



THE LATEST NEWS, VIEWS, & ANNOUNCEMENTS

INSIDE

The Interview

We interview our recently hired Chief of Staff, Kim Kinard, who has decades of operational, business, and project management experience. Kim served as manager of various operations teams for a large non-profit organization across several office locations for 13 years.

Corporate News

Our greatest asset are the people who have dedicated their careers to the mission. In this edition, we are proud to highlight several internal team promotions.

CEO Perspective: The ESOP Advantage

-By Jonathan Litwiller

As Subsentio charts the next decade of growth, our Employee Stock Ownership Plan (ESOP) stands at the center of our long-term strategy. While ESOP strengthened our cultural foundation today, its greatest value lies in how it positions us for the future. We are creating a company built to innovate, adapt, and thrive in an increasingly complex regulatory and technological landscape.

Looking ahead, the ownership mindset will be a catalyst for agility. As data privacy expectations rise and technological shifts accelerate, ESOP-driven engagement ensures our teams stay aligned with the mission.

Employees who share in Subsentio’s success naturally think forward: anticipating client needs, identifying operational improvements, and spotting opportunities for smarter, more efficient solutions. This forward thinking perspective will be essential as telecommunications, cybersecurity, and lawful intercept requirements evolve.

The ESOP model also strengthens our long-term resilience. As we confront workforce challenges across the broader tech industry, employee ownership helps retain and develop top performers. With a stable, experienced workforce, we can invest heavily in next generation tools and expanded global support infrastructure without losing momentum.

In the coming years, we expect ESOP to fuel greater innovation across every department. Owners don’t wait for direction; they propose, collaborate, and iterate. This mindset gives Subsentio a competitive edge as we navigate multi-jurisdiction compliance complexity, deploy advanced automation, and explore new markets. It also ensures our culture scales with intention: rooted in integrity, strengthened by shared success, and guided by a collective commitment to public safety.

Ultimately, the ESOP isn’t just preparing us for the future. It’s helping us build it. By empowering every employee to think like an owner, Subsentio becomes more adaptive, more visionary, and more equipped to lead. Our future is stronger because it belongs to all of us.

Interview with Kim Kinard, Chief of Staff

-By Tamara Moorman, Commercial Manager

Kim Kinard's Biography

Kim serves as a strategic partner to the CEO and Executive Team. Prior to her role at Subsentio, Kim served as manager of various operations teams for a large non-profit organization across several office locations for 13 years, culminating in a director role. Kim has decades of operational, business, and project management experience. She has experience in insurance, property management, facilities, security, and policy implementation. Kim earned her Bachelor of Arts in Communication Studies from California State University, Sacramento.



Tamara: Tell us a little about your background. What was your education and early career experience?

Kim: I graduated from California State University, Sacramento with a B.A. in Communication Studies. My early career experience was broad in that I was a military spouse post college which kept me on the move during those early career years.

My first post-college job was receptionist at a small television station in Pensacola, Florida, which was fun (on occasion I would run a camera during a live show). From there, during those years of mobility, I worked in a variety of roles within finance, insurance, and the legal realm gaining experience. I took some time off to raise children and returned to the workforce after they entered school.

The bulk of my career experience ended up being in the operations realm where I served a fast-growing non-profit organization for over a decade. Operations included everything from facilities management for multiple locations, large events, mailroom/print functions, and physical security of our office locations (domestic and international).

For me, that decade plus was full of great experiences and constant problem solving from growth and change.

Tamara: How did you connect with Subsentio?

Kim: I connected with Subsentio through our President and CEO, Jonathan Litwiller. I had the privilege of working for Jonathan previously, and I walked away from our time working together with a huge amount of respect for his servant style of leadership.

He shared the mission of Subsentio with me: to support justice as a trusted third-party service provider which ultimately supports public safety and saves lives.

While I was not familiar with Subsentio before, I was immediately drawn to the unique mission of the company and could see how the work Subsentio does is important.

CORPORATE NEWS



New Promotions!

Subsentio is proud to announce several new promotions within our Trust & Safety department: Destinnee Juarez was promoted to T&S Supervisor and James West to T&S Team Lead.

Thank you for all your hard work and dedication to the mission!

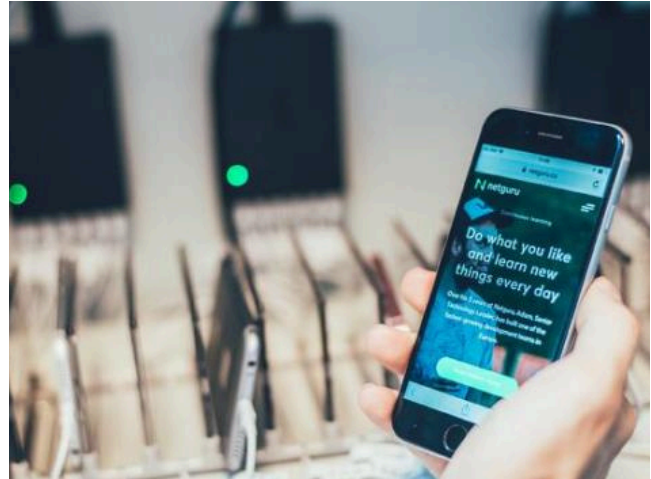
Interview with Kim Kinard, Chief of Staff, Continued

-By Tamara Moorman, Commercial Manager

Tamara: What excites you most about your new position at Subsentio?

Kim: Specifically, there are a couple of things I am excited about as I start my position at Subsentio. I am excited to join the team and be a part of the important work we do daily. Meeting Steve Bock at the holiday party and hearing the special remarks from everyone provided an opportunity to look back at the history of the company and understand the work and sacrifice that brought us to this point.

I am especially excited to take on new projects that support the future growth and overall stature of the company in the marketplace in the days ahead.



Tamara: What are your goals for Subsentio's future and what impact do you hope to make?

Kim: My goals for Subsentio's future are to take on some of the larger internal projects that keep Subsentio growing and competitive. We have a team of dedicated employees that are the best at what they do, so embracing the already strong culture and striving to improve is a worthy goal. Overall, I want to contribute to a work environment where we work hard but can also have fun and enjoy camaraderie while working.

Tamara: What do you like to do for fun?

Kim: I like to go on hikes, explore my new home state of Idaho, go antiquing, listen to country music, and spend time with family.

I have a love for old fashioned general stores, so if I am traveling by car and see one, I will stop and check it out. My favorite general store so far is the Western Drug and General Store in Springerville, Arizona founded in 1934!

Are you prepared?

When was your last CALEA compliance review? Have you made any recent network changes? Subsentio is here to ensure you remain in compliance with CALEA and other regulatory requirements.

Contact us at sales@subsentio.com to ensure you are still in compliance.