



For Greater Public Safety

2025 Environmental, Social & Governance Report

SoundThinking, Inc. | NASDAQ: SSTI



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Advancing Public Safety Through Trusted Intelligence

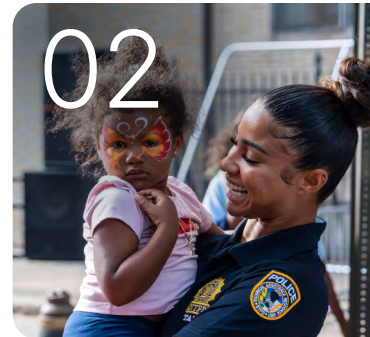
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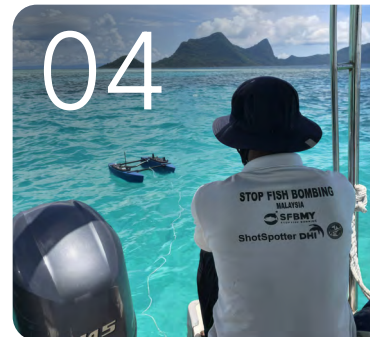
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Our Fifth Annual ESG Report

SoundThinking's 2025 Environmental, Social, and Governance (ESG) report marks our fifth year of formal ESG disclosure and reflects our continued commitment to responsible growth, stakeholder accountability, and measurable public safety impact. Our work supports law enforcement and security professionals, the communities they serve, our employees, and our investors, each of whom plays a critical role in advancing our mission.

Public safety remains the core of our enterprise strategy. During the reporting year, we strengthened our approach to responsible innovation, operational discipline, and stakeholder engagement. We focused on expanding technological capabilities while reinforcing governance structures that promote transparency, ethical conduct, and performance accountability. These efforts are designed to ensure that our solutions deliver tangible outcomes while upholding the highest standards of integrity and trust.

We recognize that long-term value creation requires more than product advancement. It requires investment in human capital, resilient partnerships, and scalable strategies that address evolving public safety challenges. By aligning innovation with oversight, collaboration, and measurable impact, we seek to support safer communities while maintaining disciplined financial stewardship and sustainable enterprise growth.



This report has been prepared in alignment with the Sustainability Accounting Standards Board (SASB) standards applicable to the Software & IT Services industry within the Technology & Communications sector. Unless otherwise stated, data presented herein reflects performance and activities through December 31, 2025.

Welcome from Ralph Clark

This is our fifth year of ESG disclosure, covering performance through the end of 2025.

We are committed to this process not because we are checking the box on voluntary compliance reporting but because building long-term value in this business depends on trust, and trust depends on transparency and accountability. In our business, you can't ask a city to stake public safety on your technology and then be vague about how it performs.

So, the report leads with outcomes. Where agencies deployed our SafetySmart platform with a comprehensive strategy and disciplined execution, the results showed up in faster response times, increased evidence collection, accelerated investigations and prosecutions, and most importantly, positive community engagement and sentiment. Examples include East Palo Alto, CA, which recorded zero homicides for the second time in three years. We don't claim our products did that alone. The credit belongs to the chiefs, officers, and community partners who turned data into decisions.

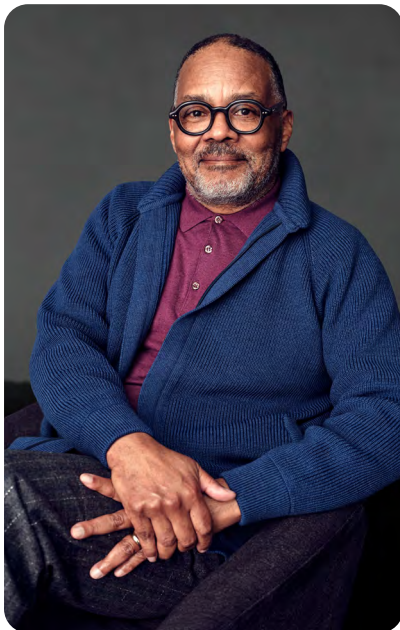
But underneath every one of those outcomes is a personal story of a better outcome, and that is the whole reason this work is worth doing. Where we fell short of our own targets, we say so. Our job is to keep narrowing the gap between what we promise and what we deliver.

The stakes on that gap are about to get higher, because we are quickly transitioning into a world increasingly dependent on and leveraged by AI. That shift is real, it is fast, and in our line of work it is not abstract. A model that's wrong is not a rounding error. It's potentially a consequence in someone's life. So, we've made deliberate choices: keep human judgment in the loop where practical, test rigorously before anything reaches an agency, and tell our partners the plain truth about what our systems can and can't do. In an AI-driven future, trust is not a soft virtue. It is the entire license to operate. We intend to earn it the hard way, by being accurate, transparent, and accountable when it would be easier not to be.

The same discipline applies to how we govern the company. We deepened the integration between our security program and our risk disclosures, expanded our compliance boundary as our product suite grew, and held a high bar on responsible AI because the alternative is unacceptable.

None of this is finished. It isn't supposed to be. What I can tell you is that the people running this company treat accountability as the work, not the marketing around it.

Thank you for your continued partnership and your scrutiny. We value them equally and they both make us better.



RALPH CLARK
President & Chief Executive Officer
SoundThinking, Inc.

Welcome from Anne Mueller

Every day, SoundThinkers bring our mission to life—using innovation, compassion, and purpose to help build safer communities around the world. Our employees lead with curiosity, resilience, and a commitment to learning, and together we are creating a culture where everyone feels valued, empowered, and inspired to make a difference.

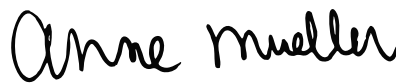
In 2025, we deepened our investment in our people by expanding access to learning opportunities, strengthening development pathways, and accelerating AI enablement and upskilling across the organization. As technology continues to evolve, we remain grounded in the human qualities that matter most: thoughtful judgment, creativity, integrity, and care for one another and the communities we serve.

For us, ESG is about more than metrics—it is about meaningful impact. It is reflected in how we support each other, how we show up for our customers and communities, and how we work together to build a safer, more equitable future.

Being recognized as a Great Place to Work for the eighth consecutive year is an honor, but more importantly, it is a testament to the culture our employees create every day through collaboration, trust, and shared purpose.

Thank you for the passion, heart, and determination you bring to SoundThinking, especially during moments that challenge us to grow and lead. Your ideas, dedication, and belief in our mission continue to move us forward. I am incredibly proud of what we have accomplished together and even more inspired by what lies ahead.

With appreciation,



ANNE MUELLER

Senior Vice President, Human Resources
SoundThinking, Inc.



Forward-Looking Statements

This ESG Report contains forward-looking statements within the meaning of the federal securities laws regarding SoundThinking, Inc., including statements concerning our environmental, social, and governance initiatives, strategic objectives, operational priorities, and anticipated performance. Forward-looking statements are statements other than historical facts and may be identified by words such as “*expect*,” “*intend*,” “*plan*,” “*anticipate*,” “*aim*,” “*goal*,” “*believe*,” “*estimate*,” “*may*,” “*will*,” “*should*,” and similar expressions.

These forward-looking statements are subject to substantial risks, uncertainties, and assumptions that could cause actual results to differ materially from those expressed or implied. Factors that could cause such differences include, but are not limited to: our ability to secure and execute contracts with new and existing customers; the timing and availability of funding for public safety agencies; the complexity and duration of government procurement processes; our ability to expand existing customer relationships and penetrate new markets, including international markets; the length and variability of sales cycles; changes in federal, state, or local funding for public safety initiatives; the effectiveness of our cybersecurity, privacy, and information security controls; the successful deployment and performance of our solutions; reputational risks, including potential negative publicity; and other risks described in our most recent Annual Report on Form 10-K, Quarterly Reports on Form 10-Q, and other filings with the U.S. Securities and Exchange Commission (“SEC”).

Forward-looking statements reflect management’s current expectations, estimates, and assumptions as of the date of publication of this report. Except as required by applicable law, SoundThinking undertakes no obligation to update or revise any forward-looking statements to reflect new information, future events, or changes in circumstances.

The inclusion of ESG topics in this report should not be construed as an indication that such topics are material for purposes of U.S. federal securities laws, Delaware General Corporation law, or any other regulatory framework. ESG disclosures may reference reporting frameworks, including the Sustainability Accounting Standards Board (SASB), which apply distinct standards of relevance that differ from the materiality standards applicable to SEC filings.

Unless otherwise indicated, data, estimates, and metrics presented in this report are unaudited and not prepared in accordance with generally accepted accounting principles (GAAP). Certain information may be derived from third-party sources that we believe to be reliable; however, we have not independently verified such information. Statements, projections, or assessments attributable to third parties represent the views of those parties and do not necessarily reflect the views of SoundThinking or its management.

SoundThinking — 2025 at a Glance



72.88%

World Class NPS Score



200,876

Published ShotSpotter™ Alerts



281

SafePointe® Lanes Under Contract



300

Employees



1,093

Square Miles of ShotSpotter Coverage



~6.6M

Queries Processed in CrimeTracer



8th Year

Great Place to Work® Company Designation



178

Cities

22

Universities & Corporations

Covered by ShotSpotter



~ 2.6

Million Articles of Property Tracked

37%

Gender Diversity

54%

Racial diversity



>1.5M

Cases Processed



International customers:
South Africa, Uruguay, Brazil, and the Bahamas

69

Expert Witness Testimonies in Court



5

US Office Locations



ESG Performance Dashboard 2023–2025

Category	Metric	2023	2024	2025
Customer & Product Impact	Net Promoter Score (NPS)	64%	66%	73%
	Existing Customer Revenue Retention Rate	107%	105%	99%
Workforce & Culture	Employee Survey Participation	87%	83%	85%
	Great Place to Work® Certification	Yes 6th Year	Yes 7th Year	Yes 8th Year
	Voluntary Attrition Rate	13%	7%	13%
	Women in Workforce	40%	39%	37%
	Women in Management	30%	31%	28%
Governance & Security	SOC 2 Type 2 Audit	Initiated	Completed	Completed
	CJIS Compliance	v5.9.5	v5.9.5	v6.0 Transition
	Security Training Completion	100%	100%	100%
	Violence Prevention Training	—	100%	100%
	Critical Vulnerability Remediation SLA	95%	98%	100%



02

Social Impact — Advancing Social Responsibility Through Trusted Action

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We Serve 27

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Through Technology 37



SOCIAL

SoundThinking operates with a clear understanding that long-term success is inseparable from social responsibility.

Our mission to enhance public safety is grounded in a broader commitment to social good, supporting safer communities, expanding equitable access to security resources, and contributing to sustainable societal outcomes.

We view trust as a public asset that must be earned and sustained. Through responsible technology deployment, disciplined governance, and transparent engagement, we work to strengthen confidence among the agencies we serve and the communities they protect. Safety and security are most effective when supported by integrity, accountability, and measurable performance. Accordingly, our solutions are designed to improve operational quality while reinforcing fairness and equitable service delivery.

Beyond our technology platform, we invest in initiatives that support community well-being, workforce development, and collaborative partnerships. We prioritize actions that create durable value enhancing safety outcomes, supporting high-performing public safety professionals, and advancing sustainable practices that benefit both present and future generations.

Our approach to social impact is intentional and performance driven. By integrating responsibility into strategy, operations, and leadership accountability, SoundThinking contributes to resilient communities built on trust, security, and shared progress.



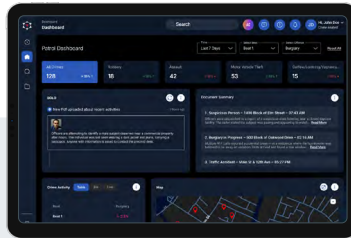
Intelligence-Driven Technology for Community Safety

SoundThinking, Inc. (Nasdaq: SSTI) delivers AI-driven, data-centric solutions designed to strengthen public safety operations, enhance security effectiveness, and support safer communities. The Company partners with law enforcement agencies, security professionals, and civic leaders to provide actionable intelligence that improves response times, investigative efficiency, and operational accountability.

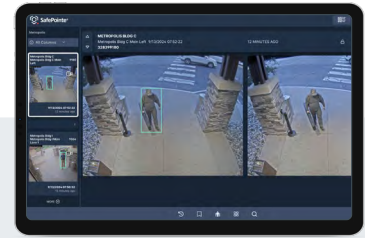
At the core of SoundThinking's technology ecosystem is the SafetySmart® Platform—an integrated suite of solutions that connects detection, analysis, investigation, and resource optimization into a unified operational environment. The platform is designed to convert objective data into real-time intelligence, enabling agencies to prevent, respond to, and solve crime more effectively.



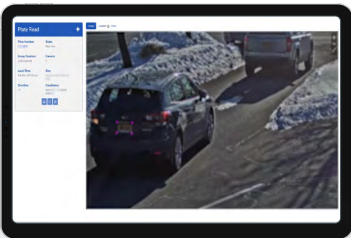
A precision acoustic gunshot detection system delivering real-time alerts and geospatial data to enhance rapid response and situational awareness.



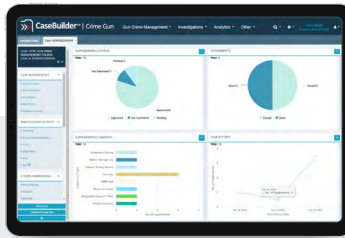
A secure, federated search platform enabling investigators to query and analyze law enforcement records across jurisdictions to accelerate case development.



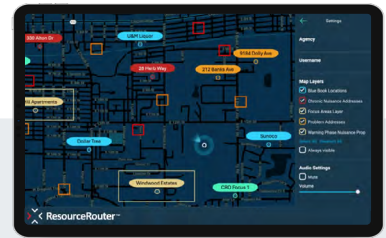
An AI-enabled weapons detection system designed to strengthen security screening in public venues and critical infrastructure environments.



A fixed license plate recognition (LPR) solution that captures and analyzes vehicle data to support investigative leads, vehicle tracking, and crime prevention efforts.



A digital case management solution that streamlines investigative workflows, improves documentation integrity, and supports transparency and accountability.



A patrol and deployment optimization tool that leverages risk-based analytics to guide proactive resource allocation.

Together, these solutions operate as a coordinated public safety ecosystem, integrating detection technologies, investigative intelligence, case management, deployment analytics, and vehicle data insights into a single, scalable platform. By enabling data-informed decision making and cross-functional coordination, SoundThinking supports operational resilience, enhances investigative effectiveness, and contributes to safer communities.

Through disciplined governance, continuous innovation, and responsible technology deployment, the SafetySmart® Platform advances measurable public safety outcomes while reinforcing accountability and stakeholder trust.

PRODUCTS USED



CITY

NITERÓI, BRAZIL

POPULATION

532,723

COVERAGE AREA

4 SQ. MI

CUSTOMER SINCE

2025



ShotSpotter Enables Data-Driven Public Safety in Niterói, Brazil

314

firearm discharge events

In 2025, the Municipality of Niterói took a major step forward in modernizing its public safety operations by fully integrating ShotSpotter® gunshot detection technology into its intelligence-led policing strategy. As part of its commitment to evidence-based public safety, Niterói’s Municipal Intelligence Office produced its first annual consolidated analysis of firearm discharge data captured by ShotSpotter.

By analyzing firearm discharges by day and time, Niterói’s Municipal Intelligence Office identified clear, recurring patterns that support proactive public safety planning. Data indicated that incidents increased toward the end of the week, peaking on Fridays and weekends, with more than 83% of confirmed discharges occurring at night or in the early morning. These predictable trends enabled leadership to align staffing, patrols, and preventive presence with higher-risk periods, shifting from reactive response to intelligence-led operations.

96.8%

confirmed discharges

83%

of all confirmed discharges occurred during low visibility periods

Integrated with the city's Public Safety Center (CISP), municipal logs, and state indicators, ShotSpotter data created a shared operational view of the territory. Spatial analysis, including heatmaps and recurring clusters, showed that firearm violence followed structural patterns, allowing teams to focus sustained attention on persistent risk areas.

The result: clearer situational awareness, stronger territorial intelligence, and a reliable foundation for proactive, life-preserving decision-making. By embedding ShotSpotter data into planning, operations, and performance review, Niterói strengthened its ability to anticipate critical scenarios, deploy resources more effectively, and support modern, evidence-led public safety.

“Working at SoundThinking means being part of a team focused on building technology that truly impacts public safety. I joined because of the opportunity to work on innovative solutions that help agencies respond faster, solve crimes, and ultimately save lives in the communities we all live in. Every day we see how tools like ShotSpotter help locate incidents more quickly, assist victims sooner, and support investigators in identifying those responsible. Knowing that the products we build contribute to making communities safer is incredibly rewarding. That sense of mission—combined with the way the company values and supports its employees—is what makes SoundThinking such a meaningful place to work.”

**DAVID TAWADRAS**

Vice President of Product, SoundThinking

PRODUCTS USED



CITY

CINCINNATI, OH

POPULATION

315,000

COVERAGE AREA

12 SQ. MI

CUSTOMER SINCE

2017



ShotSpotter Alert + Drone Response Help Cincinnati Police Apprehend Suspect

In January 2026, the Cincinnati Police Department (CPD) received a ShotSpotter alert indicating gunfire in a residential area. Within seconds of the alert, CPD’s Drone Unit was deployed to the scene to assist officers on the ground. The drone captured real-time aerial footage showing two individuals fleeing from a vehicle through neighborhood streets following the shooting incident. The drone operator maintained visual contact with one of the suspects, who appeared injured and was seen limping, while communicating updates to responding officers. This enabled ground units to rapidly converge on the suspect’s location.

The coordinated response led to the successful detention of a suspect shortly after the ShotSpotter alert, with officers locating and arresting him using real-time tracking information from the responding drone. Following the arrest, the individual was charged with multiple felony offenses, including felonious assault, aggravated robbery, and improper discharge of a firearm into a habitation.

PRODUCTS USED



CITY

PEORIA, IL

POPULATION

112,000

COVERAGE AREA

7 SQ. MI

CUSTOMER SINCE

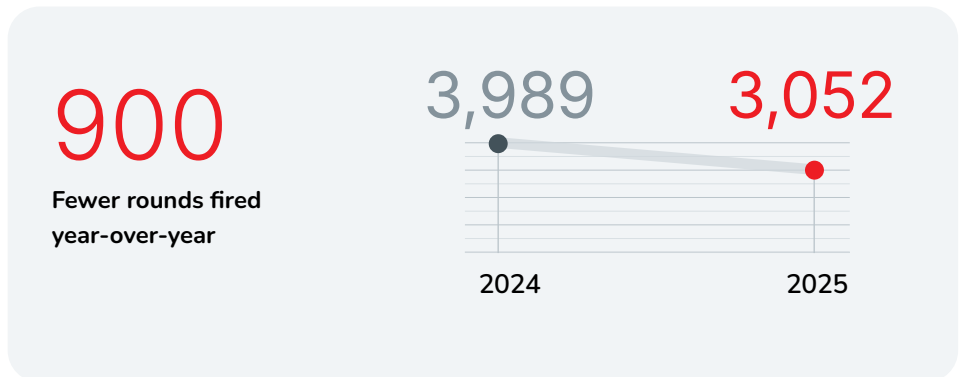
2013



Peoria Police See Major Gun Violence Declines in 2025

In 2025, the City of Peoria achieved significant reductions across key gun violence indicators, reinforcing what consistent data-driven strategies and community partnerships can accomplish.

According to year-end statistics from the Peoria Police Department, the city saw fewer shootings, fewer victims, and fewer fatal incidents compared with 2024 — a clear testament to sustained progress in public safety outcomes. This includes:





53%

Reduction in fatal shootings

16%

Decline in shooting incidents

18%

Decline in shooting victims

Peoria's decline in gun violence coincides with strengthened community engagement efforts and expanded opportunities for public participation in safety initiatives. The Tip 411 anonymous reporting system, for example, saw over 870 calls in 2025, showing that residents are actively contributing to shared safety goals. Moreover, the downward trend in weapons recovery and rounds fired reflects strategic enforcement and intervention tactics that prioritize both public safety and targeted suppression of gunfire hotspots.

“At SoundThinking, our work is driven by purpose. As a Lead Reviewer in the Incident Review Center, I’m proud to support a team that is dedicated to accuracy, collaboration, and helping deliver critical information that supports safer communities. Every alert we review represents an opportunity to assist first responders with timely and reliable data. Knowing that our work can help improve response and contribute to safer neighborhoods makes the mission incredibly meaningful.”



KIARA ANDERSON

Lead Reviewer, Incident Review Center, SoundThinking

PRODUCTS USED



CITY

PACIFICA, CA

POPULATION

36,426

CUSTOMER SINCE

2009

The Pacifica Police Department Leverages CrimeTracer to Solve Check Fraud Investigation

More than 16 years ago, the Pacifica Police Department had no way of knowing whether a suspect was in another county or another state other than by making phone calls or reaching out to other departments. In 2009, members of the department began using COPLINK (now CrimeTracer) in their investigations to access detailed information with consolidated investigative leads from law enforcement agencies in the region and beyond. They have remained loyal and committed to the search engine and information platform ever since. In 2023, when Detective Corporal Brandon Smith was assigned to investigate a check fraud scheme, he discovered the usefulness of CrimeTracer immediately.

In the check fraud scheme incident, the suspect used a local check cashing business and obtained several thousand dollars. As a result, Detective Smith used CrimeTracer to conduct a background check and learn more about the suspect, including prior cases documented by other police agencies and law enforcement jurisdictions, which he would have never otherwise discovered. Upon conducting further investigation, Detective Smith was able to locate a previous police report from an agency over 400 miles away in Southern California in which the suspect completed the same check

cashing scam. With this information, Detective Smith created a statewide crime bulletin regarding the suspect’s modus operandi. Several police agencies from other counties began reaching out as a result, advising they had recently taken similar fraudulent check cashing reports. With the continued use of CrimeTracer, Detective Smith was able to locate several reports from police agencies throughout the state. Once the suspect was arrested, Detective Smith learned that the discovery of these additional police reports, thanks to CrimeTracer, ultimately helped build a very strong case against the suspect.



CrimeTracer’s ability to connect us and allow us to share information from police agency to police agency, not just at a local or statewide but almost a nationwide database, is phenomenal...I would rate CrimeTracer as one of the top databases that our that our department currently uses.



Detective Corporal BRANDON SMITH,
Pacifica Police Department

PRODUCTS USED



CITY

JACKSONVILLE, FL

POPULATION

1.03 MILLION

CUSTOMER SINCE

2017



Jacksonville Sheriff's Office Use PlateRanger to Identify Gang-Linked Vehicle

While conducting active surveillance on a known hangout tied to a local criminal gang, detectives observed a vehicle occupied by several known gang members leaving a residence. Detectives had reason to believe the vehicle was connected to ongoing criminal activity. Detectives were unable to capture or confirm the vehicle's license plate, which significantly limited their ability to positively identify the vehicle or advance the investigation using traditional methods.

Using PlateRanger, investigators leveraged advanced vehicle search filters based on physical descriptors rather than relying solely on license plate data. Thanks to a detailed vehicle description, detectives were able to utilize PlateRanger's powerful filtering capabilities to successfully identify the vehicle of interest in their investigation.

PlateRanger delivered actionable intelligence precisely when investigators needed it — helping move the case forward and strengthening situational awareness around gang-related activity.



Due to the advanced search filters in PlateRanger, I was able to successfully identify the vehicle after attempts to do so with other software failed.



A Detective of Jacksonville
Sheriff's Office

At the same time, ShotSpotter has played a critical role in the Jacksonville Sheriff's Office violence reduction strategy by providing immediate, verified gunfire alerts that support faster dispatch, more precise response, and improved officer safety in high-risk areas. Together, ShotSpotter and PlateRanger give Jacksonville investigators the ability to act quickly, confidently, and decisively — turning moments into intelligence, intelligence into leads, and leads into results.

"I joined SoundThinking because I wanted to be part of work that makes a real difference. Supporting technology that helps protect communities and assist those who serve on the front lines is both meaningful and inspiring. It's even more rewarding to do that work alongside talented people in a welcoming, collaborative culture where everyone is committed to the mission."



KRISTNA MCMILLON

Director, Incident Review Center, SoundThinking

PRODUCTS USED



CITY

BIRMINGHAM, AL

POPULATION

210,000

COVERAGE AREA

20 SQ. MI

CUSTOMER SINCE

2007



Birmingham Sees Major Drop in New Year's Eve Gunfire in 2025

100+

Officers deployed across historically high-activity areas as part of targeted safety initiative

As Birmingham rang in the New Year, the city recorded a meaningful decline in celebratory gunfire, signaling progress in ongoing community safety efforts. According to the Birmingham Police Department, 4,688 rounds of gunfire were detected on December 31, 2025, a significant decrease from previous years, underscoring the impact of proactive, data-driven strategies.

The decline is attributed to Operation Close Out, an intelligence-led, holiday-focused public safety initiative. This program, an evolution of Operation Crack Down, originally launched in 2007, leverages historical data and ShotSpotter gunshot detection technology to focus enforcement and community engagement where it's most needed.

61%

Reduction in gunfire incidents from 2023-2025

37%

Reduction in celebratory gunfire incidents from 2024-2025

Under the leadership of Police Chief Michael Pickett, Birmingham Police leveraged ShotSpotter to identify and anticipate high risk areas, deploying targeted patrols with more than 100 officers concentrated in key neighborhoods. The coordinated enforcement actions led to arrests and the recovery of weapons during the New Year’s Eve period, improving community safety.

“Data and technology mean nothing if they sit unused. The power comes when you analyze the data, build a strategy, and take decisive action. That’s when you turn information into impact and see real results. I am laser-focused on making BPD an intelligence-led, data-driven department, in hopes of making Birmingham one of the safest midsize cities in America.



Chief MICHAEL PICKETT,
Birmingham Police Department

“I joined SoundThinking because I believe in the purpose, and through collaboration with our teams and close partnership with our clients, I see firsthand how our work supports the communities we serve. It’s meaningful to be part of an organization where engaged leadership and employees alike share a strong commitment to making communities safer, which truly sets us apart.”



AMY MITCHELL
Sr. Director, Software Development, SoundThinking

PRODUCTS USED



CITY

PUEBLO, CO

POPULATION

112,000

COVERAGE AREA

7 SQ. MI

CUSTOMER SINCE

2024



Pueblo Police Report Compelling Public Safety Outcomes from ShotSpotter Deployment

37

Incidents of potentially life-saving first aid provided

Since the Pueblo Police Department (PPD) implemented ShotSpotter acoustic gunshot detection technology in February 2024, the city has seen significant operational and community safety gains. ShotSpotter alerts have consistently enabled a faster, more proactive response to gunfire incidents — often before any 9-1-1 call comes in — helping officers locate shooters, assist victims, and recover critical evidence across Pueblo. Stats for 2024-2025:

3,383

ShotSpotter alerts
(compared to just 608 citizen calls)

4,349

Shell casings recovered

The City of Pueblo has more than doubled its investment in ShotSpotter in 2025, with the technology now covering 7 square miles of the city.



When you think about the amount of calls we didn't receive, there were lots of individuals preying on our citizens and our community that we would have never caught. And this technology has helped us do that.



Deputy Chief of Support Services **JAMES MARTIN**,
Pueblo Police Department

"I joined SoundThinking because I wanted my work to have real-world meaning, where the mission is clear and my impact is tangible. I found a company that innovates with intention, collaborates across teams, and holds a high bar for performance so the technology we build translates into measurable results for our customers and the communities they serve. I value our shared sense of accountability. My fellow SoundThinkers are committed, they follow through, and they support one another to make our work count, which ultimately helps create safer communities."



DOUG VALENTE

Vice President, Customer Success, SoundThinking

PRODUCTS USED



CITY

EAST PALO ALTO, CA

POPULATION

29,000

COVERAGE AREA

2.5 SQ. MI

CUSTOMER SINCE

2008



East Palo Alto Police Report Zero Homicides in 2025; 2nd Time in 3 Years

0

**0 Homicides Reported
in 2025** (the second
time in three years)

In 2025, East Palo Alto, California recorded zero homicides, marking the second time in the past three years the community has reached this milestone. Once labeled the nation’s “murder capital” in the early 1990s, the city’s continued improvement reflects long-term investment in community collaboration and effective public safety strategies. Local law enforcement announced the zero-homicide year on social media and through official channels, noting that this achievement “*belongs to our residents, families, community organizations, and first responders who are committed to keeping East Palo Alto a place where life is valued and protected.*”

It joins 2023 as the only other year in recent memory with no homicides, while 2024 saw just two.

East Palo Alto Police Chief Jeff Liu is the first to admit that the decline in homicides in the city is due to a combination of factors. “*In 2022 we had five homicides and our patrol staff worked with our community and we solved every single one of them, and we publicized that, which sent out a strong message to potential offenders. Additionally,*

the police department and personnel work hard to be visible in the community, letting people know that we're here to help, in a caring, respectful way."

Chief Liu also highlighted East Palo Alto PD's relationship with the Office of the District Attorney, as well as ShotSpotter's Detailed Forensic Report (DFR), a court-admissible analysis of a shooting incident captured by the ShotSpotter system, as instrumental contributors to the reduction in homicides. *"District attorneys prosecute based on the evidence they're provided with," Liu said. "Our cops have to gather [evidence] through witness statements, but also, in cases of gunfire, through ShotSpotter data. ShotSpotter data has come to court many times, and our DA's office and our prosecutors love that evidence. The jury can hear the gunfire, and that makes it real for them."*

"For a small, understaffed department, I really want to continue to look at what technology can do for us," Chief Liu said before adding,

“ I love how SoundThinking is not satisfied with just being a gunshot location system and is constantly leveraging new technology and trying to become more of a comprehensive law enforcement solution.



Police Chief Jeff Liu,
East Palo Alto Police Department

Giving Back to the Communities We Serve

East Palo Alto Winterfest: Volunteering Alongside Local Public Safety to Strengthen Community Ties



On December 13, 2025, SoundThinking supported and sponsored employee participation in the East Palo Alto Holiday Winterfest, in partnership with the East Palo Alto Police Department. This engagement reflects the Company's ongoing ESG commitment to strengthening the wellbeing of the communities we serve through active, hands-on involvement beyond financial sponsorship alone.

In addition to sponsoring the event, SoundThinking employees volunteered alongside East Palo Alto Police Department personnel to support a community-centered celebration focused on family connection, youth engagement, and inclusive holiday giving. Employee participation reinforced our belief that public safety technology companies have a responsibility to build trust, foster positive relationships, and contribute meaningfully to the social fabric of the communities in which our customers operate.

The Holiday Winterfest provided families with access to seasonal resources, safe community gathering spaces, and opportunities for positive interaction with local public safety professionals. By standing shoulder to shoulder with our customer in service to residents, SoundThinking demonstrated its commitment to responsible corporate citizenship, stakeholder engagement, and community partnership, all of which are core elements of our Social impact strategy. Through initiatives like the East Palo Alto Holiday Winterfest, we aim to strengthen community resilience, promote inclusion, and reinforce the shared mission of safer, stronger neighborhoods.

Healing Hounds: Supporting First Responder Wellness



SoundThinking is committed to supporting the wellbeing of the public safety professionals who serve and protect our communities. In 2025, during the **International Association of Chiefs of Police (IACP) Annual Conference**, SoundThinking proudly sponsored **Healing Hounds**, contributing **\$10,000** to support their mission of assisting first responders.

Healing Hounds is dedicated to improving the mental health and resilience of first responders by pairing them with specially trained service and therapy dogs. These animals provide emotional support, companionship, and stability to individuals who regularly face high-stress and traumatic situations in the line of duty.

Through this sponsorship, SoundThinking helped expand access to these vital support programs for law enforcement professionals. By investing in initiatives that strengthen the wellbeing of those who protect our communities, we reaffirm our commitment to supporting the full ecosystem of public safety, both through our technology and through meaningful partnerships that promote long-term resilience and care for first responders.

New Orleans: Community Partnership & Youth Engagement



In 2025, SoundThinking employees participated in a community bike assembly initiative in New Orleans, partnering with the New Orleans Police Department to build and donate bicycles and safety helmets to local children. This engagement reflects the Company’s ongoing commitment to strengthening community relationships and supporting youth wellbeing within the jurisdictions we serve.

Employees volunteered their time to assemble bicycles and prepare safety equipment for distribution, working alongside public safety partners to ensure that children received both recreational resources and essential protective gear. The initiative promoted positive engagement between community members and local law enforcement while supporting safe, active lifestyles for youth.

Through collaborative programs such as the community bike assembly initiative, SoundThinking advances its Social pillar strategy by investing in community resilience, fostering trust-based partnerships with public safety agencies, and contributing tangible resources that support youth development and neighborhood connectivity.



Serving with Compassion: SoundThinking Supports EHP on #GivingTuesday



On Tuesday, December 2, 2025, SoundThinking marked its annual #GivingTuesday initiative through direct community service in East Palo Alto, California, reinforcing the Company’s ESG commitment to advancing social impact in the communities we serve. Employees volunteered with Ecumenical Hunger Program (EHP), a long-standing nonprofit organization dedicated to supporting individuals and families experiencing economic hardship.

Importantly, members of SoundThinking’s executive leadership team participated alongside employees, underscoring a top-down commitment to community engagement and responsible corporate citizenship. Executive involvement demonstrated alignment between Company values and action, reinforcing a culture in which leadership visibly supports social responsibility, service, and stakeholder partnership.



For more than five decades, Ecumenical Hunger Program has provided food, clothing, furniture, and supportive services to community members facing financial instability and personal hardship. During the volunteer engagement, SoundThinking team members assisted with sorting, packing, and restocking food boxes to help ensure timely and dignified access to essential resources for local households. By contributing both financial support and volunteer labor, SoundThinking strengthened the operational capacity of a trusted local partner addressing food insecurity and economic vulnerability.

This initiative reflects our broader Social pillar strategy: strengthening community resilience, supporting equitable access to basic needs, fostering employee engagement, and embedding ESG values into leadership practice. Through structured volunteer programs and executive participation, SoundThinking continues to demonstrate accountability, compassion, and sustained partnership within the communities served by our public safety customers.



Partnering for Impact: Giving Back at NYPD's Back-to-School Bash



For the third consecutive year, SoundThinking participated in the NYPD Backpack Giveaway, an annual community initiative hosted by the New York City Police Department Community Affairs Bureau in partnership with local organizations and stakeholders. Continued participation reflects the Company's sustained commitment to advancing educational access and community wellbeing within the jurisdictions we serve.

As part of this initiative, SoundThinking contributed to the donation of back-to-school backpacks and essential school supplies and supported on-site distribution efforts to New York City students and families. Employee volunteers assisted alongside NYPD personnel and community partners to help ensure that students began the academic year equipped with the materials necessary to succeed.



Through a multi-year engagement in programs such as the NYPD Backpack Giveaway, SoundThinking reinforces its Social impact strategy by supporting youth development, promoting equitable access to educational resources, and strengthening collaborative relationships with public safety agencies and the communities they serve. This sustained partnership approach reflects our broader ESG commitment to long-term community investment and measurable social impact.

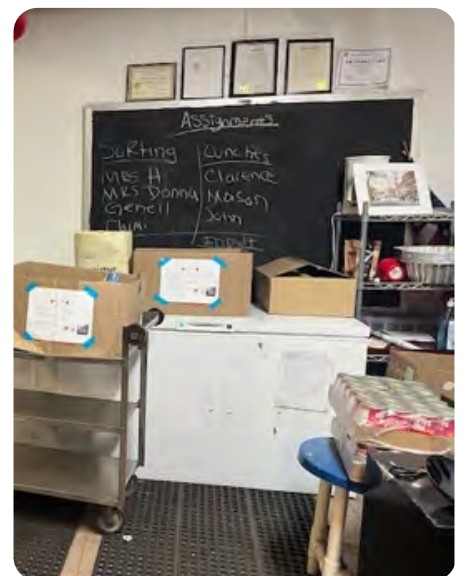
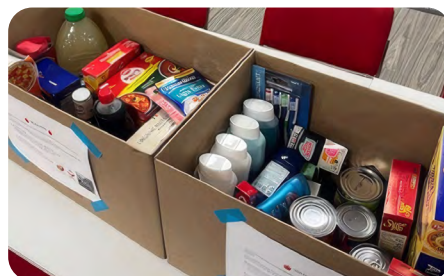
Serving with Compassion: Feeding the Whole Person



SoundThinking participated in the Food for Friends donation initiative at its New Jersey office, reinforcing the Company’s commitment to advancing food security and community wellbeing within the regions in which we operate.

Through coordinated employee engagement and internal donation efforts, team members contributed non-perishable food items and essential goods to support individuals and families experiencing economic hardship. The initiative reflects SoundThinking’s Social pillar strategy of encouraging community involvement from employees at the local office level while fostering a culture of service, shared responsibility, and values-driven leadership.

By mobilizing employees across offices to support community-based food assistance programs, SoundThinking continues to demonstrate accountable corporate citizenship and sustained investment in the resilience of communities connected to our workforce and customer base.



Do The Right Thing of Miami: Celebrating Youth Leadership and Community Impact



SoundThinking is proud to support Do The Right Thing of Miami, Inc., a longstanding initiative that recognizes young people who demonstrate positive behavior and leadership in collaboration with local law enforcement. SoundThinking’s support included contributing to a monthly awards ceremony, which celebrates students making meaningful contributions to their schools and communities through educational gifts and public recognition. In November 2025, the Company also welcomed a group of student award recipients to our Washington, D.C. office, where they shared inspiring stories of courage and service, reflecting the program’s mission to foster integrity, accountability, and positive youth development.

Race Against Gun Violence: Expansion to New York City



SoundThinking is proud to have sponsored the New York City host committee planning session for the expansion of Strides for Peace’s Race Against Gun Violence. Strides for Peace brings together community organizations, service providers, and local partners to strengthen collective efforts to address and reduce gun violence. This planning session focused on fostering collaboration, enhancing resource coordination, and supporting capacity-building among groups working on the front lines of community safety, reflecting Strides for Peace’s mission to amplify effective community-driven solutions.

Detroit Public Safety Foundation: Advancing Trust Between Police and the Community

The Detroit Public Safety Foundation is the official nonprofit dedicated to supporting the city’s police and fire departments. At SoundThinking, we’re honored to partner with the Foundation to support the Detroit Police Department in its ongoing efforts to build trust, foster positive relationships, and stay deeply connected to the community it serves.

Cincinnati Holiday Extravaganza: Supporting Community Connections During the Holiday Season



SoundThinking proudly sponsored the City of Cincinnati’s Holiday Extravaganza and Winter Wonderland Toy Drive, a community-centered event held at the Millvale Recreation Center that brought together hundreds of local families, city leaders, public safety personnel, healthcare partners, and community organizations. The event provided an opportunity to celebrate the holiday season while strengthening relationships between public safety agencies and the communities they serve.

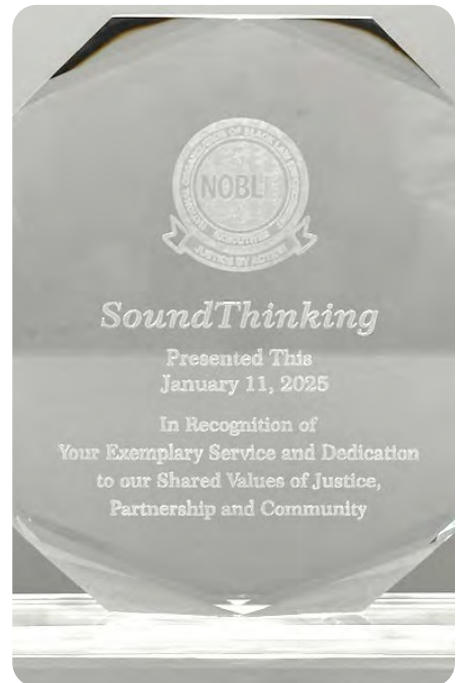
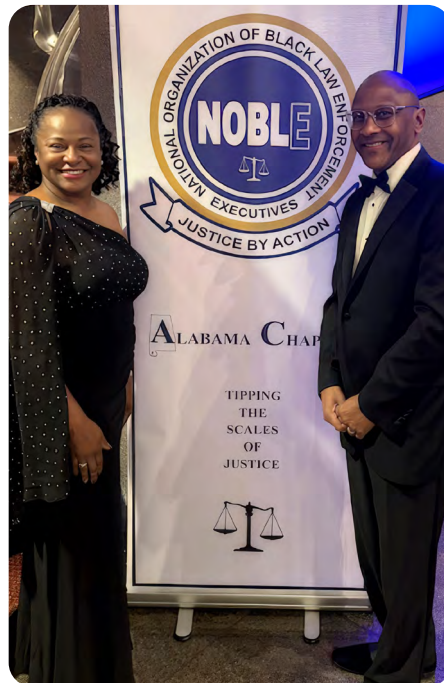
As part of our sponsorship, SoundThinking helped provide meals for attendees and participated alongside local partners dedicated to supporting youth and families across the Cincinnati community. Events such as this reflect our broader commitment to investing in the wellbeing of communities where our technology is deployed and reinforcing the partnerships that contribute to safer, stronger neighborhoods.



NOBLE: 2025 William R. Bracey CEO Symposium



With the theme, “Ensuring Equity in Public Safety: A Blueprint to a Safer Tomorrow,” the 2025 William R. Bracey Winter CEO Symposium brought together an international gathering of more than 400 law enforcement executives, community leaders, and public safety stakeholders — representing cities and communities across the nation and around the world — to explore innovative approaches to equity, trust-building, and public safety.





Forensic Science in Action: Advancing Justice Through Technology

SoundThinking's forensic services capabilities help transform gunfire detection data into reliable, court-admissible evidence that supports law enforcement investigations and strengthens the administration of justice. Through detailed forensic analysis, expert testimony, and training for legal professionals, our team helps ensure that objective data can be accurately interpreted and effectively used in judicial proceedings. By supporting investigators, prosecutors, and courts with scientifically validated analysis, SoundThinking contributes to greater accountability and improved public safety outcomes in the communities we serve.

2025 Forensic Services Impact

Metric	2025
Detailed Forensic Reports Produced	521
Expert Witness Testimonies	69
Certified Business Records (ILS Reports) Issued	307
Prosecutor Offices Trained	26
Jurisdictions Supported	27 States and Washington, D.C.

SoundThinking's forensic services team supports law enforcement agencies nationwide by providing technical analysis and evidentiary documentation that meets the rigorous standards required for courtroom use.

Case Study: **Denver Homicide Convictions**

In October 2025, prosecutors in the Denver District Attorney’s Office secured murder convictions related to two fatal shootings that occurred in 2023 along the South Platte River Trail. Investigators connected physical evidence from the crime scenes to a third shooting detected by ShotSpotter.

Forensic analysis of ShotSpotter data placed the defendant at the precise location of the third incident, providing critical corroboration of investigative findings. Combined with additional evidence collected by law enforcement, the technology-supported analysis helped prosecutors establish a clear link between the suspect and the murders. The defendant was ultimately convicted and sentenced to life imprisonment without the possibility of parole.

Case Study: **Albuquerque Drive-By Shooting Investigation**

ShotSpotter forensic analysis also played a key role in resolving a series of drive-by shootings in Albuquerque, New Mexico. Under local law, reckless discharge of a firearm would typically be charged as a misdemeanor offense. However, firing a weapon from a moving vehicle constitutes a violent felony.

Using ShotSpotter acoustic analysis, forensic experts were able to determine that the gunfire occurred while the shooter was traveling at a speed consistent with a moving vehicle. This data strengthened the prosecution’s case by establishing the circumstances of the shooting and ultimately contributed to a favorable plea agreement prior to trial.

Strengthening the Justice Ecosystem

Beyond investigative support, SoundThinking invests in training prosecutors and legal professionals on how to interpret and present acoustic gunfire detection evidence in court. In 2025, our forensic experts conducted training sessions with 26 prosecutors’ offices, helping legal teams understand the scientific methodologies behind gunfire detection and the proper use of forensic reports and certified business records.

By combining advanced detection technology, forensic expertise, and collaboration with the legal community, SoundThinking helps ensure that critical evidence can be used effectively to support investigations, strengthen prosecutions, and deliver justice for victims and communities affected by violent crime.



03

Excellence in Governance & Transparent Leadership

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GOVERNANCE

SoundThinking's governance framework is designed to ensure disciplined oversight, ethical conduct, and transparent decision making across the enterprise.

Strong internal controls, clearly defined accountability structures, and independent Board supervision form the basis of our corporate governance model.

Integrity and trust are central to how we operate. We maintain policies and procedures that promote compliance, mitigate risk, and reinforce responsible leadership at every level of the organization. Through ongoing evaluation and refinement of our governance practices, we strengthen stakeholder confidence and support sustainable, long-term enterprise performance.

Director Experience & Governance Strength

SoundThinking maintains a Board of Directors composed of accomplished leaders with deep domain expertise and proven executive experience. Our governance philosophy prioritizes professional competency, strategic insight, and independent oversight to support long-term enterprise performance and shareholder value.

The Board brings together decades of experience across investment management, public safety and law enforcement, corporate leadership, public policy, finance, and governance. This breadth of expertise enables rigorous oversight of strategy, risk management, financial performance, and operational execution, and ensures disciplined decision making, informed strategic guidance, and strong accountability at the highest levels of corporate governance.

Board Responsibilities & Governance Framework

SoundThinking's Board of Directors provides independent oversight of corporate strategy, enterprise risk, financial performance, and executive leadership. Directors are selected for their expertise and leadership experience and fulfill their fiduciary duties with disciplined judgment and accountability, ensuring alignment with the Company's mission and long-term shareholder interests.

Supported by its Audit, Compensation & Human Capital, and Nominating & Corporate Governance Committees, the Board oversees CEO performance and succession planning, approves strategic and financial objectives, monitors internal controls and audit processes, and maintains oversight of enterprise risk and ESG reporting. This structure reinforces transparency, regulatory compliance, and responsible corporate conduct.

The Company maintains a formal Code of Business Conduct and Ethics applicable to directors, officers, and employees, publicly available on its website. In addition, stock ownership guidelines require non-employee directors to hold equity valued at three times their annual cash retainer, reinforcing alignment between Board leadership and long-term shareholder value.

Through structured governance, defined oversight responsibilities, and clear accountability standards, the Board supports operational discipline, ethical leadership, and sustainable enterprise performance.



Deborah Grant
Chairman of the Board



Commissioner William J. Bratton
Director



Burton Goldfield
Director



Marc H. Morial
Director



Ambassador Roberta S. Jacobson
Director



Ruby Sharma
Director



Ralph A. Clark
Director and CEO

Board & Committee Evaluation Framework

SoundThinking's Board of Directors conducts an annual performance evaluation designed to assess the effectiveness of the Board and its standing committees. This structured review supports continuous governance improvement and reinforces accountability at the highest levels of oversight.

The evaluation process includes a comprehensive assessment covering board composition, committee structure, strategic oversight, risk management, and overall effectiveness in fulfilling fiduciary responsibilities. Directors provide structured feedback through confidential questionnaires and qualitative commentary.

Results are reviewed at both the committee and full Board levels to identify strengths, operational gaps, and opportunities for refinement. Based on these findings, the Board develops targeted actions to enhance governance practices, strengthen oversight mechanisms, and improve alignment with long-term corporate objectives.

This annual evaluation process promotes disciplined self-governance, continuous improvement, and sustained effectiveness in Board leadership and enterprise oversight.

Insider Trading Compliance & Securities Governance

SoundThinking enforces a formal Insider Trading Policy governing transactions in Company securities by directors, officers, employees, consultants, and covered family members. The policy strictly prohibits trading on material nonpublic information, restricts the unauthorized disclosure of confidential information, and implements blackout periods surrounding earnings announcements and other significant corporate events.

Adherence to these standards is reinforced through structured training programs, periodic certifications, and ongoing communications to ensure awareness and accountability. Enforcement of this policy forms a critical component of our governance framework and underscores our commitment to ethical conduct, regulatory compliance, and the protection of shareholder value.

ESG Oversight and Strategic Guidance

The Nominating and Corporate Governance Committee provides Board-level oversight of SoundThinking's Environmental, Social, and Governance priorities, ensuring that ESG considerations are embedded within corporate planning, risk evaluation, and long-term value creation. The Committee evaluates whether ESG initiatives are strategically aligned, operationally supported, and appropriately measured against defined performance indicators.

The Committee also assesses material ESG risks that could affect enterprise performance, including regulatory developments, operational exposure, and stakeholder expectations. By maintaining structured review processes and clear lines of oversight, the Committee strengthens governance integrity, supports responsible business conduct, and advances sustainable enterprise performance.

ESG Priorities & Stakeholder Engagement

SoundThinking's ESG strategy is shaped through structured stakeholder engagement and a disciplined evaluation of the environmental, social, and governance issues most relevant to our business model and risk profile.

We engage continuously with public safety agencies, municipal leadership, employees, investors, regulatory authorities, community organizations, and technology partners. These engagements occur through customer advisory sessions, employee surveys, investor briefings, compliance audits, and community partnerships. Feedback is systematically reviewed by executive leadership and informs strategic planning, enterprise risk management, and capital allocation decisions.

In 2025, we conducted an internal ESG topic evaluation based on stakeholder significance, operational impact, regulatory exposure, and potential enterprise risk.

The evaluation identified cybersecurity, data privacy, regulatory compliance, AI governance, and enterprise risk management as significant governance priorities. From a social perspective, workforce engagement, responsible technology deployment, and community trust were determined to be significant topics. Environmental considerations, particularly cloud infrastructure efficiency, was identified as an emerging priority with increasing strategic importance.

ESG Performance Transparency

To support transparency and comparability, SoundThinking continues to enhance quantitative ESG disclosures. Key indicators, including customer Net Promoter Score performance, employee engagement participation rates, cybersecurity audit completion, system uptime reliability, and compliance certifications, are reviewed annually and reported in aggregate form to demonstrate operational strength and governance discipline.

As our ESG program matures, we intend to expand longitudinal metrics and incorporate additional trend data to provide stakeholders with clearer insight into performance over time.

“SoundThinking exemplifies responsible leadership by balancing environmental awareness, employee empowerment, and strong governance. The company’s culture of collaboration and shared growth reflects a collective commitment to building a sustainable and forward-thinking future towards public safety.”



NEELKUMAR PATEL
Business Analyst, SoundThinking



Political Contributions, Charitable Giving & Anti-Corruption Practices

SoundThinking maintains strict standards governing political contributions, charitable donations, gifts, and interactions with government officials.

These standards are designed to ensure that the Company conducts business with integrity, transparency, and full compliance with applicable laws and ethical expectations.

The Company prohibits any exchange of gifts, entertainment, or other items of value intended to gain an improper business advantage or influence government decision making. Gifts or entertainment may not be provided or accepted if they exceed nominal value, involve cash, could be construed as a bribe or kickback, occur regularly, or violate applicable law or Company policy.

These standards apply globally, and employees are expected to exercise sound judgment and avoid any situation in which their impartiality could reasonably be questioned. Our customers, partners, and the public must have confidence that SoundThinking employees act with independence and integrity.

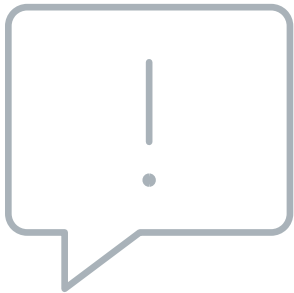
SoundThinking strictly complies with anti-corruption laws, including the U.S. Foreign Corrupt Practices Act (FCPA), which prohibits providing anything of value to government officials to obtain or retain business or secure favorable treatment.

The Company also maintains governance controls over political contributions and charitable donations that could present conflicts of interest. Any donation made by the Company or by employees on behalf of the Company to a charity, political organization, or political campaign that is associated with an entity with which SoundThinking does business or seeks to do business must receive prior approval from the Compliance Officer when the amount equals or exceeds \$500 in a calendar year. Donations exceeding \$5,000 require additional approval from the Audit Committee of the Board of Directors. These controls help ensure that charitable giving and civic engagement activities are conducted responsibly and transparently.

Employees are prohibited from soliciting gifts, favors, loans, or preferential treatment from individuals or organizations that do business or seek to do business with the Company. Similarly, employees may not solicit charitable or political contributions from parties that have or seek a commercial relationship with SoundThinking.

Oversight of these standards is supported through the Company's formal Code of Business Conduct and Ethics compliance program. SoundThinking has designated a Compliance Officer responsible for administering the program, investigating potential violations, and promoting ethical conduct across the organization. The program includes mandatory training for new employees, annual refresher training for all personnel, and regular distribution of the Code of Conduct to reinforce employee awareness and accountability.

Through these governance controls, SoundThinking seeks to ensure that all political, charitable, and business relationship activities are conducted with transparency, integrity, and strict adherence to legal and ethical standards.



Ethics Reporting & Escalation Process

SoundThinking maintains a structured reporting and escalation framework to ensure that potential ethical concerns, policy violations, or legal risks can be raised and addressed promptly and responsibly. This framework supports the Company's commitment to transparency, accountability, and a culture of ethical conduct across all levels of the organization.

Employees are encouraged to raise concerns through normal management channels whenever appropriate, including their direct supervisor, Human Resources, or the Company's Compliance Officer. To support confidential or anonymous reporting, the Company maintains an independent reporting hotline that allows employees to report concerns anonymously and securely.

The hotline is administered by an independent provider and enables employees to report potential misconduct without fear of retaliation. Reports may be submitted through a dedicated phone line or through a secure web-based reporting platform. All submissions are treated confidentially and are transmitted to designated organizational leadership for review and appropriate follow-up.



The reporting system is designed to capture a broad range of potential concerns, including but not limited to:

- Ethical or conduct violations
- Discrimination or harassment
- Fraud, bribery, or kickbacks
- Conflicts of interest
- Unsafe working conditions
- Misuse of company assets
- Violations of company policies or applicable law
- Falsification of contracts, reports, or records
- Threats, substance abuse concerns, or other improper conduct

Once a report is received, it is evaluated by the appropriate internal stakeholders, which may include Human Resources leadership, Legal, or executive management depending on the nature and severity of the issue. Investigations are conducted in accordance with Company policy and applicable legal requirements. Matters involving financial controls, governance risks, or senior leadership may be escalated to the Audit Committee of the Board of Directors.

SoundThinking strictly prohibits retaliation against any individual who raises a concern in good faith or participates in an investigation. Employees are encouraged to report potential issues promptly so that the Company can investigate concerns, address risks, and maintain a workplace environment grounded in integrity and accountability.

Through this multi-channel reporting and escalation framework, SoundThinking reinforces its commitment to ethical business practices, responsible governance, and a workplace culture where employees can speak up without fear.



Information Security

Protecting customer data and maintaining the reliability of our public safety technology infrastructure are foundational to SoundThinking's governance framework.

Given the mission-critical nature of our solutions, system availability, data integrity, and cybersecurity oversight are embedded within enterprise risk management and executive accountability structures. As a publicly traded company, we provide reporting of financial performance and risks through our periodic filings with the U.S. Securities and Exchange Commission, including our Form 10-K and Form 10-Q reports, which are accessible through our Investor Relations platform.

In 2025, we further strengthened our enterprise risk management practices by directly incorporating our Information Security program into our broader corporate risk disclosures. Our Annual IT Risk Assessment methodology was further refined to more directly reflect cybersecurity risks identified in our SEC filings. This alignment is designed to ensure that security controls, remediation priorities, and resource allocations are explicitly connected to enterprise-level risk mitigation and long-term value protection. By embedding cybersecurity within our overall governance structure, we promote cross-functional accountability and strategic oversight at the executive level.

Our control environment is subject to independent validation. Following the successful completion of our SOC 2 Type 2 audit in 2025, we continued to mature our compliance and assurance processes through ongoing monitoring, control testing, and third-party review. This approach supports improvement in security, availability, and operational resilience. Through structured oversight, external validation, and proactive risk management, SoundThinking remains focused on safeguarding the systems and data entrusted to us while reinforcing stakeholder confidence in our governance practices.

Compliance & Strategic Governance Initiatives



SoundThinking operates within a highly regulated environment and maintains a comprehensive compliance framework aligned with applicable federal, state, and industry-specific requirements. Our governance model integrates information security, financial controls, privacy obligations, and law enforcement data standards into a unified enterprise risk management structure designed to safeguard stakeholders and protect long-term enterprise value.

● Enterprise Safety Suite – SOC 2 Type 2 Certification

SoundThinking maintains SOC 2 Type 2 certification across its enterprise operations, infrastructure, and product portfolio. SOC 2 Type 2 validation confirms that defined controls related to Security, Availability, and Confidentiality are not only appropriately designed but operate effectively over an extended review period, as verified through independent third-party audit procedures including evidence testing, sampling, and control walkthroughs.

As of January 1, 2025, SoundThinking successfully completed its SOC 2 Type 2 audit covering the Company's overall business environment and Enterprise Safety Suite. In 2025, CrimeTracer achieved SOC 2 compliance for the first time, joining ShotSpotter, SafePointe, ResourceRouter, and CaseBuilder under independently audited security controls. This milestone expanded the Company's compliance boundary to encompass its full suite of public safety solutions.

● SEC Reporting & Sarbanes-Oxley (SOX) Oversight

As a publicly traded company, SoundThinking adheres to the reporting and disclosure requirements of the U.S. Securities and Exchange Commission (SEC). The Company files annual and quarterly reports (Form 10-K and Form 10-Q), which include financial disclosures and risk factor reporting. These filings are publicly available through the SEC's EDGAR database.

To further enhance governance maturity in 2025, centralized administrative oversight of all financial systems was consolidated under the IT organization. This structural alignment strengthens compliance with IT General Controls (ITGC) requirements and reinforces disciplined access management, system integrity, and financial data security.

● NIST SP 800-53 Governance & Modernization

The SoundThinking Information Security program is fundamentally governed by the NIST SP 800-53 framework, a comprehensive catalog of privacy and security controls designed to agnostically support highly secure organizational priorities.

Our Board of Directors and Senior Management have formally approved these policies, which serve as the foundation for our entire security apparatus. Furthermore, as part of our commitment to maturation, the Information Security team is actively



mapping and upgrading our control environment from Revision 4 to the modernized Revision 5 framework, which is designed to help our defenses adapt to address certain evolving threats.



● Criminal Justice Information Services (CJIS) Compliance Modernization

SoundThinking's CaseBuilder and CrimeTracer platforms interact with Criminal Justice Information (CJI), requiring adherence to the Federal Bureau of Investigation's CJIS Security Policy. CJI includes highly sensitive law enforcement data such as background records, biometric identifiers, and investigative information, necessitating controls that exceed standard commercial security frameworks.

In 2025, SoundThinking initiated the transition from CJIS Security Policy Version 5.9.5 to Version 6.0. This modernization effort includes policy realignment, strengthened identity verification controls, enhanced authentication requirements, and improved third-party risk coordination. The initiative reflects our proactive approach to maintaining uninterrupted compliance and protecting data sovereignty for agency partners.



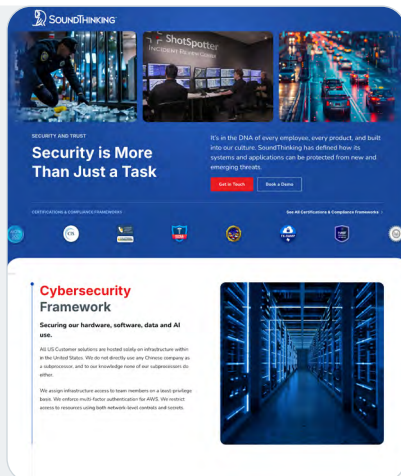
● Privacy & Consumer Data Protection

SoundThinking complies with the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA), which establish expanded consumer privacy rights and business obligations regarding personal data. As a California-based organization, we maintain policies and procedures designed to ensure lawful processing, transparency, and appropriate safeguards for personal information.

Our privacy practices are documented in our publicly available Privacy Policy, accessible via the Company's website. We review and update our privacy governance framework to align with evolving regulatory expectations and industry best practices.

Through compliance management, third-party validation, and governance modernization, SoundThinking reinforces stakeholder trust, mitigates enterprise risk, and ensures that our public safety technology operates within a secure, transparent, and accountable framework.

SoundThinking has a published Privacy Policy page on its website for further reading: soundthinking.com/privacy-policy.



To further demonstrate our transparency and customer assurance, SoundThinking officially launched a dedicated Security & Trust portal in 2025 (soundthinking.com/security-and-trust) public-facing resource provides current and prospective agency partners, investors, and the public with direct, on-demand visibility into our comprehensive security posture, privacy commitments, and independent compliance attestations, reinforcing our position as a trusted partner.

Secure Software Development & Application Security (AppSec)

● 2025 "Shift-Left" AppSec Maturation & Infrastructure Hardening

Building upon our established foundation of regular Dynamic and Static Application Security Testing (DAST/SAST), our 2025 AppSec strategy heavily emphasized "shift-left" principles pushing security earlier into the development process. Key 2025 maturation initiatives include:

Infrastructure & OS Hardening: Elevating our baseline security configurations to meet Center for Internet Security (CIS) Level 1 standards (or better), including the rollout of a standardized, Linux hardened image developed and maintained by the AppSec team.

Proactive Threat Modeling: Integrating formal threat modeling and the early identification of security requirements directly into the architectural design phase of new functionality.

Tooling Expansion & CI/CD: Expanding the scope of our SAST and DAST tooling to encompass IoT infrastructure and newly acquired SaaS products. Simultaneously, we are enabling our developers through rigorous training and the direct delegation of automated security scans into developer-maintained Continuous Integration (CI) workflows.

Formalized Metrics: Continuing to formalize practices to align with NIST 800-218, collecting targeted evidence and metrics to continuously measure and prove the operational effectiveness of the AppSec and Vulnerability Management programs.

● Vulnerability Management & Supply Chain Security

In alignment with our migration to the NIST SP 800-53 Revision 5 framework (which introduces new controls for Supply Chain Risk Management), we maintain a Vulnerability Management Program. This program is designed to proactively identify, triage, and track the remediation of platform, application, and software supply chain vulnerabilities on a regular cadence. Open vulnerability and aging metrics are actively utilized by engineering to prioritize sprint content and ensure timely remediation.

Note: This vulnerability management and continuous monitoring cadence operates with the mandates of our state-level TX-RAMP certifications and NIST 800-53r5 requirements.

To further strengthen our supply chain against third-party threats, SoundThinking continues to mature our vendor risk management lifecycle. Our due diligence process mandates vendor risk tiering, comprehensive data-usage evaluations, and business owner accountability. Every new vendor onboarding is gated by business use case requirements. This scrutiny not only minimizes third-party risk exposure but drives the consolidation of our enterprise toolsets effectively reducing operational cost, administrative overhead, and software sprawl. Furthermore, all AppSec-related modifications require formal Engineering Change Order (ECO) signoffs.

To further enhance governance maturity in 2025, centralized administrative oversight of financial systems was consolidated under the IT organization. This structural alignment strengthens compliance with IT General Controls (ITGC) requirements and reinforces disciplined access management, system integrity, and financial data security.



● NIST 800-218 & SSDF Governance

SoundThinking's Application Security (AppSec) Program is governed by a central Secure Software Development Lifecycle (SSDLC) Policy. This policy is directly rooted in the NIST 800-218 Secure Software Development Framework (SSDF). This framework mandates the integration of high-level secure development practices across every phase of our lifecycle: Planning, Requirements, Definition, Development, Integration & Testing, Acceptance, and Management.

By implementing these standards, our engineering teams are better able to proactively reduce vulnerabilities in released software, mitigate exploitation risks, and address root causes to prevent future recurrence.

Additional Security & Resiliency Initiatives

● **Third-Party Risk & Vendor Assessment Maturity**

SoundThinking has matured our vendor risk management lifecycle in the 2025 cycle. Moving beyond foundational annual reviews, our due diligence process now mandates strict vendor risk tiering, comprehensive data-usage evaluations, and rigorous business owner accountability depending on the nature of the vendor and what data or systems they may have access to. Every new vendor onboarding is gated by formalized business use case requirements. This strategic scrutiny minimizes third-party risk exposure and actively drives the consolidation of our enterprise toolsets, effectively reducing operational cost, administrative overhead, and software sprawl.

● **Security Awareness & Human Risk Management**

SoundThinking recognizes that organizational security is a cultural imperative. The Information Security team provides an intensive, required onboarding curriculum for all new employees and contractors, covering our product suite, incident reporting procedures, phishing defense, privacy mandates, and ransomware awareness. In 2024 and 2025, this program was expanded with updated micro-training modules to address emerging threat vectors and ensure our workforce remains a highly effective and proactive.



● **Advancing Cloud-Native Disaster Recovery & Resiliency**

SoundThinking significantly matured its Disaster Recovery (DR) and Business Continuity posture by shifting from legacy recovery models to a cloud-native, product-centric failover strategy across multiple data centers, including AWS Commercial and GovCloud environments.

Security Statistics

Audit Excellence	No (0) Exceptions noted during the 2025 SafePointe HIPAA and SOC 2 Type 2 audits.
Identity & Access	100% of known corporate endpoints are protected by advanced Endpoint Detection and Response (EDR).
Vendor Risk / Supply Chain	All Tier 1 (Critical) vendors evaluated and formally tiered through our enhanced vendor risk management lifecycle in 2025.
Human Risk (Awareness Training)	100% completion rate for mandatory security onboarding.
Platform Uptime	Maintained 99.99% average uptime across the enterprise safety suite throughout 2025.
Cloud Security Posture	Achieved and maintained a >90% compliance score within AWS Security Hub across all production environments, strictly measured against CIS Foundations, NIST SP 800-53 Revision 5, and AWS Foundational Security Best Practices.

Enterprise Risk Governance & Escalation Framework

SoundThinking maintains a structured enterprise risk governance framework designed to identify, evaluate, and escalate operational, cybersecurity, and compliance risks across the organization. Our security and risk management program is aligned with the National Institute of Standards and Technology (NIST) Special Publication 800-53 framework, which provides a comprehensive set of security and privacy controls used by government agencies and organizations operating in highly regulated environments.

To validate the effectiveness of these controls, SoundThinking undergoes an annual SOC 2 Type 2 audit conducted by an independent third-party auditor. As part of this process, internal security controls, operational safeguards, and risk management procedures are evaluated to ensure that they are appropriately designed and operating effectively over time.

Internally, the Company maintains a centralized Risk Register that serves as the primary repository for identifying and tracking security, operational, and compliance risks.



Our Governance, Risk, and Compliance (GRC) and Information Security teams continuously monitor this register to assess emerging threats, evaluate potential impacts, and prioritize mitigation efforts.

When a risk is identified that exceeds the Company's defined risk tolerance thresholds, it is escalated through a structured governance hierarchy. Depending on the nature and severity of the issue, escalation may involve IT leadership, senior management, executive leadership, or the appropriate Board committee. This process ensures that risks receive appropriate visibility and that leadership can allocate the resources necessary to remediate the issue or formally acknowledge and accept the risk when appropriate.

To maintain transparency with investors and stakeholders, SoundThinking also discloses material cybersecurity risks through its public filings with the U.S. Securities and Exchange Commission, including Form 10-K and Form 10-Q reports. These disclosures provide insight into the key operational and technology risks that may affect the Company's business, financial condition, or future performance.

Through this structured escalation framework and governance oversight, SoundThinking seeks to ensure that risks are identified early, evaluated rigorously, and addressed with appropriate accountability at the highest levels of the organization.

"What resonates with me most at SoundThinking is our core value of Collaboration. From the day I joined, I've been impressed by how deeply we trust one another to solve complex challenges. The company has made a significant impact by fostering a culture where every voice is heard, and seeing that translate into better outcomes for our customers is what I enjoy most about working here."

KIMI SUN

Accounting Manager, SoundThinking



Responsible Technology, Civil Liberties & Ethical Deployment

Operating within the public safety ecosystem carries heightened responsibility. Our technologies influence real-time operational decisions, evidentiary processes, and community trust. Accordingly, SoundThinking embeds responsible deployment principles throughout product design, implementation, and post-deployment oversight.

Transparency is central to our philosophy. We clearly communicate system capabilities and limitations to agency partners and support policy alignment with constitutional standards and evidentiary integrity requirements. Our platforms incorporate access controls, audit logging, and data governance safeguards designed to ensure accountability and traceability.

Artificial intelligence and advanced analytics capabilities are governed by structured oversight processes that include acceptable use policies, model review procedures, privacy protection mechanisms, and human-in-the-loop decision frameworks. We design our systems to support, not replace, professional judgment, reinforcing accountability and mitigating automation bias.

Our operating principles align with the UN Guiding Principles on Business and Human Rights and emphasize due process, responsible data stewardship, and equitable deployment practices. We recognize that public safety technology must reinforce community trust, not erode it. This commitment informs product development, customer engagement, and governance oversight.

Responsible Artificial Intelligence Governance

Artificial intelligence is an important driver of innovation across SoundThinking's public safety technologies. AI capabilities embedded within solutions such as ShotSpotter, CrimeTracer, SafePointe, PlateRanger, and ResourceRouter enable the analysis of complex data streams and transform them into actionable insights for public safety professionals. These capabilities support applications including acoustic gunshot detection, investigative search and analytics, weapons detection, vehicle intelligence, and resource allocation.

By combining advanced sensing technologies with AI-driven analytics, SoundThinking helps agencies improve situational awareness, investigative efficiency, and operational decision-making.

Because AI technologies are increasingly used in critical public safety environments, SoundThinking has implemented structured governance processes to ensure responsible development and deployment. AI systems are designed with human oversight, transparency, and disciplined validation processes throughout the development lifecycle. Engineering teams evaluate models using curated datasets and continuously monitor system performance to ensure accuracy, reliability, and operational consistency.

AI evaluation and testing are supported by a formal internal framework that enables repeatable, metric-based assessment of model performance. Structured regression testing using curated “*golden datasets*” allows engineering teams to compare model versions, detect performance drift, and verify improvements before updates are introduced into operational environments. These processes help ensure that AI-enabled capabilities meet defined quality thresholds and remain dependable as systems evolve.

SoundThinking also incorporates analytical techniques to promote fairness, explainability, and responsible model behavior. Structured statistical testing and model explainability tools help engineering teams evaluate model performance across diverse operational scenarios and identify potential sources of bias. Strong data governance practices, including strict access controls and security safeguards, protect sensitive information used to train and operate AI systems.

Through disciplined engineering practices, continuous monitoring, and strong governance controls, SoundThinking aims to deliver AI-enabled technologies that improve public safety outcomes while reinforcing the principles of accuracy, transparency, accountability, and public trust.

Responsible AI Principles

SoundThinking's approach to artificial intelligence development is guided by a set of core principles designed to ensure that AI technologies are deployed responsibly in public safety environments.



Human Oversight

AI systems are designed to support, not replace, human decision-making. Public safety professionals retain authority over operational decisions informed by AI-generated insights.



Accuracy and Reliability

Models are tested and evaluated across real-world operating conditions.



Transparency and Explainability

Engineering teams use model evaluation frameworks and explainability techniques to understand and validate how AI systems reach conclusions.



Fairness and Bias Mitigation

Statistical analysis and structured model testing are used to identify and mitigate potential bias and facilitate consistent behavior across diverse operational scenarios.



Security and Data Protection

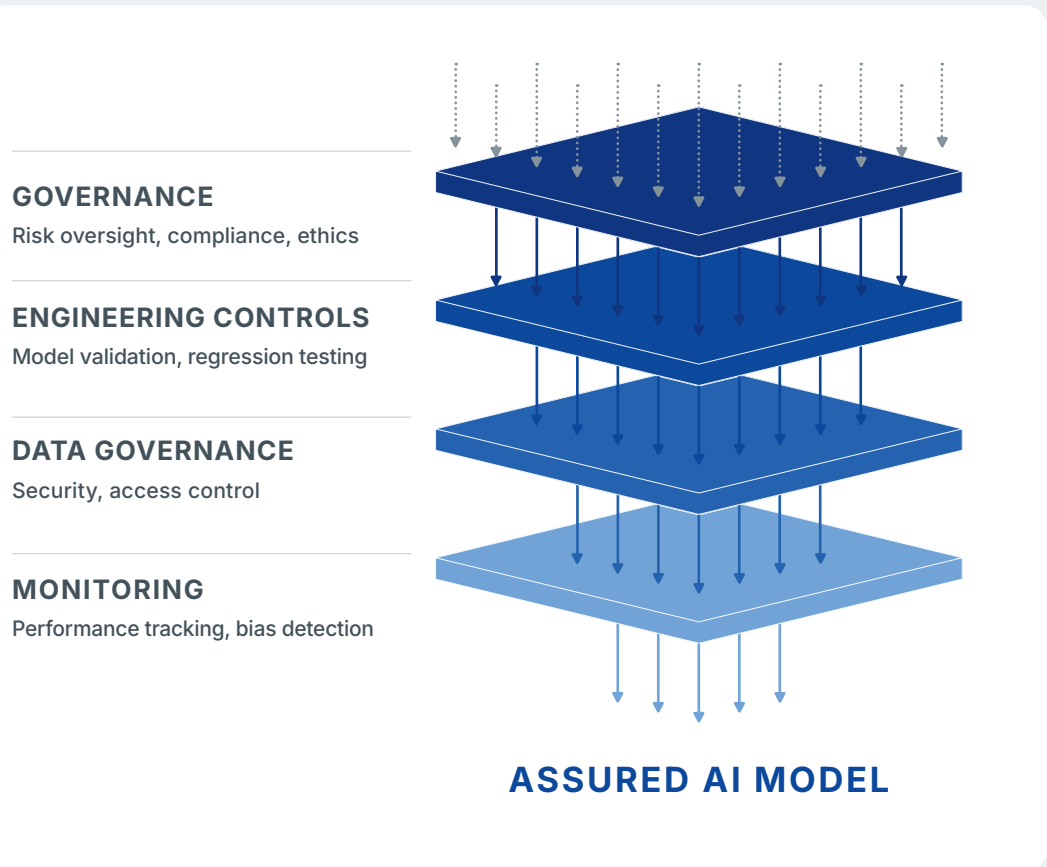
Strong data governance controls safeguard the integrity, confidentiality, and appropriate use of sensitive information used in AI systems.

AI Risk Oversight and Governance

Oversight of AI-related risks is integrated into SoundThinking’s broader technology governance and cybersecurity risk management framework. AI systems and related technologies are evaluated within the company’s centralized risk management processes and are designed to ensure that potential operational, security, and ethical risks are identified and appropriately managed.

Engineering, security, and governance teams collaborate to review AI system performance, validate testing methodologies, and monitor emerging risks associated with new technologies.

These governance processes ensure that AI capabilities are deployed responsibly and in alignment with SoundThinking’s broader commitments to public safety, privacy protection, and ethical technology development.





Building a High-Performing Workforce

SoundThinking's success depends on the strength, capability, and integrity of its people. We focus on attracting talented individuals with diverse professional backgrounds and technical expertise who are motivated by our mission to support public safety agencies and the communities they protect. Our workforce practices emphasize merit, demonstrated capability, and measurable performance, ensuring that employees are hired, developed, and advanced based on their contributions and potential.

We foster a workplace culture grounded in accountability, collaboration, and continuous improvement. Employees are encouraged to engage in open dialogue, share ideas across teams, and work together to solve complex challenges. This environment supports thoughtful decision-making and drives operational excellence across the organization.

Respect, professionalism, and ethical conduct are central to how we work. By promoting constructive collaboration and valuing the exchange of expertise and perspectives, SoundThinking strengthens its ability to innovate, adapt, and deliver reliable solutions that meet the evolving needs of the public safety partners we serve.

Talent Strategy: Hiring, Development & Advancement

SoundThinking is committed to building high-performing teams by attracting, developing, and advancing individuals based on capability, performance, and alignment with our mission and core values. Our hiring approach is designed to identify candidates who demonstrate the technical expertise, ownership mindset, curiosity, and professional integrity needed to succeed and contribute meaningfully to the organization. Workforce data related to hiring, retention, development, and advancement is reviewed regularly to support informed planning and organizational transparency.

Once employees join the company, SoundThinking prioritizes continuous professional development and personal development goals to support long-term career growth. Employees benefit from structured onboarding and development pathways which may include leadership training, mentorship opportunities, cross-functional exposure, and internal mobility opportunities that allow individuals to expand their skills and pursue new roles within the organization. These initiatives encourage employees to broaden their capabilities and deepen business understanding while contributing to the company's evolving needs.

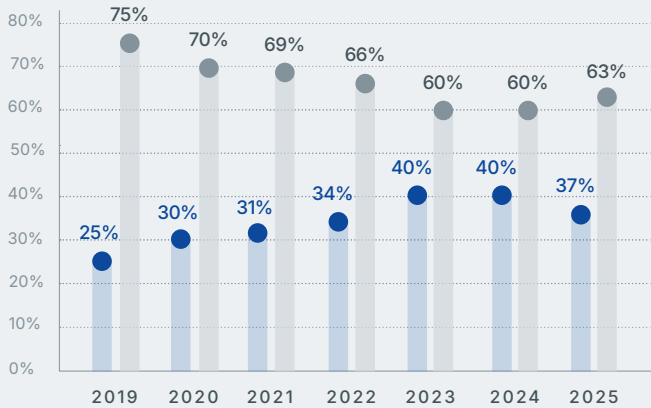
Performance management is grounded in clear expectations, measurable results, and accountability. Employees are evaluated against defined goals, objective outcomes, and demonstration of company values, creating a culture where achievement, professional growth, and contribution to the company's mission are recognized and rewarded.

Through this merit-based approach to talent development, supported by transparent evaluation, skill development opportunities, and clear advancement pathways, SoundThinking fosters a workplace that encourages engagement, supports long-term retention, and strengthens the organization's ability to deliver innovative solutions to the public safety communities we serve.



SoundThinking Employee Diversity | Companywide Gender Diversity

● MALE ● FEMALE



📊 Companywide Gender Diversity Trends

Executive 73% | 27%



Manager, Sr. Leadership, and VP 72% | 28%



Individual Contributors 61% | 39%



Total Employees 63% | 37%

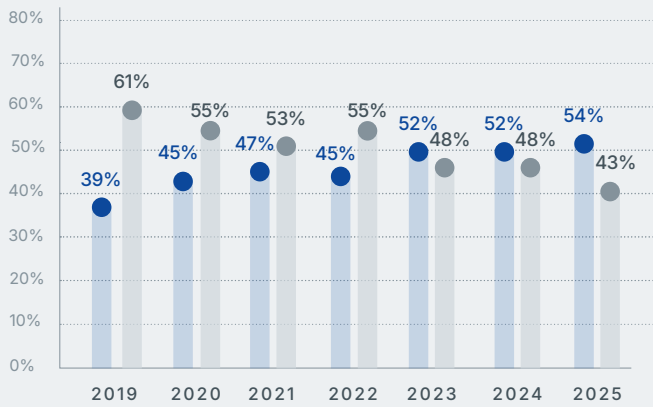


Gender Diversity Among Technical Teams 77% | 23%



SoundThinking Employee Diversity | Companywide Racial Diversity

- WHITE
- RACIALLY DIVERSE
- NOT SPECIFIED



Companywide Racial Diversity Trends

Employees included in the Racial Diversity category include Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, Asian, and two or more races.

Executive Leadership Team 64% | 36%



Manager, Sr. Leadership & VP 7% | 50% | 43%



Individual Contributors 2% | 40% | 58%



Total Employees 3% | 43% | 54%



Racial Diversity Among Technical Teams 3% | 44% | 53%





Employee Experience & Workplace Culture – 2025

In 2025, SoundThinking earned Great Place to Work® certification for the eighth consecutive year (2025–2026), reflecting sustained employee confidence in our culture, leadership, and workplace practices.

Participation in the annual survey reached 86%, providing a strong and representative foundation for continuous improvement and people strategy alignment.

Survey results demonstrate consistent strength across workplace safety, fairness, community alignment, and culture. Additional indicators reinforce a high level of engagement and mission alignment:

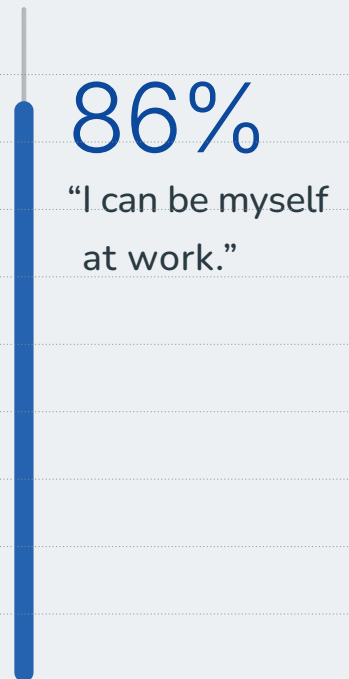
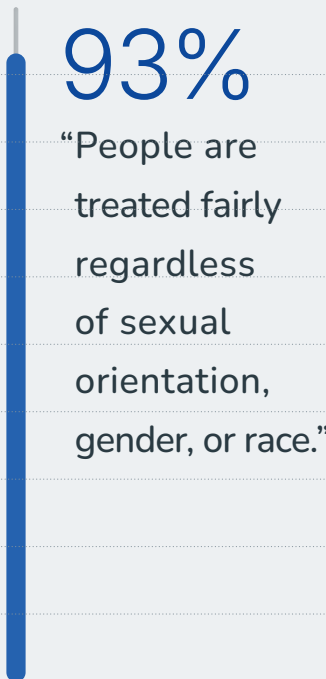
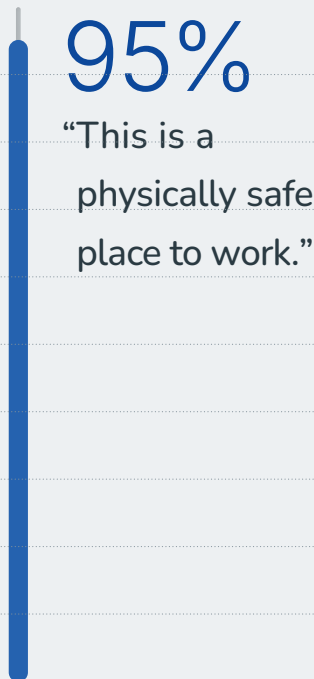
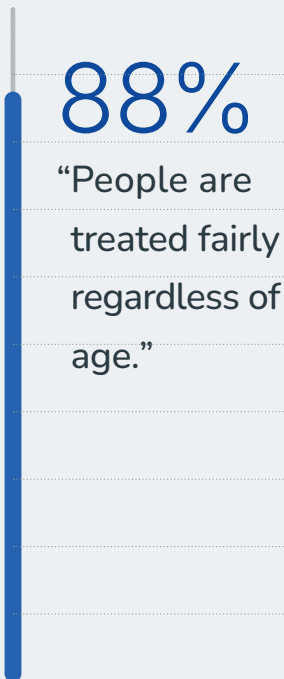
These results reflect a workforce that is engaged, mission-driven, and aligned with our public safety purpose.

91% “I feel good about the way we contribute to the community.”

Great Place to Work 2025 Survey Results



"I would strongly endorse SoundThinking as a great place to work"



88%

“I'm proud to tell others I work here.”



“I am able to take time off when I believe it is necessary”



“My work has special meaning; it is not ‘just a job.’”



90%

“New team members are welcomed and events are celebrated.”

86%

“I feel I make a difference.”

88%

“I feel a sense of pride in what we accomplish.”

87%

“People care about one another.”

2025 Focus Areas & Actions

Based on survey insights, we prioritized three targeted improvement areas:

1 • Professional Development & Leadership Effectiveness

We launched the SoundManager development series to strengthen leadership capability and people management effectiveness. To prepare employees for emerging technology shifts, we introduced Curiosity Quarterly, dedicating four hours per quarter to AI-focused learning, supported by peer knowledge-sharing sessions and expanded access to AI-centric learning platforms.

2 • Benefits & Financial Wellbeing

We enhanced financial wellness resources by partnering with a new retirement planning advisor to strengthen 401(k) support. To improve healthcare navigation and accessibility, we added Healthee to our benefits portfolio and expanded 24/7/365 telehealth services, covering both physical and mental health needs.

3 • Recognition & Performance Appreciation

We strengthened our recognition framework through CEO Quarterly Awards, Employee Spotlights, Incident Review Center (IRC) Peak Period Recognition, and peer-driven acknowledgments such as High Fives and On the Move. These programs reinforce performance excellence and alignment with Company values.



Through structured feedback, measurable action plans, and sustained investment in our workforce, SoundThinking continues to cultivate a high-performance, purpose-driven environment that supports employee wellbeing, professional growth, and long-term organizational resilience.

Comprehensive and Inclusive Employee Benefits

SoundThinking is committed to supporting the well-being, stability, and long-term success of its employees through a comprehensive benefits program designed to meet the diverse needs of a modern workforce. Recognizing that employees are at different stages of life and career, our benefits are structured to provide meaningful support across a broad range of personal, financial, and professional priorities.

Our health and wellness offerings include comprehensive medical coverage, mental health resources, and virtual care services to ensure employees and their families have convenient access to high-quality healthcare. These programs are designed to support both preventive care and ongoing wellness, recognizing that physical and mental health are fundamental to individual well-being and long-term productivity.

SoundThinking also invests in the financial security of its employees through retirement planning programs, financial advisory resources, and insurance benefits that help protect employees and their families in times of uncertainty. These offerings are complemented by tools and resources that help employees make informed financial decisions and plan for long-term stability.

Beyond health and financial benefits, the company supports personal and professional growth through education and development opportunities that allow employees to expand their skills and advance their careers.



Learning programs, leadership development initiatives, and technology-focused education including artificial intelligence training help employees remain competitive in a rapidly evolving technology landscape.

This comprehensive approach to benefits reflects SoundThinking's belief that a thriving workforce requires support across multiple dimensions of life. By offering flexible, inclusive programs that address health, financial wellbeing, professional development, and work-life balance, we aim to create an environment where employees can perform at their best while building secure and fulfilling careers.

Comprehensive Employee Wellbeing & Workforce Sustainability

SoundThinking's employee wellbeing framework is designed to support a resilient, high-performing workforce through integrated health, financial security, and work-life balance initiatives.

Our healthcare program provides broad medical coverage for eligible employees and dependents, including preventive care, prescription benefits, family-building services, virtual care, and tax-advantaged healthcare savings options. In October 2025, we enhanced access and transparency through the launch of Healthee, a centralized health and benefits platform offering 24/7/365 telehealth services to all employees and their dependents, including those not enrolled in company-sponsored medical plans. Healthee strengthens equitable access to primary and mental healthcare while providing care navigation tools, cost transparency features, and AI-enabled benefits guidance to support informed decision-making.

Our approach reflects a long-term commitment to workforce sustainability, equitable access to resources, and the overall wellbeing of employees and their families.

Financial wellbeing is reinforced through life and disability insurance, caregiver and eldercare support resources, and a company-matched 401(k) retirement plan. Employees also have access to financial advisory and estate planning services, as well as supplemental protections such as critical illness and accident insurance, helping to promote long-term financial security and preparedness.

Work-life balance remains a central pillar of our employee experience. In addition to competitive paid time off, employees receive twelve annual holidays and four designated refresh days. Family-oriented benefits include parental leave, dependent care support, and pet health coverage. A comprehensive Employee Assistance Program (EAP) further supports employees through confidential counseling, financial coaching, and wellness resources.

Through this integrated wellbeing framework, SoundThinking advances employee health, financial stability, and professional sustainability—strengthening organizational resilience while supporting equitable, high-quality outcomes for our workforce.

Human Capital Development

Workforce Learning, Development, and AI Capability Building

SoundThinking believes continuous learning is essential to sustaining innovation, supporting employee growth, and maintaining a high-performing workforce. In 2025, the company expanded its learning ecosystem to provide employees with accessible opportunities for professional development, leadership training, and education in emerging technologies. A central focus of these efforts has been building enterprise-wide literacy in artificial intelligence to support innovation across the company’s technology platforms. In 2025, SoundThinking employees completed approximately 3,400 hours of training and education.

Learning opportunities are delivered through a combination of internal and external platforms. SoundThinking University (STU) serves as the company’s primary learning management system and hosts 47 internal courses focused on product knowledge, professional development, and organizational learning. In 2025, STU maintained a 71.5% course completion rate, reflecting strong engagement across the workforce. The platform was further strengthened with the launch of the STU Forum, a community knowledge hub where employees can access learning resources, share insights, and collaborate on best practices.

To complement internal training, SoundThinking provides employees access to Udemy, offering a broad library of technical and professional courses. Engagement with the platform remained strong throughout 2025, with a majority of employees participating in at least one course. The learning mix reflects the company’s growing focus on artificial intelligence and advanced technical capabilities.

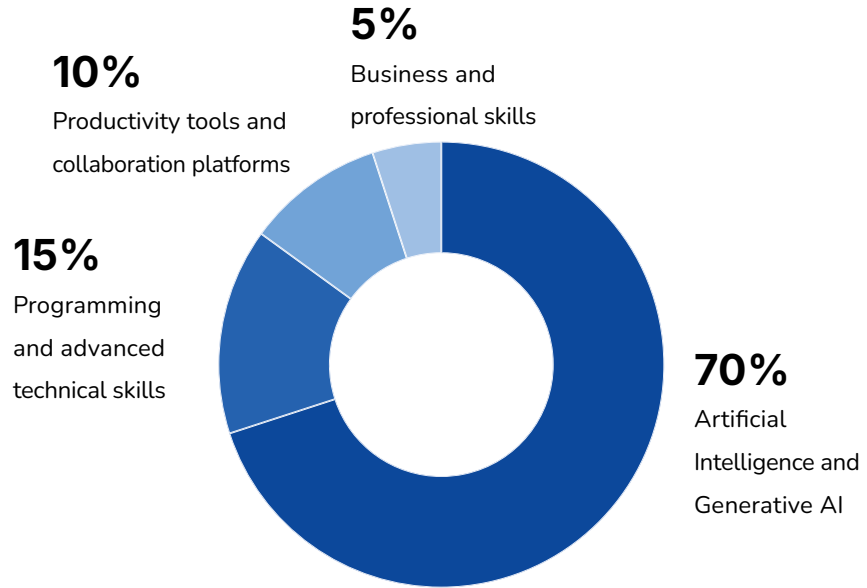
3,400

hours of training and education completed by SoundThinking employees in 2025

Udemy Learning Metrics (2025)

Employees enrolled in at least one course	82%
Active learners across the platform	70%
Independent external learners	5%
Total course enrollments	190 courses

Course participation highlights the organization's focus on emerging technologies and technical capability building:



To further strengthen AI capability across the company, SoundThinking launched Curiosity Quarterly, an initiative that provides employees with up to four hours of dedicated learning time each quarter to explore AI topics and technologies. The program encourages both structured coursework and peer learning exchanges where employees share practical use cases and insights. In addition, the deployment of LibreChat AI across the company enables employees to experiment with AI tools and integrate them into everyday workflows.

SoundThinking also continues to invest in leadership development and employee onboarding. Foundations, the company's refreshed onboarding experience, provides a 2.5-day program covering company strategy, products, and culture, helping new employees quickly understand the organization's mission and impact. For people leaders, SoundManager Training delivers focused development sessions on goal setting, performance management, and effective feedback.

To accelerate enterprise-wide adoption of AI, SoundThinking launched the AI Champions Program in late 2025. The program embeds AI advocates within different business functions to identify high-value use cases, support peers in applying AI tools, and share best practices across the organization. The first phase launched with 11 champions representing 11 business units, with plans to expand the program in 2026.

Through these initiatives, SoundThinking continues to foster a culture of curiosity, collaboration, and continuous improvement.

By investing in workforce learning and emerging technology education, the company strengthens its ability to innovate while supporting the long-term professional growth of its employees.

Summer Walkathon - Building a Healthy and Connected Workforce



In 2025, SoundThinking advanced its employee wellbeing strategy through company-wide virtual Summer Walking Challenges designed to promote physical health, strengthen cross-functional engagement, and cultivate a supportive workplace culture. These initiatives align with the Company’s Social pillar commitment to fostering a healthy, connected, and high-performing workforce.

Using a fitness tracking application, employees voluntarily participated in structured walking challenges that encouraged daily movement, peer accountability, and positive engagement across departments and geographic locations. Participants formed new connections with colleagues while engaging in friendly, health-focused competition. Two inclusive, company-wide initiatives—Stride into Summer and The Great Appalachian Trail Adventure—enabled broad participation regardless of office location or remote status, reinforcing equitable access to wellness programming.

By investing in preventative health initiatives and structured employee engagement programs, SoundThinking supports physical wellbeing, strengthens organizational cohesion, and promotes a culture of balance and resilience. These efforts reflect the Company’s broader ESG objective of creating a workplace environment that prioritizes employee health, connection, and long-term sustainability.

Hackathon - Responsible Innovation & AI-Driven Product Development

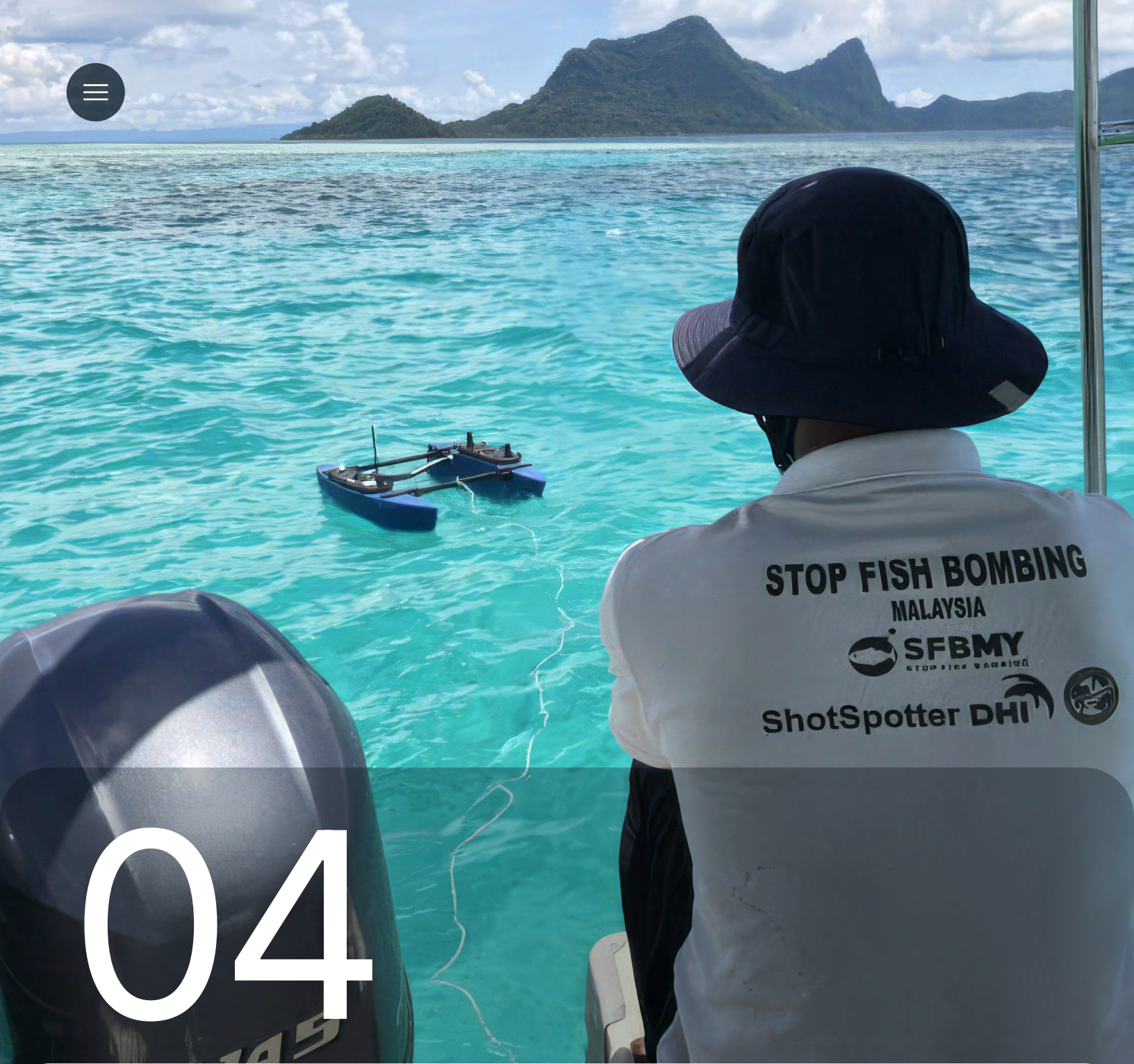


In 2025, SoundThinking conducted two company-wide Hackathons—one in the winter and a second in the summer—demonstrating a sustained commitment to responsible innovation, workforce development, and cross-functional collaboration. The summer session, hosted at the Company’s New Jersey office, centered on the theme of Artificial Intelligence and reinforced our strategic focus on advancing AI-enabled capabilities across our product portfolio.

Both Hackathons brought together diverse, cross-disciplinary teams composed of engineers, analysts, interns, and technical professionals representing multiple product lines and office locations, including California, Arizona, New Jersey, Washington, DC, Florida, and remote employees nationwide. The structure of these events encouraged inclusive participation across experience levels and geographies, fostering mentorship, technical skill development, and collaborative problem-solving.

Across the two 2025 Hackathons, teams developed a number of AI-enabled prototypes, feature concepts, and product enhancements designed to improve operational effectiveness, data-driven decision-making, and customer outcomes. Importantly, one prototype advanced beyond concept validation, was incorporated into the formal product roadmap, and successfully achieved general release. These outcomes demonstrate SoundThinking’s disciplined approach to innovation—linking employee engagement with measurable product advancement—while reinforcing governance practices that emphasize responsible AI development, scalability, and real-world impact.





04

Environmental — Environmental Stewardship and Sustainable Operations

SoundThinking Labs - Harnessing
Advanced Acoustic Technology to
Protect Marine Ecosystems **75**

Supply Chain Resilience and
Operational Sustainability **79**

ENVIRONMENTAL

Our environmental approach emphasizes resource efficiency, waste reduction, and responsible disposal practices across our technology operations.

As a technology-driven organization, SoundThinking's direct environmental footprint is primarily associated with the lifecycle management of electronic equipment, field-deployed hardware, and supporting technology infrastructure. While our cloud-based platform architecture inherently reduces reliance on physical infrastructure compared with traditional on-premises systems, we recognize that responsible management of electronic assets remains an important component of environmental stewardship.

Our environmental approach emphasizes resource efficiency, waste reduction, and

responsible disposal practices across our technology operations. By extending the useful life of equipment, prioritizing reuse of functional components, and partnering with certified recycling providers, we work to minimize waste generation while supporting responsible recovery of valuable materials.

These practices form part of SoundThinking's broader commitment to sustainable operations and reflect our belief that technology companies must manage both digital and physical infrastructure in ways that conserve resources, protect the environment, and support long-term operational responsibility.

SoundThinking Labs - Harnessing Advanced Acoustic Technology to Protect Marine Ecosystems



In 2025, SoundThinking Labs initiative continued to extend the application of its sensor and gunshot detection technology beyond public safety, leveraging its acoustic capabilities to help protect coral reef ecosystems and contribute meaningfully to global environmental conservation efforts.

The Fish Bombing Prevention initiative significantly expanded its global footprint, extending operations to Australia, Peru, Chile, Indonesia, Malaysia, and the Philippines. This expansion reflects a continued commitment to protecting vulnerable marine ecosystems through advanced monitoring, community engagement, and international collaboration.

As part of this effort, a sensor has been deployed within a protected marine preserve in Peru to monitor and assess the impact of fish bombing activity. Early indicators suggest that transient bombing groups move along the coastline, with anticipated activity expected to pass through the monitored area in mid-April, providing a critical opportunity for targeted observation and response.

In Southeast Asia, the Malaysia-based team has broadened its impact into the Philippines, focusing on community education and capacity building. Through initiatives such as “Symphony of the Oceans,” indigenous youth are being introduced to the acoustic signatures of healthy marine environments, including natural sounds like shrimp activity, as well as the destructive audio patterns associated with fish bombing. These efforts are complemented by hands-on training in reef restoration techniques, equipping local communities to actively participate in ecosystem recovery.

Collaboration with Australian partners has advanced the development of an AI-enabled acoustic detection capability. This system leverages audio classification to identify fish bombing events within large-scale acoustic datasets. Following successful side-by-side testing in Malaysia, this technology is being integrated into the Blue Boat platform, enhancing its ability not only to detect active bombing events, but also to map areas of reef degradation for targeted intervention.

To further strengthen response capabilities, undersea imaging systems are being incorporated into Blue Boat operations. These systems enable rapid verification and assessment of reported damage, supporting coordinated restoration efforts. This capability is particularly important for partner organizations such as the World Wildlife Fund, which rely on timely, high-quality data to mobilize reef restoration initiatives. Prompt intervention has been shown to materially improve coral survival and recovery outcomes.

Operationally, the Blue Boat program is scaling from two to four autonomous vessels in Malaysia, enabling broader and more dynamic monitoring coverage. These small, autonomous catamaran-based platforms support mobile surveillance across approximately 200 square meters per deployment. While fixed, land-based sensor arrays have demonstrated measurable success, achieving an estimated 80% reduction in fish bombing within monitored zones, activity has historically displaced to adjacent areas. The expanded Blue Boat fleet is designed to address this challenge by enabling adaptive, mobile monitoring and deterrence, thereby extending protection beyond static coverage areas.

Collectively, these advancements represent a meaningful step forward in combining technology, partnerships, and community engagement to combat illegal fishing practices and support long-term ocean health.



Responsible Asset Lifecycle & Electronic Waste Management

SoundThinking is committed to reducing environmental impact through responsible asset lifecycle management and sustainable reuse practices across our technology infrastructure and hardware deployments. Our approach prioritizes extending the useful life of equipment, maximizing component reuse, and ensuring responsible recycling when assets reach the end of their operational life.

When refurbishing field equipment such as sensors and bollards, we prioritize sustainability by recovering and reusing functional components whenever possible. This practice reduces material waste, conserves resources, and minimizes the environmental footprint associated with manufacturing replacement parts. Components that cannot be reused are responsibly processed through certified electronic waste or metal recycling facilities to ensure that materials are recovered and handled in accordance with environmental best practices.

Within our corporate technology environment, SoundThinking maintains a structured hardware lifecycle policy for laptops, computers, and related IT equipment. The policy is designed to maximize the useful lifespan of hardware while maintaining strict protection of company data and systems. When devices remain functional but are no longer appropriate for primary use, they may be repurposed internally as temporary or loaner equipment to extend their productive lifecycle.

When hardware ultimately reaches the end of its service life, secure data handling becomes the primary priority. Prior to removal from company facilities, our IT team ensures that all storage media are securely wiped in accordance with established data protection procedures. Storage devices are then physically destroyed to eliminate any possibility of data exposure.

After secure data destruction, remaining hardware components and chassis are transferred to certified local e-waste recycling partners. These partners recover reusable materials and components where possible, supporting circular reuse and reducing landfill waste.

To ensure accountability and traceability, SoundThinking maintains a documented audit trail for all hardware disposal activities. The process includes internal IT asset tracking, documentation of device serial numbers, photographic records of equipment prepared for recycling, and formal Certificates of Destruction issued by recycling vendors. This structured approach ensures that equipment disposal is conducted securely, responsibly, and in alignment with both environmental stewardship and data protection obligations.

Through these practices, SoundThinking integrates environmental responsibility with operational security, supporting sustainable resource management while maintaining the highest standards of data protection and compliance.



Energy Efficiency and Environmental Impact



SoundThinking is committed to minimizing environmental impact through responsible technology design and operational practices. Our flagship gunshot detection solution, ShotSpotter, is engineered to deliver critical public safety capabilities while maintaining an exceptionally small environmental footprint.

The energy required to power one square mile of ShotSpotter coverage is less than that consumed by a single 75-watt light bulb. This highly efficient design ensures that the system operates with minimal electricity usage and negligible impact on energy demand or greenhouse gas emissions.

By combining advanced public safety technology with energy-efficient infrastructure, SoundThinking demonstrates that effective community safety solutions can be deployed responsibly, aligning innovation with environmental stewardship.



Supply Chain Resilience and Operational Sustainability

SoundThinking's operational strategy emphasizes resilience, reliability, and responsible sourcing. Because our technologies support critical public safety infrastructure, ensuring a stable and secure supply chain is essential to both operational continuity and long-term sustainability. We prioritize strategic sourcing decisions, domestic manufacturing where feasible, and disciplined inventory planning to reduce risk, strengthen reliability, and minimize environmental impact.

Supply Chain Resilience and Near-Shoring

A key priority has been securing reliable access to the proprietary components that power our sensing technologies. To strengthen supply chain stability, SoundThinking transitioned manufacturing of a critical audio processing board from overseas production to the United States. This shift reduces exposure to geopolitical risk, shortens supply chains, and simplifies logistics. In addition to improving operational resilience, domestic manufacturing reduces reliance on long-distance international shipping, lowering associated transportation emissions. Our central processing unit (CPU) components are similarly sourced through domestic manufacturing partners, reinforcing a strategy focused on supply stability and responsible sourcing.

Operational Continuity and Strategic Inventory Management

To ensure uninterrupted support for customers and maintain dependable product availability, SoundThinking maintains strategic inventory reserves for critical components and systems. This approach enables the company to respond effectively to fluctuations in supply conditions while sustaining reliable service delivery for public safety agencies. By maintaining adequate inventory buffers, we also reduce the need for expedited emergency shipping methods—such as air freight—which carry higher environmental impacts. This disciplined inventory management strategy supports both operational resilience and our broader sustainability objectives.

Promoting Sustainable Workplace Practices

SoundThinking integrates environmental responsibility into everyday workplace operations by implementing practical measures that reduce waste and promote more efficient use of resources across our offices. These initiatives support our broader commitment to operating responsibly while minimizing the environmental impact of our business activities.

The company introduced several changes aimed at reducing plastic consumption in the workplace. Filtered water stations were installed in all office locations, providing employees with convenient access to drinking water while discouraging reliance on single-use plastic bottles.

Additional steps were taken to support environmentally conscious workplace practices. Office kitchens were stocked with biodegradable utensils, and meal services increasingly prioritize partnerships with local restaurants and vendors that demonstrate environmentally responsible practices. Recycling programs have also been expanded across all facilities through clearly labeled recycling stations, while energy-efficient equipment is used whenever feasible to reduce energy consumption.

Together, these initiatives demonstrate SoundThinking's commitment to integrating sustainable practices into daily operations and advancing responsible resource management throughout the organization.

Carbon Emissions and Cloud Infrastructure Efficiency

SoundThinking's technology platform operates primarily through cloud infrastructure, enabling scalable and reliable delivery of services while reducing the need for energy-intensive on-premises computing environments. As part of our commitment to environmental responsibility, we monitor the carbon footprint associated with our cloud usage and evaluate opportunities to improve efficiency as our platform grows.

Based on AWS's carbon reporting, SoundThinking's estimated cloud-related emissions totaled 133.8 metric tons of CO₂ equivalent (MTCO_{2e}) during the reporting period. At the same time, the use of AWS infrastructure generated an estimated 392.2 MTCO_{2e} in emissions savings, reflecting AWS's investments in carbon-free energy and renewable power sources that offset emissions associated with customer workloads.

These figures illustrate the environmental benefits of leveraging modern cloud infrastructure providers that actively invest in renewable energy and energy-efficient data center operations. By utilizing scalable cloud architecture, SoundThinking reduces reliance on traditional on-premises systems and benefits from the efficiency gains of hyperscale infrastructure.

As the adoption of SoundThinking's technologies continues to expand to support more communities, we remain committed to monitoring our infrastructure footprint and identifying opportunities to improve resource efficiency. Working with cloud partners that prioritize renewable energy and energy-efficient operations is an important component of our approach to responsible technology deployment and long-term environmental sustainability.

Acknowledgements

The publication of this ESG report reflects the collective efforts of many individuals across SoundThinking who contributed their time, expertise, and insights throughout the reporting process. We extend our sincere appreciation to the employees who supported the development of this report and helped document the initiatives, programs, and operational practices described within these pages. We also thank our executive leadership team and Board of Directors for their continued guidance and support in advancing responsible governance, sustainable operations, and measurable social impact. Their commitment to aligning SoundThinking's strategy, culture, and decision-making with our ESG objectives continues to strengthen the Company's ability to serve our customers, communities, employees, and shareholders responsibly.

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