

aventiv[®]



2022 - 2023

Biannual Report

on Impact and Inclusion





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Introduction

Empowering Rehabilitative Justice

Aventiv is committed to bridging the digital divide with products and services that can help America's 1.9MM incarcerated individuals, their families, and communities, access the tools and connections they need to focus on re-entry from day one, encouraging better outcomes and reducing recidivism. Our commitment begins internally with our associates, who enable our success.

Diversity, Equity, and Inclusion (DEI) at Aventiv

At Aventiv, we believe DEI is critical to building a culture of belonging for our associates. We are committed to fostering an inclusive culture where every person is encouraged to reach their full potential and individual differences are seen, valued, respected, and reflected.





Major Accomplishments



Created an Independent Advisory Board

Aventiv Advisory Board includes a diverse cross-section of business, industry, community and public policy leaders who are experts and advocates in reentry, rehabilitation and education to help accelerate Aventiv's impact in rehabilitative justice.



Hired New Talent Acquisition Director

Talent Acquisition Director, Coy Wiggins, is committed to delivering a diversity-centered talent strategy and strengthening existing relationships with fair chance partners.



Increased Fair Chance Hires

- Increased Fair Chance Hires on eligible roles in 2023 to 12%
- Established a goal for 2024 of 15%



Launched New HBCU Partnerships

Expanded University Relations strategy by adding two new partnerships with Historically Black Colleges and Universities (HBCUs).

Major Accomplishments



Launched 1st Summer Intern Cohort

Committed to diversifying our talent pipeline with the first Summer Intern Cohort:

- i) Achieved 40% gender diversity
- ii) Achieved 80% ethnic diversity



Launched a DEI Leadership Series

Launched a DEI Leadership Discussion Series to help people leaders become more comfortable discussing DEI in the workplace and build an inclusive environment.



Increased Senior Leadership Gender, Racial, and Ethnic Diversity

Between 2022 and 2023:

- i) Increased Gender Diversity by 8%
- ii) Increased Racial and Ethnic Diversity among Senior Leadership by 4%



Created two new ERGs

Grew from three to five ERGs with the addition of Asian American Pacific Islander and Black associate Network ERGs.



“ Driving Change: Aventiv Technologies Commitment to Building Connections in the Workplace and Community

It is with great pride that I present the 2022-23 Biannual Report on Impact and Inclusion for Aventiv Technologies. This report isn't just a recap of our efforts. It reflects our ongoing commitment to assembling a top-notch team enriched by a variety of perspectives and life experiences, whose collective efforts best position us to serve a diverse group of stakeholders.

***Aventiv's strength is our talent and the diverse perspective brought by every team member.** We are committed to bringing together those different perspectives and experiences to create an environment where every voice is valued, and individuals feel a sense of unity and belonging because we actively cultivate connections that involve and reflect our wider community. By harnessing this philosophy of respect and belonging in all aspects of our business, we can efficiently and effectively deliver quality products and services that meet the needs of those who depend on us to create meaningful connections.*

*Companies do better when they are more diverse. According to a McKinsey & Company study titled "**Diversity Wins: How Inclusion Matters**" (2020), companies in the top quartile for gender diversity on executive teams were 25 percent more likely to have above-average profitability. At the same time, companies with more ethnically diverse executive teams were **36 percent** more likely to achieve above-average profitability. This data underscores the significant positive impact that diversity can have on a company's financial performance, reinforcing why diversity and inclusion matters in the workplace.*

***Our strategy is built on the core values of Unity, Opportunity, Dependability, and being Mission-Driven. These principles are not merely words on paper, but they are the foundations upon which we build and evolve our culture.** That culture starts with our associates, whose invaluable contributions are the backbone of our success and differentiate us from everyone else. By actively listening to our associates' feedback, we gain essential insights that guide our efforts to enhance our workplace culture and remain true to our operating values.*

This year, we have celebrated successes that bring great meaning to that commitment:

- *As a company dedicated to re-entry support, we are particularly proud of our advancements in fair chance hiring, highlighting our belief that everyone deserves a fair opportunity to succeed.*

- *We have seen a significant increase in senior leadership's gender, racial, and ethnic diversity, which enhances our decision-making processes and optimizes business outcomes.*
- **Our overall associate satisfaction**—as measured through survey feedback provided directly by our teams, has notably increased, a testament to the positive changes we are making.
- *Our survey scores also validate the growth I'm seeing in collaboration across departments, which brings me great pride as a leader. This synergy is vital as we navigate the complexities of our industry and strive to foster connections that help us sustain our competitive advantage, while delivering more meaningful outcomes for our customers and consumers.*
- *We launched our inaugural Summer Intern Cohort, diversifying our talent pipeline and infusing our operations with fresh perspectives and innovation. Interns enhance our business by introducing new viewpoints that simply elevate the quality of our processes and outcomes.*
- *Our Unity in Action associate contribution and volunteering efforts and our direct community engagement outreach continues to demonstrate our belief in actively building connections beyond our company walls and in the communities we serve.*

As we evolve, we remain committed to our core values and to creating a workplace where every associate takes pride in being part of Aventiv Technologies. We recognize this commitment is a journey—a journey where success comes from our continued efforts to listen, to learn, and to never lose sight of continuous improvement.

I extend my thanks and gratitude to every team member, to our partners, and to our full stakeholder community whose support drives our progress in delivering our mission. Your commitment fuels our progress, and together, we are creating a brighter, more inclusive future.

With sincere gratitude,

Dave Abel

CEO, Aventiv Technologies



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*At Aventiv, we are dedicated to fostering a culture of Diversity, Equity, and Inclusion (DEI), ensuring an environment where all associates are respected, valued, and nurtured based on their unique experiences. We strive to empower our customers and consumers through our products, services, and unwavering commitment to partnership. This year's report vividly showcases our transformation journey, highlighting our strides toward operational excellence in every facet of our business, DEI included. It offers a reflective look at our advancements and areas for growth over the last two years, celebrating the individuals who have been instrumental in integrating DEI into every aspect of our operations. Our journey towards DEI is ongoing, but our resolve remains steadfast in maintaining transparency, consistency, and accountability in all our endeavors. **We are committed to embodying our core values of Opportunity, Unity, Dependability, and being Mission-Driven in everything we do.** I am honored to present this report to you all, a testament to our dedication and progress.*

Monica Miller Underwood

Sr. Director Diversity, Equity, Inclusion / Learning & Development





Our Vision

Empowering rehabilitative justice with secure, affordable, and accessible modern technology that connects America's corrections community – including incarcerated individuals, their loved ones, and state and local partner agencies.



Our Mission

Our family of brands bridges the digital divide with products and services that can help America's 1.9MM incarcerated individuals, their families, and communities, access the tools and connections they need to focus on re-entry from day one, encouraging better outcomes and reducing recidivism.



Our Values

Principles to Guide Us

We come from diverse backgrounds and work across all our brands with unrelenting focus on our commitments to our customers and consumers. We value Unity, Opportunity, Dependability and are driven by our mission.

Opportunity

We believe in rehabilitative justice — every individual deserves a chance for judgment-free acceptance of what's past, support for the present, and hope for the future.

Unity

We know our culture thrives when diverse perspectives support the progress of individuals and communities.

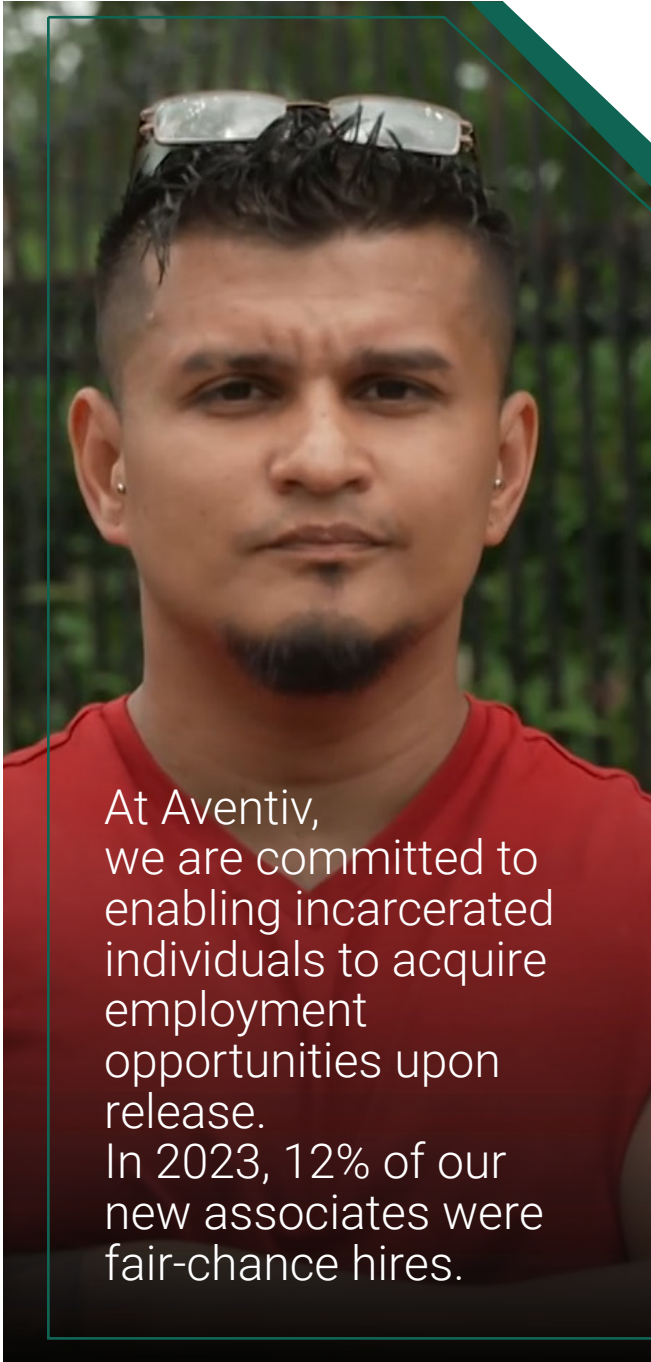
Dependability

We believe trust is earned with consistency, over time, and can be lost instantly. Quality can never be an empty promise and we are accountable for our products, services, and experiences.

Mission-Driven

Where purpose leads, profits follow. We measure success by the impact we make in the lives of people who realize their potential.





At Aventiv, we are committed to enabling incarcerated individuals to acquire employment opportunities upon release. In 2023, 12% of our new associates were fair-chance hires.

Living our Values

Jeremiah's Story

After becoming involved in organized crime as a teen, which ultimately led to his incarceration for 5 years, Jeremiah was given the opportunity to participate in the Prison Entrepreneurship Program (PPE) in Houston.

Drawing from his natural talents from survival on the street, Jeremiah excelled in this program. When Securus Technology was looking for a returns lead, they reached out to PPE Houston – their long-time partner – and received Jeremiah's resume.

Jeremiah is now Lead Receiver at Securus and manages the beginning stage of when a device comes back from customers.

"I've never worked at a place where I've felt at home."

The second day being at Securus, Jeremiah was in the restroom holding back tears because he finally felt like he was somewhere where he belonged and can finally have a chance at developing a career.

"I know when I'm coming into work, I'm making a difference... that's what matters."

When reflecting on his incarceration and the opportunity to redeem himself, Jeremiah said, "Deciding to make a change... deciding to value a second chance... it's probably one of the best things I've ever done with my life. Don't underestimate the power of a second chance."

Our fair-chance hires may choose to remain anonymous and in most circumstances, managers aren't even aware unless job requirements dictate otherwise. But Jeremiah's story is a testament to our commitment to providing employment opportunities to people who've been incarcerated. We're on track to provide opportunities to even more individuals this year.

Kim and Laura's Story

Kim Thomas had been incarcerated for decades in the Arizona State Prison Complex in Perryville. In 1991 and at only 24 years old, after making a mistake that would change her life forever, Kim entered prison when the internet was just a year old. Cell phones were a thing you saw in the movies and tablets were science fiction.

Technology was available to Kim at various points during her time incarcerated, but despite being lucky enough to gain access to computers, cell phones and the internet, the technology available to Kim was not particularly modern.

That changed 20 months before Kim was released when Aventiv Product Adoption Specialist Laura Cox brought Kim a secure tablet for the first time. Kim said, "I remember thinking, 'What am I going to do with this paperweight?' and did not even know how to turn it on."

This was Kim's first taste of modern technology and Laura invested valuable time to help Kim navigate a digital tool.

"It means a lot to me because of course, I want to see people be successful and not come back to prison." said, Laura.

Kim was determined to learn. She spent so much time at the kiosk that the administrator asked her to become the "tablet clerk" for the facility. She ended up helping more than 1,300 women learn how to use the tablets.

Kim now works for an innovative nonprofit organization that provides comprehensive reentry support, including workforce development, financial wellness, and mentorship to people impacted by the criminal justice system.



Kim is also an advocate for ensuring access to fair chance hiring opportunities and resources that help justice-impacted individuals reintegrate into their communities.

During an Arizona conference on justice reform, Kim shared a powerful message: "Laura Cox saved my life."

Kim further shares, "I know what it's like to feel lost and alone. I know what it's like to start over from scratch. But I know that anything is possible with the right tools and support. Technology can be a powerful tool for incarcerated individuals working to turn their lives around."



Associate Survey

Aventiv surveys associates on a quarterly basis to get a sense of how they feel about their work, the company, and what they value so we can better understand opportunities to improve our workplace culture. With the support of global research firm Gallup, these “pulse surveys” help to measure associate engagement, gain insight into associates satisfaction, and set benchmarks that guide our DEI efforts.

Through the survey, we assess 5 key areas:



Our results offer valuable insights



2022 Average Over 4 Quarters on 5-Point Scale





Other Notable Findings

Overall Associate satisfaction increased .18 points from 2021 Q2 to 2022 Q1 and more associates feel PROUD to work at Aventiv.

Teamwork between departments continues to be a high area of growth with an average quarterly growth of .10 points between 2021 Q2 and 2022 Q1.

“I am respected and treated fairly by my teammates”

The highest scoring item in 2023 Q2, with **87%** of respondents reporting favorably

“At Aventiv, I feel comfortable being myself”

79% of respondents reported favorably

*The best thing about working at Aventiv?
Our Culture.*

47% of associates felt that company culture was the best thing about working at Aventiv in 2022



Associate Voices Matter

At Aventiv, Associate feedback creates change. Improvements we've made based on feedback from our 2021 Engagement Survey include:

Additional floating holidays and paid time off in late December

Balance at work with Focus Fridays and permanent flexibility "work from anywhere" for most roles announced in June 2021

Dedicated team focused on associate health and safety

Company-wide hour of self-care with Wellness Wednesdays

Inclusive expanded health coverage and leave policies including increased maternity leave

Additional learning and development opportunities via Blue Ocean Brain

New Limelight associate recognition program



Limelight Associate Recognition Program

Limelight is Aventiv's associate recognition platform. Each quarter, all associates are given 25 points to spend to recognize colleagues for their amazing work.

These points can be spent in many ways:



Aventiv Swag Store



eGift Cards



Virtual Prepaid Cards



Hotels



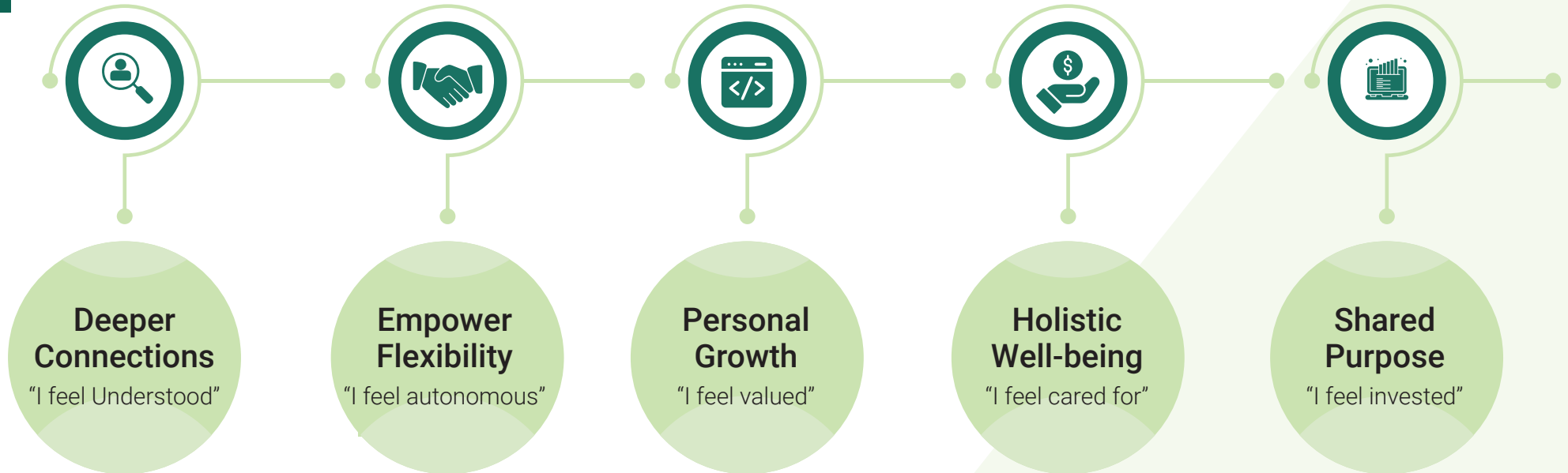
Amazon



Tickets



Reinventing the Associate Value Proposition



- Explore potential for leadership for Black/AA ERG
- DEI working session with ELC
- Ongoing Leadership DEI training
- Initialized DEI report framework for publication
- 6 ERG events

- Regular content on Viva Engage and the weekly news support flexibility, work fatigue & burnout
- Strengthened Intranet content and updates with more resources to work autonomously in "Talent Anywhere" posture

- 126 job offers: 92% acceptance rate
- Competency model pilot
- Emphasized internal mobility with 51 YTD filling posted role
- Migration of GEX into Ops
- Ensure career redeployments from GEX to Tech Support
- Enabled people support for Fedex transition

- 2023 Benefit-85% associates enrolled;
- Conducted learning sessions and accelerated new vendor integrations
- Sales commission plan project
- Launched 3 corporate giving campaigns
- 3 In-Person Volunteer events (Houston, ELC-Dallas, Cyber)

- Launched Google professional certification program
- Values feature campaign
- 3 campus recruiting events
- Conducted quarterly town halls
- Developed New Hire hub on intranet to complement orientation sessions



Our Commitments

DEI Philosophy

What We Believe

At Aventiv, we believe that Diversity, Equity and Inclusion (DEI) are critical to building a culture of belonging for our associates. We are committed to fostering an inclusive culture where every person is encouraged to reach their full potential and individual differences are seen, valued, respected and reflected.

We embrace and encourage our associates' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our associates unique.

What We Value

Belonging – We value creating an environment where people can be themselves and feel a part of a community, in the most authentic way.

Inclusion – We are committed to building a high performing, inclusive culture ensuring our workforce reflects the communities we serve.

Diversity – We are committed to acknowledging and celebrating what makes us diverse; creating an equitable space by removing barriers and creating fair practices.

Unity – We value a community which people work together and trust each other in a safe and comfortable environment.

Learning – We believe in learning opportunities that support personal and professional growth to create a readiness and focus on your career journey.



Our DEI Commitments

Aventiv's Diversity, Equity and Inclusion initiatives are applicable—but not limited—to our practices and policies on recruitment and selection, compensation and benefits, professional development and training, promotions and transfers.





Hiring

Creating a safe and equitable workplace starts with hiring. Our DEI efforts are implemented in every stage of the hiring process.



Diversify applicant pools and candidate selection through external partnerships, Affirmative Action Plans and Fair Chance Hiring efforts.



Management Essentials training for all new managers on hiring practices and eliminating biases during the selection process.



Effective onboarding that includes introductory DEI courses and efforts at Aventiv.



Fair Chance Hiring

We embrace Fair Chance Hiring!

Fair Chance Hiring refers to policies and practices that enable a company to effectively source, evaluate, hire, retain, and promote justice-impacted individuals.

We believe that it is incumbent upon us to remove barriers to employment and advancement by allowing individuals with prior criminal records to fairly compete for job opportunities.

We do not automatically deny employment based on a candidate's prior conviction. Instead, we use an individual review process and work to mitigate hiring biases through a standardized framework used across our human resources team.

These policies and practices ensure that Aventiv's company values are consistent at every level, while also maintaining compliance with EEOC guidelines. In addition, Aventiv encourages all staffing and vendor agencies – in accordance with compliance – to mirror their policies.

Fair Chance Hiring Principles

Our Fair Chance Hiring Principles Include:

Ban the box: The angst when faced with the criminal history question on an employment application is real. Consideration of criminal history is excluded from the candidacy process. Background checks are required only when necessary to remain contractually compliant with customer policies.

Hiring decisions: The decision on who to hire should focus on an individual's ability to perform the job. All individuals deserve consideration for employment, regardless of current or former incarceration status or criminal background.

Investment and innovation: All individuals are worthy of investment and innovation, including the opportunity to attain education credentials, acquire skills needed for long-term employment and build relevant work experience.

Fair wages: Equal employment deserves equal pay. Aventiv pays a fair wage for work performed and will not decrease or distinguish wages due to incarceration status.

Personal funding: Individuals working while incarcerated should be provided a meaningful opportunity to fund personal accounts, cover state restitution fees.



Year Over Year Fair Chance Hires:



Fair Chance Hiring Partners:





Honest Jobs Spotlight

Giving incarcerated individuals access to Second-chance job opportunities, Securus Technologies Partners with honest jobs using securus tablets, incarcerated Individuals can get ready for re-entry by reviewing job openings with over 1,200 fair-chance employers through the honest jobs application.

Aventiv's partnership with honest jobs, the nation's leading job board for people affected by the criminal justice system, provides access to rehabilitation and reentry resources so incarcerated Individuals can prepare for applying and interviewing for jobs once released.

The application is easy to operate, allowing users to filter employment opportunities by job title, keywords, zip code, city, and other criteria relevant to their unique background and interests.



Aventiv's New Director of Talent Acquisition

In the fall of 2023, Aventiv hired Coy Wiggins as the Director of Talent Acquisition.

In her new role, Coy leads the recruiting processes for the company, working with DEI and HRBP teams to deliver diversity-centered talent acquisition strategy that supports the company's commitment to increasing representation across all levels within the organization.

Coy continues to build on Aventiv's commitment as a proud fair-chance hiring company by strengthening existing relationships with fair chance partners.



Internal Equity

To effectively recruit and retain high performing talent, we must have internal equity rewarding associates fairly on performance, skills, and other job requirements.

- Benchmark all roles using reputable external salary data.
- Maintain a formal salary band structure and job levels that are reviewed annually to ensure appropriate pay.
- Provide competitive salaries while recognizing individual effort.
- Ability to adapt to market or economic conditions.

Affirmative Action Plans (AAP) are required for all federal contractors. AAP measures annual hire and selections, promotion, and terminations of associates.

Aventiv partners with a third-party vendor to conduct annual analysis.



Employee Resource Groups at Aventiv

Employee Resource Groups (ERGs) provide support, enhance career development, and contribute to personal development and achievement at Aventiv. Recognizing that ERGs are essential to fostering a diverse, inclusive and equitable workplace where associates feel like they can be authentic at work, Aventiv started three ERGs in 2021.

Since then, we've committed to progressively scaling our ERGs so Aventiv associates can get the support they need to fully contribute to organizational success. We now offer five ERG designed to help our associates engage with each other and the communities we serve. Our ERGs offer unique ways to get involved with the organization and contribute to building an inclusive workplace.



Women in Technology (WiT)



Our first ERG... WiT is committed to empowering all women at Aventiv by creating an inclusive culture that helps develop and retain female talent. WiT's community and programming inspires women with the support and confidence to grow a rewarding career at Aventiv. Our goal is to foster a community where women are encouraged to be bold, be heard, and advocate for themselves and for others in their career journeys.



Asian American Pacific Islander (AAPI)



AAPI, which encompasses a vast group across Pan-Asian communities, is dedicated to connecting members and allies to Asian Pacific cultures and heritage. AAPI supports, engages, celebrates, and brings visibility to our community. We offer unique professional development and leadership opportunities as well as host events with guest speakers from various industries and backgrounds. We are dedicated to accelerating organizational and business growth through leadership, inclusion, and innovation, and aspire to make Aventiv the employer of choice for Asian and Pacific Islander talent.

Aventiv PRIDE



PRIDE, our LGBTQ+ ERG, prioritizes building a supportive LGBTQ+ community and increasing ally engagement. PRIDE takes an active role educating, supporting, and celebrating the Lesbian, Gay, Bisexual, Transgender, and/or Queer (LGBTQ+) community, through networking opportunities, community engagement, and guest speakers who share their own stories and perspectives. PRIDE promotes building a safe and inclusive environment where LGBTQ+ associates feel seen, valued, and respected. We aspire to cultivate a workplace that is aligned with Aventiv's values and attracts, develops, and retains top talent regardless of sexual orientation or gender identity.





Aventiv Veterans in Action (AViA)



AViA is an internal community of military veterans, service members, civilian allies, and families dedicated to unifying, connecting, and serving the military community. AViA assists veterans during their transition into civilian life with Aventiv and supports associates with a professional network, informational events, and community outreach programs – most notably our partnership with Toys for Tots. We encourage anyone with an interest in Veteran affairs to participate and with over 100 members, there is no shortage of people to connect with.



Black Employee Network (BEN)



BEN aims to develop and cultivate Black/African American talent, empower the communities we serve, and transform the tech industry to reflect the diversity of its users. Through mentorship and career networks, community outreach, and celebrations centered around the uplift of our community, BEN seeks to create a space to harness our members' inner brilliance and propel them to their greatest potential.

Together we are building an inclusive culture that encourages, supports, and celebrates the diverse voices of our associates.



Diversity Celebrations at Aventiv



Hispanic Heritage Month

Aventiv kicked off National Hispanic Heritage Month in 2023 with Special Guest Speaker, Tony Tijerino, President/CEO of the Hispanic Heritage Foundation (HHF), a national nonprofit focused on education, workforce, social impact, and culture by fostering innovative leadership. Tony is also a member of Aventiv's Advisory Board. This year, we focused on the themes of prosperity, power, and progress, recognizing the significant strides of Hispanics in the economic, political, and social growth of the U.S. under the theme "Latinos: Driving Prosperity, Power, and Progress in America."





PRIDE Celebrations

For the last two years, Aventiv has held PRIDE celebrations during the month of June. In 2023, Aventiv was honored to have a special guest, former VP of Goodyear Tire. Steve joined us to share his story of coming out at 47 and finding his authentic self. Aventiv's Chief Revenue and Product Officer(CRPO) also joined us to share his story about living two lives before landing on who he is and how he will be himself daily.





Juneteenth 2023

Over 75 associates gathered for a virtual event to hold space, reflect, and celebrate Juneteenth on Friday morning, June 23rd. The lively affair was sponsored by Aventiv's Black Employee Network and hosted by Monica Miller, Senior Director, Diversity, Equity, Inclusion/Learning & Development and ERG Executive Sponsor John Moten, Senior Vice President, Investor Relations - Corporate Affairs. The mood was upbeat, engaging, and enlightening for all who took part. The themes during the hour-long event covered Juneteenth's origins, history, and details about symbolism. There were many learning opportunities, and most walked away from the session with new knowledge.

During the celebratory conversation, Associates had the chance to share how they recognized Juneteenth this year—or whether they celebrate every year—with their families, friends, and communities. Some were reading books by black authors. Others devoted some VTO (Volunteer Time Off) to give back and serve their communities. And some attended events and held backyard cookouts.

Wrapping up the event was a fun round of Kahoot! - an online trivia game that tests your skill and your speed. Subjects ranged from Black history and culture to music, television, and technology. Limelight recognition points were given to the three winners.

In 2024, Juneteenth will be added as a paid company holiday.





Continuous Learning

Continuous learning is critical to achieving a high performing organization. We commit to influencing productivity and inspire creativity and innovation through professional and personal development and training.



Required DEI Training for all managers equipping them to discuss diversity in the workplace.



Weekly online professional and personal development content shared with all associates.



Associate Resource Groups creating inclusive communities with shared characteristics, special interests, or life experiences.

DEI Leadership Series

As part of our company's critical priorities to drive a culture of inclusivity, the DEI team launched a Diversity, Equity & Inclusion leadership discussion series.

The discussion series was launched to prepare people leaders and managers to feel more comfortable and equipped with tools to facilitate DEI topics with their teams and their peers.

Out of 252 people managers & leaders, below are the total number of participants who attended the DEI series in 2022:

PART 01 | Preparing to discuss diversity & Inclusion in the workplace – **109 participants**

PART 02 | Becoming Aware of Biases – **116 participants**

PART 03 | Building an Inclusive Environment – **113 participants**

PART 04 | Looking ahead to Equity – **68 participants**



Diversity in Action Course for all associates:

All associates at Aventiv participate in a Diversity in Action course that helps them:



Understand the concept of Diversity, Equity & Inclusion



Recognize the benefits of an Inclusive organization



Identify Aventiv practices & strategies in DEI



Evaluate your role in DEI in the workplace



Practice having meaningful conversation about Diversity & Inclusion





Our Gateway to Learning

At Aventiv, Associates can participate in a wide range of learning, including personal and professional development, 10-minute brain challenges, how to protect us from harm, and making sure we follow the rules when we do our job.

Associates can easily access learning opportunities through Aventiv Academy – a modern, associate-focused approach to learning and development.

Management Foundations:

Aventiv's Management Foundations Program (MFP) is a four-month cohort-based program that teaches the core and foundational pillars of management – leading teams, managing operational excellence, and driving productivity.

The management training program prepares new managers and existing managers who want to sharpen their foundational skills to build positive relationships with team members, inspire engagement and drive productivity. By the end of the program, participants are better able to identify their own strengths and weaknesses as a leader, understand how different leadership styles affect performance, and learn to lead with emotional intelligence.

Participants emerge from the MFP with enhanced people skills and a sharpened leadership toolkit that helps them accelerate their impact at Aventiv.




Supplier Diversity

Aventiv exists to empower both individuals and communities for better futures. Through the advancement of technology and a strong base of certified diverse-owned suppliers, we strengthen bonds, improve safety and create opportunities for those who need them most.


We define a Diverse Supplier as a for-profit enterprise that is at least 51% owned, operated, and controlled by a U.S. citizen(s) who is African American, Hispanic, Native American, Asian Pacific, Asian Indian; a non-ethnic woman; Service-Disabled Veteran Owned and Veteran-Owned Small Businesses; Disabled; or Lesbian, Gay, Bisexual, and Transgender-Owned Businesses. The company must be based in the U.S. or its trust territories. We require Diverse Suppliers to have accredited third-party certification to ensure they are meeting the spirit and intent of our program.





We are increasing our effort to grow our Supplier Diversity base by engaging our Women/Minority Business Enterprise (WMBE) and our Diversity, Inclusion, and Belonging Initiative, as well as maintaining a presence with councils, diverse affinity groups, and chambers.

In 2023, Aventiv partnered with LogicSource to help us grow our procurement capabilities and have greater influence in areas like supplier diversity. Working together, we can help make our communities stronger through job growth and inclusion.





Our Colleagues

Aventiv Leadership

The Independent Aventiv Advisory Board

This board of experts and advocates in reentry, rehabilitation, education, and business is responsible for expanding and accelerating Aventiv's transformation into the leading advanced technology provider empowering rehabilitative justice and creating better outcomes for the incarcerated.

Members are inclusive of a diverse cross-section of business, industry community and public policy leaders.



Teresa Hodge
Aventiv Advisory Board
Chairperson; CEO &
Co-Founder Mission Launch



Yusef Jackson
Aventiv Board Member; Investor,
Executive Advisor & Justice
Advocate



Lloyd Trotter
Aventiv Board Member;
Founder/Managing Partner,
GenNx360 Capital Partners



Andre Norman
Aventiv Board Member; Justice
Reform Advocate, Visionary, &
Strategic Leader



Jeff Carlisle
Aventiv Board Member; Former
Deputy FCC, Attorney, & Public
Policy Leader



Tricia "CK" Hoffler
Aventiv Board Member; Attorney,
Former President National Bar
Assoc.



Jane Oates
Aventiv Board Member; President,
Working Nation, Former US Department
of Labor, & Senior Political Advisor



Antonio Tijerino
Aventiv Board Member; CEO
Hispanic Heritage Foundation &
Founder Latinos on the Fast
Track



Rick Raemisch
Aventiv Board Member; Retired
Executive Director CO DoC &
Policy Advisor



Greg Winston
Aventiv Board Member; 30-year
expert in law enforcement &
corrections

Open Letter from the Advisory Board

Together, we're committed to building a better future for the 2.1 million people in the United States living behind bars. They're our friends, our families, our neighbors, our fellow citizens, and at one time, some of us stood in their shoes. Together, we're now the independent executive advisory board for Aventiv.

Aventiv is empowering rehabilitative justice for the people we care about and those who care about them. We believe Aventiv is committed to changing within, changing the system, changing their industry, and empowering individuals to change their own lives. That's why we're working with them to reconnect incarcerated Americans with the moments that matter.

To create safe and secure environments where people we care about can live and learn, using the tools that lead the way out of prison and into the productive and meaningful lives they want to lead.

Inspiration. Connection. Education. Empowerment. Rehabilitation. Reentry.

These issues are our life's work, and now we're putting that expertise and experience to work, with Aventiv. Because we believe it's unacceptable that our society has tolerated a 70% recidivism rate within five years of release. Because 95% of people who go to prison eventually return home, we can't afford to make coming home so hard. Because we believe technology can help make incarceration the start of a new life, not the dead-end of an old one.

We're going to hold ourselves and Aventiv accountable for the continued transformation of an industry that for years has been disconnected from the people and communities it must serve. We work for our communities.

And together, we're going to change the outcomes of incarceration in America. One person and one platform at a time. Together, for all of us.

DEI Advisory Council


Aventiv's DEI efforts are led by a DEI Advisory Council that consists of members who sit in senior-leadership, who have decision-making ability in the business to jumpstart and manage the diversity, equity & inclusion process.

Members include – Chief HR Officer, Sr. Director DEI, the executive sponsors for all ERGs (Women In Technology - WiT, Aventiv PRIDE, Aventiv Veterans in Action – AviA, Black Employee Network – BEN).

The Advisory Council is a critical driver in fostering real organizational change, establishing a dedicated focus on diversity and inclusion priorities, and managing the DEI program. They help define what we need, set both culture and demographic goals and measure progress across the enterprise.

Advisory Council members work closely to ensure DEI alignment and support Aventiv's broader mission, vision and aspirations of the business to help institutionalize human capital practices that support and accelerate DEI goals.





The Advisory Council helps create strategic accountability for results, provides governance and oversight on diversity efforts, and promotes company-wide communication on progress.

Advisory Council members will put their endorsements behind current and future DEI efforts, embed inclusive practices, and willingly go on a personal journey of understanding inclusion, allyship and anti-racism.

The primary role of the Council is to connect DEI activities to a broader business-driven, results-oriented strategy.

Our Workforce

With 1323 total associates in 2023, Aventiv continues to diversify our talent pool and retain diverse talent. We're making progress year over year, starting at the top.

In 2023:

Gender diversity among Senior Leadership increased by **8%** between 2022 and 2023

Racial and ethnic diversity among Senior Leadership increased by **3%** between 2022 and 2023

“*Creating opportunities for people of all backgrounds to move up the ladder and secure financial stability is key to a vibrant society. This is what drives my purpose every day I come to work. I'm honored to work for a company that is constantly innovating to generate advancement and progress in the communities we serve.*”

Margita Thompson

Aventiv Chief Communications and Community Engagement Officer

Percentage of Racial/Ethnic Groups in Workforce in 2023:

Total workforce = 45% racially / ethnically diverse; 55% non-minority

Executives = 33% racially / ethnically diverse; 67% non-minority

Non-managers = 45% racially/ethnically diverse; 55% non-minority

Senior Leaders = 32% racially/ ethnically diverse; 68% non-minority

Managers = 40% racially/ethnically diverse; 60% non-minority

Racial and ethnic diversity within our workforce increased by 3% between 2022 and 2023.

38% of 2022 hires were from underrepresented populations, up 3% since 2021.







Gender at Aventiv:

As of 2023:

45%

 
of our non-management workforce was female.

39%

 
of our Senior Leaders were female – female senior leadership increased by 8% since 2022.

33%

 
of our executives were female.

“

The professional growth I've experienced at Aventiv motivates me daily to thrive in my role. I've had the opportunity to be a leader in multiple departments within the company, which has led me to work with many exceptional colleagues. I have also been able to sharpen my skills and grow as an individual here.

Kenisha Bell

Manager, Tech Support

University Relations

Jasmine Hockaday, DEI Campus Recruiting Specialist, was hired in 2022 to help advance Aventiv's University Relations program and launch our first formalized internship program. Jasmine has created a University Relations strategy that partners with Universities across the country showing Aventiv as a desirable place to work. Jasmine partners with Aventiv business leaders to attend onsite career fairs, setting up interviews, posting open roles on school job boards, conducting on-campus and virtual information sessions, organizing direct email campaigns and relationship-building with faculty and staff.

The University Relations strategy also creates a diverse and inclusive talent pipeline of intern and new college graduate talent for the organization.





Targeted schools 2022 and 2023



University of Central Missouri



University of Texas @ Dallas



University of South Carolina



Lincoln University



Sam Houston University



Middle Georgia State University



TEXAS SOUTHERN UNIVERSITY

Texas Southern University

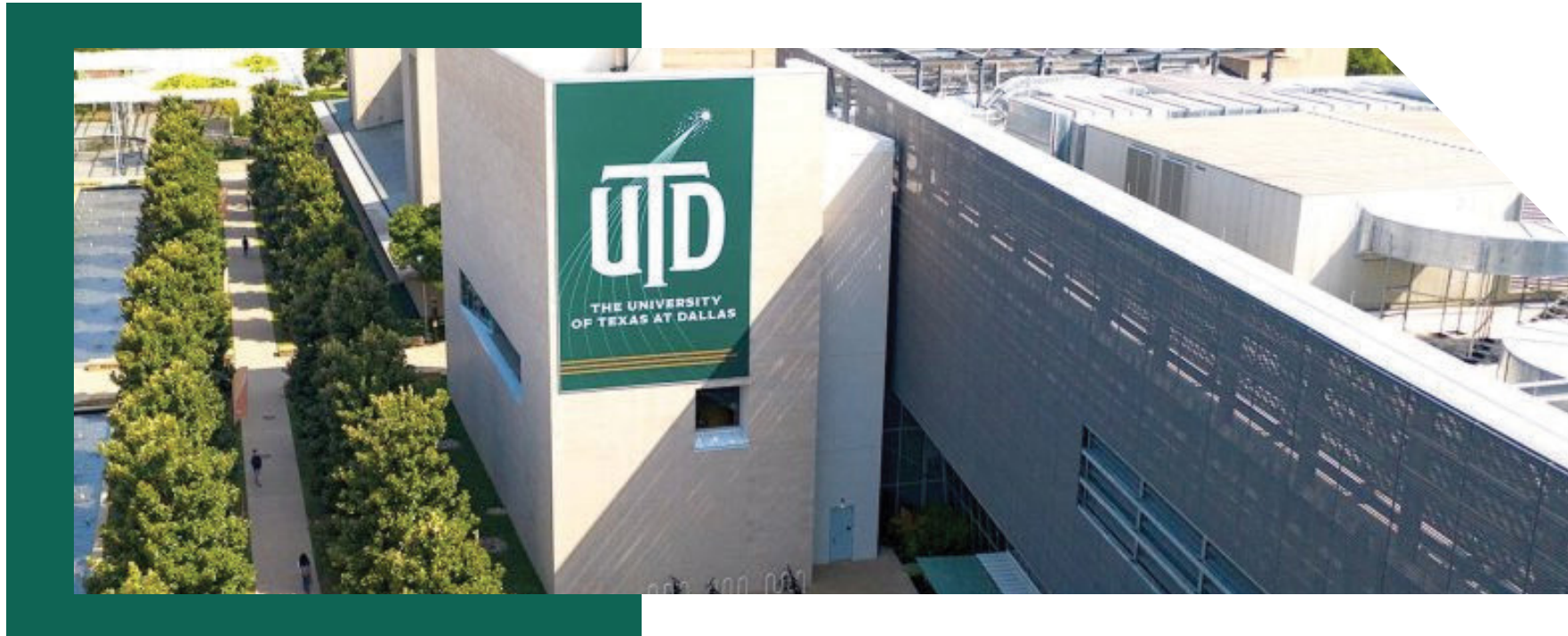


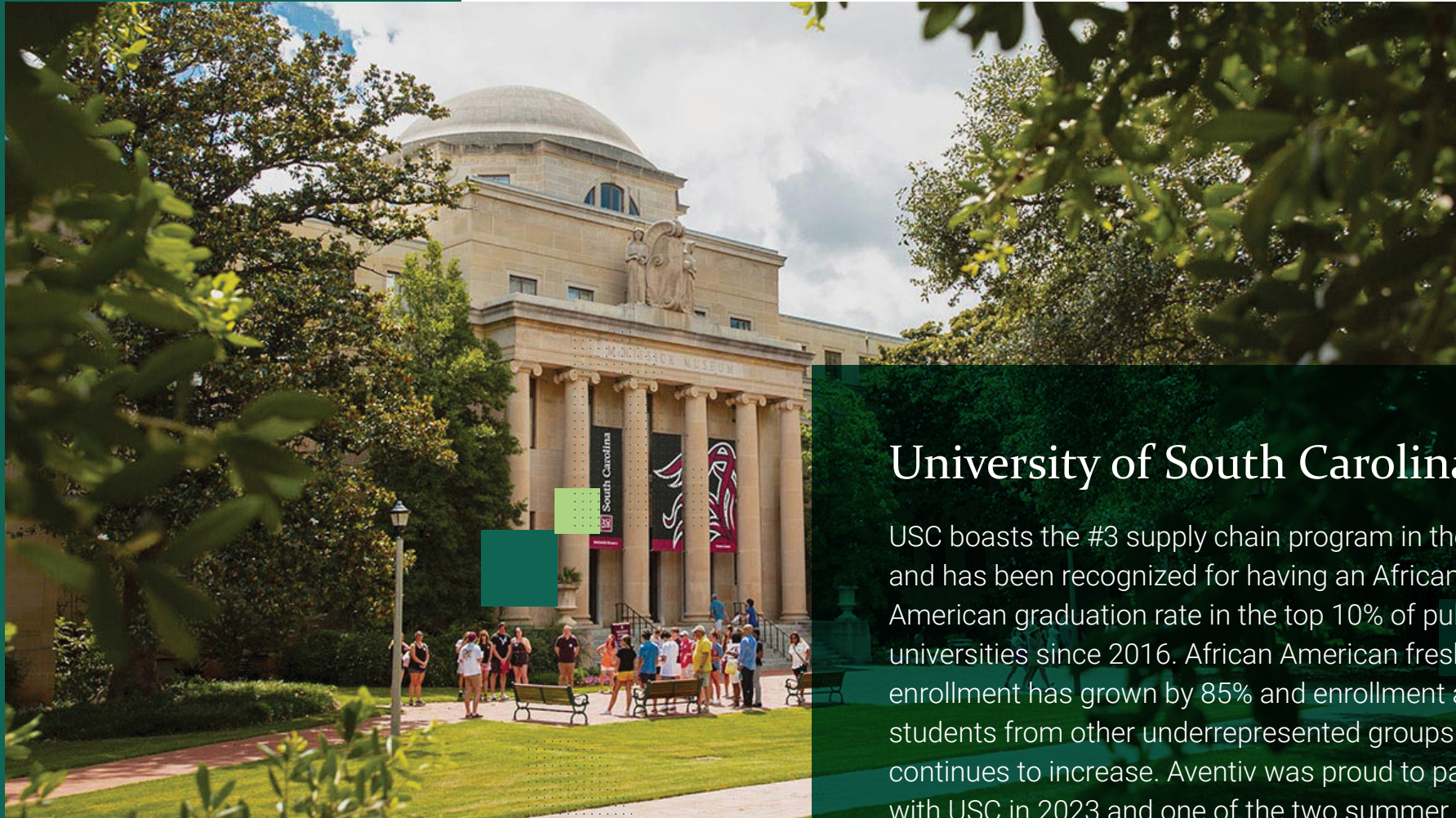
Tennessee State University

University Spotlight

University of Texas at Dallas

In our home state of Texas, the University of Texas at Dallas is an integral partner in diversifying our talent pipeline. Characterized by a highly diverse student body with 75% of students from ethnically diverse backgrounds, ranked as #1 in the Southwest U.S. for LGBTQ+ community, and with a high focus on STEM programs, three of our summer 2023 interns came from UTD and two students continued to work with us during their fall semester in a part-time work-study program in IT.





University of South Carolina

USC boasts the #3 supply chain program in the U.S. and has been recognized for having an African American graduation rate in the top 10% of public universities since 2016. African American freshman enrollment has grown by 85% and enrollment among students from other underrepresented groups continues to increase. Aventiv was proud to partner with USC in 2023 and one of the two summer interns from USC joined our Aventiv full-time associates in August 2023.

University Spotlight



+



New Partnerships with Historically Black Colleges and Universities

Two of our new university partnerships include Historically Black Colleges and Universities (HBCUs) – Texas Southern University and Tennessee State University.

Texas Southern University is one of the largest HBCUs in the U.S., with 96% ethnic diversity in enrollment, 84% Black enrollment, and 64% Female enrollment. Texas Southern ranked #1 in Texas for degrees awarded to African Americans in areas including Accounting, Business Management, and Communications.

Tennessee State University serves as the National Hub for HBCU C2 community, committed to creating opportunities that will diversify the tech workforce by removing barriers, innovating STEM education, and developing life-long learning pathways. The HBCU C2 hub at TSU trains educators and prepares students by providing multiple pathways and opportunities to acquire essential digital literacies and new technology skills.

Summer 2023 Intern Cohort

At Aventiv, we are passionate about not only including youth at all levels of our work, but ensuring that they have supportive spaces, mentors, and guidance to speak out, learn, and develop into leaders of tomorrow. The company launched its first intern cohort in 2023, with 5 interns joining the company to work across departments, including Human Resources, Internal Communications, IT, Value Chain/Operations, and Software Development.

Summer Intern Collage

Our 2023 Summer Intern Cohort exemplifies our commitment to diversifying the talent pipeline. Joining us from two of our partner schools, Aventiv's first formal intern class was 80% ethnically diverse and 40% gender diverse.



XAVIER MENDEZ



SHREYON ROY



NATALIE MULLEN



MAX HEUER



ELENA LEWIS



Our Community

Our Giving Story

We believe in helping others. At the heart of our mission is our belief that we empower individuals and communities for better futures. We envision a future where essential relationships are nurtured, broken connections are mended, and new opportunities emerge.

We believe authenticity and diverse experiences provide the foundation for helping others.

We are empowered to embrace our curiosities and pursue personal growth by volunteering in our communities.

We promise to be reliable and thoughtful and ensure our assistance is for the greater good of humanity.

We drive intentional relentless improvement in everything we do, including giving and volunteerism.

Unity in Action is our pledge to our communities through volunteerism and giving to secure this future for all.

Through associate volunteerism and giving, and Aventiv donation matching, we aim to support and uplift our local communities now and in the future.



Aventiv's New Charitable Giving Platform

In September 2022, Aventiv launched its charitable giving platform – Unity in Action.

Through our partnership with the Fidelity Giving Platform, associates can make a tax-deductible donation to an organization that matters to them. Aventiv matches 100% up to \$400 per associate annually for donations to selected charities.

Based on associates survey results, Aventiv created three categories of giving:



Supporting our Communities



Educating our Children



Championing Second-Chances

In the first 3 months after the Unity in Action launch, Aventiv associates donated over \$3,500! An additional \$2,400 was donated through Aventiv matching.

In less than two years since its launch, Aventiv's Unity in Action program has raised more than \$54,000 for 15 charities. This is in addition to \$326,000 given to an additional 13 charities through our Community Engagement initiative.



“

When asked about starting a give-back initiative, Associates said, "Yes!" That's why we kicked off the Unity in Action initiative in 2022. Aventiv associates are passionate about what they do and who they do it for. Through the matching program and volunteer time-off hours, Associates have donated thousands of dollars and hundreds of hours back to their communities, where they want it to go, and made a difference actionably. My favorite part of my role is helping my colleagues with their visions of giving back. Volunteerism and philanthropy aren't just about writing a check or signing up to take a shift at a volunteer event. We want associates to feel in control of their donations of money and time because it's theirs to give. I'm just lucky enough to have a front-row seat to watch their joy when giving back!

Kelli Ward

Sr. Manager, Internal Communications & Corporate Social Responsibility



New Volunteer Time Off Benefits

In 2022, Aventiv also implemented a new associate Volunteer Time Off (VTO) program.

All Aventiv associates are given 12 hours of VTO per year can be used to perform volunteer hours with 501(c)3 charity organizations.

The number of volunteer time off hours reported during 2023 is 1,066 hours from 120 associates.

Heart and Soul: Mike Graff gives back to the Special Olympics

Mike Graff spent a day volunteering for the Special Olympics with his wife, Sara. They spent the first half of their day at the Tennis Ball Throw and the rest of the day at the track events. They've already signed up for next year's event and are looking for other volunteer opportunities where they can bring their kids.

"VTO is really an awesome program;
I hope people take advantage of it and get out there!"





Helping Vets in Houston

The Aventiv Houston team partnered with the U.S. Vets Houston to provide hygiene bags for local Veterans. Over 200 bags consisting of shampoo/conditioner, body wash, deodorant, toothbrush/toothpaste, and a shaving kit were made available to Veterans in need.

The U.S. Vets organization was delighted to receive the donation and the Houston team got to enjoy an afternoon together giving back!

Prior to this event, Aventiv's Executive team built more than 700 hygiene bags. In total, Aventiv built and donated nearly 1,000 hygiene bags for Veterans.

Creating Opportunities in the Communities We Serve

Aventiv's Original Hip-Hop Track Contest

Securus Technologies, an Aventiv company driving efforts to better serve the incarcerated through rehabilitative justice, organized the first-ever “Original Hip-Hop Track Contest” for individuals incarcerated in Department of Corrections facilities throughout the U.S.

This contest, created in partnership with Grammy Award-winning rapper Lecrae, gave the incarcerated the opportunity to showcase their musical talents and bring hope through the power of lyrics. Thousands of incarcerated individuals had the opportunity to submit original lyrics to one of three beats produced by hip-hop record producer Zaytoven.

Students enrolled at Morris Brown College’s Department of Music, a historically Black college located in Atlanta, reviewed the entries and selected the top 25 finalists. Lecrae chose the winning lyrics that were submitted by Carmela Mose, a 37-year-old woman of Mexican and Samoan descent, who is currently incarcerated at the Central California Women’s Facility (CCWF).



Lecrae and Carmela

In July 2022, Lecrae visited CCWF and recorded Carmela's original song "I Think" onsite in a room dedicated to educational learning. The song, recorded under Carmela's artist name Good, was then mastered by Lecrae's label Reach Records, creating a once-in-a-lifetime experience and opportunity for both Lecrae and Carmela.

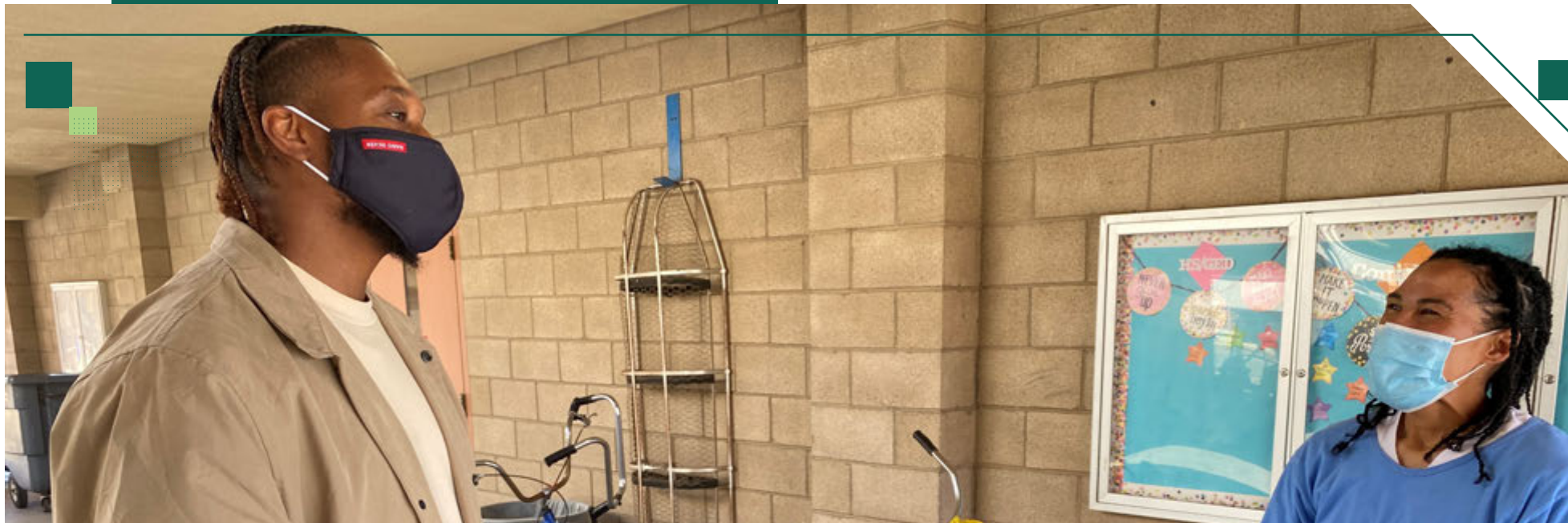
"Being given the opportunity to be supported, and listened to, by so many talented visionaries has been a truly humbling experience," said contest winner Carmela Mose, AKA Good. "As I sat there recording my track, I felt a stark contrast between the me who was rapping into that mic, and the old me that was sitting on a bus on the way to prison. I'm grateful for that confirmation. Thank you so very much to all the folks at Securus, Reach Records, and Lecrae for lifting me up and getting me started on my amends."



“Recording this track with Carmela onsite at a maximum-security prison facility, which houses many other inspiring women, was an absolutely life-changing experience for me. I’m proud to be part of a campaign that invests in those who often feel forgotten, and hopefully this contest will open doors for other creative campaigns to reach the incredible talent behind bars,” said Lecrae, who is also known for his social justice and faith-based activism.

“I Think” was exclusively released for free to incarcerated individuals who have access to the Securus and JPay media stores on their tablets. The song is also available to the general public through streaming services such as Spotify and Apple Music.

All proceeds from the song made through streaming services benefit the Prison Fellowship, a nonprofit organization working to bring hope and restoration to the incarcerated, their families, and communities impacted by crime and incarceration.





Mission: Launch

Aventiv served as the title sponsor for the Mission: Launch, “Bank On 100 Million (Bo100M) Hackathon” series in Delaware, Washington DC and Phoenix, Arizona.

Hackathons are community gatherings that bring together cross-sector leaders to accelerate organizational collaboration and the creation of programs, practices, and policies designed to improve job, small business lending, and economic development outcomes for citizens living with an arrest and/or a conviction record.

Arizona’s capital, Phoenix, is one of the country’s most diverse cities, which made it an ideal host location for the third social justice convening that joined subject matter experts who are, or were, justice-impacted and cross-sector leaders to help reduce the significant disadvantages current and previously incarcerated individuals face securing employment and business capital, directly impacting recidivism and economic growth.

The two-day event was free thanks to partnerships with the Arizona Career Development Center and Aventiv Technologies.

Day 1 Podcast

New Securus Originals' Podcast Inspires Incarcerated Individuals to Focus on Building a Fair Chance Beginning Day One of Incarceration

In 2022, Securus Technologies launched a 12-episode podcast series on Securus Originals, titled "Day One with Andre Norman."

Created and hosted by Andre Norman, who turned his life around from prison gang leader to international speaker and Harvard fellow, Norman's guests illustrate how the first days, weeks, and months of incarceration can be instrumental to a successful reentry. Each episode shares stories of formerly incarcerated individuals and how they made the best of their time to create a real opportunity for a changed life following incarceration. Norman and guests offer guidance for the incarcerated to change their thinking and set themselves on a positive path beginning their first day in a facility.



Learning About the Power of Giving Back to the Community

During their time with us, interns learn about Aventiv as a company and the products we produce, but interns also learn about Aventiv's strong giving culture.

The team visited the Community Center and delivered 120 snack bags they made for children attending community programs hosted at Jubilee Park.



“

I loved working with the Jubilee Community Center and at the tour that we went on after we dropped the food off. It made the work that we did that much more meaningful.

Elena Lewis

Aventiv Summer Intern in Human Resources/Internal Communications and Corporate Social Responsibility





Thank you!

