

COMMUNITY IMPACT REPORT



KEYFACTOR

Last Revised: January 2025

OUR MISSION

Keyfactor's mission is to build a connected society, **rooted in trust**, with identity-first security for every human and machine. At Keyfactor, we believe that our responsibility to foster trust extends beyond securing digital identities and systems—we **also aim to support the communities where we live, work, and operate.**

As cybersecurity professionals, we recognize the vital role we play in keeping our communities safe, not just through our products and services, but through our actions and involvement.

Central to our people strategy is our commitment to being an employer of choice, and we're proud to have been recognized by both **Inc. Best Workplaces** and **Great Places to Work**. In 2024, our global employee engagement level reached **93%**, a reflection of our ongoing dedication to creating a workplace that values, supports, and empowers our team members. We're honored by these recognitions and continue to focus on fostering a culture of trust, growth, and collaboration.



GUIDED BY OUR CORE VALUES



Trust is Paramount



Customers are Core



Teams Make "It" Happen



We Deliver with Agility



United by Respect



Innovation Never Stops.
Only Accelerates

KEYFACTOR

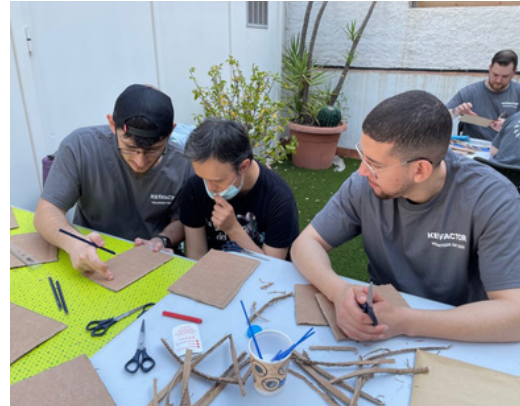
CORPORATE GIVING PROGRAM

At Keyfactor, we are dedicated to giving back to the communities where we live and work. We support nonprofit organizations and programs that **(1)** inspire and build careers in the cybersecurity industry, **(2)** foster inclusion, equity, and belonging for all, and **(3)** align with and support our employees' passions.

Through this program, we offer opportunities for employees to engage in meaningful ways with the nonprofits that matter most to them.

Corporate Matching Gift Program

Our Corporate Matching Gift Program allows employees to submit requests for Keyfactor to match their personal contributions to nonprofit organizations. Each calendar year, we will match **\$1 for \$1, up to \$250 USD (or the equivalent in local currency)** per employee, to the nonprofit organization of their choice. This program amplifies the impact of our employees' charitable donations and strengthens the causes they support.



Nonprofit Leadership Support

When an employee serves on a nonprofit board or committee, Keyfactor will donate **up to \$1,000 USD (or the equivalent in local currency)** toward the nonprofit's leadership development or programming. This initiative empowers our employees to take on **leadership roles** in causes they care about, while also supporting the organizations they are involved with. Whether they're leaders in their communities or within the nonprofit, the skills our employees develop and the impact they have are amplified.



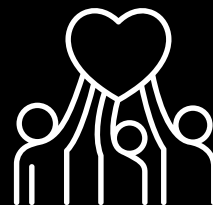
2022-2024
Corporate Match

\$7,130 USD



2022-2024
Nonprofit Leadership

\$22,000 USD



2022-2024
Corporate Giving Program Total

\$29,130 USD

KEYFACTOR

VOLUNTEERING & EMPLOYEE SPOTLIGHT

GLOBAL VOLUNTEER DAY

Global Volunteer Day is a highlight of our annual calendar, providing an opportunity for us to demonstrate our commitment to community engagement and social responsibility. Each year, our offices around the world come together for a day of volunteering, where employees take time off work to participate in organized events within their local communities.

VOLUNTEER HOURS

One way we give back is by volunteering our time. Keyfactor employees can request up to three **(3) paid days per year** during regular work hours to volunteer with an organization of their choice. While we don't formally track this time, it's a valuable program available for our employees to take advantage of.



MARK CHAPMAN: A CHAMPION FOR VETERANS AND GLOBAL HUMANITARIAN AID

At Keyfactor, we take pride in the exceptional individuals who not only contribute to our success but also make a positive impact on the world. Mark Chapman is one of many who has demonstrated outstanding impact through his active involvement in our **Corporate Match, Nonprofit Leadership Donations, Volunteer Hours, and our VITAL Network.**

Mark's contributions have supported incredible initiatives such as the Order of the Silver Star's American Veterans' Sailing Program and the Humanitarian Aid Team (HAT), both of which focus on empowering veterans and providing aid to those affected by global crises. His efforts are a prime example that **small steps can make a big difference in the world**, as his dedication continues to create meaningful change in the lives of many.

As Mark humbly states, *"None of this would be possible without the backing of such an awesome and supporting team at Keyfactor."*

We are grateful to support all of our employees' passions that have a lasting impact on the world.

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GLOBAL IMPACT

Our commitment to social responsibility goes beyond our core programs. We engage in a variety of initiatives that support both global and local communities, including disaster relief and responding to urgent needs. Whether it's providing resources in times of crisis, assisting communities affected by natural disasters, or supporting other emergency relief efforts, we are dedicated to making a positive impact wherever and whenever it's needed most.

As a result of these collective efforts, we are proud to have contributed around **\$35,000 USD**, supporting **23 organizations worldwide** in 2024.

Germany

- Malteser Aachen
- Kinderheim Herzogenrath
- Igelhilfe a Campo Eschweiler
- Meine Taubenpfleglinge Aachen

Global

- Rise Against Hunger
- Doctors Without Borders
- Ocean Conservancy
- Heifer International
- International Committee of the Red Cross

Spain

- Valencia Flood Relief
- Cooperación Internacional

Sweden

- Stocholms Stadmission
- Gula Bandet

United States

- Disabled American Veterans
- Cure Search
- The Home Depot IT Foundation
- The 1162 Foundation
- Boys Hope Girls Hope
- The City Mission
- Rescue Village
- Order of the Silver Stars
- Must Ministries
- Per Scholas



In 2024, we partnered with Rise Against Hunger and, through our collective efforts, provided

11,310 MEALS

Rise Against Hunger is building a global movement to end hunger by empowering communities, nourishing lives, and responding to emergencies.



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At Keyfactor, we believe every time of year is a great time to give, but we place a special focus on the holiday season. Each of our office locations participates in our **Holiday Giving Campaign**, where we unite to provide clothes, toys, food, and blankets to those in need. It's our chance to spread warmth and kindness, ensuring the joy of the season reaches as many people as possible. In addition, we host raffles and auctions to further support our efforts. Through these initiatives, we strive to make a meaningful difference in the lives of those who need it most.

Annually, Keyfactor hosts an exciting event called **Keyfactor Kids Day** at each of our offices around the globe. This unique event provides children with the chance to dive into the world of Keyfactor. It is an enriching experience that allows us to **engage with the next generation** in a meaningful and inspiring way.

Throughout the day, we introduce them to essential skills like coding and pitching sales, while also emphasizing the importance of community and giving back. The children have the opportunity to get creative by making bracelets and writing heartfelt letters to local hospitals, sharing kindness and support with those in need. This event not only sparks their curiosity about the professional world but also helps them understand **the power of making a difference in their own communities**.



KEYFACTOR

FOSTERING INCLUSION

We recognize the importance of fostering an inclusive environment, which is why we've established **Keyfactor DIVERSE Networks**, our Employee Resource Groups (ERGs). These groups serve as a platform where employees can seek guidance, exchange insights, and build a strong sense of belonging. By creating spaces for connection and support, we aim to empower all team members, ensuring that everyone's voice is heard and valued within our organization. Each of our DIVERSE Networks is open to **all employees**, providing access to valuable resources and opportunities. These networks collaborate with organizations that share their mission, extending our impact beyond the workplace and into the broader community.

- **CybHER Women's Network:** Dedicated to supporting the professional development of women in cybersecurity, CybHER provides mentorship, resources, and growth opportunities. The network partners with **WiCys (Women in CyberSecurity)** and **Women4Cyber** to empower women and help them thrive in the cybersecurity industry.
- **VITAL Veterans Network:** VITAL supports veterans as they transition from military service to civilian careers, offering mentorship, guidance, and resources. In 2024, the network supported the **Gula Bandet Foundation** and the **1162 Foundation**.
- **NeuroKEY Neurodiversity Network:** NeuroKEY recognizes Neurodiversity Week to raise awareness and provide support for neurodiverse employees. The network fosters an environment where neurodiversity is embraced, ensuring that all employees, regardless of their neurological background, feel successful.
- **BridgeKEY Culture Network:** BridgeKEY is dedicated to creating a space where diverse voices are heard, valued, and celebrated. The mission is to empower and support underrepresented groups by offering opportunities for cultural exchange, personal growth, and open dialogue. Through events and initiatives that promote diversity and inclusion, BridgeKEY aims to build a stronger, more connected community.

Keyfactor's DIVERSE Commitment is grounded in the belief that improving and expanding diversity is not only crucial for our business but also for society and the tech world at large. Our key pillars include:

- **Diversity Internally Valued :** We foster an environment that values diversity and encourages innovative thinking, resulting in a broader range of ideas.
- **Expansive Recruiting:** We're committed to expansive recruitment efforts that bring a diverse pool of candidates to our organization, ensuring a wide range of perspectives and experiences.
- **Societal Education:** Recognizing the imbalance in the demographics of society and the tech talent pool, we are dedicated to supporting high-tech education for underrepresented, yet highly motivated individuals.
- **PrideKI LGBTQ Network:** Our PrideKI network proudly supports the LGBTQ+ community. In 2023, we contributed to the **Cleveland Pride Parade**. Through our donation, we continue to stand with and uplift the voices, rights, and experiences of all members of the LGBTQ+ community.

In 2024, in alignment with our unwavering commitment to fostering diversity and inclusion, we took proactive steps to create **an environment where everyone feels valued and supported**. We hosted insightful sessions on microaggressions and unconscious bias for all employees, offering valuable learning opportunities that sparked meaningful conversations. At the same time, we focused our recruiting efforts on building a more equitable and inclusive workforce. We are particularly proud of our partnership with **Colorwave**, a non-profit organization dedicated to closing social capital gaps within America's innovation economy. Through this collaboration, we successfully hired two members of the **Technical Residency in AI or Cybersecurity (TRAC) program**. This partnership is a testament to our ongoing dedication to driving diversity and creating pathways to success for all.

KEYFACTOR

PROMOTING A HEALTHIER WORKFORCE

#WELLKEYPING

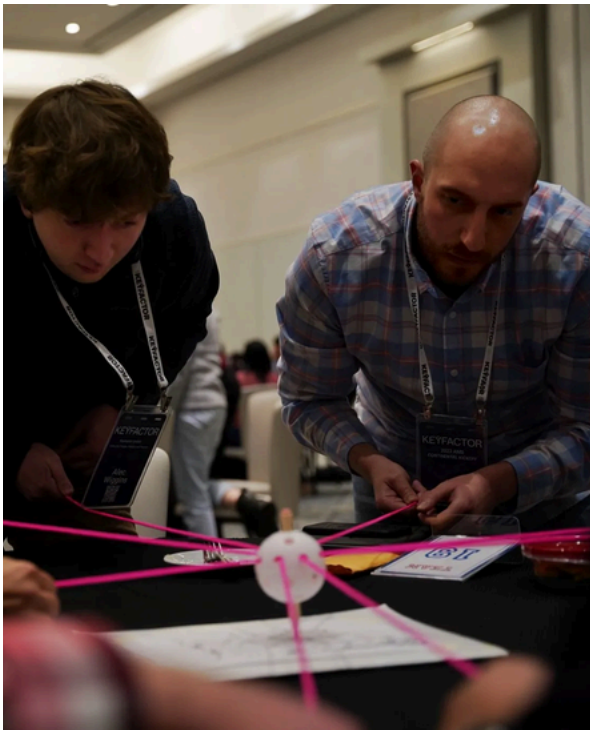
We prioritize the physical and mental health and wellness of our workforce as a central aspect of our broader commitment to building a more sustainable world. We believe that a healthy, engaged workforce is key to driving innovation, productivity, and long-term success. By supporting the well-being of our employees, we not only contribute to their personal growth and happiness but also foster a positive and thriving work culture.

- **Second Friday:** Every month, the entire company enjoys a day off to promote a balanced life.
- **WellKEYping Wednesday:** A dedicated day each month focused on promoting wellness in the workplace and supporting employee well-being.
- **WellKEYping Committee & Monthly Newsletter:** Our employee-led wellness committee sends out a monthly newsletter to keep employee well-being a top priority and provide ongoing support.
- **Global Employee Assistance Program (EAP):** A program offering essential support to help employees navigate both personal and professional challenges.



- **May Movement Step & Wellness Challenge:** An annual event designed to encourage our team to stay active and prioritize their wellness throughout the month. During the wellness challenge, we raise funds for various charities through mini-challenges, fostering teamwork while supporting great causes.
- **Wellness Reimbursements:** We deeply prioritize the mental wellbeing of our employees, understanding the importance of nurturing a healthy mind. We provide various wellness reimbursements, ensuring our team has the support they need to maintain a balanced lifestyle.
- **Calm Subscription:** We offer a subscription to Calm meditation, empowering individuals with the tools they need to find peace and relaxation.
- **World Mental Health Day:** Every year, we recognize World Mental Health Day with guest speakers and a range of meaningful initiatives, reinforcing our commitment to creating a workplace where mental health is valued and supported.

EDUCATION & WORKFORCE DEVELOPMENT



- **Tuition Assistance Program:** Keyfactor supports employees' educational goals by reimbursing up to **\$5,000 USD (or the equivalent in local currency)** annually for undergraduate or graduate courses.
 - **Continuous Learning Fund:** Employees are eligible to receive up to **\$400 USD (or the equivalent in local currency)** each year for certifications, exams, courses, or conferences to further develop their professional skills.
 - **Technical Training Access:** Keyfactor provides access to Pluralsight, a leading technical training platform, to help employees stay current with industry trends and build their technical expertise.
 - **Foreign Language Allowance:** Employees are eligible for reimbursement of online language courses to foster broader communication skills and improve global collaboration.
 - **Talent Tuesday:** On the second Tuesday of every month, all employees can participate in talent development sessions, including product and department overviews, to enhance their knowledge and career growth led by our Talent Development Team.
 - **Manager Training Programs:** Keyfactor offers targeted training for managers to ensure they are equipped with the leadership skills necessary to support their teams and drive company success.
 - **Yearly Intern Program:** Our intern program provides valuable hands-on experience for students, helping to shape the next generation of talent while fostering diversity and inclusion within the workforce.
- We are proud to cultivate a culture of growth, empowerment, and continuous learning, recognizing that investing in our employees' education creates a positive impact on both our organization and the world around us.

ENVIRONMENTAL SOCIAL & GOVERNANCE

At Keyfactor, we recognize the importance of **Environmental, Social, and Governance (ESG)** factors in driving our long-term business success. We seek to further extend our Core Values to the areas covered by this policy to better assess, address and monitor our impact on the environment; our relationships with employees, suppliers, customers, partners, and the communities in which we operate; and our governance of ESG issues. This policy is intended to provide a broad framework for our approach to considering ESG impacts on our business.

The **ESG Steering Committee** is responsible for periodically reviewing this ESG Policy and amending, supplementing, or otherwise modifying this ESG Policy as it deems appropriate, including in response to changes in industry demands and regulations. As appropriate, the ESG Steering Committee may seek input from the Board and other resources for the foregoing purpose. The Company's senior management at the direction of and in consultation with the ESG Steering Committee is responsible for the ultimate implementation of this ESG Policy and our ESG strategy.

Keyfactor ESG Policy

We are also proud to be **ISO 14001** certified, which demonstrates our commitment to environmental stewardship, sustainability, and our ongoing efforts to reduce our environmental footprint. This certification reflects our dedication to minimizing environmental impact while improving operational efficiency while contributing to a cleaner, safer environment for all.



KEYFACTOR

A Letter from the CEO

At Keyfactor, we are committed to creating a positive and lasting impact in the communities where we live, work, and operate. By supporting both global and local nonprofit initiatives, providing relief support, prioritizing education, and fostering employee well-being and diversity, we strive to drive meaningful change. We believe that by encouraging employee involvement, we empower individuals, strengthen our collective future, and contribute to the betterment of the world around us.

We are deeply grateful to our community partners and employees who work alongside us to make this possible. Together, we continue to build a stronger, safer, and more trusted world for everyone.

Thank you for your continued support and dedication.



Jordan Rackie
Chief Executive Officer

KEYFACTOR

TOGETHER, WE ARE BUILDING
A STRONGER & MORE
CONNECTED COMMUNITY.

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