



HERE Technologies Sustainability Report 2022

HERE International B.V.



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CEO Opening Letter

Climate challenges soared worldwide over 2022. Recorded as one of the warmest years ever as greenhouse gas emission concentrations increased, and surface heat accumulated. Extreme weather was a constant undercurrent across many global shores – from Pakistan’s devastating floods, Europe’s droughts and heatwaves, severe snowstorms in North America to record low-levels of Antarctic sea ice.

During the year, the United Nations’ COP27 Climate Change Summit culminated with a historic breakthrough agreement to help vulnerable nations deal with loss and damage from climate disasters. We also saw the G7 and V20 launch the ‘Global Shield against Climate Risks’ and the United Nations spotlight its Sustainable Development Goals while also unveiling a global plan to ensure citizens worldwide are covered by early warning severe weather systems.

Clearly the climate crisis continues, further deepening the onus on societal actors of all creeds to take action and get the world on track to meet the 2016 Paris Climate Agreement goals and ultimately, create a sustainable future.

Accordingly, for businesses across industries, sustainability and robust environmental, social and governance (ESG) approaches are becoming cornerstones for companies everywhere.



With this in mind, I am pleased to share HERE’s 2022 Sustainability Report. Building on prior years’ foundations, throughout 2022, HERE fortified our approach – further ingraining sustainability and ESG into our operational, business, and community fabrics through a multitude of ways. The following report showcases our 2022 progress within this important arena, including:

On the operations side, HERE further established our focus on Environment, Health and Safety (EHS) to enhance how we operate our facilities and business in a safe and environmentally friendly manner – which in part involved implementing a robust EHS management system and obtaining key ISO certifications.



As a responsible global technology company, data security and privacy remain a central pillar of HERE's operations and platform. In 2022, HERE continued to take a multi-faceted approach to privacy and security, maintaining various ISO certifications and going beyond regulatory compliance with innovative privacy solutions.

In addition, HERE's Ethical Sourcing and Supplier Management programs developed further, as did our Sustainability Advisory Committee, which set tangible emissions targets and aligned HERE products to Sustainable Development Goals.

Location technology and data are important enablers in reducing emissions, creating more livable cities and up-leveling infrastructure. As the world's leading location platform, HERE's multi-industry portfolio of software and content enables enterprises and organizations to move forward in these important initiatives.

For example, HERE Tour Planning is helping fleets around the world run more efficiently from warehouse to front door. Moreover, our automakers are utilizing a broad array of HERE's map content and data in building safer and more sustainable vehicles and driving systems.

As the world actively strives towards a safer sustainable future, business collaboration and innovation partnerships for progress become all the more critical.

With collaboration at the heart of HERE's business model and ecosystem, over 2022 we helped vehicle-makers worldwide (such as: Lotus and smart) go electric, as well as adhere to Europe's Intelligent Speed Assistance mandate. We also expanded our customer and partner ecosystem, which included new collaborations with EV innovators like VinFast and Scania in rolling out electric passenger cars and commercial fleets on roads.

Today, businesses need to think about more than just singular vertical partnerships. It's about collaborations up, down and across value chains to catalyze progress. A great example of this is our partnership in Asia-Pacific with EROAD, helping trucks around Australia and New Zealand run more safely, efficiently and sustainably.

Inside HERE's doors, collaboration is at the epicenter of our culture and employee community. I am proud to say we have a thriving network of Employee Resource Groups. Highlighted in this report are some of the fantastic employee-driven initiatives that continued to advance sustainability, inclusion, diversity and belonging across our global organization during 2022. They are exemplars of some of our company's core values, like Give Back and Win Together.

Facing the future, advancing HERE's sustainability and ESG credentials are integral elements of who we are as a company and how we do business. On that note, I am excited to share that HERE is committing to reach a net-zero target by 2035 and will be working diligently towards elevating our sustainability as we accelerate ahead.

Finally, on a wider societal scale, HERE remains firmly committed to contributing towards a safer, more sustainable planet. We look forward to collaborating with our diverse stakeholder ecosystem as we continue to build out and enhance sustainability and ESG to move the world forward, together.

Edzard Overbeek

Chief Executive Officer, HERE Technologies





Sustainability and ESG at HERE



HERE Technologies recognizes that a focus on ESG (Environment, Social and Governance) is both an imperative and an opportunity. We have a duty to operate our business in an environmentally and socially responsible way, ensuring we exceed the expectations of both our customers and stakeholders. To do this, we assess and reduce the impact of our environmental footprint, invest in our communities and employees and hold ourselves accountable to the highest of ethical business standards.

However, no single entity can achieve societal sustainability targets alone. It requires collaboration. Our customers use our location platform as a tool to contribute to a more sustainable future. Logistics providers use real-time hazard data to find the most efficient routing to reduce emissions, infrastructure developers leverage traffic patterns and usage data to build resilient infrastructure and drivers use waypoint information to find their next EV charging station. The HERE platform has an important role to play in achieving broader societal sustainability goals.

In 2022, we advanced our sustainability proposition by investing in certain efforts to meet the needs of our stakeholders, reduce operational and strategic risk, align with developing local and global regulatory requirements and build the foundation for future sustainable growth.

Rather than using ESG as a separate strategic initiative, HERE's Management Team committed to integrating ESG throughout our business strategy by:

- Committing to a net-zero carbon emissions target
- Completing our carbon footprint reduction framework and reduction approach
- Empowering our Sustainability Advisory Committee to implement change across all parts of our organization
- Improving our ethical sourcing program to ensure our suppliers adhere to sustainable business practices
- Enabling our people to practice sustainability in both their professional responsibilities and personal lives

With these initiatives, HERE is committed to building a sustainable future, not just by eliminating emissions and waste but by investing in a holistic approach that includes key elements of social responsibility and corporate governance.





Net-zero announcement

Improving our environment and the well-being of those around us is a responsibility we all share. This focus is central to our mission at HERE and equally as important to our customers, partners, developers and stakeholders. Simply put, it is how we do business.

Together with the publication of this report, HERE is announcing its commitment to reaching a net-zero target by 2035. Our net-zero target encompasses Scope 1 and Scope 2 emissions: emissions from owned or controlled sources (e.g., company vehicles) and indirect emissions from the generation of purchased electricity, steam, heating and cooling.

HERE chose a net-zero target to focus risk management, continuous improvement, synergy identification and compliance efforts, as opposed to a carbon-neutral strategy, where no specific level of ambition is necessary and business activities can be offset exclusively with carbon credits.

HERE is in the process of setting a science-based emissions reductions target as defined by the **Science-Based Target initiative** (SBTi). More than 1,000 companies worldwide are committing to Science Based Targets to achieve net-zero, including many of our customers and partners. HERE is excited to have the opportunity to do the same and reaffirm our commitment to reducing greenhouse gas emissions in line with the company's ongoing science-based approach to tackling climate change.

climate
change





Human Rights Policy and Modern Slavery statement

Human rights are a non-negotiable at HERE. HERE's Human Rights policy adheres to The Universal Declaration of Human Rights and the United Nations' Global Compact. We do not tolerate, contribute to or facilitate any activity that restricts, conflicts with or violates human rights or the right to exercise these rights. In 2022, we also prepared employee training on the company's Human Rights Policy that we intend to roll out in 2023.

HERE extends its human rights standards to every company in its supply chain through the HERE Supplier Code of Conduct and HERE's Ethical Sourcing program. HERE reviews its potential exposure to human rights risks or breaches annually, which includes a standardized questionnaire to suppliers.



In practice, this means HERE:

- Trains HERE people on international human rights standards and what they mean in practice
- Conducts self-assessments based on environmental, social and governance (ESG) factors to identify gaps and remedy known impacts
- Conducts ESG supply chain audits and engages suppliers in remediation plans based on severity of known impacts; participates in our customers' supplier audits
- Participates in industry initiatives that advance and promote the business responsibility to respect human rights, mitigate common risks and remedy known impacts
- Conducts due diligence on suppliers and other business partners in alignment with global trade laws to mitigate the risk of HERE solutions being used to infringe upon rights
- Complies with UN, European, United States and other applicable sanctions
- Provides annual reporting in alignment with the United Nations Guiding Principles Reporting framework, beginning in 2020
- Operates to the standard of international human rights law and applies these standards when local law falls short of international human rights standards or when there are no relevant national laws. Where local laws conflict, HERE aims to honor the principles of internationally recognized human rights
- Prohibits the hiring of child labor. The minimum age for full-time employment must be 15 or the legal minimum age for employment under applicable law, whichever is higher. Further prohibits the hiring of individuals that are under 18 years of age for positions in which hazardous work is required
- Prohibits any form of forced labor including bonded labor, prison labor, indentured labor and slave labor, or human trafficking
- Provides employees, suppliers, and business partners with access to grievance mechanisms with a clear policy of no retaliation. Promptly investigates and remedies human rights violations

In 2022, HERE also published its **Modern Slavery Statement**, pursuant to section 54(1) of the United Kingdom Modern Slavery Act 2015.





Responsible operations at HERE

Sustainability Advisory Committee

In October 2022, Denise Doyle, Chief Data Officer, assumed responsibility of the Sustainability Advisory Committee as executive sponsor. The Sustainability Advisory Committee was established in 2021 as an internal body to drive greater accountability and transparency on ESG topics throughout the company. The committee comprises a cross-functional group from across our business functions, with representatives bringing their own expertise and perspective to support our sustainability activities.

In 2022, the Sustainability Advisory Committee agreed upon HERE's net-zero target and ESG framework, aligned HERE products to the Sustainable Development Goals, reviewed HERE's ethical sourcing program and discussed HERE's emission reduction targets.

The Sustainability Advisory Committee will empower and enable HERE employees and stakeholders to achieve commitments to sustainability by:

- Ensuring accountability by reviewing progress against company targets and goals
- Providing frameworks and actionable insights to assist business units in achieving our sustainability vision
- Influencing company strategy at the highest levels to integrate commitment to environmental, social, and governance-related topics

sustainable
development



Supplier management

Supplier management is a crucial part of our sustainability efforts. HERE continues the push towards implementing corporate responsibility and ethical practices into its supply chain, including external vendors, suppliers and service providers we collaborate and do business with.

HERE is committed to working with vendors which share our high ethical standards when it comes to the environment, diversity, inclusion and abiding by the laws and policies of the countries in which we operate. To ensure suppliers meet HERE's expectations, we established a supplier audit program in 2019.



HERE's supplier management framework was designed to effectively measure and manage supplier performance to ensure that quality standards are met at the fairest possible value. This framework manages performance and costs, aiming to reduce supply chain risks.

A key element of this was entering into a partnership with a sustainability specialist to use their platform to monitor and score our sustainability and ethics performance across our supply chain (starting with our strategic and key suppliers). These scores were added to the supplier scorecards.

In addition, HERE introduced a more robust and extensive due diligence questionnaire as part of the supplier onboarding process managed in the sourcing tool powered by Coupa. Suppliers are requested to abide by the HERE Supplier Code of Conduct when they are onboarded.



HERE's Ethical Sourcing program entered its third year in 2022. Our program consists of the following:

- 1** Ensuring suppliers comply with all requirements of our sustainability principles, captured in our HERE Supplier Code of Conduct
- 2** Tracking supplier compliance with the Supplier Code of Conduct once they are formally onboarded by HERE
- 3** Developing new ESG policies such as our Responsible Sourcing of Data policy
- 4** Updating our Sourcing agreement to include ESG requirements

In 2023, we will continue to improve our supplier management using recommendations from our customers, areas of improvement identified via customer ESG surveys and best practices from industry associations, such as CSR-Europe.

Our 2023 objectives are:

- Complete policy updates and associated contractual provisions
- Continue to assess our supply chain and formulate recommendations to help improve its sustainability performance
- Develop supplier awareness and education



Environment, Health and Safety

During 2022, HERE continued its established focus on Environment, Health and Safety (EHS). HERE deploys an integrated approach to managing the EHS aspects of its activities, products, services and operations. The EHS Management System is part of HERE's wider sustainability strategy and impacts all employees and products within our company.

Just over two years ago, consistent with the strategic direction from HERE leadership, the company committed to establishing and documenting HERE's global management systems for EHS, as well as pursuing formal external certification for ISO14001 and ISO45001 standards. During the course of 2022, we made significant progress against these commitments, helping ensure we operate our facilities and business in a safe and environmentally friendly manner and are well positioned to satisfy changing customer demands.

The commitment of our workforce to the environment continues to be a motivating factor and source of inspiration. As always, we encourage and support employee participation and volunteer work in environmental awareness campaigns. Additionally, all HERE employees and team members uphold our environmental management guidelines as outlined in the HERE Code of Conduct and reaffirm their understanding on an annual basis.

HERE remains invested in reducing our environmental risks and impacts of our business. We review our environmental risks on a continual basis as part of our management system processes. Focus areas are energy use and emissions. For example, we trace energy use at our offices and calculate associated emissions to understand how to bring these to net-zero in line with our 2035 targets.

Along with the health of our planet, HERE is just as committed to the health and safety of our employees, suppliers and communities. HERE creates and upholds standards that make for a safe and healthy workplace. We continuously work to reduce hazards and risks and strive to prevent workplace injuries and illnesses.

During 2022, we put a special focus on:

- Environment: Rolling out a new software solution to capture utility data from our offices
- Health & safety: Publishing an ergonomic workplace assessment survey, a tool that can be used by employees to assess their workstation at home and make sure it is in line with ergonomic standards
- EHS training: Establishing a global mandatory EHS awareness training, informing our employees of our EHS commitments and security precautions at HERE offices
- External ISO certification: Implementing a robust EHS Management System and achieving ISO14001 and ISO45001 certification after a series of internal and external audits (with final certification of ISO14001 and ISO45001 expected to be received in 2023)



Greenhouse gas emissions

With the announcement of a net-zero target, HERE is demonstrating its commitment to reduce greenhouse gas emissions. We intend to reduce our Scope 1 and 2 emissions by 90% by 2035, using 2019 as our baseline. This positions us strongly relative to our key competitors and enables us to meet the demands of our customers, employees and other stakeholders.

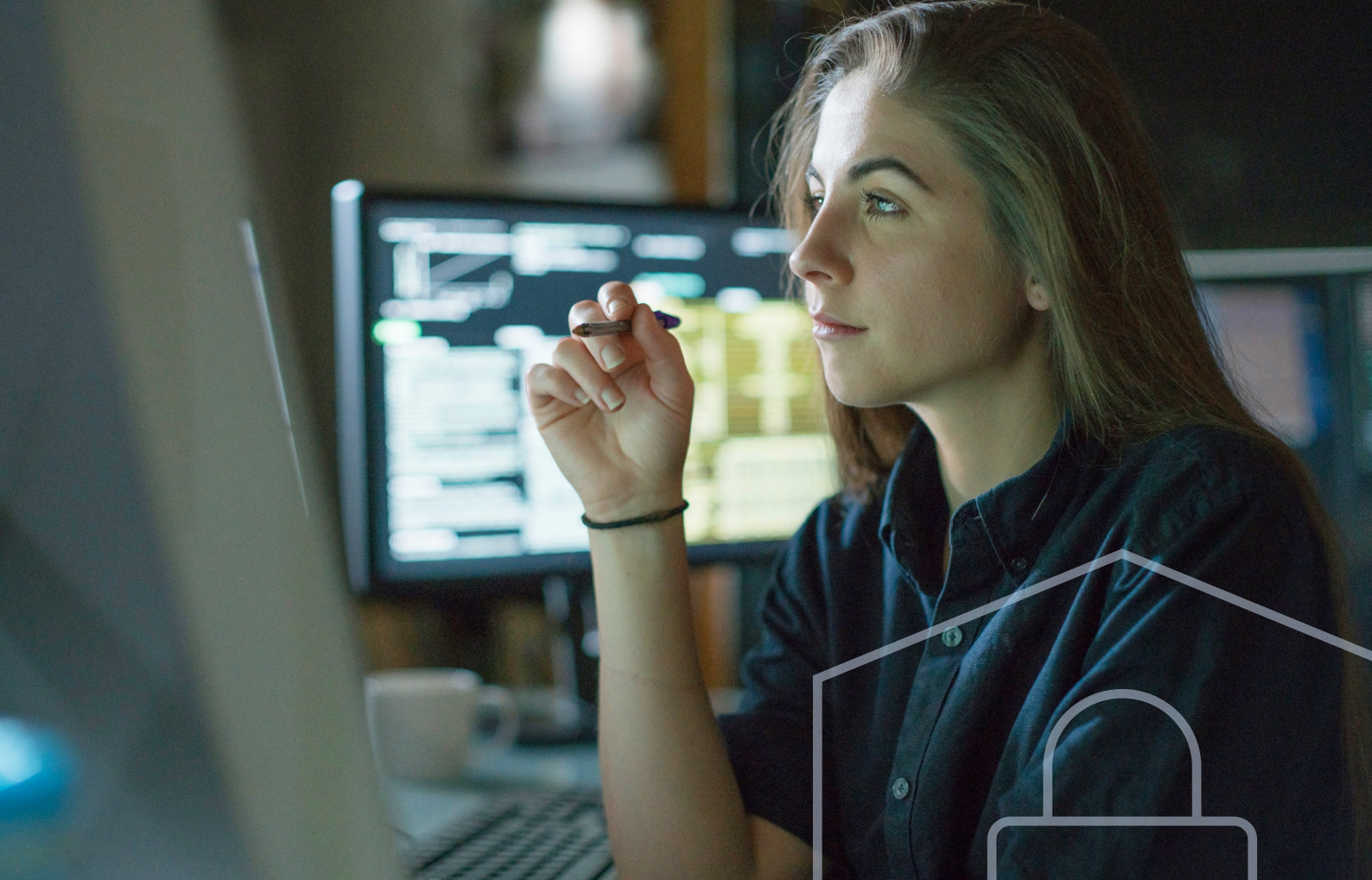
In 2022, we saw a significant decrease in emissions overall comparing to GHG emissions in 2021. However, Scope 3 – Purchased Goods and Services is still our

largest source of emissions and could be reduced significantly. Slight increases were identified in ‘Business travel’ and ‘Employee commuting’ with employees coming back to the office and traveling more frequently again.

Since the onset of the pandemic, the majority of our Scope 1 and 2 emissions have been from energy use, particularly electricity. Going forward, HERE will seek to reduce these emissions by increasing the sourcing of renewable energy and deploying strategies to encourage renewable energy usage and reduce greenhouse gas emissions as workforce and workplace dynamics continue to shift.

<div>↓</div> Scope 1, 2 and 3 Emissions Summary This summary table describes HERE's scope 1, 2 & 3 footprint for 2020, 2021 and 2022.	<div>↓</div> GHG Emissions (tCO₂e)			<div>↓</div> Change		
	2020	2021	2022	2020-21	2021-22	2020-22
Scope 1	1,935	2,134	1,561	10%	-27%	-19%
S1 Leased cars	1,268	1,363	731	8%	-46%	-42%
S1 True cars	619	736	715	19%	-3%	15%
S1 Generators	2	1	3	-31%	130%	58%
S1 Natural Gas	N/A	N/A	6	N/A	N/A	N/A
S1 Fugitives	47	34	106	-27%	214%	128%
Scope 2	7,529	9,183	7,956	22%	-13%	6%
S2 Office electricity	4,255	3,150	6,684	-26%	112%	57%
S2 DC electricity	1,421	1,192	978	-16%	-18%	-31%
S2 District heating	1,486	4,122	227	177%	-95%	-85%
S2 District cooling	367	720	47	96%	-94%	-87%
S2 Electric vehicle	N/A	N/A	21	N/A	N/A	N/A
Scope 3	87,846	99,314	57,585	13%	-42%	-34%
S3 Purchased goods and services	72,807	87,470	49,171	20%	-44%	-32%
S3 Capital goods	6,634	4,789	1,557	-28%	-67%	-77%
S3 Fuel- and energy related activities	2,835	2,922	1,609	3%	-45%	-43%
S3 Waste	2,589	2,505	451	-3%	-82%	-83%
S3 Business travel	1,564	205	2,422	-87%	1,081%	55%
S3 Employee commuting	604	696	1,661	15%	139%	175%
S3 Upstream leased assets	629	486	272	-23%	-44%	-57%
S3 Downstream leased assets	46	43	240	-5%	453%	425%
S3 Investments	139	197	201	42%	2%	44%
Scope 1+2+3 Total	97,310	110,631	67,102	14%	-39%	-31%





Data security and privacy

HERE applies a multi-faceted approach to privacy to achieve comprehensive coverage that goes beyond regulatory compliance. We are continuously improving privacy and security compliance assurance practices, achieving industry leading ISO 27701, ISO 27018 certifications as well as an attestation of our GDPR compliance. In 2022, we applied for the Health Information Trust Alliance (HITRUST) Common Security Framework (CSF) certification and are proud that our efforts came to fruition in Q1 2023. The HITRUST CSF is a certifiable framework that provides organizations with a comprehensive, flexible and efficient approach to regulatory compliance and risk management.

Regulatory compliance needs to be supported by technology. That is why HERE has a dedicated team of privacy engineers who are constantly innovating to achieve balance between privacy and data value preservation. As location data poses unique challenges to privacy protection, HERE developed an advanced location data anonymization product, HERE Anonymizer, to protect the privacy of trajectory data while preserving its location intelligence. In fact, HERE has a leading invention portfolio in anonymization intellectual property with over 30 patent applications.

When developing products, HERE addresses privacy concerns in the earliest stages. This enables us to enhance our products with privacy differentiating features.



In 2022, the Trust Organization at HERE:

- 1 Launched Zero Trust capability and Secure Service Edge (SSE) via Zscaler to enable a remote and secure workforce and improved user experience
- 2 Implemented a comprehensive ransomware prevention, response and recovery strategy to combat our top cyber threat
- 3 Onboarded approximately 53% of HERE's 230+ enterprise applications to Single Sign-On (SSO) with Multi-Factor Authentication (MFA) enabled, providing a seamless and simple login experience for employees
- 4 Identified €500k+ savings through improved data governance
- 5 Improved enterprise governance, risk and compliance capabilities by expanding the scope and breadth of our risk management function through a cross-functional Enterprise Governance, Risk, and Compliance (GRC) Committee
- 6 Established the Product Trust team to enable product teams to seamlessly fulfill security, privacy, legal and compliance requirements during all stages of the product lifecycle
- 7 Ramped up physical security to support return to offices, travel, and executive protection

In addition, HERE maintained key certifications with zero nonconformities:

ISO 27001 - Information Security Management System (ISMS)

ISO 27017 - Security Controls for Cloud Services

ISO 27018 - Protection of Personally Identifiable Information (PII)

ISO 27701 - Privacy Information Management System (PIMS)

We also expect to achieve HIPAA compliance in 2023, which will allow us to serve the US healthcare market.



Impactful products at HERE

Products that achieve sustainable outcomes

At HERE, we strive to make impactful change by taking responsibility for our footprint and practices. Our platform also empowers our partners and customers to make a difference where they live and work.

Location technology helps companies build solutions that reduce emissions, create more livable cities and upgrade infrastructure. HERE data and software are key to building these solutions – including routing that helps fleets be more efficient

and detailed map content that allows OEMs to build safer automated driving systems and alleviate EV range anxiety.

In 2022, HERE undertook a review of the UN Sustainable Development Goals (SDGs) to create an understanding of how our products and activities can contribute to these global efforts. Three SDGs were identified where HERE can have the biggest impact:



SDG 9

Industry, innovation and infrastructure

Building resilient infrastructure, promoting inclusive and sustainable industrialization and fostering innovation



SDG 11

Sustainable cities and communities

Making cities and human settlements inclusive, safe, resilient and sustainable



SDG 13

Climate action

Taking urgent steps to combat climate change and its impacts





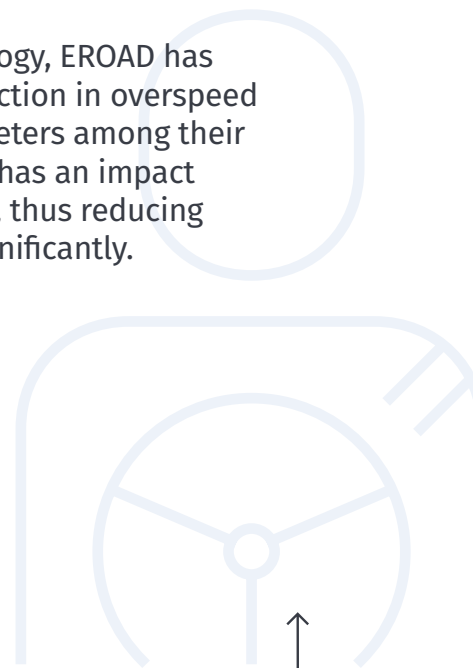
Partnering for more fleet safety

For over 10 years, HERE has partnered with EROAD, a fleet management technology provider based in New Zealand whose goal is to enable safer and more sustainable roads. They supply fleet and regulatory telematics solutions for different types of vehicles across New Zealand, Australia and the United States. EROAD last reported over 200,000 connected vehicles including trucks, light commercial and heavy equipment.

EROAD utilizes the HERE platform both in their back-end MyEROAD platform, and in-cab Drive Buddy solution which supplies drivers with visual, easy-to-understand feedback in real time to support safer

driving. This platform-based solution enables EROAD's customers to be alerted about over speeding events, ensuring they are reported correctly, and the data is available for driver coaching purposes.

By using this technology, EROAD has observed a 47% reduction in overspeed events per 100 kilometers among their customers. This also has an impact on fuel consumption, thus reducing carbon emissions significantly.



Electrification successes

The shift of powertrain technology from internal combustion engine (ICE) to electric is well underway and we continue to see a rise in the purchase and use of electric vehicles (EVs). Several countries have introduced an EV-only policy for new vehicles for the future and many others are working to solve EV infrastructure challenges to address rising demand. Producing EV products that allow software suppliers and OEMs to make EVs attractive to buyers is a key priority for HERE and with customers like Scania, Greaves Electric Mobility, Lotus and smart, HERE is tackling EV challenges head on. Our goal is to increase EV fleet and passenger vehicle adoption and by doing so, decrease the number of ICE vehicles and their emissions on our roads.

Scania:

In January 2022, Scania chose HERE to power its next-generation infotainment platform and support the electrification of its trucks. Scania uses the HERE SDK, which provides mapping, routing and search functions that incorporate truck-specific road and location data, in both the infotainment system and to power a mobile companion app to provide a consistent driver experience in and out of the vehicle. Scania will also use HERE's speed limit data to implement an Intelligent Speed Assistance (ISA) solution required by European law. HERE products also enhance Scania's ADAS functions, such as fuel optimization through predictive powertrain management, supporting Scania's shift towards more sustainable transport systems. Access to HERE location services, including HERE EV Routing and optimization services, will also support the electrification of Scania trucks.



Greaves Electric Mobility:

Greaves Electric Mobility (owner of the brand Ampere), an India-based manufacturer of battery-powered vehicles and electric scooters, engaged HERE to integrate in-vehicle solutions with navigation at its core. With HERE data and maps, Ampere EV users gain accurate and hyperlocal range calculation based on vehicle attributes, driving behavior, thermal preconditioning of the battery, road topography, battery level and type and weather.



Lotus:

In October 2022, HERE announced a pioneering new partnership with Lotus, which is transforming from a UK sports car company to a global performance business and brand. Lotus chose HERE to deliver integrated navigation services to the ELETRE, a Hyper-SUV and its first mainstream pure electric vehicle. ELETRE is the first vehicle in Europe to offer HERE EV Routing, HERE EV Range Assistant and HERE Predictive Routing through HERE Navigation. Data can be updated over-the-air, ensuring drivers always have access to the latest EV-relevant information. Additionally, Lotus and its drivers benefit from HERE's robust data protection and privacy measures, including the Uptane security framework, a compromise-resilient security system for the automotive industry.

smart:

In November 2022, smart selected HERE to provide connected vehicle services in its all-new electric SUV, the smart #1. smart will use HERE Real-Time Traffic to help drivers stay safe and save time by offering detailed information on congestion and potential road hazards. The HERE SDK will provide a consistent driver experience and enable smart to create a mobile companion application that allows users to locate their vehicle's position and nearby EV charging points.





Intelligent Speed Assistance

According to data provided by the European Commission, speeding contributes to around 30% of fatal crashes, with 40-60% of drivers typically exceeding speed limits. As a result, the European Union (EU) has established the Intelligent Speed Assistance (ISA) regulation which requires automakers to provide information that helps drivers stay within the maximum regulated speed limits. The European Transport Safety Council identified ISA as one of the most critical new safety measures, predicting that its mass adoption can reduce serious road accidents by up to 30% and fatalities by up to 20%.

Starting in July 2022, ISA became mandatory in Europe on all new-model cars, vans, trucks and buses. From July 2024 onwards, OEMs must equip every new vehicle sold in the EU with an ISA system. Since the announcement of the ISA regulation, global automakers have predominantly chosen the ISA Map from HERE Technologies to comply with the mandate. HERE ISA Map is trusted by 38 brands from 16 major automakers worldwide, including Scania, Jaguar Land Rover and VinFast.

ISA systems using onboard cameras face limitations when it comes to regulation test criteria, obscured signs and implied speed limits. HERE's location-based solution, ISA Map, overcomes these limitations to support safer driving on a broad scale, for both commercial and passenger vehicles.





Passionate employees at HERE

HERE values in action

Our Core Values enable us to conduct our business with integrity as well as build and preserve trust with customers, governments, partners, representatives, developers and each other. These values lead the “how” in all things we do. They support our vision, shape our culture and reflect our company principles and beliefs.

- **Be Bold.** Act with eagerness and fearlessness to deliver game-changing products, services and solutions that make the world better
- **Be True.** Engage our customers, partners, developers and one another with trust, integrity and respect
- **Learn Fast.** Be responsive and flexible to outrun the ever-evolving pace of emerging technologies
- **Give Back.** Embrace our responsibility to safeguard the environment and give back to society, starting with the places where we work and live
- **Win Together.** One team united, made greater by the sum of our knowledge, experience, passion and talent



HERE's humanitarian efforts for Ukraine

As a truly global company, HERE teams comprise employees of many different nationalities and backgrounds, working collaboratively across countries and time zones to deliver products and services to our customers. This diversity is a source of pride and a competitive differentiator for HERE. In addition, HERE stands by the United Nations Charter that disputes be settled peacefully; hence, HERE's position was clear during the Russian invasion of Ukraine.

In the spirit of Learn Fast, HERE set up an emergency response team to closely monitor events and take actions to ensure our business continuity. As a technology company, we implemented actions intended to prevent our products from being misused, such as disabling our live traffic data in Ukraine, while maintaining our core navigation technology to support refugees leaving Ukraine.

But just as importantly, HERE employees lived up to our value of Give Back. Employees mobilized to offer help and support to impacted civilians in Ukraine. HERE employees in Poland and Germany personally donated and transported supplies to support Ukrainian refugees. Other employees took time off work to welcome and aid arriving refugees from Ukraine, some even opening their homes to host families.

As a company, we evaluated how we could be most impactful with our humanitarian contribution efforts. Through our engagement with local NGOs, we focused on helping provide much needed medical relief by making a financial contribution to Doctors Without Borders (Médecins Sans Frontières). We also matched employee donations to humanitarian efforts in Ukraine.

The HERE community continues to support impacted refugees, demonstrating commitment to act as responsible members of the places where we live and work.

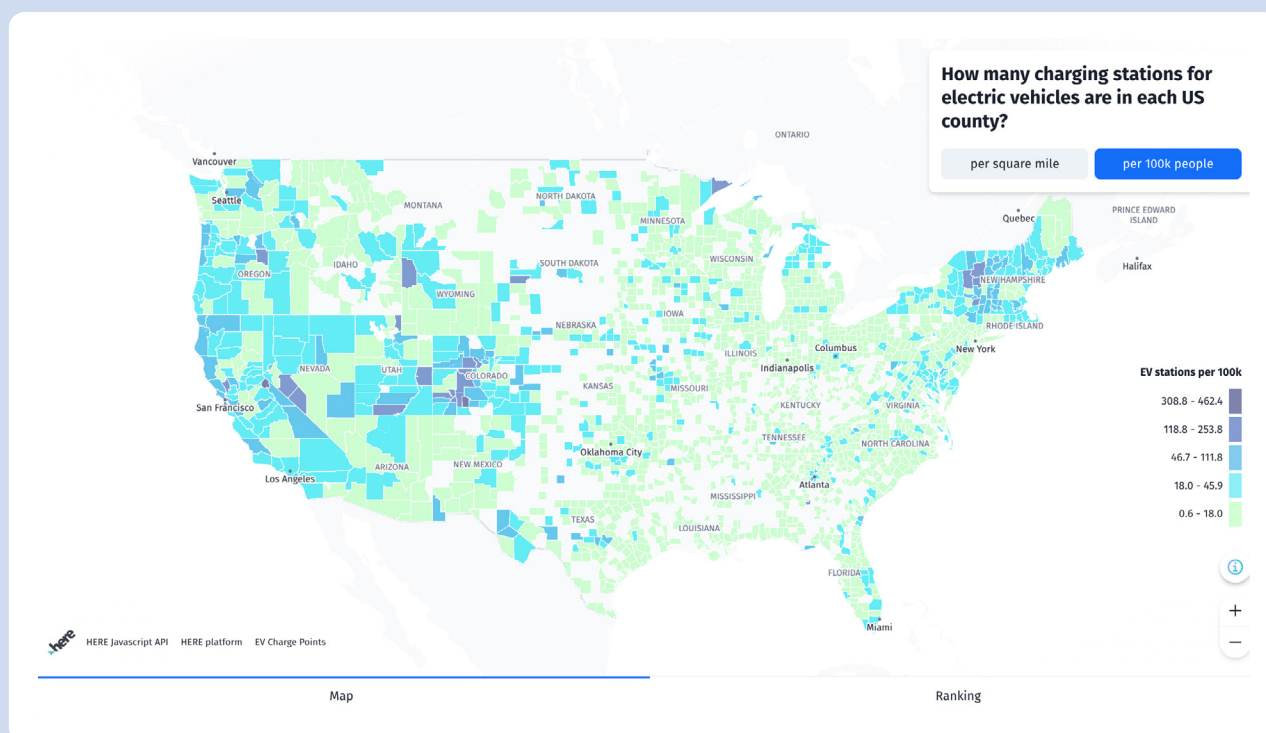


Location every day for everyone

HERE is in a unique position to use the same location intelligence capabilities we deliver to our customers to raise awareness around environmental issues.

Living the values of Be True, Win Together and Give Back, a HERE cross-functional team came together to harness the power of the HERE platform and HERE data to build interactive mapping visualizations that illustrate EV charging station density around the world. These maps show the contrast between areas where a critical mass of charging stations is starting to emerge and 'EV deserts', where more progress is needed.

The goal of this empirical analysis was to create actionable data illustrating the importance of an adequately distributed EV charging network to increase EV uptake and promote HERE's research to media and the general public through social media channels. The research also highlights one of HERE's key EV tools for our customers, HERE EV Charge Points. We believe HERE can contribute to increased awareness of charging station availability in order to help private companies and governments prioritize their infrastructure commitments and allocate resources in a way that further strengthens sustainable mobility.



Inclusion, Diversity and Belonging

I belong HERE

We believe everyone should feel like they belong at HERE, and we're committed to making that sense of belonging a reality.

At HERE, we are responsible for creating location products and services that work for everyone, no matter who they are or where they come from. We believe that we can only achieve this goal with teams that reflect the diversity of our world, recognizing each other's perspectives, backgrounds and experiences.

We are committed to equity, creating an environment where our people have the support and resources they need to succeed.

We listen to our people and observe the data to identify areas where we need to focus our efforts and make data-driven decisions to create a more diverse and inclusive workplace.

We are committed to forming connections and helping our people find their way. Our intention is to work together to create a workplace where our people can say with full conviction, "I belong HERE".

Employee Resource Groups (ERGs)

Employee Resource Groups (ERGs) help us see the world through different lenses, learn from diverse perspectives and better understand our colleagues' unique challenges and opportunities. ERGs are critical in community building, providing support for underrepresented groups and advocating for change.



Employees for Environmental Sustainability

Formed in July 2020, the HERE Employees for Environmental Sustainability (EES) carried their passion for mindfulness of the environment into 2022. They developed four objectives, represented as four leaves, as they work to realize their vision of seeing HERE preserve the climate and environment by operating sustainably and providing location technology that helps others become more sustainable.

#1 Grow an engaged and effective community

#2 Support HERE in becoming a sustainability enabler

#3 Apply sustainable best practices

#4 Think global, act local

EES fostered group governance and engagement by assigning each “leaf” of their objectives to two steering committee members, each of whom is responsible for driving action forward. Key successes for two HERE sites, Berlin and Melbourne, were local tree-planting days which encouraged employees to take Volunteer Paid Time Off (VTO) for the good of the planet.



In Berlin, the Hobrechtsfeld Rieselfelder represent the former sewage fields of the city that left the soil depleted of nutrients and flora. A group of HERE employees collaborated with the local NGO aufBuchen e.V. to organize a tree planting event to contribute to the renaturation and afforestation of that area. Over the years, aufBuchen e.V. has seen improvement in the soil quality by loosening it and mixing it with more nutrient-rich soil. During this event, the group prepared the soil by digging holes for seedlings of local tree and shrub species.

In Melbourne, a group of HERE employees spent a beautiful spring day out in the Yellingbo State Reserve planting native bush, grass and small shrubs with Friends of Helmeted Honeyeaters. This organization formed in May 1989 when the population of the Helmeted Honeyeater's reached a critically low level of 50 birds. Now, thanks to the work of the organization and the planting of more than 90,000 plants over the years in an effort to expand a nurturing environment for this endangered species, the area is home to an estimated 250 birds.



Vamos

Vamos is an ERG with an empowering motto – to promote, support and increase talent growth within the LatinX community as a mutual benefit to both the employee and HERE, becoming aligned with and a good ally to other HERE ERGs.

In 2022, Vamos created several committees to take the lead on key areas of focus, including Talent Enrichment, Market Development, Community Impact and Communications. As a team, they effectively promoted a series of events, including three with other HERE ERGs, and collaborated with three non-profits.

VAMOS



Their biggest success was producing and hosting a LatinX Hackathon in collaboration with Esri, a HERE partner company providing geographic information system software, location intelligence and mapping. Five teams were invited from U.S. universities to highlight a racial equity or social justice challenge in the LatinX community through the lens of food access, educational resources and/or language barriers. Participants were able to access technology provided by HERE and Esri to create web or mobile applications or business plans. The projects were evaluated based on their innovation viability, community impact, presentation and the integration of location technology. Following the Hackathon, a HERE mentor hosted “office hours” for all the participants that resulted in two internship opportunities at HERE for the participants, truly embodying our value to Give Back.



Women's Initiative Network (WIN)

WIN's mission is to promote gender equality and support the career development of HERE's female employees by looking for events, resources and collaborations that allow women to take center stage and share their knowledge, passion and talents. While all events are women-led, everyone is invited to join and engage.

WIN's flagship event in 2022 was WITness, a two-day event organized by HERE WIN Americas featuring Ted Talk-like sessions to amplify 25 female speakers at HERE covering a wide range of topics around three main tracks – Tech, Business and Personal Stories.



Other highlights from WIN chapters around the globe include:

- In India, WIN promoted a personal finance workshop highlighting the importance of financial planning even at a young age, with approximately 750 participants attending, as well as a series of 'Fireside Chats with Female Leaders'
- In the US, WIN activities included a session on 50 ways to fight bias, aligning with the International Women's Day 2022 theme of 'Break the Bias' and two 'Give Back' events, one with a local Chicago-based charity, Casa Central, and one with a global non-profit, Doctors Without Borders
- In LATAM, WIN joined the first IDB Enterprise network in Latin America, Entrelatam, together with BMW, Johnson & Johnson, SAP and ESET

A stylized white 'WIN' logo with radiating lines above it, set against a background of a green-to-blue gradient with a square pattern.



WIN engagement with the UN Empowerment Principles

Members of WIN LATAM and WIN Leon have driven HERE's participation in the UN Women's Empowerment Principles (WEPs) program. Established by the UN Global Compact and UN Women, the WEPs are a set of seven principles offering guidance to businesses on how to promote gender equality and women's empowerment.

After presenting to and winning support from HERE senior leaders in early 2021, team members conducted an initial self-assessment of HERE. The resulting score was only 9% (out of 100%), but it was useful for revealing specific areas for potential improvement. Working with a UN expert and engaging with training and business communities, the team presented an action plan which was approved by UN Women in June 2021.

Implementation began in October 2021 through the steady commitment of around 20 LATAM employees driving action across different business groups, like leadership, HR, product, sales, procurement and marketing. The group was able to improve its assessment score to 35% in September 2022, going from "Beginner" to "Improver" status. The group will continue its progress in 2023.



Women's Initiative Network.



Unity + Power

In 2022, the Unity + Power ERG furthered its commitment to the representation and advancement of Black and African culture, communities and talent with many engaging events and opportunities for involvement.

A highlight for Unity + Power last year was the celebration of Black History in October during which contributions of African and Caribbean people across Europe were recognized and celebrated. Unity + Power rallied around the UK theme of 'Sharing Journeys' and focused on the geography, career and life journeys of people of Euro-African descent. We learned globally about the diverse perspectives and identities of people who are European citizens or live in Europe, but whose ethnicity or roots stem from the African continent or the Caribbean.



UNITY + POWER

To bring a powerful voice to one of these October events, keynote speaker Amadou Diallo, CEO of DHL Global Forwarding, Middle East & Africa, shared his story.

Other examples of the drumbeat of Unity + Power's voice at HERE over the year include:

- Celebrating Black History Month with events and opportunities to give back to external organizations around the national theme of Black Health and Wellness
- Hosting a Juneteenth Jamboree to highlight the new federal holiday and HERE's decision to add Juneteenth as an official company holiday in the US. Unity + Power leadership said "HERE's decision to commemorate such an historical moment in history is a reminder that black voices and experiences matter and we belong HERE. It also prompts us to reflect on the work ahead and encourage more allies to stand and take action with us."
- Taking part in the welcome back townhall and ERG fair in our Chicago office to kick off our new way of working, Hybrid Work @ HERE
- Partnering with NorthStar of GIS and Blacks in GIS, two organizations focused on advancing diversity in GIS, at the Esri User Conference with a bronze level sponsorship





PRIDE

HERE Pride

HERE Pride's mission is to enable a more inclusive world by bringing together allies and members of the LGBTQ+ community. For Pride, the work begins by amplifying the voices of LGBTQ+ colleagues and developing a culture that welcomes and encourages pride in our rainbow of identities.

In 2022, and for the fourth consecutive year, HERE Pride coordinated a global Pride celebration in June across India, Latin America, and the United States, highlighting the theme of 'Community' through a series of presentations, panels and other events. Community is a key value for Pride — being LGBTQ+ means membership in a worldwide community, and celebrating those strong bonds helps remind everyone that they do not stand alone.

To foster greater visibility of the HERE Pride values externally, HERE offices participated in corporate and governmental programs.

HERE Mexico, the United States and Argentina all participated in the Human Rights Campaign Corporate Equality Index, which benchmarks businesses based on their treatment of LGBTQ+ consumers, employees and investors. Sites are scored based on workforce protections, and support and promotion of an inclusive culture through diversity, equity and inclusion initiatives. The scoring criteria differs from country to country, which recognizes that the LGBTQ+ community — though global — shares unique struggles depending on location and context. HERE Mexico set up various activities focused on creating safe and inclusive workspaces in Mexico and through their achievements, HERE became the first company in Guanajuato to obtain and maintain the Human Rights Campaign Equidad MX certificate for the 3rd consecutive year, with a score of 100. HERE US offices received a score of 100, while HERE Argentina, participating for the first time, scored 80.



Gender and diversity at HERE

HERE believes innovation thrives in a diverse workforce, and the HERE community shares a fundamental belief in equality for all employees. We are committed to a diverse workplace encompassing diversity of nationality, age, gender, education, religion, sexual orientation, professional experience and socio-economic background. In 2022, we continued to implement actions to advance gender equality, increase underrepresentation in leadership roles, and promote a diverse workforce in general.

When seeking new representation in our boards and senior leaders, we seek a diverse slate of candidates with a broad range of experience, skills, educational and professional background and diverse characteristics.

Overall, the percentage of female employees at HERE remained largely unchanged in 2022, from 34.2% on December 31, 2021, to 33.4% on December 31, 2022, although the female employee percentage working in technical and

engineering areas increased from 15.5% to 18.8% over the same period. Improving the number of women in our technical and engineering jobs is a key priority, given that the number of women in engineering-related fields globally trends low, while the demand for these jobs is substantial, making it harder to recruit a balanced workforce. According to data reported in a 2021 UNESCO Science Report¹, in 2018, on a global basis, women accounted for 28% and 40% of university graduates from engineering and computer sciences programs, respectively, and represented less than a quarter (22%) of those working in the Artificial Intelligence (AI) field. The challenge of building a diverse technical and engineering team at HERE is further exacerbated by the strong demand for workers with engineering and AI experience in our markets. The same UNESCO report estimates that, between 2015-2025, demand in the European labor market for STEM skills will almost triple, from 8% to 23% of the workforce, while the available workforce to fill these jobs will only increase by 6.5%².

1. The Race Against Time for Smarter Development, available at <https://unesdoc.unesco.org/ark:/48223/pf0000377433/PDF/377433eng.pdf.multi>, pages 50-52.

2. Pages 109-110.



During 2022, our new Chief Financial Officer, Adeel Manzoor, joined our Management Board, and two new members were selected for our Supervisory Board (Sanjay Brahmawar and Robert Siegel), who joined in January 2023. In the searches for these candidates, we worked closely with employment recruiters to seek and evaluate a broad range of potential candidates representing a diverse range of experiences and backgrounds, resulting in diverse candidate slates presented to management, directors and our shareholders for consideration.

We defined gender representation targets for our Supervisory Board, Management Board and senior leadership in line with the Dutch requirements for gender diversity. During 2022, the number of female members of our Supervisory Board (one) remained unchanged, the female member of our Management Board left the company, and the percentage of women among our senior leaders (which we define as Job Grade 12 (director-level position) and above) declined by 1%, from 21% to 20%. Our goal for 2022 was to add an additional female member to each of the Supervisory Board and Management Board and increase our percentage of female leaders to 21.5%. Our goals for 2023 are to emphasize diverse candidate slates in response to any vacant position that may arise within the Management Board or the Supervisory Board. Our long-term goal is to reach 33% female representation in our Management Board and our Supervisory Board and increase our female senior leaders to 25% by 2025.

In accordance with Dutch legislation, HERE's Management Board has adopted a concrete action plan of measures to meet our target goals for increasing female representation in leadership positions by nurturing a pipeline of talent at senior levels, which HERE has been implementing during 2022 and 2023. At the core of these initiatives is our commitment to maintain-

ing a HERE culture in which every employee feels that HERE's working environment values individuals and supports them in being their true selves. "At HERE, we are committed to fostering a culture that values diversity and inclusiveness, where everyone feels supported, respected and valued," says Svenja Dietrich, who recently joined HERE to manage our Inclusivity, Diversity & Belonging programs and initiatives. Specifically, management is committed to the following activities and initiatives:

- Developing a mentoring program that pairs female employees with senior leaders, providing guidance and support to help them advance their careers, which includes training for mentors and mentees and regular check-ins to monitor progress
- Establishing a career development program to provide training and development opportunities specifically tailored for women, such as workshops on leadership skills, public speaking and negotiation, which promotes interaction with senior leaders and networking opportunities
- Reviewing and updating policies and practices to ensure they are gender-neutral and do not create barriers for women in the workplace, such as recruitment processes, to ensure job descriptions and selection criteria are not gender biased
- Increasing visibility of our female employees to highlight their successes and accomplishments through internal communications, social media, or public speaking opportunities

We intend to regularly review and monitor the effectiveness of our initiatives to ensure we are making progress towards our goal of increasing the number of senior female leaders. We intend to not only look at the total population of female employees and senior leaders but also analyze the hiring, promotion, and attrition numbers and define realistic business-specific targets for each of our business units.

HERE employee demographics

As of December 31, 2022

HERE collects data on gender at all levels, globally. In the United States, our employee ethnicity informs trends that might be relevant in other regions. Our diversity data holds us accountable and ensures that we are on track for a culture where everyone feels a sense of belonging.

Location (approximately 6,000 employees)

Asia – 54%

EMEA – 24%

Americas – 22%

Gender (percent identifying as female)

Overall – 33.4%

Supervisory Board – 11%

Management Board – zero

Senior leaders (Job Grade 12+) – 20%

Technical – 18.8%

Ethnicity (U.S. only)

White – 63.6%

Asian – 26.2%

Hispanic/Latinx – 5.3%

Black/ African American – 3.6%

Native American – 0.5%

Pacific Islander – 0.2%

Two or more categories – 0.6%

Engagement

HERE's employee engagement survey conducted during the fourth quarter of 2022, shows that HERE's Engagement Index remained unchanged from 2021 at 73% favorable.



SASB Index 2022

Software and IT Services industry standard

HERE completed its 2022 SASB report, an industry classification and reporting framework to communicate financially material sustainability information.

All reported data is for the year ended December 31, 2022.

Topic	Code	Metric	Disclosure
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	1. Total energy consumed 2. Percentage grid electricity 3. Percentage renewable	1. 81,640 GJ (scope 1 & 2 only) 2. 59% 3. 0% Consumption data used in the GHG footprint was gathered primarily from site-specific utility bills. Where data was missing, estimates were made based on similar geographies and time of year. Value were converted from liters and kWh to GJ using the U.S. EIA's conversion tools as it is listed in the SASB standard to be one of the preferred sources for energy conversion factors.
	TC-SI-130a.2	1. Total water withdrawn 2. Total water consumed Percentage of each in regions with High or Extremely High Baseline Water Stress	HERE does not currently report out on water usage.
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Because of the nature of our business, the most significant factor on the environmental footprint of our infrastructure is our energy usage. We have assessed the power usage of our data centers and the carbon emissions from our cloud services. Since 2021, HERE has included sustainability as one of the primary pillars of our cloud sourcing strategy.
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Refer to our Privacy Policy at https://legal.here.com/privacy/ .
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	HERE does not process personal data for secondary purposes. We maintain strict policies to ensure that user consent is acquired for any processing purpose not compatible with the original purpose of processing. For additional information, refer to our Privacy Policy at https://legal.here.com/privacy/ .
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	None
	TC-SI-220a.4	1. Number of law enforcement requests for user information 2. Number of users whose information was requested 3. Percentage resulting in disclosure	No law enforcement requests received for user information in HERE's possession.
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	We are not aware of targeted measures that apply to HERE.



Topic	Code	Metric	Disclosure
Data Security	TC-SI-230a.1	1. Number of data breaches 2. Percentage involving personally identifiable information (PII) 3. Number of users affected	1. 0 breaches involving HERE Technologies products or services 2. 0% 3. None
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	<p>HERE uses a risk-backed approach to the governance, implementation, maintenance, and continual improvement of a global, certified Information Security and Privacy Information Management System (i.e., ISO 27001 and 27701 certified ISMS and PIMS).</p> <p>HERE demonstrates its commitment to security and privacy through several compliance certifications and attestations including ISO 27001, ISO 27701, ISO 27017, ISO 27018, TISAX, CSA Star Level 2, SOC 2 Type 2 for platform services, and a GDPR attestation.</p> <p>HERE contracts with an external third-party penetration test partner at least annually to conduct penetration tests of its platform products and services. Controls supporting both best practices and HERE's compliance portfolio are based on OWASP, NIST, MITRE, ISO, COSO, and other industry/governmental frameworks for technical security controls. Amongst those controls, HERE regularly conducts SAST, DAST, dependency scanning, and secret detection scanning for services.</p> <p>HERE utilizes a 24x7x365 SOC (security operations center). The SOC monitors alerts for security incidents, which can be from scanners, internal emails, external emails, etc. When an alert or notification is confirmed, it is prioritized. Each priority level has SLA's for responding. SOC also maintains playbooks for various incidents to handle them quickly.</p> <p>For more information about data security at HERE, please refer to our Information Security page at https://legal.here.com/en-gb/security.</p>
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that are: 1. Foreign nationals 2. Located offshore	<p>As a truly global company, our teams are made up of diverse talent drawn from our different locations. Exact metrics of nationality of workforce were either not available at the time of reporting or not reportable. For example, in the European Union, employees who hold citizenship of a member state or of EEA are not considering 'foreign nationals'.</p> <p>Our workforce percentage distribution can be found in the Gender and Diversity at HERE section in our Sustainability Report 2022, p.33.</p>
	TC-SI-330a.2	Employee engagement as a percentage	<p>73% as of 2022 HERE Pulse internal survey, conducted 28 November – 9 December. Based on Engagement Index, average of all engagement outcomes:</p> <ul style="list-style-type: none"> • Feel valued 78% agree, 12% neutral, 10% disagree • Enthusiasm for work 79% agree, 13% neutral, 8% disagree • Confidence in the future 63% agree, 24% neutral, 13% disagree • Recommend work 68% agree, 18% neutral, 14% disagree • Intent to stay 74% agree, 16% neutral, 10% disagree
	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for: 1. Management 2. Technical staff 3. All other employees	<p>Refer to the Gender and Diversity at HERE section in our Sustainability Report 2022, p. 33.</p> <p>Note: Ethnicity statistics are not collected in geographies other than the United States, per local law.</p>



Topic	Code	Metric	Disclosure
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	None
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	1. Number of performance issues 2. Number of service disruptions 3. Total customer downtime	Not currently reported. Current and historical service availability can be found at https://status.here.com .
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Business disruptions can occur for various reasons such as natural disasters, cyber-attacks, power outages, supply chain disruptions, or unpredictable reasons such as an unforeseen chain of escalating events. These disruptions can have a significant impact on an organization's ability to conduct continual operations and cause disruptions to critical business functions.
Activity Metrics	TC-SI-000.A	1. Number of licenses or subscriptions 2. Percentage cloud based	Licenses and subscriptions are reported for application and laptop/PC quantities. The further breakdown of cloud-based is assumed to be SaaS vs. Non-SaaS. The counts are for approved production use IT systems. <ul style="list-style-type: none"> Application count: <ul style="list-style-type: none"> SaaS: 134 Non-SaaS: 53 Total licenses from count: 334,554 Total PCs assigned: 8592 Total PCs unassigned: 1017 Total PCs in repair: 61 Total Count: 9670
	TC-SI-000.B	1. Data processing capacity 2. Percentage outsourced	Data processing capacity is broken down by physical, virtual and cloud. The entire capacity is considered outsourced because physical, virtual and cloud capacity are all managed by 3rd-party vendors. <ul style="list-style-type: none"> Physical count: 0.0001M units Virtual count: 0.0017M units Cloud count: 208M hours Percentage outsourced: 100%
	TC-SI-000.C	1. Amount of data storage 2. Percentage outsourced	The amount of data storage is broken down by physical and cloud. The entire amount is considered outsourced because both physical and cloud are managed by 3rd party vendors. <ul style="list-style-type: none"> Total storage: 95 PB <ul style="list-style-type: none"> Physical: 0.06 PB Virtual: 95 PB Percentage outsourced: 100%



E. J. C. Overbeek

Chief Executive Officer / Managing Director

W. L. M. Buskermolen

Chief Human Resources Officer / Managing Director

A. Manzoor

Chief Financial Officer / Managing Director





About HERE Technologies

HERE has been a pioneer in mapping and location technology for almost 40 years. Today, HERE's location platform is recognized as the most complete in the industry, powering location-based products, services and custom maps for organizations and enterprises across the globe. From autonomous driving and seamless logistics to new mobility experiences, HERE allows its partners and customers to innovate while retaining control over their data and safeguarding privacy. Find out how HERE is moving the world forward at here.com.

