

Absolute Software

Corporate Social Responsibility Report

ABSOLUTE[®]

Published August 2021

A Word from our President & CEO

When I joined Absolute almost three years ago, I saw then what I see now. The world needs trust. As I look at our own unique technology, we're privileged to be rooted in trust – as our technology is embedded in the firmware of more than a half billion devices around the world. While our vision to be the world's most trusted security company may seem bold, we see it as our calling to help ensure our customers can trust their security program and tools. We help ensure the security of the devices we use every day is rooted in trust – so that our customers (across non-profits, healthcare, financial services, education and government) have assurance that their organizations and people are secure, and so they can focus on the core of their missions.

A critical part in realizing our vision means we at Absolute act as ONE TEAM – it's the soul of our culture. It's who we are – how we show up for one another and how we show up in our communities. Our commitment to delivering trust to our customers, partners and to each other is manifested in our long-term responsibility to the communities in which we operate. We know that building a future for the next generation is just as important as what we build today.

I'm incredibly proud of the important work we're doing, and our growing focus, on equality, diversity and inclusiveness within Absolute and in the

areas where we have influence. We also recognize that the climate crisis requires us to be increasingly careful to manage the environmental impacts that an organization and business like ours can have.

As we look ahead, there's still much work to be done – trust and resilience will be critical to healing economies and communities impacted by the COVID-19 pandemic, building collective action to reduce our carbon footprint, and ensuring everyone is given an equal opportunity to build the lives they dream for themselves. Our Absolute team is passionate about building these paths, and so you'll see our investments and efforts across environmental, social, and governance matters continue to expand. We look forward to working with our employees, shareholders, and other stakeholders to make this vision a reality and, as always, we thank you for your continued support.

Sincerely,



Christy Wyatt

President and Chief Executive Officer

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OUR PEOPLE

Corporate Culture

At Absolute, we know that developing and maintaining a strong corporate culture is imperative to employee engagement, talent retention, and successful operations. It is what allows us to put our values into actions across the business – how we treat and reward our people, how we treat our customers, partners, and other stakeholders, and how we ensure that we are socially responsible corporate citizens.

We have recently earned the following recognition for our company and culture:



Absolute was included in The Globe & Mail’s 2021 ‘Women Lead Here’ list, which benchmarks best-in-class executive gender diversity in corporate Canada.



In 2020, our President and CEO Christy Wyatt was named ‘New CEO of the Year’ by The Globe and Mail’s Report on Business.



We were recognized by the 2021 Cybersecurity Excellence Awards: winning a Gold award for Cybersecurity Company of the Year; our President and CEO Christy Wyatt was named a top Cybersecurity Woman of the Year; and our Absolute Resilience Platform won a Silver award for Product/Service of the Year.



We are a finalist at the 2021 BC Tech Association Technology Impact Awards (TIAs), in the category of ‘Company of the Year – Anchor Success’. We were also named as a finalist for two 2020 BC TIAs, one for ‘Company of the Year – Anchor Success’ and the other for ‘Tech Culture of the Year’.



In 2021, we were recognized as one of the Top 15 Best IT Companies in Vietnam by ITviec, one of the country’s most visited IT employment sites.

Diversity and Inclusion

Building a diverse and inclusive workplace is critical to the success of Absolute and the well-being of all Absoluters. To us, that means creating and nurturing an environment in which everyone can thrive, experience personal growth, and succeed professionally. We have more than 700 employees operating out of nine offices in Canada, the United States, Vietnam, and England. We maintain fair and equitable practices in our recruiting, compensation and benefits, training, promotion and succession practices.

Absolute has established a voluntary employee-led Equity, Diversity, and Inclusion Steering Committee, which includes employees from a range of departments, locations, and employee levels. The Committee provides advisory support to the CEO and leadership team in their goal to promote an inclusive culture for all employees, including those from historically marginalized communities.

While we do not require our employees to disclose to the company personal demographic data (such as ethnicity or gender identity), we estimate that currently:

- Approximately 29% of our global workforce is, or identifies as, female.
- Approximately 19% of our global engineering staff is, or identifies as, female.
- Approximately 24% of our global staff that hold a title of Manager or above is, or identifies as, female.
- Approximately 19% of our global staff that hold a title of AVP or above is, or identifies as, female.
- Approximately 29% of our Board of Directors, and 27% of our senior leadership team, is female.
- Approximately 43% of our global staff are visible minorities.
- The average age of our global workforce is 41.



Employee Recognition

Our monthly Get Stuff Done award recognizes employees for going above and beyond their core scope of responsibility. Winners have come from a range of departments, locations, and employee levels, and are celebrated at our monthly company-wide All-Hands meetings and receive a gift card. We've even had a few repeat winners!

Our Absolutely Grateful Slack channel allows team members to publicly recognize their peers in a company-wide Slack forum. Recipients earn points for this positive feedback, which can be redeemed for prizes.

Open Communication

To keep us connected as a distributed team, we prioritize transparent communication, detailed and meaningful feedback, and a regular cadence of team meetings.

Quarterly Business Reviews

Typically organized by department and with cross-functional attendance, these sessions are designed to reflect on key performance metrics and provide the opportunity to track goal achievement against corporate fiscal goals.

Team Surveys

We conduct periodic employee surveys to collect and analyze anonymous feedback. These insights allow us to take the pulse of our employees on issues such as remote-working arrangements and the impacts of COVID-19.

Monthly All-Hands Meetings

Moderated by our CEO, monthly All-Hands meetings promote transparency and continued communication from the top down, to help ensure we're all aligned to the same goals and that everyone's voice can be heard. Departmental leaders provide updates to the business, we promote 'tales from the trenches, and have dedicated time for 'hot topics' and employee questions.

Regular 1:1 and Team Meetings

All managers are encouraged to facilitate meetings with their team members on a regular basis, both one-on-one and as a group. These check-ins have been emphasized as especially important and beneficial during the pandemic with our global workforce working almost completely remotely since March 2020.

Slack Channels

Employees stay connected through more than 500 Slack channels. From the Absolutely Everyone channel for company-wide communications, to the virtual Watercooler channel for more casual and spontaneous interactions, to the wide-range of social channels dedicated to all forms of employee personal interests, employees are encouraged to communicate with colleagues and express themselves. There is even a CEO Slack channel providing employees with an anonymous forum to offer feedback, ask questions, and voice concerns. Our CEO sets aside time during the monthly All-Hands meeting to address the most important and frequently raised subjects.

Employee Engagement

We seek to build strong relationships through regular opportunities for teams to collaborate and connect across departments, even while the pandemic has kept us out of the office:

- A dedicated Fun Team arranges monthly team-building events where colleagues can engage over activities such as painting lessons, terrarium-building, and pi day.
- Regular dedicated pizza, popcorn, muffin, and cookie days, and happy hour events.
- Random coffee matching, even virtually, encourages our employees to meet others within the company that they may not regularly interact with.
- Monthly social events take place in all major office locations, including food and drink, craft nights, whisky and chocolate tastings, and other activities. Employees are encouraged to bring forward their passions from outside of the office and propose new social events.
- Quarterly team-building events promote collaboration and recognize the hard work of team members.
- Bi-annual Hackathons hosted by the Product teams allow employees from any department to get creative, problem-solve, and provide solutions that could impact and enhance the business. It's also a key teambuilding activity with employees collaborating across teams and countries, as well as interacting with senior leadership who take part in the Hackathon and form the judging panel.
- From ice hockey and soccer to coffee and music, our employee-led special interest groups bring together those with common interests.

Health and Wellness

Flu shots, free sanitary products, and healthy snacks are just a few of the wellness perks available to staff.

Our benefits include measures to care for employees' mental health, including extended coverage for counselling, as well as employee-assistance programs designed to supplement benefit offerings and provide employees and their families with enhanced access to mental health support services.

Offices are set up with ergonomic workspaces, including adjustable chairs, monitors, and stand-up desks. We also offer a hardware borrowing program and reimbursement allowance to help employees upgrade their home office space.

Employees also benefit from discounted gym memberships in Vancouver and free fitness classes. After the pandemic closed many local fitness

centers, Absolute's fitness classes offered in the Vancouver office went virtual and are now available to all employees in the morning, afternoon, and evening 5 days a week to help them stay on track with their fitness goals.

Absolute supports remote work flexibility for all employees, generous parental leave for both parents, and a "Take What You Need" flexible vacation policy designed so that employees can maintain a healthy work-life balance. We have also implemented company-wide shutdown weeks to ensure that all employees take an extended break from work to rest and recharge.

When the pandemic recently caused a food shortage in Vietnam, we delivered boxes of fresh food to the homes of our Vietnam employees to help them stay food secure.



Workplace Safety

Every Absolute office is equipped with first aid rooms and emergency safety plans. In addition, health and safety committees, fire marshals, and emergency leaders are appointed for each office.

We have life insurance, accidental death and disability, and short- and long-term disability programs in place for all employees – and, when travelling for work, our staff are covered by our employee business travel insurance policies

Training and Education

We believe an investment in our staff is essential to our continued growth and sustainability as a company. We have committed to providing training and development for our employees that supports their continued professional development, including:

Employee Onboarding – Country-specific onboarding processes help new hires get up to speed with a high-level overview of our company mission, benefits, payroll, HR processes, and key support contacts.

Company-Wide Skills Development – Our bi-annual, multi-day Global Sales Meeting promotes enhanced business strategies and creates space for cross-team collaboration. Sales representatives receive ongoing training to collaboratively acquire new skills, including competitions judged by senior

leadership in a fun, game show-like environment. We also host our own chapter of Toastmasters (‘Absolutely Toasted’), to support our team in developing their public speaking and leadership skills.

Support for Professional Development – Absolute offers financial support for appropriate employee certifications, enhanced skills training, and conference attendance so employees can broaden their education beyond internal-only programs.

Our International Mobility Opportunities promote cross-collaboration between international teams by offering employees the opportunity to transfer to other Absolute offices – on a temporary or permanent basis – so they can experience a new role, culture, and team environment.

OUR PRODUCTS

Social Impact

Absolute helps a variety of private and public sector organizations around the world maintain resilience, reduce risk, ensure compliance, and streamline operations by providing an unbreakable connection to their data and devices. With the growth of mobile computing, remote and hybrid working and learning, and cyber attacks on the rise, this ability to enable business operations while defending organizational security is more critical than ever – not only to the customers who rely on Absolute, but to the individuals who have, in turn, entrusted those organizations with their sensitive data.



Enterprise

Companies in diverse sectors such as financial services, professional services, infrastructure, natural resources, transportation, and retail (to name just a few) turn to us to help protect sensitive corporate and client data, safeguard consumer privacy, and maintain compliance with critical privacy data protection laws such as GDPR.



Education

With resilient protocols to help secure student data, helpful data insights to optimize learning with technology, and geolocation visibility to keep track of device fleets – we partner with K-12 and higher educational institutions and their IT and security teams to enable a safer, smarter, and more secure learning environment.



Healthcare

We help healthcare organizations provide secure services, protect sensitive patient data, and maintain compliance with health sector privacy regulations, such as HIPAA and HITECH.



Government

Our platform helps government agencies protect sensitive information and maintain compliance with key standards like the Criminal Justice Information Services (CJIS) standard.

Pandemic Response

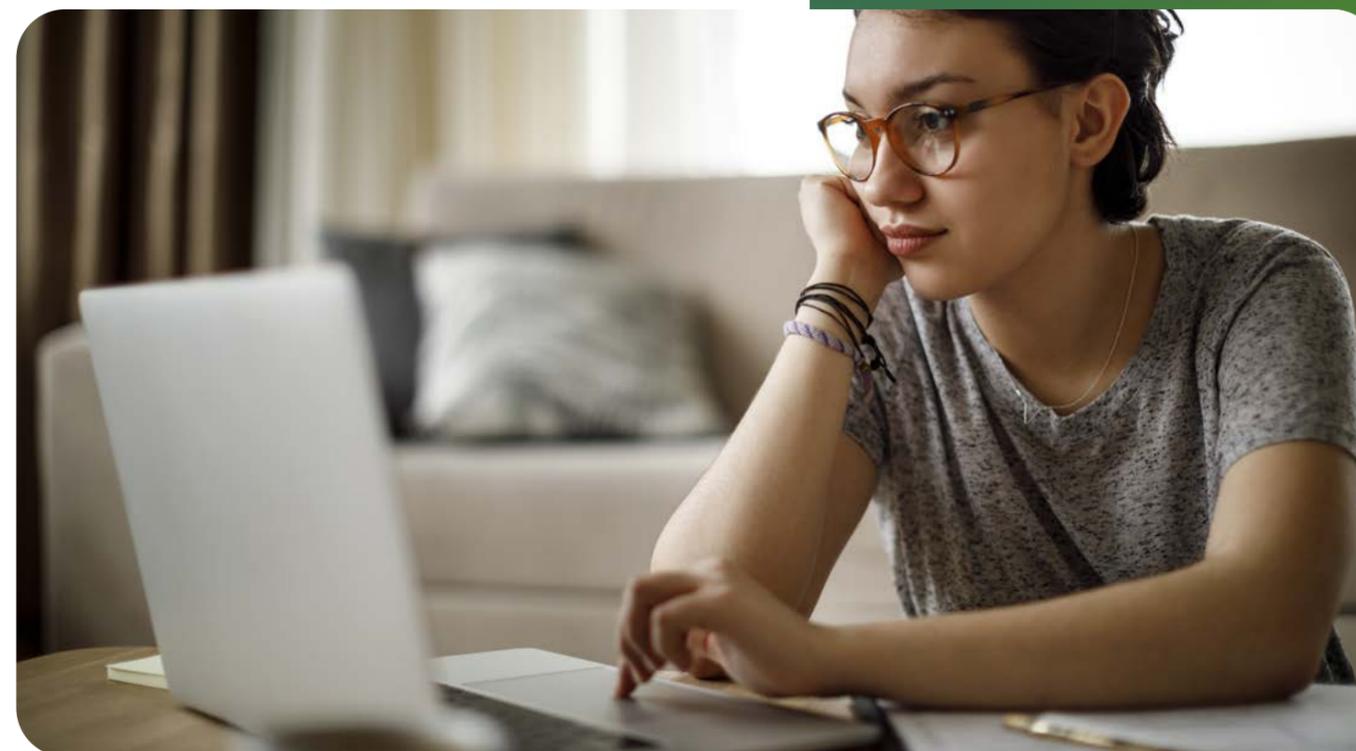
The COVID-19 outbreak brought a sudden and sizable shift to remote work, widely distributing organizations by sending employees home with their devices and sensitive data, and IT and security teams faced a daunting set of challenges in both empowering employees to work remotely and ensuring endpoint devices and data remained secure.

During the onset of COVID-19, Absolute helped organizations and schools maintain business continuity and secure their assets by providing free access to certain features that supported their transition to remote business and learning environments. Customers were able to provide uninterrupted remote access to corporate networks, business applications, and data, and self-heal virtual private network (VPN) applications. In addition, Absolute provided free access to a remediation tool and automated workflows for securing, managing, and patching remote devices.

Since the beginning of the pandemic, Absolute has maintained a freely available dashboard of global data and device security and usage trends, allowing organizations to benchmark their performance and take action on results that indicate gaps in their security posture.

Vulnerability Remediation

In 2018, when much of the global device population was suddenly exposed to threats as a result of the Meltdown/Spectre vulnerabilities, Absolute released a remediation script and authenticated workflow at no charge, enabling all users to rapidly secure their endpoint environment.





Secure Remote Learning

Recently, school districts around the world have adopted 1:1 device programs to keep students learning while unforeseen events forced school closures. Many of these initiatives were created under tight deadlines, leaving educators and IT leaders without sufficient visibility or control over students' devices.

The challenge of remotely managing and securing multiple device types and operating systems made schools easy targets for cyberattacks, with outdated OS versions and inconsistent patching resulting in ever-widening security gaps. Use of online collaboration tools and remote desktop protocols has skyrocketed — increasing the risks of a ransomware attack.

Absolute enables K-12 IT and security teams to remotely monitor and manage their entire fleet, ensuring the effectiveness and safety of remote learning programs. Many of the largest US school districts rely on Absolute to track devices, flag risks, and automate endpoint security to safeguard online learning, and they are able to improve learning outcomes by leveraging web usage analytics to measure student engagement with online curriculum.

Student Safety

Absolute helps school districts comply with Children's Internet Protection Act (CIPA) requirements by providing web usage statistics that highlight risky websites and enabling administrators to modify web filters to ensure that students aren't exposed to dangerous content online.

Absolute has also helped school officials and parents to locate runaway students by using location data from school-issued laptops (when authorized by local authorities).



Privacy and Security

Absolute's cloud-based endpoint visibility and control platform plays a critical role in the management and security of our customers' devices, applications, and data. Given the gravity of that responsibility and the sensitive nature of the data entrusted to us, we are committed to ensuring the security and integrity of this data and our systems through a comprehensive set of privacy and security measures.

Privacy Compliance

We have established policies and practices to maintain compliance with applicable privacy and data protection laws, including the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). Our Privacy and Cookie Policy sets out our policies concerning the collection, use, disclosure, and protection of personal information, and is available on our website at <https://www.absolute.com/company/legal/privacy/>.

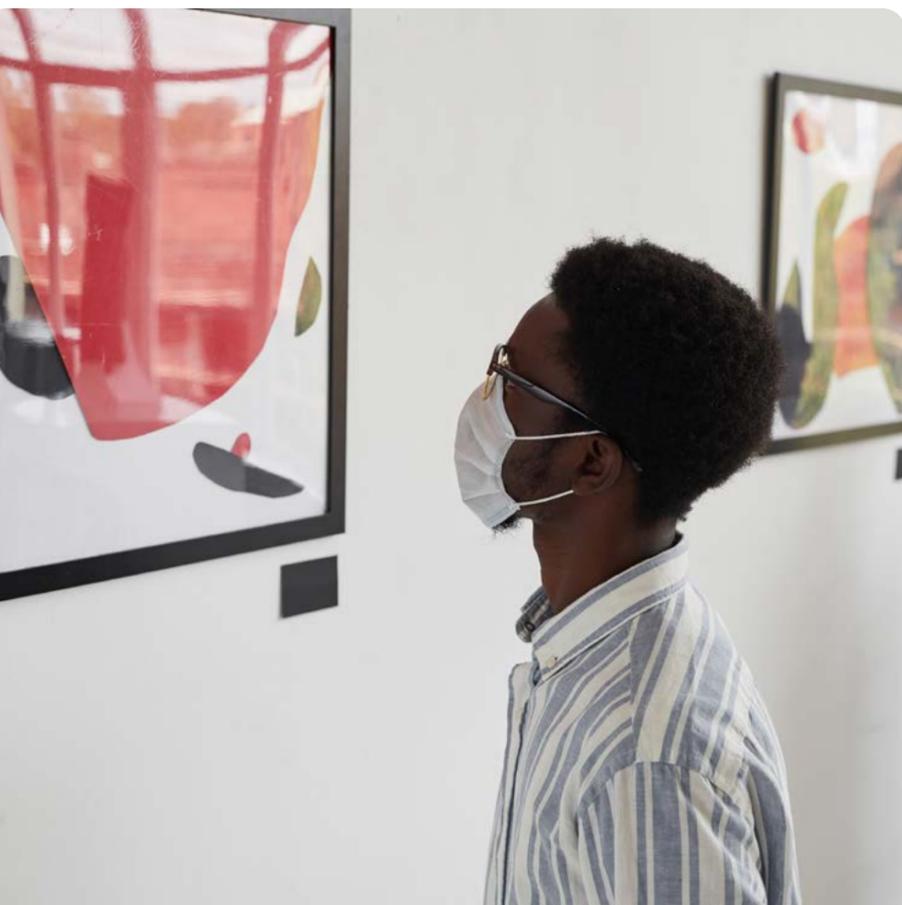
Security Measures

Given the scope of our platform's capabilities and the scale of our deployment across our customer base, security is critically important to us. We are committed to providing strong security controls and encryption to protect our customers' data. For more information about our security measures, please visit <https://www.absolute.com/platform/security-information/process/>.

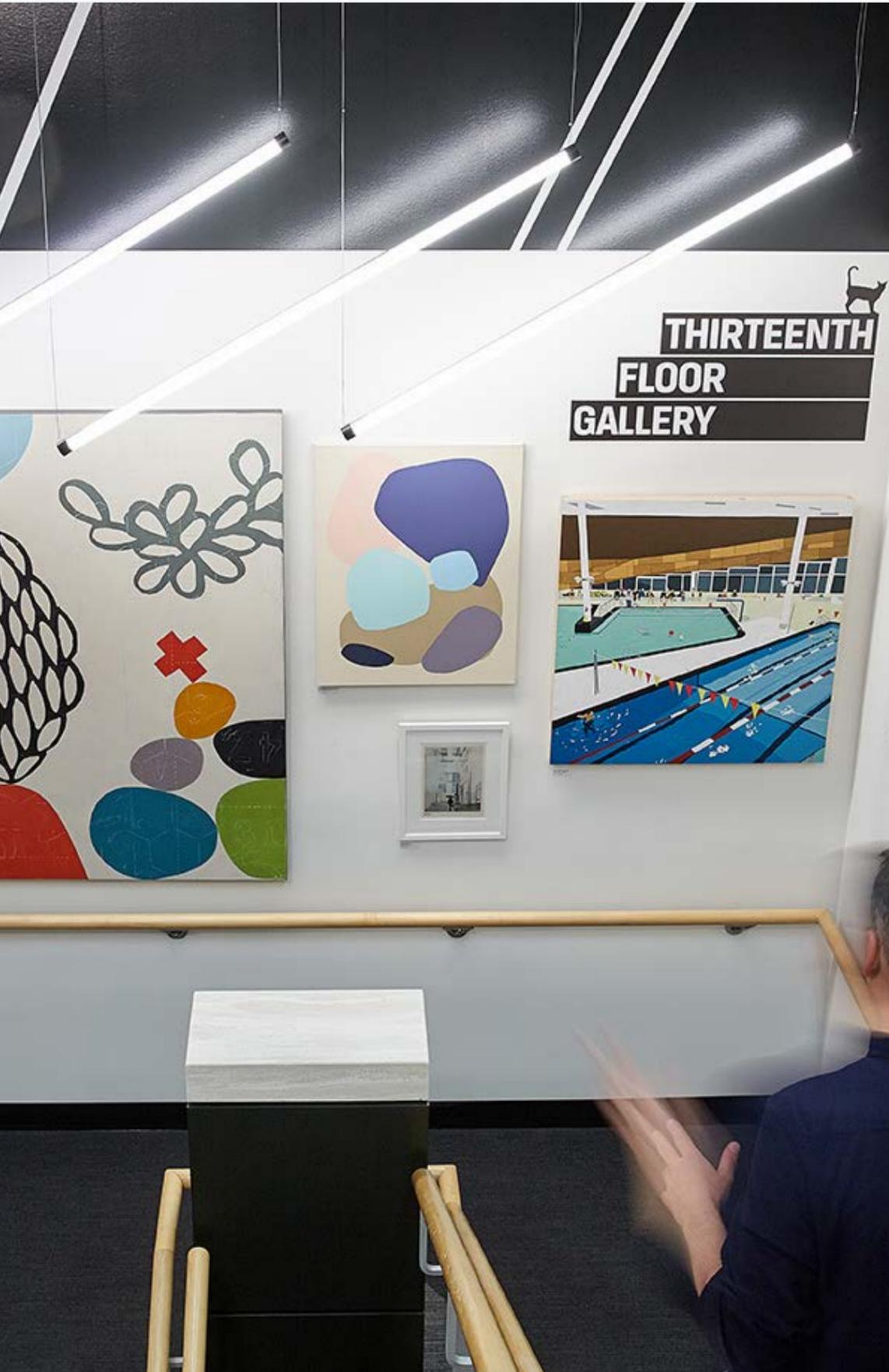
OUR COMMUNITY

Community Involvement

Having a voice and the opportunity to contribute to the community inspires our people to get things done and pay it forward. Here are just a few examples:



- We took the BlackNorth Initiative pledge, committing to the removal of anti-Black systemic barriers negatively affecting the lives of Black Canadians.
- Absolute joined the Onyx Initiative, designed to expand the Black Talent pipeline and close the systemic gap in recruiting and selecting Black University and college students/graduates for roles in corporate Canada.
- We made a \$20,000 contribution to the Equal Justice Initiative and also matched employee contributions.
- In 2020, NetMotion made a \$5,000 donation to Black Girls Code.
- As part of our pledge actions, we have offered employees reimbursement for books and other educational resources to ensure our employees have access to information relating to the Black Lives Matter movement, First Nations’ history, and other social inequality issues.
- To champion equality in education during the 2020 holiday season, we donated \$10,000 to STAND for Children in the US and Pathways to Education in Canada, organizations that are committed to ensuring equal educational opportunities for all students. In addition to Absolute’s donations, employees were able to direct the funds from their annual appreciation gift to one of these charities, which were then matched by Absolute.
- In 2020, NetMotion conducted a COVID Relief Charitable Match Campaign that contributed a total of \$35,000 to organizations such as the Food Lifeline (Seattle), New York First Responders Fund, Solidarity Response Fund (World Health Organization), European Food Banks (UK), Australia Save the Children and Canada Helps.
- In lieu of being able to host an in-person Holiday Party in December 2020 due to the pandemic, NetMotion conducted a Year-End Giving Campaign by partnering with Packed with Purpose, a vendor that sources corporate gift packages from minority-owned, women-owned, and BIPOC businesses selling environmentally friendly items. NetMotion allowed employees to select a gift from Packed with Purpose or donate their NetMotion holiday gift as a cash donation to Food Lifeline or the Solidarity Fund. In total, the team was able to donate more than \$5,000 dollars to those organizations.



- Last year marked the 2nd year we sponsored the YWCA Women of Distinction initiative, in support of our commitment to empowering women and creating equitable opportunity for all races, genders and generations.
- Through our close ties with respected post-secondary institutions, including the University of British Columbia, Simon Fraser University, and the British Columbia Institute of Technology, we offer full- and part-time internships to university students to help prepare the next generation of tech professionals.
- Absolute team members founded the ISACA Vancouver chapter of SheLeadsTech, an initiative that works to empower women in the tech industry and eliminate gender bias from the workplace. Recently, the program was awarded the 2020 ISACA Innovative Chapter Program Award by ISACA International.
- In 2020, we hosted a fourth year student from Simon Fraser University to be the “CEO for a Day” and shadow Christy Wyatt, our President and CEO, providing a next-gen leader with insight into leadership strategy.
- Absolute supports the local Vancouver arts scene through a partnership with the Vancouver Art Gallery by showcasing the work of local artists in the 13th floor gallery of our Vancouver office.
- During the holidays, we sponsor YWCA Presents of Peace and provide gifts, food, and support to local Vancouver families in need to ensure they can share in the season of giving.
- NetMotion planted trees through the Australia Carbon Neutral Charitable Fund to offset their carbon footprint in solidarity of the devastating wildfires Australia was experiencing at the time.
- Our team in Vietnam worked together to donate books and playground equipment and re-paint 16 classrooms for an underprivileged school.

Human Rights

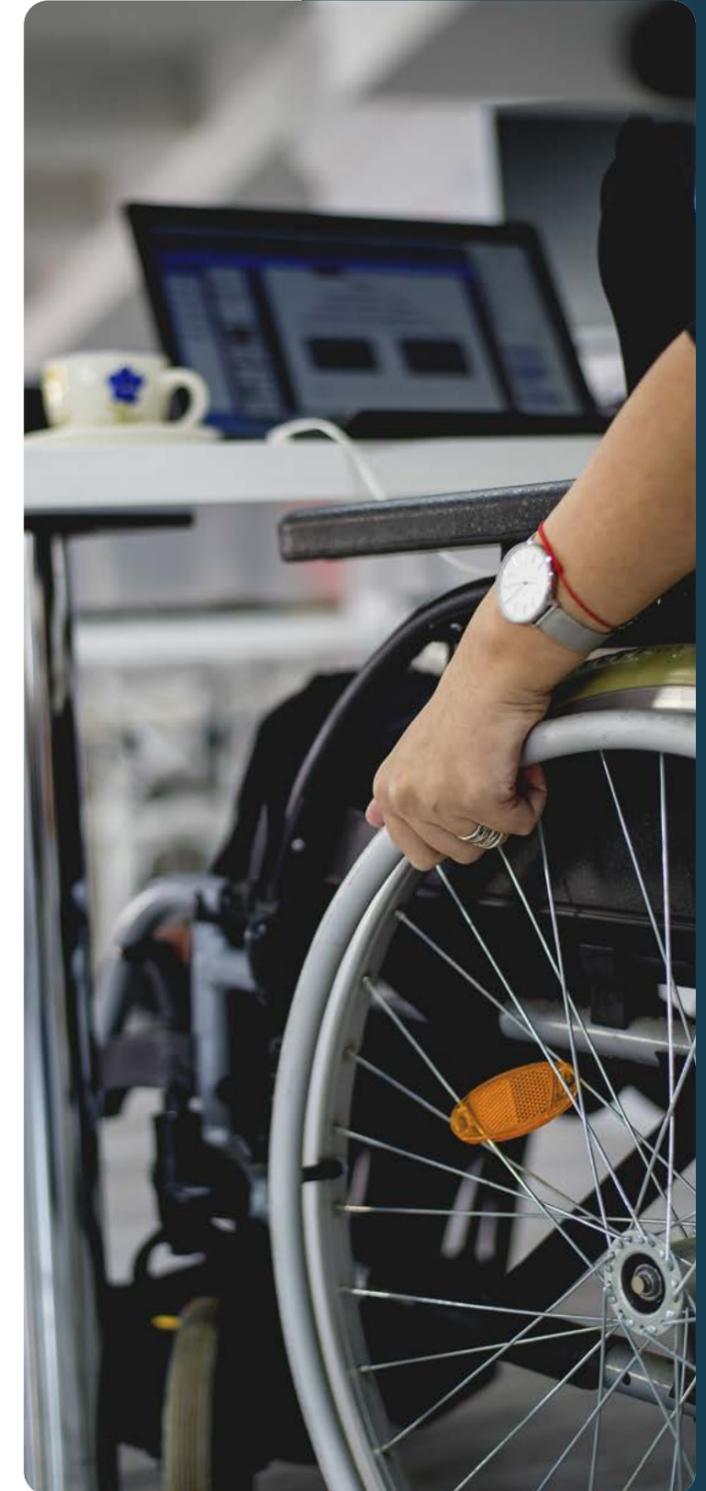
Absolute is committed to upholding human rights in our business operations around the world.

- We prohibit all forms of unlawful discrimination and harassment, whether directed against an individual or group, including employees, customers, business partners, vendors, and other stakeholders. This includes discrimination based on race, color, national origin, religion, pregnancy, gender, sexual orientation, age, ability/disability, marital or parental status, past or present military status, or any other status protected by applicable laws or regulations.
- We comply with local minimum age laws and do not accept forced, indentured, child or prison labor in any jurisdiction. We do not work with businesses that we know or suspect might engage or take part in any such illicit activities.
- We believe that everyone has a right to feel safe in the workplace and have implemented measures to protect our employees from violence, bullying, harassment, and other forms of offensive conduct.

Accessibility

Absolute believes that society should be structured and designed for inclusiveness, and we are committed to treating all people in a way that allows them to maintain their dignity and independence in accordance with our Accessibility Policy.

- We take reasonable steps to support and accommodate job applicants and employees with disabilities to meet their accessibility needs.
- Our commitment to accessibility extends to customers, business partners, and the public. When asked to do so, we take reasonable steps to provide information and communications materials, including about our products, services, and facilities, in accessible formats or with communication supports.
- We are working towards making our website more accessible to people with disabilities, with the aim of having content posted on our website conform with internationally accepted website accessibility standards.





Anti-Corruption

Absolute has a zero-tolerance policy towards bribery and corruption by employees or anyone acting on our behalf, and we are committed to implementing and enforcing effective systems to counter bribery and corruption in all forms. In accordance with our Anti-Bribery Policy, we have established processes to ensure compliance with all anti-bribery and anti-corruption laws of the United States, Canada, and other jurisdictions in which we operate. We enable employees and other persons associated with Absolute to understand and recognize any wrongdoing and provide suitable and secure reporting and communication channels to ensure that any potential incidents are reported and effectively dealt with.

Reporting

Absolute has established a procedure to facilitate reporting discrimination, harassment, and other violations of our Code of Business Conduct. Employees may speak with their manager or Human Resources to resolve any issues or concerns. We also provide avenues for safe, anonymous reporting in accordance with our Whistleblower Protection Policy. We take all reports seriously and strictly prohibit any reprisals or retaliation for reporting done in good faith.



OUR ENVIRONMENT

Absolute recognizes the significance of the pressing global climate crisis, and we're committed to sustainable practices that minimize the environmental impacts of our business. While our view is that environmental social responsibility is a continuous journey, these are a few of the steps we've put in place to bring our operations into alignment with more sustainable practices.

Energy Management

We aim to utilize energy efficient data centers and leverage the efforts of first-in-class cloud hosting operators dedicated to achieving 100% renewable energy consumption and net zero carbon emissions.

We have selected a LEED Platinum (the highest LEED certification) certified building for our global headquarters in Vancouver and a LEED Silver certified building for our Seattle office. As we move to new offices, we consider locations that have LEED or other green certifications and adhere to strong sustainability practices.

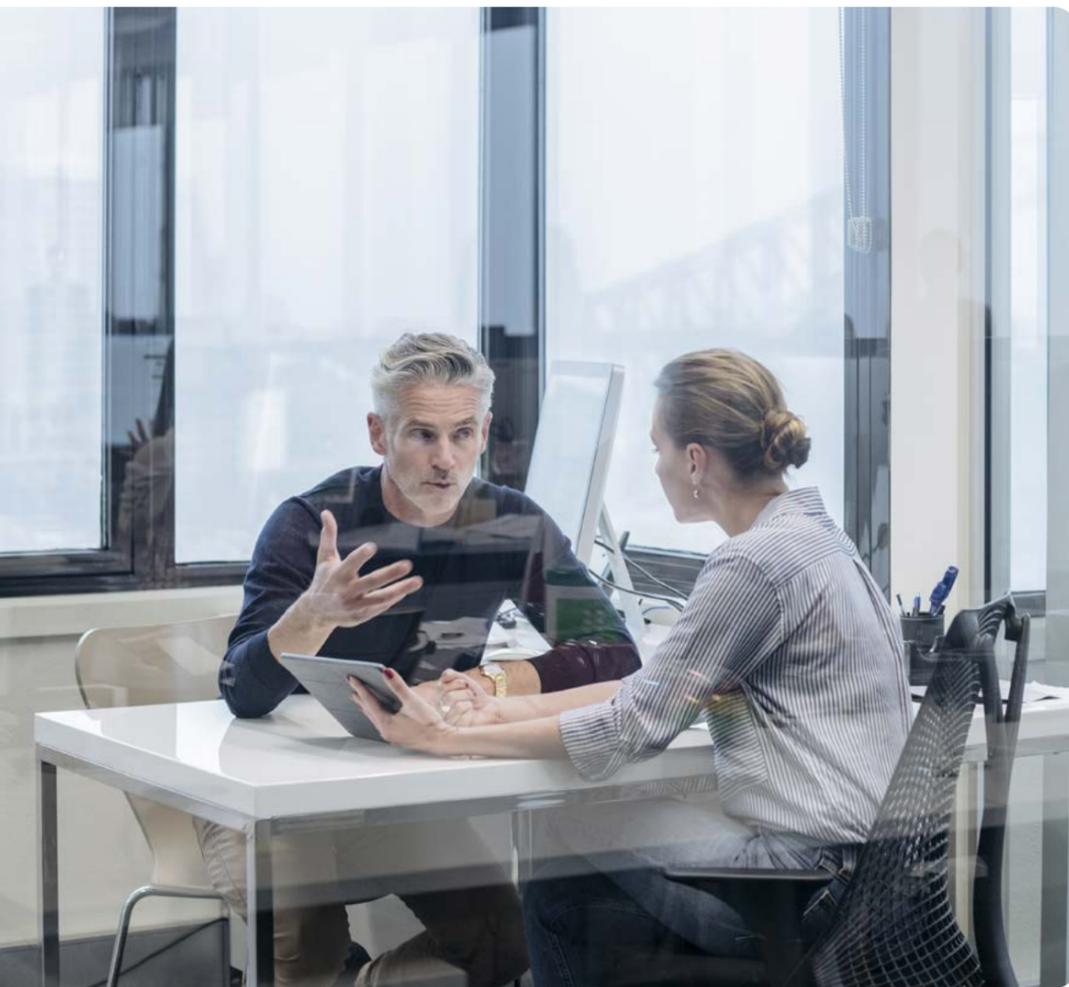
By embracing remote-working arrangements and technology, we have reduced the environmental footprint of our office spaces and our fuel consumption and carbon emissions associated with commuting and travel.

Office Facilities Management

We have implemented various sustainability measures across our global offices, including recycling and waste sorting programs, water filtration systems to eliminate bottled water usage, motion sensor lighting, and other energy-saving initiatives.

OUR CORPORATE GOVERNANCE

We are proud of our strong corporate governance practices, which apply across our company.



Business Ethics

Absolute has adopted a written Code of Business Conduct to promote and maintain compliance with the law and the highest standards of honest and ethical conduct in our business. The Code of Business Conduct applies to all of our directors, officers, employees, and consultants.

Our officers and managers have a special responsibility to uphold the company’s reputation for integrity, honesty, and ethical conduct. We require our officers and managers to lead by example in their actions, and to promote a work environment that fosters ethical behavior.

We recognize the importance of ongoing Director development and education. In addition to periodic management and external advisor presentations on topics of interest and developing areas of corporate governance, our Directors receive an annual stipend to spend on appropriate Director education and training activities of their choosing. Furthermore, in 2020 our Directors were provided with membership to the National Association of Corporate Directors (NACD), a leading non-profit educational organization for corporate board members, to help them to keep current with industry trends and developments, changes in legislation and attend seminars.

Corporate Governance

Our Board of Directors has adopted a Board of Directors Mandate, Board committee charters, and other policies to ensure it has a progressive corporate governance framework. For more detailed information, including our current corporate governance documents, please visit www.absolute.com/company/investors/governance/. Additional information about shareholder rights and executive compensation can be found in our most recent publicly-filed information circular/proxy statement.

About Absolute

Absolute Software is a leader in next generation Endpoint Resilience™ solutions, delivering a unique security platform that unites the power of self-healing devices, applications, and network connectivity. Absolute is the only endpoint security provider embedded in more than half a billion devices that offers a permanent digital connection to see, manage, secure, and automatically heal every device, and provides deep insights into the health of devices, applications, and network connections. We empower customers with the critical capabilities required in a zero-trust world — enabling them to achieve a secure employee experience, a more effective IT department and a more secure organization in the work from anywhere era.

Visit www.absolute.com for more information.

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