



→ Sustainability report 2023



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Letter from our CEO

At Definitive Healthcare, we empower companies to shape the healthcare industry of tomorrow. We do this by transforming data, analytics, and expertise into powerful healthcare commercial intelligence. But our impact does not stop there.

We are firm believers in achieving our mission sustainably. We see it as both essential to our long-term success and a responsibility to the world we share. This is why I'm excited to share our 2023 Sustainability Report, which highlights our ongoing commitment to operating ethically, responsibly, and sustainably. Building upon the foundations laid in 2022, this report details our progress in Environmental, Social, and Governance (ESG) practices. It also reflects our core values that guide us as a company: being transparent to our people, mindful of our community, and respectful to the planet.

As we grow, our responsibility grows too. We understand the impact of our decisions on the broader world and have taken and are taking steps to reduce our carbon footprint and energy consumption. Our new energy-efficient European headquarters in Sweden is a testament to that commitment.

Additionally, we continue to invest in security and privacy measures to ensure the safety of the data entrusted to us. These and other efforts have earned us "Prime" status by ISS ESG, placing us within the top 10% of issuers in our industry.

Our commitment to social responsibility also fuels our focus on DE&I. We believe that diverse perspectives are key to unlocking our full potential. This translates to actively fostering an inclusive environment across our organization, including among our leadership and Board of Directors.



(continued)

At the heart of our organization lies our award-winning culture. Our people, inspired by our mission, embody our core principles in all they do. Their passion for improving the healthcare ecosystem is evident in their commitment to our customers, which drives us to achieve remarkable outcomes together.

Ultimately, our success is measured by the success of our customers. We are inspired by their dedication to bringing life-saving medications, devices, and therapies to those who need them most, and we remain steadfast in our commitment to empowering them every step of the way.



JASON KRANTZ

Founder, Executive Chairman
& Interim Chief Executive Officer

“At Definitive Healthcare, we believe business can be a powerful force for good, driving both economic prosperity while championing environmental stewardship. As healthcare continues to evolve, our commitment to sustainability remains steadfast. For us, building a sustainable business is not a choice; it's an obligation we have to our planet.”

— **JASON KRANTZ**
Founder, Executive Chairman,
and Interim 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, 2023. 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

2,900+

Number of employees¹

800+

IPO year

2021

Ticker symbol

DH

¹ All data pertains to December 31, 2023, except for the number of employees, which is as of January 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.

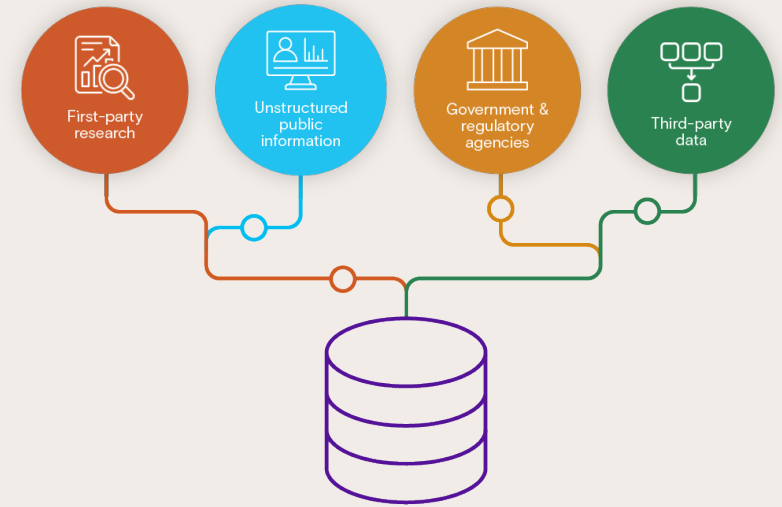


Our business model

At Definitive Healthcare, we help clients uncover the right markets, opportunities, and people, so they can drive progress and transformation in the healthcare industry. The U.S. healthcare sector represents \$4.5 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, medtech, 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.



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.

In fact, more than 2,900 companies leverage our healthcare commercial intelligence through our unique Atlas Dataset.

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 quickly 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.

Additionally, 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.

Finally, we enable medical affairs teams to find and engage the clinical experts they need through our Monocl Expert Suite, which provides access to approximately 15 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.



“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 Product Officer



Our healthcare commercial intelligence at work.



Targeting the right physicians for their members

Employer Direct Healthcare, a healthcare services management company providing high-quality and cost-efficient care solutions for self-funded employers, launched a new service designed to support members through the entire cancer care process. To recommend the providers best suited to meet its members' needs, Employer Direct Healthcare required insights into physicians' affiliations, specialties, office locations, diagnosis volumes, and more—all on a national scale.

Using our Atlas Reference and Affiliation and Atlas All-Payor Claims datasets, the company was able to increase the precision of its physician targeting efforts and find the right doctors to support members using its new service.



“Definitive Healthcare was key to us feeling like we could get an initial version of the product stood up. Atlas All-Payor Claims was fundamental in our feeling comfortable launching it from pilot to ‘we’re truly doing this’. It is the core of how we’re thinking about assessing providers.”

— **BEN SANDERS**

VP Strategy, Employer Direct Healthcare



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

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.



“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



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 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 mission-driven team is the heart of our success. We believe in creating a workplace where innovation thrives, everyone has a voice, and giving back to the community is ingrained in our culture. This attracts passionate individuals eager to contribute to our mission of solving healthcare's biggest challenges, united by a collective purpose greater than themselves.”

— **CARRIE LAZORCHAK**
Chief Revenue 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



2023 highlights

Definitive Healthcare made great progress last year towards our sustainability goals. Here is a snapshot of what we accomplished in 2023:



- ✓ Cultivated understanding and allies among our diverse groups.
- ✓ Advanced development for all team members through career pathing and coaching.
- ✓ Improved the representation of women and racial diversity at the executive level; racial diversity also improved among tech and non- tech employees.

- ✓ Published our CEO pay ratio in our Proxy Statement for our 2024 Annual Meeting.
- ✓ Continued to mature and aligned our efforts with the major global frameworks and reported our progress annually.
- ✓ Closed our least energy efficient office, from a GHG/ square foot perspective.

- ✓ Expanded our community outreach offerings and made a more significant 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 Type II attestation across all five trust service criteria. As acquisitions occur, the acquired entity is included 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 January 31, 2024, we employed over 800 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 2023:

- Built In -100 Best Places to Work in Boston
- Built In -100 Best Places Midsize Companies in Boston
- Stevie American Business Award - Company of the Year
- Stevie Awards for Great Employers - Employer of the Year
- Energage - Top Workplace USA
- Great Place to Work in India

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 better ways of working.

We also focus on building our community to foster collaboration and engagement. In 2023, 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 each and 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. DHC 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 DHC part of the Dignity Matters family and we're grateful for all they contribute to our efforts.

MERYL GLASSMAN

Director of Development,
Dignity Matters





RECOGNIZING AND REWARDING SUCCESS

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 benefit options, including one that is free to team members, competitive retirement benefits, and unlimited 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

Promoting a culture that supports health and well-being continues to be a priority for the organization. Through our healthcare benefits, we offer a range of benefits that support mental health and family planning. Our flexible work policy, which allows team members to split their work week between working from home and the office, promotes a stronger work-life balance. Our 401k program provides a generous company match to support financial well-being.

“

Winning the Trailblazer award was an amazing honor, but the real highlight was the support and collaboration from my incredible team. This achievement belongs to all of us – it's a testament to what can happen when you work together. My hope is to continue contributing to this inspiring team and help others feel empowered to blaze their own trails.

HANNAH MULVIHILL

Events Manager



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 financial donation with their own and company matching funds. In 2023, we donated 1,940 hours to volunteering and raised a total of over \$300,000 in charitable donations both directly and through DefinitiveCares.

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 \$1 million 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 team members 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



DIVERSITY, EQUITY & INCLUSION

Diversity among our team members 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 to all 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 team member engagement experiences.

We constantly strive to advance DE&I at Definitive Healthcare by ensuring a strong focus in our HR programs and processes and by supporting the incredible, team member-led efforts of our affinity groups. In 2023, we completed our fourth annual audit by an independent consultant to assess our operations and identify ways to improve our 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.



“Our commitment to diversity, equity, and inclusion is a journey, not a destination. We're proud of our progress but know there's always more to learn and do. In building a sustainable future, creating an inclusive workplace is the first step, and we're walking it together.”

— CRAIG HAZENFIELD
Chief People Officer





HIRING

In 2023, we continued to build our employer brand around DE&I. We focused on creating and sharing content on social media and across different branding sites, such as LinkedIn, Built In Boston, and VentureFizz, 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 also partnered closely with our hiring teams to create diverse panels of interviewers and clear interview plans, and we provided training on the impact of unconscious biases in interviews. In 2023 our recruiters continued building relationships at HBCUs and attended several 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 “DE&I Foundations” training to all new hires, promoting the importance of DE&I 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 DE&I philosophy and DE&I 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 also sponsored 15 additional live, company-wide DE&I trainings to promote cultural humility and learning across the organization. These sessions ranged from informal fireside chats to robust trainings hosted by external experts and Definitive Healthcare executive leaders.

One such session, “Navigating Disparities in Transgender Healthcare,” shed light on the inequity faced by transgender individuals as they seek medical care in the United States, Sweden, and India. OUT@DH enlisted the expertise of trans healthcare expert Dr. Ben Haseen to share his insights and even spotlighted the contributions Definitive Healthcare customer Violet has made to LGBTQ+ healthcare access. A subsequent company-wide training on the topic of allyship in action featured CEO Jason Krantz and DEI strategist Jackie Glenn.

In a post-event survey, 96% of survey respondents shared they found the allyship training a valuable use of their time, and one anonymous reviewer wrote, “I loved the high-level education on allyship—what it looks like in action and where you can learn more. I was unfamiliar with the term, but not the practice, so I found this training meaningful and important. Thank you for investing in this area for all of us. I think this session will stay with me far beyond the workplace.”





AVID@DH



BIPOC
CULTURE@DH



OUT@DH



PARENTS@DH



WE@DH

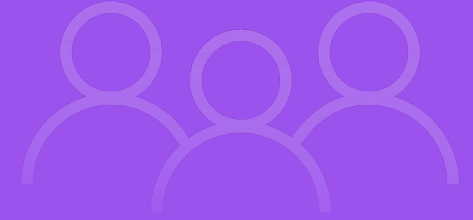
AFFINITY GROUPS

A cornerstone of our DE&I efforts is our Affinity Group program. 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 2023, 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+), and WE@DH (Women's Empowerment).

Over the course of 2023, our five affinity groups created regular networking, development, and philanthropy events, organizing a total of 42 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.

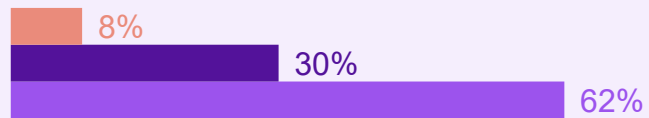
Workforce representation

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. We're setting ambitious goals for increased diversity across all levels of our organization in the coming year, building on the efforts we made in 2023.



EMPLOYEES BY GENDER*

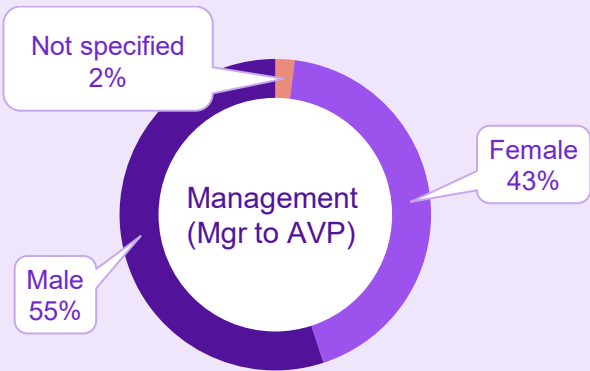
Technical employees**



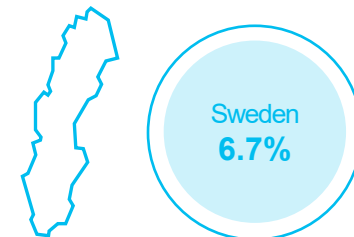
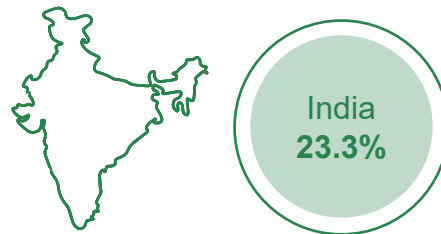
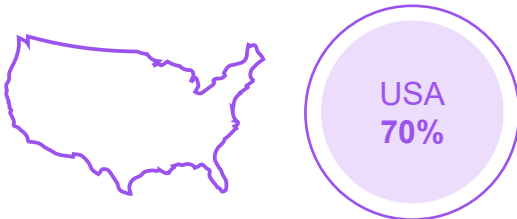
Non-technical employees**



■ Not specified ■ Female ■ Male



EMPLOYEES BY LOCATION



Workforce representation (continued)

US EMPLOYEES BY RACE / ETHNICITY

Technical employees**

Segment	% of Team
White	69%
Black	1%
Hispanic	5%
Asian	24%
Pacific Islander	0%
Two +	2%
Not specified	0%

Management (Executive, VP+)

Segment	Executive (VP+)
White	82%
Black	0%
Hispanic	2%
Asian	13%
Pacific Islander	0%
Two +	2%
Not specified	0%

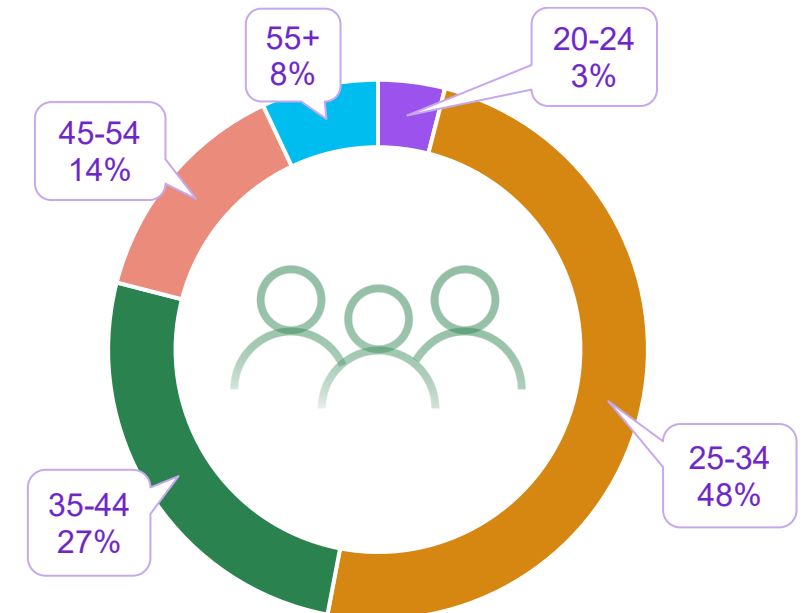
Non-technical employees**

Segment	% of Team
White	85%
Black	5%
Hispanic	5%
Asian	4%
Pacific Islander	0%
Two +	2%
Not specified	0%

Management (Mgr to AVP)

Segment	Management
White	85%
Black	1%
Hispanic	6%
Asian	6%
Pacific Islander	0%
Two +	3%
Not specified	0%

US EMPLOYEES BY AGE



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 conduct a team member engagement survey each year. 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 2023, more than 79% of Definitive Healthcare's global team members took the engagement survey. Of those surveyed, on average, 73% responded favorably (either "Strongly Agree" or "Agree") to the core questions that drive engagement outcomes.



"Listening to our people 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."

— **DANI DEVIRGILIO**

Director, Talent Relations and Engagement





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
Interim CEO,
Executive Chairman
and Founder



Chris Egan
Managing Partner,
Advent International



Scott Stephenson
Former CEO of
Verisk Analytics



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



Jeff Haywood
Managing Director,
Spectrum Equity



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



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			
<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 ▪ 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 <tr> <th colspan="2" data-bbox="1460 715 2387 793">Audit Committee</th> </tr> <td data-bbox="1460 793 2387 1108"> <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) </td>	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)
Audit Committee				
<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. That report is also available on our IR website.</p>				



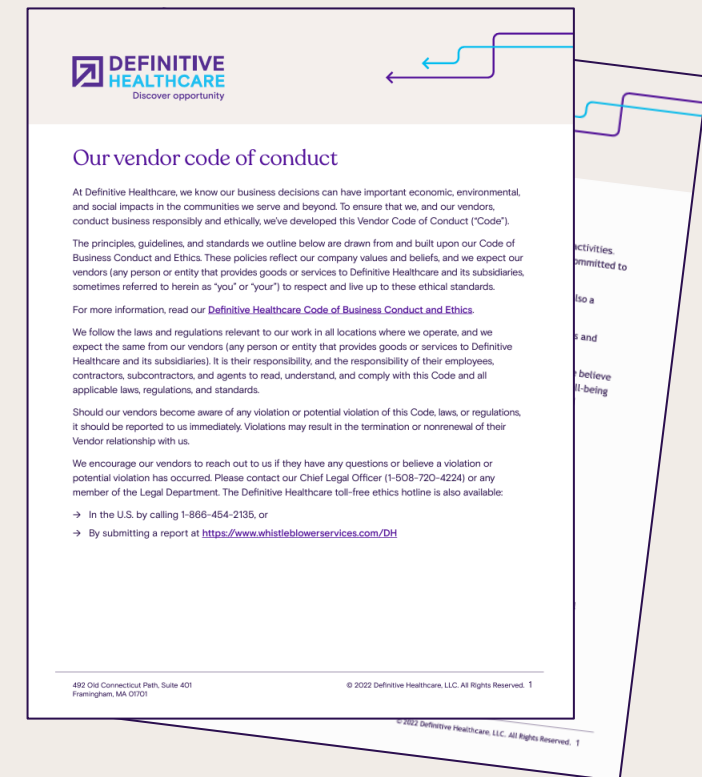
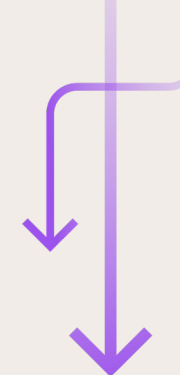
We take compliance very seriously. To that end, we adopted a Code of Business Conduct and Ethics (“Code”) that applies to every single team member and Board member - regardless of title or tenure. This Code highlights that everything we do is measured against the highest possible standards of ethical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

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 PERSONAL INFORMATION

Definitive Healthcare provides a healthcare data and analytics platform providing access to key information about healthcare providers and associated individuals. The information we collect is combined into healthcare provider profiles and made available to enterprise customers of Definitive Healthcare who purchase licenses to access our services to facilitate business-to-business communication and other business-related activities.

Transparency about how we process personal information is paramount! We have created our Privacy Center and privacy notices located on our website to provide information about how we collect and process personal information. Our notices also include clear instructions about how individuals

can exercise their rights under data privacy laws. In addition to providing notices through the Privacy Center, in the interest of further transparency, we send out individual privacy notifications to all verifiable contacts in our database periodically. Any individual present in the Definitive Healthcare database may request to opt out of the use of their personal information or access the information we hold about them 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.
- Through direct primary research.
- Licensed data received from third-party providers, including data like clinical practice history of healthcare providers (HCPs) based upon HIPAA-certified de-identified patient data.
- Limited personal, business-related or other information regarding healthcare professionals (HCPs) and leadership/executives connected to HCOs.



TYPES OF INFORMATION COLLECTED (CONT.)

- Healthcare professionals: In the case of 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) as well as 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.

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, limited personal contact information (email address and mobile phone number), job title, business email and phone number, and social media links, designed to facilitate business-to-business communication.
- Definitive Healthcare currently does not collect social security numbers, or other related categories of personal information.

COMPLIANCE WITH APPLICABLE STATUTES AND REGULATIONS

We comply with applicable law including the provisions of the California Consumer Privacy Act (CCPA); the Colorado Privacy Act (“CPA”); the

Connecticut Personal Data Privacy and Online Monitoring Act (“CTDPA”); the Virginia Consumer Data Protection Act (“VCDPA”); the Utah Consumer Privacy Act (“UCPA”) and the European Union’s General Data Protection Regulation (GDPR), and we closely monitor evolving legislation in the United States, EU 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 and 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 strengthen our privacy program further. As of the time of publishing this report, 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 **[Definitive Healthcare Privacy Center](#)** or submit inquiries to **privacy@definitivehc.com**.



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, 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	Data protection and management
<p>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.</p>	<p>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.</p> <p>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.</p>
Infrastructure security	Incident response and forensics
<p>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.</p>	<p>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.</p>



Definitive Healthcare's approach to cyber security

(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 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 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 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 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.



“Beyond compliance, transparency in sustainability efforts is key to building trust and driving meaningful change. As proud participants of the UN Global Compact, 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	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)
Scope 1	Stationary combustion	123	122	123	121	16
Scope 2	Purchased electricity (Location-based)	300	289	282	368	218
Total scope 1 + 2		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
Scope 3	Employee business travel	37	53	64	201	423
Scope 3	Employee commuting & Remote workers	1,135	287	74	338	902
Scope 3	Capital Goods & Fuel-related activities	NA	NA	NA	NA	102
Scope 3	Purchased Goods & Services	68	103	130	140	66
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	1,826 MT CO ₂ -e





Looking forward: Our goals for 2024

We have seen great progress in the last few years and are excited to build on that momentum in 2024.

To that end, we hope to:



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



Advance team member development through career pathing and coaching.



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



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



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



Repeat our SOC2 assessment, extend it to cover the 2023 acquisition of Populi, and receive another 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 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 2023 revenue	\$251.4 million USD	2-6
Reporting period	January 1, 2023 through December 31, 2023, unless otherwise noted	2-3
Reporting cycle	Annual	2-3
Employees	830 as of January 31, 2024	2-7











Activity metrics

Topic	Response	SASB
Licenses or subscriptions and percentage cloud-based	Definitive Healthcare has more than 2,900 customers with more than 22,000 individual seat licenses across multiple SaaS platforms. 85% 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 200 virtual machine equivalents to process its data. Over 95% 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

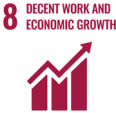
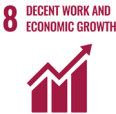


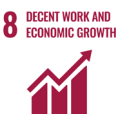

Environmental

Topic	Response	SASB	GRI	UN SDG
Total energy consumed	868 MWh	TC-SI130a.1	302-1	13 CLIMATE ACTION 
Grid electricity	779 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)	16 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	 
Scope 2 greenhouse gas emissions (MTCO2-e)	218 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	 
Scope 3 greenhouse gas emissions (MTCO2-e)	1,592 MTCO2-e: We estimate our Scope 3 GHG emissions to be composed primarily of employee computing and remote workers (902), employee business travel (423), and Capital Goods & Fuel-related activities (201). For full details, see our Carbon Footprint Summary.		305-3	 
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		
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	




Employees & community





Topic	Response	SASB	GRI	UN SDG
Global workforce and associated risks	Location: 70% of employees are located in the United States, 23.5% in India, and 6.5% in Sweden.	TC-SI330a.1	2-8	
Employee engagement	79% response rate to engagement survey. Of those surveyed, on average 73% responded favorably (either “Strongly Agree” or “Agree”) to the core questions that drive engagement outcomes.	TC-SI330a.1	2-8	
Gender representation (Global)	Our global employee population identifies as 55% male, 39% female, and 6% prefer not to say. For Technical STEM roles these percentages are 62%, 30% and 8% respectively. For managers below executive level, these percentages are 55%, 43%, and 2% respectively. For executives VP and up, these percentages are 76%, 24%, and 0% respectively.	TC-SI330a.3	405-1	
Race / ethnicity representation (U.S.)	Our overall US employee population identifies as 80% White, 4% Black, 5% Hispanic, 10% Asian, 0% Pacific Islander, and 2% as two or more. For managers below executive level, these percentages are 85%, 1%, 6%, 6%, 0%, and 3% respectively. For executives VP and up, the percentages are 82%, 0%, 2%, 13%, 0% and 2% respectively.	TC-SI330a.3	405-1	
Total contribution to our communities	In 2023, we donated 1,940 hours to volunteering and contributed nearly \$320,000 in charitable donations through DefinitiveCares.		413-1	 






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	As of December 31, 2023, Jason Krantz, our Founder, Executive Chairman and current Interim CEO, and Robert Musselwhite, our former 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	4.2 years		2-9	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 

Governance (continued)



Topic	Response	SASB	GRI	UN SDG
<p>Independent board members</p>	<p>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.</p>		<p>2-18</p>	
<p>Board diversity (gender + ethnic)</p>	<p>Total Directors: 10 Gender: Female (3); Male (7) Demographic Backgrounds: White (8); Asian (1); Middle Eastern (1)</p>		<p>405-1</p>	 

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 2023 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 2023. 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. 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-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 2023 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
<p>Performance issues, service disruptions, and downtime</p>	<p>Definitive Healthcare employs a redundant systems architecture. Redundancy is achieved through cloud native active/passive or managed services/serverless system architectures. In 2023, 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.</p>	<p>TC-SI550a.1</p>		<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p> 
<p>Business continuity risks related to disruptions of operations</p>	<p>Please refer to the business continuity risks disclosed in Item 1A - Risk Factors of our 2023 Annual Report on Form 10-K filed with the SEC (and any subsequent risks disclosed in our quarterly reports on Form 10-Q).</p>	<p>TC-SI550a.2</p>		<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p> 

Policies

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

