



The Power of Together

2020

Sustainability Perspective

GTL is an innovation leader in correctional technology, education solutions that assist in rehabilitating justice-involved people, and payment services solutions for government. We are dedicated to providing tomorrow’s solutions today.

With a focus on innovation, integration, and integrity, we put our partners—correctional facilities, the justice-involved, and friends and family—front and center. Our attention is focused on quality—offering the latest and most advanced products and solutions; security—preventing data breaches and hacks; and durability—withstanding everything that the corrections environment can throw at our devices.



<p>Founded</p> <p>1989</p>	<p>Headquarters</p> <p>Falls Church, VA</p>	<p>Additional Locations</p> <p>AL, CA, FL, ID, MN, PA, TX</p>	<p>Employees</p> <p>1,042</p>
<p>Facilities</p> <p>2,300+</p> <p>federal, state, & local</p>	<p>Justice-involved People</p> <p>~1.8 million</p> <p>in 50 states, DC & PR</p>	<p>Operating in</p> <p>700+</p> <p>counties</p>	<p>Minutes / Calls</p> <p>3.9 billion / 373 million</p> <p>for 2019</p>

GTL Solutions



Communications

Allow inmates to remain in contact with loved ones and support services through telephone calls, secure messages, and video visits, all while gathering insightful data.



Enterprise Management

Achieve new levels of efficiency, control, and safety by managing every aspect of an inmate’s incarceration from intake through release.



Inmate Services

Give inmates access to education, entertainment, and other services to foster readiness and re-entry into society.



Investigative / Intelligence

Learn more about the inmate population, reveal subterfuge, and reduce in-facility crimes.



Payment / Deposit

Ensure the safe, secure, and accurate processing of deposits and payments with real-time reporting.

(GTL Financial Services is a licensed money transmitter and has attained PCI-DSS Level 1 compliance)



Technology / Platforms / Devices

A broad array of software, networks, phones, tablets, kiosks, and more that deliver our solutions.



Our mission at GTL is to facilitate impactful communications and to do all we can to help prepare individuals to reenter society and build toward a successful life after release.

– Deb Alderson, GTL President & CEO

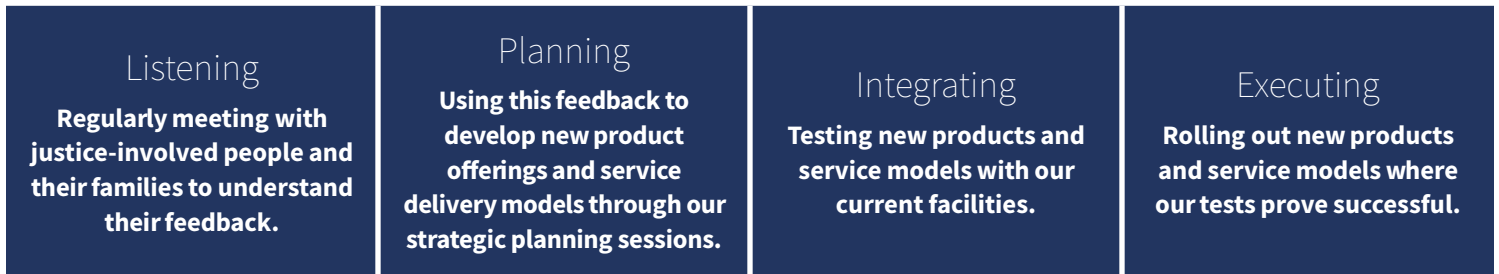
Our Mission and Values

At GTL, our mission is to create impactful connections and provide industry-leading service.

We give incarcerated individuals the ability to stay engaged with their support networks by making meaningful connections through our products and services. Regardless of past life choices, socioeconomic status, or criminal history, we make sure everyone has access to technology and education to improve their personal outcomes during incarceration and post-release.

In addition, we provide law enforcement with secure tools to create safer, more efficient correctional institutions. In order to deliver these critical solutions, we are committed to being the industry leader in both technology and service for at-risk communities, correctional facilities, corrections officers, inmates and their friends and family.

For us, sustainability is about listening to our stakeholders, internalizing their feedback, and responding accordingly. We do this by:



As our business changes, we have relied on our core values to guide our growth and progress:

Integrity / Accountability / Teamwork / Innovation / Commitment to Excellence

These values have provided a foundation for how we run our business, and they have proven to only grow in importance as we navigate the challenging terrain of our evolution. However, over the past few years, we have put processes in place to help us successfully realize our potential and enhance our focus on **Maximizing Benefits to All Partners**.

At GTL, balancing our delivery approaches to maximize the benefits enjoyed by all partners is as essential for the effective running of our business as is purpose and profit. We are committed to working with all our partners to deliver our services and recognize that at times the interests of our partners may not always align. As such, we must actively balance how we consider the impact of our services and delivery approaches on all of these partners.



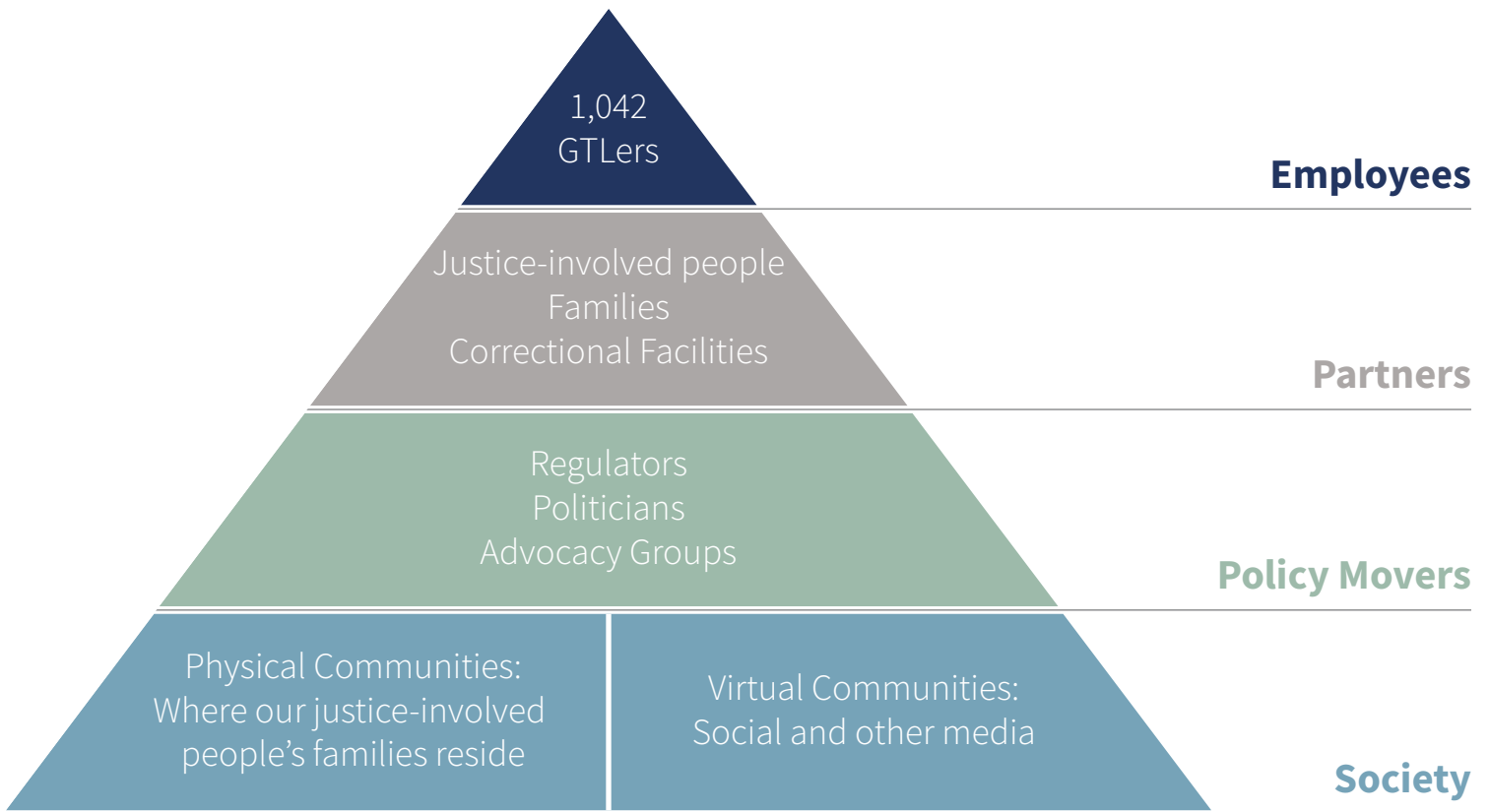
Rethinking Our Partners

In 2018, under the guidance of our new CEO Deb Alderson, we expanded our mission and enhanced our efforts to work proactively with justice-involved people, their friends and families, and to consider the ways in which GTL could further support them.

We also have expanded the services and resources we make available to justice-involved people, and expect our work in this area to increase due to our commitment to fostering positive outcomes, our product innovation, and the dedication of our people. The benefits we can deliver to justice-involved people and their loved ones are every bit as important to us as the benefits to the facilities with which we contract. We know that when our partners are engaged, all of them, we succeed.

GTL is changing. Our expanded services are breaking new ground for our business far away from traditional phone services for correctional facilities.

At the same time, the justice-involved people, and friends and families we serve are navigating more complex socio-economic conditions, and the facilities we partner with are operating amidst shifting regulatory and budgetary landscapes. While these factors combine to yield exciting opportunities for GTL, they also create more complicated risk management and business development challenges. As such, we are expanding how we think about the universe of stakeholders most important to our business.



Employees

Our employees are our greatest asset, they make everything we do possible. They are, and will always be, the top of our stakeholder pyramid.

Partners

Although our facilities provide the marketplace for our services, how and what services we provide must respond to the needs of all stakeholders – justice-involved people and their families and friends, and correctional facilities and their staff.

Policy Movers

Our business is regulated in several ways. Our services, our delivery models, our prices – all are subject to regulation of different forms, at various levels of government. The entities that shape those policies are key arbiters of our markets.

Society

All of our stakeholders operate within larger groups in broader society, and those groups provide organizing platforms that have the power to impact our success. Whether physical or virtual, these broader communities play an essential role for our partners and are therefore important to us.

Connecting Our Partners

At GTL, we pride ourselves on being innovators and connectors. Our technology improves the quality of life for the justice-involved and their friends and family.

We provide communications, entertainment and management solutions to justice-involved people and their friends and family, as well as correctional facilities. We place a strong emphasis on helping justice-involved individuals stay connected to their support networks because we understand that a successful journey depends upon support from various sources, including the people that are part of the process— justice-involved people, parolees, correctional staff, community corrections, family and friends, and more. Thus, GTL’s products and services are designed to connect an individual to the information and support they need on their path to reentry.

Our attention is also focused on quality—offering the latest and most advanced products and solutions; security—preventing data breaches and hacks; and durability—withstanding the unique conditions of the corrections environment. We care about understanding what is happening in the facility, so that we can provide correctional facilities and their staff with resources that enable a safe and secure environment.

“GTL offers solutions that allow loved ones to stay connected through easy-to-use methods such as calls, video visitation, and messages. Studies continue to support that regular connection and communications between justice-involved people, families and friends can significantly reduce recidivism by a 13% reduction in felony reconviction and a 25% reduction in technical violations.

Prison Legal News, “Lowering Recidivism through Family Communication,” 2014

“We will continue to listen to the concerns of justice-involved individuals and their families, improving the ways in which we can expand our support and increase connectivity. At GTL, providing connectivity regardless of financial situation is an important milestone on our journey to improve outcomes for both justice-involved individuals and correctional facilities.

– Matthew Caesar, GTL Executive Vice President, Customer Solutions

Engaging our Stakeholders

After our employees, GTL considers justice-involved people, their friends and family to be primary stakeholders and we are committed to doing the best job we can to bring meaningful engagement to their lives. Our services dramatically increase the communication between justice-involved people and the outside world, which reduces anxiety for friends and family and better prepares justice-involved people for release. We have done a significant amount of work focused on the end user experience to develop new modes of connectivity and services. Justice-involved people can make phone calls and video conference calls, send emails, watch movies, listen to music, read books, and take classes. We continue to listen and solicit feedback, so that we can provide the best services for our partners.

Products and Services

We are currently engaging more with different groups of justice-involved individuals to understand how we can develop products and services that positively impact them. We also consider how the needs of end users may vary based on the length of stay of a justice-involved person in a given facility. GTL has app stores to assist end users and allow them to submit feedback. Our marketing team also actively seeks feedback. We are committed to investing in a partner-focused platform and will continue to grow these channels. The GTL team also spends a lot of time in the field with the end users evaluating products and services. When we deploy new products, we gather feedback on what is working and what is not working, and the learnings from these engagements have made our products even better and have helped us continue to foster communications between justice-involved people and their friends and family.

Connecting Our Partners (cont.)

Product Innovation

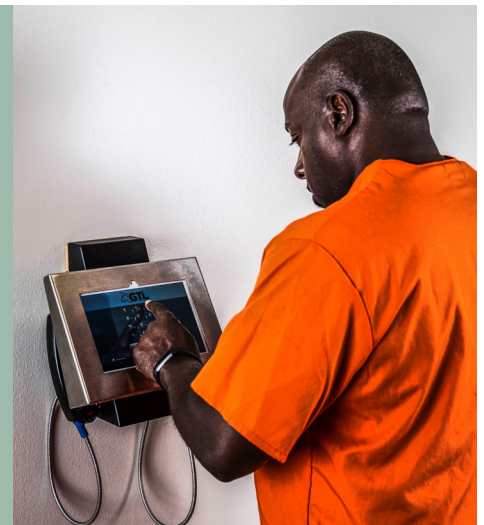
As a technology company that provides safe and stable communications to justice-involved people and their friends and family, GTL believes in using technology to help others through the Power of Together®—striving as one toward the common goal of increasing meaningful connections, reducing recidivism, and enabling successful reentry. Through our persistent drive for innovation, we continually strive to improve what we do and the products and services we bring to our partners. One such product is our Americans with Disabilities Act (ADA)-compliant tablet. Our tablets now allow those who are disabled or impaired the ability to have full use of our apps and features by utilizing tools such as the TalkBack screen reader, magnification gestures, captions and subtitles, and color correction for color blindness. By adhering to the Web Content Accessibility Guidelines 2.0, GTL is leading the industry in providing an ADA-compliant, highly usable communication, multimedia, and educational experience for all justice-involved individuals. We invest in the latest and greatest technology and continuously look at how to improve and grow the sustainability of our systems. Our Research and Development team is adept at innovating and has engineered solutions that allow us to be flexible and to adapt to market drivers. We see incredible growth potential in the technology that we put in the hands of justice-involved people. We are looking to add new apps, new content, new options for payment, and new modes of connecting that sustain and create relationships, so that when an individual reenters society, they are not alone.

Pricing and Affordability

At GTL, we continue to explore ways to balance the benefits of our services across our groups of partners. As a company, we face unique challenges in that the interests of our partners may not always align and we do our best to provide products and services that meet the needs of all of our partners at an affordable price. Our telecommunications services are subject to FCC and state regulation and we work cooperatively with these agencies. Each facility we serve is different and has its own set of service needs and requirements. GTL's pricing for services is competitive and based on a variety of factors defined by each correctional facility including, but not limited to, the type of service, security requirements, and demand for site commission payments. Recognizing that affordability is a major issue for justice-involved people and their friends and family, we are proactive in looking for ways to reduce rates and add services that offer additional support to justice-involved individuals. Our rates are communicated to all users: justice-involved individuals and their friends and family. While GTL has always had a free calling program designed to be implemented during state of emergency events, we are happy to now be able to provide a free calling program that provides one free telephone call each week to each person incarcerated at a facility we serve.

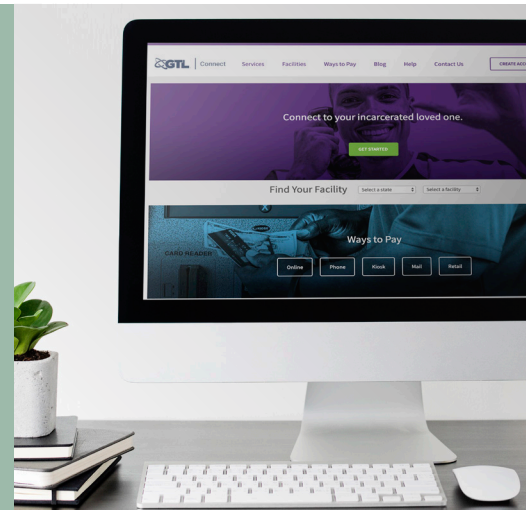
Free Communication Options

Since March 2020, we have worked with our facility partners to provide free calls and other services to help justice-involved individuals stay connected to their loved ones during the COVID-19 pandemic. We worked with over 400 customers to provide 22 million calls, 2.5 million messages, and 6 million minutes of video visitation, all free of charge. We also signed on to the FCC's Keep Americans Connected Pledge to provide further assistance during the COVID-19 pandemic. In August, we were proud to announce GTL will permanently provide free weekly communication options to all justice-involved individuals at a facility we serve. This program underscores GTL's understanding of the importance of communication and focuses on ensuring every single individual in these facilities has access to a baseline of free communication irrespective of their financial situation.



Bug Bounty Program

GTL has recently entered into a bug bounty program, which allows independent researchers and cybersecurity experts to discover and report security incidents and system vulnerabilities for a reward. According to a recent article by ZDNet, bug bounty programs are used by some of the world's largest companies including Verizon Media, Uber, PayPal, Shopify, and Twitter. As we at GTL continue to deploy new products and services, our decision to enroll in the program provides an extra level of comfort to stakeholders who know that GTL is working hard to keep their information safe.



Data Privacy and Security

GTL understands that our correctional facility partners and service users demand the highest levels of data security both for user access to and storage of data. At GTL, we are dedicated to the protection and reliability of our partners' data using the latest technology and industry best practices. The GTL Security Architecture is designed to maximize the security of partner data stored in GTL data centers. This architecture uses a layered approach, from the partner level all the way to the data center. We currently maintain both Payment Card Industry (PCI) Merchant Level 1, and Systems and Organization Controls (SOC) 2 Type II compliance certifications. This architecture and our corresponding information security Policies and Procedures were developed using the National Institute of Standards and Procedures (NIST) 800-53 and industry best practices as the foundation. The GTL network ensures that all communication takes place over an encrypted VPN running on a highly secure, invisible wireless WPA2 network. Additionally, GTL's network architecture routes all communication through a Gateway server appliance, which is both a firewall (to limit connections to a strict whitelist of allowed devices and allowed destination URLs) and a proxy server (to ensure no direct connection to the Internet). We have taken great care in ensuring that all hardware provided to the facility is fortified to ensure it is in line with today's security best practices.

Business Continuity and Disaster Recovery Plan

GTL increasingly depends on computer-supported data processing and telecommunications. This dependency will continue to grow with the trend toward centralizing key data process elements in data centers. GTL's Business Continuity and Disaster Recovery Plan outlines how GTL will continue operating during an unplanned disruption in service or a disaster. It contains contingencies for business processes, assets, human resources, and business partners, as well as the information technology aspects of the business that might be affected. The plan covers all aspects of our business, including money transmission and payment services, and our service-provider subsidiaries.



Connecting to Our Employees

In keeping with GTL's values, we are committed to hiring the very best and to providing our employees with development programs and career opportunities.

Our employees' pride in themselves, their work and GTL as a whole is what allows us to successfully serve our partners and ensure their satisfaction. We continue to work on making GTL an Employer of Choice where employees are motivated to fulfill their potential and given every opportunity to succeed.



Diversity & Inclusion

GTL is an equal opportunity employer and strives to provide an inclusive and diverse work environment that supports and values all employees. We aim to cultivate a professional and inclusive work environment that is free of discrimination and will not tolerate any form of harassment by anyone. We recruit, hire, train and promote people in all jobs without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, citizenship, genetic information, disability, veteran, or other protected status. Going forward, we plan to hire from diverse sources, develop pipelines of candidates from diverse backgrounds, and establish diversity metrics. In addition, we sent one of our recruiters to be trained on diversity & inclusion in recruiting and implicit bias. In August 2020, as part of GTL's commitment to diversity and inclusion, we were pleased to hold a Town Hall on Diversity, Inclusion & Belonging. All team members were invited to participate, listen, understand, and become more informed about our collective differences through an open, safe dialogue. We plan to maintain an open dialogue and provide more unconscious bias training opportunities in the future.

Beyond our ethical commitment however, diversity holds a place of special importance for us because our partners are highly diverse. The justice-involved people and families that we serve come from diverse backgrounds, and it is important that we reflect this in our thinking and in the way we run our business. Our success hinges on our ability to understand our partners, and we feel that the best way to internalize this is to include people of similar backgrounds and experience on our team.

Employee Engagement

At GTL, we believe in the Power of Together—striving as one toward the common goal of increasing meaningful connections, reducing recidivism, and enabling successful reentry. Since 2018, we have placed additional focus on employee engagement and retention to strengthen our togetherness. In 2019, we partnered with Gartner, a global research and advisory firm, to conduct our first-ever employee engagement survey. The survey had approximately 70% participation, and we plan to survey again in 2021. We also regularly push out employee pulse surveys to gauge employee confidence, satisfaction, and pride in working at GTL. We value the feedback of every individual on our team and enact plans to address the findings and use the results to inform new HR initiatives around activities, such as training and development.

Career Development

To be successful in our mission, we must first be successful as a team. At GTL, our employees have the opportunity to drive innovation, tailor the customer experience, and ultimately make an impactful difference to the corrections market and the federal, state, and local government customers with which we partner. We want our employees to take ownership of their career and aim to provide them with the tools needed to be successful in their endeavors. GTL transitioned from a SharePoint-hosted Training Portal to a new Gateway to Learning program, which expanded our capabilities to offer and track training, including mandatory HR, compliance, and IT components. It also offers many new and exciting opportunities for employees to develop their skillsets.

Gateway to Learning

In November 2019, we launched our new Gateway to Learning (GTL) training initiative. To start, GTL offered 300 online courses and has since expanded to 6,500 courses spanning IT, Engineering, Compliance, and General Business (communication, leadership, basic management) and 133 practice labs for IT skills and certifications. In September 2020, we launched three new Centers of Excellence: Manager, Product Training and “Be Good, Do Good” (compliance). These new Centers of Excellence were developed in response to feedback we received from our Engagement Survey and a series of targeted focus groups. We partner with NAVEX Global for focused compliance trainings and push all mandatory trainings out to employees through the portal.



Ethics and Integrity

At GTL, our culture is based on trust, mutual respect and high standards of professional conduct and ethics. We rely on the good judgment of our employees to act with integrity and to comply with laws, regulations, and our Code of Conduct. This Code makes clear our basic expectations of employees and those with whom we do business. It affirms that, as individual employees and as a company, we are committed to doing the right thing. Our Code guides us -- with each other, and with vendors, customers, communities, and local, state, and federal governments -- to work with integrity. To ensure employees understand and act in accordance with GTL’s Code of Conduct, each employee is provided with:

- A copy of the GTL Code of Conduct
- Annual training on compliance and ethics awareness on relevant topics
- Guidance that our network of internal ethics resources offers (through managers, any other member of management, Human Resources professionals and the Legal Department)
- Access to multiple avenues through which to report concerns, including a toll-free Ethics Hotline where employees can reach out anonymously for guidance or to report concerns

Compliance and Political Contributions

In line with our emphasis on ethics and integrity, GTL has policies and procedures in place to ensure employees act in compliance with applicable laws and regulations. As a government contractor, GTL must abide by stringent rules and regulations related to bribery, gifting, billing, and representation, as outlined in our Code of Conduct. The annual training we conduct across the company includes modules on ethics, anti-trust, competitive behavior, and gifts and entertainment. Consultants to GTL are required to go through a background check, participate in compliance training, and sign onto our GTL Business Code of Conduct. Political contributions from GTL funds, including in-kind donations are subject to stringent approval and oversight.



Georgetown Pivot Program

The Georgetown Pivot Program is a custom certificate in business and entrepreneurship created specifically for formerly justice-involved individuals.

Designed in partnership with the DC Department of Employment Services and delivered by Georgetown faculty, the Pivot Program is a one-year transition and reentry program centered on a blend of academic work and supported employment. GTL is proud to support second chance hiring and participate in the program as an employer. Our very own Christopher Washington is a Pivot Program graduate and had a wonderful experience with the program, which put him on a path to success and ultimately led him to this opportunity with GTL.

“ Being a part of the Georgetown Pivot Program was the perfect fit for me, because we shared the same values, goals, mission, integrity, and love for fellow man. Being surrounded by so many gifted individuals in my cohort pushed me to the next level. The Georgetown Pivot Program staff were my surrogate parents and mentors that I always sought out. Along with their partners, they provided me with financial stability, quality education, community resources, effective networks, and the opportunity for an internship at GTL.

– Christopher Washington, Full-time GTL employee

Connecting with Our Community

We believe support for our partners should not end after incarceration, which is why we are creating new programs to prepare returning citizens for the day they are released, with resources to help with employment, healthcare, and housing.

We support returning citizens who have already begun reentry through vocational training, certification training, and general workforce readiness. GTL also partners with locally-based organizations that align with our focus on reentry, including EDWINS Leadership & Restaurant Institute, Assisting Families of Inmates (AFOI), Ladies of Hope Ministries (LOHM), Amachi Pittsburgh, Dads 4 Life, and the Wanda Joyce Robinson Foundation.

We are also an active partner with the Association of Women Executives in Corrections (AWEC) at the Platinum Sponsor level. GTL is committed to the mission of AWEC and is proud to support leadership development for women executives in corrections. We are a sponsor of AWEC on the Hill and will also be sponsoring and participating in regional women's leadership training to position these passionate women for future leadership roles. We also have female leaders within GTL ready to mentor AWEC members at all levels.

EDWINS Leadership & Restaurant Institute – New Playground

EDWINS Leadership & Restaurant Institute (EDWINS) employs formerly incarcerated individuals in their restaurants along with providing free housing programs, legal services, basic medical care, and job coaching. GTL is working with EDWINS to provide funding for a new playground in Cincinnati, Ohio for children of returning citizens who are residing in the free housing that EDWINS provides. To date, EDWINS has over 400 graduates with over a 95% employment rate after graduation and a low 1.4% recidivism rate. The playground will be built on a parcel of land near the free housing and as one of GTL's current reentry initiatives, the company will match our employees' contributions.



Assisting Families of Inmates – Pajama Drive

Assisting Families of Inmates (AFOI) is a non-profit organization based in Richmond, Virginia whose mission is to provide opportunities for regular, meaningful visitation, referrals to community resources, and other services that help families cope with incarceration and prepare for release and reunification. Their programs help families and loved ones throughout the period of incarceration and also prepare families for a successful transition when a justice-involved person is released and reenters the community. GTL recently held a company-wide pajama drive to help children and adults affected by incarceration. Over 250 pairs of new pajamas were donated, and a portion of those were given to AFOI, which will distribute them among the approximately 140 children served by AFOI's Transportation, Video Visitation, and Milk and Cookies Children's Programs.

Ladies of Hope Ministries

Hope House New Orleans



The Ladies of Hope Ministries (LOHM) helps disenfranchised and marginalized women and girls transition back into society through resources and access to high-quality education, entrepreneurship, spiritual empowerment, advocacy, and housing. Hope House NOLA, established in April 2020, is designed to provide a safe space for women & girls to transform their lives and heal from trauma prior to, during, and post-incarceration. LOHM has created a registry of items needed to make Hope House New Orleans a comfortable and welcoming space for women and girls who are transitioning back to society. By joining together, GTL hopes to show how a number of small donations can make a big difference for this important organization. As one of our reentry partners, GTL will again match the total of employee contributions.

Faces of Women Imprisoned

Faces of Women Imprisoned (FOWI) is the first of its kind Speakers Bureau created and run by formerly incarcerated women. Its goal is to deepen and broaden the public conversation, empower formerly incarcerated women, and provide income for women as they speak around the country. GTL is the sponsor of the 2020 (FOWI) graduating class and we are honored to have Deb Alderson address this graduating class.



Amachi Pittsburgh Glow in the Dark

Since 2003, Amachi Pittsburgh's mission has been to empower young minds to overcome the challenges of parental incarceration. Now more than ever, these young minds need an avenue for support and encouragement, and we are happy to partner to help celebrate the Amachi youth who give us a chance to GLOW in the dark every day.

Society for Human Resource Management – Getting Talent Back to Work

In February 2020, GTL signed the “Getting Talent Back to Work” pledge, asserting our commitment to giving the formerly justice-involved a second chance. The Getting Talent Back to Work initiative is led by the SHRM Foundation, the philanthropic affiliate for the Society for Human Resource Management. In response to the First Step Act becoming law, this initiative was created to end outdated, non-inclusive hiring practices and get those with criminal histories a fair chance at employment. To date, GTL has two formerly justice-involved employees as part of our family, and this will continue to be a focus of our strategic hiring initiatives in 2021.

New Jersey Reentry Corporation (NJRC)

The New Jersey Reentry Corporation's mission is to “remove all barriers to employment for citizens returning from jail or prison” and serves approximately 8,000 returning citizens throughout the state. GTL made a contribution to NJRC to support their efforts during COVID-19.

Only the Beginning

While we have decades of experience delivering our services, we have some things to learn when it comes to sustainability.

Today our company and the market for our services are rapidly evolving, and we recognize that our thinking about sustainability must reflect this dynamic future. Though we are only at the beginning of our journey, we have mapped out the following objectives for our sustainability program in 2021.



Conduct a full sustainability materiality assessment.

The first step in building a sustainability approach to match the depth and breadth of our business will be to develop the comprehensive set of business-critical sustainability issues facing us today. While we feel we have a solid understanding of this, we want to develop a comprehensive approach that covers the full range of issues germane to our particular business. We believe that a richness of insight resides within our stakeholders, and as a result, we intend to identify key issues by reaching out for input across our stakeholder universe and building a picture of GTL's sustainability together.

Reach new levels of engagement with our stakeholders.

The materiality assessment process will help us establish new and build upon existing stakeholder relationships. We value all perspectives and feel we can find common ground with our stakeholders and are building a program of stakeholder engagement aimed at doing just this.

Invest in a better understanding of our impacts.

We have observed, qualitatively, that our services for people reentering society can help ease their transitions in a variety of ways, leading to better outcomes for justice-involved people and families. In 2021, we intend to put resources behind a more rigorous assessment of this relationship, with the goal of identifying ways to better document, broaden, and enhance these positive impacts where possible.

Explore ways to balance the benefits of our services across our groups of customers.

We acknowledge that the interests of our partners may not always align, and that GTL strives to balance our services across all partners. As such, we intend to develop systems to better understand the affordability of our services to our partners, with particular emphasis on understanding this for justice-involved people.

