



HERE Technologies Sustainability Report 2021

HERE International B.V.

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CEO Opening Letter

In 2021 the world witnessed a confluence of factors which further thrust sustainability to the forefront of the global stage. As the pandemic entered its second year, we saw extreme temperatures and weather continue across geographies from floods to forest fires and warming oceans to rising sea levels. Our climate is a challenge that is a collective responsibility for societies, citizens and companies alike. As the world rallies around the imperative of sustainability, there is a shared obligation to take action in order to safeguard our planet for both the current and future generations.

We have seen this call to action resonate worldwide over the last year with governments and businesses (large and small) seeking to concretely integrate sustainability into their governing and operational practices. During 2021, leadership around global emissions reduction really stepped up a notch from previous years. I was particularly impressed by the emerging number of climate commitments running up to 2021's UN Climate Change Conference (COP26) with shared efforts from the G7 and G20 co-hosts. Additionally, countries around the globe have set ambitious mid-century net-zero targets making it clear that the future must be sustainable.



Across the diverse business landscape, sustainability is becoming a focal point for businesses everywhere, ours included. And with this in mind, I am delighted to present HERE Technologies' 2021 Sustainability Report, our second year publishing a report of this nature.

Over the last 12 months, HERE has made a series of important steps to more deeply embed sustainability into our infrastructure, operating environment and corporate values.



When it comes to our environmental credentials, I am proud that HERE is further integrating sustainable reporting into our corporate procedures. 2021 improvements include: undertaking a complete inventory of our greenhouse gas emissions from 2019 to 2021, an exercise which we will do annually. We also completed our first SASB report, an industry classification for software and IT services. As an additional internal initiative, we have also established a Sustainability Advisory Committee to drive greater accountability and transparency. Moreover, we are ingraining ethical sourcing into our business practices and will continue working with our suppliers to reduce our environmental impact. All aforementioned steps are fundamentally important to holistically position HERE as a sustainable company for the future.

Sustainability encompasses a broad scope that goes beyond process and governance. At HERE, our core ethos is that it's together that we move the world forward. For us this means utilizing our location technology to accelerate innovation and help solve societal challenges such as improving driver safety, enabling more efficient supply chains and further elevating transportation modes. With collaboration at the core of our DNA and business model, HERE is helping our customers and partners progress their sustainability agendas, but also working together to tangibly reduce environmental footprints in the mobility of people and goods.

Some spotlight examples include: In 2021, we teamed up with Bosch and Transport for London to help improve air quality and reduce congestion in one of the world's busiest cities (you can read more about the project in this report). In the Transportation & Logistics space, we partnered up with leading Swiss retailer Migros, to create a CO₂ Insights tool which predicts the amount of carbon dioxide (CO₂) emitted per vehicle route. Measuring and reducing fleet

operators' emissions is critical to achieving global climate policy commitments and Net Zero targets. In addition, as vehicle electrification gears up we continue to contribute in that arena as well, including new partnerships with EV innovators.

As a company focused on advancing ESG, social responsibility forms part of the fabric of HERE's company culture and corporate values centered on being bold, being true, learning fast, giving back and winning together. Despite the pandemic keeping us apart, a well nurtured global community spirit has been a constant, with a multitude of employee initiatives bringing people closer in 2021. For example, our Employee Resource Groups hosted some many insightful events over the year, embodying our spirit of inclusion, diversity and belonging. We even held our first environmental hackathon hosted by the Employees for Environmental Sustainability, which sparked innovative ideas and identified new avenues where our technology could be deployed.

Going forward, strengthening HERE's sustainability credentials is a priority for myself and the HERE Management Team - it is both a responsibility and opportunity. I am confident we are on the right route and will continue to accelerate ahead in our endeavor to contribute to a more sustainable world of today and tomorrow.

Sincerely,
Edzard Overbeek

Chief Executive Officer
HERE Technologies





Corporate Responsibility and ESG at HERE

For HERE Technologies, Environment, Social and Governance (ESG) is both a responsibility and an opportunity. On the one hand, we have a duty to run our business operations in a way that is environmentally and socially responsible to ensure we meet the expectations of our stakeholders. Our approach involves evaluating and reducing the impact our business has on the environment; ensuring every decision we make reflects our high ethical business standards; and developing HERE as a great place to work.

At the same time, HERE has an opportunity to use location data and technology to shape sustainable outcomes for our customers and wider society. In a world that faces the threat of virus pandemics, urban congestion and climate change, the HERE platform has a vital role to play - helping businesses and the public sector to model and understand change, reduce energy use, improve asset management, and promote better usage of scarce resources.

In the following pages, we outline some of the company's ESG actions and accomplishments in 2021.

ESG

In 2021, HERE took significant steps to advance our sustainability proposition and investments. The HERE Management Team (MT) approved investing in certain sustainability efforts to bring HERE into alignment with stakeholder expectations, reduce business and reputational risk, align with developing regulatory requirements and position ourselves for increased growth.

Within the past year, the MT has committed to operating the company in a sustainable way by:

- Supporting a HERE carbon footprint assessment and carbon reduction approach expected to be completed in 2022
- Appointing an Executive Sponsor for HERE Sustainability
- Establishing a Sustainability Advisory Committee
- Providing an elevated focus on sustainability with www.here.com/company/sustainability
- Moving towards integrating sustainability into our value propositions across the portfolio, throughout our strategies and in our messaging

With these steps, HERE is continuing to elevate sustainability, not just by focusing on emissions and waste, but by taking a wider approach including social contributions, holistic efforts and sharing our internally recognized competencies with external audiences.

footprints





Our Core Values

Our Core Values enable us to conduct our business with integrity as well as build and preserve trust with customers, governments, partners, representatives, developers and each other. These values lead the “how” in all things we do. They support our vision, shape our culture and reflect our company principles and beliefs

- Be Bold. Act with eagerness and fearlessness to deliver game-changing products, services and solutions that make the world better.
- Be True. Engage our customers, partners, developers and one another with trust, integrity and respect.
- Learn Fast. Be responsive and flexible to outrun the ever-evolving pace of emerging technologies.
- Give Back. Embrace our responsibility to safeguard the environment and give back to society, starting with the places where we work and live.
- Win Together. One team united, made greater by the sum of our knowledge, experience, passion and talent.





Responsible operations

HERE Code of Conduct

At HERE, our core foundation is how we conduct ourselves in the everyday. Our Code of Conduct is the single source of truth that our team around the globe turns to as our guide to making decisions that reflect our high ethical business standards. Our Code of Conduct applies to everyone at HERE; each of us is responsible for conducting ourselves with integrity in our interactions with colleagues, customers, business partners and the wider community in which we operate.

We take our responsibilities seriously. The technologies we create are a powerful force for good, helping to make our roads safer, logistics networks more efficient and our air cleaner. At the same time, we know that new technologies can bring rapid change and new risks. We must always be responsible stewards of our industry, respecting people's privacy, ensuring that our solutions enhance quality of life and championing diversity and inclusion.

HERE is active in nearly every country in the world, and we sometimes encounter ethical challenges and environments where standards differ from our own. No matter the circumstances, we must always set an example for others and uphold the standards that make us who we are.

The HERE Code of Conduct keeps us strong and builds trust by explaining the expected behavior and responsibilities of all HERE personnel, as well as those of our affiliates, suppliers and partners:

- We follow the laws of the countries where we do business, and we adhere to HERE's policies and procedures;
- We set an example for each other, our stakeholders and all of those with which we do business by being honest and fair;
- We maintain the confidentiality of information entrusted to us, except when disclosure is authorized or legally mandated;
- We disclose promptly any conflicts of interest that might influence our business judgment and avoid any appearance of impropriety in our dealings with others;
- We promote a culture of integrity through mutual respect, trust and highly ethical behavior; and
- We hold each other accountable to this Code and our core values. If we become aware of potential violations, we promptly report them.



global

Human rights

We are committed to the principles of The Universal Declaration of Human Rights and the United Nations' Global Compact. We don't tolerate, contribute to, or facilitate any activity that restricts, conflicts with, or violates human rights or the right to exercise these rights. In summary:

- HERE conducts due diligence in the pre-sales process and follows the applicable laws and international standards to support human rights, and HERE participates in industry initiatives to help ensure that our products are used to enhance, and not infringe upon, human rights;
- HERE doesn't tolerate child or forced labor of any kind; and
- HERE conducts due diligence on suppliers and business partners to ensure they share HERE's commitment to human rights.



Sustainability & public policy

Governments have shifted their approach to sustainability from “a nice to have” to being an integral part of policymaking. This shift is evident by the global approach to net zero. More than 50 countries, accounting for well beyond half of the world’s emissions, have mid-century net-zero targets, many of which are already legally binding. These long-term climate goals represent significant changes to almost every sector and facet of the global economy and require significant regulatory development.

To translate sustainability and net-zero targets into achievements within this decade, fundamental adjustments impacting many parts of the economy must be implemented. Therefore, policymakers are addressing emissions, waste, equity, ecology and sustainability in the regulations they develop.

Measures vary from country to country. Some approaches focus on nature-based solutions, enriching existing, indigenous or traditional practices through reforestation, farming, biodiversity, land and water management and more. Other measures focus on market-driven reinforcements, for example, expanding carbon pricing through carbon markets and emissions trading, enabling circularity by design through monetized recycling, regulating and defining sustainable investment definitions. These measures are in addition to year-on-year increases in installed renewable energy capacity and technology transitions away from emissions-intensive production, much of which is propelled by regulations.

Policymakers are acutely aware that the technology changes from emissions-intensive industries and pollutive practices towards sustainability will birth innovative and novel solutions. They seek transformative methods which can change the impact our cities and regions have on the planet’s sustainability. In that sense, HERE has been able to deploy several solutions, such as using our highly digitized technologies to better develop mobility, build smart cities and increase energy efficiency (including fuel economy).

Of course, it is essential to keep in mind that the stated policies are not fully aligned with their targets. The global ambition gap between emissions reductions targets and actual measures for 2030 accounts for approximately 14 Gt CO₂-eq. Other critical instruments in sustainable policymaking, like the movement towards zero waste and ecological restoration, are in their infancy and adolescence. These differences cannot be solved by regulations alone and require a fully integrated approach. Immediate and potential solutions through technology transitions must work alongside market-driven measures to achieve these ambitious targets.

As legislative proposals are designed around emissions and circularity challenges, HERE continues to engage with policymakers as a sustainability enabler, by contributing to data-led solutions.



Supplier management



Supplier management is a crucial part of our Corporate Responsibility program. HERE continues the push to implement corporate responsibility and ethical practices into every aspect of its supply chain, including the many external vendors, suppliers and service providers with which we collaborate and do business. HERE has committed to only working with vendors who share our high ethical standards when it comes to the environment, diversity and inclusion and abiding the laws and policies of the countries in which we operate. And, to monitor our suppliers' performance with HERE's expectations, we established a supplier audit program in 2019.

Supplier Management Framework

HERE's Supplier Management Framework aims to effectively measure and manage supplier performance to ensure that quality standards are met at the fairest possible value. This framework manages performance and costs and aims to reduce supply chain risks.

The Supplier Management Framework consists of four pillars:

1. Segmentation of the supply base based on spend and criticality factors;
2. Governance of how suppliers are being managed and who is responsible for managing them;
3. Performance measurement: for example, using scorecards with key performance indicators and service levels reported for our strategic and key suppliers (these scorecards also include Risk and audit scores); and
4. Continuous improvement tracks, increased efficiency and productivity.

Our Supplier Management program focuses on our most strategic and key suppliers and partners. In 2021, we managed the performance of our strategic and key suppliers representing approximately 46% of our spend.

The program goals for Supplier Management include:

- Identify key business goals consistent with HERE's vision and strategy;
- Define and regularly review HERE's strategic suppliers based on spend and criticality of their services;
- Collaborate with the Quality, Trust Foundation, and the business, define the right set of key risk indicators and criteria to monitor performance and drive improvements of supplier performance;
- Cascade customer requirements in line with HERE standards and policies;
- Ensure consistent supplier governance activities based on the type of supplier;
- Develop action plans with suppliers to correct or mitigate any identified issue or risk; and
- Obtain executive support to drive program success and compliance.





Ethical Sourcing

HERE's Ethical Sourcing program aims to promote sustainability throughout our entire supply chain. Despite launching during the COVID-19 pandemic in the second half of 2020, the program was well received by our critical suppliers.

Back in 2020, the program's first step was to establish a baseline and assess the sustainability status of HERE's suppliers. Team members sent an ESG (environmental, social and governance) survey to 17 critical HERE suppliers. Based on the answers received, we were then able to share scores and recommendations with the suppliers to improve their sustainability ratings.

In 2021, the Ethical Sourcing program's goal was to survey a wider portion of HERE's supply base using NQC to administer the

ESG survey. NQC is an agency who owns a platform that is used by the automotive industry to assess their Supplier's ESG compliance and associated risk. The ESG survey was sent to 31 suppliers, representing 47% of HERE's total spend. We're also integrating our supplier procurement process with NQC to improve the coverage and reviews of suppliers building on the initial 17 surveyed.

Finally, to help further drive the Ethical Sourcing program's vision, HERE will host its first Sustainability Summit for its suppliers in 2022. The summit will be led by senior leaders at HERE and attendees will be the key contacts in charge of sustainability for our strategic and critical suppliers. The main objective is to communicate sustainability goals and encourage suppliers to engage in more sustainable business practices.



Environment, Health and Safety

Improving our environment and the well-being of those around us is a responsibility we all share. This focus is central to our mission at HERE, and it's important to our customers, partners, developers and other key stakeholders. Simply put, it is how we do business.

During 2021, HERE renewed and reinvigorated its focus on Environment, Health and Safety (EHS). HERE envisions an integrated approach to manage the EHS aspects of its activities, products, services and operations. This approach, which will form an essential part of HERE's management systems, is intended to provide efficient quality and business management, satisfying the needs of internal and external stakeholders. The EHS Management System is part of HERE's wider sustainability strategy and will impact all employees and products within our company.

In January of 2021, HERE hired a dedicated EHS Manager to lead these efforts, coordinating all key activities with numerous HERE stakeholders and driving us to the goal of an externally certified EHS Management System to ISO14001 and ISO45001 by the end of 2022.

Our workforce's commitment to the environment continues to be a motivating factor and source of inspiration. As always, we encourage and support employee participation and volunteer work in environmental awareness campaigns. Additionally, all HERE employees, contractors and partners uphold our environmental management guidelines as outlined in the HERE Code of Conduct and reaffirm their understanding on an annual basis.

HERE remains invested in reducing the environmental impact of our business. We aim to achieve our sustainability goals by continuously minimizing waste, increasing reuse and recycling of materials, conserving energy, promoting renewable energy use and reducing all related greenhouse gas emissions. We continue to seek out and invest in new, cutting-edge solutions in the pursuit of greater sustainability.

Along with the health of our planet, HERE is just as committed to the health and safety of our employees, suppliers and communities. HERE creates and upholds standards that make for a safe and healthy workplace. We continuously work to reduce hazards and risks and strive to prevent workplace injuries and illnesses. During 2021, the health and safety focus was on ergonomics; some offerings included:

- Several informational sessions around ergonomics while working from home;
- Creating an explanatory video around ergonomics; and
- Commencing work on an IT tool for our employees to evaluate and optimize their work-from-home setups.



Greenhouse Gas Emissions

Like many other companies, HERE is developing an emissions reporting regime. Beginning in 2019, HERE has undertaken a retrospective review of greenhouse gas emission.

The impact of the pandemic is reflected in our overall emissions for both 2020 and 2021. Adapting to a changed work environment has significantly reduced greenhouse gas emissions during those years, in comparison to 2019.

Before the pandemic, our biggest direct CO₂ emissions were caused by our business travel, which significantly decreased. Since the onset of the pandemic a majority of our emissions are derived from our energy use, particularly electricity, however these metrics do not account for energy used in a working from home environment. Going forward, HERE will seek to increase the renewable energy it sources as a part of a developing emissions reductions strategy and will consider ways to encourage renewable energy sourcing.

↓ Scope 1, 2 and 3 Emissions Summary This summary table describes HERE's scope 1, 2 & 3 footprint for 2019, 2020 and 2021.	↓ GHG Emissions (tCO ₂ e)			↓ Change	
	2019	2020	2021	2019-20	2020-21
Scope 1	1,629	1,935	2,134	19%	31%
S1 Leased cars	855	1,268	1,363	48%	59%
S1 True cars	723	619	736	-14%	2%
S1 Generators	4	2	1	-59%	-72%
S1 Fugitives	46	47	34	0%	-27%
Scope 2	20,576	7,529	9,138	63%	-55%
S2 Office electricity	7,821	4,255	3,150	-46%	-60%
S2 DC electricity	1,605	1,421	1,192	-11%	-26%
S2 District heating	10,528	1,486	4,122	-86%	-61%
S2 District cooling	622	367	720	-41%	16%
Scope 3	150,060	87,846	99,314	-41%	-34%
S3 Purchased goods and services	104,485	72,807	87,470	-30%	-16%
S3 Capital goods	10,956	6,634	4,789	-39%	-56%
S3 Fuel- and energy related activities	6,054	2,835	2,922	-53%	-52%
S3 Waste	3,630	2,589	2,505	-29%	-31%
S3 Business travel	20,587	1,594	205	-92%	-99%
S3 Employee commuting	2,342	604	696	-74%	-70%
S3 Upstream leased assets	1,479	629	486	-57%	-67%
S3 Downstream leased assets	73	46	43	-38%	-41%
S3 Investments	453	139	197	-69%	-57%
Scope 1+2+3 Total	172,265	97,310	110,631	-44%	-36%



Environmental footprint of infrastructure

Over the last 12 months, HERE's infrastructure has been centered on optimizing technology. On the one hand, HERE has accelerated value delivery through new or modified business processes, infrastructure and customer experiences. On the other hand, HERE met changing business and market requirements.

One of the challenges has been developing an understanding of our infrastructures' environmental footprint. Because of the nature of our business, the most significant factor to consider is our energy use. We have assessed our data centers' power usage and the carbon emissions from our cloud services. We have reviewed the total energy consumed, and the sources used. However, these metrics have identified areas of weakness that

we seek to improve upon. As a starting point, HERE has been able to achieve emission savings through renewable energy purchases and will seek to incorporate other tools where applicable.

When we look at our optimization programs as we source cloud service providers, we currently focus on cost, architecture, security and feature delivery. This strategy has been revised in 2021, and HERE will now include sustainability as one of the primary pillars of our optimization programs. In the future, we will be able to provide these metrics to our teams to consider along with other factors like cost optimization opportunities.

Integrating a better understanding of our environmental footprint in our business practices is a key goal for HERE. As HERE matures in its reporting journey, sustainable practices will become increasingly ingrained into our business.





Employees for Environmental Sustainability

Formed in July 2020, the HERE Employees for Environmental Sustainability (EES) group is an international collection of HERE employees with a deep personal commitment to sustainability and a vision to deliver strategies, priorities, action and impact throughout HERE. The group started with 71 members and reached over 300 members by the end of 2021. EES organizes internal annual awareness campaigns and events for Earth Day and Environment Week.

Accelerate EV Hackathon

EES worked with HERE's product team to organize the online Accelerate EV Hackathon, which sought not only to engage with customers, but to also link the goals of reducing carbon emissions to customer use cases in EV charging infrastructure. The event hosted over 750 campaign visitors, 21 volunteers and had nearly 70 idea submissions from over 7 countries, resulting in 14 ideas shortlisted and 7 teams working on proof of concepts. The winning idea was "Non-Idle Charging Stations", and the proof-of-concept winner was "EV Charging at 300 km/h". Both ideas have the potential to optimize the utilization of charging stations in a way that is already integrated into HERE infrastructure as well as being integrated into the grid.

Non-Idle Charging Stations would initiate the search for local charging stations as soon as a vehicle used 50% of its charge, looking for a free or available charging station. This could be streamlined with a network preference or an energy provider. The feature could be a premium product.

In 2021, EES had several key successes, including:

- Establishing a senior HERE management leader as Executive Sponsor;
- Forming a Steering Committee; and
- Continuously improving group governance.





HERE's impact

At HERE, we strive to positively impact where we live and work. And with HERE offices and employees around the globe, we have many opportunities to make a difference. Not only are HERE's location-powered tools and solutions being used hand in hand with emission reduction initiatives, since 2020, we have used our technology to support governments initiatives tracking COVID-19. In addition, we also worked on the following social initiatives during 2021.

Partnering with Migros

In January of 2022, HERE announced a new commercial fleet analytics tool called CO₂ Insights, which predicts the amount of carbon dioxide (CO₂) emissions per route. It takes into consideration factors such as vehicle, fuel type, traffic conditions and the road networks' physical attributes, including topography, curvature, slope and elevation. It also recommends the most appropriate commercial vehicle along with the most appropriate engine (diesel, electric, biogas or hydrogen) to produce the least CO₂ for a given route. CO₂ Insights, which is certified by an organization that helps calculate and

offset emissions called myclimate, works to reduce pollution and supports the transition to CO₂ neutral commercial fleets. To make the offset possible as well as accurate, the CO₂ calculation considers the energy consumed for transportation (tank-to-wheel) and emissions from fuel production (well-to-tank). Also taken into account are the indirect emissions from vehicle manufacturing, maintenance and disposal, and the emissions produced to build the infrastructure used by the vehicle.

CO₂ Insights was developed by leading Swiss retailer Migros and its strategic partner, Empa. Migros has used the tool to investigate the environmental impact of its own fleet and drive the transition from diesel vehicles to alternate fuel options. They built their CO₂ analytical tool with the HERE Routing API, which enables fleet managers to deliver optimized navigation routes incorporating the attributes of the roadway, legal and physical restrictions and adjusted road hierarchy and topology via HERE Map Attributes API.

MIGROS





BOSCH

Transport for London/Bosch

Transport for London (TfL) engaged HERE and Bosch to help find innovative ways to gauge air quality and target local traffic congestion in Brixton, south London

Probe data from HERE was essential to understanding the dynamic flow of vehicles passing through the Brixton neighborhood and to model the emissions released. The HERE team installed 17 air quality sensors that detected a range of pollutants including nitrogen dioxide (NO₂) and ozone (O₃). HERE probe data and TfL traffic volumes were then collected for traffic analysis and included in a dispersion calculation that considered the impact of topology and weather on air quality, which HERE used to produce a highly accurate emission heatmaps of Brixton town center. These heatmaps, which can be updated hourly, are accurate down to 20 meters and allow traffic managers to better understand and adapt their traffic mitigation solutions.

HERE data enables the analysis of congestion on a micro-level for improved traffic management and city planning. HERE aggregates data on traffic flow and congestion from hundreds of sources, including anonymized data from connected vehicles and mobile applications. The insights HERE provided on vehicle speeds, down to a specific road segment, generated the model of real-time driving behavior and traffic dynamics throughout Brixton and the wider London Borough of Lambeth.

TfL reported that combined efforts resulted in a marked improvement in localized air quality, smoother traffic flow, reduced traffic congestion and a greater understanding of how wind and the weather affect the dispersion of pollutants.



Rise Against Hunger Kahoot event

In 2021, HERE continued its partnership with Rise Against Hunger, a global organization on a mission to end hunger by empowering communities, nourishing lives and responding to emergencies.

As in-person employee volunteering wasn't possible, Rise Against Hunger created an interactive virtual experience called Gather for Good. This event brought 98 globally dispersed HERE employees together for a fun and fast-paced trivia game. Employees learned

about the causes of global hunger and the impact HERE and Rise Against Hunger have made through our years of partnership.

HERE donated US\$5,692 to support Rise Against Hunger's 2021 COVID-19 relief and resilience efforts, which equates to 16,741 nutritious meals for people facing hunger. Rise Against Hunger's priority related to COVID-19 relief and resilience in 2021 was to support 600,000 people worldwide, 325,000 of whom were students in 15 countries. The two key facets of the effort were Local food procurement and Empower communities through sustainable agriculture.





Data security

HERE has worked to develop an approach to identify and address data security risks, including the use of third-party cybersecurity standards. Using a risk-backed approach to the governance, implementation, maintenance and continual improvement of a global, certified Information Security and Privacy Information Management System (i.e., ISO 27001 and 27701 certified ISMS and PIMS), HERE demonstrates its commitment to security and privacy through several compliance certifications and attestations including: ISO 27001, ISO 27701, ISO 27017, ISO 27018, TISAX, CSA Star Level 1, and SOC 2 Type 2 for platform services. HERE contracts with an external third-party penetration test partner annually to conduct pen tests of its platform products and services. Controls supporting both best practices and HERE's compliance

portfolio are based on OWASP, NIST, MITRE, ISO, COSO and other industry or governmental frameworks for technical security controls. Among those controls, HERE regularly conducts SAST, DAST dependency scanning and secret detection scanning for services. For more information about security at HERE, please refer to: <https://legal.here.com/en-gb/security>

HERE utilizes a 24x7x365 SOC (security operations center). The SOC monitors alerts for security incidents, which can be from scanners, internal emails, external emails, and so on. When an alert or notification is confirmed, it is prioritized. Each priority level has service level agreements (SLA) for responding. SOC also maintains playbooks for various incidents to handle them quickly.

We are happy to report that in 2021, HERE experienced zero data breaches – no personally identifiable information was involved, and zero users were affected.



Privacy at HERE

As a data-driven location platform company, data privacy is of fundamental importance to HERE, our customers, partners and developers and our other key stakeholders. It is a cornerstone of our human rights policy and of our evolution and growth as a location platform. The key tenets of our approach are the following:

- We have built the HERE platform to enable our partners to always be in control of their data. We combine these controls with strong data security practices and processes.
- We practice data minimization. We do not collect data beyond what we need to provide our services.
- We promote pseudonymity for data subjects wherever a service does not require personal information to function. We employ privacy by design in services we develop.
- We strive to go beyond regulatory compliance and make privacy an integral part of our corporate culture. We know that our approach to privacy is vital to earning and retaining the trust of our customers and other stakeholders – and the bedrock of our future success as a data-driven location platform.
- We provide annual training on privacy, security and data protection to all employees.
- HERE is also committed to engagement on privacy issues with external stakeholder groups and we are members or sponsors of several organizations that promote responsible privacy and security practices. These include the International Association of Privacy Professionals (with several of our key employees certified as Information Privacy Professionals), and Future of Privacy Forum. We also engage with working groups of industry associations focused on privacy and security issues, such as the U.S. Chamber of Commerce, the Consumer Technology Association, 5GAA and others.

Managing systemic risks from technology disruptions

HERE operates as a platform company with numerous APIs and services to deliver mapping information. HERE has business continuity plans compliant with ISO 27001, TISAX, and SOC2 for each type of service. Applications and services adhere to business continuity plans and recovery points/times according to their priority level, data, and customer requirements. Business continuity plans are reviewed and updated at least annually.





Inclusion, Diversity and Belonging

I belong HERE

HERE is for everybody. HERE is a place where all employees can be their authentic selves. We promise to continue to advocate for all and to champion underrepresented voices.

We are committed to creating inclusive and diverse work environments internally and externally. We believe diverse perspectives, backgrounds and experiences are essential for driving meaningful change.

We strive to make HERE an open and welcoming place for anyone and everyone and we commit to attract and cultivate as much diversity of perspectives and experiences as possible.

At HERE, we want everyone to feel that they belong and are a valued and integral part of our company, our mission and our future.

“I belong HERE” means...

- You can Be True to who you are at work
- You can freely speak up and share your point of view
- Your opinions and perspectives matter
- Your ideas and contributions are recognized
- You feel included and cared about

Employee Resource Groups

HERE's Employee Resource Groups (ERGs) enable communities and their allies to connect, be inspired and grow. These ERGs create and take part in activities that embody HERE values and culture and drive business goals forward.



Women's Initiative Network

The Women's Initiative Network (WIN) is an ERG formed in 2016 to promote gender equality and support the career development of our female and non-binary employees.

In 2021, WIN hosted many events and celebrated accomplishments, such as:

- A five-part Lunch with Leaders series sponsored by WIN Chicago;
- A Power Speaker event and multiple events for Women's History Month and International Women's Day;
- A three-day event of 27 Ted Talk-like sessions featuring 36 speakers with the goal of amplifying women's voices at HERE via specific skillsets and discussing mental health, career paths and lessons learned; and
- Sponsoring two Chicago-area families for the holidays in addition to broader fundraising totaling US\$3,200 in donations and US\$500 in goods.



The logo for the Women's Initiative Network (WIN) features the letters "WIN" in a large, white, hand-drawn font. Above the letters is a stylized sunburst graphic with several short, radiating lines.



Unity & Power

Unity & Power is an ERG that is committed to the representation and advancement of Black and African culture, communities and talent. Members connect HERE solutions to the Black community, increasing representation at every level of the organization. In addition to hosting events and discussions, Unity & Power also gives back to Black communities and promotes careers in technology with the support of local organizations. In 2021, Unity & Power accomplished the following:

- Sponsored an impactful video viewing in collaboration with WIN;
- Hosted a Juneteenth Celebration of Culture and Freedom Social Hour;

UNITY + POWER



- Participated in a panel on STEM (science, technology, engineering and mathematics) education;
- During Black History Month, hosted a series of events with internal and external ERG partners around the national theme The Black Family: Representation, Identity, and Diversity honoring the resilience of the Black family and highlighting a rich culture that transcends geographic boundaries. Unity & Power was joined by Vamos, WIN and Pride to bring content and conversations around Black History: A Shared History with an Afro-Latinx and LGBTQ+ intersection; and
- Joined HERE Talent & Acquisition for a panel event featuring guest panelists from historically Black colleges and universities (HBCU) to explore HBCU history, culture and to learn how HERE can collaborate and strengthen our relationship with this pipeline of Black talent.



Vamos

Vamos is an ERG that aims to foster an inclusive culture of belonging by committing to the representation and advancement of Latinx/Hispanic heritage, communities and talent, thereby enabling an Autonomous World for everyone. The group promotes inclusion by giving back to local communities and supporting Latinx and Hispanic team members. Vamos connects HERE solutions to Latinx and Hispanic markets with the support of partners and allies.

VAMOS



In 2021, Vamos hosted their first Latinx Tech Cohort. This meeting featured a group of HERE colleagues and external participants from companies including Microsoft, The Walt Disney Company, Uber, Esri, Groupon and LinkedIn throughout the United States who shared challenges with their respective resource groups, what it means to be Latinx in tech, and how they can continue to be better allies to those in other affinity groups.

Also, during Hispanic Heritage Month in October, the group hosted Vamos por un cafecito, where a Latina health and wellness expert shared the importance of daily physical activity to create a better work-life balance.

HERE is committed to equality and opportunity for all. The championing of underrepresented voices, ERGs and their members is instrumental in fostering an inclusive culture at HERE and helping to positively impact local communities. The spirit of 'I belong HERE' is amplified through our ERGs.





PRIDE

HERE Pride

HERE Pride is a ERG focused on allyship, inclusion and uplifting the Lesbian, Gay, Bisexual, Transgender, Questioning, Pansexual, Non-binary, Intersex and Asexual community, both inside and outside the company. HERE Pride provides a forum for LGBTQ+ employees, offering professional development opportunities, championing issues and exploring new business ideas. Additionally, through partnerships with LGBTQ+ and ally communities, the group supports local charities and organizations. In 2021, Pride enjoyed successes including:

- HERE North America and Mexico earned scores of 100 on the Human Rights Campaign Foundation's Corporate Equality Index;
- Pride India celebrated LGBTQ+ History Month by educating colleagues on LGBTQ+ history and movements in India, culminating in a session attended by over 180 participants that highlighted heroes of the movement and discussed allyship and the need to combat prejudice;
- In June, we commemorated Pride Month with the theme "Chosen Family." The celebration included virtual volunteering sessions, open discussions on topics impacting the LGBTQ+ community, a presentation on LGBTQ+ Identities and the Pride Flag and a collaboration with Esri's LGBTQ+ ERG Prism; and
- Participated in first LGBTQ+ Special Interest Group panel at Esri UC 2021.



By the numbers

Innovation thrives in a diverse workforce. HERE works to educate our people and increase representation of diversity at all levels of our organization. HERE collects data on gender at all levels, globally. In the United States, our employee ethnicity informs trends that might be relevant in other regions. Our diversity data holds us accountable and ensures that we are on track for a culture where everyone feels a sense of belonging.

As of December 2021

Our 7,000+ employees are located as follows:

- Asia – 54%
- EMEA – 23%
- Americas – 23%

As of 2021 HERE Pulse conducted
22 November – 3 December

- Company's Engagement Index is 73% favorable

As of December 2021

Gender (percent female)

- Management – 21%
- Technical – 15.5%
- All other – 34.2%

Ethnicity – U.S. only

White – 65.5%
Non-white – 34.5%

- Black/African American – 3.5%
- Hispanic/Latinx – 4.7%
- Asian – 24.3%



E. J. C. Overbeek

Chief Executive Officer / Managing Director

W. L. M. Buskermolen

Chief Human Resources Officer / Managing Director





HERE, a location data and technology platform, moves people, businesses and cities forward by harnessing the power of location. By leveraging our open platform, we empower our customers to achieve better outcomes - from helping a city manage its infrastructure or a business optimize its assets to guiding drivers to their destination safely. To learn more about HERE, please visit here.com and 360.here.com.

