

Innovation by Inclusion

**Our 2022 Diversity, Equity
& Inclusion Report**



gainwell[®]

Who We Are Is Who We Serve

Gainwell Technologies is the leading provider of digital and cloud-enabled solutions vital to the administration and operations of health and human services programs.

However, the story of Gainwell is much more than the technology we build and the services we provide. We fulfill our mission and strengthen our company through the contributions of team members from many cultures, races and backgrounds. The communities we serve are equally diverse.

By recognizing the strength that comes through diversity, we'll continue to enhance our company. We will also be able to offer more insight, more experience and more value to the programs we serve.

Diversity, equity and inclusion (DEI) are important to Gainwell, and we're proud to showcase the strides we've made so far.



Message from Our CEO

To be successful at creating a diverse and inclusive environment, an organization's commitment to DEI must be reinforced at the highest levels. As chairman and chief executive officer at Gainwell Technologies, I am fully dedicated to making our company a safe, positive and welcoming environment for all. My commitment is that Gainwell will always be an inclusive workplace where employees can be their authentic selves and thrive.

At Gainwell, we care deeply about helping people receive quality healthcare. That's who we are and what we do. The very heart of our mission is to stand up for those who most need support.

There is no place in our communities or our workplaces for discrimination. We will use our voices to inspire positive change and lend our talents to be part of the solution in our communities. We celebrate the differences that make us stronger.

Together, our goal is to build a better, more inclusive world for everyone.

Mark Knickrehm
Chairman & CEO

Diverse.
Inclusive.
Inspired.



An Exciting Journey

Gainwell has an exciting journey ahead of us in establishing our culture and traditions. And although we're still in the formative stages of our DEI journey, we've already demonstrated much progress.

In 2021, we identified the need for — and hired — a head of DEI. We also began building a team to support this growing department. We've implemented a multi-year strategy to focus on diversity initiatives and maximize their impact on our organization. Our initial rollout of this strategy has been positively received by employees.

As the chief human resources officer, I am committed to fostering a diverse workforce that mirrors the diversity of our communities. We hold recruiting events at a wide range of colleges and universities to search for bright, energetic graduates. We are committed to initiatives that reach out to veterans who have valuable experience to bring to our organization. We also support working mothers and are proud to find ways to bring their skills and talent to our mission.

We are young in our efforts, but we are determined. Ultimately, we aim to create an environment where all employees are seen, heard and valued.

Steve Clark
Chief Human
Resources Officer



It's the Right Thing to Do

The need to commit to DEI initiatives has never been greater. And at Gainwell, we aim to integrate inclusive behaviors into the fabric of our organization's culture.

Promoting DEI is the right thing to do. It is also essential to a company's long-term prosperity. Diversity in the workplace extends beyond race, ethnicity and gender to also encompass culture, age, socioeconomic status, religion, ideology and many other areas of identity. Through these different perspectives, employees contribute meaningful ideas born from a rich variety of lived experiences. Diversity in the workplace provides companies with more points of view, innovation, creativity and problem-solving.

As head of DEI for Gainwell, my mission is to create a framework that will allow us to take actionable steps to ensure a diverse and inclusive environment. The office of DEI supports our company's Employee Resource Groups and



**Winter
Washington**
Head of DEI

creates programs designed to educate and empower. We promote training on diversity and bias. We also celebrate cultures that enrich the lives of our employees.

At Gainwell, our goal goes beyond hiring a diverse workforce. We follow through with meaningful opportunities for all team members to engage in our mission.

“ The need to commit to diversity, equity and inclusion initiatives has never been greater.

Taking actionable steps and a genuine approach to ensure a safe and inclusive environment for all individuals will be essential to companies' long-term prosperity. ”

– Winter Washington

Measuring Our Success

Gainwell's DEI report is a public statement of our commitment to attaining greater diversity, equity and inclusion within our organization.

We intend for this report to be a scorecard of our DEI efforts to date, using clear metrics and measurable goals. In future reports, we'll show incremental progress, while also committing to continued improvement. This will provide transparency into our DEI strategy, highlight opportunities to do better and serve as an invitation for continued dialogue.

We want all of our employees to know how we're doing on our shared journey toward greater DEI. We also know that our clients and partners are keenly interested in our results. We've built our DEI initiatives on three strategic pillars — talent, engagement and community — and this report will show all stakeholders the progress we've made in each area.

Gainwell is only two years old, so our DEI program is still very young. In this initial report, we are setting a baseline.

We can't wait to see what the future brings.



Our Strategic Objectives

Our strategic objectives for championing diversity, equity and inclusion within Gainwell are built on three pillars.

Talent

Improving the diversity of our workforce while promoting equitable solutions and processes to provide opportunities for all employees.

Engagement

Creating an unmatched employee experience by empowering employees and building an inclusive workplace where authenticity, belonging and innovation thrive.

Community

Impacting the communities where we live, work and serve with intentional partnerships, giving of our time and finances to promote inclusive economic prosperity and driving marketplace solutions.

Talent



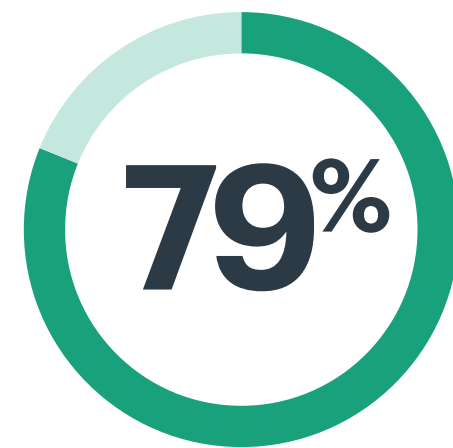
Talent

From recruitment to retirement, Gainwell's goal is to incorporate DEI initiatives into every aspect of the employee experience.

The onboarding process is a new employee's first introduction to Gainwell and a natural touchpoint to align with our expectations, mission and values. But we believe an employee's experience with DEI should extend far beyond an introduction.

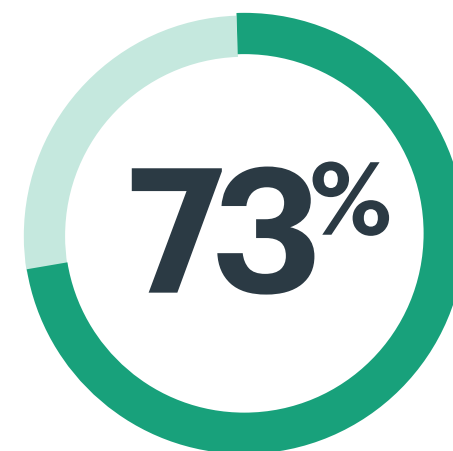
Our intention is that DEI becomes woven into every aspect of the employee's journey, from training and development to compensation, succession planning and beyond.

Ultimately, we want our workforce to represent the population — to reflect the diversity of the places we live and work. Increasing diversity begins with the recruitment process. But to attract, retain and fully engage our employees, we know that we must seamlessly integrate and reinforce DEI values throughout the employee journey.



of our employees agree that Gainwell has created an environment where people with diverse backgrounds can succeed.

*Based on the Gainwell 2022 Voice of the Employee Survey



of employees strongly agree that Gainwell is genuinely committed to attracting, developing and keeping a diverse workforce.

*Based on the Gainwell 2022 Voice of the Employee Survey

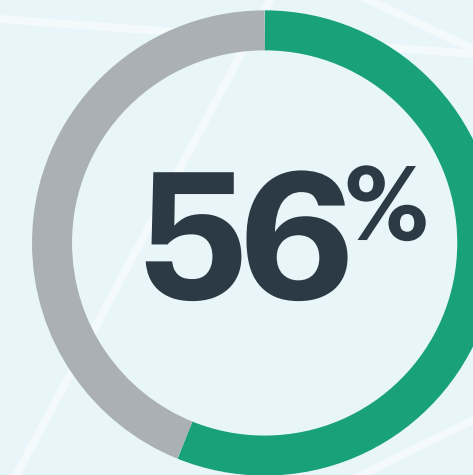
In a recent Comparably survey completed by employees, Gainwell's Overall Culture score ranked in the **top 5%**. Gainwell also ranks in the **top 5%** for Diversity, Office Culture, Work Culture, and Environment.



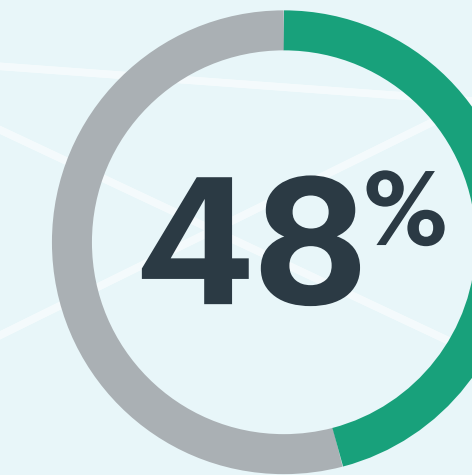
Today at Gainwell:

11,000+

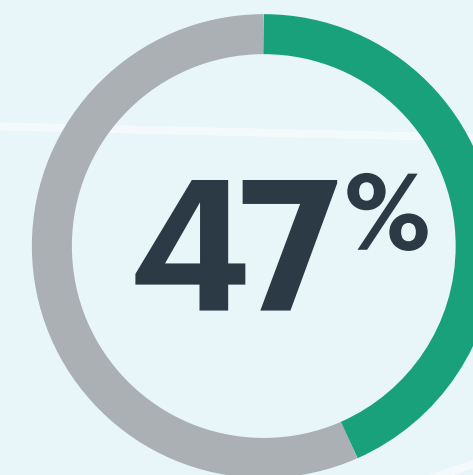
Employees worldwide



of new hires are racially diverse



of our workforce are racially diverse



of employees promoted into new roles are racially diverse



Women at Gainwell

Gainwell is committed to being a place where women feel empowered, valued and respected. In just two short years, we've made tremendous progress in taking actions to ensure Gainwell is a place where women can advance their careers and thrive. Currently, more than 5,000 women put their passion and talents to work every day to move healthcare forward. We are continuously refining our hiring practices to increase female representation across our company and in leadership roles.

Employees are women

55%

Managers are women

54%

Promotions in 2022 were women

54%

New hires in 2022 were women

58%



Seeking Diversity at HBCUs

Gainwell recruits from Historically Black Colleges and Universities (HBCU) — both in-person and virtually — as part of our DEI strategy for early career talent. Recruiting from HBCUs allows us the opportunity to tap into talent with diverse backgrounds, skills and experiences. Diversifying our talent pool is critical to our success, as it brings new and innovative perspectives to the forefront, resulting in better decision-making and overall outcomes.



Connecting Veterans with Gainwell Careers

Members of the military gain valuable skills during their active duty, including teamwork, leadership and self-reliance. With these fundamentals, they come to us with a strong foundation for the business world.

Gainwell is deeply committed to attracting more veterans to the company, so we partner with the U.S. Chamber of Commerce on its "Hiring Our Heroes" initiative. With the chamber, we're working to help veterans, transitioning service members and military spouses find meaningful career opportunities with the company. Approximately 531 veterans serve Gainwell today, and their leadership makes us a stronger company.



In Their Own Words



IT Change Coordinator **Eric Strater** spent nearly four years in the Army during the Vietnam War. Life in the Army taught him important lessons that are highly applicable in the healthcare industry. "I learned how to be honest at all costs and treat my fellow man with dignity and grace."



531
Gainwell employees are veterans of the U.S. military



For Security Compliance Advisor **Michael Bradley**, Army experience perfectly aligns with his job at Gainwell. "Protecting the organization's assets — confidentiality, integrity and availability — from threats is the digital version of what I did in the military."



5%
of our workforce are veterans of the U.S. military



The most crucial thing Business Analyst **Tamaira Goodrum** says she learned in the Air Force Reserves was to never leave someone on your team behind. "Communication, teamwork and attention to detail are vital. I'm glad I learned everything I needed from serving to take on my responsibilities here."



7.5%
of new hires were veterans of the U.S. military in CY 2022

Engagement



Engagement

DEI initiatives make Gainwell better for everyone by fostering an environment where all staff can be their authentic selves.

As we continue to improve the diversity of our workforce while promoting equitable solutions and processes, Gainwell aims to create an unmatched employee experience. Our goals are to empower employees and build an inclusive workplace where authenticity, belonging and innovation thrive.



Employee Resource Groups

Gainwell currently has six employee resource groups (ERGs) that operate with the goal of ensuring that our people feel valued and respected. These employee-led, company-supported groups focus on attracting, developing, advancing and supporting our colleagues. Together, they foster a culture of belonging through educational programs, networking and advocacy.



Creating a safe and inclusive environment for team members with disabilities and their families



Celebrating Hispanic heritage



Developing a community for colleagues who identify as part of the African Diaspora



Championing veterans and supporters of the U.S. armed forces



Focusing on the professional and personal growth of LGBTQ+ employees



Creating a Women's Opportunity Network to ensure every woman feels valued, connected and appreciated

DEI Council

The DEI Council is a community of Gainwell employees serving as positive resources for their peers. The council advocates for our ERGs and supports ongoing efforts to increase diversity, improve equity and foster inclusivity.

Employee Voices



Tania Maria Lara
Senior Professional Business Analyst

We need health and human services (HHS) organizations to continuously thread a diverse environment into their culture to encourage and support all of the brilliant and unique minds working in this industry to create magic in the lives of those we serve.

“I am from Latin descent and love to contribute towards empowering and giving a voice to the Hispanic community.”

I also have a strong passion for equality and justice towards those who are not protected in our society.



Reginald Foxworth
Senior Director, Creative & Brand

It's a quantifiable fact that diverse organizations are more innovative and profitable. Unique ideas spring from teams comprised of a broad range of cultures and life experiences.

“There is no need to bury my background, history or perspectives. Those elements make up who I am and what I offer the company.”

By allowing employees to lead company-wide initiatives that are not exclusive to senior executives, Gainwell gives greater reach to different voices.



Seth Hall
Senior Director, Carrier Optimization

We have to feel free to be inspired to innovate, and being in a comfortable environment provided by Gainwell promotes an environment of creativity and innovation.

“Diversity of backgrounds and lifestyles provide the fuel for innovation. One cannot innovate if everyone is the same.”

It is important to me as a gay man that I work for a company that respects me and others that are different. I have always been a person to empower myself; however, it is good to know that others have my back.



Gloria So
Product Marketing Principal

As a young, female minority, I've experienced varying levels of ageism, sexism and racism throughout my career and personal life. The more companies can recognize, understand and celebrate these differences, the closer we can move toward a more inclusive and equitable society.

“All voices deserve to be heard, and everyone has a right to feel safe.”

When we connect and collaborate with different ideas, we're able to become better, wiser and stronger together.



Quinn Reid
Advisor, Application Designer

I feel like Gainwell is making real progress. Some recent examples are the visibility of Black History Month and the change in policy to extend benefits to domestic partners.

“There was no active LGBTQ+ ERG when I joined, so I canvassed to help create one.”

Personally, I'm motivated to participate in the ERG partly to find coworkers with some common experience with me and partly to help ensure that other queer employees, contractors, clients, etc. are treated with knowledge, courtesy and respect.

Community



Community

Gainwell believes in inclusion and opportunity for all — an attribute reflected in our focus on making vital healthcare and services available to everyone.

Through openness to different ideas, ethnicities and backgrounds, we create a stronger, bolder and more unified company. Our desire to promote diversity, however, extends well beyond the confines of our company. It is our goal to also build strong, thriving communities where Gainwell employees live and work.

We partner with nonprofits in innovative programs, make monetary donations to worthy causes and support our employees in their volunteer efforts. Gainwell is committed to creating positive change in the world — both at the individual and community levels.



Our Partnerships

Gainwell is committed to making a positive impact in the communities where we live and work. We do this in part by building strategic relationships with other organizations that are dedicated to making a meaningful change in the world.

Gainwell’s partnerships currently include:



Gainwell Donates \$15K to Boost Girls’ Involvement in STEM

Women make up 46.6% of the U.S. workforce, but only 24% of them work in fields related to science, technology, engineering and math (STEM). That’s why Gainwell donates to Girlstart, a national nonprofit that creates innovative STEM programs for K-12 girls. A recent donation of \$15,000, for example, funded computers for summer programs.

“We believe it is incredibly important to get more girls interested and involved in technology-related careers at a young age,” said Susan Jeffries, co-leader of Gainwell’s Women’s Opportunity Network (WON).

Not only is Gainwell supporting a worthy cause, but we will be able to strengthen our teams by recruiting Girlstart graduates once they’ve finished school.



Supporting Working Moms

Gainwell is committed to helping women pursue careers in healthcare technology, and we've partnered with two organizations that empower and equip women, including working moms, for success.

We've teamed up with The Mom Project, a digital marketplace that connects professional women with companies interested in hiring experienced talent. We're also working with Instant Teams to support military spouses who need flexibility at work to support their families.



THE MOM PROJECT



Benefiting Our Colleagues and Communities

At Gainwell, we take care of each other and are there for our colleagues in need. We're also committed to doing good things for the communities where we live, work and play. That's why we launched Gainwell Cares.

There are two components to the program — The Gainwell Employee Relief Fund for our people, and the Gainwell Cares Giving Program for our communities.

The Employee Relief Fund provides employees with extra money — and peace of mind — if they encounter a hardship like a medical emergency or the aftermath of a natural disaster. In 2022, we awarded grants to help with funeral expenses for loved ones, as well as funds to assist those whose lives were turned upside down by epic hurricanes.

The second component of the program, the Gainwell Cares Giving Program, enables us to partner with nonprofit organizations that share our passion for helping people lead happy, healthier lives. One example of our giving in 2022 was to fund a nonprofit foundation that will screen 1,500 people for chronic diseases, helping to save lives in communities that are underserved by medical services.



The Giving Program supports our communities in six ways:

1. Builds strong, thriving communities where Gainwell employees live and work
2. Promotes healthcare equity by providing access to quality healthcare for all
3. Addresses healthcare disparities in communities underserved by medical services
4. Develops innovative technologies that change the way healthcare is provided
5. Focuses on health and human services, including diversity, equity and inclusion
6. Provides aid and support to communities impacted by natural disasters

Gainwell is — and always will be — committed to making a positive impact on people's lives.

New Jersey Government Team Feeds the Hungry

At Gainwell, we aim to help those most vulnerable lead healthier lives and get the support they need when they need it.

In 2022, Gainwell's New Jersey Government Services team volunteered at the Trenton Area Soup Kitchen (TASK). They helped TASK employees prepare the food and then served 350 meals to many of the people served by our New Jersey Medicaid client. Afterward, the team distributed hygiene kits and non-perishable food.

"Opportunities to serve the community like this are a direct line to the people we serve and demonstrate our mission in action," said Lauren Rizzo, VP of Government Services. "Most of us are New Jersey residents, and we have found it deeply rewarding to give back and do good in our community."

The team plans to ramp up volunteer outings again, including clothing drives — most of which weren't possible during the Covid years.



Conway Team Provides School Supplies to Families in Need

Since 2008, the Pine Street Community Development Center (PSCDC) in Conway, Arkansas, has provided backpacks filled with school supplies to more than 6,250 kids from families with low incomes.

Gainwell has supported the nonprofit organization for several years now. In 2022, nearly a dozen Gainwell volunteers gathered on an August Saturday to help distribute more than 700 backpacks to K-12 students living in the Pine Street community and surrounding areas of Conway and Faulkner County.

Gainwell has had a presence in Conway for more than a dozen years, and our Conway delivery center serves more than 40 different accounts across the country.

Conway has been very good to Gainwell. And for 600+ Gainwell employees, Conway is, quite simply, home. We are proud to support the Pine Street Backpack Program and give back to the community that has given us so much.



Awards and Recognition



Awards and Recognition

Awards recognize success and achievement. But more than that, they recognize the less tangible qualities of effort, ability, struggle and passion. At Gainwell, we're proud of the awards and recognition we receive — not because we want accolades, but because we want to celebrate the hard work and commitment of our employees.

Each award:

- Reflects our commitment to DEI and our efforts to achieve it
- Showcases the dedication and passion of our people
- Validates that, as a company, we are going in the right direction
- Clearly highlights our values to our customers and potential recruits

We've chosen to be in the field of health and human services, where equity and inclusion are so important. It's gratifying to be recognized for our initiatives to instill these same values into our own culture.

In just our second year as a company, Gainwell was named to Forbes' list of **America's Best Large Employers**. The recognition was based on survey responses from approximately 45,000 people working for 5,000-plus-employee enterprises. As part of the questionnaire, respondents were asked to nominate companies other than their own, and Gainwell was one of 500 companies that received the most recommendations. It's an energizing distinction that reflects our connection to our mission and our passion for helping individuals and communities thrive.



Comparably Awards

In 2022, Gainwell Technologies won six Comparably Awards. Comparably Awards celebrate the companies and leaders that are deemed the most exceptional by those who know them best—the employees. Winning a Comparably Award is truly an achievement as it is based entirely on employee feedback in nearly 20 core culture metrics, from leadership and work environment to compensation and outlook.

Gainwell strives to create a diverse and inclusive culture, and our Comparably Awards recognize our deep commitment in these areas and celebrate our accomplishments to date. We recognize it is the feedback of our staff that determines our recognition, and we take pride in the knowledge that we have been able to create an unmatched employee experience for them.



Best Places to Work in Washington DC 2022



Best HR Team 2022



Best CEOs for Women 2022



Best Company for Women 2022



Best Leadership Teams 2022



Best Company for Diversity 2022

CEO ACTION FOR DIVERSITY & INCLUSION

CEO Action for Diversity & Inclusion is the largest CEO-driven business commitment to advance diversity and inclusion in the workplace. The initiative was founded in 2017 on a shared belief that diversity, equity and inclusion is a societal issue, and that collaboration and bold action from the business community — especially CEOs — is vital to driving change at scale.

More than 2,400 CEOs have pledged to create more inclusive cultures. Gainwell Technologies is proud to be a signatory to this important initiative.

Mogul Recognition

2022 was a year of many great improvements in diversity, equity, inclusion and belonging (DEIB). Mogul, a leading diversity recruitment company, celebrated 100 companies that feature inclusive benefits as part of their DEIB strategy.

Gainwell Technologies is proud to be recognized as one of the Top 100 Companies with Inclusive Benefits in 2022.



Gainwell summer interns

Visit us for more information.

Gainwell Technologies is the leading provider of **digital and cloud-enabled solutions** vital to the administration and operations of health and human services programs. With more than 50 years of proven experience, Gainwell has a reputation for service excellence and unparalleled industry expertise. We offer clients scalable and flexible solutions for their most complex challenges. These capabilities make us a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more at gainwelltechnologies.com.

