



meridianlink®

2022 ESG Report



About This Report

Better. We all strive for it every day. We want to live it.

The following ESG Report contains disclosure of relevant metrics to MeridianLink’s business, as well as selected metrics included in the Sustainability Accounting Standards Board (SASB) standards for the Technology & Communications Sector–Software & IT Services Standard. This framework allows for comparable and reliable information, which is consistent with our commitment to provide transparent, useful, and relevant data. Throughout this document, we also indicate where we have aligned our practices to support the objectives of certain United Nations’ Sustainable Development Goals (UN SDGs). Our report discusses our ESG efforts throughout our fiscal year 2022, the period January 1, 2022 through December 31, 2022, unless otherwise noted, as well as two years of historical data where available.



Powering Life's Important Financial Moments

For 25 years, MeridianLink® has served as a trusted guide and technology partner, helping financial institutions leverage technology to solve complex problems with powerful yet practical solutions. Our desire to broaden both the number of institutions that can compete at a world-class level, as well as their reach to a larger set of consumers and businesses, drives our pace of innovation and mission to be the most trusted financial services technology platform.



Our focus has and will always be to help our customers build deeper relationships with consumers through data-driven, personalized experiences across the entire lending life cycle—opening up equitable access to capital that leads to greater opportunities for all.

Each year, we publish a comprehensive Environment, Social, and Governance Report to inform our stakeholders of our progress on the contributions and commitments we make to deliver change for the better.

Notable 2022 accomplishments include:

- Successful launch of inaugural Employee Resource Groups;
- Establishment of a Human Rights Policy in accordance with the United Nations (UN) Guiding Principles on Business and Human Rights;

- Launch of Diversity, Equity, and Inclusion (DEI) training;
- Revisions to our Code of Business Conduct and Ethics to include additional governance around conflicts of interest, ethical conduct, data privacy, freedom of expression, wellness, and sustainability;
- Organization of volunteer events, including partnering with food banks across the country, where employee volunteers helped prepare food and pack meals for community members in need;
- Increase of charitable contributions from \$40k in 2021 to \$79k in 2022; and
- Establishment of an ESG Steering Committee.

Best Regards,

Nicolaas Vlok
Chief Executive Officer



About Us

At MeridianLink, we connect all sizes of financial institutions and fintech companies to **better technology, better service, better people, and better solutions** to streamline experiences so their members and customers can live better lives. We solve complex problems with powerful yet practical solutions.



Since the beginning, we have been a leader at adapting to change with unique, industry-first solutions. **We meet opportunities head-on with innovation and drive.**

Our passion for excellence is reflected in our cloud-based credit reporting, digital lending, and new deposit account opening technologies. All of our products have a solid reputation for **being innovative, reliable, and affordable**. Simply put, we work to power life's most important financial moments.

MeridianLink® (NYSE: MLNK), headquartered in Costa Mesa, California, powers digital lending and account opening for financial institutions and provides data verification solutions for consumer reporting agencies. MeridianLink's scalable, cloud-based platforms help customers build deeper relationships with consumers through data-driven, personalized experiences across the entire lending life cycle.

MeridianLink enables customers to accelerate revenue growth, reduce risk, and exceed consumer expectations through seamless digital experiences. Its partner marketplace supports hundreds of integrations for tailored innovation. For more than 20 years, MeridianLink has prioritized the democratization of lending for consumers, businesses, and communities.

Learn more at www.meridianlink.com.

OUR VISION
To power life's
important
financial moments

OUR MISSION
To be the
most trusted
financial services
technology platform



Stronger Together: Mission, Vision, & Values

At MeridianLink, our technology platform is our core offering, but our success is driven by our mission, vision, and values. These foundational elements help us build a thriving organization where our people are stronger together.

MeridianLink Highlights

Giving Back

We started holding volunteer events nationwide for our remote employees to help their local communities, and we have adopted a charitable contribution policy that aligns with our ESG initiatives driven by the United Nations SDGs.

Energy

We completed our migration to the cloud in Q3 and vacated office space which has resulted in a reduction in our energy usage.

Great Place To Work

We are honored to have earned this certification 3 years in a row.



A Snapshot

We have made significant progress in our first year of focus on our ESG Program, and we are excited to share these results. At MeridianLink, we embody continuous improvement, and we are genuine in our commitment to improving our communities, the lives of our employees, and our responsibility to protect our environment.

Below is a summary of a few indicators of our performance:

	Revenue (\$M)	Employees	Number of licenses or subscriptions	Data processing capacity(in GHz)	Amount of data storage (in TB)	Energy consumed (power and fuel where data available)
			Percentage of licenses or subscriptions that are cloud-based	Percentage of data processing capacity that is outsourced	Percentage of data storage outsourced	
2022	288M	810	54,502	21,064GHz	2,233TB	1,363,826kwh
			100%	98%	80%	
2021	267M	622	50,868	16,957GHz	5,487TB	1,460,030kwh
			Historical data is not available	93%	59%	
2020	199M	471	37,966	Historical data is not available	Historical data is not available	1,412,994kwh
			Historical data is not available			

Growth

In April 2022, **we completed our acquisition of StreetShares®**, a mission-driven financial technology company that provides digital small business lending technology to banks and credit unions. StreetShares is a small business banking software-as-a-service (SaaS) technology company that **powers community banks, credit unions, and non-financial organizations**. Its Atlas Platform offers a full suite of digital, white-labeled, small business banking products to their customers. StreetShares technology was voted **“Best in Show”** by community bank executives at the American Banker Small Biz Banking Conference, and the StreetShares team has been recognized as EY Entrepreneurs of the Year, Innovators of the Year, and other honors. This acquisition enables MeridianLink to expand and enhance our business lending capabilities.

In November 2022, **we completed the acquisition of OpenClose™**, a leading fintech provider of residential mortgage software solutions for banks, credit unions, and independent mortgage lenders. This acquisition continues our market expansion of MeridianLink’s full system capabilities serving depository organizations.



StreetShares technology was voted “Best in Show” by community bank executives at the American Banker Small Biz Banking Conference.

Awards

2022 American Business Award Winner, also known as The Stevie® Awards, in the 'Achievement in Growth' category. We were recognized for our robust growth and successful IPO on the New York Stock Exchange. Judges highlighted that MeridianLink has **successfully leveraged innovation and acquisitions to expand its breadth of offerings**. In addition, they were impressed with our solid growth and achievements in a challenging business climate. Judges also noted the Company's back-to-back win of the **Great Place to Work® certification** as an indicator of strong company culture, which supports sustained performance, growth of the company, and our ability to remain a leader in our industry.

2022 Octane High Tech Award Winner, awarded by Octane, South California's leading accelerator, in the 'Deal of the Year' category for our 2021 IPO and continuous growth.

2021 and 2022 HW Tech100 Mortgage Winner, awarded by HousingWire to recognize the most innovative and impactful technology companies serving the mortgage industry.





Recognition

Ranked #54 on the 2022 IDC FinTech Rankings, which highlights the top 100 global providers of financial technology. **This is the first year we have appeared on this prestigious list.**

Certified as a **Great Place To Work for 3 consecutive years, 2020-2022.**



92%

I am able to take time off from work when I think it's necessary.

92%

When you join the company, you are made to feel welcome.

91%

People here are given a lot of responsibility.

92%

People care about each other here.

92%

Management trusts people to do a good job without watching over their shoulders.

Our Environment

Our goal is to minimize our impact on the environment and continuously improve our environmental preservation as we carry out our day-to-day activities.

Transitioning to shared service providers for our data storage and processing has resulted in **reductions in our energy usage and emissions.**

We have committed to a long-term plan of remote work, where all jobs are assumed to be able to be performed without going into an office unless explicitly stated otherwise. As a result of this shift, we have reduced our leased office footprint substantially.



Emissions and Energy Management

Our Strategy

We implemented the MeridianLink Environmental Policy in early 2023, which was approved by our ESG Steering Committee, and applies to our directors, employees, contractors, and suppliers. Our Policy reflects our commitment to environmental protection, finding ways to reduce emissions and waste, monitoring our energy usage, reducing our data storage, and reporting transparently on our emissions, energy, and water usage. It also summarizes our current commitments, efforts, and goals going forward. Our most significant achievement to date has been transitioning to a remote-first workplace while maintaining one office as our headquarters as an optional space for our employees.

Emissions Reduction

Our emissions reduction strategy is in an emerging stage; however, the following efforts have already been achieved and we are committed to maintaining them. We look forward to establishing reduction targets, especially with our power usage, and reducing our data storage to achieve less usage of power.

- Completed our targeted Product migration to cloud providers in Q3, seeing a reduction in our energy usage by shifting to co-location data centers.
- Fully decommissioned our on-site data center in Q4 2022.
- Remote-first for two years. We maintain one headquarters office where local employees can optionally go, and have subleased the majority of our other office spaces. The remaining office spaces are largely unoccupied until lease expiration.

- Completed a comprehensive data inventory to determine where we are able to reduce our data storage. [GRI 305-5]



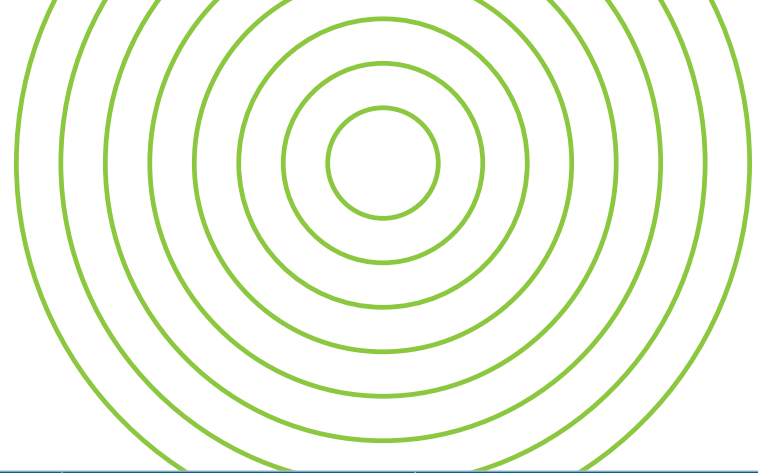
Our most significant achievement to date has been transitioning to a remote-first workplace while maintaining one office as our headquarters as an optional workspace for our employees.

Strategic Planning for Data Centers

The Company’s move to the cloud for our targeted systems was completed in Q3. The associated data center that previously hosted these workloads was successfully decommissioned in December 2022. The majority of our data processing is now via cloud providers.

Our two cloud providers, AWS and Azure, have enabled an emissions summary tool allowing us to pull our own reporting on overall usage in addition to usage of renewable energy. Going forward, we will be able to better track our usage for transparency and use our own data to establish reduction targets. [SASB: TC- SI-130a.3]

Energy Usage and Emissions Metrics

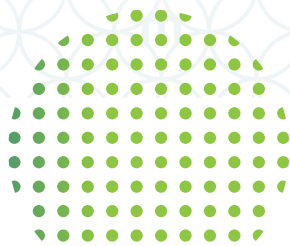


	Total Energy Consumed	Scope 1 GHG Emissions**	Scope 2 GHG Emissions***
	% Grid Electricity*		
	[SASB: TC-SI-130a.1]	[GRI 305-1]	[GRI 305-2]
2022	1,129,698kwh	—	456.4 (MTCO2e)
	100.0%		
2021	1,460,030kwh	—	582.1 (MTCO2e)
	100%		
2020	1,412,994kwh	—	563.34 (MTCO2e)
	100%		

*Renewable power is not currently available at our leased office buildings.

** We do not produce Scope 1 GHG Emissions

***This does not include energy usage data for our Atlanta, GA, Baton Rouge, LA, and Reston, VA, offices, as they are gross leases whereby the landlord does not provide the separate energy usage detail. These offices, however, were largely unoccupied. The Atlanta and Baton Rouge offices were sublet as of March 2022 and September 2022, respectively. The Reston office was added as part of our StreetShares acquisition in April. In addition, energy usage and emissions data was not available for our West Palm Beach, FL and Gig Harbor, WA offices (added as part of our OpenClose acquisition in November). These offices, however, were also mostly unoccupied. Data was not provided by two of our three co-location data center providers, one of which is our backup center; however, they each publish annual ESG Reports reflecting their efforts in consumption reduction and renewable sources.



Indirect GHG Emissions

Our indirect emissions include our leased office spaces, where we do not have operational control over the purchase or usage of power, as well as our outsourced data storage. Our Scope 2 emissions are generated through the purchase of electricity from our landlords at leased facilities. Currently, we do not have a measurement of our Scope 3 emissions, which includes business travel and use of event spaces for conferences, tradeshows, and forums. [GRI 305-3]

Our methodology to calculate our Scope 2 emissions is comprised of gathering as much data as was available for our occupied leased office spaces, and our data center usage, where available. We use cloud service providers as well as

two additional third-party co-location providers, which are not cloud-based. We obtained data from our cloud service providers and our headquarters management company, whereby we transitioned to a new space, subletting the original space except for an IT suite and data center we operated until September 2022. The majority of our data storage usage is now hosted by our cloud providers, with two of our legacy products hosted by two third-party co-location data center providers who are not able to provide us with energy usage. [SASB: TC-SI-130a.1]



Water Management

Water usage information is only available for one of our three co-location data centers. The remainder of our leased spaces do not provide the information on water use, reuse, and recycling. As a SaaS company, the majority of our water usage comes from our data centers. Our partial water usage for the reporting period is 3,965m3. [SASB: TC-SI-130a.2]

Waste Management

Our policy is to recycle all of our electronic equipment. We only contract with vendors who use DoD-certified methods for recycling. It is also our policy to use our data center equipment until it is no longer supported by a third-party support service. In 2022, we recycled over 2,106 pounds of electronic waste through certified vendors.

Our remote-first employee policy has contributed to significantly reduced direct waste, as we transition to one leased office space.



Social

Every day we work towards **improving the lives of our employees**. We instill the mindset of collaboration and that we are stronger together. We have experienced the reality of diverse perspectives generating innovative ideas, firing our growth mindset, and recognizing the opportunities where we can do more. Employee wellness has been a top priority for us, and in 2022, we expanded our programs and added to our overall benefits package. **We are committed to creating a diverse and inclusive culture** that creates an environment where our employees are valued, respected, and empowered to bring their authentic selves forward. **Giving back has been a priority** for us as well, with sponsoring volunteer events, contributing to disaster relief, maintaining our annual Toys for Tots campaign, and committing to increasing our charitable contributions every year.

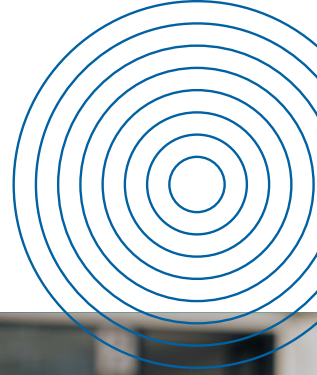


Our People

Diversity, Equity, Inclusion, and Belonging:

MeridianLink is committed to continuously improving and maintaining an environment that is discrimination free, with equitable treatment for all employees. We are proud to say we implemented the following initiatives in 2022:

- Expanded hiring to 48 states. In addition, we engaged with a service to distribute our open opportunities to a broader array of job boards that are directed at diverse and underrepresented groups. We also plan to participate in career fairs representing underrepresented populations throughout 2023, organizations like Female Futures in Tech, Military and Spouse, and DEI-Pride in Tech.
- Provided our employees with two Diversity, Equity, and Inclusion (DEI) specific trainings, one around understanding and respecting different cultures and the other regarding DEI in the workplace.
- Provided additional resources for employees to connect and support one another. We established three Employee Resource Groups (ERGs) based on employee survey feedback in 2022. Each Employee Resource Group was given a budget to assist with holding events specific to their groups.
- Assigned mentors to each new hire, in which they are to meet for thirty minutes on a weekly basis for at least a three- month period to offer advice and support.
- Launched a diversity survey to gauge employee sentiment towards the Company's DEI initiatives and collected feedback on interest in employee resource groups (ERGs). In response to the feedback received, we formed three ERGs (as previously mentioned), committed to attending various career fairs to recruit from diverse sources, and formed the employee advocate group M'Sync in December 2022 with members consisting of all levels and departments who will discuss feedback on Company initiatives. The first meeting was held in early 2023.
- Job descriptions were updated for all positions in the Company, and a job architecture was created, to provide assurance on equitable pay across



the organization. In early 2023, the Company implemented performance review calibrations to remove any unconscious bias and ensure fairness and accuracy as part of our annual evaluation process.

- We hosted an employee engagement event celebrating Hispanic Heritage month to learn the history of food, dance, and history. We have planned additional DEI events in 2023, including Black History Month, International Women’s Day, and Pride Month.
- Our employee floating holiday offerings list was expanded from 20 to 64 floating holiday options offered for 2023. The expansion was done in response to a survey asking employees what holiday options were important to them. As a result, numerous inclusive holidays were added.

Additions included:

- Mental Health Day
- Suicide Prevention Day
- Armed Forces Day
- Bullying Prevention Day
- Nowruz
- Orthodox Christmas
- Holi
- Sukkot

MeridianLink is committed to fostering inclusion in both the workplace and in our communities. Our ERGs were formed to provide resources supporting diversity and inclusion initiatives in the Company as well as partner with the community at large.



MeridianLink is committed to fostering inclusion in both the workplace and in our communities.

Equity

MeridianLink acknowledges and respects the value of all individuals, and we support a culture of equitable treatment of all employees.

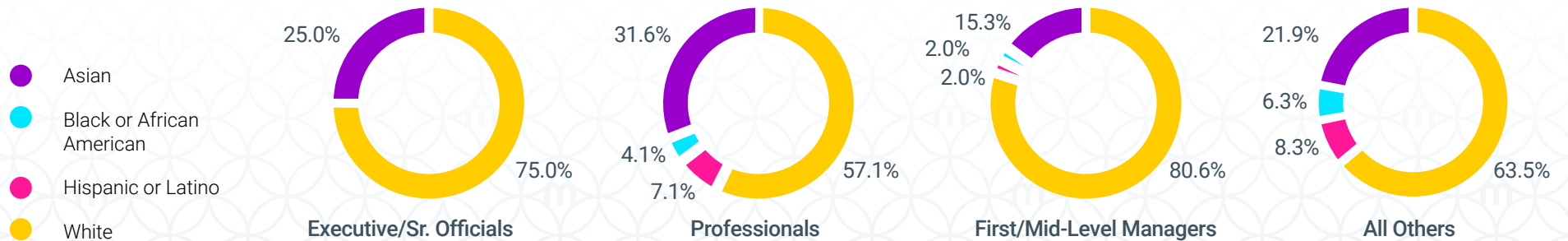
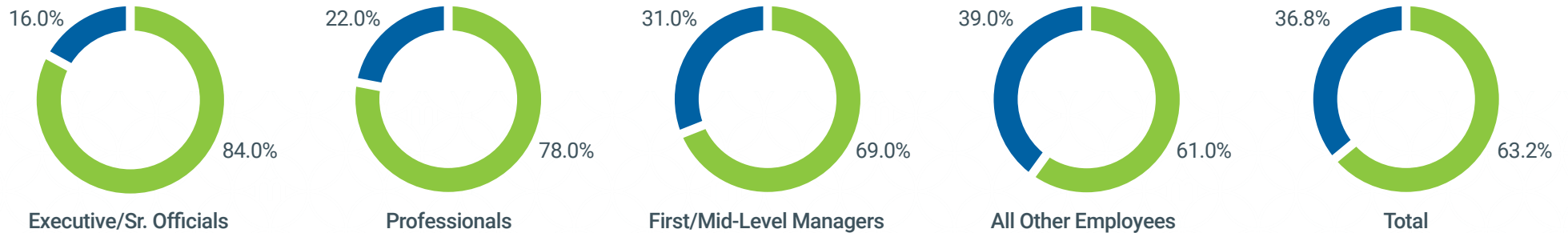
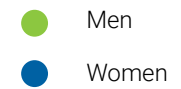
Our commitment to being an equal opportunity employer is a part of our Employee Handbook and our Code of Conduct and Ethics, which is provided to new hires, and distributed annually with mandatory training. We provided diversity training to our employees and, as previously mentioned, established three ERGs which are focused on Women, Neurodivergence, and the LGBTQIA+ community. Our new Code of Conduct and Ethics is now inclusive of our commitment to our employees' right to freedom of association as well as supporting their wellness and equality.



Our Representation and Diversity

Our workforce diversity reporting is aligned to EEO-1 reporting and reflects representation across our Company as of December 31, 2022. [SASB: TC-SI-330a.3]

We had 18 employees on employment visas during the reporting period, making up 0.02% of our workforce. All of our employees reside within the U.S. [SASB: TC-SI-330a.1]



Our Economic Impact

Our software allows financial institutions to have a broader reach to consumers who may not be near a physical location or be able to travel. The breadth of our products allows for simpler access to lending opportunities, everyday banking, and credit improvement options for consumers. One of our products, MeridianLink® Engage, creates improved consumer profiles so institutions can understand just what their users need and when.

Giving Back and Connecting with our Communities

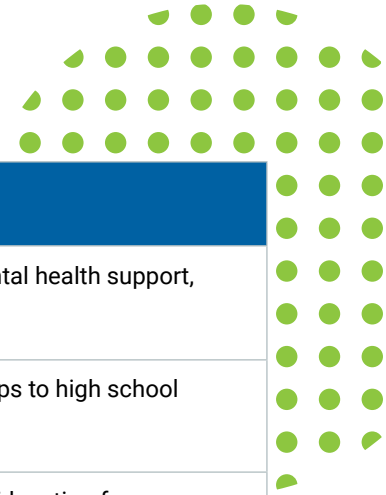
Our goal is to increase our philanthropic program each year, or at a minimum, meet the prior year's level. We are excited to share how we expanded the program in the last year.

We participated in a charitable campaign for Project Hope to support their efforts to ship essential medicines and medical supplies to Ukrainian citizens. The campaign raised over \$25,000, which the Company matched, bringing the support donation to over \$50,000. We also made a significant donation of \$15,000 to DCU for Kids, a foundation founded in 2005 by the Digital Federal Credit Union, based in Massachusetts. Their mission is to improve the quality of life for children in need with support given to Special Olympics, Dan-Farber Cancer Institute, Make-A-Wish Foundation, Boys & Girls Clubs, and Jumpstart for Children, to name a few.

To celebrate Pride month, MeridianLink asked our employees to nominate charities and express how they positively influence the community. From the nominations, three Pride-centric charities were selected to receive a \$1,000 charitable contribution from MeridianLink. Charity recipients were

one -n-ten, Los Angeles LGBT Center, and The Trevor Project. MeridianLink employees continued to support Toys for Tots, donating more than \$3,000 during the holiday season. In 2022, we sponsored employee volunteer days in three of our most populated areas where our employees reside. Employees used their Company-provided paid volunteer time to help prepare food, organize donations, and prepare care packages in the Atlanta, GA, Salt Lake City, UT, and Orange County, CA areas. In 2023, we anticipate holding similar events in various other locations where clusters of employees are located.

MeridianLink offers all employees 8 hours paid time off per year to volunteer with any 501(c)(3) charity of their choice. 442.50 total hours were used in 2022. This was an increase from 199 volunteer hours in 2021.



	2020	2021	2022	About the Charity
Project Hope for Ukraine			\$25,000	The Project Hope team is in Ukraine actively delivering medicines, medical supplies, mental health support, trauma care trainings, and other urgent assistance. www.projecthope.org/country/ukraine
DCU for Kids			\$15,000	Donations support causes benefiting children and families in need, as well as scholarships to high school seniors. www.dcuforkids.org
Langley for Families Foundation			\$5,000	The Foundation's areas of focus are Healthcare, Housing & Human Services, Access to Education for Hampton Roads communities in Virginia. www.langleyforfamilies.org
Desert Financial Foundation			\$3,500	Supporting community services in Arizona and access to education through scholarship and financial literacy programs. www.desertfinancial.com/foundation
Toy Drives - Virtual			\$3,000	The primary goal is to send a message of hope to America's less fortunate children during the holiday season. www.toysfortots.org/
Cal Coast Cares Foundation			\$2,970	Their mission is to help local educators and students by providing grants for teachers and scholarships for college-bound high school seniors, including a special program for foster youth in San Diego and Riverside Counties. www.calcoastcu.org
Elevations Foundation			\$2,970	Provides support to their local communities in Colorado in the areas of mental health, early childhood development, environmental education and sustainability, scholarships and emergency relief. www.elevationscu.com/foundation
ML Helps - Covid Relief for Employees	\$55,000			A fund created to provide financial assistance to our employees during the pandemic
Holiday Giving Back Initiative		\$30,000		
Other Donations (aggregated)			\$24,808	Donations benefited various 501(c)(3) Organizations supporting families in need, access to education, services for people with disabilities and healthcare services.
	\$55,000	\$40,068	\$79,248	

Employee Satisfaction & Engagement

Our Pulse

For the third consecutive year, MeridianLink has received the distinction as a ‘Great Place to Work.’ The survey assesses employee satisfaction and engagement by a third-party vendor to ensure employee anonymity. We received 340 employee responses, with 294 of the responses scoring positively on the statement “Taking everything into account, I would say this is a great place to work” (equating to 86% of the Company). This number increased from 2021, in which the positive response rate was 83%. Over 80% of the respondents rated MeridianLink high on credibility, respect, fairness, pride, and camaraderie. Two statements that were rated high in our

responses include “People here are treated fairly regardless of race” and “People here are treated fairly regardless of their sexual orientation.”

Staying Connected

We provide many different avenues for employees to provide their feedback on how we’re doing. We hold quarterly town halls, which end with an open Q&A session to engage with our executive leadership team. Employees are also given opportunities to attend sessions hosted by the CEO and leadership in the organization in a small group setting to ask questions or provide feedback. New employees have an additional opportunity to provide feedback in small group settings in which executive leaders host and welcome feedback on the onboarding, training, and the recruitment process. We periodically distribute an employee benefits survey

to gauge employee interest in the current benefit offerings and collect feedback for potential additional benefits. As a result, we expanded our floating holiday options for added flexibility and inclusivity.

We hosted a variety of new virtual events throughout the past year that focused on employee wellness, celebrating diversity, and courses targeting various employee interests. Events have included celebration of Hispanic Heritage month, trigger point therapy, cooking courses, trivia, and art classes. We anticipate further expanding our offerings of wellness and diversity virtual events in 2023.

In 2023, we will be implementing pulse and stay interviews throughout the year to further employee engagement and a culture of continuous feedback.

Employee Recognition

In August we introduced FOND, a new Employee Recognition Program, to celebrate and reward colleagues who demonstrate MeridianLink’s core values and make impactful contributions to the organization on a regular basis. Our goal with the FOND platform is to encourage recognition and help foster a positive workplace for our remote work environment, where every employee feels acknowledged and appreciated. Recognitions totaled a whopping 10,355 from August to December. We recognized our employees 827 times, and our employees recognized each other 9,528 times!

Recognitions available include ‘Great Job,’ ‘Thank You,’ ‘Congratulations,’ ‘Workiversary,’ ‘Birthday,’ and those based specifically on our core values ‘Deliver On Our Commitments,’ ‘Customer Success Award,’ ‘Improve Every Day,’ and ‘Stronger Together.’

Investment in Employee Learning & Development

We continued to offer Udemy, an online education resource to employees in 2022. Udemy offers 6,000+ courses across many categories like IT, Leadership & Change Management, Personal Development, Project Management, Personal Development, and Cloud Computing. Managers are able to set up tracks and assign training for their employees, and employees are able to independently elect trainings and earn certifications.

In early 2023, we transitioned to LinkedIn® Learning to expand the professional offerings and suggested training tools for our employees. We offer optional training on all of our products on TalentLMS for all employees; these courses are assigned in the onboarding process.



	2020	2021	2022
Upskilling	668 hours	2,407 hours	2,892 hours*
*Includes approximately 192 hours related to Contractor training			

Performance Reviews

Our annual review process now includes a self-evaluation section that queries whether individuals feel they are receiving enough support in their role and requires employees to list their goals for future growth and development. We encourage employee feedback on their experiences throughout each employee's annual performance appraisal process. In 2023, we are introducing 1:1 meetings with direct managers to encourage regular experience, development, and performance feedback.

Benefits and Wellbeing

In addition to fostering a positive work environment and offering competitive pay, it is MeridianLink's policy to provide a combination of supplemental benefits to all eligible employees.

As detailed in our Employee Handbook, non-salary benefits include:

- Paid time-off (PTO) benefits, such as vacations, holidays, and sick leave
- Health, Dental, and Vision insurance
- Disability insurance
- Inclement weather leave
- Volunteer paid leave up to 8 hours per year
- An employee assistance program through United Healthcare
- Employee advocate support through our broker OneDigital, to assist employees with insurance claims and billing issues, service approvals, and finding providers
- 4 weeks fully paid parental leave after one year of employment at MeridianLink



We are introducing 1:1 meetings with direct managers to encourage regular experience, development, and performance feedback.

Additionally, we offer a 401(k) retirement plan and Company matching to all full-time employees. The Company matches 50% of employee contributions up to 8% of salary, not to exceed a total of \$4,000 maximum for the plan year.

We continue to offer an employee stock purchase program (ESPP) for all employees, which provides the opportunity to purchase Company stock at a 15% discount, giving employees the opportunity to participate in the ownership and economic progress of the Company.

We are continuously studying and evaluating our benefits programs and policies to better meet present and future requirements and needs. For 2023, we have increased our floating holiday options, and removed our new hire waiting period for using PTO and enrolling in health plans and 401(k).

Retention

Our 2022 employee turnover rate was 19.4%, which is lower than the prior year of 20.3% and lower than our industry's average. Our employee tenure is a source of pride for us, and we celebrate work anniversaries at our quarterly town halls.

1-5 years	366
6-10 years	150
11-15 years	57
16-20 years	24
20+ years	15



Health & Safety

Protecting Our Employees

Our safety program features policies, procedures, and training on the following topics: Injury and Illness, Prevention Plan, Ergonomics Plan, Emergency Action Plan, Hazard Communication Plan, and Pandemic Plan. Offices were open to employees and normal travel resumed beginning March 1, 2022. In 2022, there were three health and safety reports for Covid exposure in the office. The office was closed as appropriate and disinfected. No further incident reports were recorded.

Health and Safety Performance

We had zero safety incidents, and no claims were filed throughout 2022.

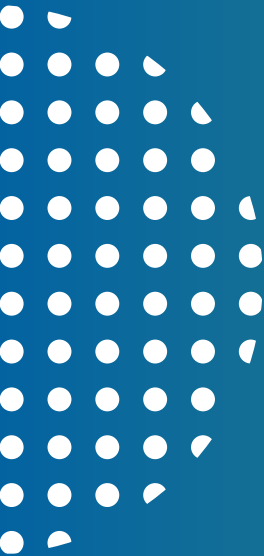
Harassment

MeridianLink requires all employees to complete harassment prevention training annually, and we comply with the specific requirements of the state in which they reside.



Governance

As a cloud-based software provider, **we take a comprehensive approach to the governance of information security, data privacy, ethics, and integrity** as we grow and invest in the infrastructure, personnel, best practices, and policies required to secure and protect the data we are responsible for.



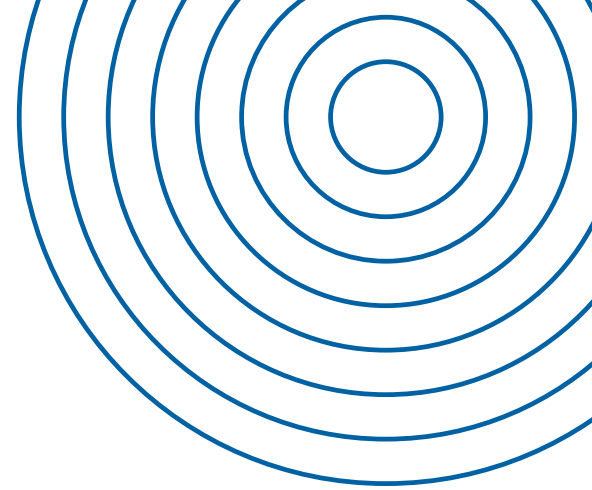
Certifications

- System and Organization Controls (SOC 2, Type II)
- Payment Card Industry Data Security Standard (PCI-DSS)

Frameworks

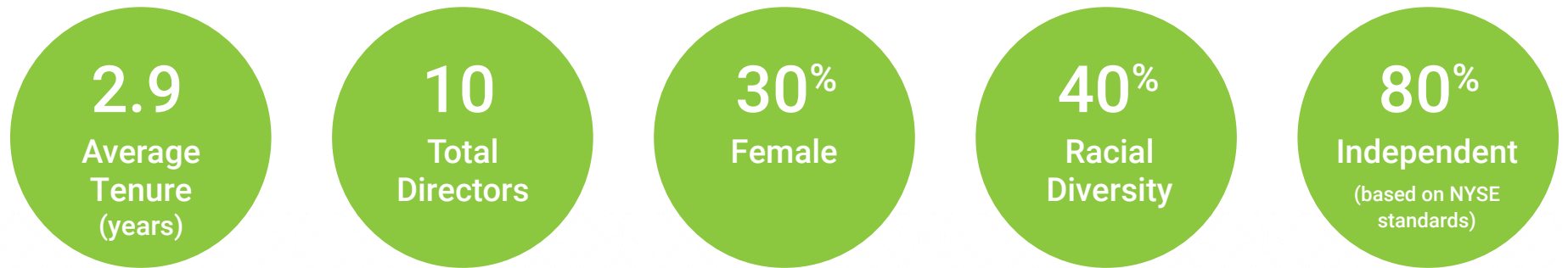
- U.S. NIST Cybersecurity Framework (CSF)
- ISO 27001
- U.S. NIST Secure Software Development Framework (SSDF)





Corporate Governance

Board Composition



Governance Highlights

- Overboarding limits: Directors allowed no more than 5 other public company boards and no more than 3 audit committees
- Stock Ownership Guidelines for directors, executive officers, and broader executive leadership team (adopted in December)
- Onboarding conducted for new directors
- Active stockholder engagement
- Majority independent board of directors
- Independent Chair of the Board
- Annual board and committee performance assessment
- One-share, One-vote

Oversight & Monitoring

Our Nominating and Corporate Governance Committee (NCGC) of the Board of Directors maintains oversight of the Company's ESG initiatives, delegating authority to our ESG Steering Committee to implement our strategy, provide recommendations for growth, and the day-to-day management of our ESG Program. Our NCGC approves recommendations from our ESG Steering Committee regarding policies and areas of improvement. The Committee provides quarterly program wellness updates to the NCGC.

Our ESG Steering Committee was established in Q2 2022, and the Committee met three times, with the goal to meet at least once per quarter.

All meetings were well attended by all eight members. The ESG Committee's 2022 significant accomplishments include:

- Establishment of committee charter
- Policy development: Code of Business Conduct and Ethics, Supplier Code of Conduct, Human Rights Policy, and Conflict of Interest Policy
- Compliance training implemented for Code of Conduct and Ethics, Insider Trading, Conflicts of Interest, and DE&I courses



Our NCGC approves recommendations from our ESG Steering Committee regarding policies and areas of improvement.

Ethics & Integrity

We completed a full update to our Code of Business Conduct and Ethics (the “Code”) to provide greater transparency to our employees and stockholders of our core values and awareness and avoidance of potentially unethical situations. Our Board of Directors maintains oversight of our Code and delegates day-to-day administration and interpretation to our Compliance Officer. Compliance violations are reported quarterly to our Board of Directors in accordance with our escalation procedures.

Our Code is inclusive of our policies regarding ethical conduct, conflicts of interest, anti-bribery, anti-corruption, non-retaliation, giving and receiving gifts, data privacy, freedom of association, and collective bargaining. We provide examples of unacceptable behavior within our Code to further guide our employees and business partners.

Our newly adopted Supplier Code of Conduct also requires our suppliers to abide by these policies. We require our employees to complete annual training and acknowledgment of our Code. We established a Microsoft Teams channel for Legal - Quick Questions for employees to submit inquiries as well as a Conflict-of-Interest Disclosure form to submit to Compliance for potential conflicts. We maintain insider trading policies which impose certain trading restrictions and procedures.

Political Activities

Employees are encouraged to participate in the electoral process at all levels of government by voting and supporting candidates and issues of their choice. Participation is their choice, not an endorsement from MeridianLink, and use of Company time or resources for personal political activities is strictly prohibited.

Suppliers

Our Supplier Code of Conduct was adopted in December 2022 by our NCGC and requires our suppliers to comply with fair labor laws, prohibits child labor and forced labor, mandates commitment to anti-corruption, anti-bribery practices, supports freedom of expression and the right to collective bargaining, and enforces against discriminatory practices.



Whistleblower Policy

Our whistleblower policy is included in our Code of Business Conduct and Ethics Policy, as well as on our Company website. MeridianLink has a 24/7 Whistleblower Hotline in place to ensure reporting of issues or concerns is readily available. An independent third party manages the intake of all reports. Reports are investigated and escalated to the Audit Committee as appropriate. Information on the hotline and instructions on how to report is embedded in our Code, which requires acknowledgment at hire and annually by all employees. To facilitate ease of reporting we also share this information on our website. Reports can be made by anyone and can be made anonymously. Investigations are performed confidentially, and external advisors will be retained as needed to assist

with the investigation. Concerns or questions regarding potential violations of our Code of Business Conduct and Ethics, Supplier Code of Conduct, Company policy or procedure, applicable laws, rules, or regulations related to accounting, internal accounting controls, or auditing or securities law matters will be directed to the Audit Committee of the Board of Directors as appropriate. Our policy on non-retaliation is included in our Code and Employee Handbook. The Company forbids any retaliation toward any reporter, who, acting in good faith on the basis of a reasonable belief, reports suspected misconduct.



Human Rights

Our ESG Steering Committee recently established our enterprise-wide Human Rights Policy that can be found on our website. Our NCGC approved our Human Rights Policy in December 2022. The policy includes our commitment to protecting all human rights in support of the United Nations (UN) Declaration of Human Rights and the International Labor Organization's Declaration on Fundamental Principles and Rights at work, and applies to everyone with whom we do business. Compliance with the guidelines of the UN's Declaration of Human Rights is mandatory.

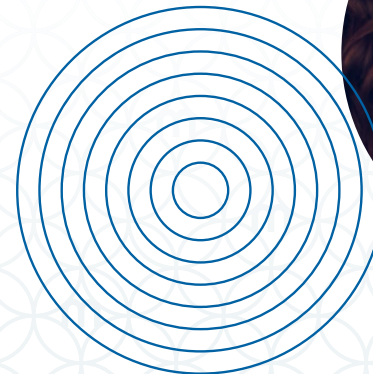
We have zero tolerance for any form of forced labor, child labor, slavery, or human trafficking. We support compliance with applicable laws

prohibiting such exploitation and require the same of our suppliers. We support fairness and equality of opportunity, protection of minority groups', and protection of women's rights. We do not discriminate based on race, color, religious creed, national origin, citizenship, marital status, sex, sexual orientation/gender identity and expression, age, disability, and protected veteran status, or any other protected characteristics, in accordance with the law. We treat our employees with dignity, fairness, and respect.

Reporting

We provide a reporting process via our Whistleblower Policy for ethics violations, which includes grievances related to human rights and can be found within our Code of Business Conduct and Ethics, as well as on our website.

There were no reports of human rights violations or corruption received for the reporting period.





Information Security

At MeridianLink, we are committed to the security of our Company data and the information we are entrusted to protect. Our CISO, CTO, and CIO all share joint responsibility for data security and privacy, and our information security team, headed by the CISO, manages privacy risk for our systems and network. Our programs for both security and privacy are governed by our company-wide Information Security Policy, Privacy Policy, Vulnerability Management Policy, Information Exchange Policy, Vendor and Third-Party Management Policy, and Back-up and Recovery Policy. Cybersecurity at MeridianLink is a Board-level priority, and our Board has complete oversight over our information security program, primarily through its Cybersecurity Committee. MeridianLink takes a security-by-design approach to data security. Security and trust are the foundation of MeridianLink's commitment to

our customers. Our cybersecurity and privacy programs follow industry recognized risk management standards and frameworks, such as NIST and ISO.

To support these programs, and in alignment with the aforementioned standards, independent audits are conducted annually for PCI DSS and SOC 2 Type II. We conduct periodic internal and external vulnerability scanning, engage a third party to perform penetration testing, and manage a private bug bounty program.

Our Vendor and Third-Party Management Policy governs our approach to supply chain risk management of our vendors. MeridianLink suppliers agree to implement and maintain an information security program that includes appropriate administrative and technical safeguards reasonably designed to:

- Ensure the security and confidentiality of MeridianLink Information;

- Protect against any anticipated threats or hazards to the security or integrity of such information;
- Protect against unauthorized access to or use of such information that could result in substantial harm or inconvenience to any consumer;
- Dispose of MeridianLink information in a secure manner.

All employees and contractors are trained regularly on topics including security awareness, phishing, and data privacy. [SASB: TC-SI-230a.2]

Our policy is to report breaches to all related parties as soon as reasonably feasible to do so and to comply with all regulatory requirements for data breaches related to PII. For information on any material data breaches, please refer to our most recent Form 10-K filing. [SASB: TC-SI-230a.1]

Data Protection & Privacy

Trust, transparency, and security are integral to our core values at MeridianLink. Our Privacy Program provides assurance for the protection and privacy of the data we both collect and store for our customers and users. We engaged a subject matter expert to advise us on improvements to our Privacy Program and revamped our Privacy Policy to provide transparency and demonstrate our compliance with the standards set forth by the CCPA and CPRA Acts. The Policy applies to all of our subsidiaries, affiliates, business partners, and suppliers. In addition, our Supplier Code of Conduct further establishes data privacy expectations and standards for our suppliers.

You can find our comprehensive privacy policies, including a specific California resident policy, on our MeridianLink.com website.

Oversight & Monitoring

Our Cybersecurity Committee of the Board of Directors is responsible for oversight over data privacy and security. The Committee meets at least quarterly and reviews information on cybersecurity matters, including our system security and data privacy concerns from our CISO. Our privacy team manages all incoming requests regarding concerns about data privacy. The team consists of our General Counsel, Compliance Officer, and Information Security personnel. The security protections of our systems which hold our customers' data are monitored 24/7 both internally and externally, with alerts immediately communicated to our Information Security team. We perform annual audits and provide a SOC 2 report to our customers upon request. Our information security policies and processes are based on the NIST Cybersecurity Framework (CSF).

Reporting

We provide three methods to submit your privacy inquiries or security concerns, via regular mail, calling a toll-free number, or via a webform that can be found here www.meridianlink.com/privacy-policy. We have implemented best practice data protection standards, and our policy is to only collect data limited to our business purpose, abiding by consent protocols where applicable.

Data Collection

You can find our methods of data collection, use, sharing, and retention, as well as data transfers within our Privacy Policy. Only the minimum number of data elements needed to conduct our business is gathered and maintained. We will use anonymization techniques where possible in order to further protect user privacy.

Information Sharing

In accordance with our Privacy and Information Exchange Policies, data is not transferred to third parties without prior consent. We are committed to data collection transparency, and user data is used solely for the stated purpose. Any regular transfers to occur are disclosed as a part of our customer agreements.

Data Security

MeridianLink has an in-house security team that performs vulnerability management on an ongoing basis. Identified vulnerabilities are remediated based on risk, and remediation activities regularly coincide with the monthly maintenance window. Privacy technologies in use include unique authentication credentials, MFA, RBAC, principle of least privilege, encryption at rest and in flight, and incorporation of privacy into company risk assessments.

Risk Management

In March 2022, we engaged a third party to perform a vulnerability test in accordance with industry-standard methodology, including:

- Open Web Application Security Project (OWASP) Guide to Building Secure Web Applications and Web Services
- Payment Card Industry (PCI) Data Security Standards v3.0 (Requirements 3 & 6 only)
- Penetration Testing Execution Standard (PTES)

We provide and mandate privacy and cybersecurity training for all new hires and contractors, as well as annually for all employees. [SASB: TC-SI-220a.1]

Business Continuity

Our Business Continuity and Disaster Recovery plan is tested at least annually. Backups are completed daily and stored off-site per our Back-up and Recovery Policy. Our business impact analysis assesses the critical teams, systems, and data with established Recovery Time Objective (RTO) and Recovery Point Objective (RPO) times.

Our Vulnerability Management Policy is designed to reduce the likelihood of exploitation against the organization's IT resources. Refer to our most recent Form 10-K filing for additional information regarding our material risk factors. [SASB: TC-SI-550a.2]

Service

We track two types of service disruptions, planned and unplanned. Planned disruptions represent times we take the system offline for things like product releases or regular maintenance. Given that our customer base is US based, we usually perform these off-hours to avoid any kind of disruption in their business. Unplanned disruptions represent times the system had an outage due to an unplanned reason. These may be a critical failure in the infrastructure or code that results in the clients being unable to utilize the core functionality of the site.

[SASB: TC-SI-550a.1]



2021	2022
Unplanned: 37.68 hours Planned: 15.39 hours	Unplanned: 25.18 hours Planned: 3.83 hours

Forward-Looking Statements

This ESG Impact Report contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, or Securities Act, and Section 21E of the Securities Exchange Act of 1934, as amended, or Exchange Act, which statements involve substantial risks and uncertainties. Forward-looking statements generally relate to future events or our future financial or operating performance. All statements other than statements of historical fact included in this Annual Report, including statements regarding our strategy, future operations, financial position, estimated revenues and losses, projected costs, prospects, plans and objectives of management are forward-looking statements. In some cases, you can identify forward-looking statements because they contain words such as “may,” “should,” “expects,” “plans,” “anticipates,” “could,” “intends,” “target,” “projects,” “contemplates,” “believes,” “estimates,” “predicts,” “potential”, or “continue” or the negative of these words or other similar terms or expressions that concern our expectations, strategy, plans or intentions. These forward-looking statements are based on management’s current beliefs, based on currently available information, as to the outcome and timing of future events. You should not rely upon forward-looking statements as predictions of future events. Forward-looking statements contained in this Report include, but are not limited to, statements about:

- Our future financial performance, including our expectations regarding our revenue, gross profit or gross margin, operating expenses, ability to generate cash flow, revenue mix, and ability to achieve and maintain future profitability;
- Our ability to execute on our strategies, plans, objectives, and goals;
- Our ability to compete with existing and new competitors in existing and new markets and offerings;
- Our ability to develop and protect our brand;
- Our ability to effectively manage privacy and information and data security;
- Increases in spending by financial institutions on cloud-based technology;
- Anticipated trends and growth rates in our business and in the markets in which we operate;
- Our ability to maintain and expand our customer base and our partner network;
- Our ability to sell our applications and expand internationally;
- Our ability to comply with laws and regulations;

- Our ability to anticipate market needs and successfully develop new and enhanced solutions to meet those needs;
- The impact of the COVID-19 pandemic on our industry, business and results of operations;
- Our ability to successfully identify, acquire and integrate complementary businesses and technologies;
- Our ability to hire and retain necessary qualified employees to grow our business and expand our operations;
- The evolution of technology affecting our applications, platform and markets;
- Economic and industry trends;
- Seasonal fluctuations in consumer borrowing trends;
- Our ability to adequately protect our intellectual property; and
- Our ability to service our debt obligations.

We caution you that the foregoing list may not contain all of the forward-looking statements made in this ESG Impact Report.

The forward-looking statements made in this ESG Tear Sheet relate only to events as of the date on which the statements are made. We undertake no obligation to update any forward-looking statements made in this ESG Impact Report to reflect events or circumstances after the date of this Report or to reflect new information or the occurrence of unanticipated events, except as required by law. We may not actually achieve the plans, intentions or expectations disclosed in our forward-looking statements and you should not place undue reliance on our forward-looking statements. Our forward-looking statements do not reflect the potential impact of any future acquisitions, mergers, dispositions, joint ventures or investments we may make. Although we undertake no obligation to revise or update any forward-looking statements, whether as a result of new information, future events or otherwise, you are advised to consult any additional disclosures that we may make directly to you or through reports that we, in the future, may file with the Securities and Exchange Commission, or SEC, including Annual Reports on Form 10-K, Quarterly Reports on Form 10-Q and Current Reports on Form 8-K. In addition, statements that “we believe” and similar statements reflect our beliefs and opinions on the relevant subject. These statements are based upon information available to us as of the date of this ESG Impact Report, and while we believe such information forms a reasonable basis for such statements, such information may be limited or incomplete, and our statements should not be read to indicate that we have conducted an exhaustive inquiry into, or review of, all potentially available relevant information. These statements are inherently uncertain, and you are cautioned not to unduly rely upon these statements.



meridianlink®



MeridianLink HQ
3560 Hyland Ave, Suite #200
Costa Mesa, CA 92626

©2023 MeridianLink, Inc. All rights reserved.

