

2021

 **ShotSpotter**[®]

Environmental, Social,
and Governance Report

Forward-Looking Statements

This report contains forward-looking statements about us and our environmental, social, and governance initiatives that involve substantial risks and uncertainties. All statements, other than statements of historical facts contained in this report, are forward-looking statements. These statements can often 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 address the business and other impacts and uncertainties associated with the COVID-19 pandemic; 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 quarterly report on Form 10-Q and other SEC filings.

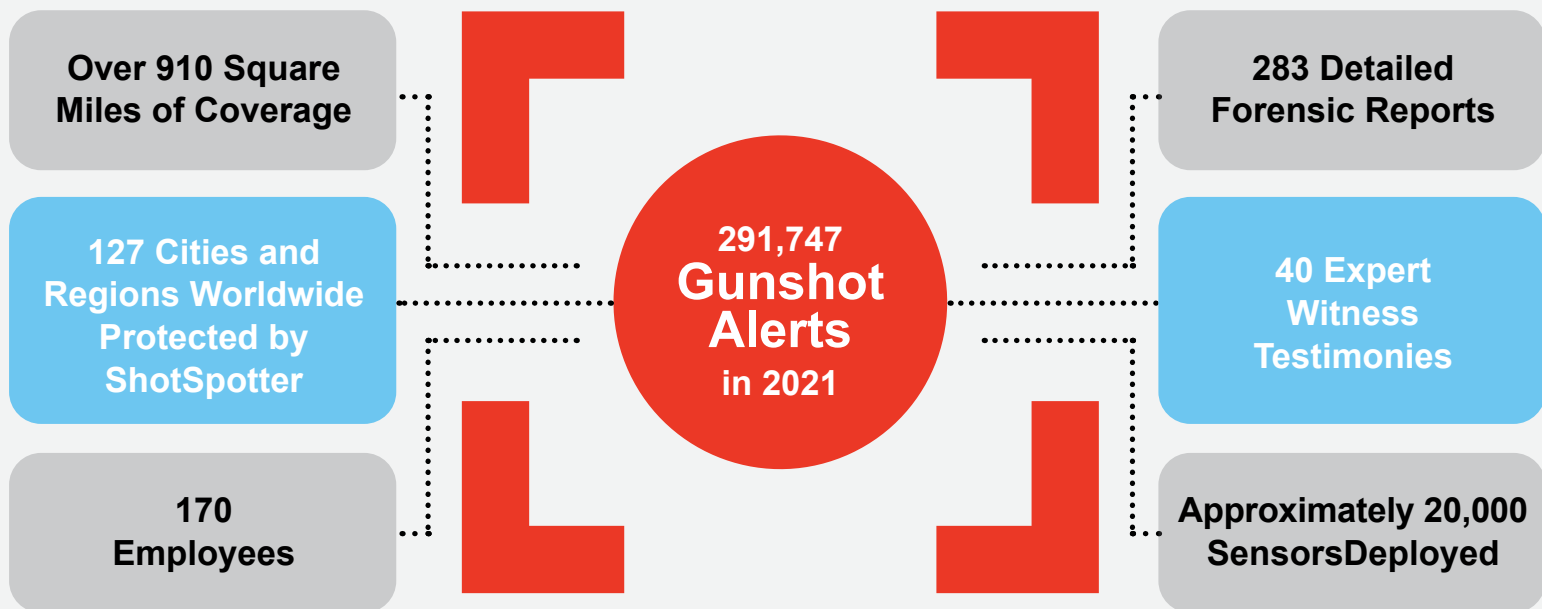
These forward-looking statements are made as of the date of publication of this report and are based on current expectations, estimates, forecasts and projections as well as the beliefs and assumptions of management. Except as required by law, the company undertakes no duty or obligation to update any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



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ShotSpotter 2021 at a Glance



*as of December 31, 2021

Employee Perspectives



"We all have limited time on this planet and I want to do something useful and impactful with my life. Our focus on reducing harm in communities, reducing gun violence, and creating better relationships between police and communities in this country is incredibly motivating to work on. It is a big responsibility because it directly affects the lives of people in a substantial way but we have a great and diverse team. I love the team-spirit at the company—the sense of people pulling together for the same mission."

-Dr. Simen Oestmo, Sr. Manager, Data Science

"I have been a public servant all of my career. ShotSpotter has allowed me to keep on that path of serving the community and working alongside our first responder partners"

- Karima Holmes, Sr. Director, Incident Review Center



"I have had the most wonderful work experience of my career while working at ShotSpotter. One of the main reasons has been due to the management styles and openness of those above me. I have been afforded the time and voice to explore new ideas and methods to help progress our company's inner workings and ways to improve on the products itself to better serve our customers. The work we do here is meaningful with a direct impact on saving lives in the moment and providing first responders with information to enhance their effectiveness out in the field. The passion and emotion push to improve our product is inspired by the outcomes ShotSpotter provides daily. The company is on a constant growth track to provide the best tools possible for those with the same goals. I am proud to say I work for ShotSpotter."

-Lee Lim, Technical Support Engineer



ShotSpotter's ESG Journey

At ShotSpotter, our mission is to improve public safety and strengthen the police-community relationship by helping law enforcement provide equal protection for all. This is not just a job for us. Our passion for creating safer, more connected communities is ingrained in our culture. By taking ethical, environmental, social, and governance (ESG) aspects into account with every business decision we make, we've built, established, and maintained a conscious foundation that honors our core values.

As the world has faced ever-increasing violent crimes, racial injustices and social challenges in 2020 and 2021, ShotSpotter has been given an opportunity to affirm our commitment to our core values and demonstrate how, as a company, we serve as a positive force for change.

Our approach to corporate responsibility is guided by three principles: operating ethically, helping improve public safety, and protecting the environment. Providing good working conditions for employees and strong relationships with our customers and the local communities where we operate are also key objectives.

Our inaugural ESG report is a corporate initiative, where a cross-functional committee represents and encourages the participation of all individuals and teams across the organization.

We believe publishing this report is an opportunity for us to demonstrate our strong commitment to environmental, social and corporate responsibility and highlight this year's key areas of success and progress with our stakeholders.

For our inaugural report, we focused on our environmental initiatives, the communities we serve, and how we protect their privacy, as well as the important issue of diversity, equity, and inclusion.

Unless otherwise noted, the data we provide in this report is current as of December 31, 2021.



Letter from our CEO, Ralph Clark

We are pleased to present our inaugural Environmental, Social, and Governance (ESG) report this year. As a company we have been working on many aspects of ESG initiatives over the years and this represents the first time we have brought it all together under a collective ESG strategy. We are excited about this first formal step in our ESG journey and are looking forward to building on and benefiting from this important work.

ShotSpotter's purpose is rooted in helping save lives, promote justice and improve public safety outcomes for communities throughout the world. We accomplish this by providing tools and expertise that help guide law enforcement's digital transformation in

leveraging data and software in order to be more efficient, effective and equitable in serving and protecting their constituents.

Our internal north star is the passion in being of service and value to all of our stakeholders, including employee colleagues, shareholders, vendors and customers along with the communities they serve. We view our success over the long term and understand that operating with integrity and transparency builds on the important currency of trust.

In this report you will see the impact our contributions are making in the world. But we are not standing still we have much more to accomplish in #doingworkthatmatters.



Letter from Nasim Golzadeh, SVP of Customer Support and Professional Services

In 2020 and 2021, amongst ever-increasing violent crimes, racial injustices, and a global pandemic, the world has faced unprecedented challenges. Amid this turbulence, ShotSpotter has been given an opportunity to affirm our commitment to our core values and demonstrate how, as a company, we serve as a positive force for change. At ShotSpotter, we remain committed to our mission to assist law enforcement in providing equal, effective and unbiased public safety, and improve police-community

relationships with integrity and transparency. This ESG report is an opportunity for us to demonstrate our strong commitment to environmental, social, and corporate responsibility and highlight key areas of success and progress with our stakeholders in 2021.

Protecting the Environment

As a company focused intently on public safety and the well-being of our communities, we also understand both the importance and the urgency around protecting our physical environment. We pay careful attention to our role as a trusted steward of nature.

We remain very aware of our direct and indirect impact on the environment. We not only responsibly manage our deployments and waste to minimize any harm to the environment, we use our technologies to play a critical role in protecting wildlife and safeguarding endangered species. We are proud to share the policies we have implemented to ensure responsible sensor recycling. On a global scale, we are excited to discuss the significant strides we have made in preserving tropical reefs as well as fighting against rhino poaching, all with the larger mission of protecting precious wildlife and ecosystems around the world.



**Dr. Robert Showen,
Founder, Emeritus**

“My inspiration in founding ShotSpotter over 25 years ago was centered on the core belief that the highest and best use of technology is when it can be harnessed for social good. I am extremely proud of the impact our growing company has had on improving the lives of people around the world, and look forward to the impact our company will have over the next 25 years.”

Fight Against Rhino Poaching in Kruger National Park

Kruger National Park covers some 20,000 square kilometers and is the home to the rhinoceros, an endangered species. Unfortunately, rhinos have been the victim of poachers who kill them to sell their horns. The typical timeline for a poaching incident, from shooting the first rhino to exfiltrating out of the park, is 3.5 hours; and without ShotSpotter, it would often be days before park rangers could locate the dead rhino. For the park rangers to effectively protect the rhinos, the ability to respond quickly and precisely to a poaching incident is critical.

In May 2013, ShotSpotter partnered with Beyond Wireless (PTY), a South African company specializing in remote asset monitoring throughout the African continent and began coordinated efforts to deploy an acoustic surveillance network in Kruger National Park. This network assists the South African government in detecting, pinpointing, and prosecuting the arrest of illegal poachers.

ShotSpotter sensors have been placed on trees powered by solar cell and battery combinations. As of December 31, 2021, ShotSpotter's coverage has expanded to 100 square km inside the Intensified Protection Zone (IPZ) of Kruger National Park. 60% of the world's remaining rhinos live in Kruger National Park and it is one of the world's major hotspots for rhino poaching.

Today, when poachers fire a weapon within the IPZ, the ShotSpotter system alerts park rangers to a precise



location within a minute, enabling their response teams, often using helicopters, to quickly deploy to the location of the shooting, before the poachers have an opportunity to leave the area. Interdicting and prosecuting these poachers has been a strong deterrent for rhino poachers and has subsequently saved many rhino lives.

According to Head Ranger of the Kruger National Park Ken Maggs: "ShotSpotter has allowed us to take back the night. We now have an interception rate well above 50% within the coverage area, which means the poachers are literally flipping a coin when they come in."

As a result of this partnership, we are proud to report the following results, as of December 31, 2021:

58%

Reduction in the number of rhinos killed in the coverage area per year

11

Arrests

50+%

Interception rate within the coverage area

Protecting and Preserving Tropical Reefs

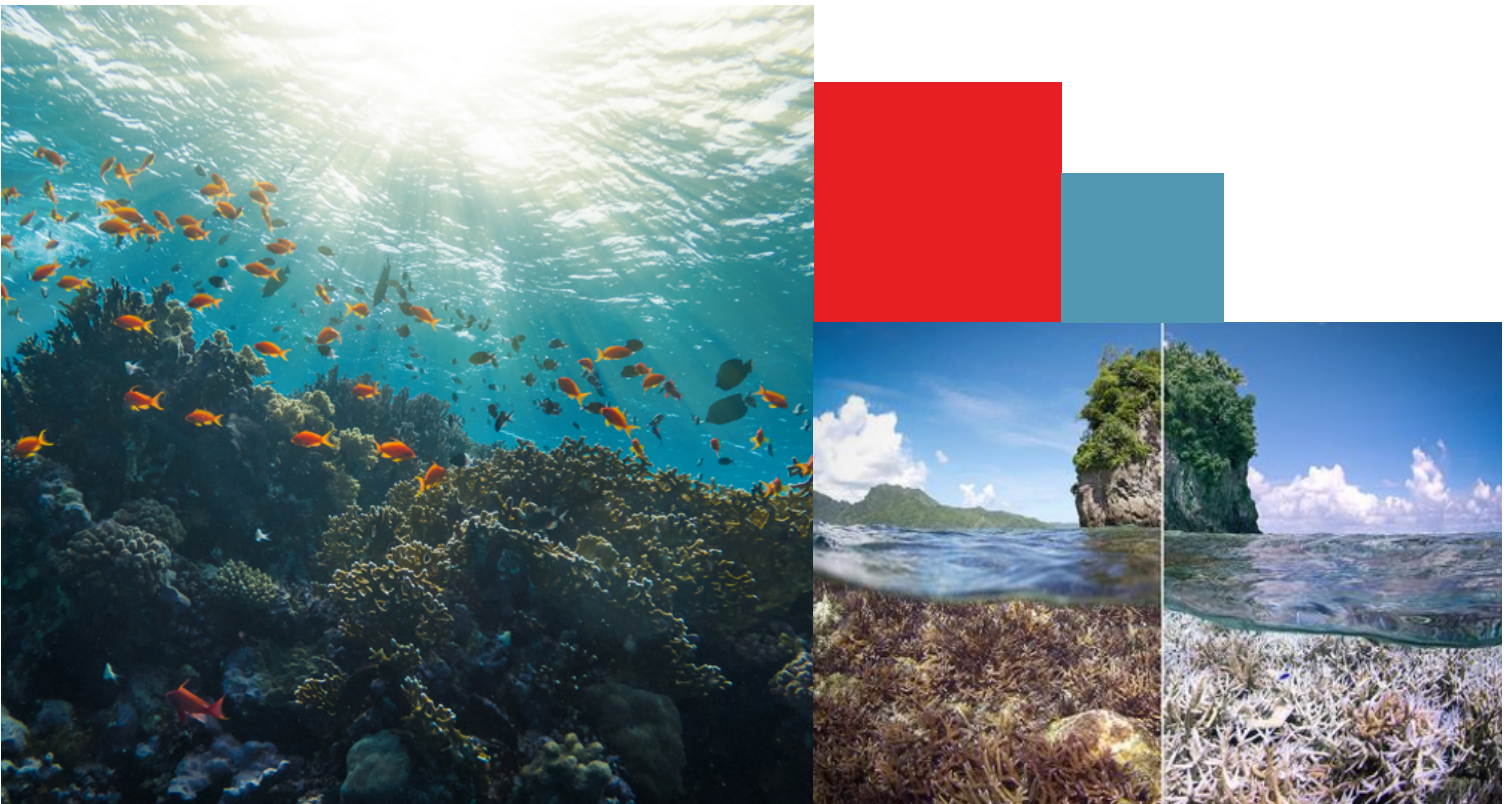
Blast fishing is an illegal and dangerous practice that has serious environmental repercussions. The practice involves the use of dynamite and other explosives to send shockwaves through the water to kill large amounts of fish that are then harvested by nets and brought onto boats to be sold at local markets and to industrial fish product suppliers. The blasts destroy marine habitats, reduce future catches, threaten the food security of the entire region, and negatively impact the livelihood of local fishing communities. According to marine experts, it may take more than a century for damaged reefs to recover. In addition, for the many poor fishermen who are coerced by crime syndicates into blast fishing, the use of explosives is highly dangerous, often resulting in injuries and death.

In 2015, with the philanthropic support of a former ShotSpotter board of directors member, ShotSpotter Labs began to explore whether ShotSpotter's acoustic detection solution could help address this problem. A small team of ShotSpotter engineers were deployed to Malaysia

to study the possibilities and began experimenting with our ability to detect underwater blasts with the use of modified underwater acoustic sensors. Over the next few years, and a few additional trips to the region, the team continued to improve upon the sensor design and algorithms. In 2019, a small pilot was officially launched, and the first alert resulted in the arrest of individuals engaged in blast fishing. In 2020, in the midst of the pandemic, project deployments were put on hold. Then in 2021, with full support of the federal Sabah Parks Agency, additional sensors were deployed resulting in more detections.

Gaining this open support has enabled law enforcement to plan for interdictions and the installation and use of a marine radar.

[Read more here: https://www.sfbusa.org/blog/sfb-my-meets-with-sabah-marine-police-chief](https://www.sfbusa.org/blog/sfb-my-meets-with-sabah-marine-police-chief)



Responsible Sensor Recycling and Disposition

At ShotSpotter we take a lot of pride in making the right decisions and have a track record in showing continuous and consistent sensitivity to environmental issues at all levels of the organization.

Our Field Services team is removing several thousand of our 3G sensors from the existing coverage areas and replacing them with a newer generation of sensors.

We recognized this as an opportunity for recycling old sensors in a responsible manner and preventing disposition of the material in any fashion that is harmful to the environment.

We identified several local qualified recycling centers and shipped the sensors to them for responsible recycling and disposal.



Environmentally Responsible Business Practices

The company continually focuses on taking actions that help minimize any negative impact to the environment. In most cases the actions have duplicate benefits of lowering overall costs, improving digital efficiency, and reducing physical record keeping. Specifically, over the past two years the company has increased the use of digital software technologies that reduce physical paper use, printing, scanning and retention with the execution of key software products like Bill.com, Expensify.com and many others that, in most cases, ultimately use and retain digital data instead of physical paper.

Additionally, the company, similar in other industries, effectively shifted to using communications technologies like Zoom and Microsoft Teams, among others for virtual meetings. The effective use of

these technologies significantly reduced required employee travel and therefore have helped reduce the potential negative effects that emissions from cars, planes, buses and trains can have on the environment.

We have even reduced the size of our corporate office (while adding new locations associated with our company acquisitions), to lower the footprint of the corporate office, improved utility efficiency, and designed the office layout to provide improved social distancing among the employees who need to be in the corporate office rather than working remotely.

Social Impact at the Heart of Our Existence

Our mission at ShotSpotter is protecting communities and improving public safety by providing equal protection for all and strengthening the police-community relationship.

As a leader in precision policing technology, our solutions enable law enforcement to more effectively respond to, investigate and deter crime. As of the end of 2021, through our gunshot detection technology we are proudly protecting the lives of more than 15 million individuals across over 910 square miles of global coverage by deploying, monitoring and continuously maintaining the operations of approximately 20,000 sensors. The value of our solutions is apparent in the lives that are saved and the social impacts that are realized by our customers daily, backed by the feedback from the customers and the communities we serve.





“While working at ShotSpotter, I’ve enjoyed reflecting on my growth. In order to do great work, you must be able to love what you do and that’s the type of energy ShotSpotter has.”



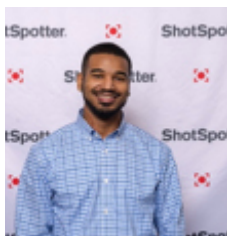
-Veronica Hamilton, Manager, Incident Review Center

“I bring 29 years of experience as an ATF Special Agent and senior executive to the private sector and remain driven in the fight against violent crimes. Now, more than ever, I am dedicated to using innovative technology in this fight.



I am focused on finding and implementing the best solutions, and I know they are found at ShotSpotter. I continue to obtain results through community relationships, communication, partnership, and action within the law enforcement community. By working together, we can bring about change in our cities and towns. ShotSpotter is truly a family working together to improve the quality of life around the country related to gun violence.”

-Jeff Magee, Customer Success Director



“When I first got here five or so years ago, I also had another job opportunity, but once I learned and found out more about the company, I knew this was the right job for me. Over the years working with people and the leadership I’m proud to say I work for this company. It is always fun when people ask what I do or who is ShotSpotter and I tell them the response. It’s so cool to watch their reaction. The fact that the company I work for helps save lives and fights the good fight of gun violence is awesome.”



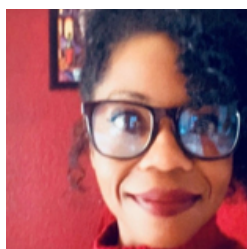
-Madison Gassion, IT Systems Administrator

“While I’ve always enjoyed selling to law enforcement, the products that I sold did not have anywhere near the same impact as ShotSpotter Respond. They were just tools, necessary tools, but they didn’t change people’s lives. It is so gratifying to work somewhere where the work you do truly matters. We help save lives and make communities safer. What better calling is there than that?



One of the best things about ShotSpotter is how this company not only encourages, but embraces a diverse workforce. This is something that makes me incredibly proud to work for this company.”

-Trish Layne, Regional Sales Director



“I’ve never worked for a company that encourages you to grow personally and professionally as much as ShotSpotter. ShotSpotter leadership and team celebrates people with praise and appreciation. I’ve felt welcome by the entire company since day 1. I’m proud and honored to work for a company that does so much for our communities, genuinely cares for their team, and strives to succeed.”



-Ginsi Robinson, Field Services Lead



“I’ve been fortunate enough to have worked in a variety of roles at ShotSpotter. Whether in ShotSpotter’s Incident Review Center, out in the community installing equipment, or behind the scenes supporting the supply chain—in all of these roles I have felt that I am doing work that matters. Protecting human life matters to me. Although indirectly, working at ShotSpotter allows me to do that and to be a part of an organization that does some good in the world.”

-Robert Bresler, Repairs and Logistics



Creating Safer, More Connected Communities

In 2021 ShotSpotter received an “Excellent” rating on its Net Promoter Score survey of our customers. 86% of the respondents agreed or strongly agreed that ShotSpotter has had a positive impact on quickly identifying victims who need medical assistance on scene. Our customers strongly acknowledged that ShotSpotter has been instrumental in getting bad actors off the streets and indicated that the technology has resulted in an increase in guns recovered.

In acknowledgment of the company’s community-first approach and desire to expand positive impacts to stakeholders beyond law enforcement, we’ve hired two Community Engagement Directors. The Directors have a dual purpose. First, they are responsible for directly engaging with citizens in our customer cities, community-based organizations, and with other social, economic, and health stakeholders accountable for supporting communities traumatized by gun violence. Secondly, they are responsible for ensuring all the company’s operations are trauma-informed, culturally sensitive, and community-responsive.

They work directly with senior law enforcement executives and elected officials (Mayors, Councils, etc.) to promote our unique data to assist in developing policies, programs, and best practices to address the root causes of violence and crime to save lives and reduce harm. Their work includes substantial relationship building and partnerships with human, social, and health service leaders to develop upstream interventions to reduce gun violence and victimization.

As the result of the community-first approach, 61% of customers in 2021 indicated that ShotSpotter has played a role in improving police-community relations.



Dr. Robert Calhoun, Founder, Principal Engineer, Software Scientist

“ShotSpotter has literally saved lives by directing law enforcement to shooting victims. But ShotSpotter’s job is not just to detect illegal gunfire; it is to help build safer communities by discouraging the use of guns as a means of intimidation or resolving disputes. We will have truly succeeded when ShotSpotter detects nothing because there is nothing to detect.”

City of Las Vegas, NV



(PCRCL). ShotSpotter management and deployment of most of LVMPD's virtual policing technologies are centralized in the Southern Nevada Counter Terrorism Center's Fusion Watch. This is done to ensure there is strict oversight, training, audits, and respect to privacy. Impact on PCRCL remains to be the true litmus test for the LVMPD for all of our virtual policing deployments as respecting PCRCL is paramount. A large portion of the deployment of technologies like ShotSpotter include a significant community partnership component. This includes educating the public about the positive impact to neighborhoods where it is deployed while also keeping privacy, civil rights, and civil liberties paramount. The way that LVMPD policy is written, response to ShotSpotter calls involves a Supervisor's Tactic for Armed Subject Response (STAR) protocol. This is implemented as a de-escalation effort requiring a supervisor and three officers to be dispatched to these calls.

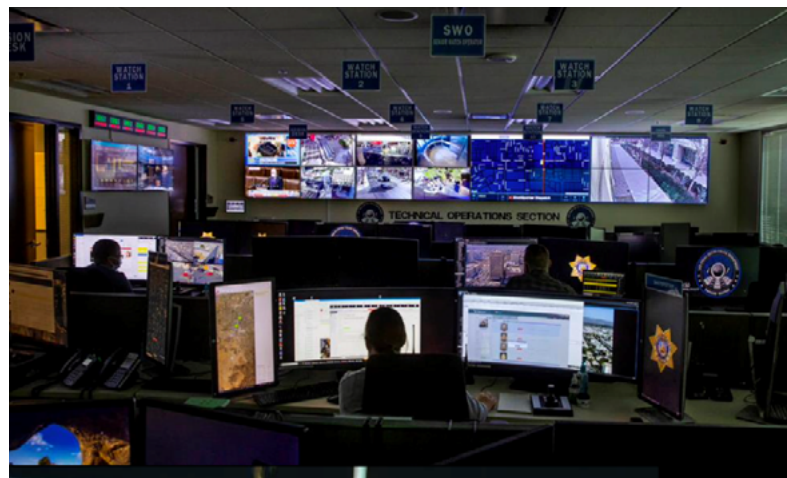
ShotSpotter has helped LVMPD identify thousands of illegal shooting events that went unreported to police, and identify and locate thousands of pieces of evidence, hundreds of firearms, suspects, and injured gunshot victims for which LVMPD could summon aid much faster. The following preliminary statistics and stories are among the highlights and LVMPD's ShotSpotter Technology success stories in **2021**.

- 3358 ShotSpotter Alerts processed
- 4387 Cartridge Cases Recovered
- 870 Suspects, Victims or Evidence Located on ShotSpotter Alerts
- 86% ShotSpotter Calls w/ No 911 Call
- 328 ShotSpotter Incidents Related to Other Shootings via NIBIN
- 97.1% ShotSpotter Detection Rate

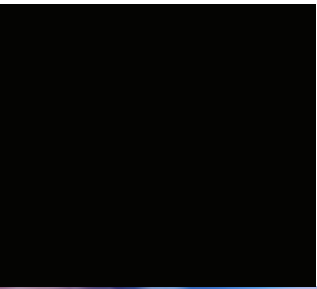
In 2021, many cities across the United States experienced an increase in shooting incidents and violent crime. This trend has plagued communities and impacted individuals from all walks of life. The Las Vegas Metropolitan Police Department (LVMPD) has sought to address this unacceptable circumstance by applying a more proactive and innovative approach to its crime-fighting mission through the responsible use of advanced technologies and virtual crime fighting to help deescalate police encounters on violent calls and improve quality of life. LVMPD has utilized the ShotSpotter Gunshot Detection Technology since November 2017, which was further expanded in November 2019.

ShotSpotter is deployed in 23.5 square miles in eight of LVMPD's ten area commands across the Las Vegas valley in areas identified as persistent hotspots. These hotspots are areas traditionally plagued with high crime and large numbers of shootings and violence that often goes unreported.

LVMPD has a centralized technology deployment strategy to ensure technologies are used responsibly, in accordance with 28CFR part 23 training, and with extreme respect to all privacy rights and civil rights/liberties



City of West Palm Beach, FL



7

Lives saved



29%

Decrease in homicides

A few excerpts from the United States Conference of Mayors Business Council 2021 Best Practices Report describe ShotSpotter's impact in reducing gun violence and saving lives in the city of West Palm Beach, FL:

In 2018, West Palm Beach Police Department (WPBPD) saw a disturbing increase in violent crime and developed a Real Time Crime Center utilizing a range of technologies to better respond to incidents, in particular incidents of gun violence. As part of the initiative, ShotSpotter gunshot detection technology was deployed and proved to be a significant asset, enabling responding officers to arrive to the scene quickly enough that they could begin critical trauma medical care that made the difference in saving lives.

Until WPBPD started using gunshot detection technology, they were at a huge disadvantage and one of their biggest losses were gunshot victims who may have been saved if they had received trauma care in time. With ShotSpotter, WPBPD officers now know of any gunshot event in real time so they can respond to an exact location in minutes.

The impact for West Palm Beach has been very positive in the first year with seven lives saved so far and a 29 percent decrease in homicides. As more officers undergo the emergency training and carry their own IFAKs, combined with the speed and accuracy of ShotSpotter alerts, the chance for saving lives has greatly improved. In addition, the greater awareness of gunshot activity, and the responsiveness of the WPBPD, has created a stronger sense of security and trust in the community and is believed to be a deterrent to those gun violence perpetrators. WPBPD also credits improved crime reduction through evidence collection on the scene that in turn boosts investigations and prosecution. WPBPD awarded multiple officers in 2020 with Lifesaving Medals for saving victims left bleeding in the street, including Officer Testa and two others he trained - Officer Natalie Roberts and Officer Dayhanna Rubio.

City of Oakland, CA

In a memorandum released on June 7, 2021 following the City of Oakland’s Privacy Commission meeting, the following results were publicly presented highlighting the impact and efficacy of ShotSpotter’s technology in 2020:

- The number of times ShotSpotter technology was requested: ShotSpotter alerted OPD to 6,053 unique gunshot incidents from January 1 – December 31, 2020. Of those alerts, 5,507 (91%) were not called in by the community and OPD would not have known about them nor have been able to respond in a timely fashion. This information is based on an analysis of calls within 15 minutes and 300 feet of a ShotSpotter alert.
- 123 shooting victims related to ShotSpotter alert notification, 22 of which were homicides and 101 were injured. OPD was able to provide and coordinate immediate emergency medical response to the 101 surviving shooting victims; OPD personnel believe that several of these victims survived the shootings specifically because of the quick response and medical attention. In some instances, OPD and medical response occurred within less than two minutes of ShotSpotter activation.
- 1,526 crime incident reports (26% of total activations)
- 1,395 (91%) were for firearm-related crimes (Table 1 below categorizes these crime incidents), Table 2 below further illustrates gun recoveries resulting from ShotSpotter activations.

- 131 (9%) were for non-firearm-related crimes.
- 1,170 (77%) of these incidents resulted in OPD Crime Lab requests for further firearm forensic analysis.
- ShotSpotter provided the following additional reports in relation to specific ShotSpotter activations:
 - Five detailed forensic reports
 - Expert witness and court preparation for eight cases
 - 69 weapons seized (note: more than one firearm may be from the same incident)
 - 525 incidents when advanced situational awareness was provided to responding patrol officers on their way to crime scenes in high danger situations that required specific approach tactics such as multiple shooters, high capacity or automatic weapons being used, and drive-by shootings.



Cases by Firearm-Related Crime Type	No.
Homicide	15
Assault with a Firearm	129
Shoot at an Occupied Home/Vehicle	85
Shoot at an Unoccupied Home/Vehicle	17
Negligent Discharge of a Firearm	977
Weapons Violations (including exhibit/draw)	166
Robbery with a Firearm	6
Total Cases	1,395

Table 1: ShotSpotter Activations Resulting in Incident Report for Firearm Crimes by Category

Firearm-Related Crime Type	No.
Homicide	1
Assault with a Firearm	21
Shoot at an Occupied Home/Vehicle	3
Negligent Discharge of a Firearm	9
Weapon Violations (including exhibit/draw)	24
Battery	2
Total Cases	60

Table 2: Firearm Recoveries in 2020 Connected to ShotSpotter Activations

City of Cincinnati, OH Community Survey

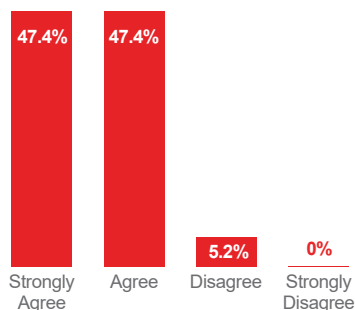
Cincinnati Police Department commissioned the University of Cincinnati, Institute of Crime Science (ICS), as the 3rd party independent research institute to conduct a survey and assess the citizens' views of the Cincinnati Police Department (CPD) and its response to shootings in Cincinnati's Price Hill neighborhood before and after the implementation of ShotSpotter.

To assess the impact of ShotSpotter on community members' perceptions of CPD and its response to gun violence a survey was administered to Price Hill residents before and roughly 6 months after ShotSpotter was implemented in Price Hill. A total of 232 survey responses were collected from door-to-door canvassing in the randomly selected census blocks, community meetings, and recruited from social media before ShotSpotter deployment. A total of 121 survey responses collected from community meetings and mail-based surveys from the previous wave responded 6 months after ShotSpotter deployment.

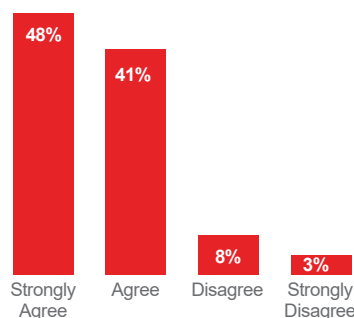
In general, citizens voiced positive attitudes to each survey item, with their perceptions becoming more positive after ShotSpotter was implemented in Price Hill.

- **A substantial majority (about 70%) of respondents felt safe in their neighborhood**, with an increase in post ShotSpotter deployment respondents agreeing with this perception.
- While most respondents trusted CPD to make proper decisions for their community, the proportion of respondents who strongly agreed increased after ShotSpotter deployment.
- There was an increase in respondents' agreement with the statement that police officers were doing a good job. There were similar results with citizen confidence in the abilities of CPD.
- The percentage of respondents who did not agree that CPD treats gunfire as a priority **decreased from 30.3% in Wave 1 (prior to the implementation of ShotSpotter) to 15.8% in Wave 2 after ShotSpotter was implemented.**
- Additionally, the percentage of respondents who "strongly agreed" with the idea that CPD treats gunfire as a priority in their neighborhood **increased by roughly 23.8 percentage points from 27.7% in Wave 1 to 51.5% in Wave 2** after ShotSpotter was implemented.
- **94.7% of the Wave 2 respondents agreed or strongly agreed with the view that ShotSpotter is an effective way to reduce crime.**
- Nearly 90% of respondents believed ShotSpotter was a good use of taxpayer money, 53.2% strongly agreed with the statement. Of the remaining 10% of respondents, 1.1% strongly disagreed and 8.5% disagreed with the statement.

95% Agree, or Strongly Agree
ShotSpotter is an effective way to reduce crime



89% Agree, or Strongly Agree
that they would recommend recommend ShotSpotter to other neighbors



24% increase in respondents who thought CPD treated gunfire as a top priority after implementation of ShotSpotter

ShotSpotter, From a Prosecutor Point of View

ShotSpotter's post-incident forensic analysis provides valuable forensic materials to law enforcement or prosecutors including the creation of forensic reports and testimony, pre-trial and at trial. At the request of trial attorneys and law enforcement, ShotSpotter produces a Detailed Forensic Report ("DFR") for the gunshot incidents that have been detected by ShotSpotter. A DFR is a human expert-created, court-admissible document that provides scientific, factual details about the incident. ShotSpotter also provides expert testimony services based on its DFRs.

ShotSpotter information has been affirmatively used or relied on in a variety of instances. ShotSpotter evidence has been relied on or has figured into over 233 cases in federal and state courts located in Alabama, California, Florida, Illinois, Indiana, Massachusetts, Missouri, New Jersey, New York, Ohio, Pennsylvania, and Washington D.C.

"ShotSpotter is a very valuable tool that allows law enforcement to know in real time where active gun fire is occurring in coverage areas. These alerts have resulted in rapid responses to shooting events that benefit our community in a variety of ways. A quick response to ShotSpotter alerts can:

- 1. Lead to emergency medical interventions for non-fatal shooting victims.*
- 2. Allow for the preservation and collection of evidence.*
- 3. Provide the awareness of shooting events that may go unreported.*
- 4. Locate areas of conflict, even identifying specific houses.*
- 5. It can provide intelligence for the proper deployment of LPR, and covert cameras.*
- 6. Assist law enforcement in making arrests.*
- 7. Capture shooting sequences to assist in determining who fired first in shooting investigation.*
- 8. It can be used as proof that a crime was not committed in self-defense, thus assisting in successful prosecutions.*
- 9. Currently, we are using it to locate shooting events that may involve automatic weapon fire.*
- 10. ShotSpotter is a key component for the comprehensive collection of cartridge cases that is the foundation of the CGIC process.*

Shooting and shots fired incidents that may go unreported can be accurately reported via ShotSpotter. The CGIC process ensures that these spent cartridge cases are entered into the National Integrated Ballistic Information Network (NIBIN). The comparison hits that are developed in this examination often supply law enforcement with actionable intelligence that can lead to arrests and successful prosecution of trigger pullers.

All of these things assist in making our community a safer place, and we could benefit from more ShotSpotter coverage areas."

- Hillar Moore, District Attorney, East Baton Rouge Parish, Louisiana





ShotSpotter Efficacy — Trauma Response Perspective

Dr. Anna Goldenberg-Sandau, a trauma surgeon at Cooper University Hospital, analyzed nine years of gun violence data from Camden, NJ, and discovered that without ShotSpotter, police took an average of 5.4 minutes to arrive at a scene and Emergency Medical Services (EMS) took an average of 6.4 minutes. With ShotSpotter the response time was only 4.5 minutes, saving precious minutes. These are a few excerpts from her recent opinion piece, published on Oct. 06, 2021.

"In addition to my work as a trauma surgeon, I research gun violence and its health impacts in order to better understand how to improve patient outcomes. This research led me to ShotSpotter, which helps law enforcement to more effectively respond to and investigate crime through acoustic gunshot detection. In 2013, sensors were placed in Camden that can triangulate the location of gunfire and notify local police. From a health care perspective, this technology is transformative as 88% of gunfire incidents are unreported, according to a study from the Brookings Institution. Without these alerts, victims may never receive medical care."

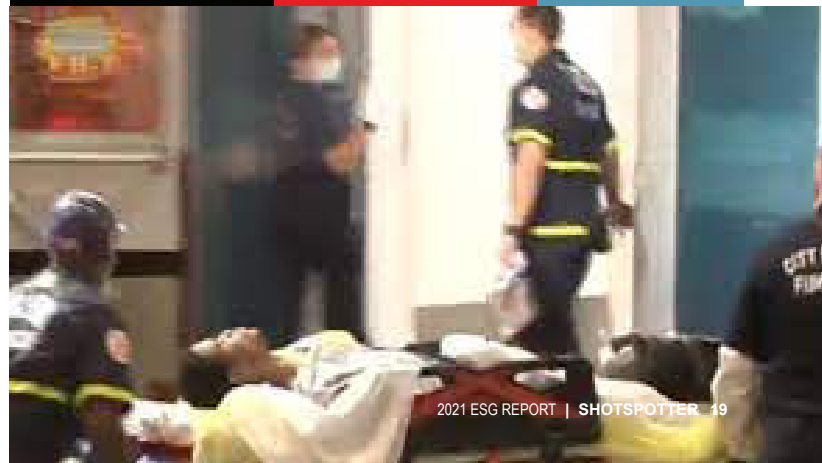
"By analyzing nine years of gun violence data from Camden, I uncovered that without ShotSpotter, police took an average of 5.4 minutes to respond compared with only 3.7 minutes when ShotSpotter was activated. Similarly, without ShotSpotter, Emergency Medical Services (EMS) took an average of 6.4 minutes to respond compared with 4.5 minutes when ShotSpotter was activated."

*"This research, which was published in the Journal of Trauma and Acute Care Surgery (December 2019), found that there was a **25% decrease in police transport time** and a **20% decrease in EMS transport time**. Why is this so critical? Because time matters. Across the board, the survival rate of patients with a penetrating trauma is largely dependent on the time it takes to get the patient to a hospital where they can receive treatment. Gunshot victims are 5x more likely to require blood transfusions, need 10x more units of blood, and are 14x more likely to die than patients seriously injured by other means."*

"I've seen that gunshot detection technology can help us not only solve crime but also improve patient care. ShotSpotter data allows for hospitals, law enforcement and the community to better understand the problem of gun violence."

20%
decrease
in EMS
transport time

25%
decrease
in police
transport time



Full Circle — Ersie Joyner Alert

On October 21, 2021 retired Oakland Police Captain and former head of the anti-violence Ceasefire Strategy Program Ersie Joyner was shot and suffered 22 bullet wounds at about 1 p.m. during a robbery at a gas station in West Oakland. A ShotSpotter alert, promptly led police to the scene while Ersie was in critical condition before any 911 calls were made for his rescue. The Police transported Joyner to a nearby emergency room. Later, the trauma surgeon who operated on Ersie said it was this rapid police response that saved his life.

Ersie describes the events of October 21, and ShotSpotter’s life-saving role in the incident in his own words:

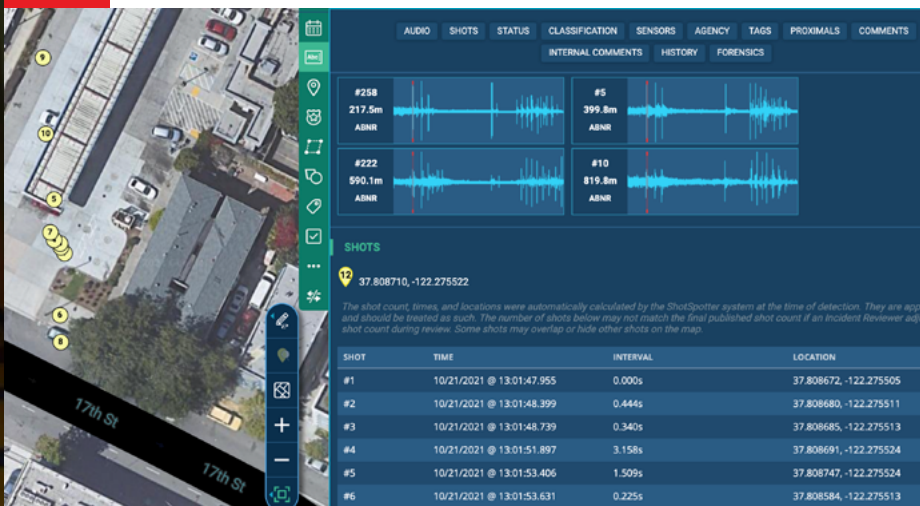
“As a former Oakland Police captain, I am no stranger to the fact that Oakland faces pervasive and deadly gun violence. In my 28 years on the force, I knew every day I was putting my personal safety on the line. Upon my retirement, I thought that risk was behind me. I was wrong. On October 21st, 2021, I was shot 22 times in an attempted robbery while pumping gas in broad daylight.

As I lay on the ground bleeding, witnesses took photos and videos of my attack – but not a single person dialed 9-1-1 for help. I thought I was going to die. Then I heard the familiar sound of sirens. The first responders, my former colleagues at Oakland PD, were coming to my rescue.

The urgent police response I needed to get me to the trauma center quickly enough to save my life was not summoned by a concerned citizen who had witnessed my attack. Sensors in the area audibly detected gunfire, kickstarting a process that alerted Oakland PD within seconds. Coincidentally, the system that saved my life is technology that I helped implement during my years at Oakland PD called ShotSpotter. I fought successfully to bring ShotSpotter to Oakland, but I never thought I would be on the other end of an alert. We have major work to do in Oakland and nationwide to fight this epidemic, and as a survivor of gun violence I know ShotSpotter is a worthy ally in that fight.”

— Ersie M. Joyner

Ersie Joyner’s story was reported in an exclusive three-part news story on Fox KTVU:
<https://www.ktvu.com/video/1029636>



ShotSpotter Partnerships 2021



United States Conference of Mayors (UCSM)

ShotSpotter officially partnered with the United States Conference of Mayors (UCSM) in June 2021, as a Mayor Business Council member. The Mayors Business Council is an in-depth, exclusive forum for Mayors, and representatives from the private sector to share research, policy analysis and marketplace trends in an effort to identify innovative approaches to the myriad of difficulties and opportunities cities face today. Our work with the city of West Palm Beach was highlighted in USCM's 2021 Best Practices Report, focusing on how the city experienced a 29% decrease in homicides in the year after implementing ShotSpotter Respond. ShotSpotter also collaborated with UCSCM on a webinar titled "Strategies to Reduce Gun Violence During Challenging Times." The webinar featured the mayor of Columbia, South Carolina, the mayor of Tampa, Florida, the mayor of Louisville, Kentucky, the mayor of Miami, Florida, the Police Commissioner in Baltimore and the Director of Public Safety at ShotSpotter.



The National Organization of Black Law Enforcement Executives (NOBLE)

NOBLE is at the forefront of providing solutions to law enforcement issues and concerns, as well as to the ever-changing needs of communities. ShotSpotter has been a proud supporter and advocate for the initiatives and conference spearheaded by NOBLE to serve all communities. We were an event sponsor for NOBLE'S 2021 Winter CEO Symposium in March 2021 featuring keynote speaker Vice President Kamala Harris and FBI Director Christopher A. Wray as a special guest. We were also an event sponsor at NOBLE's 45th anniversary annual training conference in July 2021 titled "Rebuilding Trust, Empowering Communities: Reimagining Public Safety in the 21st Century."



The African American Mayors Association (AAMA)

The African American Mayors Association (AAMA) is the only organization exclusively representing African-American mayors in the United States. AAMA exists to empower local leaders for the benefit of their citizens. The role of the AAMA includes taking positions on public policies that impact the vitality and sustainability of cities; providing mayors with leadership and management tools; and creating a forum for member mayors to share best practices related to municipal management. ShotSpotter is a Business Council Partner for AAMA. As a partner, we were a silver sponsor for the AAMA Annual Conference "Forward Together: Mayors' Vision for Resilient Communities" in April 2021. We also sponsored and participated in AAMA Virtual Policy Sessions in September 2020 and have included a flier and screenshot from that event.

OUR MODERATOR

Stephanie Mash Sykes, Esq.
Executive Director and
General Counsel,
AAMA

OUR PANELISTS

Mayor Steve Benjamin
Columbia, SC

Ralph Clark
President and CEO,
Shotspotter

Deputy Chief Melron Kelly
Columbia, SC Police
Department

FOR MORE INFORMATION, VISIT [OURMAYORS.ORG](https://ourmayors.org)

AFRICAN AMERICAN MAYORS ASSOCIATION

FALL POLICY SERIES:

THE ROLE OF TECHNOLOGY IN MITIGATING POLICING BIAS AND BUILDING COMMUNITY TRUST

September 22, 2020

12:00 - 1:00 PM ET

SESSIONS WILL BE BROADCASTED VIA VIMEO LIVESTREAM TO VIEW, GO TO: [HTTPS://CUTT.LV/AAMAPOLICY](https://cutt.lv/aamapolicy)

IN PARTNERSHIP WITH **ShotSpotter**

@OURMAYORS

Flyer for the AAMA Fall Policy Series, September 2020

Public Entrepreneurship — Partnership with Academic Institutions

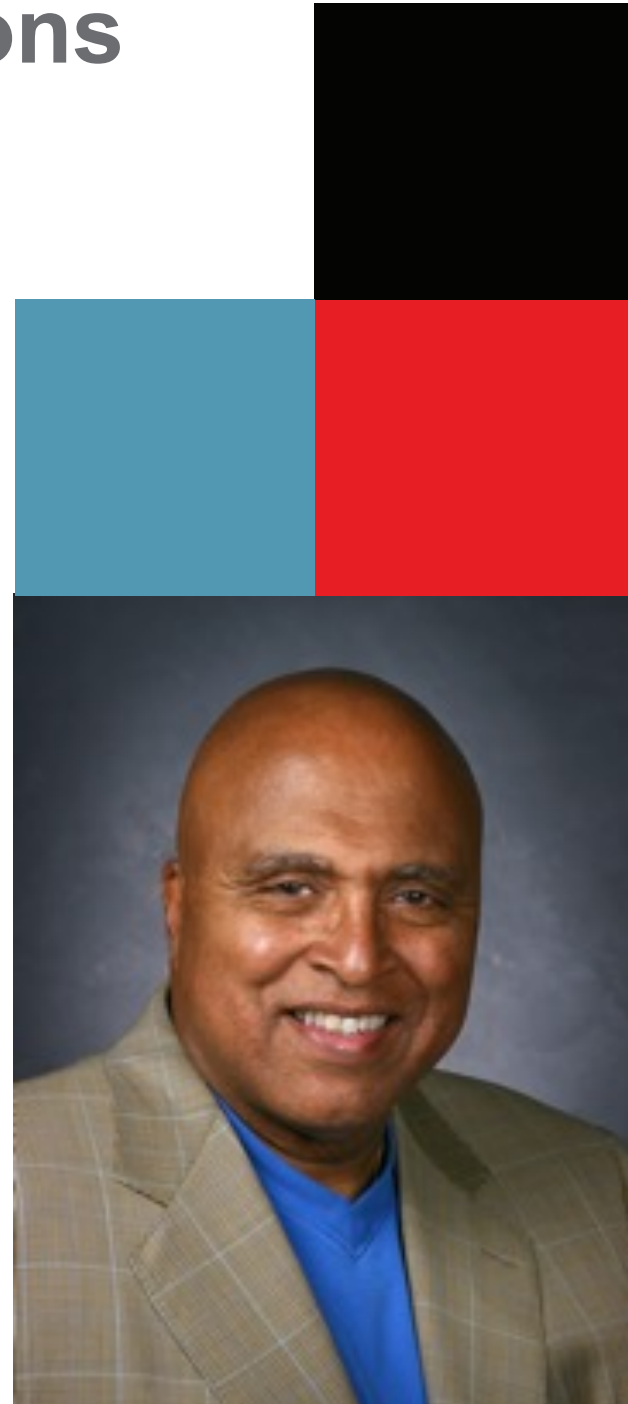
Partnership with University of Michigan Urban Entrepreneurship

“In my Urban Entrepreneurship Practicum course at University of Michigan Ann Arbor, we celebrate and study entrepreneurs who seek to solve important urban problems. Such entrepreneurs have the power to weave a fabric that makes urban communities more sustainable, equitable, and prosperous. Though we will always experience disruption and conflict, the ability to solve problems via innovation and entrepreneurship gives communities a fighting chance to adapt, survive and thrive. The vision is one of desirable communities that meet the needs of all residents.

The Urban Entrepreneurship course introduces students to the challenges and opportunities associated with creating an urban-focused business, i.e., a for-profit enterprise that seeks to improve the quality of life in a city or metropolitan community. We encourage students to seek ground-breaking change by addressing important urban needs with novel business solutions. A key feature of the course is our partnership with existing businesses that are addressing an important urban community problem. We call these businesses our Urban Entrepreneur Partners. For the past two years ShotSpotter has partnered with the Urban Entrepreneurship course. I can think of no better example of a for-profit company that is addressing an important urban community problem. The students have benefited greatly and learned much from their interaction with the ShotSpotter Technology team.”

W. David Tarver

*Faculty - Lecturer
University of Michigan College of Engineering, Center for
Entrepreneurship
Ann Arbor, Michigan*

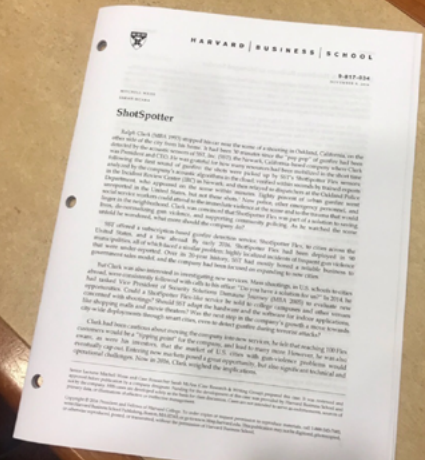


ShotSpotter Featured in Harvard Business School's Case Study

ShotSpotter is proud to be featured in a Harvard Business School Case Study written by Professor Mitchell Weiss, as a part of his second-year course, Public Entrepreneurship. This course is designed to teach and encourage HBS students to start and build new for profit ventures that are focused on addressing some of the world's most urgent problems.

Professor Weiss is well-suited to teach this course given his prior experience as Boston's Mayor, Tom Menino's Chief of Staff, and the author of the book "We The Possibility." ShotSpotter has managed to directly participate and have presence each time this case has been presented over the past five years. We always come away inspired by the energy of the HBS community dedicated to innovation and the potential of public entrepreneurship.

Photo credit: wolferke





Dr. Donna Stoddard,
Associate Professor,
Associate Dean of
Faculty, Division Chair,
Babson College



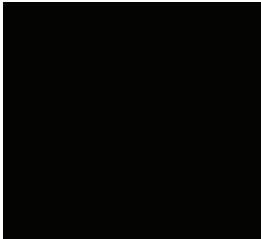
Tom Davenport,
President's Distinguished
Professor of Information
Technology and
Management at Babson
College

ShotSpotter featured in a Babson Case Study

Babson, the top-ranked college and MBA program for entrepreneurship, developed a case study featuring ShotSpotter in 2020 called: AI and the Future of Law Enforcement Technology. The case is used to teach graduate and undergraduate students by Tom Davenport, President's Distinguished Professor of Information Technology and Management and renowned author. The course helps students understand the innovative uses of AI in policing to improve public safety while considering ethical safeguards to ensure the technology achieves its intended goals while minimizing any negative impact.



Giving Back to the Community



Providing Protection for Albuquerque Balloon Fest

Partnering with Albuquerque Police Department, ShotSpotter has a strong presence and is currently live with over 25 square miles of gunshot detection services in the city of Albuquerque, New Mexico. The expansion of the coverage area to 30 square miles is in progress.

The City of Albuquerque hosts an annual International Balloon Festival in October over a 9-day period, attracting close to 900,000 guests to the 78-acre event space. Since the safety of the attendees was of utmost importance to the City, but the venue was not within the coverage area, ShotSpotter and the City partnered in covering the event to provide extra protection to the event attendees.

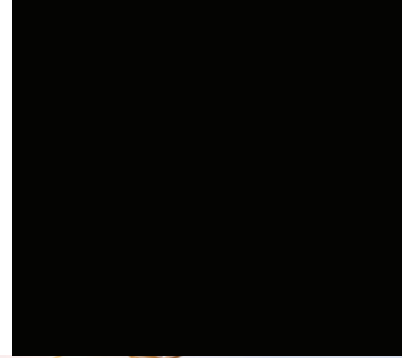
ShotSpotter installed the necessary system and equipment to cover the event and fully activated the array on September 30, 2021, two days prior to the start of the Balloon Festival. We are extremely proud to contribute to the safety of this festive event for the City of Albuquerque.

Supporting the Local Economy — Utilizing Local Talent

Deployment of ShotSpotter sensor arrays requires technical expertise, with focused training and adherence to safety, security and compliance guidelines. As a socially responsible company, we strive to find qualified local partners to assist us in our implementations. We firmly believe that by investing the time in training and partnering with local talent, we not only establish close relationships with the community, but have a positive impact in creating economic opportunities for the communities we serve. We have several local partners in various regions including but not limited to Nevada, New York, Colorado, Illinois, Michigan, Florida, Nebraska, Connecticut, Virginia, Puerto Rico, as well as South Africa and the Royal Bahamas.

One of our strong local partnerships is with Prime Security and Technologies which was established in Bayamón, Puerto Rico in 2009 and Prime Security and Technologies Florida, Inc. established in Tallahassee, FL in 2016. Both companies provide sales, installation and service of electronic security systems, telecommunications, copper networking, fiber solutions, commercial and industrial PA systems. According to Rainier Hernandez, the President of Prime Security and Technologies:

“ShotSpotter has greatly helped in the growth of our companies. We started by expanding our working zone in Puerto Rico, continuing with the state of Florida, Alabama, Georgia, North Carolina, Washington, among others. Thanks to the integration with ShotSpotter, we have been able to maintain a healthy workforce and in turn contribute to the economy of many families. On the other hand, the work done for ShotSpotter impacts directly the security of the communities that receive their services, making us an important and integral part of a larger market for the implementation of security systems. The main purpose of Prime Security and Technologies is to protect and safeguard people and property placed in our case. It satisfies us to know that we continue to have the opportunity to expand such an excellent Security System for the well-being of the communities in general.”



ShotSpotter Governance — Doing Well by Doing Good

ShotSpotter's mission is to create equal protection for all and improve public safety. Our mission shapes our core values, and our values lead our decisions and operations. Our strong, transparent corporate governance ensures that the interests of our shareholders, stakeholders, and those whom we serve are protected and our ethical practices create a safe, inclusive, and diverse workplace that promotes equal opportunities for all. Even the Environmental and Social aspects of our ESG journey are ultimately shaped and guided by our corporate governance and we are proud to showcase a few examples of doing good, ethically.



Diversity, Inclusion and Equity

Diversity, Inclusion and Equity are among the core values at ShotSpotter. We believe that our company culture, behavior and conduct must align with our mission to make our company a more powerful platform for social change and our higher purpose toward creating safety and equality for all. We strive to create a team that reflects our vision for the communities we serve and where everyone feels safe and empowered to bring their full, authentic selves to work.

We have implemented a series of formal policies, procedures and training courses to ensure that our expectations and values concerning diversity, inclusion and equity are clearly communicated and responsibly practiced. One of the goals of these policies is to ensure that our processes are impartial, fair, and provide equal possible outcomes for every individual. It means a fair treatment and safe environment for all, regardless of gender, race, disability, religion, nationality, sexual orientation, or age. A subset of the policies includes the following:

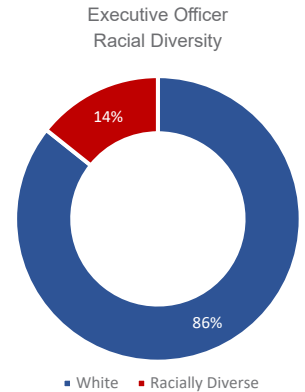
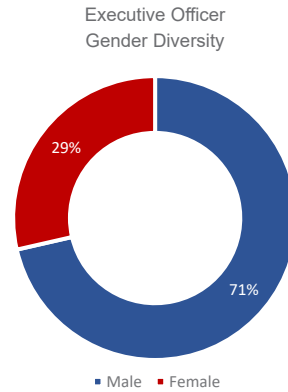
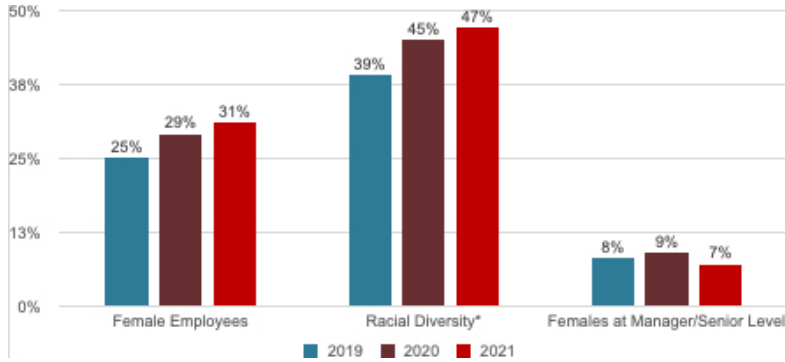
- Policy Against Proscribed Harassment and Discrimination
- Standards of Performance and Conduct
- Code of Business Ethics and Conduct
- Equal Employment Opportunity and Diversity
- Workplace Security and Anti-Violence Policy
- Drug-Free Workplace

Additionally, as an executive team we have made an intentional effort to strive for and nurture a culture of diversity, equity and inclusion through our actions, creating awareness around these issues, implementing a zero-tolerance policy against harassment and discrimination, and celebrating differences. We ensure that our employees feel a sense of belonging and our programs, policies, strategies, and practices execute a company's mission to create and sustain a diverse, equitable, and inclusive environment.



It is our goal to promote and create awareness about various elements of diversity and inclusion across the organization and to ensure that we create a safe and trusting environment for every individual to grow, thrive, and be fully represented at ShotSpotter. With that goal in mind, we made a conscious effort to ensure diversity at all levels of the organization from the Board of Directors to our Executive and Staff teams.

Diversity Trends at ShotSpotter



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

Deborah Elam, one of ShotSpotter’s board members and a distinguished expert in the field of diversity says:

“There are numerous business advantages to having a diverse and inclusive workplace. Engaging a broad range of skills, backgrounds, cultures and experiences enables creativity and productivity because you are looking at what you are trying to accomplish from multiple viewpoints rather than a single perspective. This leads to optimal solutions for customers and can generate a more diverse customer base. McKinsey’s Diversity Wins: How Inclusion Matters (2020) report shows not only that the business case remains robust but also that the relationship between diversity on executive teams and the likelihood of financial outperformance has strengthened over time.

Other key benefits of a diverse and inclusive workplace include building and maintaining reputational capital. In the war for recruiting the very best talent, being known as a good employer where everyone has an opportunity to be successful is a competitive advantage.”

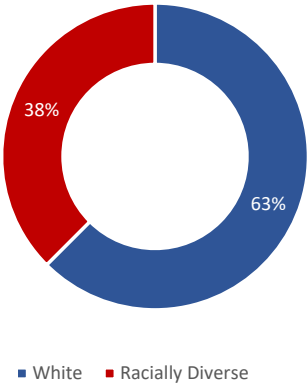
— Deborah Elam

Board Diversity and Corporate Governance

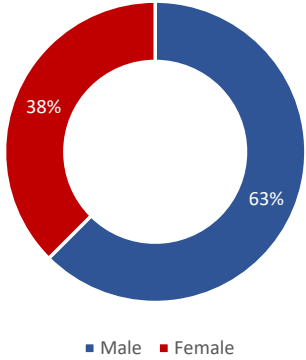
Board diversity aims at cultivating a broad spectrum of demographic attributes and characteristics in the boardroom. At ShotSpotter, we believe that board-level diversity will optimize and improve the most fundamental component of corporate governance, serving as the voice of shareholders in overseeing executive leadership. Furthermore, board diversity ensures that the interests of our customers and the communities we serve are protected and represented. The board's independence, size, diversity, and composition are conducive to influencing and guiding the company's long-term strategic positioning and effectively addressing complexities that require diverse talent and perspectives.

All publicly held domestic or foreign corporations whose principal executive offices are located in California must meet the minimum requirements for female directors and directors from underrepresented communities on their boards as required respectively by SB 826 and AB 979. In addition to fully meeting the demographic diversity requirements set forth by the State of California, ShotSpotter's board and its committees are composed of members with a diverse background, qualifications, and experience who we believe are well-positioned to exercise due control and governance.

Board of Directors Racial Diversity



Board of Directors Gender Diversity



Introducing Our Newest Directors



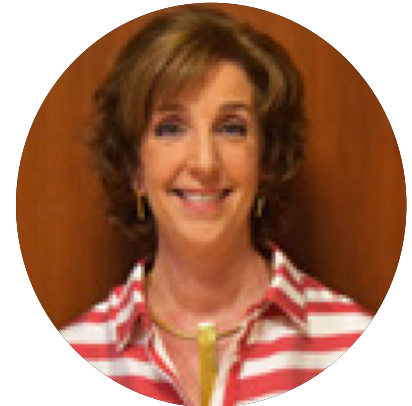
Deborah "Deb" Elam

Deborah (Deb) Elam, is a visionary senior executive and one of the country's foremost experts in Diversity. She is the President and CEO of Corporate Playbook™, a company that provides leaders with strategic direction to elevate diversity, inclusion, philanthropy, and culture in the workplace.

Deb was GE's first-ever black female corporate officer. Deb has received numerous accolades, including 50 Most Powerful Women in Philanthropy from Inside Philanthropy, Women of Excellence Legacy Award from the National Association for Female Executives, and Women of Power Award from the National Urban League.

Roberta S. Jacobson

Roberta S. Jacobson is a senior advisor at the Albright Stonebridge Group. She served as the White House Coordinator for the Southwest Border from January through April 2021. She was the U.S. Ambassador to Mexico from May 2016 until her resignation in May 2018, retiring from the State Department after more than 30 years. Ms. Jacobson previously served as the Assistant Secretary of State for Western Hemisphere Affairs since March, 2012. She held various positions in the State Department's Western Hemisphere Bureau, embassies in Argentina and Peru, and the White House during her career.



Ruby Sharma

Ruby is a Managing Partner of RNB Strategic Advisors, a strategic advisory firm, and also an advisory board council member for reachIRE, a technology company focused on changing the trajectory for women in the workplace. She retired as senior partner at Ernst & Young LLP after 15 years where she worked with multi-national Fortune 500 corporations and founded The Center for Board Matters, a global strategy and execution infrastructure for governance services to boards and the C-suite.

She also worked as a Fraud Investigations & Dispute Services Partner at EY & Anderson, working with the U.S. Securities & Exchange Commission and other regulatory organizations on complex issues involving white-collar crime. A Fellow Chartered Accountant, Ruby is a frequent keynote speaker and panelist on corporate governance topics.



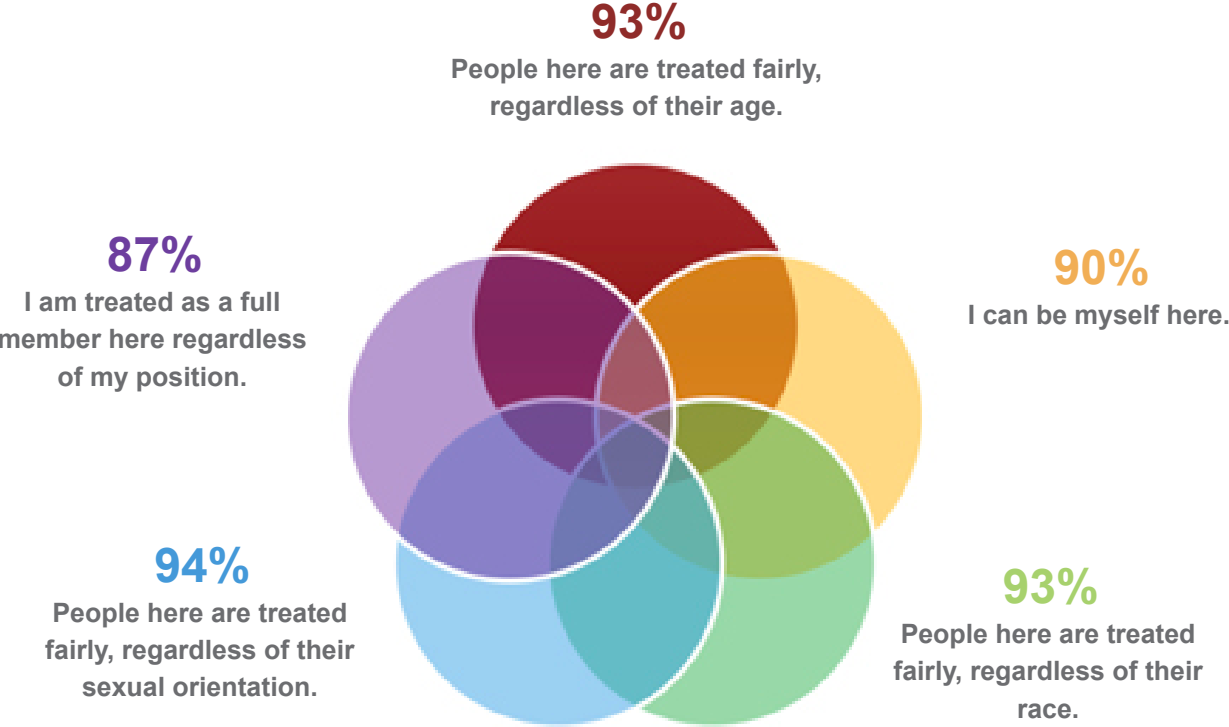
ShotSpotter, Our Workplace

In 2021 ShotSpotter was certified as a Great Place to Work for the fourth consecutive year. Since 1992, The Great Place to Work® has been the global authority on workplace culture, conducting its survey with the most rigorous, data-driven model for quantifying employee experience. Our 30 years of continual research have proven that the definition of a great workplace is one where employees trust the people they work for, have pride in what they do and enjoy the people they work with.

ShotSpotter conducts this survey on an annual basis not only to demonstrate its position in the market as the employer of choice, but also to help improve the company for its employees and nurture a more successful culture.

We are proud to report that in 2021, 92% of ShotSpotter employees found ShotSpotter to be a great place to work and 88% of them indicated that they would strongly recommend the company to their family and friends as a great place to work.

Some of the results of our efforts are reflected in our 2021 Great Place to Work Survey:



A Strong Workplace Culture

To be engaged, employees must feel included and valued. We strive to build and nurture a culture where attention to our identity as a company and our mission is embedded in and central to every decision and interaction as one of the pillars of our culture. As a result we have created a workplace where a deep sense of pride, passion and belonging is evident regardless of the role, rank and business unit, and is centered around our shared commitment to excellence, innovation and social responsibility. This investment in corporate identity and culture has served us well, as we experienced challenges during these trying times.

Strategy and culture go hand in hand in the leaders' never-ending quest to maintain organizational viability and effectiveness, while staying true to their values. Strategy establishes clarity and definition around a

company's goals and creates focus and motivation required for the organization to pursue such goals. Culture expresses the goals through values and beliefs and guides the organization through its path. At ShotSpotter, we pursue our mission for creating safer, more connected communities and improving public safety through a set of values and cultural norms. We are aware that a healthy culture plays a significant role in our corporate performance, attracting and retaining talent, and nurturing an innovative, customer-centric workplace.

We believe that our employees are best able to provide a true and balanced assessment of our corporate culture and their view of the management practices.

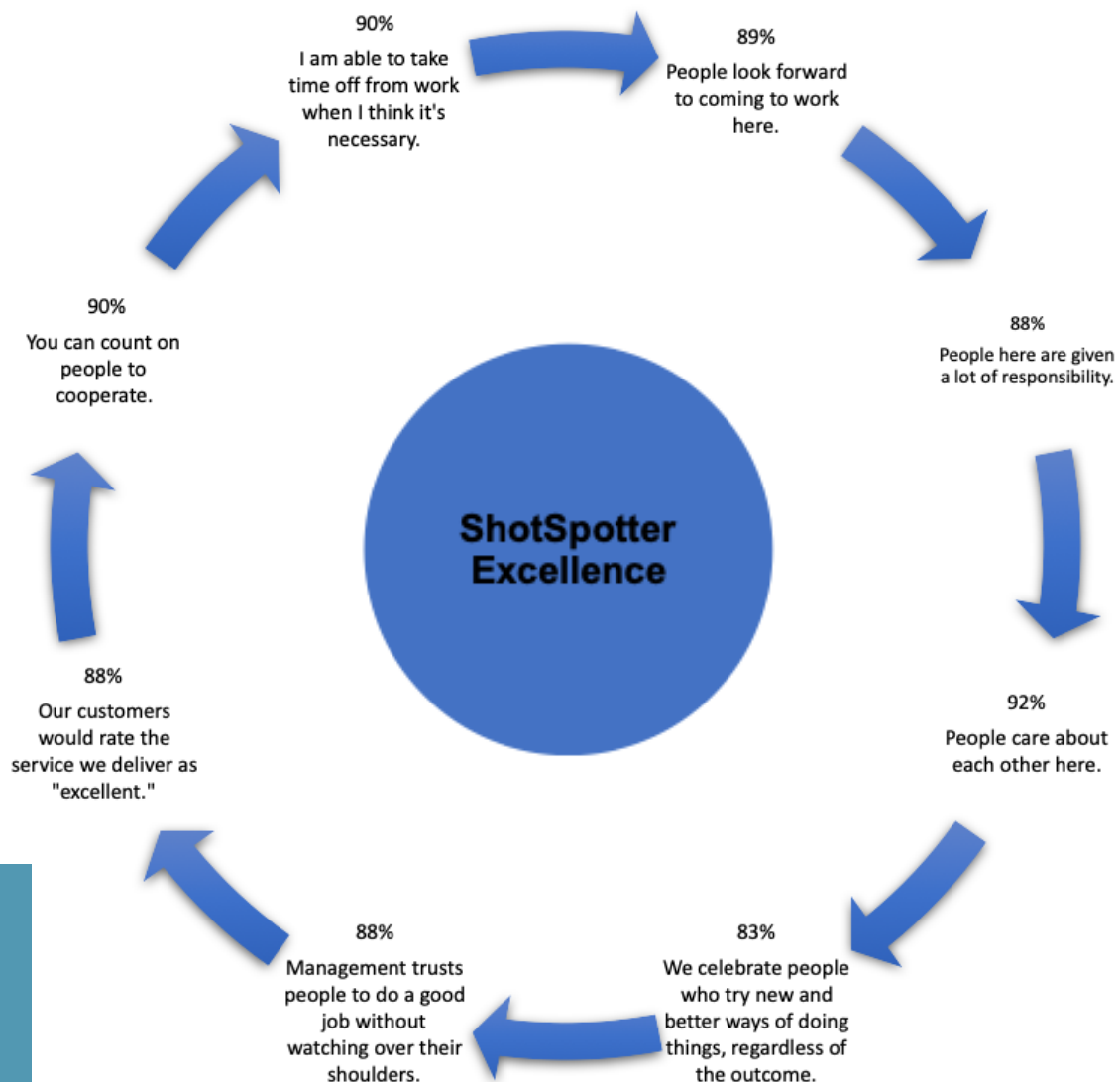
When I look at what we accomplish, I feel a sense of pride. 94%	My work has special meaning: this is not "just a job." 90%	I feel good about the ways we contribute to the community. 95%
I'm proud to tell others I work here. 93%	I feel I make a difference here. 91%	When you join the company, you are made to feel welcome. 96%



The following reflect the employees' ratings of our management team, based on our 2021 GPTW survey:



2021 GPTW survey reflects the following assessment of the company culture and daily experience of the team at ShotSpotter:



Staff Development, Training and Education

ShotSpotter management puts a lot of focus on offering growth and development opportunities to our staff. In order to support and encourage staff development, we have provided all our staff with unlimited access to Udemy, an extensive online platform that offers access to more than 9000 courses on various subjects. Access to Udemy has enabled our staff to take classes based on their professional and personal interests and needs at their own pace, on demand, with maximum flexibility. Having access to such a rich platform has become even more important and useful during the pandemic.

These courses are organized into several general categories including the following, with several hundreds of courses under each category:

- Finance and Accounting
- Business
- IT and Software
- Office productivity
- Personal Development
- Design
- Self Development
- Marketing
- Life Style
- Photography and Video
- Health and Fitness
- Music
- Teaching and Academics

84%

of ShotSpotter employees
have enrolled in courses.

We are pleased to report that our team have taken advantage of this service with **84% of users having enrolled in courses, spending more than 2250 hours watching training videos using this platform. In spite of all difficulties surrounding training and staff development in the midst of pandemic, 85% of our staff indicated in the 2021 GPTW survey that “I am offered training or development to further myself professionally.”**

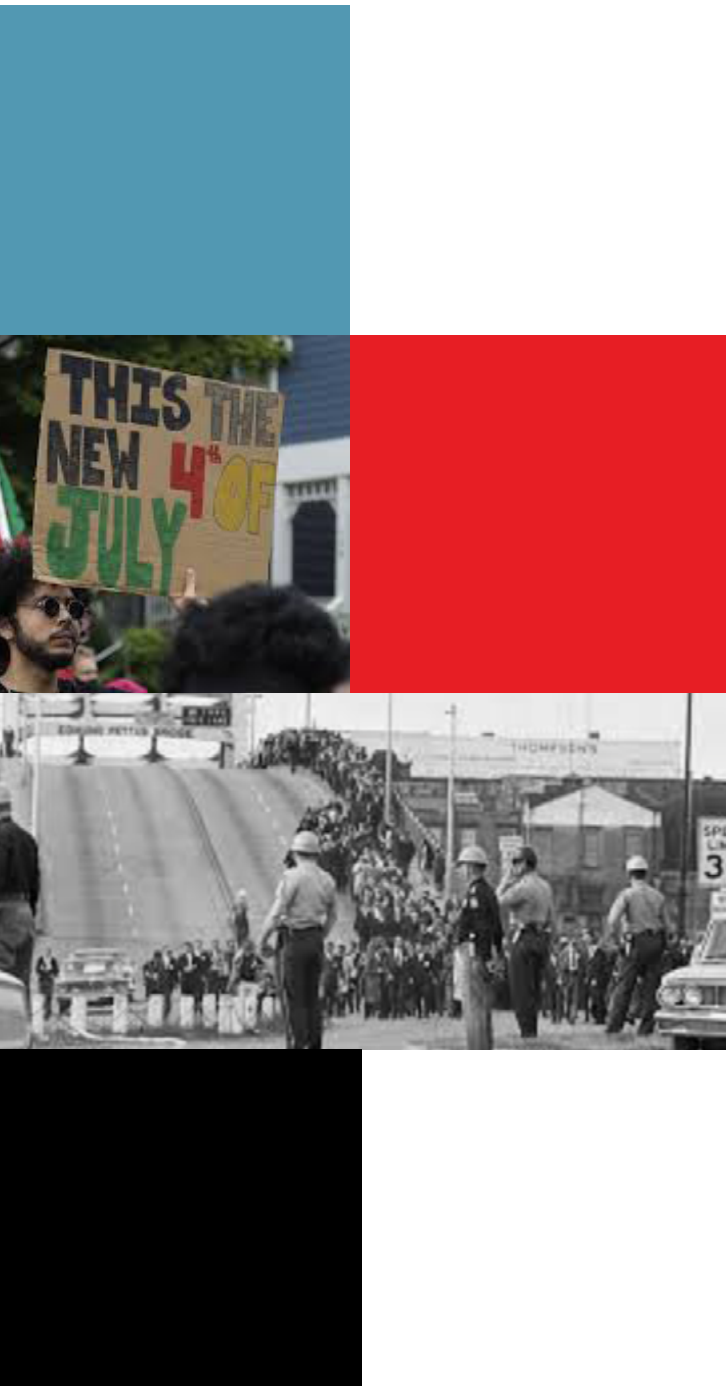
Employees have spent over 13 hours on average watching training videos using the Udemy platform.

Social Awareness Holiday

We live by the belief that as an organization and as individuals we have a responsibility to make the right choices and make our world better. This is only possible by increasing our awareness of and sensitivity to important social issues and the experiences, good and bad, that have shaped us as a nation.

In 2020 ShotSpotter introduced a new holiday, a Social Awareness holiday. Each year we select one important social and historical event as a paid company holiday to celebrate and reflect upon. This creates an opportunity for our team to gain greater appreciation and awareness about that event and its significance. In 2020 we announced Juneteenth as a corporate holiday which was observed as a paid company holiday in 2021. After presenting and discussing several important historical and social milestones with our employees, the company has selected to observe “Bloody Sunday” as the 2022 Social Awareness Holiday, in celebration of Bloody Sunday, on March 7, 1965.

This event signifies three protest marches, held in 1965, along the 54-mile highway from Selma, Alabama, to the state capital of Montgomery. The marches were organized by nonviolent activists to demonstrate the desire of African-American citizens to exercise their constitutional right to vote, in defiance of segregationist repression, but were blocked and brutally attacked in the first march. By highlighting racial injustice, they contributed to the passage of the Voting Rights Act on that year, a landmark federal achievement of the civil rights movement.

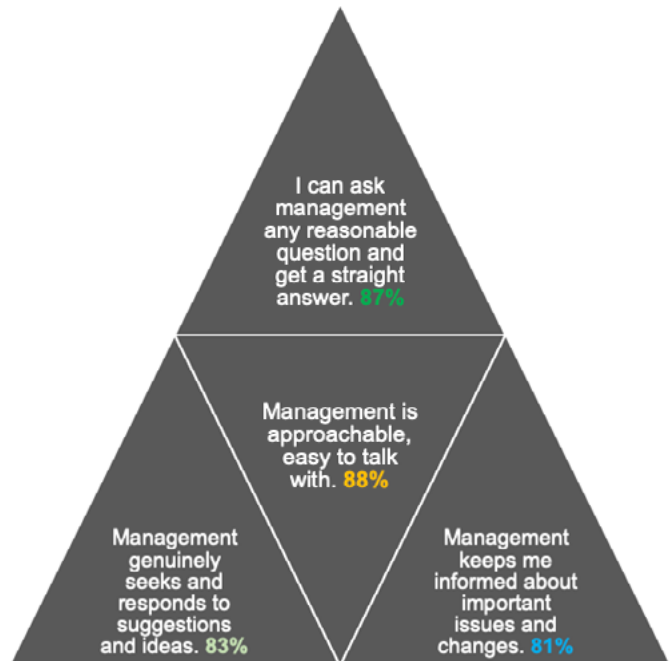


Proactive Risk Management Practices

COVID-19 Response

The health and safety of our employees is an important priority for ShotSpotter. We also recognize that the quality and continuity of our services to our customers and the communities we serve depends on the physical and mental health and wellbeing of our team. Beginning March 12, 2020, ShotSpotter initiated 100% remote operations and work-from-home practices, which we have continued throughout 2021. We have taken extra measures to ensure that all employees, from the staff operating in our 24x7 Incident Review Center, to the teams in Technology, General Administration, Sales, and other departments were fully equipped and had adequate technical, procedural, and management support to work safely and effectively. According to the 2021 GPTW survey 89% of our employees indicated that “The Company helps me work productively from home” and 88% indicated that “Our facilities contribute to a good working environment.”

We believe that our corporate culture and employee engagement are extremely valuable and protecting and nurturing our organizational culture is a leadership task. Trust and transparency have always been part of our management practices, and we recognized the heightened importance of these values during the pandemic when in-person interactions have been limited. As a result, we have organized bi-weekly all-hands meetings for all employees as an engagement tool and an opportunity for interactions between the staff, the executive team, and various external guests. We even conducted our annual half-day company gathering virtually, with guest speaker sessions, breakout rooms, fun activities, etc. The following results reflect the employees opinion about the trust in the company leadership and the level of transparency by the executive management (2021 Great Place to Work Survey).



In addition, we have introduced a monthly refresh Friday as a paid holiday to provide employees with time to relax, refresh, spend time with their families and engage with community activities of their choice.



Privacy Protection Efforts

ShotSpotter is a community-oriented company, and our mission is making communities safer and more protected. We have structured our technology, processes, and policies in such a way to minimize the risk of privacy infringements while we continue to deliver on our important public safety mission. In the spring of 2019 we invited the non-profit Policing Project at the New York University School of Law to conduct an independent audit of ShotSpotter's privacy practices. The audit concluded that "the risk of voice surveillance is extremely low." The report notes that there are important design frameworks and operational safeguards built into how ShotSpotter operates to prevent this from happening.

In their key takeaways and conclusions, the Policing Project indicated that: "The Policing Project undertook this assessment because we believe it is essential that law enforcement and communities they serve understand the costs and benefits of policing technologies like ShotSpotter before acquiring any new technology. Further, we believe it is incumbent on technology providers to take meaningful steps to improve their product's design and operation to minimize intrusions on civil liberties."

The following excerpts from the Privacy Audit & Assessment of ShotSpotter's Gunshot Detection Technology provide showcase our commitment to and progress toward protecting the personal privacy rights in the communities we serve.



"Throughout this process, SST has consistently demonstrated commendable commitment to modifying its technology to balance its public safety function with protections for individual privacy."

"ShotSpotter has undertaken significant internal efforts to implement our recommendations and make ShotSpotter more privacy protective."

"While it is surely possible that ShotSpotter sensors will, on occasion, capture some intelligible voice audio related to a gunfire incident, we have little concern that the system will be used for anything approaching voice surveillance...Other policing technology companies should follow ShotSpotter's leadership and proactively embrace their responsibility to protect individual liberty with their products."

— Barry Friedman, Policing Project Faculty Director

As a result of this independent audit and assessment, ShotSpotter received a few recommendations to strengthen our already solid position on privacy. After this audit, we substantially reduced the duration of audio stored on ShotSpotter sensors from 72 hours to 30 hours. We also made updates to our internal policies that control access to the audio by only a small subset of authorized users and under very well defined and supervised protocols.

We continue to work extremely hard to protect the specific location(s) of our sensors against disclosure, and exercise very tight controls around getting access to, downloading of and/or releasing audio both internally and externally.

In 2019, after thorough review, ShotSpotter received unanimous approval for continued use of its gunshot detection technology by the Privacy Advisory Commission (PAC) and City Council of Oakland. The review was required under a 2018 ordinance that Oakland established in conjunction with the ACLU related to the acquisition and use of all surveillance technology. Oakland's ordinance is considered the strongest municipal privacy oversight in the United States and weighs benefits to public safety relative to potential impacts on civil liberties. The PAC has previously rejected facial recognition technology for use in the city of Oakland. Oakland has been a ShotSpotter customer for more than 10 years.

Information Security

Our Information Security policies are designed to protect the confidentiality, integrity, and availability of client information, company proprietary data, and employee data as well as the infrastructure that support's the company's services and business activities. Our rigorous information security policies and processes primarily focus on ensuring data security concerning four major areas: infrastructure resilience, infrastructure connectivity, resilience of customer connection, and internal data/system security.

Governance and Policy

- ShotSpotter's information security policies are designed to align with applicable federal, state, and industry information security related regulations with a particular focus on broad alignment with NIST 800-53 moderate level controls.
- The information security policies are regularly reviewed and updated.
- The executive and information technology team are engaged in this process along with any subject matter experts needed.

Training and Culture

- Security training is mandated and conducted annually for all ShotSpotter Staff.
- Additional training is required for specific job functions that have additional access to data or systems.
- Threats and security concerns are regularly communicated to the employee team to create a culture of responsibility for security among the entire team.

Threat Monitoring

- ShotSpotter has dedicated staff to address information security risks.
- Multiple software solutions are in place that routinely monitor and alert staff of any issues that could be related to resiliency or security.

Industry Standards

- ShotSpotter aligns its policies with NIST 800-53.
- Third party contracts are utilized to evaluate information security under the SOC2 audit process.





Competitive Position

ShotSpotter's competitive strengths are based on the combination of the comprehensiveness of our products offerings and our technology, expertise, public safety relationships and people.

Our gunshot detection solution, ShotSpotter Respond, is unique in providing immediate and precise data on gunfire events, along with detailed forensic information by our forensic experts. This helps law enforcement provide rapid responses to gun violence and be more effective in their investigation and prosecution efforts.

We have augmented our flagship product with products and services to expand and diversify our market and our impact, such as ShotSpotter Connect, our data-driven patrol planning solution, and ShotSpotter Investigate product, an effective, modern, and configurable digital case management solution that can help increase efficiency and speed leading to higher case closure rates. By maintaining our focus on innovative solutions in the public safety industry, where we have strong brand recognition and trusted position, we have become a platform company that enables law enforcement to become more efficient and effective in serving and protecting their respective communities using technology. We provide solutions that are designed to minimize bias and tightly integrate with and operate in the greater public safety ecosystem.

Underlying our comprehensive product suite are our proprietary sensors and software. We focus our research and development efforts on enhancing our advanced signal processing location algorithms and classification filters; updating our sensor hardware technology; reducing manufacturing costs; developing

mobile, web and desktop applications; evolving our cloud-deployed back-end infrastructure and integrating with external systems. We have a large patent portfolio, which is the result of over two decades of innovation in acoustic gunshot detection and location technology. We have been issued 38 United States and two non-U.S. patents. These patents cover innovations in the areas of mechanical engineering, software engineering, acoustic expertise, data science and physics.

Our professional expertise in gunshot classification is as important as our detection and location technology. We have reviewed tens of millions of gunshot incidents, from various geographic metropolitan areas, with proven results and accurate metrics.

Our law enforcement relationships are deep and long-standing. As of December 31, 2021, our products were used by over 127 cities and regions and many corporate and university campuses. We have over 25 years of experience selling products and crafting solutions for law enforcement, which we believe is unparalleled in our industry.

Our customer feedback, as evidenced by the results of our annual NPS survey, and our over 99% renewal rate support our competitive position.

We could not do any of what we do without our people. We continually invest in the growth and wellbeing of employees and strive to create a diverse, inclusive, and equitable workplace that is conducive to collaboration, engagement, and creativity, which we believe has enabled us to maintain low employee attrition and high employee satisfaction.

Corporate Governance Practices

Strong corporate governance has been an important aspect of our company's growth since going public in 2017. We believe transparent communications with the entire spectrum of our stakeholders including employees, customers, and partners in addition to shareholders, is fundamental to our growth strategy. Aligning these interests in a shared sense purpose, strengthens our company and enables us to have maximum impact.

The company engages in several ongoing venues to share our vision and listen to our various stakeholders. We host an annual all-hands company kick-off meeting for all employees to share and socialize our annual goals, vision, and reiterate the values we stand for. We conduct an annual employee survey by a third party to ensure anonymity, transparency and adherence to best practices, and conduct exit interviews for each voluntary departure. The company also participates in various law enforcement and elected official conferences including IACP, PERF, National League of Cities to name a few, and organizes a comprehensive Net Promoter Score survey each year.

ShotSpotter is currently supported by six institutional sell-side analysts and participates in their and other sell-side investment banking conferences. The company held approximately 100 one-on-one meetings with investors in 2021. These meetings are important opportunities to share our important work and get feedback from the capital markets.

ShotSpotter's Board includes nine directors, eight of which are deemed independent directors as defined by NASDAQ listing standards. We have intentionally segregated the Board Chairperson and CEO positions

to reinforce the independence of board oversight of our business operations. There are no family relationships among any of the current directors or our executive officers.

Our Board consists of three classes of directors, each serving a three-year term. We believe this approach helps ensure our directors are well positioned and empowered to help guide our operations and have impact on a consistent basis. It also provides protection against opportunistic attempts to control or influence the company, depriving our shareholders of value or the advancement of short-term agendas.

There are no super voting class or dual share arrangement in the capital structure.

The Board, led by outside counsel, reviews the Board member independence annually along with a formal review and update of the Company's Nomination and Governance, Audit and Compensation Committee Charters.

Looking Ahead

We are enormously proud of the foundation and company culture that we've built — one that, above all else, honors our core values and our dedication to building products that make the world a safer place. In 2022 and beyond, we will continue to work tirelessly

to improve public safety while continuously taking ethical, environmental, social, and governance (ESG) aspects into account with every business decision we make.

Thank You to the ESG Committee

Many of our colleagues contributed time and information to build this ESG report. We are incredibly grateful for their efforts and their passion.

Nasim Golzadeh
SVP, Customer Support and Professional Services

Jacqueline Berkman
Content Marketing Manager

Justine Chen
Sr. Marketing Manager

Karima Holmes
Sr. Director of Incident Review Center

Doris Cohen
Director, Analytics

John Fountain
Director, Field and Network Operations

Phil Daily
VP of Sales, Solutions Group

Charlie Knust
Sr. Director of Customer Support

Dr. Gerard Tate
Community Engagement Director

Clark Dunson
Director, Systems Engineering

Paul John
Community Engagement Director

Dr. Simen Oestmo
Sr. Manager, Data Science

Dorothy Jensen
Director of Purchasing

Anthony Caruso
Application Support, Leeds

Hazel Belasco
Director, Human Resources

Frank Bobb
Director of Software Development, Leeds

The logo features a stylized orange square with a white dot in the center, followed by the text "ShotSpotter" in white. The background is a blurred night scene of city lights with a blue and purple color cast.

ShotSpotter[®]