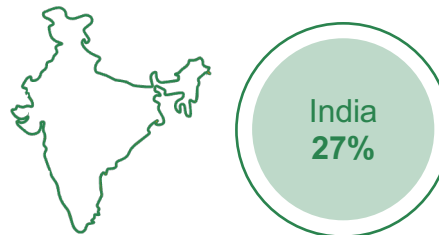▲ 5% year over year increase — 38%
61%

Non-technical employees**

45%
55%

■ Female   ■ Male

Management (Mgr to AVP)
Female 43%
Male 57%

Executive (VP+)
Female 28%   ▲ 4% year over year increase
Male 72%

EMPLOYEES BY LOCATION

USA **67%**

India **27%**

Sweden **6%**
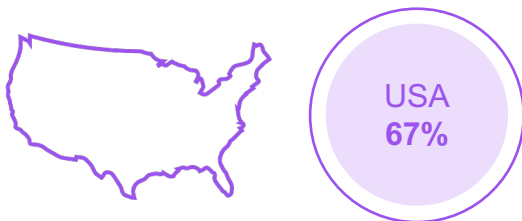
Workforce representation (continued)

US EMPLOYEES BY RACE / ETHNICITY

Technical employees**

Segment	% of Team
White	72%
Black	3%
Hispanic	4%
Asian	18%
Two +	3%

Management (Executive, VP+)

Segment	Executive (VP+)
White	88%
Hispanic	6%
Asian	3%
Two +	3%

Non-technical employees**

Segment	% of Team
White	81%
Black	4%
Hispanic	6%
Asian	7%
Two +	2%

Management (Mgr to AVP)

Segment	Management
White	85%
Hispanic	6%
Asian	7%
Two +	2%

US EMPLOYEES BY AGE

- 55+ 7%
- 20-24 4%
- 45-54 13%
- 25-34 46%
- 35-44 29%
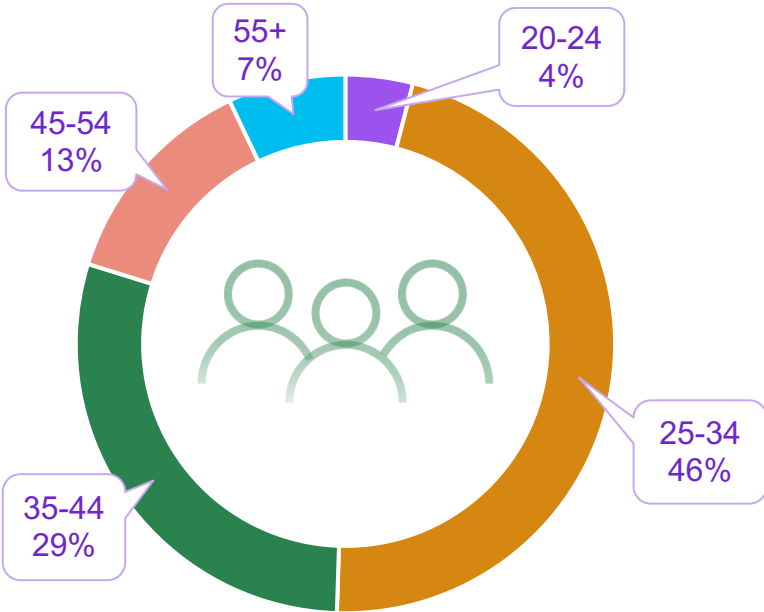
CAPTURING FEEDBACK

Part of improving our culture, engaging our team members, and achieving greater sustainability is inviting feedback from our community. For team members, there are many opportunities to provide feedback, including surveys, global town halls and departmental team meetings, focus groups, our 360° feedback program, and new hire and exit surveys, among others.

We team member engagement surveys periodically. We believe this is critical in fostering a great experience and crucial in attracting and retaining top talent. The survey results are used to determine how we can continually improve our team member experience, our operations, and our offerings. In 2024, 81% of Definitive Healthcare's global team members participated in our engagement survey. Of those surveyed, on average, 58% responded favorably (either "Strongly Agree" or "Agree") to the core questions that drive engagement outcomes.

"Listening to our team members is a top priority at Definitive Healthcare. Surveys, town halls, and focus groups – this constant dialogue allows us to engage our team members and ensure their voices are reflected in how we operate and grow."

— **MEGHAN FARRINGTON**
HR Business Partner

Governance

Our commitment to building a sustainable company starts at the top with our Board, which oversees our business on behalf of our shareholders. As we share in our Corporate Governance Guidelines, we believe it is essential to have a diverse Board with a range of views, insights, perspectives, and opinions.

In evaluating the Board's composition, the Nominating and Corporate Governance Committee of the Board considers diversity of gender, age, race, ethnicity, cultural and educational background, professional experience, skills, knowledge, and length of service, among other factors.

Informed oversight of our risk management process is one of the key functions administered by our Board. Oversight is performed directly through the Board as a whole and through its standing committees that address risks inherent in their respective areas of oversight.

BOARD OF DIRECTORS

Jason Krantz
Executive Chairman and Founder

Kevin Coop
CEO

Lauren Young
Managing Director, Advent International

Jill Larsen
Chief People Officer, Synopsys

Sastry Chilukuri
Chairman & CEO of Emmes Group

Kathleen Winters
Former CFO of ADP

Al Hamood
President and Chief Administrative and Financial Officer, Culligan International Co.

Jeff Haywood
Managing Director, Spectrum Equity

Chris Egan
Managing Partner, Advent International

Scott Stephenson
Former CEO of Verisk Analytics

The meeting cadence of our Board and committees supports regular senior management engagement, regular business, governance, and regulatory updates, and oversight of our enterprise risks and other key initiatives, including ESG. A summary of the oversight responsibilities of our Board and committees related to ESG is included on this page.

BOARD

- Review and oversee Definitive Healthcare's strategic plans, objectives, and risks including those related to sustainability, environmental, social, and governance matters
- Maintain compliance and promote the ethical culture of our company
- Other responsibilities as set forth in our Corporate Governance Guidelines and those other responsibilities not specifically delegated to a committee or to management

Nominating & Corporate Governance Committee	Human Capital Management & Compensation Committee
- Oversees, and discusses with management, overall approach to ESG practices, disclosures, and frameworks - Identifies and screens individuals qualified to serve on the Board and committees and recommends candidates for nomination at annual stockholder meeting or to fill vacancies - Coordinates and oversees the self-evaluation process for the Board and its committees - Reviews overall corporate governance and recommends improvements to the Board where appropriate - Reviews succession plans for Board and committees	Evaluates, recommends, and oversees: - Policies related to compensation, recruiting, and retention of executive officers - Compensation of the CEO and other executive officers - Broader company compensation philosophy - Human capital strategy including diversity, equity, and inclusion - Practices and strategies that further overall corporate social responsibility - Management succession plan for executive officers (other than the CEO) and for other critical roles
	Audit Committee
	Assist the Board's oversight of: - Financial reporting and internal controls, including ESG elements of such reporting and controls - Processes relating to risk management, including cybersecurity and data privacy (and, including quarterly updates from our VP of IT/Security and CLO)

Further information on our Board governance, skills and experience, director biographies, stockholder engagement, and leadership can be found in our proxy statements for the Annual Meeting of Stockholders filed with the SEC on an annual basis. That report is also available on our Investor Relations website.

We take compliance very seriously. To that end, we adopted a Code of Business Conduct and Ethics ("Code") that applies to every single team member and Board member - regardless of title or tenure. This Code highlights that everything we do is measured against the highest possible standards of ethical business conduct.

We set the bar high for practical and aspirational reasons. Our commitment to high standards helps us solve problems for our customers, hire and retain great people, build great platforms and products, and attract loyal partners.

In addition to our Code, we have adopted key policies that guide our corporate governance and ESG practices. These policies can be found on the governance portion of our IR website.

- **Code of Business Conduct and Ethics**
- **Corporate Governance Guidelines**
- **Environmental Responsibility Policy**
- **Insider Trading Policy**
- **Whistleblower and Reporting Policy**
- **Vendor Code of Conduct**

Our Board and its committees review key policies, including the Code and the charters of the Board's three standing committees, at least annually.
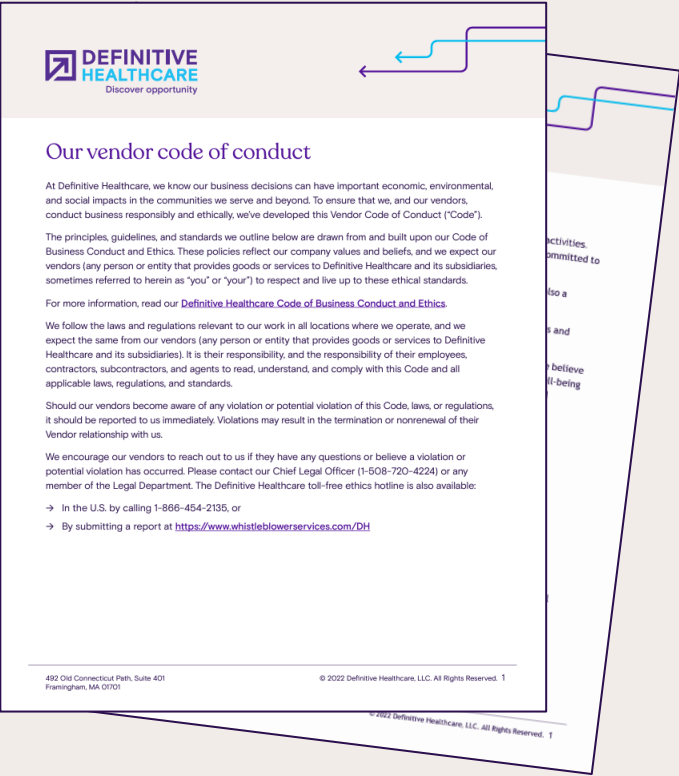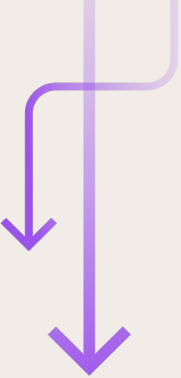
Privacy

OUR COMMITMENT TO DATA PRIVACY

At Definitive Healthcare, we strongly believe in the individual's right to privacy and control over how their personal information is used. We're passionate about data and passionate about protecting it too! As one of the most comprehensive and accurate sources for data and analytics on the healthcare market, we have rigorous processes to ensure that the data included in our product is accurate, securely maintained, and processed in a compliant manner.

PROTECTION OF PERSONAL INFORMATION

The Definitive Healthcare products include our healthcare data and analytics platforms providing access to key information about healthcare providers, medical experts, key opinion leaders and associated individuals, as well as our marketing and analytics platform. The information presented within the various solutions is made available to customers of Definitive Healthcare who purchase licenses to access our software products and services. Customers use our offerings to facilitate business-to-business communication, understand market trends, manage network performance, activate patient and consumer audiences, identify key opinion leaders, and many other business-related use cases.

TRANSPARENCY AND DATA SUBJECT RIGHTS

Transparency about how we process personal information is paramount! We have, therefore, created our Privacy Center and privacy notices located on our website to provide information about how we collect and process personal information. Our Privacy Center also provides clear instructions about how individuals can exercise their rights under applicable data privacy laws. Where state law requires, we are registered as a data broker, and information about our data collection and processing and in certain circumstances, a link to our privacy notices is available in those states. Any individual present in our products may request to opt out of the use of their personal information and/or exercise their available privacy rights by sending a request to our Data Privacy Team.

SOURCES AND CATEGORIES OF INFORMATION COLLECTED

We collect data for our solutions profiles in diverse ways and from many sources, including:

- Publicly available information, including information from federal, state, other regulatory agencies, and web research.
- Primary research via electronic and phone surveys conducted by our research team.
- Licensed data received from third-party or upstream data suppliers.
- Information from social media platforms.

SOURCES AND CATEGORIES OF INFORMATION COLLECTED (CONT.)

Categories of information collected include:

Healthcare professionals (HCPs) such as medical doctors, surgeons, and nurse practitioners. We collect personal information such as: first, middle and last name, LinkedIn profile, limited personal contact information (email address and mobile phone number), business-related information like job title or professional position, National Provider Identification Number (NPI), name of employer and place(s) of employment, practice address, business e-mail and phone number, affiliations to other healthcare organizations, as well as clinical and quality data.

Data around /leadership at healthcare organizations (HCOs) such as name, limited personal contact information (email address and mobile phone number), job title, business email and phone number, and social media links.

Information about key opinion leaders (KOLs) including publishing affiliation and/or associated institution(s), grants received, collaborations and collaborators, publications, clinical trials, conference presentations, positions and industry payments.

Consumer information including personal identifiers, contact information, education and employment information and inferences about consumers' behavioral characteristics.

Deidentified data including data like clinical practice history of HCPs based on HIPAA certified de-identified patient data. Deidentified data remains strictly deidentified and we do not attempt to reidentify it.

COMPLIANCE WITH APPLICABLE STATUTES AND REGULATIONS

We comply with applicable privacy laws including US state laws such as the California Consumer Privacy Act (CCPA) and other applicable global laws such as the European Union's General Data Protection Regulation (GDPR), and we closely monitor evolving privacy legislation. The use of de-identified patient information is certified annually by industry recognized third-party certifiers. The certifiers use an industry standard statistical methodology to meet the relevant HIPAA standards regarding the risk of re-identification.

DATA PRIVACY TEAM

Definitive Healthcare's Data Privacy Team is dedicated to ensuring proper stewardship of personal information contained in our database.
The team monitors changes in applicable laws, responds to and fulfills data subject requests and drives key initiatives to strengthen our privacy program.

SOC 2 CERTIFICATION

We have completed our SOC2 assessment and received an unqualified SOC2 Type II* attestation across all five trust service criteria: security, availability, confidentiality, processing integrity, and privacy. For more information, visit the Privacy Center or submit inquiries to privacy@definitivehc.com.

*As noted above, our most recently acquired entity to be covered in 2025 cycle

Definitive Healthcare's approach to cyber security

Definitive Healthcare leverages modern tools and security frameworks to provide a safe, efficient, and accessible platform to deliver our services to customers under our SOC2 Compliance Program. We work closely with industry experts and partners, and our internal Cybersecurity Team, to protect sensitive customer data and ensure system resiliency across the constantly evolving threat landscape.

We take a holistic approach to cybersecurity, integrating principles from Defense in Depth and Zero Trust frameworks. Our security strategy employs multiple layers of defense at both the network perimeter and internal environments to detect, contain, and remediate threats in real time.

To minimize risk, we have implemented network segmentation, requiring strong authentication when accessing different components of our architecture. This approach aligns with the principle of least privilege, ensuring users and systems have only the access necessary to perform their roles.

Risk management and compliance	Data protection and management
We have developed a full risk management and compliance program to ensure adherence to the tenets of our SOC2 Compliance Program. Under this program, stakeholders are updated quarterly with the information necessary to ensure investments and initiatives align with our customers' needs and the secure operation of the business.	We take great care to protect confidential customer data and other third-party data housed within our systems. Our approach to data classification by risk exposure ensures that sensitive data is identified and stored using technology appropriate for the risk profile. Definitive Healthcare is proud to have implemented policies and controls to be compliant with all five of the trust service criteria under SOC2: security, availability, processing integrity, confidentiality, and privacy.

Infrastructure security	Incident response and forensics
Our infrastructure security program is built on a multi-layered defense strategy, incorporating advanced security controls to protect digital assets, detect and respond to threats, and ensure business continuity. Key components include: Endpoint protection, Layer 7 firewall inspection, AI/ML powered threat detection & response, email security, secure remote access, physical security, secure file transfer, storage, and patch management.	We maintain a formal incident response plan, developed and updated in consultation with leading security experts, to be used as a guideline should a cyber incident occur. This plan is tested annually in a Table-Top Exercise to allow our staff the opportunity to practice their response and mitigation activities under multiple incident scenarios.

Definitive Healthcare's approach to cyber security
(continued)

Application security	Security awareness and training
We maintain a full application security program for our SaaS platforms based on the Open Web Application Security Program (OWASP) standards. The program is designed to protect the platforms used by our customers from common exploits leveraged against web applications. We perform static application security testing to scan all application code for any known vulnerabilities. We utilize an industry-leading tool for software composition analysis to scan for any new vulnerabilities in open-source and commercial libraries embedded in our applications. Finally, we contract for both external and internal penetration testing with a leading independent security firm annually. These tests employ the same techniques leveraged by cybercriminals to compromise systems.	We recognize that human behavior and errors are the most common cause of breaches in our modern world. As such, all our employees must participate in annual end-user security awareness training to help them understand the threat landscape. In addition, we conduct phishing simulations on an ongoing basis, with remedial training required for those who are susceptible to phishing-based attacks.

Environmental

Environmental

Definitive Healthcare is a technology firm with no manufacturing or product distribution activities, and we work hard to conduct business in an environmentally sound and resourceful manner. To do this, we:

- Promote sound environmental management practices among our team members and vendors and support efforts within the communities in which we do business.
- Use effective waste management procedures to minimize waste and pollution.
- Avoid use of environmentally damaging substances, materials, and processes.
- Implement policies and procedures that reduce Definitive Healthcare's carbon footprint.
- Pursue growth in an environmentally sustainable manner and integrate new developments into the local environment.

We're also committed to addressing climate change and reducing our collective environmental impact. We have retained an ESG advisory firm to help quantify our greenhouse gas emissions (reported here) and develop strategies to reduce them.

Definitive Healthcare supports remote and hybrid work, uses videoconferencing whenever possible, does not provide cars or use fleet vehicles, and when travel is necessary prohibits the use of business-class air travel without executive approval.

"Beyond compliance, transparency in sustainability efforts is key to building trust and driving meaningful change. Our ongoing commitment to this initiative underscores our dedication to accountability and ensures our sustainability efforts translate into real action."

— RICK BOOTH
Chief Financial Officer

Definitive Healthcare leases its office space and works with third-party building management teams to improve the energy efficiency of the buildings it occupies. We prioritize LEED or other environmental certifications as a component in the selection of future sites. Definitive Healthcare is committed to reducing energy consumption, particularly from nonrenewable sources, by utilizing energy-efficient office design and operational measures where feasible. We also deploy Energy Star-certified (or equivalent) appliances and equipment and have worked hard to reduce our overall printer fleet.

In terms of water consumption, all Definitive Healthcare's office locations are equipped with drinking water stations and restrooms that comply with water quality and regulatory requirements. The company does not operate in areas of high or extremely high water scarcity and therefore does not employ water recycling programs.

As a data-driven company, Definitive Healthcare processes a lot of data, and we recognize that as the data sets grow and our software becomes more robust, the potential for environmental impact escalates. To mitigate the impact of our data centers, we leverage hyper-efficient cloud computing to operate our platform. Because computations can consume a lot of energy, our engineers and data scientists work to develop and tune our software to both produce fast results and to reduce energy usage.

We leverage cloud-native data centers, such as the AWS East Region Data Center, to host our data processing, which is at least 95% powered from renewable sources. We also implement cloud-native managed services, containerization, and virtualization technologies, which dramatically reduce power consumption needs.

Definitive Healthcare is focused on reducing overall waste creation, implementing waste diversion practices, and participating in recycling programs. The company only leases office space in buildings that comply with waste-related regulatory requirements and runs an electronic waste program to ensure all electronic hardware is discarded (or reused/recycled, whenever possible) in an ethical and environmentally sensitive manner.

Overall, we are committed to promoting environmental sustainability, conserving and enhancing natural resources, and preventing environmental pollution in our operations.

Carbon Footprint Measurement

Scope Item	Emission Source	2019 Total Emissions (MT CO_2-e)	2020 Total Emissions (MT CO_2-e)	2021 Total Emissions (MT CO_2-e)	2022 Total Emissions (MT CO_2-e)	2023 Total Emissions (MT CO_2-e)	2024 Total Emissions (MT CO_2-e)
Scope 1	Stationary Combustion	123	122	123	121	16	9
Scope 2	Purchased Electricity (Location-Based)	300	289	282	368	218	201
Total Scope 1 + 2 (location-based)		**423 MT CO_2-e**	**411 MT CO_2-e**	**405 MT CO_2-e**	**489 MT CO_2-e**	**234 MT CO_2-e**	**209 MT CO_2-e**
Scope 3	Purchased Goods & Services	68	103	130	140	66	46
Scope 3	Capital Goods	Not Included	Not Included	Not Included	Not Included	99	4
Scope 3	Fuel & Energy-Related Activities	Not Included	Not Included	Not Included	Not Included	102	95
Scope 3	Waste Generated	Not Included	Not Included	Not Included	Not Included	Not Included	5
Scope 3	Employee Business Travel	37	53	64	201	423	282
Scope 3	Employee Commuting & Remote Workers	1,135	287	74	338	902	579
Total Scope 1, 2 (location-based), and 3		**1,663 MT CO_2-e**	**854 MT CO_2-e**	**673 MT CO_2-e**	**1,168 MT CO_2-e**	**1,826 MT CO_2-e**	**1,220 MT CO_2-e**

Looking forward: Our goals for 2025

We have seen great progress in the last few years and are excited to build on that momentum in 2025. To that end, we hope to:

Improve diversity of our workforce, including at the managerial and executive levels, while ensuring hiring and employment decisions remain based on merit.

Increase the impact of our community outreach offerings in all of our local communities around the world.

Advance team member development through career pathing and coaching.

Continue to mature and align our efforts with the major global frameworks and report our progress annually.

Repeat our SOC2 assessment and receive an unqualified SOC2 Type II attestation across all five trust service criteria: security, availability, confidentiality, processing integrity, and privacy.

Data index

The data index maps our disclosures against the SASB's Software and IT Services Sector Standard, Global Reporting Initiative (GRI) Standards, and the ten principles of the United Nations Global Compact. Please note that while we are not fully compliant with the standards, we have made significant progress and plan to continue to do so. We are also aligning elements of our reporting with TCFD, and plan to build on our disclosures in the future.

Company profile

Topic	Response	GRI
Company name	Definitive Healthcare Corp. and its subsidiaries ("Definitive Healthcare")	2-1
Headquarters location	Framingham, MA	2-1
Total # of countries we operate in	Definitive Healthcare operates in three countries, with employees in the United States, India, and Sweden.	2-1
Ownership & legal form	Publicly-traded corporation	2-1
Products & services	Companies use our Atlas Dataset and healthcare commercial intelligence (HCI) for accurate and comprehensive information on healthcare organizations across the continuum, empowering go-to-market strategies and decision-making for anyone selling into the healthcare market. For more information, see our approach to HCI.	2-6
FY 2024 revenue	$252.2 million USD	2-6
Reporting period	January 1, 2024 through December 31, 2024, unless otherwise noted	2-3
Reporting cycle	Annual	2-3
Employees	782 as of December 31, 2024	2-7

Activity metrics

Topic	Response	SASB
Licenses or subscriptions and percentage cloud-based	Definitive Healthcare has more than 2,500 customers and more than 122,000 active users across multiple SaaS platforms. 95% of the SaaS platforms are 100% cloud native. The remaining are hybrid, with most services being utilized by the hybrid platforms being cloud-native.	TC-SI000.A
Data processing capacity and percentage outsourced	Definitive Healthcare utilizes more than 4,000 virtual machine equivalents to process its data. Over 99% of that capacity is hosted in energy-efficient, cloud-native environments.	TC-SI000.B
Amount of data storage and percentage outsourced	Definitive Healthcare houses over 3 petabytes of data under management, with over 95% of this storage in energy-efficient, cloud-native data lakes and premium storage.	TC-SI000.C

Environmental

Topic	Response	SASB	GRI	UN SDG
Total energy consumed	764 MWh	TC-SI130a.1	302-1	13 CLIMATE ACTION
Grid electricity	717 MWh	TC-SI130a.1	302-1	13 CLIMATE ACTION
Renewable energy	We do not own any of our facilities, and our landlords were unwilling or unable to provide us with the portion of electricity that is from renewable sources.	TC-SI130a.1	302-1	13 CLIMATE ACTION

Environmental (continued)

Topic	Response	SASB	GRI	UN SDG
Scope 1 greenhouse gas emissions (MTCO2-e)	9 MTCO2-e: Our scope 1 GHG emissions are composed of stationary combustion that is only used to heat our offices. For full details, see our Carbon Footprint Summary.		305-1	3 GOOD HEALTH AND WELL-BEING 13 CLIMATE ACTION
Scope 2 greenhouse gas emissions (MTCO2-e)	201 MTCO2-e: Our scope 2 GHG emissions are composed primarily of location-based purchased electricity. For full details see our Carbon Footprint Summary.		305-2	3 GOOD HEALTH AND WELL-BEING 13 CLIMATE ACTION
Scope 3 greenhouse gas emissions (MTCO2-e)	1,011 MTCO2-e: We estimate our Scope 3 GHG emissions to be composed primarily of employee computing and remote workers (579), employee business travel (282), and Capital Goods & Fuel-related activities (99). For full details, see our Carbon Footprint Summary.		305-3	3 GOOD HEALTH AND WELL-BEING 13 CLIMATE ACTION
Integration of environmental considerations into strategic planning for data center needs	We primarily leverage cloud-native data centers, such as the AWS East 2 Data Center, to host our data processing, which is 100% powered from renewable sources. We also implement cloud native managed services, containerization, and virtualization technologies, which dramatically reduce power consumption.	TC-SI130a.3		12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Water use and consumption	Immaterial: No office is in an area of high or extremely high water stress, and we consider that no water is consumed in our operations.	TC-SI130a.2	303-3 303-5	6 CLEAN WATER AND SANITATION

Employees & community

Topic	Response	SASB	GRI	UN SDG
Global workforce and associated risks	Location: 67.1% of employees are located in the United States, 26.5% in India, and 6.4% in Sweden.	TC-SI330a.1	2-8	8 DECENT WORK AND ECONOMIC GROWTH
Employee engagement	81% response rate to engagement survey. Of those surveyed, on average 58% responded favorably (either "Strongly Agree" or "Agree") to the core questions that drive engagement outcomes.	TC-SI330a.1	2-8	8 DECENT WORK AND ECONOMIC GROWTH
Gender representation (Global)	Our global employee population identifies as 58.1% male and 4..5% female and 0.4% prefer not to say. For Technical STEM roles these percentages are 61.3%, 38.2% and 0.5%, respectively. For managers below executive level, these percentages are 56.9%, 43.1%, and 0%, respectively. For executives (VP and up), these percentages are 71.8%, 28.2%, and 0% respectively.	TC-SI330a.3	405-1	5 GENDER EQUALITY
Race / ethnicity representation (U.S.)	Our overall US employee population identifies as 78.0% White, 3.6% Black, 5.0% Hispanic, 11.1% Asian, 0.2% Pacific Islander, and 2.1% as two or more. For managers below executive level, these percentages are 85.4%, 0%, 5.6%, 6.7%, 0%, and 2.3%, respectively. For executives (VP and up), the percentages are 88.3%, 0%, 5.9%, 2.9%, 0% and 2.9%, respectively.	TC-SI330a.3	405-1	10 REDUCED INEQUALITIES
Total contribution to our communities	In 2024, we donated 1,570 hours to volunteering and raised over $45,000 in charitable donations through DefinitiveCares.		413-1	8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES

Governance

Topic	Response	SASB	GRI	UN SDG
Governance structure	See the **Board of Directors** and **Committee Composition** pages of our website		2-9	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Board nominating process	Our Board has delegated to the Nominating & Governance Committee the responsibility of identifying suitable candidates for nomination to the Board and assessing their qualifications under the policies and principles in our corporate governance guidelines and the Nominating and Corporate Governance Committee's charter. For more information, see the proxy statements for our Annual Meeting of Stockholders filed with the SEC annually.		2-10	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Executive vs. non-executive board members	As of December 31, 2024, Jason Krantz, our Founder and Executive Chairman, and Kevin Coop, our CEO, were the two employee board members. The remaining eight directors were non-employee directors.		2-9	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Average board tenure	5 years		2-9	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Governance (continued)

Topic	Response	SASB	GRI	UN SDG
Independent board members	Our Board has reviewed each director's independence. Based on the information provided by each director concerning their background, employment, and affiliations, our Board has determined that Sastry Chilukuri, Al Hamood, Jeff Haywood, Jill Larsen, Scott Stephenson, Kathleen Winters, Chris Egan and Lauren Young do not have a relationship that would interfere with the exercise of independent judgment in carrying out the responsibilities of a director and that each of these directors is "independent" as that term is defined under the applicable rules and regulations of the SEC and the Nasdaq listing standards.		2-18	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Board diversity (gender + ethnic)	Total Directors: 10 Gender: Female (3); Male (7) Demographic Backgrounds: White (7); Asian (1); Middle Eastern (1); Decline to disclose (1)		405-1	5 GENDER EQUALITY 10 REDUCED INEQUALITIES

Privacy & data security

Topic	Response	SASB	GRI	UN SDG
Behavioral advertising and user privacy	The collection, storage, hosting, transfer, processing, disclosure, use, security, retention, and destruction of personal information required to provide our services is done in compliance with federal, state, and foreign privacy, data protection, and cyber security laws. Please see our Privacy Center for additional information.	TC-SI220a.1	417-3	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Monetary losses as a result of legal proceedings associated with customer privacy	We suffered no material monetary losses in 2024 as a result of legal proceedings stemming from user privacy.	TC-SI220a.3	2-27	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Law enforcement requests	Definitive Healthcare, like all companies, would be required by law to provide information to governmental agencies by complying with valid judicial requests, subpoenas, or other legal requirements. If and when such a request is received, Definitive Healthcare will carefully review it to ensure the governmental agency is entitled to the data they seek. Please see our Privacy Center for additional information.	TC-SI220a.4	2-27	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Data breaches	We had no material data breaches in 2024. Any material breaches would be disclosed in our relevant filings with the SEC.	TC-SI230a.1	418-1	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Privacy & data security (continued)

Topic	Response	SASB	GRI	UN SDG
Number of users whose information is used for secondary purpose	We do not use user information for reasons other than those described in our relevant agreements and in our privacy statements and notices. Please see our Privacy Center for additional information.	TC-SI220a.2		16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Data security risks	Definitive Healthcare's Risk Management Team is constantly evaluating the threat landscape and hardening systems and processes in response to evolving threats. Our Risk Management Program is based upon the Center for Internet Security (CIS) Controls Version 8 and enhances this control framework with best practices from the Zero Trust Framework. Zero-day exploits and ransomware attacks facilitated through phishing attacks continue to be the greatest threat to the business. Our multi-layer security framework is comprised of numerous controls to protect against these attacks, and to mitigate the damage from attacks if there is a successful breach.	TC-SI230a.2	418-1	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	We suffered no material monetary losses in 2024 due to legal proceedings associated with anticompetitive behavior regulations.	TC-SI520a.1	2-27	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Privacy & data security (continued)

Topic	Response	SASB	GRI	UN SDG
Performance issues, service disruptions, and downtime	In 2024, Definitive Healthcare did not experience downtime issues outside of published maintenance windows that had a material impact on the business, required regulatory reporting, or resulted in material financial penalties.	TC-SI550a.1		16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Business continuity risks related to disruptions of operations	Please refer to the business continuity risks disclosed in Item 1A - Risk Factors of our 2024 Annual Report on Form 10-K filed with the SEC (and any subsequent risks disclosed in our quarterly reports on Form 10-Q).	TC-SI550a.2		16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Policies

Topic	Response	GRI
For more information see the following policies as posted to our website		
Code of business conduct and ethics	Code of business conduct and ethics	2-23
Employment classification	Employment classification	2-23
Strategic learning & development management	Strategic learning & development management	2-23
Supporting work / life balance	Supporting work / life balance	2-23
Corporate governance guidelines	Corporate governance guidelines	2-23
Carbon footprint summary	Carbon footprint summary	2-23
Supporting our community	Supporting our community	2-23
Information security program overview	Information security program overview	2-23
Employee health and well being	Employee health and well being	2-23
Environmental responsibility	Environmental responsibility	2-23
Human rights policy	Human rights policy	2-23
Political viewpoint policy	Political viewpoint policy	2-23
Occupational health and safety	Occupational health and safety	2-23
Vendor code of conduct	Vendor code of conduct	2-23
Whistleblower and reporting policy	Whistleblower and reporting policy	2-23

Disclaimer and forward-looking statements

The information and opinions contained in this report are provided as of the date of this report (or, where indicated, as of an earlier date) and are subject to change without notice. Definitive Healthcare does not undertake to update or revise any such statements. This report represents current Definitive Healthcare policy and intent and is not intended to create legal rights or obligations. This report may contain or incorporate by reference public information not separately reviewed, approved, or endorsed by Definitive Healthcare, and no representation, warranty, or undertaking is made by Definitive Healthcare as to the accuracy, reasonableness, or completeness of such information. Inclusion of information in this report is not an indication that the subject or information is material to Definitive Healthcare's business or operating results.

This report includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. All statements other than statements of historical or current facts, including statements regarding our plans, initiatives, projections, goals, commitments, expectations, or prospects, are forward looking. We use words such as aim, believe, commit, drive, estimate, ensure, expect, goal, intend, may, mission, plan, project, seek, strategy, strive, target, and will or similar expressions to identify forward-looking statements.

Forward-looking statements reflect management's current expectations and inherently involve risks and uncertainties. Actual results could differ materially due to a variety of factors, including assumptions not being realized, scientific or technological developments, evolving sustainability strategies, changes in carbon markets, evolving government regulations, our expansion into new products, services, technologies, and geographic regions, or other changes in circumstances, as well as the factors set forth in the "Risk Factors" section of Definitive Healthcare's most recent Annual Report on Form 10-K filed with the Securities and Exchange Commission and subsequent filings. The standards of measurement and performance contained in the report are developing and based on assumptions, and no assurance can be given that any plan, initiative, projection, goal, commitment, expectation, or prospect set forth in this report can or will be achieved.

ESG materiality, as referred to in this report, is different from "materiality" in the context of Securities and Exchange Commission ("SEC") disclosure obligations. Issues deemed material for purposes of our ESG reporting and for purposes of determining our ESG strategy may not be considered material for SEC reporting purposes, nor does inclusion of information in our ESG reporting indicate that the topic or information is material to Definitive Healthcare's business or operating results.

About Definitive Healthcare

When you navigate the healthcare market, you run into big questions, fast. Where are the people who need your product? How can you find the experts to level up your research? And more importantly, how do you turn billions of data points into meaningful answers? At Definitive Healthcare, our mission is to transform data, analytics, and expertise into healthcare commercial intelligence. We help clients uncover the right markets, opportunities, and people, so they can shape tomorrow's healthcare industry. Our SaaS products and solutions create the path to commercial success in the healthcare market, so you can identify where to go next. To learn more visit **definitivehc.com**.