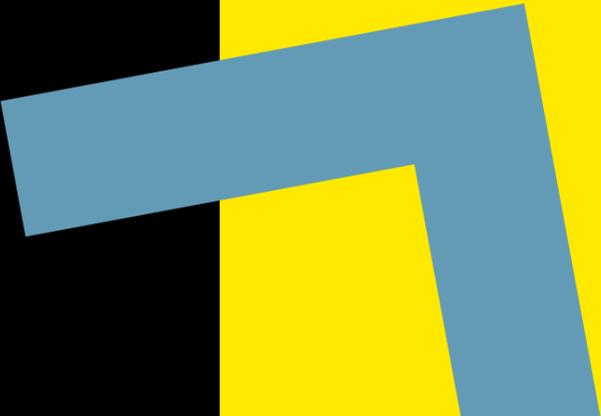




GoTo

2024 Environmental, Social, and Governance Report



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Use of forward-looking statements.

Statements made in this report that reflect our current view about future events are to be considered “forward-looking statements.” Such forward-looking statements include information concerning our future ESG strategy, goals, plans and objectives.

Some of these statements can be identified by terms and phrases including, but not limited to, “anticipate,” “believe,” “intend,” “estimate,” “expect,” “continue,” “could,” “should,” “may,” “plan,” “project,” “predict,” or similar expressions and the negatives of those terms. We caution readers of this report that such “forward-looking statements,” wherever they occur in this report, are necessarily estimates reflecting our judgment and involve a number of risks and uncertainties that could cause actual results to differ materially from those suggested by the “forward-looking statements.”

We cannot guarantee that we’ll achieve the plans, intentions, or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements. GoTo has no obligation to pursue any course of action outlined in this report or any related documentation, and GoTo’s plans, strategy and possible future developments, products and/or directions are all subject to change, and may be changed by GoTo at any time for any reason without notice.

For the avoidance of doubt, the forward-looking statements included in this report speak only as of the date of this report or as of the date they are made, as applicable. Except as otherwise required by law, we disclaim any intent or obligation to update any “forward-looking statement” made in this report to reflect changed assumptions, the occurrence of unanticipated events or changes to future operating results over time.



A message from our CEO.

Welcome to our FY24 report, which highlights the progress we have made toward our Environmental, Social, and Governance (ESG) goals. Across the globe, our team of approximately 2,800 GoGetters made 2024 an outstanding year for our stakeholders. I am deeply grateful to everyone at GoTo for embodying our values; their dedication has made the efforts documented in this report possible.

Our employees drove our success through hundreds of product feature updates, significant AI product enhancements, community building, and more. We prioritized employee learning, development, and engagement while fostering an inclusive environment where everyone feels empowered to do their best work and contribute to our collective success.

A highlight of the year was my trip to Bengaluru, India, where I met with our local team and was greatly impressed by their energy, expertise, and dedication to our customers. While there, I also had the opportunity to visit several Global Systems Integrator (GSI) partners alongside Olga Lagunova, GoTo's Chief Product and Technology Officer. Additionally, [One School at a Time \(OSAAT\)](#), a longtime GoTo Gives beneficiary, shared first-hand how much our support and volunteering have had on the education and well-being of local children over the years. It was a deeply moving visit.

At GoTo, we are all about innovation. In 2024, we incorporated AI into products such as GoTo Connect, LogMeIn Resolve, and LogMeIn Rescue to tackle practical challenges, support employees, and improve

customer experience. Looking ahead, we remain steadfast in our responsible use of AI, employing it to positively impact our customers and enhance their operations.

In alignment with our commitment to environmental sustainability, we continued to focus on our Scope 3 emissions and partnerships with state-of-the-art and energy efficient cloud providers including AWS, Oracle, and Microsoft Azure. We are proud to have maintained our relationship with [SayTrees](#) in tree planting and reforestation efforts, which we began in 2023. This initiative not only contributes to carbon offsetting but also helps restore local ecosystems and promote biodiversity.

These examples represent GoTo's ongoing ESG commitment. As a portfolio company of Francisco Partners and Elliot Investment Management, this voluntary disclosure reflects both firms' commitment to long-term value creation. I hope you find our work inspiring.

With gratitude,



Richard Veldran
GoTo CEO



1

About GoTo



GoTo makes life work together.

At GoTo, we're all about creating a world where you can work without any limits. With smart innovations and a customer-first mindset, we ensure our products make IT and business communications simple, so you can focus on what matters most—your projects, your profession, and your personal passions.

Imagine a place where real-world challenges are easily tackled with AI-enabled solutions, all designed with you in mind.

Our AI-powered tools are the backbone of seamless communication, efficient IT management, and effective remote support. They ensure your operations run smoothly, allowing you to focus on achieving your goals inside and outside of the office.

As one of the world's largest SaaS companies, with ~2,800 global employees and nearly 1 billion in revenue, we are a trusted partner for companies of all sizes. Whether you're a small business, a growing company, or a large enterprise, our secure and reliable tools scale with your needs. Our portfolio of products, including GoTo Connect, LogMeIn Resolve, and LogMeIn Rescue, helps:

- **Employees:** By enabling them to work securely and productively with easy-to-use AI-enabled solutions.
- **Businesses:** By empowering teams to take control of their IT infrastructure and ensure continuity in the face of disruptions.
- **Everyone:** By delivering flexible tools built for navigating the demands of both work and life.

Ready for the future of work.

We're witnessing a technological revolution in the workplace and an evolution of the modern workforce. GoTo is equipped to help everyone adapt to these changes by providing AI-enabled solutions that enhance operational processes and empower teams to work from anywhere.

Here's how we're making it happen:

- **Simplifying communications:** Our AI-powered cloud tools ensure seamless collaboration, keeping your teams connected and productive.
- **Streamlining IT management:** With AI-driven endpoint management and remote support, we optimize IT operations for better performance.
- **Delivering reliable solutions:** Our secure, user-friendly products meet the demands of businesses of all sizes, ensuring efficiency and peace of mind.



We get it—navigating the modern workplace can be tough. That's why our AI-enabled solutions are built to make your work easier and even more enjoyable.





Year founded:
2003



Headcount:
~2,800 employees



Headquarters:
Boston,
Massachusetts, US



Employees across:
North America, Central
America, South America,
Europe, Asia, and Australia



Nearly **1M**
GoTo customers

>1B

people joining
meetings, classes,
and webinars
through GoTo's
UCC (Unified
Communications
& Collaboration)
products

1B

connections on
the company's
remote access
and support tools

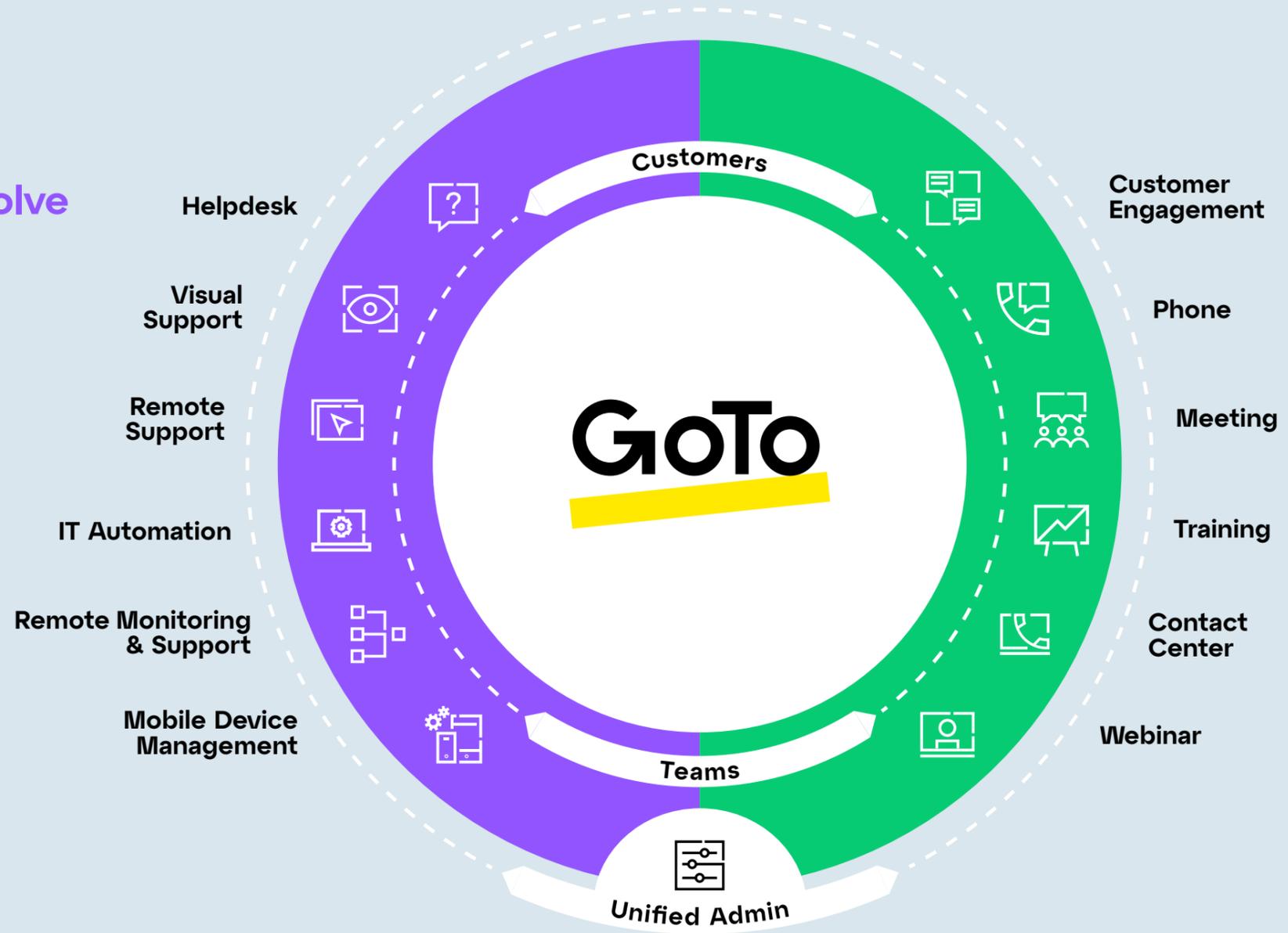
Products:

GoTo Connect, LogMeIn Resolve,
LogMeIn Rescue, and more

The GoTo Portfolio

LogMeIn **Resolve**

IT management and support software for accessing and monitoring all your devices.



GoTo **Connect**

Business communications software to call, meet, and message with employees and customers.

2

Our Values

**We're bound by our values,
not by geography.**



**Be
Real**

- Celebrate authenticity and champion diversity in each of us
- Operate transparently and acknowledge differences of opinion
- Invest in others, our customers, and our mission



**Think
Big**

- Take bold steps to achieve brilliant work
- Be inventive to solve our customers' needs
- Try something new every day. Embrace possibilities



**Move
Fast**

- Speed > perfection
- Don't drive for consensus
- Simplify, take action, own it



**Keep
Growing**

- Always be curious and learning
- Embrace feedback and grow from mistakes
- Share your learnings with others



**Customer
Obsessed**

- Put the customer first. Always
- Listen to customers to fuel our work
- Solve our customers' problems to create value

3

ESG/Materiality

GoTo ESG Strategy

In 2024, we focused on our most important Environmental, Social, and Governance issues outlined in a materiality assessment* conducted by Sustainability Roundtable, Inc., a strategic advisory and support service for ESG program assistance. The resulting assessment, which engaged employees, executives, and investors, provided us with an institutional blueprint, based on stakeholder alignment and core business objectives, that grounds our ESG work. GoTo is committed to reassessing material topics and broadening stakeholder engagement in the coming years. These areas serve as a strategic framework for our current ESG work, guiding our decision-making and driving our impact.

Top 11 ESG areas most material to stakeholders:**

Environmental

- Energy & Carbon Emissions

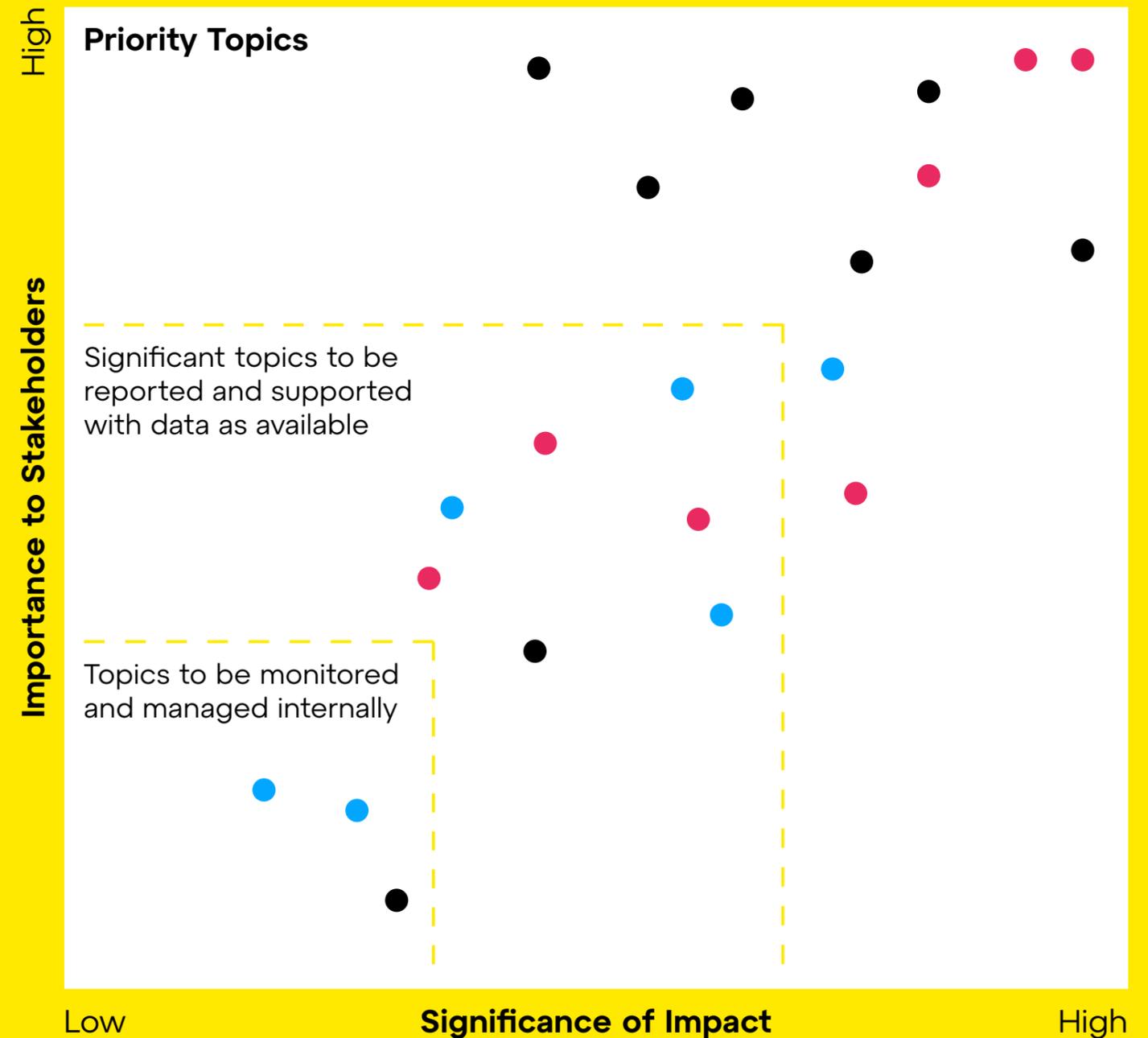
Social

- Talent & Culture
- Employee Health & Safety
- Inclusion & Belonging
- Philanthropy & Volunteering
- Human Rights & Labor
- Customer Experience

Governance

- Privacy & Data Protection
- Governance & Ethics
- Responsible Use of AI
- ESG Business Alignment

Materiality assessment matrix.



* While we want to make sure we have a core strategy, we recognize that our business and stakeholder expectations are continuously evolving when it comes to ESG. We will continue to monitor and check our assumptions about GoTo's priorities, which could result in re-prioritization in future years.

** Material areas are listed in order of appearance within the report. ESG Business Alignment is not represented in a specific section in the report; however, it is reflected in the overall integration of ESG into our business.

“

“In 2024, GoTo has evolved our commitment to ESG principles, further embedding them into the core of our operations. This growth empowers us to innovate thoughtfully, cultivate vibrant and safe workspaces, and uphold the highest standards of integrity. Together, we are shaping a future where technology and corporate responsibility are intertwined.”

Amy Wendel

Senior Director,
Global Head of Corporate Responsibility & ESG,
Massachusetts, US, GoTo



We remain steadfast in our commitment to ESG.

At the most basic level, our ESG strategy focuses on the well-being of our planet, our employees, and our corporation. This trifecta helps GoTo flourish. Our ESG principles are integrated into all of GoTo’s business functions, giving us a guided path to follow as we grow and keeping us accountable to all stakeholders.

Our formal ESG disclosures provide GoTo stakeholders and the public with transparent, detailed information about how we are addressing critical material areas.

In this voluntary report, GoTo presents information reporting on FY24 (January 1, 2024, through December 31, 2024) and the investments we have made in our 11 ESG priority areas. GoTo’s strategy is aligned with standards set by the Sustainability Accounting Standards Board ([SASB](#)) Software and IT Services Standards and the United Nations 17 Sustainable Development Goals ([SDGs](#)).

This report contains figures that have been rounded or approximated.



Our ESG strategy incorporates these core stakeholders:



Employees



Customers



Partners



Suppliers



Host
Communities



Investors

4

Environmental

Energy & Carbon Emissions

As a global company committed to environmental stewardship, it is our responsibility to remain informed of climate-related policy, regulation, and the most comprehensive, relevant sustainability reporting frameworks.

The **29th Annual United Nations Conference of the Parties (COP29)**, the world's largest and most geopolitically significant (197 nations plus the European Union) climate conference, convened in Baku, Azerbaijan, in November of 2024. Referred to as the "Finance COP," its notable achievement was the establishment of a new climate finance goal for 2035, "increasing from \$100 to \$300 billion per year to help countries to protect their people and economies against climate disasters and share in the benefits of the clean energy boom." (source: unglobalcompact.org)



Climate action must be accelerated.

In the United States, GoTo is preparing for one climate-related California law that will require action on our part beginning in 2026:

SB 261, the **Climate Related Financial Risk Act**, requires US-based entities with more than \$500 million in annual revenue doing business in California to biennially report any climate-related financial risks they have identified and any measures they have adopted to reduce and adapt to those risks. (source: [ca.gov](https://www.ca.gov))

Our evolving Scope 3 emissions analysis is laying the groundwork for compliance with future regulations.

For the third year in a row, GoTo has submitted to [CDP](#) (originally the “Carbon Disclosure Project”) and is committed to this annual practice. In 2024, CDP incorporated the **International Sustainability Standards Board (ISSB)** climate data disclosure into its annual questionnaire, which means that GoTo’s reporting efforts through CDP will be aligned with global standards. Disclosing to CDP provides GoTo with a framework for climate disclosure best practices, including the **Task Force on Climate-Related Financial Disclosures**. The disclosure process helps us focus our governance, strategy, risk management, and metrics and targets related to climate risks, and our organization.



*“Climate change is a threat to human well-being and planetary health. There is a rapidly closing window of opportunity to secure a livable and sustainable future for all.” —
Intergovernmental Panel on Climate Change Synthesis Report*

GoTo is operationally and culturally committed to sustainability.

Once again, we matched our global electricity usage with 100% renewable energy through the purchase of Energy Attribute Certificates (EACs), including [Green-e](#) certified Renewable Energy Credits (RECs) in the relevant geographies.

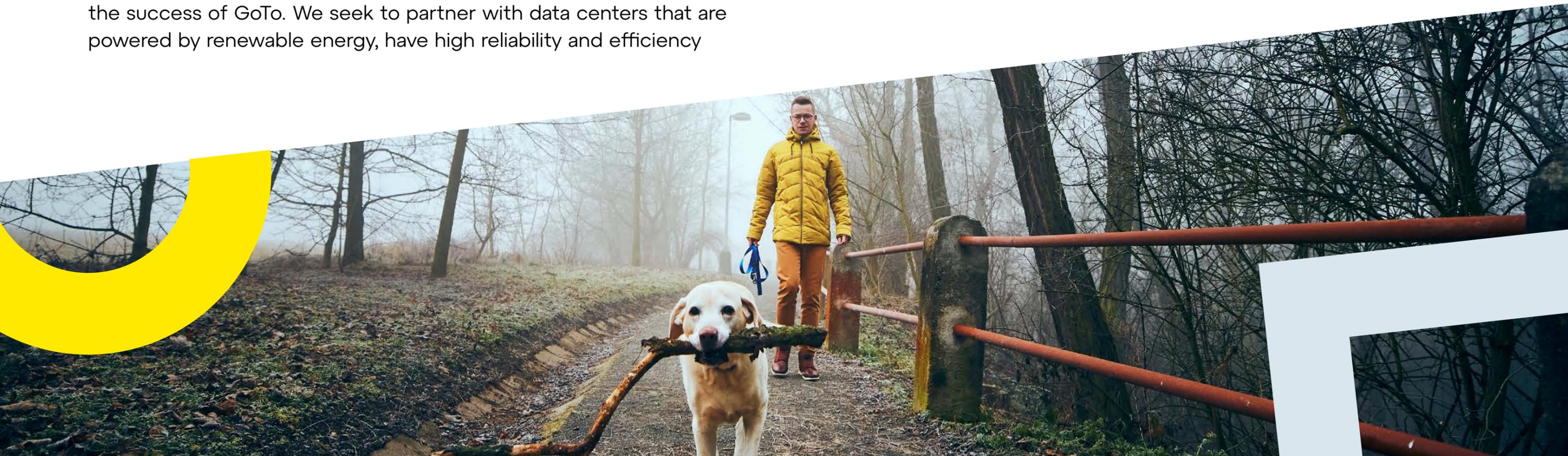
Our remote-centric workforce and core business of technology solutions keep our environmental footprint small.

We also calculated a full Scope 3 footprint, including Purchased Goods and Services, Capital Goods, Waste, Business Travel, and Employee Commuting, which includes emissions from employees working from home, and more.

Reliable data centers that keep our products running are core to the success of GoTo. We seek to partner with data centers that are powered by renewable energy, have high reliability and efficiency

ratings, and share our environmental principles. One longtime partner, Amazon Web Services (AWS), plans to achieve net-zero carbon emissions by 2040, and “is on a path to power its operations, including AWS data centers, with 100% renewable energy by 2025.”

Additionally, as we continue to evolve and refine our environmental sustainability initiatives, we look forward to engaging with our suppliers and plan to achieve a bottom line characterized not only by profit but also by people and the planet. GoTo is also exploring setting science-based targets as the next step in strengthening our commitment to decarbonization.



Scope 1

Direct Greenhouse Gas Emissions

Direct GHG emissions occur from sources that are owned or controlled by the company, for example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc.

Scope 2

Indirect Greenhouse Gas Emissions

Scope 2 accounts for GHG emissions from the generation of purchased electricity consumed by the company. Purchased electricity is defined as electricity that is purchased or otherwise brought into the organizational boundary of the company. Scope 2 emissions physically occur at the facility where electricity is generated.

Scope 3

Other Indirect GHG Emissions / Corporate Value Chain

Scope 3 emissions are a consequence of the activities of the company but occur from sources not owned or controlled by the company. Some examples of Scope 3 activities are extraction and production of purchased materials, transportation of purchased fuels, and use of sold products and services.



GHG Emissions

Total 2024 carbon footprint: 20,174.1

Scope 1

92.6 MT CO₂e

Natural gas and propane used to heat buildings

In FY24, GoTo improved our calculation methodology to use Well-To-Wheel emissions factors across all relevant Scope 3 categories. We have updated past years' calculations to align with this methodology, and a restatement will be reflected in our 2025 CDP report accordingly. We have also recalculated past years' Category 1 emissions, as one of our largest suppliers whose primary data we use in our calculations has materially restated their own emissions profile. That is the main cause for our Purchased Goods & Services appearing significantly lower this year, and our recalculated Category 1 emissions for FY22 and FY23 will also be available in our 2025 CDP report.

* Purchased Goods and Services: This category includes all upstream (i.e., cradle-to-gate) emissions from the production of products purchased or acquired by the reporting company in the reporting year. Products include both goods (tangible products) and services (intangible products).

** Capital Goods: This category includes all upstream (i.e., cradle-to-gate) emissions from the production of capital goods purchased or acquired by the reporting company in the reporting year. Examples of capital goods include equipment, machinery, buildings, facilities, and vehicles

Scope 2

463.5 MT CO₂e

Location-based emissions

0 MT CO₂e
Market-based emissions

Scope 3

20,081.5 MT CO₂e

Value chain

16,799.5 MT CO₂e
Purchased Goods and Services*

18.9 MT CO₂e
Capital Goods**

141.6 MT CO₂e
Fuel- and Energy-Related Activities

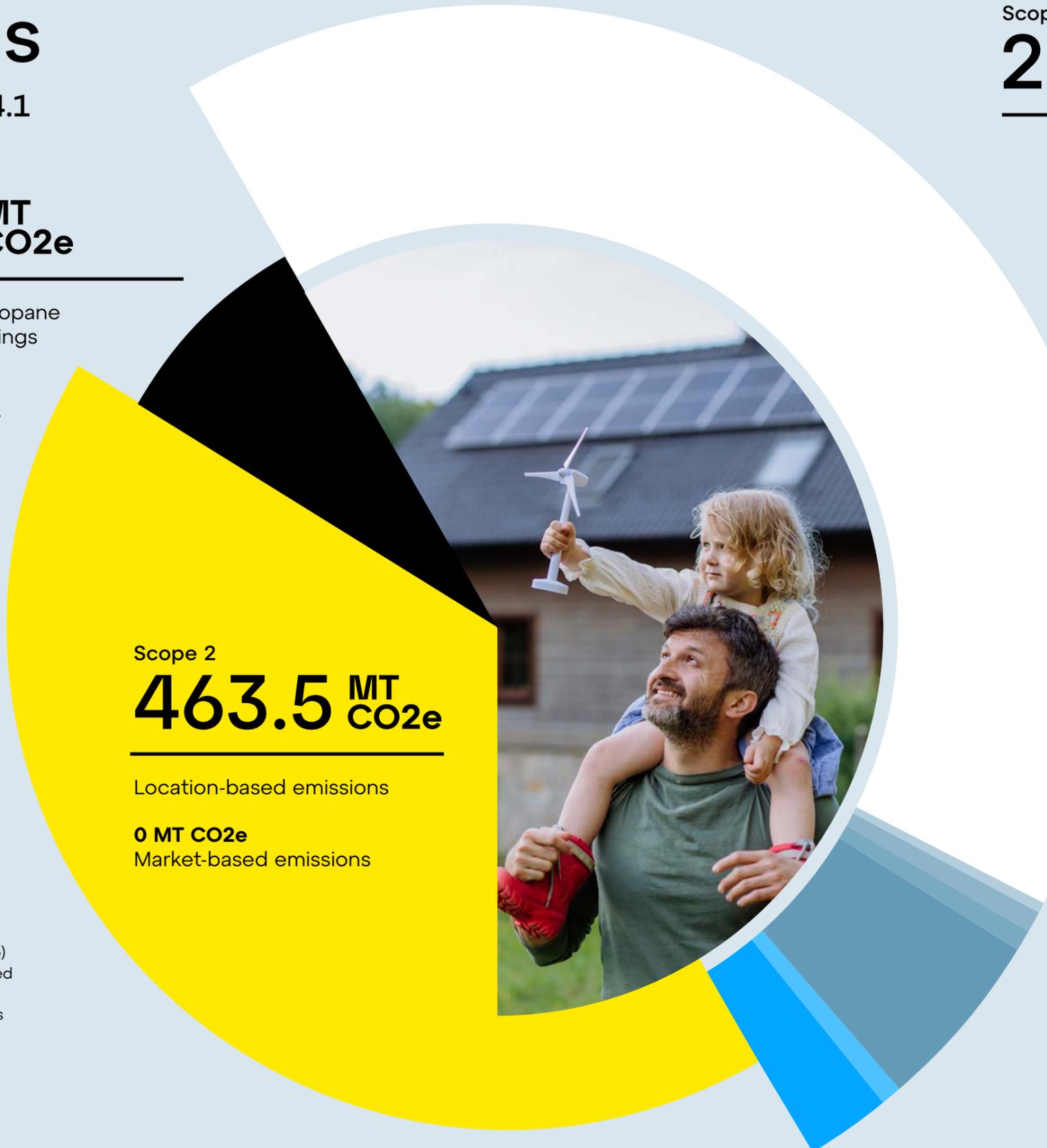
49.9 MT CO₂e
Upstream Transportation

1.6 MT CO₂e
Waste

2,014.8 MT CO₂e
Business Travel

129.8 MT CO₂e
Employee Commuting
(1 commute per month)

925.3 MT CO₂e
Employee Work from Home
(Mon-Fri, 9-5 energy at home)



“

“As the CISO of a SaaS company, I believe that our responsibility extends beyond cybersecurity to include a steadfast commitment to sustainability. In a rapidly evolving digital landscape, we have a unique opportunity to lead by example, integrating sustainable practices into our operations and solutions. By prioritizing both security and environmental stewardship, we are not only safeguarding our data but also contributing to a healthier planet for future generations.”

Attila Torok

Chief Information Security Officer,
Massachusetts, US, GoTo





Our mitigation strategy.

The purchase of Energy Attribute Certificates (EACs*) is critical to GoTo’s ongoing commitment to decarbonization. This enables us to mitigate our Scope 2 emissions.

EACs allow us to match our global electricity usage with 100% renewable energy. This is important because there is a significant fossil fuel component in the generation mix of the day-to-day power on which we rely.

In 2024, through ACT Commodities, GoTo purchased EACs to cover our Scope 2 emissions from electricity usage.

Instead of procuring carbon offsets from the voluntary market this year, we actively engaged in reforestation efforts through partnerships with nonprofit organizations. By collaborating with the [Arbor Day Foundation](#), we contributed to the planting of 1,500 trees, furthering their mission to create greener landscapes worldwide.

Additionally, our India team personally vetted and partnered with [SayTrees](#), witnessing and participating in the planting of several hundred saplings through their own efforts. We take pride in having planted 3,100 saplings of 45+ species through SayTrees, recognizing the vital role reforestation plays in mitigating climate change. By combining the procurement of EACs with reforestation initiatives, we are working toward a sustainable future.

* One EAC represents 1 megawatt-hour of electricity delivered to an electricity grid from a renewable energy source. In North America, EACs are known as RECs (Renewable Energy Certificates).

“GoTo’s generous contribution of planting 3,100 saplings in Bengaluru’s core urban spaces is a transformative step toward restoring the city’s ecological balance and creating a sustainable future. These saplings, strategically planted across parks, lakesides, and community areas, will absorb approximately 40 tons of carbon dioxide annually as they mature, significantly improving air quality while producing oxygen for over 6,000 people each year. In a rapidly urbanizing city, where climate challenges are increasingly evident, your contribution builds resilience and sets a precedent for addressing these issues naturally. With every sapling, you’ve invested in a greener, healthier, and more livable city, leaving a legacy that will benefit generations to come. Thank you for being a champion of urban sustainability and a catalyst for positive change.”

Lt Cdr Deokant Payasi (retd)
Founding Member & CEO of SayTrees Environmental Trust

Green Team & Employee Engagement

GoTo's Global Green Team brings together GoGetters from around the world who are committed to environmental education and action. Together, members share sustainability best practices with colleagues and participate in volunteer initiatives that benefit their local communities. In 2024, the Green Team brought our environmental convictions to life. With great enthusiasm, they modeled corporate climate action at the ground level by hosting events and campaigns for global employees, including:

- “Veganuary,” a January-specific initiative where vegetarian-friendly breakfasts were served in our Budapest office.
- Earth Hour, where GoGetters switched off their lights for 60 minutes on March 23 at 8:30 pm local time to show they care for the planet.
- Plastic Free July, a global movement that helps millions of people be part of the solution to plastic pollution.
- Sustainable gift guides for the holiday season.
- Movie club for *Palau Plastik*, a documentary that follows a musician, a biologist, and a lawyer who join forces to fight against plastic pollution in Indonesia.



“Through my participation in GoTo’s Global Green Team, I am learning valuable insights to promote sustainability here in Brazil, while developing activities that raise awareness for colleagues and inspire others to take action for a greener future.”

Bruno Loureiro, Account Resolutions Specialist, Brazil, GoTo

Environmental Sustainability Solutions

Though we are a remote-centric organization, we are purposeful in our sustainability efforts in the corporate offices we do maintain.

Best practices:

- Composting
- Recycling
- Washable, reusable glasses, and cutlery
- Low-flow faucets
- LED lighting
- IT equipment responsibly disposed of at the end of its useful life and upcycled for credits used for donations to GoTo Gives nonprofit organization partners
- Single-stream and battery recycling programs
- Purchase of recycled, recyclable, or refurbished products and materials where these alternatives are available and commercially practical
- Electric Vehicle (EV) charging stations at our Bengaluru office



All compost generated at our Budapest, Hungary site was ethically used to enhance the city's green spaces, contributing to a more sustainable future. In 2024, our impact could be compared to reducing emissions equivalent to charging 94,000 mobile phones.

5

Social

Talent & Culture

At GoTo, everything we do has a purpose.

Whether it is our day-to-day work with our customers or the company values we bring to life within our teams, we are intentional with who we are and what we do. Our authenticity and shared values unite us and drive our mission. We embody our Be Real and Keep Growing values by fostering transparency and embracing continuous growth and curiosity. This mindset empowers us to Think Big and Move Fast yet thoughtfully toward our goals.

With our newest value, Customer Obsession, we resolve our customers' challenges to deliver meaningful impact, further embodying our core values and cultivating enduring partnerships built on trust and satisfaction.

The future of work belongs to the open-minded and ambitious.

We provide a space for people to explore, create, and take on new challenges. We celebrate big and small wins, backed by our talented team and technologies. We thrive in an encouraging, high-energy environment where everyone is supported to be themselves at work and ready to grow in their careers.



GoTo's Global Hub Program

GoTo's Global Hub Program is designed to foster employee engagement both inside and outside the office environment. Throughout the year, Hub Leaders organize activities, events, and celebrations to foster a strong connection between employees, our culture, and the company. As a remote company, we have seen employees migrate to new locations around the world, to be closer to family or to live in a part of their country that was not feasible in an office-based world. The program identifies new hubs through which a group of employees who live in proximity to one another can connect for social, team-building, and community giving events. With 25+ hubs globally, our Hub Leaders ensure we provide the same level of engagement and connection to all our employees, no matter where they have chosen to base themselves.

We believe that a flexible work culture, if done right, enables us to strengthen our culture and bring our best selves to work.



“

“GoTo’s Hub activities are important to our company culture. We strive to create moments where GoGetters can get together both in person and virtually. We celebrate big milestones – professional and personal – with our team members, and we foster an environment of support and encouragement across our programs. Our aim is to elevate everyone’s experience of life as a GoGetter!”

Joseph Walsh

Vice President, Product Marketing, Ireland



Benefits, recognition, and well-being.

Total Rewards: flex work, healthcare, life/accident/disability insurance, paid time off, self-care days, no meeting days, family caring, family planning, pet insurance, and more.

Bravo: our employee recognition program fosters a culture of thanks, gratitude, and celebration by empowering employees to acknowledge the contributions of others and commemorate life events and service milestones.

Thrive: our corporate wellness program supports employees by empowering them to build resilience, unleashing their greatness in a holistic and practical manner by building a foundation of healthy and sustainable habits and social connectivity, at work and in life. With Thrive, we focus on three pillars of well-being: health, wealth, and happiness.

Employee Assistance Program: we offer our employees and their families access to a Continuum of Care Wellness Model, which consists of therapy support, legal guidance, financial resources, work-life solutions, and information via online chat, video, and email on a 24-hour basis. These services are now integrated with our newly introduced “One-to-One Well-Being Coaching” support and a self-guided wellness app, Koa Care 360, based on Computerized Cognitive Behavioral Therapy principles.

Pay Equity at GoTo: consistent with our philosophy on equal pay, GoTo performs an internal assessment every year to ensure we are aligned with market pay. In 2024, we identified employees in our annual merit process who needed further review for potential pay adjustments and made those accordingly.

Employee health and safety.

Mental health was an important focus for GoTo in 2024. The launch of our new Continuum of Care Wellness Model underscores the breadth of our support in place for our employees and their families. We held information sessions and shared support materials on mental health awareness and sleep – an essential component of health and well-being. We introduced our new one-to-one coaching program to highlight the importance of gratitude. Employees also had access to toolkits on mental health and suicide awareness.

Our Safety Policy: GoTo is committed to maintaining a safe working environment for all of its employees. GoTo strives for an injury-, violence-, and accident-free workplace through a strong safety program with high employee engagement and education. Accordingly, GoTo has a zero-tolerance policy of violence or threats of violence in the workplace. GoTo also strictly enforces a prohibition against harassment, sexual or otherwise, of any of its employees by anyone, including any supervisor, co-worker, vendor, client, or customer. Communal areas are equipped with essential first aid supplies and an automated external defibrillator (AED) or appropriate first aid equipment as required by local country laws in each country of operation.

4

company-wide
self-care days,
in addition to paid
time off and holidays

543

GoGetters
participated in global
wellness challenges
and events supporting
employees' health,
wealth, and happiness

4

No meeting
workdays to provide
a dedicated time for
employees to focus
on individual work,
projects, or skill
development

8.24%

of employees
availed of direct
access support to
our EAP (Employee
Assistance Program)



Learning and development.

Our GoTo Global Talent Development Team is made up of passionate, creative, and innovative individuals who collaborate across the globe to provide a learning environment and promote a culture where employees can actively engage and grow. We create world-class learning content and provide educational opportunities for professional or personal growth. We align our offerings to meet the needs of each business function and the core areas of focus that require support.

All new hires start their learning journey with GoTo as soon as they sign their offer letter/contract; this continues with customized content delivered in their first month, as they start onboarding within their role.

We believe that learning is an ongoing journey. We provide multiple learning opportunities for employees: the assignment of a ‘buddy’ when joining GoTo; a rigorous onboarding program designed with remote employees in mind; access to self-paced eLearning for professional and personal development; instructor-led management and team workshops; access to executive coaches; and reading and tuition reimbursement programs.

We encourage career development and offer bespoke career workshops for all employees. This supports our performance management process of two review periods per year, in addition to affirming a culture of real-time ongoing feedback. We believe that feedback ‘is a gift’ necessary to achieve your full potential.

Inclusion & Belonging

Celebrating opportunity and engagement for all.

At GoTo, we commit to cultivating an environment where people feel empowered to be authentic, excel in their roles, and seize opportunities. Our initiatives foster trust, challenge biases, and value diverse perspectives. By celebrating our team's unique experiences and backgrounds, GoGetters come together to weave a dynamic tapestry of expertise, innovation, and insight.



GoTo's Inclusion and Belonging pillars:



Foster equity and opportunity throughout GoTo



Embed inclusivity into everything we do



Commit to authentic and achievable actions

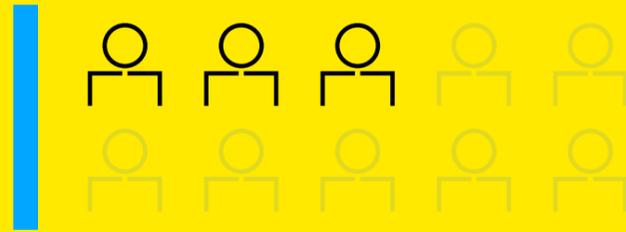
2024 Partnerships:

- **Paradigm:** GoTo collaborates with Paradigm, whose consultative approach helps us embed inclusion and belonging into every aspect of our organization. Their expertise goes beyond traditional methods, offering tailored insights and strategies that create meaningful cultural shifts. Using Paradigm's benchmarking tools and learning platforms, we spark impactful conversations and develop leaders prioritizing connection and inclusivity across our teams.
- **HELM:** GoTo partners with HELM to deliver engaging virtual events that educate and inspire. Their programs align with our commitment to a growth mindset, helping us expand our cultural awareness. Raising our cultural IQ is essential to fostering connection and understanding across our teams as a global company.
- **Out in Tech:** GoTo partners with Out in Tech to support LGBTQ+ professionals in the tech industry by providing opportunities for networking, mentorship, and career development. Through collaborative events and initiatives, we help foster an inclusive environment where diverse perspectives thrive, advancing equality and visibility within the tech community.
- **CAFE:** GoTo joined the Age-Friendly Institute's Certified Age Friendly Employer (CAFE) program, which is the world's only certification program that identifies organizations committed to being the best places to work for employees aged 50+.

Headcount: Women

32.4%

2024 Percentage of headcount that is Women (self-identified)



2024 percentage of Women in Director or above positions

28.4%

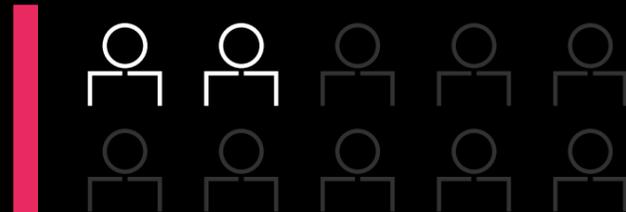
Women



Headcount: BIPOC*

21.0%

2024 Percentage of headcount that is BIPOC (self-identified)



2024 Percentage of Director and above that is BIPOC (self-identified)

13.4%

BIPOC



GoTo by the numbers.

All data as of December 31, 2024. This section is based on voluntary employee self-identification. Percentages may not add up to 100% due to rounding and employees that have declined to self-identify. It includes regular, full-time, and part-time employees. Leadership reflects Directors and above, including individual contributors and those with direct reports.

Reporting on gender and ethnicity data helps GoTo track our workforce demographics; however, we recognize that our current categorizations of gender is binary and our ethnicity categories are those required by US government reporting. We understand that these are imperfect categorizations and not necessarily how employees define themselves. In our commitment to fostering an inclusive workplace, we prioritize hiring the most qualified candidates based on their skills, experience, and potential. We do not set specific hiring targets based on gender, race, or any other personal characteristic. Instead, we focus on creating an equitable recruitment process that ensures equal opportunity for all candidates, while actively working to eliminate bias and promote diversity across all levels of our organization.

* BIPOC as defined by the Federal EEOC Reporting Guidelines and is self-reported by employees in our internal Workday system.

Employee Resource Groups

At GoTo, Employee Resource Groups are an extension of our Inclusion & Belonging efforts, serving key roles in our journey. Our ERGs, where all are welcome, are sources of engagement and connection around shared values, interests, and challenges.



ADAPT@GoTo: Abled and Disabled Advocates Partnering Together (ADAPT) empowers the inclusion and diversity of all physical, mental, or cognitive abilities in the modern workforce and address the stigmas of what is possible for our employees and advocates.



AIM@GoTo: Asians in Motion is an ERG for GoTo employees of East Asian, Southeast Asian, South Asian and/or Pacific Islander descent. Through this community we wish to cultivate professional development, recruitment, and retention of Asian and Pacific Islander employees. Our goal is to embrace our cultural differences and foster an environment of education, humanitarianism, and empowerment. We want any employee of color to feel valued because of their cultural differences and feel confident that GoTo will provide equal opportunity for them to succeed.

“AIM stands for Asians In Motion and since my aim has always been to be truthful, feel valued and most importantly spread the cheer, I love being part of our ERG AIM@GoTo. We are a multi-cultural, multi-faceted, highly colorful and most importantly a community of high values. This [ERG] is just a natural place for me to be. I am honored for GoTo to be able to provide such a place and for me to be able to socialize many aspects of this community everywhere.”

Rahul Gandhi,

*Senior Manager Client Services and AIM@GoTo Member,
India, GoTo*





BE@GoTo: BE@GoTo is an Employee Resource Group for Black employees and friends. BE's mission is to promote diversity, celebrate our intersecting identities, and bring to life the vision of inclusive excellence, both at work and in our communities.



PRIDE@GoTo: PRIDE@GoTo commits to being a safe, open, and welcoming space for all LGBTQIA+ employees so they can bring their true, authentic selves to work. We aim to explore and celebrate all GoTo employees' differences as well as support and educate the entire community in identifying and eliminating personal biases.



WE@GoTo: It is WE@GoTo's mission to cultivate and celebrate a culture of gender equality at GoTo by representing and empowering women+ and supporters. Through education, networking, and thought leadership, we strive to make GoTo a place where everyone prioritizes the achievement of women+ internally, supporting the hiring and retention of the best women+ leaders in the tech industry and beyond. Ultimately, we hope everyone at GoTo feels like they have a voice, a sense of community, and endless opportunities to grow as a professional.





Families@GoTo: GoTo recognizes that employees may build their families in different ways, and we want to provide a resource for all facets of family life, from being a new parent to dealing with toddlers, tweens, and aging parents. This group provides a place to share experiences and get information on issues related to specific family responsibilities. Whether an employee is expecting a child or taking care of an elderly parent, this group is here to support all stages of family life.

“No two families look the same, but no matter what your family looks like, there is always a place to share your experiences and celebrate families. As part of Families@GoTo, we try to recognize families in all forms and stages of life. We have hosted events for new parents to help them navigate the challenges of parenting, tween and teen parents can join sessions on how to use social media securely and responsibly, and other events are also being planned for those who are caring for aging parents. We want to celebrate with families in all forms to learn, grow, and support each other by sharing our lived experiences. As a working mother of two, I am proud to be a part of this ERG at GoTo.”

Jeanette Cazier

*Director, Project Management – Professional Services,
Utah, US, GoTo*



HOLA@GoTo: Supporting Hispanics and Latinos anywhere, HOLA@GoTo fosters a greater sense of inclusion for employees in countries such as Guatemala, Brazil, Mexico, the US, and around the world.

“True leadership is not just about guiding others, but about empowering them to rise above the challenges they face. In founding an Employee Resource Group dedicated to supporting Hispanics and Latinos, we not only recognized the importance of inclusivity, but also embraced the richness of diversity. By fostering an environment where every voice is heard, we not only created a community, but a catalyst for change. Together, HOLA@GoTo is breaking barriers, celebrating culture, and paving the way for a future where everyone can thrive.”

Ana Garcia

*Senior People Operations Generalist,
Germany, GoTo*



Philanthropy & Volunteering: GoTo Gives

GoTo Gives, our philanthropy and volunteering program, was out in force in 2024.

With over 70 volunteer days globally, we continued to support organizations within our pillars—Education and Youth, Environmental Stewardship, and Community Action—while responding to crises and disasters in another year that tested our GoGetters around the world.

Throughout 2024, we offered a range of opportunities for our employees to get involved with our nonprofit partners, including: encouraging employee volunteerism with two paid days off to volunteer; matching employee donations; and hosting fun and engaging philanthropic and community service events. With a mix of in-person and virtual volunteer events, our teams gave back in numbers.

Our GoTo Gives Global Committee represents a cross section of employees and meets throughout the year, managing programs and local impact.



Partnership highlights:

- 1** Recipient of the [2024 Trust Radius Tech Cares Award](#). Winners of the award demonstrate a strong commitment to programs that enable their employees and local communities to live in a more sustainable and equitable world. Trust Radius evaluated companies on these key areas of corporate social responsibility: volunteerism; inclusion programs; charitable donations and fundraising; workplace culture, including model support for in-office and remote employees; and demonstrable support for environmental sustainability.
- 2** Continued to build relationships with several longtime partner organizations through volunteering, including [Ronald McDonald House Ireland](#), [Safe Passage Guatemala](#), [Clean Ocean Action](#), and [Cradles to Crayons](#).
- 3** Hosted eight global virtual volunteer events with [Visit.org](#), a platform for experiential social impact. These events ranged from helping to make the web more accessible for visually impaired children to providing feedback on social entrepreneurs' community improvement plans.
- 4** Continued partnership with Boston College Center for Corporate Citizenship ([BCCCC](#)).
- 5** [WeSpire](#), an employee engagement and matching gift platform, helped facilitate employee volunteering and giving, resulting in hundreds of matched donations.



“GoTo has been instrumental in transforming the infrastructure of these schools, funding the renovation of classrooms, construction of hygienic toilets, and other critical projects. The dedication of GoTo Gives volunteers has brought meaningful change, improving the physical and emotional well-being of rural children. The visit from GoTo CEO Richard Veldran was a testament to this enduring partnership, reaffirming GoTo’s commitment. Together, we are bridging the divide and building brighter futures for these children, and we can’t wait to continue our partnership.”

Balakrishna Rao

Head of Operations, Physical Infrastructure, OSAAT

GoTo Gives + OSAAT: Portrait of a Partnership

We began our partnership with One School at A Time ([OSAAT](#)) in 2018. Throughout the years, GoTo Gives supported the construction and complete renovation of toilets and classrooms, and helped with other projects to increase access to hygienic sanitation and learning facilities on school premises. Since 2018, GoTo Gives volunteers have helped complete many projects for schools in rural India to make an impact on the youth.

In October 2024, Richard Veldran, GoTo CEO, visited our Bengaluru office and met with leaders of OSAAT to hear updates on several projects that GoTo has sponsored over the years and how our support and volunteering have made a difference.

About OSAAT: OSAAT is a volunteer-led, staff supported, non-profit organization rebuilding the infrastructure of schools in India. Its mission is to enable children in rural India to thrive, supporting their physical and emotional health to foster intellectual growth and break the cycle of illiteracy and poverty. OSAAT aspires to bridge the divide between urban and rural areas within India, especially in terms of access and educational content.





Human Rights & Labor

We are resolute in our commitment to human rights. We refer to the three pillars of the [UN Guiding Principles on Business and Human Rights](#)—Protect, Respect, and Remedy—to inform our policies, procedures, and actions in this area of global need.

As a 21st-century technology company, we understand that with great power comes great responsibility.

GoTo's policies are outlined in our [Statement on the Prevention of Slavery and Human Trafficking](#) and also in our [Social & Environmental Principles](#), in which we include our non-discrimination policy, forced labor, child labor, and freedom of association statements.

Customer Experience

2024 was about making every moment count for our customers. We challenged GoGetters to consider how we as a company could collectively take customer obsession from aspiration to reality. The emphasis on our customer and partner experience has translated into incredible metrics and highlights:



- Support Satisfaction (OSAT) maintained a strong performance at 87% for the product portfolio.
- Core Collab experienced a 4-point increase, while IT saw a 3-point rise in our In-Product Customer Effort Scores (CES).



- Partner NPS reached an all-time high, rising by 6 points to 55.
- Both the IT and Access product groups demonstrated a year-over-year improvement of 4 NPS points.
- Our Voice of the Customer Team gathered and analyzed customer insights from 14 unique data sources, encompassing 3.5 million records, and executed 91 key actions to strengthen the customer experience.



GoTo Customers: Our Partners in Climate Action.

GoTo is all about making IT and business communications easy, from anywhere, and in a world where employees are gravitating towards hybrid work, there are also environmental benefits to reducing the need for business travel and a daily commute. GoTo is proud of the role we can play in helping companies achieve their environmental sustainability goals through the use of our remote work products. In addition to embracing remote work, many of our customers have taken commendable steps to enhance their own environmental sustainability programs.

That is why, during a week where people around the globe were focused on the important work taking place at 2024's United Nations Climate Change Conference or Conference of the Parties ([COP29](#)), we were excited to recognize customers in six categories that are helping to combat climate change.



- **Tech:** [Sophos](#) is guided by the principle that business success is dependent on digitally protecting communities. This sense of duty transcends digital boundaries and into the communities in which they operate. Sophos is committed to doing their part in building an equitable future and creating a more sustainable world for generations to come, including mitigating climate change and pursuing greenhouse gas reduction, pollution prevention, resource conservation, and waste reduction in its operations.
- **Manufacturing:** [BERNINA of America, Inc.](#) considers the preservation of natural resources in all its activities. BERNINA is committed to conducting business in an economically sustainable and future-oriented manner. Any unavoidable waste is recycled or disposed of in an environmentally friendly manner.
- **Small Business:** Proprietors of [The Cemetery of Mount Auburn](#), with its lushly planted 175 acres, provides the perfect habitat for many species of urban wildlife. Mount Auburn is committed to protecting important wildlife habitat in this densely developed urban area.

“At GoTo, our top priority is our nearly one million customers, and we are honored to celebrate six exceptional businesses that have demonstrated unwavering commitment to environmental stewardship. These forward-thinking customers have implemented outstanding environmental programs, and we are proud to recognize that they have leveraged GoTo’s remote support and communications tools as part of their initiatives. Through their innovative efforts, they are actively contributing to a healthier and more sustainable world.”

Scott Romesser

Chief Customer Officer, California, US, GoTo



Thank you to all of GoTo’s customers that are making a positive impact on the environment.

Accessibility in CX

GoTo is committed to empowering our customers to work from anywhere, doing their best work—simply and securely. We embrace an inclusive design approach for [our products](#), resulting in “a diversity of ways for everyone to participate in an experience.” Accessibility is essential to this commitment, so we are continuously evaluating and embracing new ways to adopt digital and web accessibility standards within our business, products, and online experiences. When we design and build products to be inclusive for different abilities, it is better for everyone.

Accessibility is built into our design system, which is leveraged across all of our products. From high contrast mode to font size, color

scheme, tab navigations, and many other components and design patterns, we’re proud of our progress to date but view accessibility as an ongoing journey and evolution. Leading the way on this journey is our Accessibility Champions Community, a grassroots group sharing and learning from each other, looking at our products through a lens of diverse users, and raising awareness both internally and externally.

Please get in touch with us at accessibility@goto.com for more information about GoTo’s accessibility programs or, where available, to receive copies of our product- or suite-specific accessibility conformance reports (e.g., Voluntary Product Accessibility Templates or VPATs), which reflect where our products are on this vital journey.



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Governance

Privacy & Data Protection

With users in nearly every country around the world, we maintain a global data privacy program designed to safeguard and responsibly handle the data entrusted to us by our customers and users. Visit GoTo's [Trust Center](#) to review information about GoTo's comprehensive privacy program, third-party frameworks, privacy policies, applicable data processing locations, Sub-Processor Disclosures, and Technical and Organizational Measures that address the processing, privacy, and security measures implemented to protect customer content and personal data.



As a global company dedicated to making IT and business communications easy, GoTo offers products such as GoTo Connect, GoTo Resolve, and LogMeIn Rescue to help securely support and connect businesses to what's most important: their teams and customers.

Privacy and Data Protection Key Points

Global Data Privacy Program:

- Robust, global data protection program addressing applicable law, industry standards, and ethics frameworks, including, but not limited to, those prescribed under GDPR, CCPA, and LGPD, as well as under OECD and privacy-by-design guidelines
- Tested and validated TRUSTe Enterprise Privacy certification
- Comprehensive internal privacy controls, standards, and frameworks designed to ensure that GoTo's products, processing, and operations align with applicable law, GoTo standards, customer expectations, and ethical considerations, as applicable

International Data Transfers:

- Participation in the [Data Privacy Framework \(DPF\)](#) for EU, Swiss, and UK data transfers of personal data to the United States of America
- Participation in the APEC [Cross-Border Privacy Rules \(CBPR\)](#) system and Privacy Recognition for Processors (PRP) frameworks
- Comprehensive [Data Processing Addendum](#) that includes transfer mechanisms (e.g., the European Union's Standard Contractual Clauses and the United Kingdom's Data Transfer Agreement) and addresses key legal requirements under applicable privacy law including the GDPR, CCPA, and LGPD
- International data transfer and supplemental measures documentation designed to aid due diligence and risk analysis

Privacy Controls, Procedures, and Disclosures addressing:

- Processing locations
- Data retention, deletion, export, access, and other privacy controls
- Product-specific Technical and Organizational Measures (TOMs) documentation
- Sub-processors
- Government requests
- Channels and means for customers, users, and end users to obtain privacy support, submit complaints, and exercise legal rights

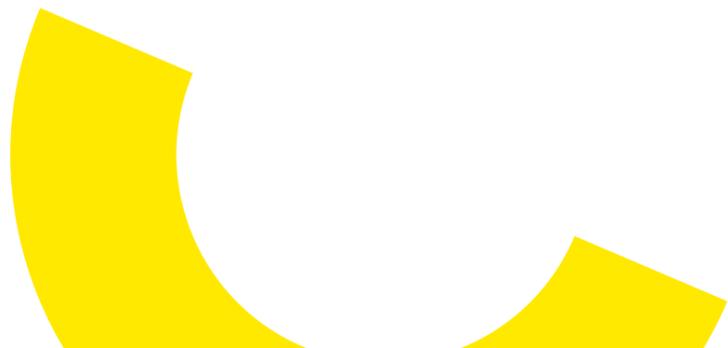
Information Security and Certifications

GoTo has implemented and maintains:

- Comprehensive organizational, administrative, and technical safeguards designed to protect personal data against any unauthorized loss, misuse, access, disclosure, alteration, and/or destruction
- A compliance program that includes regularly conducted independent third-party audits and certifications:
 - SOC2 Type II, SOC3, and BSI C5 tested, assessed, and validated certifications for its global cloud-hosted portfolio offerings
 - ISO 27001 for select cloud-hosted portfolio offerings (consult the TOMs for details)
 - PCI-DSS SAQ A to help ensure a secure payment processing environment for our customers
 - Sarbanes-Oxley to help GoTo maintain a sound internal-control structure for financial reporting and to assess the effectiveness of its financial control environment
- A Trust Center with service-specific information about our technical and organizational security measures (located in the TOMs documentation), including, but not limited to, encryption use and standards, retention periods, and other helpful information

Some highlights of GoTo's comprehensive information security program include:

- 24/7/365 Security Operations Center (SOC), with security professionals addressing application and offensive security, etc., as well as a Governance, Risk, and Compliance (GRC) Team responsible for managing risk, audit compliance, and supplier/vendor management
- Expansive and programmatic awareness campaigns conducted by the Security Engagement Team that address security and privacy matters and include quarterly mandatory awareness training, ongoing microlearning, and other campaigns and events, including Cybersecurity Awareness Month and Data Privacy Day



Governance & Ethics

The progress celebrated in this report flows from GoTo's leadership team, board of directors, Francisco Partners, and Elliott Investment Management, who have developed and implemented a values-driven corporate strategy that benefits all stakeholders, our environment, and society.

GoTo conducts its business with the highest level of integrity and is committed to conducting its business ethically. Bribes and kickbacks are criminal acts, strictly prohibited by anti-corruption laws. GoTo personnel must not offer, give, solicit or receive any form of bribe or kickback anywhere in the world.

GoTo complies with all anti-corruption laws that apply to its business. Specifically, GoTo is subject to the U.S. Foreign Corrupt Practices Act (FCPA), the UK Bribery Act, the U.S. Anti-Kickback Act, and all other applicable anti-bribery and anti-corruption laws, both in the U.S. and internationally. Since GoTo operates as a global SaaS company, these anti-corruption laws apply to each employee, officer and director, regardless of where they are physically located.

Each of these frameworks has a separate and somewhat distinct interpretation of corruption which is important to understand. Specifically, the FCPA prohibits offering anything of value to foreign officials for the purpose of influencing that foreign official or to secure any improper advantage in order to obtain or retain business. Similarly, the UK Bribery Act prohibits: (i) bribing another person or receiving a bribe; (ii) bribing foreign officials; and (iii) for corporations or commercial organizations, failing to prevent bribery, no matter where in the world the act takes place.



Ethical corporate governance is inextricable from GoTo's social and environmental goals and impact. That is, E and S are completely dependent upon G. Fiduciary duty. Accountability. Mitigating risk and maximizing performance. Transparency.

Highlights of GoTo's Governance & Ethics

- Governance Committee: with stakeholders focusing on the Company's 11 material ESG focus areas, GoTo's ESG Governance Committee meets quarterly, while the subcommittees forming our pillars—E, S, and G—meet every other month to ensure the Company continues to progress towards its goals
- Whistleblower Policy maintained (web form and toll-free telephone number)
- [Code of Business Conduct and Ethics](#) updated to include additional Anti-Bribery and Anti-Corruption clauses and provisions
- Online [UK Statement on the Prevention of Slavery and Human Trafficking](#)
- [Supplier Code of Conduct](#) and procurement and purchasing policies reflecting concepts including reciprocity, bribery, kickback, etc.
- Updated [Environmental, Social, and Governance Policy](#)



Responsible Use of AI

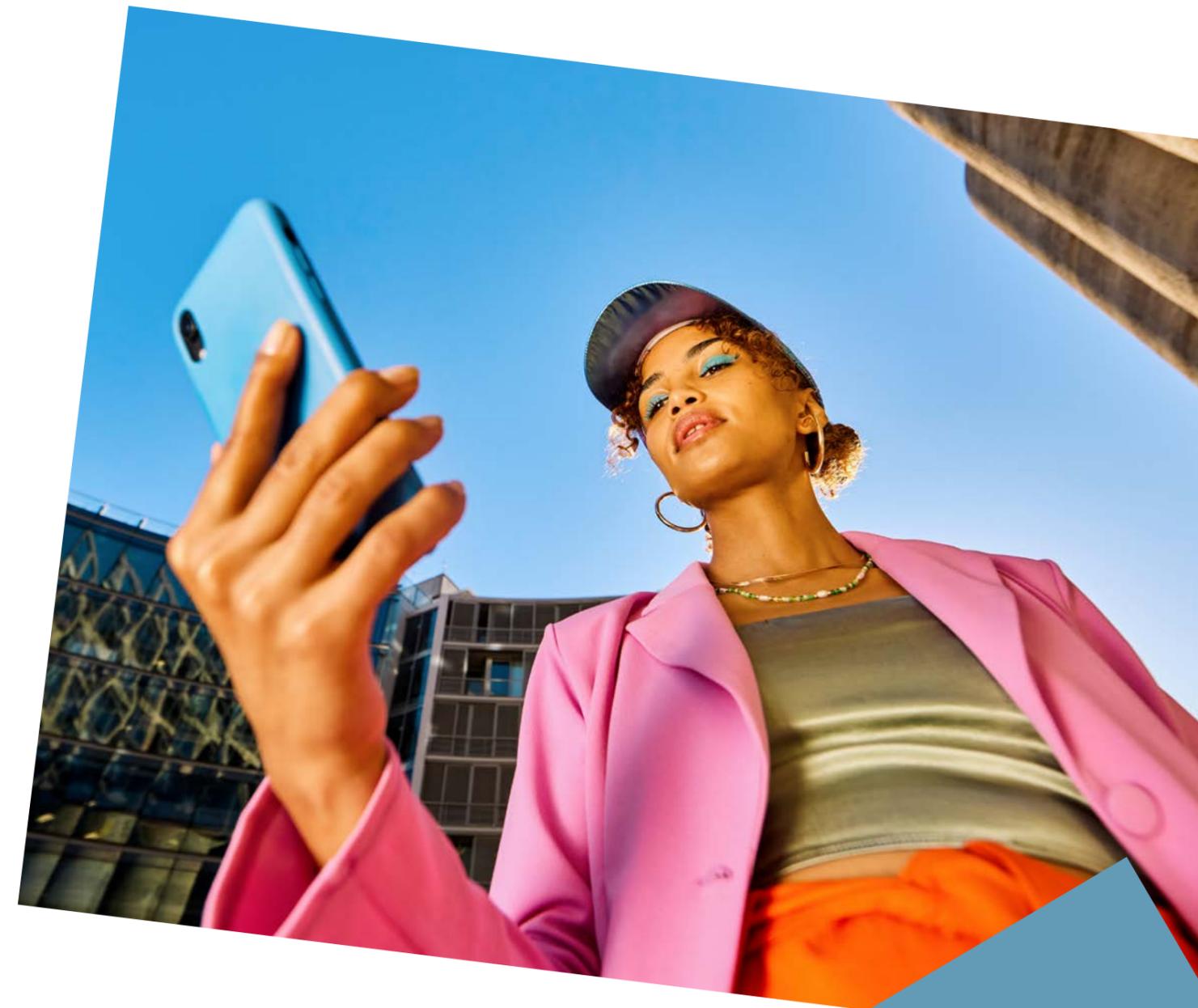
For many years, GoTo has used machine-learning artificial intelligence (AI) to build product features that our customers love. We've recently transitioned to using Generative AI to help customers be even more productive, giving them extra time to focus on the most important tasks. AI is not just the flavor of the day; it's a real game-changer for our customers, spanning across many industries. To align with GoTo's core values and customer-centric mission, we focus on using AI responsibly and ethically as we navigate the ever-evolving AI landscape to ensure our customers are comfortable, safe, and knowledgeable.

We do not build AI features for the sake of it – we obsess over customer value and user experience. We seek to understand customers' problems, needs, and pain points, and we endeavor to apply our skills to address them. Because our AI plans are directly grounded in customer feedback, as part of our practice we engage with customers early in our development cycle, show them the prototypes, and ask for feedback. As we explored ways that generative AI could enhance GoTo's UCC and IT solutions, we were mindful of the risks and hazards inherent in its integration. While innovation and experimentation are essential and encouraged, we cannot innovate and experiment at the cost of putting GoTo, its employees, or its customers' data at risk. We all must understand the functionality of these tools and how to use them safely on behalf of the Company. At GoTo, we prioritize protecting privacy, mitigating biases, and designing AI systems that respect fundamental human rights.



By addressing real challenges and being purpose-driven and user-centric, our AI tenets ensure that our solutions are practical and beneficial. They emphasize transparency and user control to build trust while prioritizing privacy and security to handle customer data responsibly. These principles guide GoTo in developing accessible, reliable, and effective AI technologies to enhance business operations. For example, in 2024, we incorporated AI into GoTo Connect, our business communications software, to increase productivity with features such as call and meeting summaries, text-to-speech, and an AI receptionist that provides 24/7 service. On the IT side, LogMeIn Resolve and LogMeIn Rescue have integrated AI capabilities, such as a personal AI IT assistant for streamlined support, real-time screen translation, and AI-powered automation to optimize IT operations. These innovations aim to tackle practical challenges, support employees, and improve customer experience, underscoring GoTo's commitment to responsible AI deployment as it moves forward.

Looking ahead, we intend to leverage AI more than ever, both in our products and in our internal processes. With even more AI-powered innovations in our products, we are ready to out-innovate our competitors. Internally, we will introduce more AI solutions to streamline tasks, enhance support, and deepen AI literacy, enabling us to deliver outstanding customer experiences, make smarter decisions, and improve productivity across all teams.



“

“While we’re incredibly proud of these AI innovations in 2024, they are only the beginning. As we look to 2025 and beyond, our efforts around practical AI are not slowing down. In fact, it’s quite the opposite. GoTo’s commitment to continued investment in practical AI ensures that our solutions are not only innovative but also purposeful and user-friendly. By focusing on real business challenges, designing with the human user in mind, and prioritizing transparency and data security, we are committed to helping our customers harness the power of AI to drive their success.”

Olga Lagunova

Chief Product and Technology Officer,
Pennsylvania, US, GoTo





2025 Outlook



GoTo's focus on our 11 ESG material areas is central to our strategy, and we encourage you to share your feedback and ideas with us on our social media channels ([LinkedIn](#) and [Instagram](#)). We will release our FY25 ESG report in 2026.

Thank you for your ongoing partnership as we work together to create an equitable and more sustainable world. For more information about GoTo visit [GoTo.com](#), or learn more about GoTo's ESG program at [GoTo.com/company/corporate-responsibility](#).

Questions about GoTo's 2024 report or ESG strategy?
Contact esg@goto.com.

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SASB Index

Sustainability Accounting Standards Board (SASB)

[SASB Standards](#) “guide the disclosure of financially material sustainability information by companies to their investors. Available for 77 industries, the Standards identify the subset of environmental, social, and governance (ESG) issues most relevant to financial performance in each industry.” The table below contains the relevant sustainability disclosure topics and accounting metrics for GoTo’s SASB category, **Software & IT Services**.

Topic	Accounting Metric	Code	Report Section
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity (3) percentage renewable	TC-SI-130a.1	Environmental Sustainability
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	TC-SI-130a.3	Environmental Sustainability
Data Privacy and Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.1	Privacy & Data Protection
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Privacy & Data Protection
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	TC-SI-330a.3	Inclusion & Belonging
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Privacy & Data Protection

GoTo

