



Our human rights policy

At Definitive Healthcare, we are committed to respecting and protecting the fundamental rights of people who are associated with our business. Our mission starts with creating a work environment that is safe and free from unlawful discrimination and harassment in any form. To accomplish this, we have and continue to invest resources and time to:

- create an inclusive, equitable, and diverse culture

- Ensure our workplace is one where our people feel comfortable coming in and being themselves
- Afford everyone the same opportunities to achieve their personal and professional goals
- Encourage everyone to develop, grow, and reach their full potential

Our policy is to comply with all applicable laws that provide equal opportunity in employment for everyone and to prohibit unlawful discrimination in employment. We do not tolerate discrimination by reason of race, color, religion, creed, national origin, ancestry, sex, gender, gender identity, age, marital, partnership or family status (including pregnancy), sexual orientation, disability, mental illness, veteran/military status, union affiliation, domestic violence victim status, genetic information, citizenship status or any other factor prohibited by law.

How we uphold human rights

Definitive Healthcare offers reasonable working hours and fair wages for those who work on our behalf. We also promote the equal rights of minority groups and women through our employee affinity groups.

Our zero-tolerance policy for slavery

We have a zero-tolerance policy for the use of modern slavery in all forms, child or forced labor, and human trafficking practices. We maintain internal accountability standards and procedures for employees and contractors who fail to meet our standards regarding slavery and trafficking.

In addition, we will not knowingly do business with subcontractors, vendors, or other partners who violate the practices outlined above.

If you have reason to believe any third party is engaging in any of the above practices, report the misconduct immediately. For more information, contact our Chief Legal Officer at 492 Old Connecticut Path, Framingham, MA.

We support the Ten Principles of the UN Global Compact

The Ten Principles of the UN Global Compact asks companies to embrace, support, and enact a set of core values in the areas of human rights, labor, environment, and anti-corruption, as well as the UN Sustainable Development Goals.

Definitive Healthcare is a supporting Participant of The UN Global Compact. With respect to labor and employment matters, we adopt and adhere to the following principles:

PRINCIPLE 1: Businesses should support and respect the protection of internationally proclaimed human rights.

PRINCIPLE 2: Businesses should make sure that they are not complicit in human rights abuses.

PRINCIPLE 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

PRINCIPLE 4: Businesses should uphold the elimination of all forms of forced and compulsory labor.

PRINCIPLE 5: Businesses should uphold the effective abolition of child labor.

PRINCIPLE 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.

We also support and respect human rights as detailed in the [Universal Declaration of Human Rights](#) and the [International Labor Organization's Declaration on Fundamental Principles and Rights at Work](#). We also conform to the [UN Guiding Principles on Business and Human Rights](#) and the [Guidelines for Multinational Enterprises](#).

Training and support

We offer training for all employees on a variety of human rights-related issues, including equal employment opportunity, diversity, money laundering, bribery, corruption, and more. Employees with management responsibilities are also required to complete anti-harassment and unconscious bias training to ensure they are creating an inclusive team environment where everyone's rights are respected and upheld.

In addition, we require all employees to complete a Code of Business Conduct and Ethics training upon joining us and periodically thereafter.

We're committed to diversity, inclusion, and belonging

Our ability to build and extend a world-class global organization requires us to attract, retain, and develop the best talent from every pool available. We invite everyone to come as they are. We value the unique perspectives, backgrounds, and voices of our employees, because diverse experiences drive new ideas and help us build a better community.

Achieving greater diversity is not just about maintaining corporate compliance or doing the “right thing.” It is vital to the creativity, innovation, and evolution of our business. Our best ideas have always come from our people. To achieve this, we need to assess our current state and possess the humility, curiosity, and courage to improve.

We recognize that committing to a diverse and inclusive workplace is an ongoing effort. As a result, we have developed a multi-faceted approach focused on hiring, learning and development, engagement, activation, operations, and outreach. We want to attract and retain professionals with the diverse expertise our clients and teams require to be successful. Because our professionals represent and enhance the Definitive Healthcare brand, and we believe a diverse and inclusive team will continue to attract and retain top talent. A few of our company-wide efforts include:

- **Employee-led affinity groups:** These provide a way for everyone to come together and share their common experiences. Alongside their allies, these employees work to promote a sense of community, belonging, and understanding of our company.
- **Opportunities to grow and develop awareness:** We offer company-sponsored learning and presentations on topics such as Unconscious Bias in Recruiting, Leading Inclusive Teams, Courageous Conversations, and Women in Leadership to foster a greater understanding of the issues around DE&I.
- **Improving our hiring process:** We continually work to improve our hiring process to better identify diverse candidates and reduce bias. This includes creating a more objective candidate evaluation process and building partnerships with diverse student and professional organizations, which will open our talent pool to a greater mix of candidates.
- **Annual third-party audits:** We participate in annual audits to assess our operations and discover ways to improve DE&I. The audit evaluates a variety of areas—including the diversity of our workforce, how inclusive our policies and practices are, the activities we are engaging in to promote inclusivity, and more.

For more details, see Definitive Healthcare's Annual Diversity, Equity & Inclusion report [here](#).

Our policies on health and safety

Our employees play a vital role in propelling Definitive Healthcare toward our vision. To ensure our employees can do what they need to do each day, we are committed to providing a safe, healthy, and efficient work environment.

And our employees can help us reach this goal. All employees are expected to perform their duties and maintain a safe workplace for themselves and others. To do this, employees should:

- Comply with safe work practices to avoid injury to themselves and others
- Cooperate with Definitive Healthcare on matters involving health and safety
- Correctly use work items provided by Definitive Healthcare, in accordance with any training or instructions
- Not misuse anything provided for employee health, safety, or welfare
- Report any health and safety concerns to the appropriate person.

For more information, see Definitive Healthcare's Health & Safety Policy [here](#).

Our zero-tolerance policy for harassment and discrimination

We believe all employees should be treated with decency and respect. Accordingly, discrimination and all forms of unlawful harassment will not be tolerated, including but not limited to, harassment based on an individual's race, color, religion, creed, national origin, ancestry, sex, gender identity or expression, age, criminal record, disability, mental illness, sexual orientation, citizenship status, veteran/military status, domestic violence victim status, marital, partnership or familial status (including pregnancy), or genetics.

Harassment in any of these forms is unlawful and inconsistent with our commitment to excellence. We are committed to taking all reasonable steps to prevent harassment and will make every reasonable effort to address and correct promptly and completely any harassment that may occur.

All allegations of unlawful, discriminatory, or harassing conduct toward any employee, client, contractor, or other person in our workplace or wherever our employees perform their services and/or work responsibilities will be thoroughly investigated and may result in termination.

Anyone who believes that they have been subjected to harassment—whether by a co-worker, vendor, or client—is encouraged to seek assistance. Any concerns or incidents should be reported to a manager, a member of Human Resources, our Chief Legal Officer, or our Chief Executive Officer, who will ensure that an appropriate investigation of the complaint is conducted.

Our Code of Conduct and ethical expectations

We believe integrity, honesty, and sound judgment are fundamental to our success. To embody these ideals, Definitive Healthcare complies with all applicable laws, rules, and regulations, and we hold ourselves to high standards of ethical business conduct in everything we do. And we expect our employees and contractors to act in accordance with our company policies and procedures, so we may establish best business practices, align the interests of employees and contractors with those of our stockholders, enhance accountability, and fulfill our obligations to federal and state laws and regulations.

The policies outlined in our Code of Business Conduct and Ethics detail the basic guidelines that we all must follow. All our employees must read, acknowledge, and abide by our Code of Business Conduct and Ethics. For additional details, see Definitive Healthcare's [Definitive Healthcare Code of Business Conduct and Ethics](#).

We encourage feedback from our communities

Part of building community-based engagement and achieving greater sustainability is inviting feedback from our communities. Creating a two-way dialogue with our stakeholders and employees is critical to our future success. External stakeholders can provide feedback to our Chief Talent Officer at 492 Old Connecticut Path, Framingham, MA.

For employees, there are several robust opportunities to provide feedback. Employees may use an anonymous comment line, employee surveys, culture workshops, quarterly global town halls, CEO focus groups, our 360° feedback program, and new hire and exit surveys, among others. Employees may also participate in company-wide activities and programs that encourage team building and connect them with other leaders and colleagues.

Several times each year, we conduct employee surveys to measure employee engagement and satisfaction. We believe this is critical in fostering a great employee experience and crucial in attracting and retaining top talent. The survey results are used to determine how we can continually improve our employee experience, our operations, and our offerings.

In 2022, more than 70% of Definitive Healthcare's global employees took the employee engagement survey. Of those surveyed, 76% of employees responded favorably – either responding “Strongly Agree” or “Agree” relative to how satisfied and engaged they are at Definitive Healthcare.