



Sustainability Report 2022



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Letter from our CEO

I am excited to share Definitive Healthcare's first Sustainability Report. This is a significant accomplishment that reflects our commitment to transparency in our journey to help our clients shape the healthcare industry of tomorrow.

Although this is our first Sustainability Report, we have built on the foundations established in our 2020 and 2021 Diversity, Equity, and Inclusion (DE&I) reports. Operating responsibly and being transparent to our people, mindful of our community, and respectful to the world are core to our values as a company.

Like everything we do, our Environmental, Social, and Governance (ESG) agenda is ambitious. In our first full year as a publicly traded company (Nasdaq: DH), we increased the diversity and independence of our Board and its committees, established a cross-functional management Sustainability Committee, and formalized the Board's oversight of ESG issues with both regular engagement and clear committee assignments.

In recognition of these and other efforts, ISS ESG recognized us as rated "Prime," and placed us within the top 10% of issuers in our industry. In the future, we aim to meet and exceed our stakeholders' expectations by becoming a leader and pushing forward ESG standards.

As the scale and scope of our company expands, we remain aware of our global footprint and the impact we have on the environment. We're taking steps to reduce the energy we consume and the carbon we emit. Creating a sustainable business is not only key to our success as an organization, but it's the right thing to do for the good of our planet.

Our commitment to social responsibility also sharpened our focus around DE&I. The irreplaceable power of our diversity is something to be treasured—and we're committed to ensuring our leadership and our Board of Directors reflect that as we continue to grow.



(continued)

Our award-winning culture—and the people who embody our core principles—is integral to our success. Like our work ethic, we take great pride in fostering a culture that is driven by accountability. Our people are collaborative, energetic, approachable, and passionate about improving the healthcare ecosystem. They are our strongest asset, and their commitment to our customers is evident in the work we deliver every day.

In closing, I feel our best achievements are represented by the success of our customers. Helping them succeed means helping them deliver what are often life-saving medications, devices, and therapies into the hands of those who need them most. We are inspired by them every day, and they will continue to serve as the foundation of all that we do.



ROBERT MUSSLEWHITE

Chief Executive Officer



“Creating a sustainable business is not only key to our success as an organization, but it’s the right thing to do for the good of our planet.”

—**ROBERT MUSSLEWHITE**

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, 2022. As an inaugural effort, we focused on establishing transparency and aligning ourselves with major standards for ESG reporting, with an emphasis on what we have done and are doing. In future years, we hope to become more fully aligned with external standards and more 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 ten 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

Redegatan 1B, 426 77 Vastra
Frolunda, Sweden



India

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



Year founded

2011

Number of customers

3,000+

Number of employees

900+

IPO year

2021

Ticker symbol

DH

Our values

We've cultivated a strong company culture where every employee 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

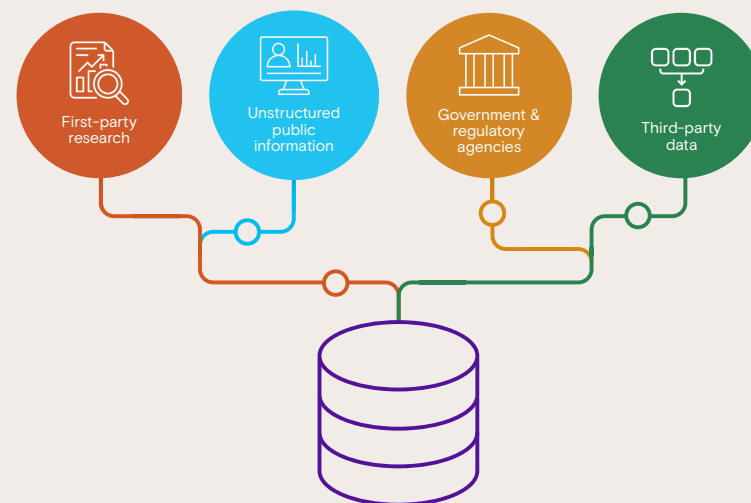
At Definitive Healthcare, we help clients uncover the right markets, opportunities, and people, so they can deliver innovations to shape tomorrow's healthcare industry.

The healthcare sector represents nearly \$4 trillion in annual spend. However, commercial success within the healthcare ecosystem is difficult to achieve. The complex and constantly changing relationships between physicians, hospitals, providers, healthcare insurance companies, government regulators, and patients make it particularly challenging to develop and sell products into healthcare.

Definitive Healthcare is a leading provider of healthcare commercial intelligence. We combine data, analytics, and expertise with advanced data science and artificial intelligence to create a clear, accurate, and holistic picture of the healthcare landscape, making it easier for companies to navigate market complexities.

Our healthcare commercial intelligence enables any company selling into healthcare to bring its products to market faster and more efficiently. Our clients include healthcare-specific organizations like biopharma, medical device, and providers, as well as multi-vertical organizations like consulting firms, staffing companies, food service companies, waste management companies, or any other company that supports the healthcare supply chain.

In fact, more than 3,000 companies leverage our healthcare commercial intelligence through our unique Atlas Dataset.



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 any angle.

We use a proprietary process to clean, normalize, and link billions of data points collected from thousands of sources, and then we verify the data using automated and manual processes. As a result, the Atlas Dataset offers regularly updated and accurate healthcare commercial intelligence about the entire healthcare landscape, available in real-time through multiple channels.



Through our Passport Analytics Suite, biopharma companies have access to comprehensive analytics with pre-populated data about specific therapy areas to help accelerate pre-launch planning and maximize in-market brand performance.

Finally, we enable medical affairs teams to find and engage the clinical experts they need through our Monocl Expert Suite, which provides access to 13 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.

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 and therapies into the hands of the patients who need them most.



“Healthcare is going to continue to change at an extraordinarily rapid pace. Helping our customers navigate market complexities to get lifesaving innovations into the hands of patients efficiently is a responsibility we all take very seriously at Definitive Healthcare.”

—KATE SHAMSUDDIN JENSEN

Chief Product Officer





Our healthcare commercial intelligence at work.



Finding a needle in a haystack

A global biopharmaceutical company that focuses on life-changing therapies for rare disorders needed help identifying both patients and treating physicians for neurofibromatosis, a disease that impacts 1 in 3,000 children worldwide. Even though it is the only company with a non-surgical and FDA-approved drug to treat children for neurofibromatosis, this biopharma company has seen very slow adoption of its drug due to the diverse symptomology, hard-to-diagnose nature of the disease, and difficulty finding the right physicians.

This client asked Definitive Healthcare to create a target list of treating and referring physicians through our artificial intelligence and machine learning models. With our Passport Analytics Suite, we expanded the target list of physicians three-fold, growing the treatment footprint for the medication and allowing for the diagnosis and successful treatment of more children.



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Last week, a toddler at a remote site was put on [our drug]. There's no way we would have considered the site without the prescriptive and predictive triggers from Definitive Healthcare.

—DEFINITIVE HEALTHCARE CUSTOMER



Elevating sales segmentation and messaging

The cardiovascular division of a large biopharma company needed to determine the percentage of patients at high risk of a stroke at their target hospitals. With limited visibility into the hospitals themselves, the team was using a national study that estimated 70% of the total patients at risk of a stroke were considered high risk.

The biopharma company partnered with Definitive Healthcare to craft a new report that used claims data to generate more accurate intelligence about stroke risk in patient populations at hospitals across the country. This new analysis showed that most hospitals were well above the 70% estimate, and some hospitals were actually closer to having 90% of all patients classified as high risk.

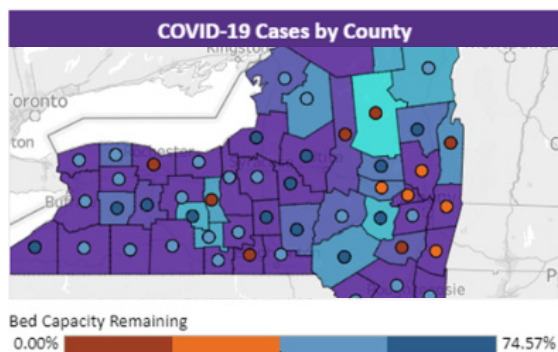


The more accurate intelligence about stroke risk had two significant implications for the business. First, it helped the sales team prioritize hospitals with high percentages of high-risk stroke patients. Prior to this analysis, many of these hospitals were not considered a priority. Second, the improved specificity gave the salesforce more credibility, allowing them to speak confidently about patient risk factors and help these hospitals improve their quality of care for stroke patients.



Helping identify where resources were needed most

At Definitive Healthcare, we are committed to using our business model to give back to our community. In the early days of the COVID-19 pandemic, this took the form of contributing our data at no cost to organizations involved in disseminating public health information, such as the Department of Defense, the Department of Health & Human Services, and CNN. We also developed a Capacity Predictor tool to help government and healthcare organizations improve preparedness by better predicting where U.S. hospitals may become overwhelmed, necessitating the implementation of additional field hospitals and more ventilators.



“

In the absence of widespread testing prior to or at the initial onset of the epidemic, hospitalizations and hospital utilization become the second-best indicator to monitor the severity and progression of the novel coronavirus.

—FRONTIERS IN PUBLIC HEALTH



Our sustainability commitment

At Definitive Healthcare, we strive to be a responsible member of our society and communities, 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 in the meantime, are engaging in regular dialogue with external stakeholders and our employees through listening tours, company meetings, and our quarterly employee feedback surveys to ensure that our understanding of what matters to stakeholders remains accurate.





“One of the keys to our success at Definitive Healthcare is our mission-driven culture. It is a culture of innovation and execution. A culture of fairness and equity. A culture of giving back to the community. People join Definitive Healthcare because they want to help solve big problems in healthcare and they want to be part of something larger than themselves.”

—JASON KRANTZ

Executive Chairman and Founder





Impact assessment

In developing our inaugural report, we identified the sustainability 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



2022 Highlights

The last year has been incredible for Definitive Healthcare, and we continue to invest across the organization to sustain this momentum. Below is a snapshot of what we accomplished in 2022:



OVERALL

- Recognized with “ESG Prime” status by ISS
- Joined the United Nations Global Compact
- Committed to support objectives of:
 - Universal Declaration of Human Rights
 - International Labor Organization’s Declaration on Fundamental Principles & Rights at Work
 - UN Guiding Principles on Business and Human Rights
 - OECD Guidelines for Multinational Enterprises



SOCIAL

The culture and experience we built continue to resonate with our employees. This translates into public recognition, and we have been honored as a "best place to work" many times over. Over the past two years, that includes:

- Built In 2023 Top Midsize Companies to Work for in Boston
- Boston Globe 2022 Top Places to Work in Massachusetts
- Stevie Awards for Great Employers – 2022 Gold Stevie winner – Employer of the Year – Health Product & Services
- Energage 2022 Top Workplaces Culture Excellence for Leadership, Innovation, Compensation & Benefits, Work-Life Flexibility, and Purpose & Values
- Energage 2022 Top Workplaces USA
- Boston Globe 2021 Top Places to Work in Massachusetts
- Boston Business Journal 2021 Best Place to Work

The Boston Globe TOP PLACES TO WORK

6 YEARS RUNNING





“We are proud to join the UN Global Compact to advance broader global efforts for protecting people and the environment, as well as to provide more transparency into our corporate sustainability efforts”

—**RICK BOOTH**
Chief Financial Officer



ENVIRONMENTAL

- Assessed our total energy consumption and greenhouse gas emissions
- Closed two under-utilized offices, which eliminated 46,101 square feet of office space and allowed many employees to work from home
- Consolidated headquarters employees into a new facility with lower GHG/square foot due to the use of heat pumps

WE SUPPORT



GOVERNANCE

- Legal and financial
 - Increased the diversity and independence of our Board and its committees
 - Established a cross-functional management Sustainability Committee
 - Formalized the Board’s oversight of ESG issues with both regular engagement and clear committee assignments
 - Achieved full compliance with Committee Independence Requirements in 2022
 - Completed internal and external SOX controls evaluations and concluded controls operated effectively
- Privacy and data security
 - Adopted a security and privacy framework based on Center for Internet Security (CIS) Controls v8 standards
 - Completed SOC2 assessment and audit and received SOC2 Type I certification (as of publication)
 - Achieve SOC2 Type II certification by year-end 2023



Social



PEOPLE FOCUSED ORGANIZATION

Definitive Healthcare is an incredible place to work, and it shows. We consistently receive workplace accolades and have been a Top Place to Work in Massachusetts for six years running. What makes us unique? The people. We've worked hard to create a positive space where everyone assumes the best of each other. One where we work to build upon people's ideas to create new, innovative solutions.

We are committed to putting our community first. That means our culture is centered around collaboration and community engagement – be it our Office Days, when our community gathers to learn and share new ideas, cross-team collaboration, volunteer work, or social events.

We are collaborative, energetic, approachable, and driven. Our culture is super customer-focused, and we aren't afraid to roll up our sleeves to get the job done. We pride ourselves on our resourcefulness—many of our best solutions have come from employees at all levels and all areas of the business.

But we also realize that there's more to life than work, so we try to have some fun at the office and ensure everyone maintains a healthy work-life balance.

CULTURE AND EMPLOYEE EXPERIENCE

Definitive Healthcare experienced tremendous growth and success over the past 12 years. Founded in 2011, we are proud to have ended 2022 employing nearly 1,000 employees globally and to offer a suite of products and solutions that help our clients grow their businesses.

Beyond the success and popularity of our products, Definitive Healthcare is a very special place to work. We have created and maintained a company culture that allows each and every employee to flourish. We work hard but also laugh a lot and have built a community where people can find themselves and grow and develop. While the success of our products and services is gratifying, we are most proud of the culture we have created and the fact that people are genuinely happy to be here.

“



The DefinitiveCares Charity Golf Tournament has been a dedicated partner and loyal supporter of Dana-Farber Cancer Institute and the Jimmy Fund since the event's inception in 2016. More than \$900,000 has been raised through this annual golf tournament to advance Dana-Farber's mission to prevent, treat, and cure cancer in children and adults.

We are grateful for the support of the entire Definitive Healthcare team, which volunteers time, resources, and attention each year to make this tournament the massive success that it is. Their commitment to raising funds via their employees and business partners is helping improve the lives of countless patients in Boston and beyond who benefit from Dana-Farber's world-class cancer research and care.

AMY MCCALLUM

Assistant Vice President
Jimmy Fund Golf





“

I was blown away when I received the Trailblazer award! I am incredibly grateful, and I cannot stress enough how much help and support I've received from my teammates and managers along the way. Our team is absolutely incredible, and my only hope is that I can give back as much as I have been given.

JAGPREET ARORA

Senior Sales Development Representative

RECOGNIZING SUCCESS

We reward high performance and effort, regardless of experience or title. Four times a year, we recognize employees and leaders 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 employee nominations.

DEVELOPMENT AND ADVANCEMENT

Our people are our greatest asset. Enabling their career growth and upward mobility is critical to retaining and engaging our talent. As such, we provide employees with the tools, learning, and internal opportunities to find their path and develop skills and abilities to take on new roles. As part of our offerings, we provide tuition reimbursement alongside a comprehensive mix of learning opportunities, including professional, technical, managerial, and leadership development programs across several learning pathways.

Through Definitive University, we offer employees just-in-time and continued education opportunities in the form of LinkedIn Learning classes and additional educational resources. Additionally, we offer an educational assistance program to help employees improve their job skills and enhance opportunities for advancement within the company.

Employee growth and development are grounded in feedback, coaching, and career conversation. Each year, we conduct a robust talent review process that includes performance assessments and goal setting to enable growth and employee advancement while creating alignment with both company goals and values. This process ties into our compensation strategy to ensure we reward and incentivize our high performers.



EMPLOYEE HEALTH, WELLNESS, AND TOTAL REWARDS

We aim to offer a best-in-class total rewards package that supports employees and their families, attracts top talent, and ensures pay is competitive and equitable. As part of our total rewards package, U.S. employees are eligible for variable compensation, and we pay for employees' individual full medical coverage, in addition to providing generous investment, retirement, and paid time off.

Promoting a culture that supports health and well-being continues to be a priority for the organization. All employees can work between our offices and remotely — enabling greater flexibility for a successful work-life balance. We also introduced email-free weekends globally. In 2022, we implemented additional options for U.S.-based employees, including unlimited paid time off, expanded parental leave, and an educational assistance and reimbursement program.

COMMUNITY-FOCUSED WITH DEFINITIVECARES

We encourage all employees to give back to their local community through our employee-led DefinitiveCares program. DefinitiveCares started in 2015 and has grown to enable employees to work with their choice of 40+ charitable organizations, supporting causes that target four of the United Nations Sustainable Development Goals: zero hunger, good health and well-being, quality education, and reducing inequalities.

Since its founding, Definitive Healthcare's U.S. employees have participated each year by volunteering their time, making a financial donation, or both. In 2022, we donated 3,400 hours to volunteering and contributed close to \$500,000 in charitable donations through DefinitiveCares.

“

We have worked with Definitive Healthcare since 2015 and greatly value how they invest so heavily in their local communities through DefinitiveCares. Our mission is to enhance the quality of life for individuals with autism and related disorders. The time that Definitive Healthcare employees have volunteered over the years, and the financial contributions they have made, have greatly assisted in our ability to ensure the people at Crossroads can grow and lead fulfilling lives. Definitive Healthcare is a great corporate partner, and we truly appreciate the contributions DefinitiveCares has made on our behalf.

CHRIS JOHNSON

Communications and
Marketing Coordinator
Crossroads Continuum



DIVERSITY, EQUITY, AND INCLUSION

Achieving greater diversity is vital to the creativity, innovation, and evolution of our business. Our best ideas have always come from our people. And diverse, engaged 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.

Our focus continues to expand the three components of DE&I. To drive greater diversity, we continued to enhance our hiring practices. 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 employee engagement experiences. We have routinely reevaluated company operations and policies to support a more diverse, inclusive community.

HIRING

In 2022, we continued to build a strong brand and reputation as a diverse and inclusive workplace. We expanded our Talent Acquisition team with a senior diversity recruiter to help broaden our network, cultivated a talent pool of diverse candidates, and partnered with more diverse colleges and universities through our campus recruiting program. We implemented new training resources on understanding the impact unconscious biases have during an interview process, with best practices included in the interview plan for every interviewer.

This year, we implemented anonymous surveys for candidates to better understand our candidate experience, which has driven meaningful process improvements to create a more inclusive process.

Finally, we collaborated with each of our hiring teams to highlight current diversity representation and work towards setting more specific goals in hiring diverse talent into their groups.





AVID@DH



BIPOC
CULTURE@DH



OUT@DH



PARENTS@DH



WE@DH

ACTIVATION THROUGH AFFINITY GROUPS

A cornerstone of our DE&I efforts is our Affinity Group program. This grassroots effort was started by employees 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 2022, we continued to lead with five core affinity groups, AVID@DH (awareness of visible and invisible disabilities), BIPOC Culture@DH (Black, Indigenous, People of Color), Parents@DH, OUT@DH (LGBTQ+ group), and WE@DH (women's empowerment group).

Over the course of 2022, our affinity groups created regular networking, development, and philanthropy events, organizing a total of 35 events. Many of these events were centered around key recognition dates, including Black History Month, International Women's Day, Asian American Pacific Islander Month, 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 employees' experiences across the organization.

LEARNING & DEVELOPMENT

We continue to offer DE&I Foundations Training to all new hires to address the importance of diversity and inclusion in the workplace. As we expanded globally, we launched our Culture Navigator program – an employee-led initiative that provided insight into various cultural dimensions across countries, cultural norms, and cultural celebrations. Our Culture Navigators provide insight and awareness on how to work more effectively with colleagues across different cultures.

Finally, we continue to sponsor DE&I seminars to promote cultural humility and learning across the organization. Some examples of topics include “Transgender Awareness and Education,” “Anatomy of an Ally,” “Women’s Empowerment & Self-Advocacy,” and “Courageous Conversations for Managers.”

INTERNAL OPERATIONS

In 2022, we completed our third annual audit by an independent consultant to assess our operations and identify ways to improve diversity, equity, and inclusion efforts. The assessment graded us on various areas—including the diversity of our workforce, how inclusive our policies and practices are, the activities we are engaging in to promote inclusivity, and more. During the year, we implemented several recommendations, including:

- Providing managers guidelines for allowing equitable use of flexible work arrangements.
- Including a statement about why our organization values diversity on our website and career page.
- Collecting data on employee sentiment about the organization’s commitment to DE&I.



“Creating a diverse, equitable, and inclusive workplace is completely aligned with our company values. We are proud of the strides that we have made, and we continuously push ourselves to do better.”

—TOM PENQUE
Chief Talent Officer

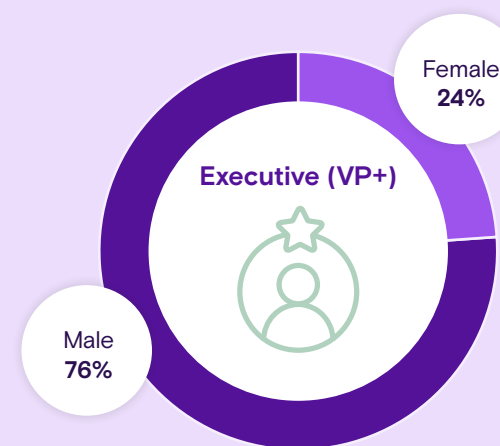
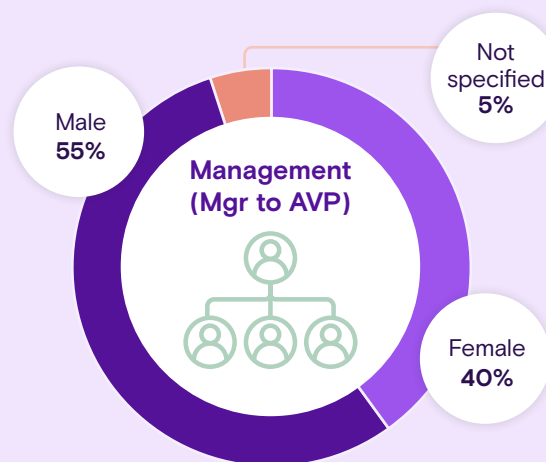
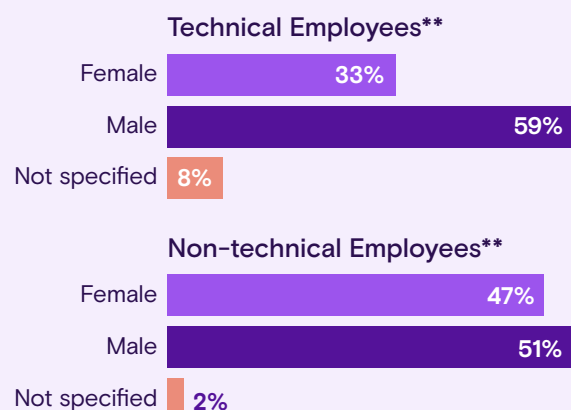


Workforce representation

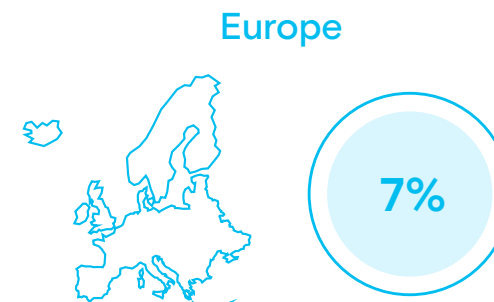
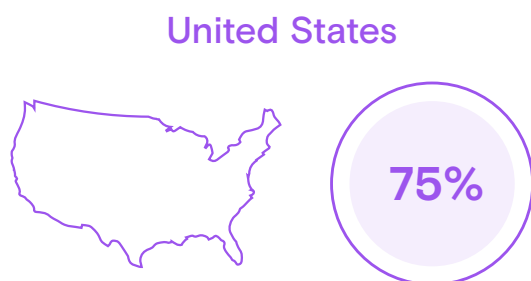
We measure the diversity of our U.S. workforce across several dimensions, including gender, age, race, and ethnicity. We also assess our diversity by managerial and executive positions. In 2022, our efforts improved the racial diversity of new hires substantially, which resulted in increased diversity of our employee base over the year.



EMPLOYEE DEMOGRAPHICS BY GENDER*



EMPLOYEE DEMOGRAPHICS BY LOCATION*



Workforce representation (continued)

EMPLOYEE DEMOGRAPHICS BY RACE/ETHNICITY*

Technical Employees**

Segment	Employees
White	60%
Black	3%
Hispanic	3%
Asian	24%
Pacific Islander	0%
Two +	0%
Not Specified	10%

Management (Mgr to AVP)

Segment	Executive (VP+)
White	83%
Black	0%
Hispanic	0%
Asian	8%
Pacific Islander	3%
Two +	3%
Not Specified	3%

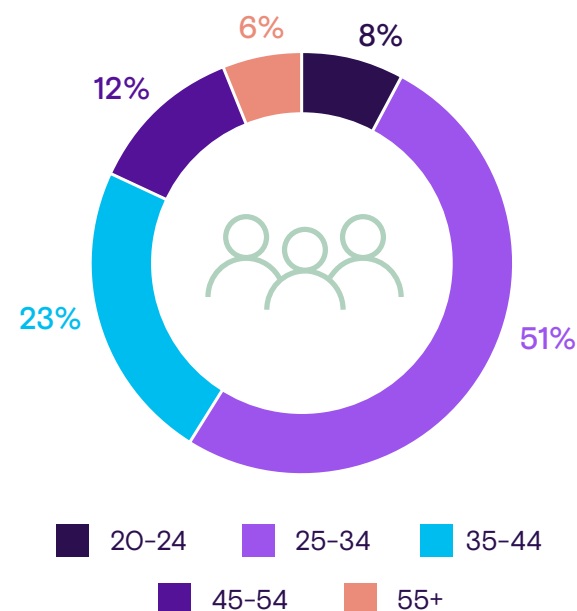
Non-technical Employees**

Segment	Employees
White	77%
Black	4%
Hispanic	3%
Asian	6%
Pacific Islander	0%
Two +	3%
Not Specified	6%

Management (Mgr to AVP)

Segment	Management
White	77%
Black	2%
Hispanic	2%
Asian	9%
Pacific Islander	0%
Two +	3%
Not Specified	8%

EMPLOYEE DEMOGRAPHICS BY AGE*



* Based on US employees

** Technical defined as STEM-related position



CAPTURING FEEDBACK

Part of improving our culture, engaging our employees, and achieving greater sustainability is inviting feedback from our communities. Creating a dialogue with our stakeholders and employees is critical to our future success. For employees, there are many opportunities to provide feedback, including employee surveys, culture workshops, quarterly global town halls, CEO focus groups, our 360° feedback program, and new hire and exit surveys, among others.

We conduct employee surveys to measure employee engagement and satisfaction several times each year. We believe this is critical in fostering a great employee experience and crucial in attracting and retaining top talent. The survey results are used to determine how we can continually improve our employee experience, our operations, and our offerings. In 2022, more than 70% of Definitive Healthcare's global employees took the employee engagement survey. Of those surveyed, 76% of employees responded favorably – either responding “Strongly Agree” or “Agree” relative to how satisfied and engaged they are at Definitive Healthcare.



“In my current role, I am able to recruit and retain diverse talent, and I am also empowered to grow the company’s DE&I goals so that we continue to be a formidable force in the healthcare commercial intelligence industry.”

—TRACEY LEWIS

Senior Recruiter and Diversity Specialist





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 shared 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



Robert Musslewhite
Chief Executive Officer



Sastry Chilukuri
Former Co-chief Executive
Officer of Medidata,
a Dassault Systèmes company



Chris Egan
Managing Partner,
Advent International



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



Jeff Haywood
Managing Director,
Spectrum Equity



Lauren Young
Managing Director,
Advent International



Chris Mitchell
Managing Director,
Spectrum Equity



Kathleen Winters
Former CFO of ADP



Jill Larsen
HCM consultant and
Founder of DigitalHR LLC



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
- Select, guide, evaluate, and determine the compensation of the CEO and other executive officers
- 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
<ul style="list-style-type: none"> → 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 	<p>Evaluates, recommends, and oversees:</p> <ul style="list-style-type: none"> → Policies related to compensation, recruiting, and retention of 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
	<p>Assist the Board's oversight of:</p> <ul style="list-style-type: none"> → 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 CTO and CLO)
<p>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 and is available on our IR website.</p>	



ETHICS AND COMPLIANCE

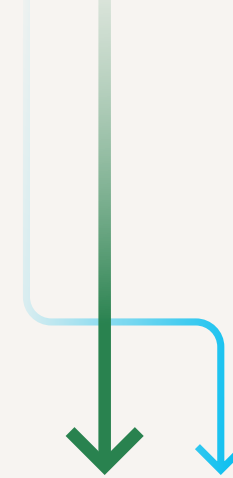
We take compliance very seriously. To that end, we adopted a code of business conduct and ethics (“Code”) that applies to every single employee and Board member – regardless of title or tenure. This Code highlights that everything we do will be, and should be, measured against the highest possible standards of ethical business conduct.

We set the bar high for practical and aspirational reasons because our commitment to the highest standards helps us solve problems for our customers, hire great people, build a great platform 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](#)
- [Whistleblower and Reporting Policy](#)
- [Vendor Code of Conduct](#)

Our Board and its committees annually review key policies, including the Code.



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! We enable those working to improve the healthcare industry to better understand the market, analyze trends, and support targeted outreach efforts. 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 BUSINESS PERSONAL INFORMATION

Definitive Healthcare principally collects business contact information about individuals included in our healthcare provider profiles for the purpose, and with the intention of, helping to facilitate business-to-business communication and other business activities. Definitive Healthcare currently does not collect home addresses, Social Security numbers, or other related categories of personal information.

In addition to providing notices through the Privacy Center on our website, in the interest of further transparency, we provide individual privacy notifications to all verifiable contacts in our database periodically. Any individual present in our database may request to opt out of the use of any categories of their personal information or access the information contained about them in our database by sending a request to our Data Privacy Team.

TYPES OF INFORMATION COLLECTED

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

- Publicly available information, including information from federal, state, other regulatory agencies, and web research through use of technology and by our in-house research team.
- Electronic and phone surveys conducted by our research team.
- Licensed data received from third-party companies, including data like clinical practice history of healthcare providers (HCPs) based upon HIPAA-certified de-identified patient data.

The specific information we collect on HCPs such as medical doctors, surgeons, and nurse practitioners includes business information such as National Provider Identification number, name, place(s) of employment, practice address, email and phone, affiliations to other HCOs, and clinical and quality data.

We also collect data on healthcare organizations (HCOs), including:

- Firmographic, demographic, technographic, financial, quality, and clinical metrics to help our customers effectively analyze the healthcare market.
- Data around leadership at healthcare organizations, such as name, job title, business email and phone number, and social media links, designed to facilitate business-to-business communication.





COMPLIANCE WITH APPLICABLE STATUTES AND REGULATIONS

We comply with applicable law including the provisions of the California Consumer Privacy Act (CCPA), the Virginia Consumer Data Protection Act (VCDPA), and the European Union's General Data Protection Regulation (GDPR), and we closely monitor evolving legislation in the United States and globally. 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 all business personal information contained in our database. The team monitors changes to applicable laws and regulations which may necessitate updates to privacy disclosures and processes, responds to and fulfills data subject requests in accordance with applicable laws, and drives key initiatives to further strengthen our privacy program. As of the time of publishing this report, we have completed our SOC 2 assessment and audit and received SOC2 Type I certification, and are committed to achieve SOC2 Type II certification by year-end 2023.



For more information, visit the [Definitive Healthcare Privacy Center](#) or submit inquiries to privacy@definitivehc.com.



Definitive Healthcare's approach to cybersecurity

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, leveraging concepts from both Defense in Depth and Zero Trust frameworks. We employ multiple layers of defense at the perimeter and from within our networks to quickly detect and remediate anomalous activity detected by our systems. We have also segmented network access to require authentication when traversing different components of our architecture, leveraging the principle of least privilege.

Risk management and compliance

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.

Data protection and management

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 principals under SOC2: security, availability, processing integrity, confidentiality, and privacy.

Infrastructure security

Multiple layers comprise the infrastructure security program including but not limited to endpoint protection, Layer 7 Firewall Inspection, AI/ML-powered anomaly detection and response, email security, secure remote access, physical security, secure file transfer, storage, and patch management.

Incident response and forensics

We maintain a full incident response plan, developed in consultation with leading security experts, to be used as a playbook should a cyber incident occur. This plan is tested annually in a Table-Top Exercise to give our staff the opportunity to practice their response and mitigation activities under multiple incident scenarios.



Definitive Healthcare's approach to cybersecurity (continued)

Application security	Security awareness and training
<p>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.</p> <p>We perform static application security testing to scan all application codes 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 manual penetration testing with a leading independent security firm annually. These tests employ the same techniques leveraged by cybercriminals to compromise systems.</p>	<p>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.</p>





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 employees 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 via Microsoft Teams 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.



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 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	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)
Scope 1	Stationary combustion	127	152	148	144
Scope 2	Purchased electricity (Location-based)	307	323	309	393
Total scope 1 + 2		434 MT CO ₂ -e	475 MT CO ₂ -e	457 MT CO ₂ -e	537 MT CO ₂ -e
Scope 3	Employee business travel	37	53	64	201
Scope 3	Employee commuting	1,123	224	22	290
Scope 3	Cloud-based storage	0	7	4	0.3
Scope 3	Embodied carbon - computers	68	96	126	140
Total scope 1, 2, and 3		1,663 MT CO ₂ -e	854 MT CO ₂ -e	673 MT CO ₂ -e	1,168 MT CO ₂ -e



Looking forward: Our goals for 2023



We have seen great progress in the last few years and are excited to build on that momentum in 2023. To that end we aim to:



Cultivate understanding and allies among our diverse groups and help shape company outcomes and responses to social issues.



Publish our CEO pay ratio in 2023 Proxy.



Expand our community outreach offerings and make a more significant impact in our local communities around the world.



Advance employee development through career pathing and coaching.



File our first Communication on Progress under the UN Global Compact.



Pursue SOC 2 Type II certification.



Improve the representation of women and increase the racial diversity including at the managerial and executive levels.



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



Close our least energy efficient office, from a GHG/square foot perspective.



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 will 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 2022 revenue	\$222.7 million USD	2-6
Reporting period	January 1, 2022 through December 31, 2022, unless otherwise noted	2-3
Reporting cycle	Annual	2-3
Employees	974 as of December 31, 2022	2-7



Activity metrics









Topic	Response	SASB
Licenses or subscriptions and percentage cloud-based	Definitive Healthcare has more than 3,000 customers with more than 30,000 individual seat licenses. Over 90% of this business is hosted on cloud-native services across AWS, Microsoft Azure, and Google Cloud.	TC-SI-000.A
Data processing capacity and percentage outsourced	Definitive Healthcare utilizes more than 100 virtual machine equivalents to process its data. Over 95% of that capacity is hosted in energy-efficient, cloud-native environments.	TC-SI-000.B
Amount of data storage and percentage outsourced	Definitive Healthcare houses nearly 1 petabyte of data under management, with over 95% of this storage in energy-efficient, cloud-native data lakes and premium storage.	TC-SI-000.C

Environmental

Topic	Response	SASB	GRI	UN SDG
Total energy consumed	2,112 MWh	TC-SI-130a.1	302-1	13 CLIMATE ACTION 
Grid electricity	1,318 MWh	TC-SI-130a.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-SI-130a.1	302-1	13 CLIMATE ACTION 









Environmental (continued)

Topic	Response	SASB	GRI	UN SDG
Scope 1 greenhouse gas emissions (MTCO ₂ -e)	144 MTCO ₂ -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	<div> <div>3 GOOD HEALTH AND WELL-BEING</div>  </div> <div> <div>13 CLIMATE ACTION</div>  </div>
Scope 2 greenhouse gas emissions (MTCO ₂ -e)	393 MTCO ₂ -e: Our scope 2 GHG emissions are composed primarily of location-based purchased electricity. For full details see our Carbon Footprint Summary.		305-2	<div> <div>3 GOOD HEALTH AND WELL-BEING</div>  </div> <div> <div>13 CLIMATE ACTION</div>  </div>
Scope 3 greenhouse gas emissions (MTCO ₂ -e)	631 MTCO ₂ -e: We estimate our Scope 3 GHG emissions to be composed primarily of employee computing (290), employee business travel (201), and embodied carbon from the purchase of computers (140). For full details see our Carbon Footprint Summary.		305-3	<div> <div>3 GOOD HEALTH AND WELL-BEING</div>  </div> <div> <div>13 CLIMATE ACTION</div>  </div>
Integration of environmental considerations into strategic planning for data center needs	We leverage cloud-native data centers, such as the AWS East Region Data Center, to host our data processing, which is 95% powered from renewable sources. We also implement cloud-native managed services, containerization, and virtualization technologies, which dramatically reduce power consumption needs.	TC-SI-130a.3		<div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div>  </div>
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-SI-130a.2	303-3 303-5	<div> <div>6 CLEAN WATER AND SANITATION</div>  </div>







Employees & community

Topic	Response	SASB	GRI	UN SDG
Global workforce and associated risks	Location: 75% of employees are located in the United States, 18% in India, and 7% in Sweden.	TC-SI-330a.1	2-8	8 DECENT WORK AND ECONOMIC GROWTH 
Employee engagement	More than 70% response rate to engagement survey. 76% of employees responded favorably – either responding “Strongly Agree” or “Agree” to how satisfied and engaged they are at Definitive Healthcare.	TC-SI-330a.1	2-8	8 DECENT WORK AND ECONOMIC GROWTH 
Gender representation (Global)	Our overall employee population identifies as 58% male, 41% female, and 1% prefer not to say. For Technical STEM roles these percentages are 33%, 59% and 8% respectively. For managers below executive level, these percentages are 56%, 44%, and 0% respectively. For executives VP and up, these percentages are 78%, 22%, and 0% respectively.	TC-SI-330a.3	405-1	5 GENDER EQUALITY 
Representation by ethnicity (U.S.)	Our overall employee population identifies as 80% White, 4% Black, 3% Hispanic, 10% Asian, 0% Pacific Islander, and 3% as two or more. For managers below executive level, these percentages are 81%, 2%, 4%, 10%, 0% and 3% respectively. For executives VP and up, the percentages are 88%, 0%, 3%, 6%, 3% and 0% respectively.	TC-SI-330a.3	405-1	10 REDUCED INEQUALITIES 
Total contribution to our communities	In 2022, we donated 3,400 hours to volunteering and contributed nearly \$500,000 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 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	Jason Krantz, our Founder and Executive Chairman, and Robert Musselwhite, our CEO, are the two executive board members. The remaining eight directors are non-employee directors.		2-9	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 
Average board tenure	4.1 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, Chris Mitchell, 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	
Board diversity (gender + ethnic)	<p>Total Directors: 10</p> <p>Gender: Female (3); Male (7)</p> <p>Demographic Backgrounds: White (8); Asian (1); Middle Eastern (1)</p>		405-1	






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-SI-220a.1	417-3	
Monetary losses as a result of legal proceedings associated with customer privacy	We suffered no material monetary losses in 2022 as a result of legal proceedings stemming from user privacy.	TC-SI-220a.3	2-27	
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-SI-220a.4	2-27	
Data breaches	We had no material data breaches in 2022. Any material breaches would be disclosed in our relevant filings with the SEC.	TC-SI-230a.1	418-1	





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-SI-220a.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. We continue to consider ransomware attacks facilitated through successful phishing attacks as 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-SI-230a.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 2022 due to legal proceedings associated with anticompetitive behavior regulations.	TC-SI-520a.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	Definitive Healthcare employs a redundant systems architecture. Redundancy is achieved through cloud-native active/passive or managed services/serverless system architectures. In 2022, 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-SI-550a.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 2022 Annual Report on Form 10-K filed with the SEC (and any subsequent risks disclosed in our quarterly reports on Form 10-Q).	TC-SI-550a.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 platform creates the path to commercial success in the healthcare market, so you can identify where to go next. **To learn more visit definitivehc.com.**

