



Report on Motorola Solutions Inc.'s Centralized Managed Support Operations (CMSO) System Relevant to Security, Availability, Processing Integrity, Confidentiality, and Privacy Throughout the Period April 1, 2025 to September 30, 2025

SOC 3® - SOC for Service Organizations: Trust Services Criteria for
General Use Report



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Section 1

Independent Service Auditor's Report

Independent Service Auditor's Report

To: Motorola Solutions Inc. ("Motorola Solutions")

Scope

We have examined Motorola Solutions' accompanying assertion titled "Assertion of Motorola Solutions Inc. Management" (assertion) that the controls within the Development and Technical Support Operations of its Centralized Managed Support Operations (CMSO) System (system) were effective throughout the period April 1, 2025 to September 30, 2025, to provide reasonable assurance that Motorola Solutions' service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability, processing integrity, confidentiality, and privacy (applicable trust services criteria) set forth in *TSP Section 100, 2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (With Revised Points of Focus—2022)*, in AICPA, *Trust Services Criteria*.

The description of the boundaries of the system indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Motorola Solutions, to achieve Motorola Solutions' service commitments and system requirements based on the applicable trust services criteria. Our examination did not include such complementary user entity controls and we have not evaluated the suitability of the design or operating effectiveness of such controls.

Motorola Solutions uses subservice organizations to provide data center colocation services, data centers, cloud storage, cloud computing, API access, geocoding, and repo data communication. The description of the boundaries of the system indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at Motorola Solutions, to achieve Motorola Solutions' service commitments and system requirements based on the applicable trust services criteria. The description of the boundaries of the system presents the types of complementary subservice organization controls assumed in the design of Motorola Solutions' controls. Our examination did not include the services provided by the subservice organizations, and we have not evaluated the suitability of the design or operating effectiveness of such complementary subservice organization controls.

Service Organization's Responsibilities

Motorola Solutions is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that Motorola Solutions' service commitments and system requirements were achieved. Motorola Solutions has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, Motorola Solutions is responsible for selecting, and identifying in its assertion, the applicable trust services criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan

and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the engagement.

Our examination included:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements.
- Assessing the risks that controls were not effective to achieve Motorola Solutions' service commitments and system requirements based on the applicable trust services criteria.
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve Motorola Solutions' service commitments and system requirements based on the applicable trust services criteria.

Our examination also included performing such other procedures as we considered necessary in the circumstances.

Inherent Limitations

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, management's assertion that the controls within the Development and Technical Support Operations of its CMSO System were effective throughout the period April 1, 2025 to September 30, 2025, to provide reasonable assurance that Motorola Solutions' service commitments and system requirements were achieved based on the applicable trust services criteria if complementary subservice organization controls and complementary user entity controls assumed in the design of Motorola Solutions' controls operated effectively throughout that period is fairly stated, in all material respects.

Coalfire Controls LLC

Louisville, Colorado

January 8, 2026

Section 2

Assertion of Motorola Solutions Inc. Management

Motorola Solutions, Inc.
500 W. Monroe
Chicago IL 60661

Assertion of Motorola Solutions Inc. (“Motorola Solutions”) Management

We are responsible for designing, implementing, operating and maintaining effective controls within the Development and Technical Support Operations of the Centralized Managed Support Operations (CMSO) System throughout the period April 1, 2025 to September 30, 2025, to provide reasonable assurance that Motorola Solutions’ service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability, processing integrity, confidentiality, and privacy (applicable trust services criteria) set forth in *TSP Section 100, 2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (With Revised Points of Focus—2022)*, in *AICPA, Trust Services Criteria*. Our description of the boundaries of the system is presented in attachment A and identifies the aspects of the system covered by our assertion.

The description of the boundaries of the system indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Motorola Solutions, to achieve Motorola Solutions’ service commitments and system requirements based on the applicable trust services criteria.

Motorola Solutions uses subservice organizations for data center colocation services, data centers, cloud storage, cloud computing, API access, geocoding, and repo data communication. The description of the boundaries of the system indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at Motorola Solutions, to achieve Motorola Solutions’ service commitments and system requirements based on the applicable trust services criteria. The description of the boundaries of the system presents the types of complementary subservice organization controls assumed in the design of Motorola Solutions’ controls. The description of the boundaries of the system does not disclose the actual controls at the subservice organizations.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period April 1, 2025 to September 30, 2025, to provide reasonable assurance that Motorola Solutions’ service commitments and system requirements were achieved based on the applicable trust services criteria if complementary subservice organization controls and complementary user entity controls assumed in the design of Motorola Solutions’ controls operated effectively throughout that period. Motorola Solutions’ objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in attachment B.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period April 1, 2025 to September 30, 2025 to provide reasonable assurance that Motorola Solutions’ service commitments and system requirements were achieved based on the applicable trust services criteria.

Motorola Solutions Inc.

Attachment A

Motorola Solutions Inc.'s Description of the Boundaries of Its Centralized Managed Support Operations (CMSO) System

Type of Services Provided

Motorola Solutions, Inc. (“Motorola Solutions” or “the Company”) offers mission-critical communications and analytics. Motorola Solutions’ Centralized Managed Support Operations (CMSO) business unit provides Customer Care Service Desk and Technical support; Monitoring and Management Services; and Cybersecurity Services offerings at the following locations: Chicago, Illinois; Schaumburg, Illinois; Penang, Malaysia; Santiago, Chile; and São Paulo, Brazil.

Location	Activities
Chicago, IL, USA Headquarters/CMSO	<ul style="list-style-type: none">• Headquarters• Central Management Function
Schaumburg, IL, USA	<ul style="list-style-type: none">• Managed and Support Services
Penang, Malaysia	<ul style="list-style-type: none">• Managed and Support Services
Santiago, Chile	<ul style="list-style-type: none">• Managed and Support Services
São Paulo, Brazil	<ul style="list-style-type: none">• Managed and Support Services

For additional information regarding Motorola Solutions’ public safety product suite, please visit <https://www.motorolasolutions.com>.

The Components of the System Used to Provide the Services

The boundaries of Motorola Solutions’ Development and Technical Support Operations of its CMSO are the specific aspects of Motorola Solutions’ infrastructure, software, people, procedures, and data necessary to provide its services and that directly support the services provided to customers. Any infrastructure, software, people, procedures, and data that indirectly support the services provided to customers or environments are not included within the boundaries of Motorola Solutions’ Development and Technical Support Operations of its CMSO.

The components that directly support the services provided to customers are described in the subsections below.

Infrastructure

Motorola Solutions utilizes subservice organizations to provide the resources to host CMSO. Motorola Solutions leverages the experience and resources of subservice organizations to scale quickly and securely as necessary to meet current and future demand. However, Motorola Solutions is responsible for designing and configuring CMSO architecture within subservice organizations to ensure the availability, security, and resiliency requirements are met.

Software

Software consists of the programs and software that support CMSO, including:

- Remote access tools

- Ticketing systems
- Source code control tools
- Secure electronic messaging tools
- System and event monitoring tools
- Single sign-on identity management tools
- Endpoint device management tools

People

Motorola Solutions develops, manages, and secures CMSO via separate departments. The responsibilities of these departments are defined in the following table:

People	
Group/Role Name	Function
Executive Management	Responsible for overseeing Company-wide activities, establishing and accomplishing goals, and managing objectives.
Engineering	Responsible for the development, testing, deployment, and maintenance of new code for CMSO.
Information Security (InfoSec)	Responsible for managing access controls and the security of the production environment.
Product Management	Responsible for overseeing the product life cycle, including adding new product functionality.
Human Resources (HR)	Responsible for onboarding new personnel, defining the roles and positions of new employees, performing background checks, and facilitating the employee termination process.

The Executive Management team consists of the following individuals:

Greg Brown

Chairman and Chief Executive Officer

Greg Brown is chairman and chief executive officer of Motorola Solutions. Brown is in his 18th year as CEO of Motorola and Motorola Solutions. During Brown's tenure, he's made over 50 acquisitions and achieved total shareholder return of over 1,200%. Today this almost 100-year-old global company is a leader in mission-critical networks in public safety and defense, 911 command center solutions and video security.

Under Brown's leadership, Motorola Solutions has been named number one in its category on Fortune's Most Admired list, named as one of the World's Top Companies for Women by Forbes and one of the World's Best Companies by Time Magazine, named to Newsweek's Most Trustworthy Companies, named to Investor's Business Daily's 100 Best ESG Companies, and is considered one of the World's Most Innovative Companies by Fast Company.

Brown was awarded the Yale Legend in Leadership Award in 2025. He was also named #1 underrecognized standout CEO of 2024 by Fortune as well as one of the top CEOs in America by Barron's in 2023. He is a member of the Pro Football Hall of Fame National Advisory Board and is also a member of The Business Council and the Council on Foreign Relations.

Brown served as Chairman of the Federal Reserve Bank of Chicago and Chairman of the Rutgers University Board of Governors, where he earned a bachelor's degree in economics and an honorary doctorate in humane letters. He also served as Midwest Chairman of the Navy Seal Foundation.

Jack Molloy

Executive Vice President and Chief Operating Officer

Jack Molloy is executive vice president and chief operating officer and leads global go-to-market operations. He oversees Motorola Solutions' global commercial strategy and day-to-day business operations, leading the teams responsible for sales, services, government affairs and marketing.

Molloy has held multiple leadership positions of increasing responsibility during his 31-year career with Motorola Solutions, including leading various sales organizations, systems integration, managed & support services and product development teams.

Molloy earned a bachelor's degree in marketing from Northern Illinois University and a master's degree in business administration from Loyola University.

Kathi Moore

Senior Vice President, Human Resources

Kathi Moore is senior vice president, Human Resources. She leads human resources for Motorola Solutions, as well as the Motorola Solutions Foundation.

Moore has held various human resources roles throughout her career and has deep knowledge of global rewards and talent, as well as a passion for employee engagement and retention.

Moore serves on the board for DuPage Pads Housing Solutions, a nonprofit organization serving individuals and families who are experiencing homelessness as the result of a disability.

Moore earned a bachelor's degree in business management from Benedictine University.

Rajan Naik

Senior Vice President, Strategy & Ventures

Rajan Naik is senior vice president, Strategy & Ventures, for Motorola Solutions. He is responsible for the corporate strategy organization, mergers and acquisitions, venture capital portfolio and competitive and market intelligence.

Prior to joining Motorola Solutions, Naik was senior vice president and chief strategy officer at Advanced Micro Devices and before that was a partner in the technology/media/telecom practice at McKinsey & Company.

Naik serves on the boards of directors for CSG and Evolv Technology.

Naik earned a bachelor's degree in engineering from Cornell University and a doctorate in engineering from the Massachusetts Institute of Technology.

Jim Niewiara

Senior Vice President, General Counsel

Jim Niewiara is senior vice president & general counsel. He leads legal, ethics and compliance for Motorola Solutions.

Niewiara joined Motorola Solutions in 2008 and has held several law leadership roles. Most recently, he was responsible for overseeing Motorola Solutions' commercial legal teams as well as litigation and intellectual property. Prior to Motorola, he spent 15 years as a commercial litigator in Chicago.

Niewiara earned a bachelor's degree in political science and economics from the University of Illinois at Urbana-Champaign and a law degree from Harvard Law School.

Mahesh Saptharishi

Executive Vice President and Chief Technology Officer

Mahesh Saptharishi is executive vice president and chief technology officer. He is responsible for Motorola Solutions' global product organization, overseeing product development for critical communications, video security and command center.

Saptharishi joined Motorola Solutions in 2018 through the acquisition of Avigilon, a video security solutions company, where he served as senior vice president and chief technology officer. Prior to Avigilon, he founded VideolQ, a video analytics company that was acquired by Avigilon, as well as Broad Reach Security, which was later acquired by GE.

Saptharishi earned a doctoral degree in artificial intelligence from Carnegie Mellon University.

Jason J. Winkler

Executive Vice President and Chief Financial Officer

Jason Winkler is executive vice president and chief financial officer. He is responsible for Motorola Solutions' financial strategy and leads all financial functions as well as supply chain and information technology.

Since joining Motorola in 2001, he has held a number of financial leadership positions supporting investor relations, global channel management, mergers and acquisitions and product operations. Prior to this role, he led finance for Motorola Solutions' product and sales organization as senior vice president.

Winkler is the president of the Motorola Solutions Foundation and serves on the board of The Goodyear Tire & Rubber Company.

Winkler earned a bachelor's degree in business administration from Valparaiso University and a master's degree in business administration from the University of Chicago's Booth School of Business.

Cynthia Yazdi

Senior Vice President, Chief of Staff to the Chairman and CEO

Cynthia Yazdi is senior vice president and chief of staff, leading the office of the chairman and CEO.

Yazdi has held a variety of leadership positions in strategy, marketing and operations roles during her 25-year career with Motorola Solutions. Most recently, she had responsibility for the communications and brand function, and prior to that, global marketing and the Motorola Solutions Foundation. She also led product and business operations for the Asia Pacific and Middle East regions.

Yazdi earned a bachelor's degree in civil engineering from Concordia University.

Procedures

Procedures include the automated and manual procedures involved in the operation of CMSO. Procedures are developed and documented by the respective teams for a variety of processes, including those relating to product management, engineering, technical operations, security, information technology (IT), and HR.

These procedures are drafted in alignment with the overall information security policies and are updated and approved as necessary for changes in the business, but no less than annually.

The following table details the procedures as they relate to the operation of CMSO:

Procedures	
Procedure	Description
Logical and Physical Access	How Motorola Solutions restricts logical and physical access, provides and removes that access, and prevents unauthorized access.
System Operations	How Motorola Solutions manages the operation of the system and detects and mitigates processing deviations, including logical and physical security deviations.
Change Management	How Motorola Solutions identifies the need for changes, makes the changes using a controlled change management process, and prevents unauthorized changes from being made.
Risk Mitigation	How Motorola Solutions identifies, selects, and develops risk mitigation activities arising from potential business disruptions and the use of vendors and business partners.

Data

Data refers to transaction streams, files, data stores, tables, and output used or processed by Motorola Solutions. Through the application programming interface (API), the customer or end-user defines and controls the data they load into and store in CMSO production network. Once stored in the environment, the data is accessed remotely from customer systems via the Internet.

Subservice Organizations

The Company uses subservice organizations for data center colocation services, data centers, cloud storage, cloud computing, API access, geocoding, and repo data communication. Motorola Solutions' controls related to CMSO cover only a portion of the overall internal control for each user entity of CMSO. The description does not extend to the data centers, cloud storage, cloud computing, API access, geocoding, repo data communication, and colocation services for IT infrastructure provided by the subservice organizations.

Although the subservice organizations have been carved out for the purposes of this report, certain service commitments, system requirements, and applicable criteria are intended to be met by controls at the subservice organizations. Controls are expected to be in place at subservice organizations related to physical security and environmental protection, as well as backup, recovery, and redundancy controls related to availability. The subservice organizations' physical security controls should mitigate the risk of unauthorized access to the hosting facilities. The subservice organizations' environmental protection controls should mitigate the risk of fires, power loss, climate, and temperature variabilities. Controls are also expected to be in place related to logical access and data communication. The subservice organizations' logical access and data communication controls should mitigate the risk of unauthorized access and unprotected data during transmission, movement, or removal.

Company management receives and reviews the subservice organizations' SOC 2 reports annually. In addition, through its operational activities, Company management monitors the services performed by the subservice organizations to determine whether operations and controls expected to be implemented are functioning effectively. Management also communicates with the subservice organizations to monitor

compliance with the service agreements, stay informed of changes planned at the hosting facilities, and relay any issues or concerns to subservice organization management.

Complementary User Entity Controls

Complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Motorola, to achieve Motorola's service commitments and system requirements based on the applicable trust services criteria.

Attachment B

Principal Service Commitments and System Requirements

Principal Service Commitments and System Requirements

Commitments are declarations made by management to customers regarding the performance of CMSO. Commitments are communicated through the Data Processing Addendum, Privacy Policy, and Professional Services Agreement.

System requirements are specifications regarding how CMSO should function to meet Motorola Solutions' principal commitments to user entities. System requirements are specified in Motorola Solutions' policies and procedures.

Motorola Solutions' principal service commitments and system requirements related to CMSO include the following:

Trust Services Category	Service Commitments	System Requirements
Security	<ul style="list-style-type: none">The Company will implement appropriate technical and organizational measures to ensure a level of security appropriate to the risks posed by the processing of personal data.The Company will maintain appropriate physical and environmental security controls to prevent unauthorized access to customer data.The Company will ensure system access is granted to authorized personnel only.The Company will protect data at rest and in transit, including implementing access controls.The Company will identify and remediate security incidents and events.	<ul style="list-style-type: none">Logical Access StandardsPhysical Access StandardsEncryption StandardsIncident Management Standards
Availability	<ul style="list-style-type: none">The Company will maintain a business continuity and disaster preparedness plans in order to avoid services disruptions and minimize recovery risks.The Company will take measures to ensure ongoing availability of processing systems and services by mandating the institutionalization of information protection and maintaining dedicated security teams.The Company will ensure that personal data is backed up and maintained using at least industry standard methods.	<ul style="list-style-type: none">System monitoringBackup and recovery standardsPhysical and environmental protections
Processing Integrity	<ul style="list-style-type: none">The Company will process all personal information in accordance with applicable law, ensuring the quality and accuracy of data.The Company will take measures to ensure the ongoing integrity of processing systems and services by mandating the institutionalization of information protection and maintaining dedicated security teams.	<ul style="list-style-type: none">Input validation and controlProcessing and error handlingOutput verification and securityStorage and traceability

Trust Services Category	Service Commitments	System Requirements
Confidentiality	<ul style="list-style-type: none"> The Company will maintain processes for authorizing and supervising its employees who have, or may be expected to have, access to customer data to treat that data as confidential information. The Company will delete all customer data ninety days following termination or expiration of the agreement or the applicable addendum. The Company will maintain all customer data as confidential and will not disclose information to any unauthorized parties without written consent. 	<ul style="list-style-type: none"> Data classification Retention and destruction standards Data handling standards Internal confidentiality standards Information sharing standards
Privacy	<ul style="list-style-type: none"> The Company will implement reasonable physical, technical, and organizational safeguards to protect personal data. The Company ensures that its employees and contractors remain aware of industry standard security and privacy practices, and their responsibilities for protecting customer data. 	<ul style="list-style-type: none"> Policy and communication Technical and operational controls Incident response and management