

For Greater Public Safety

2024 Environmental, Social & Governance Report

SoundThinking, Inc. | NASDAQ: SSTI



Table of Contents

01

Overview

Pioneering Progress in Public Safety

Soundthinking's Fourth Annual ESG Report 3

Welcome from Ralph Clark, Nasim Golzadeh, and Anne Mueller 4

Forward-Looking Statements 7

SoundThinking – 2024 at a Glance 8



02

Social Impact

A Commitment Beyond Obligation

SafetySmart™: Empowering Data-Driven Public Safety 11

Technology for Social Impact 12

Social Impact in Action 27

SoundThinking Gives Back 29

Technology for Justice 33



03

Governance

Trust Through Strong Governance

Board of Directors 36

Guiding Governance: Oversight and Accountability 37

Risk Management 51

Customer Experience and Impact: Elevating Outcomes Through Trusted Partnerships 57

Engaging Shareholders Through Transparency and Trust 59



04

Environmental

Technology for Protecting the Environment

Protecting Reefs and Communities: A Partnership for Sustainable Oceans 62

Sustainability in Action 64



Acknowledgements



01

Overview — Pioneering Progress in Public Safety

Soundthinking's Fourth Annual
ESG Report 3

Welcome from Ralph Clark, Nasim
Golzadeh, and Anne Mueller 4

Forward-Looking Statements 7

SoundThinking –
2024 at a Glance 8



Our Fourth Annual ESG Report

At SoundThinking, our fourth annual Environmental, Social, and Governance (ESG) report reaffirms our firm commitment to those we serve: law enforcement agencies, security professionals, the communities they protect, the stakeholders who propel our mission forward, and the members of our organization who make this mission possible. Public safety is at the heart of everything we do, and our commitment to driving meaningful impact remains stronger than ever.

This year, we continue to evolve, not just in the scope of our technology and services, but in the way we approach challenges, foster innovation, and deepen our engagement with stakeholders. Trust, innovation, performance, and collaboration remain the foundation of our work, fueling our ability to deliver cutting-edge solutions that enhance safety and drive positive societal outcomes.

Beyond product development, our commitment to innovation extends to creating forward-thinking strategies that support the evolving needs of law enforcement and communities alike. By reimagining how we serve and empower public safety professionals, **we're building stronger, more resilient communities while advancing accountability, transparency, and effectiveness in crime prevention.**

As we embark on another year of reporting, we are focused on driving sustainable growth—one that not only strengthens our enterprise but also fosters safer cities, supports career development, and builds lasting partnerships. Our efforts generate long-term value for all stakeholders, from community leaders to investors seeking meaningful, risk-adjusted returns.

We invite you to explore this report, share your insights, and join us in shaping a future where technology and collaboration lead to safer, more resilient communities.



This report adheres to the Sustainability Accounting Standards Board (SASB) framework and aligns with the United Nations Sustainable Development Goals (UN SDG). We address the six key disclosure topics relevant to the Software & IT Services industry within the Technology & Communications sector, referencing UN SDG where applicable. Unless otherwise specified, the data presented is as of December 31, 2024.

Welcome from Ralph Clark

At SoundThinking, our mission is rooted in a simple but profound belief: that everyone deserves to feel safe in the communities they call home. As we present our fourth annual Environmental, Social, and Governance (ESG) Report, I'm proud to reflect on the progress we've made—and even more energized by the road ahead.

2024 marked a year of meaningful momentum. We deepened our impact in cities and countries around the globe, empowered our partners with data-driven tools that save lives, and elevated trust through transparency, accountability, and performance. From the dramatic reductions in gun violence in cities like Baltimore and Montevideo, to the enhanced investigative capabilities delivered through CrimeTracer™ and CaseBuilder®, our SafetySmart platform is demonstrating that public safety and public trust can—and must—go hand in hand.

This work is not without complexity. We operate in a time when safety, privacy, and equity are all top of mind—and sometimes in tension. That's why we lead with a values-based approach to innovation: designing our technology with ethics at the core, ensuring we support both responders and residents, and upholding the highest standards of data security and governance.

Our commitment to transparency is not just about compliance—it's about building confidence, one neighborhood, one agency, and one stakeholder at a time.

We also recognize that our people are our greatest strength. In 2024, we renewed our commitment to inclusion and belonging, continued to expand career opportunities, and earned the Great Place to Work® designation for the seventh consecutive year. That culture—rooted in trust, collaboration, innovation, and performance—fuels our ability to grow responsibly, serve boldly, and lead with purpose.

Whether you are a community member, law enforcement partner, investor, policymaker, or SoundThinker—we invite you to explore this report, offer your insights, and join us in the shared mission of making our world safer, more just, and more resilient.

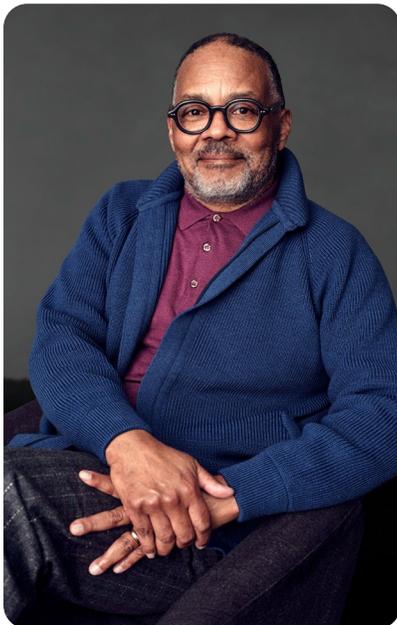
Thank you for your continued trust and partnership.

With gratitude,



RALPH CLARK

President & Chief Executive Officer
SoundThinking, Inc.



Welcome from Nasim Golzadeh

It is with great pride that I welcome you to SoundThinking's fourth annual ESG Report. This milestone reflects not only the progress we've made but also our steadfast commitment to growing responsibly, with purpose, integrity, and impact.

At SoundThinking, building a culture where every individual is seen, heard, and empowered is not just a reflection of our values, it's a strategic advantage. We thrive when we bring together different backgrounds, experiences, and perspectives to drive innovation and solve complex challenges.

Over the past year, we have significantly expanded our business and our reach. Through this growth, we've remained anchored to what matters most: supporting our people, deepening our mission, and investing in the future. **We continue to empower our teams to do more and do better, unlocking innovation, strengthening engagement, and delivering greater value to our partners and communities.**

Thank you to every employee, partner, and stakeholder who contributes to this journey. Together, we are building a stronger, more inclusive, and more resilient SoundThinking.



A stylized handwritten signature in black ink, appearing to read 'N. Golzadeh'.

NASIM GOLZADEH

Executive Vice President and Managing Director
SoundThinking, Inc.

Welcome from Anne Mueller

I am pleased to share SoundThinking's 2024 ESG Report.

At SoundThinking, we believe our people are the driving force behind our success, and critical to the advancement of our ESG priorities. I'm proud of how our commitment to ESG principles is shaping a more inclusive, impactful, and sustainable future for our workforce and the communities we serve.

This year, we deepened our commitment to fostering a workplace where every employee feels valued, respected, and heard. We expanded our employee feedback channels, enhanced communication efforts, and celebrated the diversity that makes us stronger. Our benefits were broadened to support a multigenerational workforce, and we took meaningful steps to prioritize mental health and wellbeing. We've also invested in learning tools to empower career development and personal growth which contributes to the

While we're proud of our progress in 2024, we recognize there's more work ahead. We are focused on setting goals that **promote inclusive and representative growth, while continuing to foster learning and development across every level of the company.**

foundation of a resilient, engaged, and high-performing organization.

We welcome your voice, ideas, and passion as we continue building a workplace where our people thrive, and where business success and positive impact go hand-in-hand.

Thank you for your continued support.



ANNE MUELLER

Senior Vice President, Human Resources
SoundThinking, Inc.



Forward-Looking Statements

This report contains forward-looking statements about SoundThinking, Inc. and our environmental, social, and governance initiatives that involve substantial risks and uncertainties. All statements contained in this report, excluding statements of historical fact, are forward-looking statements. These statements can usually be identified by the use of words such as “*expect*,” “*aim*,” “*goal*,” and words of similar import. The outcome of the matters described in, or implied by, these forward-looking statements could differ materially due to a number of factors, including but not limited to: the company’s ability to successfully negotiate and execute contracts with new and existing customers in a timely manner, if at all; the company’s ability to maintain and increase sales, including sales of the company’s newer product lines; the availability of funding for the company’s customers to purchase the company’s solutions; the complexity, expense, and time associated with contracting with government entities; the company’s ability to maintain and expand coverage of existing public safety customer accounts and further penetrate the public safety market; the company’s ability to sell its solutions into international and other new markets; the lengthy sales cycle for the company’s solutions; changes in federal funding available to support local law enforcement; the efficacy of the privacy and information security measures implemented by the company and third parties; the company’s ability to deploy and deliver its solutions; the potential effects of negative publicity; and the company’s ability to maintain and enhance its brand, as well as other risk factors included in the company’s most recent annual report on Form 10-K and quarterly report on Form 10-Q and other Securities and Exchange Commission (SEC) filings.

These forward-looking statements are made as of the publication date of this report. They are based on current expectations, estimates, forecasts, and projections, as well as the beliefs and assumptions of management. Except as required by law, SoundThinking undertakes no duty or obligation to update any forward-looking statements contained in this report as a result of new information, future events, or changes in its expectations.

The discussion of topics included in this report should not be read as implying that such topics are “*material*” in the context of the U.S. federal securities laws, Delaware General Corporation law, or any other regulatory framework, and the inclusion of topics in this report does not indicate that such topics are material to the company’s business, operations, or financial condition. Our approach to ESG disclosures is informed by reporting frameworks, such as the SASB and UN SDG, that involve distinct standards of topic relevance than the materiality standard used for purposes of our compliance with SEC disclosure obligations.

Estimates and data contained in this report are unaudited, not prepared in accordance with generally accepted accounting principles, and involve assumptions and limitations, which may impact their accuracy. Certain statements included in this report are reliant upon third-party data. While we believe that information provided by third parties contained herein generally comes from sources believed to be reliable, we have not independently verified any of the data from third-party sources. In addition, claims, data, assessments, or projections expressed by third-party entities included in this report are solely their own and do not necessarily represent the views or positions of SoundThinking or its management.

SoundThinking — 2024 at a Glance



177

Cities

20

Universities
& Corporations

Covered by ShotSpotter



1,074

Square Miles of
ShotSpotter Coverage



259,276

Published ShotSpotter™ Alerts



64

Expert Witness Testimonies
in Court



2.1

Property Invoices
Containing

~200M

Articles of Property Tracked



~6.9M

Queries Processed in CrimeTracer



>1M

Cases Processed



277

SafePointe® Lanes
Under Contract



316

Employees



7th Year

Great Place to Work®
Company Designation

39%

Female Employees

56%

Racial diversity



*

International customers:
South Africa, Uruguay
and the Bahamas



4

Locations



02

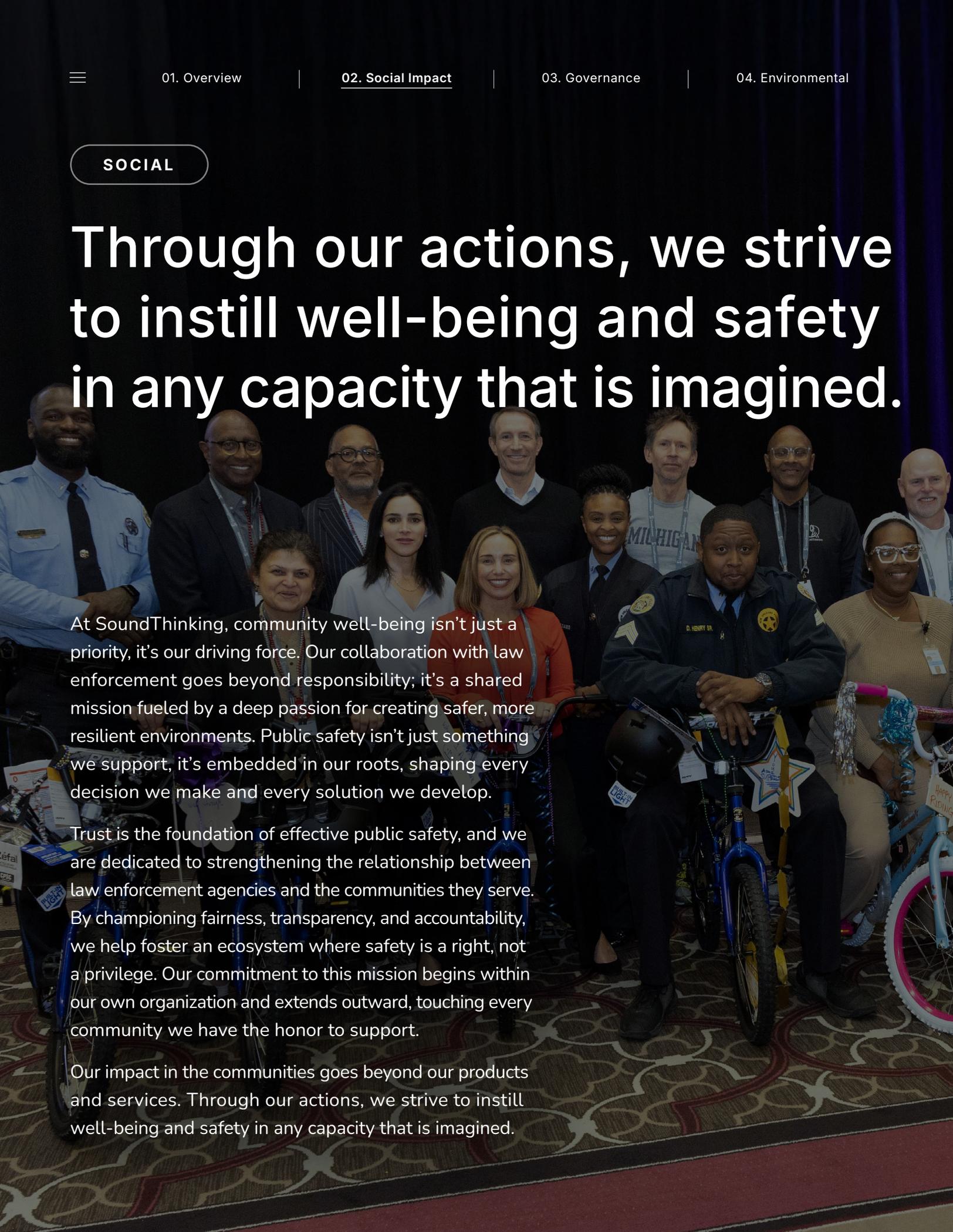


Social Impact — A Commitment Beyond Obligation

- SafetySmart™: Empowering Data-Driven Public Safety 11
- Technology for Social Impact 12
- Social Impact in Action 27
- SoundThinking Gives Back 29
- Technology for Justice 33

SOCIAL

Through our actions, we strive to instill well-being and safety in any capacity that is imagined.

A group of approximately 15 diverse individuals, including several in police uniforms, are posed behind a row of bicycles. The bicycles are decorated with colorful streamers and signs that say "Happy Riding". The setting appears to be an indoor event space with a patterned carpet.

At SoundThinking, community well-being isn't just a priority, it's our driving force. Our collaboration with law enforcement goes beyond responsibility; it's a shared mission fueled by a deep passion for creating safer, more resilient environments. Public safety isn't just something we support, it's embedded in our roots, shaping every decision we make and every solution we develop.

Trust is the foundation of effective public safety, and we are dedicated to strengthening the relationship between law enforcement agencies and the communities they serve. By championing fairness, transparency, and accountability, we help foster an ecosystem where safety is a right, not a privilege. Our commitment to this mission begins within our own organization and extends outward, touching every community we have the honor to support.

Our impact in the communities goes beyond our products and services. Through our actions, we strive to instill well-being and safety in any capacity that is imagined.



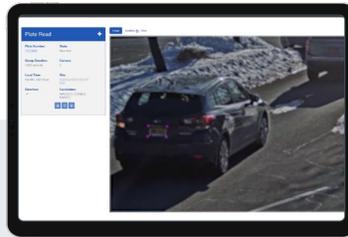
SafetySmart™ — Empowering Data-Driven Public Safety

SoundThinking's SafetySmart Platform integrates advanced software and objective data to equip law enforcement and civic leaders with the intelligence they need to safeguard communities more effectively. By delivering the right resources at the right time and place, SafetySmart™ transforms public safety operations—enhancing responsiveness, improving outcomes, and fostering greater trust between agencies and the communities they serve.



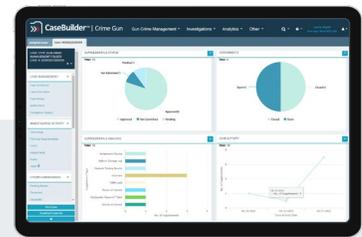
Gunshot Detection and Location

ShotSpotter is a proven acoustic gunshot detection system that alerts law enforcement to virtually all gunfire within a city's ShotSpotter coverage area within 60 seconds, enabling police to provide a consistent, rapid, and precise response.



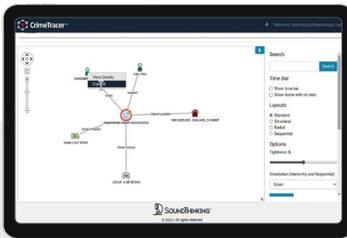
Vehicle and License Plate Recognition

PlateRanger is a leading license plate and vehicle recognition solution that boosts investigations with actionable data on plates, vehicle make and model. Live video feeds capture key moments, while real-time alerts from NCIC, BOLOs, AMBER/Silver alerts, and stolen vehicle lists enhance situational awareness.



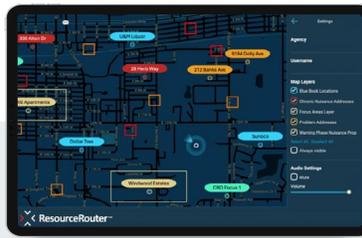
Investigative Case Management

CaseBuilder is a smarter investigation management platform that enables investigative teams to efficiently organize and store case information, track and prioritize assignments, optimize resources, submit materials to prosecution, and more.



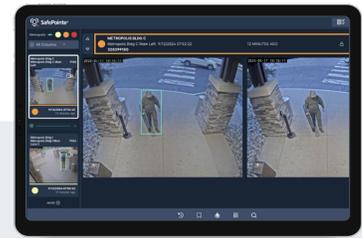
Crime Analysis & Data

CrimeTracer is the #1 law enforcement search engine that enables investigators to search through more than 1.3B structured and unstructured data across jurisdictions to obtain immediate tactical leads, leverage advanced link analysis to make intelligent connections, link NIBIN leads to reports, suspects, and other entities, and more.



Patrol Management

ResourceRouter is a comprehensive patrol management tool that automates the daily planning of directed patrols. Using a data-driven approach, ResourceRouter allows line-level supervisors and command staff to gain insight into how patrol officers spend time on shifts, assess officer participation, and more.



Weapons Detection

SafePointe is an AI-based weapons detection system designed for high throughput facilities. It features a low-profile form factor that effectively keeps weapons off-premises without compromising the visitor experience.

Products Used



Customer Since

2018

Technology for Social Impact

2024 Baltimore Homicides Down 40% From 2022



For decades, the City of Baltimore had been afflicted with a high homicide rate, spiking 62% in 2015 and not dropping below 300 homicides per year for eight consecutive years. Amid growing community outrage that came to a boiling point following the death of Freddie Gray, and following a subsequent consent decree, the city was desperately seeking a new path to set public safety on track.

Baltimore’s dramatic decrease in homicides in 2024 can likely be attributed to several factors, including stronger prosecutions, policing, and prevention. “*You have to have a lot of things working at the same time*” to produce such a decline, said Daniel Webster, a violence prevention expert at the Johns Hopkins Bloomberg School of Public Health.

40%

Reduction in homicides in Baltimore when comparing 2024 to 2022

25%

Reduction in homicides nationally during the same time period

22%

Increase in gun seizures
in Baltimore since 2019

One driving factor was the launch of the Group Violence Reduction Strategy (GVRS) in 2022, a three-pronged approach to crime prevention launched by the Mayor’s Office of Neighborhood Safety and Engagement (MONSE) in partnership with BPD and the State’s Attorney’s Office. Additionally, the 2023 election of Baltimore City State’s Attorney Ivan Bates led to a focus on tougher prosecution of handgun offenses. On the community side, GVRS has played an important role in reducing gun violence, with more than 200 people enrolled in “intensive life-coaching services and wrap-around supports,” and just 12 have recidivated.

Strong policing is another critical factor contributing to public safety. When asked if he thought a “tough on guns” strategy was the primary driver for reduced homicide rates, John Cox, a criminal defense attorney who previously worked in the Baltimore State’s Attorney’s Office, said, “I think it’s probably more the police department being more proactive out there, trying to find the guns.” Gun seizures have increased by 22% since 2019. One of the major tools in the Baltimore Police Department’s toolbox? ShotSpotter’s acoustic gunshot detection system, which enables the BPD to respond to a higher level of gunfire incidents, improving response times and rates of evidence collection.

“When you focus on the individuals who are most likely to be the victims or perpetrators of violence... then you can have the desired impact.”



Mayor BRANDON SCOTT

“The values of SoundThinking matter to me because they reflect a commitment to purpose-driven innovation. It’s not just about creating technology, it’s about using it responsibly to make a difference in people’s lives.”



ATHNAIEL BAZI, MBA, PMP
Sr. Director, Field Engineering Project Management

Products Used



Customer Since

2023

ResourceRouter Enhances Public Safety in East Chicago



69%

Decrease in homicides
over four years

East Chicago’s commitment to enhancing public safety and implementation of cutting-edge technology has led to significant strides in crime reduction. Among the most impactful initiatives is the adoption of ResourceRouter, a dynamic patrol management solution that ensures optimal deployment of law enforcement resources to areas where they are needed most.

100%

Charge and clearance rate of the four homicides in 2024
(as part of a multi-agency task force)

Like many urban areas, East Chicago faced challenges in efficiently allocating police resources to address high-crime areas, especially with the reduced staffing numbers. Traditional methods often resulted in reactive policing, with officers responding to crimes rather than proactively addressing emerging threats. Seeking a solution that would leverage data-driven insights to enhance public safety and maximize the effectiveness of law enforcement efforts, they deployed ResourceRouter in 2023.



Past Years Recorded Homicides

With the implementation of ResourceRouter, East Chicago law enforcement now benefits from real-time, data-driven patrol management. The system uses current crime data, ShotSpotter alert information, and other critical details to recommend optimal patrol areas and resource allocation strategies. ResourceRouter also provides command staff insight into patrol effectiveness by deploying officers to the right locations at the right times.

The first month of the ResourceRouter deployment began showing a decrease in crime in East Chicago. Chief Jose Rivera stated, *“One example of this is in 2023, we recorded 5 homicides. This came out to a 55% decrease in homicides compared to the year 2022, when we recorded 11 homicides. This was a 10-year record low.”*

Since implementing ResourceRouter, East Chicago has seen a marked improvement in crime reduction efforts. Crime rates in high-risk areas have decreased, and response times have improved significantly. Community members have expressed greater confidence in local law enforcement, crediting the proactive presence of officers in key neighborhoods.



Products Used



Customer Since

2023

Advancing Public Safety and Community Trust in Montevideo, Uruguay



2,492

Gunfire alerts registered in 2024

28%

Of these alerts were reported via 9-1-1

As part of its commitment to enhancing public safety and strengthening community trust, the Ministry of the Interior in Uruguay deployed SoundThinking’s ShotSpotter gunshot detection system in two areas of Montevideo in late 2023. This initiative is designed to equip law enforcement with real-time, data-driven intelligence to respond more effectively to gun violence.

Since its deployment, ShotSpotter has delivered measurable improvements in both situational awareness and operational outcomes. In 2024 alone, the system recorded 2,492 gunfire alerts—events that may have otherwise gone undetected. Of these alerts, only 28% were reported via 9-1-1, underscoring the technology’s role in identifying unreported incidents and expanding the safety net for impacted communities.

Law enforcement outcomes have also significantly improved, including the transport of 28 gunshot wound victims to hospitals and the seizure of 27 firearms. The Ministry also recorded a 109% year-over-year increase in awareness of gunfire events, reflecting enhanced responsiveness and situational clarity.



We are pleased to extend our partnership with SoundThinking to further enhance public safety in Montevideo. ShotSpotter has delivered positive results since its initial deployment, and we believe this expansion will strengthen our ability to protect our citizens in communities similarly affected by gun violence.”



NICOLÁS MARTINELLI
Former Minister of the Interior of Uruguay

ShotSpotter’s precision alerts have directly contributed to more effective evidence collection. In 2024, police recovered 1,348 bullet casings, seized seven vehicles, and carried out three drug seizure operations—demonstrating the broader community safety benefits of timely and accurate data.

28

Gunshot wound victims transported to hospitals

27

Firearms seized

1,348

Bullet casings recovered in 2024

Recognizing the system’s value, the Ministry of the Interior signed a three-year contract in Q3 2024 to expand ShotSpotter’s coverage area by 12 square kilometers, effectively doubling its footprint in Montevideo.

“Spending my days helping the largest law enforcement agencies in the US do their jobs more efficiently and with greater transparency is very fulfilling.”



ANTHONY CARUSO
Business Analyst, SoundThinking

Products Used



Customer Since

2024

ShotSpotter is a Critical Component of Lancaster's Hybrid Policing Model



In late 2023, the Lancaster Police Department partnered with the Los Angeles County Sheriff's Department to develop a hybrid policing model that emphasized collaboration, community engagement, and shared responsibility. As part of this model, investing in innovative technology to ensure the safety and protection of residents, particularly given an increase in violent crime and a high rate of unreported gunfire, became a critical priority. In February 2024, the City of Lancaster approved the deployment of ShotSpotter gunshot detection technology. Since its implementation, the technology has demonstrated its value in many situations.

In March 2024, ShotSpotter alerted the Lancaster Police Department to 40 rounds of gunfire in front of a property, an incident that no one called in to 9-1-1. Because of this alert, police were able to promptly arrive at the scene and effectively respond. Additionally, ShotSpotter played an important role in facilitating neighborhood outreach efforts. Shortly after responding to the gunfire, police sent out a survey to check in on residents' well-being, improving trust and general rapport between police and the community.



ShotSpotter has been instrumental to Lancaster's hybrid policing approach, providing critical technology that helps us protect our community. The system not only alerts us to shootings that weren't being reported, but also enables us to identify neighborhoods where residents are afraid to call for help. This dual benefit allows our team to follow up with meaningful community engagement while supporting the Sheriff's Department's emergency response, ultimately building trust and making Lancaster safer.”



Chief RODRICK ARMALIN

In September 2024, ShotSpotter picked up 25 rounds of gunfire at a park that were never called in to 9-1-1. With the time and location of the ShotSpotter alert readily available, the LPD Intelligence Crime Center in conjunction with LASD Operation Safer Streets Unit was able to pull video from nearby traffic cameras and identify a vehicle and two suspects, including one who was unknown to law enforcement.

“I firmly believe that we can create safer communities by taking actionable steps and equipping them with the right tools. When I was offered the opportunity to join SoundThinking as a paralegal, it was an easy decision – I knew this was the right place to contribute to meaningful change.”



APRIL PAIGE
Paralegal, SoundThinking



Products Used



Customer Since

2024

Empowering Public Safety through Technology: CaseBuilder Implementation at Orleans Parish Sheriff’s Office

As part of SoundThinking’s commitment to supporting ethical governance and modernizing public safety infrastructure, we successfully implemented CaseBuilder at the Orleans Parish Sheriff’s Office (OPSO) in September 2024. This strategic partnership supports OPSO’s goals of efficiency, compliance, and technological modernization within its Investigation Division.

Prior to this implementation, OPSO relied on paper-based records and spreadsheets for case management and evidence tracking. This fragmented approach hindered efficiency and increased the risk of non-compliance. With CaseBuilder, OPSO has transitioned to a centralized, digital platform that enables seamless case documentation, evidence tracking, and research—ultimately enhancing transparency and operational effectiveness.

Diana Lehmann, Applications Analyst, Orleans Parish Sheriff’s Office describes the impact of this transformation:



Obtaining CaseBuilder as a Case Management System for Orleans Parish Sheriff’s Office (OPSO) has been an upgrade that has been needed to move OPSO into future technology. The OPSO Investigation Division has been in a paper / EXCEL spreadsheet environment since its inception. Investigation documentation and evidence has been archived in numerous mechanisms. Since acquiring SoundThinking CaseBuilder, the OPSO Investigation Division now has a singular place for entry, research, tracking, and storing of evidence, in other words a ‘1-Stop’ place of reference. OPSO is now more efficient and compliant in our Investigations.”



DIANA LEHMANN

Applications Analyst, Orleans Parish Sheriff’s Office

This implementation aligns with SoundThinking’s Environmental, Social, and Governance (ESG) goals by promoting digital transformation, enhancing institutional accountability, and strengthening community trust in local law enforcement.

Products Used



Customer Since

2024

Utica Solves 75% More Shooting-Related Investigations in 2024



In 2024, the City of Utica activated ShotSpotter, marking a significant step in addressing gun violence in the area. *“Adding this level of integrated technology to our public safety capabilities is exactly what we need to increase the level of detail when investigating incidents of potential gun violence,”* Mayor Mike Galime said.

The Utica Police Department’s major crime review from 2024 revealed both a significant decrease in gun crime and a significant increase in solved gun crime investigations.

43%

Increase in fatal shootings solved

75%

More shooting-related investigations solved

“I really have to give a lot of credit to our overall gun reduction strategy,” said Lieutenant Michael Curley when asked about the reduction in gun crime. In particular, he credited evidence-based violence reduction initiative SNUG, which focuses on mediating conflicts with the individuals at the highest risk of shooting or being shot, as *“really doing their part.”*

In three different categories, there was a 50% decrease compared to 2023:



Shooting incidents involving injury dropped from 29 to 13



Shooting victims fell from 32 to 16



Non-fatal victims decreased from 27 to 10

“ [ShotSpotter] is another tool for our law enforcement officers to address gun violence in our community.”



Police Chief MARK WILLIAMS
Utica Police Department

Curley also credited the crime reduction to Utica Police Department’s investment in a variety of force-multiplying technology. “We invested a lot in technology such as license plate readers, cameras, and ShotSpotter. So, I think if you put everything together, it is really paying off,” he said.

Oneida County District Attorney Todd Carville also praised the use of ShotSpotter. “We strive to reduce gun violence and make our community safer; ShotSpotter will assist in this endeavor,” he said.

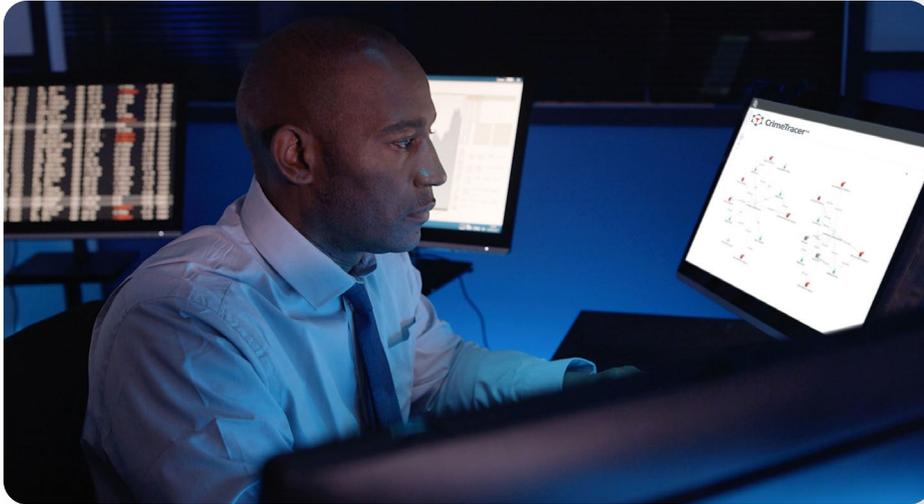
Products Used



Customer

TENNESSEE OFFICE OF
HOMELAND SECURITY

CrimeTracer: Connecting the Dots Across States and Borders



One key aspect of CrimeTracer that made the biggest difference was the ability to pull up case narratives to compare suspects, vehicles, MO's, etc. Ultimately, I was able to determine that the suspect(s) and associated criminal enterprise were responsible for thefts in roughly six states spanning across the U.S. from New York to California. The criminal enterprise also had ties overseas. What started as a copper theft with virtually no leads, thanks to CrimeTracer, developed into an international organized crime investigation.”



ANDREW CANNITO

Special Agent – Tennessee Office of Homeland Security

Products Used



Customer

SCOTTSDALE, AZ

CrimeTracer: **Beyond the License Plate**, Enabling Smarter Suspect Tracking



I greatly appreciate the simplicity of the search functions. CrimeTracers' searching power is consistently quicker and easier than using the native search function in our agency's RMS, [to the point] that I stopped searching our records internally and use CrimeTracer to search for our own reports or persons. This has expedited my ability to find data, search neighboring agencies, and link to data that assists our investigations. CrimeTracer is vital to our day-to-day investigations."



CHRIS BUSH

Investigative Police Aide – Scottsdale Police Department

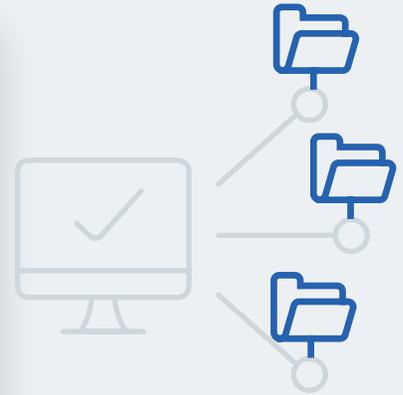
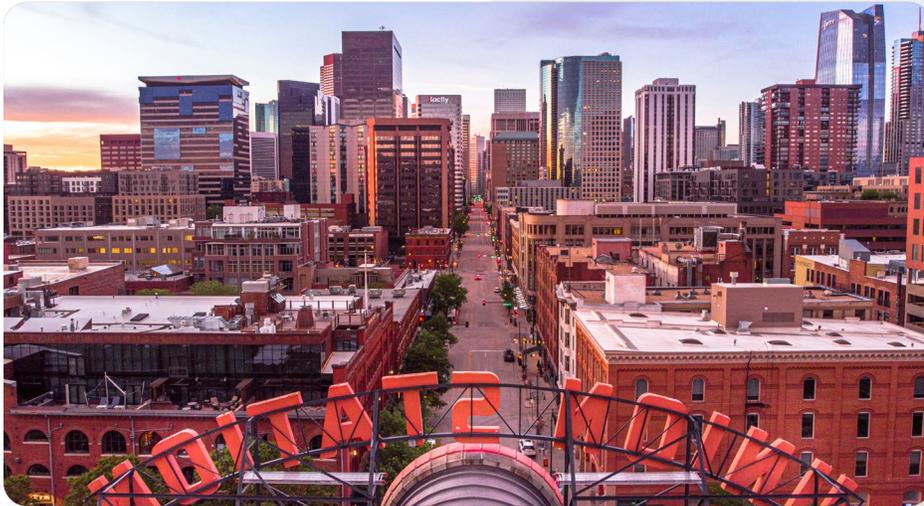
Products Used



Customer

DENVER, CO

CaseBuilder: Driving Efficiency and Consistency in Case Management



CaseBuilder helps guide our investigatory process and organizes case information efficiently. It creates a chronological case index that ensures consistency across the work performed by the agency. Our original focus was for fugitive case management, but we quickly realized the benefits of using the other modules that come with CaseBuilder for managing calls for service, arrests, and administrative functions. The technological support we receive is responsive, timely and highly effective. Change proposals are quickly addressed, and collaborative solutions are configured and implemented efficiently.”



Chief MARSHAL JEFF PEITERSEN
Denver County Marshal's Office

Products Used



Customer

COBB COUNTY, GA

CrimeTracer: Modern Search for Modern Policing



I greatly appreciate the simplicity of the search functions. CrimeTracer's searching power is consistently quicker and easier than using the native search function in our agency's RMS that I stopped searching our records internally and use CrimeTracer to search for our own reports or persons. This has expedited my ability to find data without waiting for our system to maybe return the result I needed, while also searching neighboring agencies and linking me to data that assists our investigations. CrimeTracer is vital to our day-to-day investigations."



"I love working at SoundThinking because the company has trusted and empowered me to take smart risks in delivering cutting-edge AI features to our CrimeTracer user base."

PAUL BAILEY

Sr. Director of Product Management (CrimeTracer), SoundThinking



Detective BARDAY

Investigator – Cobb County Police Department

Social Impact in Action

Trauma Response and Community Engagement



In 2024, SoundThinking's Trauma Response and Community Engagement (TRCE) team significantly progressed its mission to advancing public safety, healing-centered engagement, and equitable community outcomes through expanded partnerships and strategic outreach. Our efforts have not only promoted public safety and trust but also contributed to reducing gun violence trauma and supporting sustainable community development.

Expanding Reach Across the U.S.

This year, we extended our trauma-informed engagement efforts to a diverse set of municipalities, including new and recurring programming in 13 large metropolitan areas including Miami-Dade County, FL, Denver, CO, Tacoma, WA, New Orleans, LA, and New York, NY.

Notably, our work expanded SoundThinking's geographic impact, particularly increasing direct community engagement efforts in the Northwestern United States.

Community Connection & Impact

Throughout 2024, the TRCE team facilitated 17 community events and informational sessions, providing residents and stakeholders with opportunities to learn about the ShotSpotter gunshot detection system and SoundThinking's broader public safety solutions. These events fostered dialogue, built trust, and supported transparency with our community partners.

Community feedback has been overwhelmingly positive. While formal survey data was not collected, verbal responses consistently reflected community members' appreciation for their municipalities' use of ShotSpotter, citing increased feelings of safety and confidence in local response capabilities.

Supporting ESG Pillars

This year's efforts strongly aligned with SoundThinking's ESG pillars by:



Promoting public safety and trust through transparent community engagement

[KUOW News ↗](#)



Reducing gun violence trauma via education and connection with local resources



Supporting sustainable community resilience through ongoing partnerships and localized outreach



Encouraging community inclusion in problem-solving efforts for violence reduction

As is common in the work of community violence intervention, we experienced periodic challenges related to limited local personnel capacity to support data-informed engagement and event execution. In response, SoundThinking provided additional internal personnel resources to ensure continuity, demonstrating our commitment to flexibility and partnership.

"Thirty-six of my friends and family have been gunned down in the streets on NYC. I know the pain and trauma that gun violence causes. However, that pain pushed me into my purpose! That purpose is to help save lives. Working at ShotSpotter, I help to save lives. No debate. It is pure ego to think you will win every battle in fighting gun violence but my passion drives me to work smart to win the war. You win the war by saving lives and ShotSpotter Saves Lives."

TAHIRAH A. MOORE
Director, Community Engagement,
SoundThinking



SoundThinking Gives Back

First Responder Therapy Dogs: Support Officers for Saving #OneMoreLife



This year at the International Association of Chiefs of Police (IACP) we proudly continued our commitment to supporting officers in saving #OneMoreLife. We were proud to donate \$10,000 to First Responder Therapy Dogs, helping ensure that officers receive the vital support they deserve.

Ella French Scholarship: Scholarship Fund for Children of the Chicago Police Department



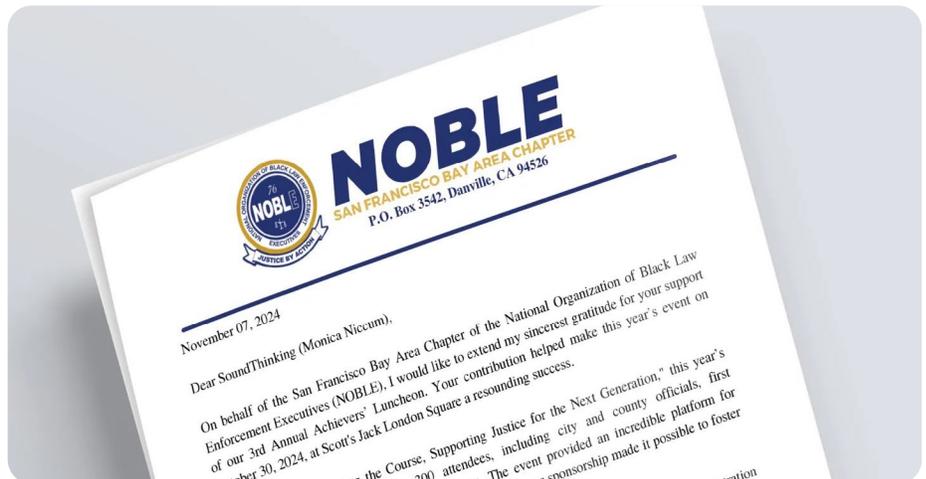
Established in 2023, the Ella French Scholarship is the first-of-its-kind scholarship fund for children of the Chicago Police Department (CPD) and those involved in police youth programs. This scholarship fund was set up in the name of Ella French, a CPD officer who fell in the line of duty in 2021. On April 30, 2024, SoundThinking made a contribution of \$10,000 to the Ella French Scholarship Fund established by the Chicago Police Foundation (CPF). This generous donation will continue the CPF's mission to bridge CPD's financial shortfalls by providing support, equipment, and services to the dedicated men and women who bravely serve their communities.

True Blue Gala: Strengthening Chicago’s Safety Net Through CPD Support



The True Blue Gala is the Chicago Police Foundation’s signature annual gala. It is attended by business and community leaders along with local philanthropists who spend an evening with the brave men and women of the Chicago Police Department (CPD). Every year True Blue is attended by over 300 supporters and raises more than \$500,000, providing critical funding for the CPD in technology, training, safety equipment, and community outreach.

NOBLE: San Francisco Bay Area Chapter 3rd Annual Achievers' Luncheon



With the theme, “Staying the Course, Supporting Justice for the Next Generation,” this event brought together city and county officials, first responders, community leaders, and educators for meaningful discussions around justice and equity.

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



SoundThinking was proud to participate in The NYPD Backpack Giveaway, an annual initiative hosted by NYPD Community affairs and the NYPD Guardians association with the goal of strengthening community relations and supporting families in preparing their children for the upcoming school year. Over 150 New York City students joined the NYPD Community Affairs Bureau, NYPD Guardians Association and SoundThinking at 1 Police Plaza for the annual Back-to-School Bash. SoundThinking, New York City Police Foundation, Wapsie Valley Express LLC Olin, Municipal Credit Union, Emblem Health, and the Community Police Relations Foundation gathered for a variety of activities including rock climbing, face-painting, soccer, and even NYPD meet-and-greets.



Deputy Commissioner Mark Stewart and Detective Michelle Jones emphasized the importance of this event in supporting families, especially those in need. For many students, this day represented a fresh start, and we're proud that SoundThinking could play a role in making that possible.

Serving with Compassion: SoundThinking Supports EHP on #GivingTuesday



On December 3, 2024, SoundThinkers participated in #GivingTuesday by giving back to one of the communities we serve by volunteering time at the Ecumenical Hunger Program (EHP) in East Palo Alto, California. We assisted with sorting, packing and restocking food boxes for local families in need of assistance. EHP’s mission is to provide compassionate, dignified and practical assistance to families and individuals experiencing economic and personal hardship. EHP serves working families, seniors, people with limited incomes and those who have both emergency and on-going needs in East Palo Alto, Menlo Park and surrounding communities.

“I joined the company because of the potential to work at the intersection of cutting-edge technology and public safety, and I’ve stayed because of the culture of Trust, Innovation, Performance, and Collaboration. The sense of purpose, the focus on innovation, and the dedication to improving lives in meaningful ways makes SoundThinking a place I’m proud to be part of. It’s a company that truly lives its values and offers me the opportunity to be part of something greater.”

SHARI SALAZ-DUTRA

Director of Talent Acquisition, SoundThinking





Technology for Justice

SoundThinking Experts Drive Legal Impact

In 2024, SoundThinking expert witnesses provided courtroom testimony in 64 legal proceedings, offering critical insights based on ShotSpotter’s scientifically validated, unbiased detection technology. While the system does not identify shooters, it delivers precise data on the location and timing of gunfire, which has repeatedly proven instrumental in criminal prosecutions. Several recent cases illustrate the growing evidentiary value of ShotSpotter data in courts nationwide:

Boston, MA

A 15-year-old boy was killed by a stray bullet during a shooting at a neighborhood memorial. A SoundThinking expert testified about the exact trigger-pull timing of 17 shots—all fired within six seconds. By aligning ShotSpotter timestamps with surveillance video, prosecutors demonstrated that the defendant fired all shots before the opposing individual drew a weapon, effectively disproving a self-defense claim. The jury returned a conviction for premeditated murder.

Savannah, GA

A convicted felon received a 20-year federal sentence for illegal firearm possession linked to two murders. The court admitted ShotSpotter evidence related to one of the shootings, which, combined with cell phone records and doorbell video footage, placed the defendant at the scene at the time of the gunfire.

Albuquerque, NM

Five teenagers pled guilty in a drive-by shooting that killed a five-year-old child. A SoundThinking expert conducted a full forensic analysis of the ShotSpotter data, including audio evidence, which was shared with the defense and later used by prosecutors at sentencing to support lengthy prison terms.

Massachusetts and Wisconsin Appellate Courts

Recent rulings affirmed that ShotSpotter alerts are legally relevant in determining the justification for police detentions, pat-downs, and arrests. Courts cited the proximity of suspects to the alert location and the timing of the detection as key factors supporting lawful police action.

These cases reflect ShotSpotter’s increasing role as reliable, admissible evidence in the pursuit of justice, helping law enforcement and the courts establish facts, corroborate other evidence, and uphold public safety.



03

Trust Through Strong Governance

- Board of Directors **36**
- Guiding Governance:
Oversight and Accountability **37**
- Risk Management **51**
- Customer Experience and Impact:
Elevating Outcomes Through
Trusted Partnerships **57**
- Engaging Shareholders Through
Transparency and Trust **59**



GOVERNANCE

We are committed to maintaining governance policies that uphold integrity and ethical decision-making.

At SoundThinking, corporate governance is the foundation of ethical leadership and responsible business. Clear oversight and robust internal controls ensure accountability, fairness, and transparency in every decision.

As a company built on **Trust**, one of our core values, we are committed to maintaining governance policies that uphold integrity and ethical decision-making. By continuously refining our standards, we foster confidence among our stakeholders and reinforce our dedication to principled leadership and long-term success.



Pascal Levensohn
Chairman of
the Board



**Commissioner
William J. Bratton**
Director



Deborah Grant
Director



Marc H. Morial
Director



**Ambassador
Roberta S. Jacobson**
Director



Ruby Sharma
Director



Ralph A. Clark
Director and CEO

Commitment to Broad Perspectives at the Board Level

Board of Directors

SoundThinking’s Board of Directors is composed of leaders with diverse and highly specialized expertise, ensuring well-rounded governance and strategic oversight. Collectively, they bring decades of experience in investment management, law enforcement, corporate leadership, public policy, diversity, and governance.

The Chairman of the Board is an independent director, ensuring objective oversight of management, long-term strategy, and key business initiatives. The Chair also acts as a vital liaison between management and independent directors, presides over board meetings, and is responsible for agenda setting and meeting coordination.

The Chief Executive Officer (CEO) serves as the principal executive officer, leading the company’s business operations and strategic initiatives. As a member of the Board of Directors, the CEO plays a key role in aligning corporate vision with execution, ensuring SoundThinking’s continued growth and industry leadership.

This structure reinforces our commitment to strong governance, transparency, and accountability, ensuring that leadership decisions align with our mission, values, and long-term success.

At SoundThinking we honor and celebrate the diversity of individuals’ experiences and identities. We believe that maintaining a diverse, inclusive, and highly qualified Board of Directors is conducive to strong governance.

Embracing different perspectives and experiences is fundamental to our board’s approach. We are committed to building a leadership team with a broad range of skills, professional expertise, and cultural insights. This thoughtful approach enhances decision-making, strengthens governance, and supports the long-term interests of our shareholders and stakeholders.

SoundThinking’s Board of Directors is composed of leaders with diverse and highly specialized expertise, ensuring well-rounded governance and strategic oversight. Collectively, they bring decades of experience in investment management, law enforcement, corporate leadership, public policy, diversity, and governance.

Our Corporate Governance Guidelines also prioritize diversity across gender identity, race, ethnicity, age, and sexual orientation, recognizing the value of varied backgrounds that reflect the customers and communities we serve.

On our Board, three identify as women, four identify as men, three identify as Black, three identify as White, and one identifies as Asian.

Guiding Governance: Oversight and Accountability

The SoundThinking Board of Directors is entrusted with providing strategic oversight and ensuring the company operates in alignment with its mission, values, and long-term goals. Selected for their expertise and leadership, board members fulfill their fiduciary duties of care and loyalty, exercising business judgment in the best interests of the company and its stockholders.

With the support of its standing committees—Audit, Compensation & Human Capital, Nominating, and Corporate Governance—the board is responsible for:

- ✓ Selecting and evaluating the CEO and senior leadership
- ✓ Overseeing management to ensure operational excellence
- ✓ Reviewing and approving financial objectives, corporate strategies, and major initiatives
- ✓ Assessing and addressing key business risks to ensure long-term stability
- ✓ Monitoring auditing, accounting policies, and financial controls
- ✓ Upholding legal and ethical compliance through transparent reporting systems
- ✓ Defining and reinforcing corporate culture and ethical standards
- ✓ Overseeing ESG initiatives and ensuring accountability in reportings



To maintain the highest level of integrity, SoundThinking has adopted a Code of Business Conduct and Ethics applicable to its directors, officers, and employees. This code reflects the company's commitment to ethical decision-making, transparency, and corporate responsibility and is available at www.soundthinking.com.

Additionally, the board ensures alignment between leadership interests and long-term shareholder value. SoundThinking's stock ownership guidelines require non-employee directors to hold shares equal to three times their annual cash retainer, with compliance assessed annually on December 31st. Directors who have not met this requirement must retain at least 50% of shares from full-value awards until they achieve compliance, or their board tenure ends.

Through these principles, the SoundThinking Board of Directors upholds accountability, integrity, and responsible corporate governance, ensuring the company's continued success and positive impact.

ESG Oversight and Strategic Guidance

The Nominating and Governance Committee is responsible for ensuring that SoundThinking's ESG initiatives support the company's long-term strategy and objectives. By setting clear targets and benchmarks, the committee helps maintain accountability and drive progress in sustainability and corporate responsibility.

With expertise in governance, social impact, and diversity, equity, and inclusion (DEI), committee members offer strategic direction and leadership to the ESG committee. They collaborate with executives and working groups to review updates, assess progress, and provide informed recommendations for continuous improvement.

The committee also plays a crucial role in identifying and managing ESG-related risks, such as environmental sustainability challenges, social concerns, and governance practices. Through proactive oversight, it strengthens SoundThinking's commitment to ethical leadership, responsible business practices, and long-term sustainability.



Board and Committee Self-Assessment Process

Each year, the Board of Directors conducts a formal self-assessment to evaluate performance and identify opportunities for improvement.

As part of this process, directors complete a detailed questionnaire covering key areas such as board and committee composition, structure, effectiveness, and responsibilities. Once completed, both individual committees and the full board review and analyze the responses to assess strengths and areas requiring enhancement.

The findings from these assessments lead to recommendations aimed at optimizing board and committee functions. The board then engages in in-depth discussions to develop actionable strategies that address identified challenges, ensuring continuous improvement in governance and oversight.

Insider Trading Policy

SoundThinking enforces a strict insider trading policy regulating transactions involving company securities by employees, directors, consultants, and their families. The policy prohibits trading on nonpublic information, restricts disclosure to external parties, and establishes blackout periods around key corporate events like financial filings.

To ensure compliance, we provide regular training, formal communications, and reminders. Upholding these standards reflects our commitment to ethical business practices and corporate integrity.

Belonging and Leadership Excellence

At SoundThinking, we embrace our differences as a source of strength. We are committed to building and sustaining an inclusive environment—one that reflects the diverse world we live in and the communities we serve.

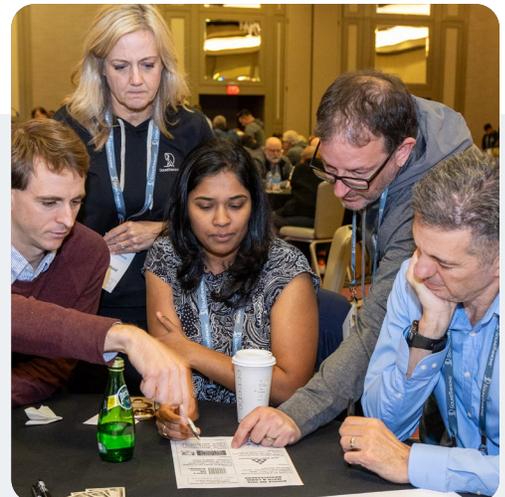
We believe that true innovation thrives when **individuals of all backgrounds, identities, and perspectives** feel empowered to contribute fully and authentically.

We actively foster a culture where equity and opportunity are embedded into our daily operations, decision-making processes, and leadership development. We seek out and celebrate diverse voices, knowing that a wide range of experiences drives better ideas, deeper empathy, and more impactful outcomes. At SoundThinking, inclusion isn't just a goal, it's how we work, grow, and lead together.

"I'm proud to be part of a team that uses cutting-edge technology to drive real-world impact, guided by ethics, empathy, and equity."



MEDHA BHADKAMKAR
Vice President, Engineering,
Data Science & AI R&D, SoundThinking





Diversity, Equity, and Inclusion in Hiring and Career Advancement

At SoundThinking, we recognize that a diverse, equitable, and inclusive workforce drives innovation, enhances decision-making, and creates long-term value for our stakeholders. In alignment with the SASB framework, we embed diversity, equity, and inclusion (DEI) into our talent strategy across recruitment, hiring, development, recognition, and promotion.

Our hiring process applies transparent, consistent standards that minimize bias and broaden our reach to talent whose perspectives mirror the communities we serve. We routinely review workforce-composition and retention data to keep ourselves accountable and improve over time.

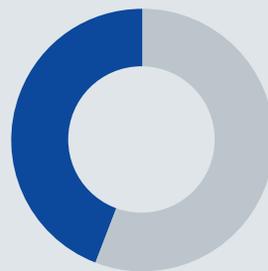
Beyond recruitment, we are committed to fostering an inclusive environment where all employees have equal access to professional development, mentorship, and advancement opportunities.

We invest in leadership pathways and internal mobility programs that uphold consistent promotion standards and expand career-growth opportunities across the organization.

By prioritizing DEI throughout the employee lifecycle, we are better positioned to attract and retain top talent, strengthen employee engagement, and build a culture of belonging that aligns with our mission and ESG commitments.



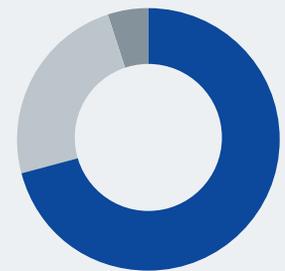
📊 2024 Hires | Gender Diversity



44% 56%

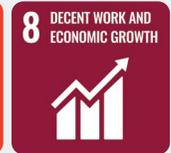
● FEMALE ● MALE

📊 2024 Hires | Racial Diversity



71% 24% 5%

● RACIALLY DIVERSE ● WHITE ● NOT SPECIFIED

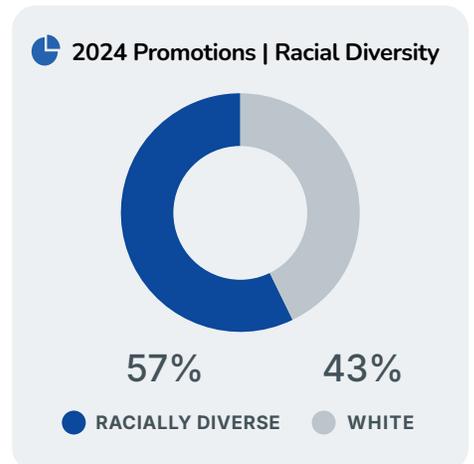
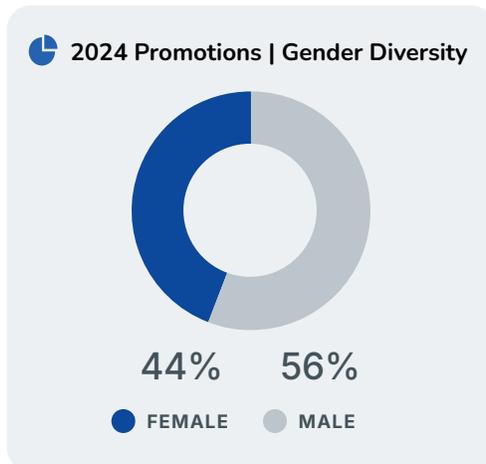


Empowering Women in Business: Supporting Female-Owned and Female-Led Enterprises

SoundThinking is committed to supporting female-owned and female-led businesses and vendors as part of its dedication to promoting diversity, inclusion, and social responsibility. By actively partnering with women-owned and women-led enterprises, the company aims to engage a broad spectrum of businesses.

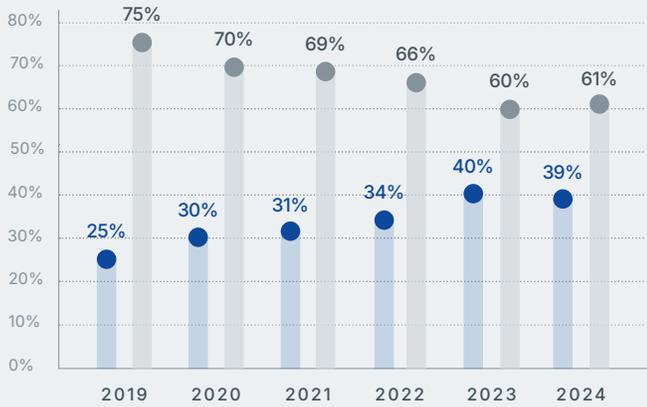
SoundThinking's initiatives include encouraging employees to identify and engage with women-owned vendors, celebrating key events like International Women's Day, and sourcing goods and services from women-owned businesses. Through these efforts, the company strives to create positive change and support the empowerment of women in business.

By collaborating, we can contribute to creating a more equitable business environment for all.



SoundThinking Employee Diversity | Companywide Gender Diversity

● MALE ● FEMALE



📊 Companywide Gender Diversity Trends



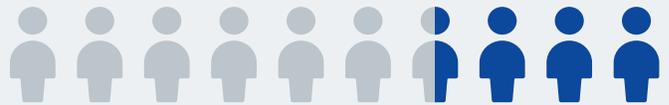
Executive Leadership Team 73% | 27%



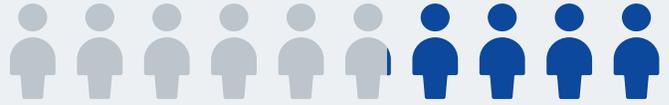
Sr. Leadership 75% | 25%



Managers 65% | 35%



Individual Contributors 59% | 41%



Total Employees 61% | 39%

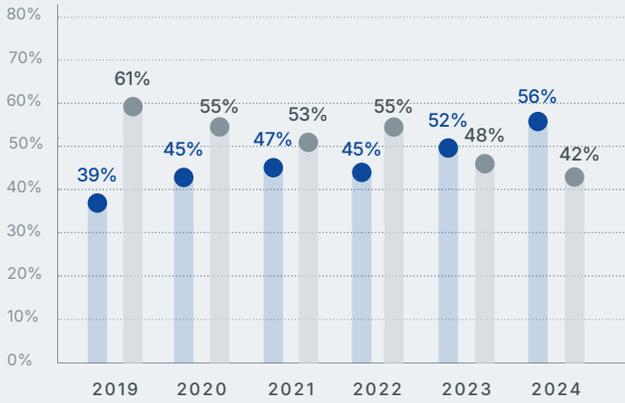


Gender Diversity Among Technical Teams 82% | 18%



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.

Racial Diversity Among Technical Teams



Executive Leadership Team



Sr. Leadership



Managers



Individual Contributors



Total Employees





Trust, What Makes us SoundThinkers

SoundThinking, A Great Place to Work

We achieved the Great Place to Work designation for the seventh consecutive year for 2024-2025. The Great Place to Work® survey is a globally recognized employee experience survey designed to assess workplace culture.

85% of our employees participated in the survey.
 We use feedback from the survey to inform our people strategies and practices.

We identified three focus areas based on 2024 feedback. The first area was to encourage employee development. To develop this focus area, we requested all employees create an employee development goal as part of their annual goals and offered online training to employees along with learning paths. The second area was to create a fair sense of compensation. To improve this area, we expanded our family leave benefits, reviewed and improved travel benefits for employees required to travel for work, and provided more visibility into our annual discretionary bonus framework and achievement. The third focus area was involving employees in decision-making. To address this area, we implemented a suggestions and solutions box, we encouraged employees to create their annual goals in collaboration with their manager, we mandated employee involvement and input prior to shift schedule changes, and we created the change management team.



Great Place to Work 2024 Survey Results



“Taking everything into account, I would say this is a great place to work.”



83%

83%

“People here are treated fairly regardless of their sexual orientation.”

95%

“This is a physically safe place to work.”

93%

“People here are treated fairly regardless of their gender.”

88%

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



“People are encouraged to balance their work life and their personal life.”



83%

“People celebrate special events around here.”



90%

90%

“When you join the company, you are made to feel welcome.”

91%

“I feel good about the ways we contribute to the community.”

88%

“When I look at what we accomplish, I feel a sense of pride.”



SUSTAINABLE DEVELOPMENT GOALS



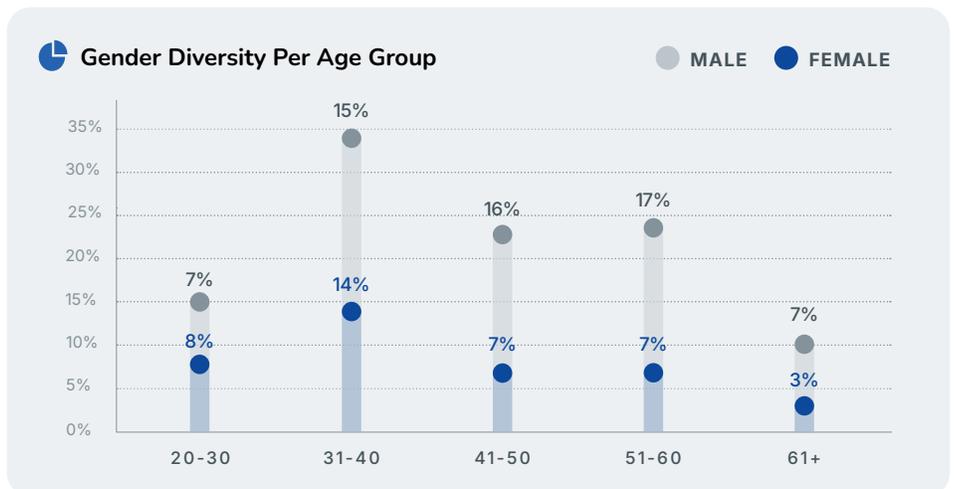
Employee Benefits

Supporting a Multigenerational Workforce

At SoundThinking, our workforce spans four generations, each contributing distinct perspectives, priorities, and life experiences. We understand that supporting a multigenerational team requires adaptable, inclusive programs. That’s why we’ve designed a comprehensive benefits package that meets employees where they are, promoting well-being, development, and success across all stages of life and career.

We are deeply committed to the holistic well-being of our employees—**physically, financially, emotionally, and professionally.**

Our programs are tailored to reflect the evolving needs of our diverse team, empowering employees to thrive both inside and outside of work.



Health Benefits

We provide comprehensive health plans that include preventive care coverage for employees and their dependents, along with flexible spending accounts (FSAs) and health savings accounts (HSAs). Our medical plans extend to pharmacy and fertility benefits, virtual care services, and general health aide discounts. Employees also have access to a confidential health advocacy program, which offers personalized assistance with provider selection, researching treatment options, and resolving billing or claim issues.

Financial Well-Being

To promote financial security, we offer life and disability insurance, as well as access to caregiver support resources and eldercare services. Our robust 401(k) plan includes company matching, and all employees may take advantage of financial advisory and estate planning services. Additional options include critical illness and accident insurance to help provide peace of mind in the face of unforeseen events.

Fostering Well-Being and Balance

Work-life balance is a core tenet of our employee experience. In addition to generous paid time off, employees receive twelve annual holidays and four designated “refresh” holidays. Family-focused benefits include parental leave, dependent care support, and pet health insurance. We also provide a comprehensive Employee Assistance Program (EAP), which offers financial coaching, wellness discounts, and free confidential counseling sessions.

Continuous Development

SoundThinking invests in continuous learning and development. All employees receive access to Udemy, a leading online learning platform, and are encouraged to define and pursue individualized learning goals to support their ongoing professional growth.



Embedding Values into Culture and Performance

At SoundThinking, we believe that a strong, values-driven culture is essential to our long-term success. In early 2024, we engaged employees across the organization to help reaffirm and shape the corporate values that define who we are and how we work. The result was a renewed commitment to four guiding principles: trust, innovation, performance, and collaboration. These values not only reflect our aspirations but also guide our daily actions, decisions, and relationships—with one another and with our customers and communities.

To ensure our values are deeply woven into the employee experience, we have integrated them into key people practices across the employee lifecycle. All new hires complete standardized values screening questions as part of the recruitment process to assess alignment. Managers are encouraged to share their own interpretations of our core values with new team members and invite open dialogue to ensure mutual understanding from the start.

Our performance management framework also reflects our values. Annual reviews include structured conversations on how employees embody these principles in their roles, helping to promote consistency, transparency, and shared accountability across the organization.

By making our values a foundational element of hiring, feedback, recognition, and development, we continue to foster a culture where people feel connected to our mission—and empowered to help drive it forward.

Recognizing Values in Action

To reinforce and celebrate our core values—trust, innovation, performance, and collaboration—we host a quarterly CEO Award program. Employees are nominated by their peers or leaders for outstanding contributions that exemplify these values in action. Winners are selected based on the impact of their work and how clearly they demonstrate alignment with our cultural principles.

Award recipients are recognized and celebrated during our company-wide town halls, fostering a sense of community, appreciation, and shared purpose. This ongoing recognition program reinforces our commitment to a performance-driven culture rooted in shared values and mutual respect.

“Being a SoundThinker means embracing challenges, thinking creatively, and showing up every day with a sense of responsibility and purpose. It’s a rare thing to find a workplace that is both fun and mission-driven, and SoundThinking strikes that balance perfectly.”



JUDE JOHNSON

CPA, VP Finance/Corporate Controller, SoundThinking

Empowering Employees Through Change Leadership

In 2024, we established a cross-functional Change Management Team to strengthen internal capabilities and foster talent from within. Team members are nominated by their leaders to represent their departments, bringing forward valuable frontline perspectives and insights.

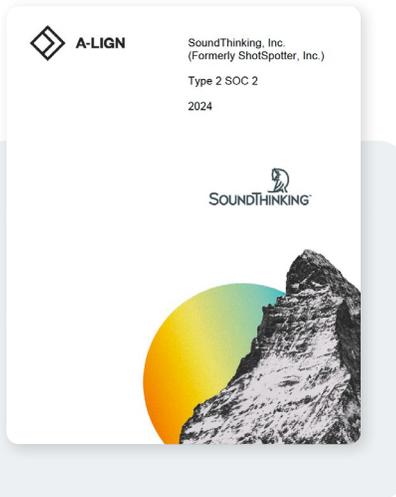
This team plays a key role in identifying operational challenges and proposing collaborative, practical solutions that drive continuous improvement. By actively engaging employees in shaping the future of our organization, we're not only building internal leadership capacity but also reinforcing a culture of empowerment, accountability, and shared ownership of progress.



Celebrating Culture and Building Connection

At SoundThinking, we foster a workplace where curiosity, cultural exchange, and personal expression are welcomed and celebrated. Throughout the year, we recognize and honor a variety of holidays and observances that reflect the rich diversity of our team. These include events such as Diwali, Chinese New Year, Pride Month, and International Women's Day, among others.

These celebrations provide opportunities for employees to share their own traditions and learn about the customs of their colleagues. They are consistently well-received and have become meaningful moments that strengthen connection, belonging, and mutual respect across our organization.



Risk Management

As a public company, SoundThinking is mandated to file regular reports with the SEC which include 10-K and 10-Q reports. While 10-K reports are due annually and must include audited financial statements, 10-Q reports are due quarterly, three times a year. 10-Q filings provide shareholders and the public with an ongoing update on a company's performance throughout the year. More information can be found on the Investor Relation's SoundThinking webpage ir.soundthinking.com.

- As such, SoundThinking maintains an ongoing risk management approach.
- SoundThinking Information Security maintains and periodically updates an internal risk register.
- SoundThinking has undergone a Risk Mitigation Strategy with the completion of the SOC 2 Type 2 2024 Audit.

2024 Information Security and Privacy Initiatives

Privacy, Security, and Compliance

● Privacy compliance (CCPA/CPRA)

As a business based out of and operating in California, SoundThinking complies with California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA) requirements. SoundThinking has a published Privacy Policy page on its website for further reading: <https://www.soundthinking.com/privacy-policy/> and details the CCA requirements and compliance noting, “*This Privacy Notice for California Residents supplements the information contained in SoundThinking’s General Privacy Policy and applies solely to all visitors, users, and others who reside in the State of California. We adopt this notice to comply with the California Consumer Privacy Act of 2018 (CCPA) and any terms defined in the CCPA have the same meaning when used in this notice.*”

● SEC/SOX

As a publicly traded company, and in compliance with Securities and Exchange Commission (SEC) reporting requirements as well as Sarbanes-Oxley (SOX) attestation requirements, SoundThinking files an annual report to include the company's own assessment of internal control over financial reporting, and an auditor's attestation.

Per SEC regulations, SoundThinking's CEO and CFO certify the financial and certain other information contained in annual reports on Form 10-K and quarterly reports on Form 10-Q. These reports can be viewed from the SEC's website located here: www.sec.gov/edgar/searchedgar/companysearch and searching for "SoundThinking."

● **Criminal Justice Information Services (CJIS)**

SoundThinking's CaseBuilder and CrimeTracer products interact with Criminal Justice Information (CJI) and as such are subject to additional security controls beyond SoundThinking's standard security policy set. As a company, we continue to drive towards CJIS Policy compliance from 5.9.5 and toward 6.0 taking effect in October 2025 which includes new policy reorganization, rules for identity verification, and supply chain coordination.



● **SOC 2 Type 2**

Compliance with SOC 2 requirements indicates that an organization maintains a high level of information security. Strict compliance requirements (tested through evidence submissions and review, random sampling, interviews and audits) can help ensure sensitive information is handled responsibly.



The "Type 2" portion of the audit ensures proper controls over a period of time rather than a single point in time (Type 1) which SoundThinking engaged in and completed again in 2024.

2024 Security Wins and Initiatives

● **SafePointe Completion of HIPAA & SOC 2 Type 2 Audit**

Our SafePointe product line officially entered and completed its first HIPAA and SOC 2 Type 2 audit without any exceptions noted during the process for both for its new environment (in AWS). This was a major undertaking by the Information Security Team, Engineering Team and Developers to accomplish in the matter of months with extensive planning.



● **TX-RAMP**

The Texas Risk and Authorization Management Program (TX-RAMP) provides a standardized approach for security assessment, certification, and continuous monitoring of cloud computing services that process the data of Texas state agencies. TX-RAMP certification was completed for ShotSpotter, SafePointe, ResourceRouter and CaseBuilder as part of our 2024 security initiatives.





● NIST 800-53

The NIST 800-53 framework is designed to provide a foundation of guiding elements, strategies, systems, and controls, that can agnostically support any organization's cybersecurity needs and priorities. SoundThinking has adopted NIST SP 800-53 policies to drive its Information Security Program approved by the Board of Directors, Senior Management and measured regularly. These policies provide guidance for the rest of the security program's snap-in policies and procedures. These policies continue to be mapped and matured across the organization.



● NIST 800-218

The NIST 800-218 framework addresses software security in detail, so secure software development practices are followed, and our software being developed is well-secured. This initiative recommends a core set of high-level secure software development practices that can be integrated into each SSDLC (secure software development lifecycle) implementation.

Following these practices will help our development teams reduce the number of vulnerabilities in released software, mitigate the potential impact of the exploitation of undetected or unaddressed vulnerabilities, and address the root causes of vulnerabilities to prevent future recurrences.

● AppSec Program

SoundThinking's Application Security Program (AppSec) is governed by a central Secure Software Development Lifecycle Policy (SSDLC) which consists of comprehensive lifecycle governance across Planning/Analysis, Requirements Definition, Development, Integration & Testing, Acceptance, and Management activities.

In 2024 the following practices were maintained or matured to support the SSDF:

- A Vulnerability Management Program continues to identify, triage, and track remediation of platform and application vulnerabilities on a weekly cadence.
- Dynamic and Static Software Analysis tools available to development teams are run on a regular basis by the AppSec team.
- The Engineering Change Order (ECO) continues to include an AppSec sign off for AppSec-related changes.
- Software supply chain vulnerabilities are addressed in a weekly cadence and Open Vulnerabilities and Vulnerability Aging metrics are used to prioritize sprint content.



● CIS Level 1 or better

- The Center for Internet Security (CIS) is a nonprofit entity whose mission is to “*identify, develop, validate, promote, and sustain best practice solutions for CyberDefense.*” It draws on the expertise of cybersecurity and IT professionals from government, business, and academia from around the world to develop standards and best practices.
- CIS benchmarks are configuration baselines and best practices for securely configuring a system.
- As part of our security initiatives in 2023-2024, SoundThinking initially configured and deployed CIS Level 1 or better baselines to our end-user devices (laptops, desktops and mobile devices) to better secure our assets.

● Ubiquitous SSO with MFA

SoundThinking has implemented robust security measures to protect its systems and data by requiring Multifactor Authentication (MFA) and enforcing Single Sign-On (SSO) across all access points. MFA combines at least two distinct forms of verification—typically a password (“*something you know*”) with either a device (“*something you have*”) or a biometric factor (“*something you are*”). These measures allow for streamlined authentication, improved monitoring of risky logins, and rapid revocation of access when needed. Additionally, the company conducts regular audits of accounts, administrators, and applications, and reviews admin and VPN access logs daily to maintain strong oversight and safeguard sensitive information.

● Vendor Assessment Program Maturity

In 2024, SoundThinking completed a comprehensive vendor risk assessment of all Critical Partners (designated internally as “*Level 1*”) to ensure continued protection of the business and its customers. These assessments are essential when third-party vendors handle critical functions, access sensitive customer data, or interact directly with end users. As part of the review, SoundThinking obtained attestation reports and/or evaluated vendors’ responses to standardized security questionnaires to assess potential risks and confirm that appropriate safeguards are in place.

● AI Acceptable Use

As the global adoption of Generative AI (GenAI) accelerates, SoundThinking’s Information Security team, backed by the executive team, has proactively assessed the risks associated with third-party GenAI tools. To ensure responsible use, the team has implemented risk and best practices training, established clear procedures to raise awareness of associated risks and internal policies, and deployed processes to review, track, and manage GenAI usage and access across the organization.

● Data Loss Prevention

To strengthen data protection, SoundThinking's Information Security Team disabled the use of removable media on all corporate endpoint devices in 2023 to reduce the risk of data exfiltration. In 2024, this policy remains in effect and has been further enhanced with expanded Data Loss Prevention (DLP) controls. These controls are designed to detect, alert, and block the unauthorized flow of data to external platforms such as Google Drive, ChatGPT, and social media, enabling the InfoSec team to respond swiftly and effectively when risks are identified.

● Cybersecurity Awareness Training Expanded

In 2024, SoundThinking expanded its commitment to cybersecurity by deploying updated security awareness training for all employees, as well as tailored onboarding training for new hires and contractors. The Information Security Team plays a key role in delivering in-depth training covering key topics such as phishing, privacy, ransomware, and appropriate responses to potential security incidents. The training also includes guidance on the security tools in use and clear instructions on who to contact in the event of a suspected security event or breach.

● Infrastructure Updates

Throughout the year, SoundThinking implemented frequent updates and infrastructure enhancements to strengthen service reliability and security for its customers. Key improvements included the establishment of redundant review centers, the adoption of multiple data centers to support backend applications, and the timely deployment of critical patches to secure assets and minimize vulnerabilities across the environment.

SOC 2 Type 2

It is becoming increasingly asked of us by customers and called out in contracts that we maintain SOC 2 Type 2 compliance. To make future conversations smoother to navigate and demonstrate our commitment to adhering to best practices, we underwent our first SOC 2 Type 2 Audit this past year.

A SOC 2 audit report provides detailed information and assurance about a service organization's security, availability, processing integrity, confidentiality, and privacy controls, based on their compliance with the AICPA's TSC, in accordance with SSAE 18.

Service organizations must select which of the five trust services categories they need to cover to mitigate the key risks to the service or system that they provide (security, confidentiality, availability, integrity and/or privacy). The minimum audit requirement for a SOC 2 Type 2 Report is security. ShotSpotter, SafePointe, ResourceRouter and CaseBuilder have gone beyond the minimum to measure Security, Confidentiality and Availability for: ShotSpotter ResourceRouter, CaseBuilder, and Business Infrastructure.

● Security

ShotSpotter, SafePointe, ResourceRouter and CaseBuilder have made commitments to maintaining adequate security over “Respond,” “Connect,” and “Investigate” using reasonable safeguards over the hardware, software, personnel, and other relevant security controls, including role-based access controls, segregation of duties, least-privilege, multi-factor authentication and related processes used to support the secure delivery of ShotSpotter application services and systems.

● Availability

ShotSpotter, SafePointe, ResourceRouter and CaseBuilder have made commitments to “Respond” and “Investigate” customers to make the software available at least 99.9% of the time in any calendar month during the customer’s subscription term, excluding scheduled maintenance windows and any unavailability caused by circumstances beyond its reasonable control.

● Confidentiality

ShotSpotter, SafePointe, ResourceRouter and CaseBuilder have made commitments related to the confidentiality of customer data through data classification policies, record retention policies, data encryption, and logging tools.

Independent Audit Process

Achieving SOC 2 Type 2 compliance is a rigorous process involving assessment by an independent third-party auditor. As part of this comprehensive evaluation, SoundThinking responded to over 160 individual control requests across multiple categories. These included providing detailed documentation such as employee rosters, password control evidence through timestamped source code submissions, termination ticket reviews, network diagrams, and firewall configurations, demonstrating the company’s commitment to maintaining high standards of security, availability, and data integrity.

Policies & Procedures

SoundThinking maintains a comprehensive set of formal IT policies and procedures that cover key areas such as governance and risk management, artificial intelligence, asset management, human resources security, physical security, communications and operations, access controls, system acquisition and development, incident management, business continuity, and disaster recovery. All teams are expected to adhere to these Information Security policies, which define how services should be securely and consistently delivered. These policies are centrally maintained on an internal corporate SharePoint site, accessible to all SoundThinking employees.



Customer Experience and Impact: Elevating Outcomes Through Trusted Partnerships

Our 2024 customer satisfaction and Net Promoter Score survey revealed a powerful endorsement of the value we deliver to our partners in public safety. Across all categories, our customers rated their experiences highly, showcasing both deep satisfaction and tangible results.

At the heart of our mission is the commitment to empower public safety agencies with meaningful, actionable data, and in 2024, our partners made it clear: we are delivering.

A Strong Vote of Confidence

Our annual customer satisfaction survey results are in, and the feedback is both affirming and inspiring:

Net Promoter Score (NPS) 66%



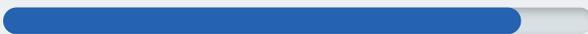
A world-class score that signals strong advocacy and loyalty. Our customers aren't just satisfied—they're enthusiastic champions of our work.

Agreement: A True Partner 90%



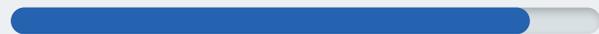
An overwhelming majority of respondents see us not just as a vendor, but as a strategic partner helping them meet their mission.

Overall Satisfaction 89%



Nearly 9 in 10 users report being "Somewhat" or "Very Satisfied" with our solutions, underscoring our consistent ability to meet or exceed expectations.

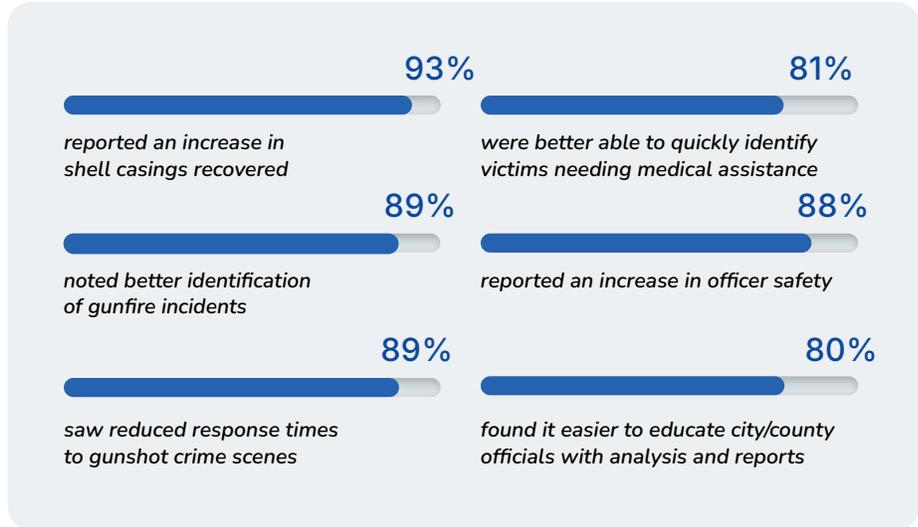
Agreement: Insight App Integration 88%



Agencies report high confidence in their ability to fully utilize data from our analytics tools, highlighting our platform's usability, impact, and relevance to real-world fieldwork.

Operational Impact Where It Matters Most

Our work doesn't just improve satisfaction, it drives measurable results:



These results reflect the real-world difference our solutions make—enhancing situational awareness, accelerating response, improving safety, and enabling agencies to tell a clearer story with their data.

These powerful outcomes affirm that our technology, service, and strategic guidance are having a measurable, positive impact. We're grateful for the trust our partners place in us and remain committed to evolving with their needs, solving their toughest challenges, and leading public safety innovation forward. As we move forward, we remain committed to building on this foundation of trust, collaboration, and excellence.

“Being a SoundThinker means being part of a team that is deeply committed and laser-focused on contributing to safer communities. It brings me joy to work alongside passionate individuals who share a common purpose and drive to make a real impact. That sense of mission and dedication is what brought me here—and what keeps me here.”

LAJUAN SULLIVAN
Director, Alert Review Center,
SoundThinking





Engaging Shareholders Through Transparency and Trust

At SoundThinking, we are committed to building strong, enduring relationships with our shareholders by fostering trust and maintaining open lines of communication. We prioritize delivering clear, accurate, and timely information about our performance, strategic direction, and risk management across multiple platforms.

In addition to formal channels such as SEC filings, earnings calls, and annual reports, we regularly engage shareholders through newsletters, investor events, and direct communications. We actively listen and respond to feedback from both current and prospective investors, reinforcing a two-way dialogue.

In 2024, SoundThinking participated in 9 investor events and conducted numerous one-on-one engagements to share our vision and deepen investor relationships. We were also covered by seven analysts, reflecting continued interest and confidence in our company's trajectory.

Our strong corporate governance framework and ethical leadership ensure that **we operate with integrity and accountability.**

Executive compensation is closely aligned with long-term shareholder value. Through our annual ESG reports, we provide transparent insights into our cultural values, governance practices, and environmental commitments—underscoring our dedication to sustainable, responsible growth.





04

Environmental — Technology for Protecting the Environment

Protecting Reefs and Communities:
A Partnership for Sustainable
Oceans **62**

Sustainability in Action **64**



ENVIRONMENTAL

Our mission extends beyond public safety, it includes safeguarding the earth we all share.

At SoundThinking, we are deeply committed to protecting the environment and ensuring a safer, more sustainable planet for all living beings. We recognize that the health of our communities is linked to the health of our ecosystems, and we take this responsibility seriously. Through the innovative application of our technology, including efforts to combat destructive practices like fish bombing in Malaysia, we are actively working to preserve natural habitats, support marine biodiversity, and promote environmental justice. Our mission extends beyond public safety, it includes safeguarding the earth we all share.

Protecting Reefs and Communities: A Partnership for Sustainable Oceans



SUSTAINABLE
DEVELOPMENT
GOALS



Stop Fish Bombing and SoundThinking have partnered to safeguard fragile reef ecosystems through the deployment of BlueBoats, which are solar-powered, autonomous surface vessels equipped with advanced multi-sensor platforms. These innovative vessels detect illegal fish bombing, monitor ocean conditions such as tides and wave height, and support reef health assessments using underwater cameras and hydrophones. Their autonomous roaming capabilities along with ShotSpotter detection technology enable timely detection and response to fish bombing activities, ensuring sustainable and comprehensive reef surveillance even in the most remote regions.

This initiative also supports vulnerable coastal communities, particularly the Bajau Laut, a stateless and marginalized ethnic group native to maritime Southeast Asia. Often referred to as “Sea Nomads,” the Bajau Laut depend heavily on marine resources for their survival and cultural traditions.

Destructive practices like fish bombing not only devastate coral reefs but also threaten the Bajau Laut’s primary food source—marine protein—and their way of life.

Through this partnership, Stop Fish Bombing and SoundThinking are:

- **Combating Destructive Fishing:** Actively working to eliminate fish bombing and protect marine ecosystems vital to long-term food security.
- **Sustaining Livelihoods:** Promoting sustainable fishing practices and exploring alternative income opportunities to reduce reliance on destructive methods.
- **Protecting Resources:** Safeguarding coral reefs to preserve fish populations essential to Bajau Laut communities.
- **Advocating for Impacted Communities:** Raising awareness of how illegal fishing harms both ecosystems and the people who rely on them.



Together, these efforts not only protect marine biodiversity but also contribute to the resilience and sustainability of traditional communities like the Bajau Laut.

Sustainability in Action



SUSTAINABLE
DEVELOPMENT
GOALS



Responsible Recycling of Technical Parts

At SoundThinking, we are committed to protecting the environment through responsible recycling and reuse practices. When refurbishing our sensors and bollards, we prioritize sustainability by reusing as many parts as possible to reduce waste and conserve resources. For components that cannot be reused, we ensure they are properly recycled by sending them to certified e-waste or metal scrapping facilities. Through these efforts, we aim to minimize our environmental impact and support a cleaner, more sustainable future.

Energy Consumption

At SoundThinking, we are committed to protecting and preserving the planet through responsible technology practices. ShotSpotter, our flagship gunshot detection solution, is designed with environmental sustainability in mind. The electricity required to power one square mile of ShotSpotter coverage is less than that of a single 75-watt light bulb. As a result, the system has a minimal impact on energy consumption, global warming, and overall environmental footprint—demonstrating that public safety and environmental stewardship can go hand in hand.



SUSTAINABLE
DEVELOPMENT
GOALS



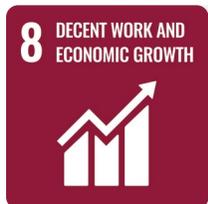
Fostering an Environmentally Responsible Workplace

At SoundThinking, we are committed to reducing our environmental footprint by creating more sustainable office environments. In 2024, we took meaningful steps to minimize plastic consumption by installing filtered water stations in all offices and actively discouraging the use of single-use plastic water bottles.

To further support our sustainability goals, we stocked office kitchens with biodegradable utensils and prioritized partnerships with local restaurants and environmentally responsible vendors for meal services. Across all locations, we've implemented clearly marked recycling bins and energy-efficient equipment wherever feasible to reduce our consumption and emissions.

These efforts reflect our ongoing commitment to **operational sustainability and responsible resource management** in our day-to-day business practices.

UN SDGs Index

 <p>1 NO POVERTY</p> <p>Learn more ↗</p>	 <p>2 ZERO HUNGER</p> <p>Learn more ↗</p>	 <p>3 GOOD HEALTH AND WELL-BEING</p> <p>Pages: 12, 18, 21, 27, 47</p> <p>Learn more ↗</p>
 <p>4 QUALITY EDUCATION</p> <p>Page: 47</p> <p>Learn more ↗</p>	 <p>5 GENDER EQUALITY</p> <p>Pages: 41, 47</p> <p>Learn more ↗</p>	 <p>6 CLEAN WATER AND SANITATION</p> <p>Learn more ↗</p>
 <p>7 AFFORDABLE AND CLEAN ENERGY</p> <p>Learn more ↗</p>	 <p>8 DECENT WORK AND ECONOMIC GROWTH</p> <p>Pages: 41, 47</p> <p>Learn more ↗</p>	 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> <p>Pages: 14</p> <p>Learn more ↗</p>
 <p>10 REDUCED INEQUALITIES</p> <p>Learn more ↗</p>	 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p> <p>Pages: 16, 64</p> <p>Learn more ↗</p>	 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <p>Pages: 65</p> <p>Learn more ↗</p>
 <p>13 CLIMATE ACTION</p> <p>Learn more ↗</p>	 <p>14 LIFE BELOW WATER</p> <p>Page: 62</p> <p>Learn more ↗</p>	 <p>15 LIFE ON LAND</p> <p>Page: 62, 64, 65</p> <p>Learn more ↗</p>
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p> <p>Pages: 9, 12, 16, 18, 21, 33</p> <p>Learn more ↗</p>	 <p>17 PARTNERSHIPS FOR THE GOALS</p> <p>Pages: 9, 12, 14, 16, 18, 21, 27, 62</p> <p>Learn more ↗</p>	 <p>SUSTAINABLE DEVELOPMENT GOALS</p>

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ANNE MUELLER

Senior Vice President of Human Resources

CODY KELLER

Information Security Analyst

DAVID HALLIDAY

Vice President of Operational Engineering
and Chief Information Security Officer

JUSTINE CHEN

Director, Marketing

JACQUELINE BERKMAN

Sr. Manager, Content Marketing

NASIM GOLZADEH

Managing Director of Technologic Solutions and
Executive Vice President of Investigative Solutions



X @SoundThinking_

f SoundThinkingInc

in SoundThinking

info@soundthinking.com

▶ SoundThinking

📷 SoundThinkingInc

www.soundthinking.com

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