



Corporate Overview

MISSION

Be the trusted global source for transformation, enhancement and secure exchange of digital information

VALUES

Strive for Excellence

We understand where we are and constantly work to improve it. Each one of us appreciates that excellence is difficult to obtain and we know that by aiming progressively higher – as individuals and as a company, we become better partners to our clients and closer to our goals.

Demonstrate Empathy

By striving to understand each other's view and learning to appreciate the influence of our actions on clients, co-workers, partners and the community, we can make better decisions and be mindful of their impact.

Embrace Innovation

While keeping our goals in mind, we find new, different and unconstrained paths to achieve better outcomes for all our stakeholders. We challenge each other to find a way to "yes" and we relentlessly seek out a better way.

VISION

Delivering life's essential data **when, where** and **how** you need it

Driven by Data

We use a fact-driven approach to understanding our business, markets and opportunities. We believe that the best decisions are evidence-based and rely on facts rather than instinct. We are willing to do the hard work together to gather, question, analyse and synthesize data to reach meaningful conclusions.

Communicate Openly

We encourage thoughtful, respectful and truthful discussion. We believe in sharing information clearly and freely for the benefit of our clients and our employees.

Focused on Solutions

Solving client problems and helping them maximise opportunities is our focus. We don't "sell products," we collaborate to understand needs and deliver comprehensive solutions.



Consensus at a glance



\$356m
FY22 Revenue



HITRUST CSF®
Certified digital cloud
faxing



581
Global Employees as
of 12/31/2022



~ **1M** customers in
over **50** different
countries



2 offices
in **Canada**

3 offices
in the **US**

1 office
in **Japan**

1 office
in **Ireland**

1 office
in **Australia**



"Consensus will continue to evolve and enhance its current ESG program as we focus on bringing value to our shareholders, building customer loyalty, and attracting and retaining top tier talent."

Scott Turicchi, CEO





Our Products

Consensus Cloud Solutions, Inc. (NASDAQ: CCSI) is one of the world's largest digital fax providers and a trusted global source for the transformation, enhancement and secure exchange of digital information. We leverage our 25-year plus history of success by providing advanced data transformation solutions for industries such as healthcare, finance, insurance, real estate, and manufacturing, as well as technology for the state and federal government. Our solutions consist of cloud faxing; digital signature; intelligent data extraction using natural language processing and artificial intelligence; robotic process automation; interoperability; workflow enhancement; and a powerful connectivity and integration platform for healthcare providers.



eFax is a leading, digital cloud fax technology that serves as an eco-friendly, paper-free, pay-for-usage alternative to analog fax machines and in-house fax servers; it requires no additional software, or dedicated IT resources.



Consensus Unite enables interoperability with streamlined clinical workflows in an easy-to-use platform that improves communication and connectivity throughout the continuum of care.



Consensus jSign with tamper-proof, Blockchain technology, provides an easy-to-use, cost effective solution for signing documents and improving document workflows.



All Access is the one-stop-shop for strategically managing patient data availability throughout the healthcare enterprise. Securely distribute documents within the organization during a downtime, or grant audited access to documents for community providers.



Clarity's intelligent Natural Language Processing data extraction solution transforms unstructured documents like digital scans and faxes into structured, actionable data to unveil valuable, insightful information that can be sent to the right place, person, and time – to accelerate patient treatment across the continuum of care.



The Consensus Conductor interface engine and complete interoperability platform provides seamless integration technology that supports all the latest standards for connectivity and data formats (API/FHIR, Web Service), addressing a wide range of interoperability challenges from the simple to the extremely complex.



SST is the most versatile and powerful robotic process automation platform available, this full-featured application allows any member of your team, from the junior analyst to the most experienced programmer, to easily and effortlessly build intelligent workflows in a matter of hours.



Our Approach to Data Privacy & Cybersecurity

Board/Managerial Oversight of Data Privacy & Cybersecurity

The company has an internal audit department whose sole job is to monitor all the processes and systems to ensure stated safe and secure practices, to ensure our systems are being monitored appropriately, and to ensure day-to-day basis monitoring. .

In addition, we have a Cybersecurity Committee of Company Officers and our Head of Internal Audit which reports into the Audit Committee on a quarterly basis and meets monthly to oversee the Company's privacy program, cybersecurity risks, risk management, and relevant legislative, regulatory, and technical developments relevant to privacy and data security matters on a global scale.

Approach and Policies

To learn more about our approach to Data Privacy and Cybersecurity visit our [Leading with Security](#) landing page and [Privacy Policy](#).

Key Certifications and Audits

- ✓ SOC 2 Type 2 certified
- ✓ Level 1 PCI Compliance
- ✓ HIPAA Compliance
- ✓ HITRUST
- ✓ FedRAMP
- ✓ CDPR

Training on Data Privacy and Cybersecurity

All Employees and Contractors

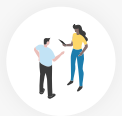
- ✓ Annual Security Awareness and Data Privacy Training for Employees and Contractors (includes CCPA and GDPR)

All Employees

- ✓ Annual HIPAA and PCI-DSS Training
- ✓ Annual Acknowledgment of Information Security Policy and Information Security Incident Response Plan

Specialized Employees

- ✓ Annual OWASP Secure Code Training (as applicable)
- ✓ Annual Executive Leadership Awareness Training



Our People

Recruitment Strategy

Consensus is focused on creating and maintaining a work environment in which people are treated with dignity, decency and respect. We reinforce our culture and our values by seeking out a diverse workforce that will uphold our organizational priorities, values, mission, and vision. All job descriptions are reviewed to ensure a focus on equity and inclusivity to attract qualified and interested candidates. We have a robust employee referral program to encourage our employees to refer their network as we seek to attract and retain the top talent. In 2022, 17% of our hires were a result of employee referrals.

We also have an internal mobility program and continue to source candidates through various specialized groups and programs which provide an opportunity to cultivate networking relationships.

Benefits and Development Opportunities

- ✓ Employee Stock Purchase Program
- ✓ Flexible Time Off
- ✓ Hybrid or Full-Time Remote Workforce
- ✓ Competitive Parental Leave Policy
- ✓ 401(K) Retirement Benefits with Company match
- ✓ Education Reimbursement
- ✓ Learning and Development Programs

Employee Wellness

- ✓ Matching HSA for High Deductible Health Plan Enrollees
- ✓ Mental health care with employee assistance program (EAP)
- ✓ Robust wellness program with monthly challenges and webinars for employees

Learning & Development Opportunities

- ✓ 1:1 Employee Coaching, Manager Training Cohorts, and Presentation Skills coaching offered by third party experts
- ✓ Streamlined platform for providing peer and managerial feedback, conducting pulse surveys, and manage meetings notes and follow up actions.



Diversity, Equity, Inclusion & Belonging

Our Approach to DEI

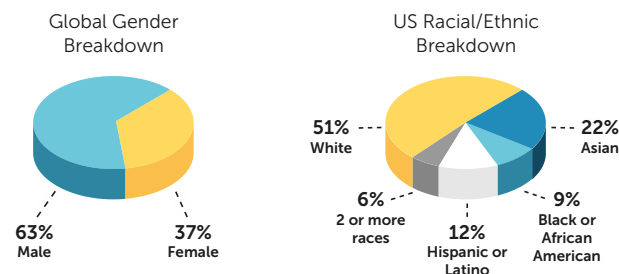
We recognize at Consensus, that each employee's unique experiences, perspectives, and viewpoints add value to our ability to create and deliver the most innovative work environment for our employees and the best possible service to our diverse customers.

The DEI Council launched in 2022 and is composed of 14 employees with varied backgrounds to promote thoughtful discussion and organize trainings and events to foster respectful awareness of diversity, equity, inclusion and belonging in our workplace environment, with the overall intent to create a community where each employee feels they belong and feels they can contribute to the overall success of the Company.

We provide annual Diversity, Equity and Inclusion Trainings which includes training vignettes on a variety of topics including implicit and unconscious biases, microaggressions and practical insights to promote an inclusive and positive workplace.

We seek to give back to the community and serve others. The DEI Council is interested in education, and we are partnering with local schools in the LA area to promote mentoring opportunities through internships.

Workforce demographic data



* as of 12/31/2022.



Our Governance

ESG Oversight

Our Board has four standing committees: an Audit Committee, a Compensation Committee, an ESG Committee, and an Executive Committee.

Our ESG Committee oversees risks related to corporate governance as well as risks related to sustainability matters relevant to the Company's business.

More information on the responsibilities of the ESG Committee can be found in the [ESG Committee Charter](#).

Business Ethics & Compliance

Compliance and Code of Conduct Training is completed within 10 days of new hire onboarding and then annually thereafter.

- [Governance Documents](#) and [Governance Principles](#)
- [Code of Business Conduct and Ethics](#)
- [Whistleblower Policy](#)
- [Vendor Code of Conduct](#)



Our Environmental Impact

Consensus enables its' customers to send billions of fax pages annually via digital cloud faxing as opposed to traditional paper faxing.

Our headquarters and flagship office are located in a LEED Gold building that has recently been recertified.

Our employees receive a \$45 monthly match when they use dollars for public transportation/commuter transit and parking.



Our Community Impact

Our Consensus Cares program offers up to 24 paid volunteer hours per employee per year to encourage our employees to spend time making an impact in our communities.

In addition, the DEI Council launched our **"Do-Good Challenge"** in Q2 of 2023 on a global scale to challenge our employees to volunteer as many hours as possible to an array of charitable causes in a competition. Company employees volunteered over 600 hours within the 90 day challenge.

Board Snapshot



6 Total Number of Directors
5 are independent, including the chair

Board Diversity



Female Male

Directors	2	4
African American or Black	1	1
White	1	3

Skills and Experience

- 6** Prior Board Experience
- 2** Financial Expert - CPA or CFO
- 4** Financially Literate - Accounting or Related Financial Management (except as reported above)
- 5** Operations
- 1** Cybersecurity
- 6** Executive / CEO
- 4** Human Resources / Compensation
- 1** Safety / Health / Environment
- 3** Legal / Regulatory / Government