



GoTo

**2021
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 Mike.

We are excited to share our FY21 ESG report with you. This report highlights the ways in which our business, which is grounded in Environmental, Social, and Governance (ESG) principles, makes the world a better place.

At its core, GoTo is about enabling our stakeholders to do their best work through the connections we provide, allowing customers, our communities, and our employees to work simply and securely from anywhere. As a Francisco Partners and Evergreen Coast Capital portfolio company, we strive every day to model exceptional corporate responsibility.

In 2021 we:

- Continued our journey to carbon neutrality by analyzing our carbon footprint, procuring 100% renewable energy through renewable energy credits
- Enabled customers to avoid 39 million metric tons of greenhouse gas emissions through the use of our products
- Advanced our efforts to hire diverse talent and challenged our employees through Diversity, Equity, and Inclusion (DEI) initiatives to examine biases
- Supported our employees through yet another year of prolonged uncertainty through programming provided by our Employee Resource Groups (ERGs) and provided over 1 billion people access to flexible work and meeting options
- Gave back to over 190 organizations through GoTo Gives grants and our employee match program globally

While the pandemic has exposed many societal fissures, it has also brought confirmation that our employees and products are integral to the world's economic and social fabric. Flexible work is the new normal, and GoTo is meeting the moment. Our products enable our customers to offer flexible working arrangements to their own employees and their customers, an increasingly sought-after benefit as they attract and retain talent and work to reduce their own carbon footprints.

In 2021, we leveraged our broad geographic reach and committed employees to drive change, globally, all while planning for GoTo's evolution from LogMeIn (completed in early 2022) and LastPass soon becoming a separate entity.

We look forward to expanding our ESG goals and continuing to drive positive change. GoTo is everywhere, and so is our impact.

With deep gratitude,

Mike Kohlsdorf,
GoTo President and CEO





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About GoTo

We're your GoTo.

Since day one, when LogMeIn was born, we've set out to help people and businesses do their best work – simply and securely – from anywhere. Now known as GoTo, we operate in a world where work and life are intertwined. At GoTo, we like to think of ourselves as your go-to. Our products make IT easy so that you can focus on the things that matter most throughout the day: your projects, your professions, and even your personal passions.

It's not about where or when you work. It's about how you get it done.

In a flexibility-first world, great work can happen anywhere and at any time. That mindset has helped us fulfill the promise of reliability, connection, and simplicity for tens of millions of people, and in turn, has helped us become one of the world's largest SaaS companies, with more than 3,500 global employees, over \$1.3 billion in annual revenue, and tens of millions of users.

Today, we're the trusted partner for companies of all sizes to connect, collaborate, secure their workforces, and support employees and customers. Our portfolio of products, including GoTo Connect, GoTo Resolve, and LastPass, helps:

- **Employees**, by enabling them to work securely and flexibly to best suit their lifestyle
- **Businesses**, by guaranteeing continuity in the face of disruptions, while also reducing costs and contributing to environmental goals
- **Everyone Win**, by delivering flexible tools built for navigating the demands of work and life

The future of work is now.

We're witnessing an evolution of the modern workforce, and the revolution of the modern workplace. GoTo is at the forefront, ready to help everyone take on all challenges, including:

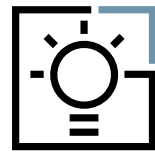
- Enabling the technology to facilitate flexible, hybrid, and remote work
- Providing seamless, on-demand support and assistance
- Delivering powerful collaboration, remote support, and cybersecurity products

We live the flexible-first life, too.

As a company built nearly two decades ago to enable remote work, of course we have bought into the flexible work trend. The tools we build are the tools we ourselves use and provide to millions to power a remote-centric workplace.

Our own innovations allow us to work flexibly, live more joyfully, and help develop thoughtful, impactful ideas for the modern working world.





Year founded:
2003



Headcount:
3,500+ employees



Headquarters:
Boston, MA, USA



Offices: North America,
South America, Europe,
Asia, and Australia

Products:

GoTo
Connect

GoTo
Resolve

LastPass...

2M

customers

33M

individual LastPass
users

500M

connections on the
company's remote access
and support tools

>1B

people joining meetings,
classes, and webinars through
GoTo's UCC products

\$1.3B

annual revenue



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Our Values



Think Big

Play to win and aim high.
Be inventive to solve
our customers' needs.
Don't be afraid to
try something new.



Be Real

Be authentic and bring your
whole self to work. Be mindful
to create space to celebrate
diversity of thought,
background, and perspective.
Give back wherever
you can.

**At GoTo, we're bound by these
values, not by geography.**



Move Fast

Speed over perfection.
Disagree but commit.
Make progress every day.
Simplify, take action, and
own outcomes.



Keep Growing

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



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ESG/Material Opportunities

GoTo ESG Strategy*

In 2021, GoTo participated in a materiality assessment in partnership with Sustainability Roundtable, Inc., a strategic advisory and support service for ESG program assistance, to prioritize our most important Environmental, Social, and Governance issues. The resulting assessment provided us with an institutional blueprint, based on stakeholder alignment and core business objectives, that grounds our ESG work. The materiality process engaged executives, employees, and investors representing GoTo's primary stakeholders.

The assessment identified the top 10 ESG areas as most material to stakeholders:

Environmental

- Energy & Carbon Emissions

Social

- Talent & Culture
- Diversity, Equity & Inclusion
- Philanthropy & Volunteering
- Human Rights & Labor
- Customer Experience

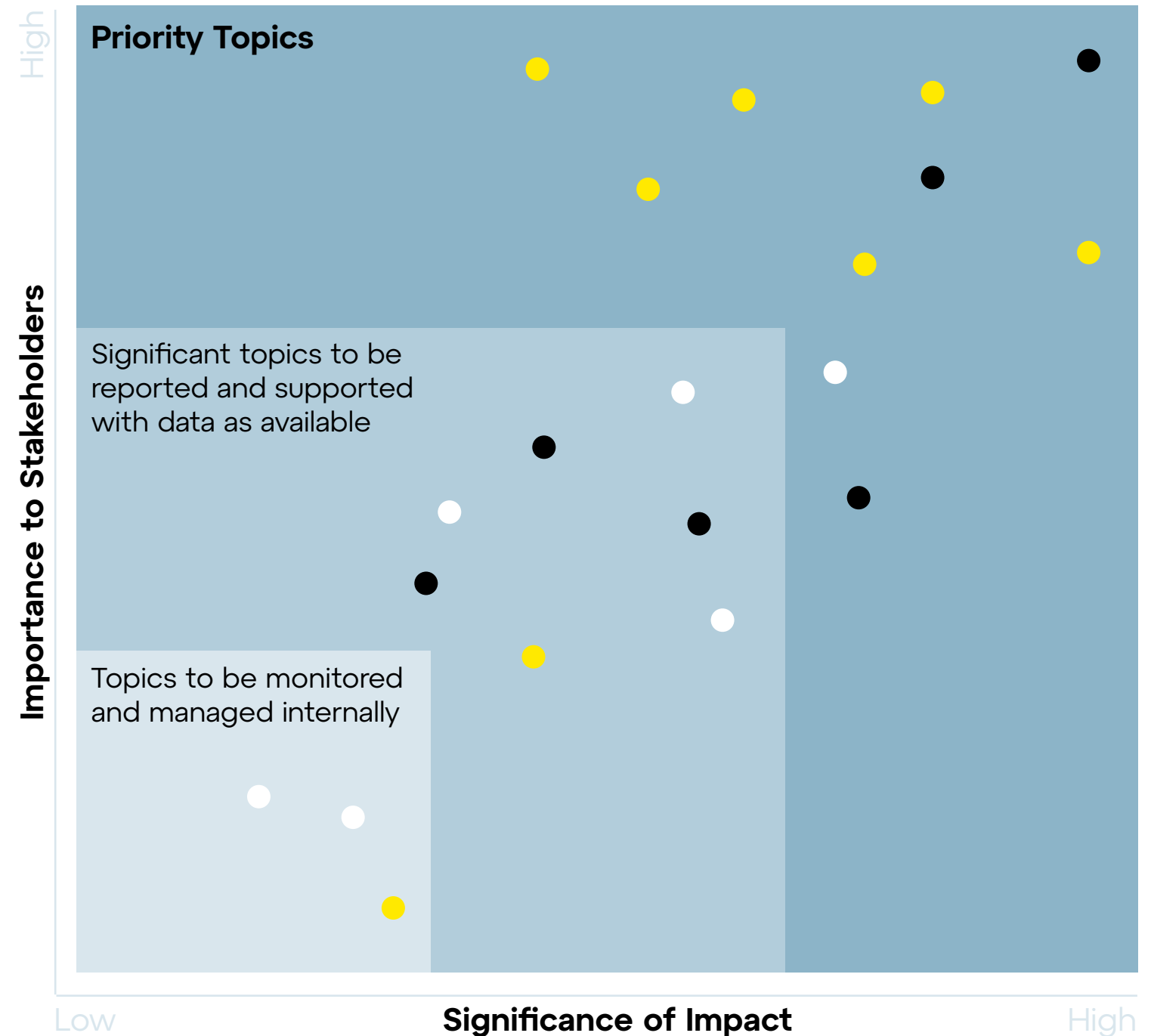
Governance

- Privacy & Data Protection
- Governance & Ethics
- ESG Business Alignment

*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.

Materiality assessment matrix.





Prioritizing Environmental, Social, and Governance issues.

At its core, our ESG strategy is the purposeful integration of these priorities into GoTo's corporate culture, business operations, and governing body. It is a company-wide commitment to reducing our environmental impact while increasing our community impact. It is a strategy rooted in inclusion: of people, ideas, and backgrounds; it is guided by the conviction that our very best efforts in these areas, some of which cannot be quantified, will result in long-term value creation and lasting, positive change in the world.

In this voluntary report, GoTo presents information reporting on FY21 (January 1, 2021 through December 31, 2021) and the investments we have made in the 10 priority areas identified through our materiality assessment. We are committed to aligning our ESG efforts and strategy 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.

GoTo has been a leader in acting responsibly. Our efforts have authentically evolved from grassroots philanthropy to strategic ESG programming through growth with acquisitions of like-minded companies and formalized leadership. Now, as a private company, we are excited to share our efforts from 2021 in today's integrated and strategic commitment to ESG.



Environmental: Amplifying our impact.

Priorities: Climate mitigation

Material areas:

- Energy & Carbon Emissions

Key initiatives: 39 million metric tons of avoided GHG emissions, 100% renewable electricity




Social: Caring for our employees, customers, and communities.

Priorities: Employee & community engagement

Material areas:

- Talent & Culture
- Diversity, Equity & Inclusion
- Philanthropy & Volunteering
- Human Rights & Labor
- Customer Experience

Key initiatives: Employee health & wellness, conscious inclusion, identifying & reducing biases



Governance: Leading with integrity & vigilance.

Priorities: Ethical business practices

Material areas:

- Privacy & Data Protection
- Governance & Ethics
- ESG Business Alignment

Key initiatives: Governance Committee established; whistleblower policy maintained



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SDG Alignment

UN SDGs

At GoTo, the United Nations Sustainable Development Goals (SDGs) are #influencers.

In 2015, the global United Nations' member states came together to establish 17 goals that act as a blueprint for tackling critical challenges related to issues such as poverty, equality, health, climate change, and biodiversity. While the goals were a call to action for governments, the private sector plays a critical role in their achievement.

The 17 goals provide a global framework for GoTo's ESG strategy and implementation, guiding ongoing performance and management.

1 NO POVERTY



2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS



Tracking and measuring our goals.

In addition to aligning our overall ESG strategy to the UN SDGs, we set up a GoTo UN SDG rubric to measure our employees' impact, fully integrate these goals into our corporate culture, and track employee engagement around ESG.

In 2021, over 60% of our employees participated in GoTo activities that furthered the education around or aligned with broader global sustainability objectives. Our events touched 8 of the 17 SDGs including: Climate Action, Gender Equality, No Poverty, Quality Education, Reduced Inequalities, Sustainable Cities and Communities, Health & Well-being, Peace, Justice and Strong Institutions. Each quarter we recognized the 10 Positive Impact Changemakers at GoTo making a world of a difference through our employee recognition platform, Bravo.

Examples of activities that counted towards our Positive Impact Goal:

- Volunteer activities (virtual and in-person)
- Sustainability training
- Employee Resource Group events related to SDGs
- Charitable Giving/Matching
- Global Green Team events
- Engagement in *Stronger Together* DEI program

*Data has been updated since GoTo's July 12, 2022 publish date

Examples of the alignment of GoTo initiatives in 2021 and their corresponding SDGs:

5 GENDER EQUALITY



Improving the representation of women in Director and above positions globally by 4.8% in 2021

10 REDUCED INEQUALITIES



DEI Listening Sessions: Derek Chauvin Trial & Asian Hate – Conducted to provide support to employees experiencing the trauma of these events. Other sessions provided to raise awareness and foster informed supporters

13 CLIMATE ACTION



Procuring 100% renewable electricity for our global operations through the purchase of Renewable Energy Credits (RECs)



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2021 Highlights

From our vantage point, 2021 was a transformative year.

We emerged from the first stage of the pandemic determined to redefine collaboration, cohesiveness, and connection in our new flexible work landscape, modeling this for our customers. We began to understand and address our biases and celebrated our differences. Working together from disparate corners of the world, we made an impact.

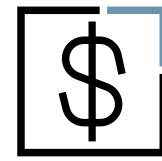
- 1** GoTo ESG Governance Committee established
- 2** Inaugural year of Diversity, Equity & Inclusion Program
- 3** 82% support OSAT (Overall Satisfaction) from customers



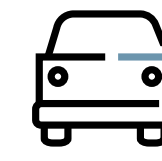
10,000 trees planted through Arbor Day Foundation



GoTo Green Team founded



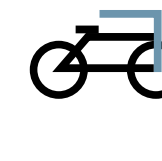
Supported 145 non-profit organizations through our employee match program



2,288 certified carbon offsets purchased



Boston Business Journal's Corporate Citizenship Partner of the Year with BUILD



1,392 employees participated in global wellness challenges

10%

top Peakon Employee Engagement Survey Results 2021 - Top 10% Technology ESG Score

50%

of the Director+ roles in the UK are held by women

60%

of employees took part in company ESG events that positively impacted 8 of the UN SDGs

90%

score in Human Rights Campaign Foundation's Best Places to Work Corporate Equality Index

*Data has been updated since GoTo's July 12, 2022 publish date



“I am proud of GoTo's environmental sustainability journey and the progress we have made. As we work towards our climate goals, our commitment and products are levers that are making an impact today and for our future.”

Amy Wendel,

Director and Head of Corporate Responsibility & ESG,
at GoTo, Boston, MA, USA



Environmental

Energy & Carbon Emmissions

The climate crisis is upon us. There is no looking away.

The Paris Agreement, a historic international climate change treaty, was signed in 2015. Its goal was to “limit global warming to well below 2, preferably to 1.5 degrees Celsius, compared to pre-industrial levels.” In 2021, COP26’s Glasgow Climate Pact and the first part of the IPCC’s Sixth Assessment Report were released, building upon The Paris Agreement and underscoring the dire need to reduce global GHG emissions. Today, we are dangerously on track to missing even the 2 degrees Celsius mark.

GoTo has responded to this climate action imperative.

We are committed to maintaining **carbon neutrality**. Office energy usage—and the resulting emissions—has declined through reduced office space and the shift to a remote-centric work model, and emissions from transportation (commuting, air travel) are trending downward. To account for the shift in our employees’ new work locations, we purchase certified offsets for the emissions they generate during work hours, both in the office or at home, as well as for necessary corporate travel. We also procure 100% renewable electricity for our global operations by purchasing Green-e certified Renewable Energy Credits (RECs) to match our global electricity usage.

As a technology company, and because of our unique suite of products, we are dependent upon energy intensive data centers. To mitigate this climate-related operational factor, we partner with data centers that are powered by renewable energy, have high energy efficiency standards, and high ratings from Greenpeace.



GHG Emissions

~~3475~~ ^{MT}CO₂e

Scope 1
383 ^{MT}CO₂e

Natural gas and propane
used to heat buildings

Scope 2
1187 ^{MT}CO₂e

Purchased electricity

Scope 3*
324 ^{MT}CO₂e

Employee commuting
(1 commute per month)

331 ^{MT}CO₂e

Employee air travel

1250 ^{MT}CO₂e

Employee work from
home (M-F, 9-5pm
energy at home)



*In 2022, we will expand our measurement and reporting of Scope 3 to include all relevant categories.

Accelerating our climate action.

The electricity GoTo purchases for our global offices comes from power grid systems with generation that includes a blend of fossil fuel and renewable energy sources. In 2021, to mitigate the GHG emissions associated with this purchased electricity (our Scope 2 emissions), we purchased a total of **3,765** Renewable Energy Certificates (RECs).

To mitigate the Scope 1&3 GHG emissions from fuel used to heat our buildings, corporate travel and employee work-from-home, we purchased **2,288** carbon offsets, originating from the Boyabat Hydroelectric Power Plant in Sinop, Turkey, and a reforestation project in the Morogoro and Iringa Regions of Tanzania.

GoTo's 2021 RECs and offsets were purchased through [ACT Commodities](#), a leading global provider of market-based sustainability solutions.

3,475

Total MTCO_{2e}
GHG emissions

One REC represents 1 megawatt hour of electricity delivered to an electricity grid from a renewable energy source.

1 REC

1 Offset

One offset represents one ton of carbon dioxide equivalent (tCO_{2e}) emissions avoided or removed from the atmosphere.

3,765

RECs purchased
by GoTo

2,288

Offsets purchased
by GoTo



REC & Offset Project: Hydropower in Turkey

Location: Sinop Province

History: Commissioned in 2012 and located on the Kızılırmak River, the Boyabat Hydroelectric Power Plant (dam type) has supplied electricity to the Turkish power grid since 2012

Annual generation: 1,370,000 MWh of renewable energy

Estimated annual emissions reductions: 580,882 tCO₂e

Verification: IFC, International Finance Corporation, found that there were no concerns with this project

REC & Offset Project: Reforestation in Tanzania

Location: Uchindile Forest Project (UFP) and Mapanda Forest Project (MFP), located in the southern part of Tanzania in the districts of Kilombero, Morogoro Region and Mufindi, Iringa Region

History: Project dates back to 2002, with an anticipated crediting lifetime of 98 years. The grassland area designated for this project had been degraded due to frequent anthropogenic-led wildfires*

Project size: Total area covers 18,379 hectares with 10,800 hectare plantable (one hectare=2.47 acres)

Tree species from which carbon sequestration credits are claimed: Pine and Eucalyptus

Estimated annual emission reductions: 25,000 tCO₂e

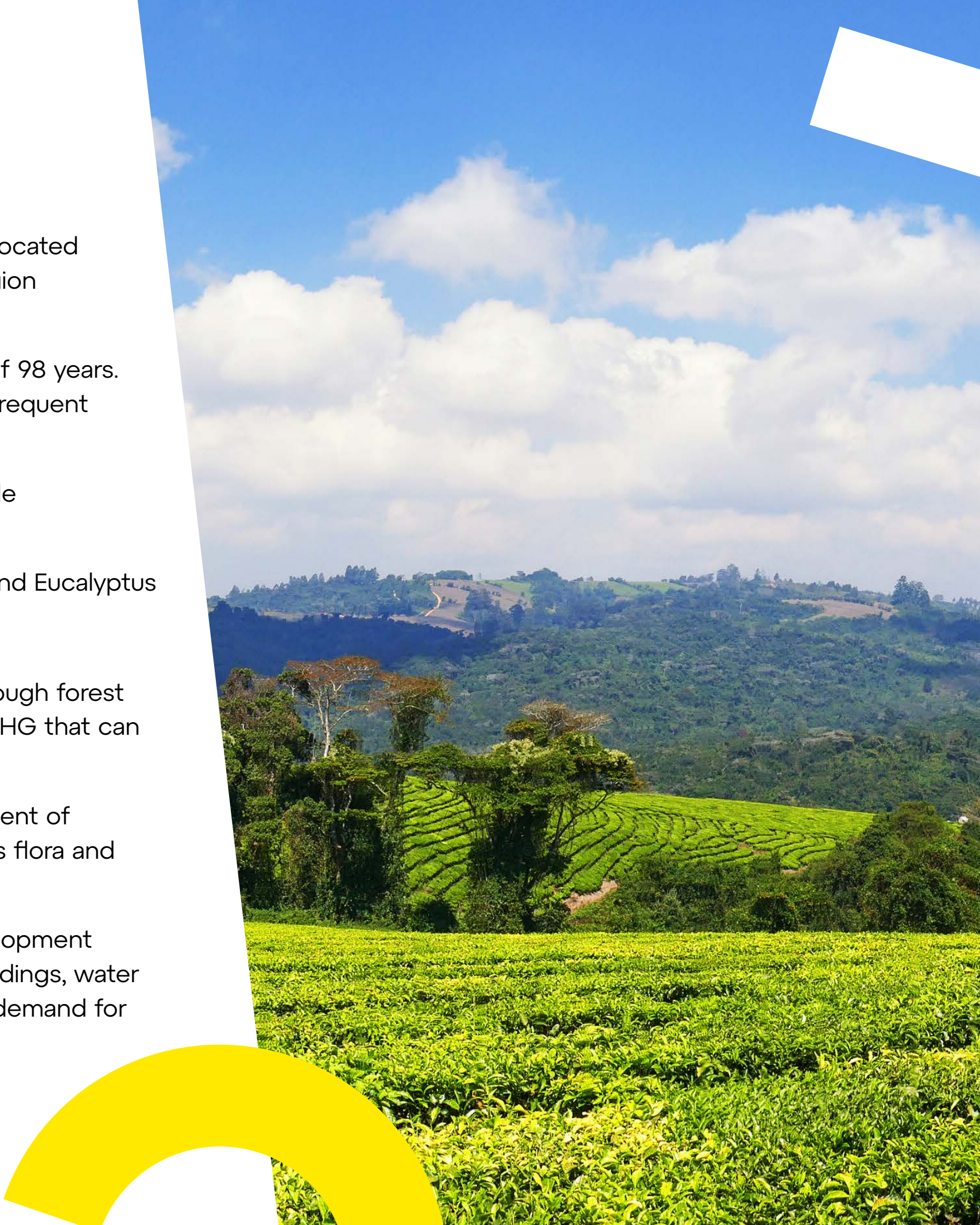
Project objectives related to carbon sequestration: To sequester CO₂ through forest planting in grassland areas, generating high quality emission reductions in GHG that can be measured, monitored, and verified*

Additional environmental benefits: Soil and water conservation, enhancement of biodiversity through the protection and management of existing indigenous flora and fauna, and enrichment planting with indigenous species and fruits*

Socioeconomic benefits: 10% of carbon credits used for community development projects; employment opportunities; infrastructure development: roads, buildings, water supply, and communication systems; sustainable harvesting in response to demand for high-quality wood products*

*Source: [Verra](#).

Voluntary Carbon Standard's 2009 Reforestation in Grassland Areas of Uchindile, Kilombero, Tanzania & Mapanda, Mufindi, Tanzania



Green Team and Environmental Stewardship

Our Green Team, founded by employees in 2021, enables GoTo to cast a wide sustainability net: Team members are based in 12+ different countries, meet monthly, and in just the very first year, participated in several projects. Green Team initiatives serve to educate and engage employees in sustainability efforts, catalyzing positive environmental change in the communities in which our employees work and live.

In 2021, our Green Team collaborated on a Green City Guide for our global employees with recommendations for sustainable places to eat, shop and ways to get around. The Green Team also put together a holiday gift guide with green product recommendations which was helpful during the holiday season and participated in a global webinar with our CEO around green best practices.

Members of the Green Team developed and recorded a sustainability training podcast that is hosted on our internal learning and development platform for all employees to access at any time.

In addition to our Green Team efforts, GoTo Gives, GoTo's philanthropy and volunteering arm, engaged with employees across the world in our annual Slack vote. We selected six vetted organizations that are making a positive impact on the environment and our employees voted for the recipient of our annual donation.



In 2021, Environmental Defense Fund (EDF) won our employee vote and was awarded \$10,000



In 2021 we were also able to plant 10,000 trees with Arbor Day Foundation



“I am passionate about the environment and being part of GoTo’s first Global Green Team has been a great experience. Not only is it an outlet to meet like-minded colleagues, but we are creating programs for employees that are meaningful and educational, resulting in a green culture and mindful habits for the earth.”

Raymond Ros,

Senior Software Developer and GoTo Green Team Member,
at GoTo, Montreal, Canada



Environmental Impact of Our Facilities

When our teams convene in person, sustainability is top of mind.

Though our workforce is largely remote, we still occupy some physical office space around the world. In these buildings, we remain committed to energy efficiency and waste reduction measures.

Key on-site initiatives:

- 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 non-profit organization partners
- Expanded single-stream and battery recycling programs
- Purchase of recycled, recyclable, or re-furnished products and materials where these alternatives are available and commercially practical
- In 2021 we completed a power purchase in Munich, Karlsruhe, and Dresden, Germany offices that are 60% renewable financed from the EEG levy
- Electric Vehicle (EV) charging stations in Bangalore

All's WELL in Bangalore.

After an 8-month certification process, GoTo's Bangalore, India practice office was WELL Health & Safety certified by IWBI - International WELL Building Institute™ (IWBI™) in collaboration with Green Business Certification Inc. (GBCI) in 2021. Assessed on 27 metrics—including air and water quality, sanitization, and emergency preparedness—this designation reflects GoTo's steadfast commitment to employee health and safety and our alignment with international best practices in this focus area. GBCI's credentials demonstrate proficiency in green building and sustainability, and help professionals showcase their knowledge, experience and credibility in the green building and sustainability marketplace.



GoTo is the third company in Bangalore to be WELL Health & Safety certified.



"The breakthrough progress we need to respond to human-caused climate breakdown will not come from corporate charitable action – as needed as that is – but through companies helping through how they make money. GoTo is the go-to example of that needed game change."

James F. Boyle,

CEO & Chairman, Sustainability Roundtable, Inc.

GoTo is an Environmental Force Multiplier

Our products enable customers to do much, much more with less. Less commuting. Less air travel. Less impact on our planet.

- Increased connectivity & productivity
- Decreased GHG emissions

Though our environmental footprint is small, our handprint is expansive.

We are proud to have played a role in helping our users avoid as much as an estimated 39 million metric tons* of greenhouse gas emissions in 2021, through the use of products like GoTo Meeting and GoTo Webinar.

That is equivalent to:



CO2 emissions from 4.3 billion gallons of gasoline consumed OR;



Carbon removed by 644 million tree seedlings grown for 10 years OR;



Greenhouse gas emissions avoided by 13 million tons of waste recycled instead of landfilled



*GoTo's data team derived these figures by summing the distance between all meeting hosts and each participant for all GoTo Meeting and GoTo Webinar sessions in FY21 (excluding audio-only calls, which could reasonably be assumed to replace phone calls, not in-person meetings). The team then assigned each of those distances to different modes of transport using [U.S. Federal Highway Administration statistics](#), to which the team then applied the appropriate [U.S. Environmental Protection Agency emissions factor](#). Equivalencies were derived using the U.S. Environmental Protection Agency's [Greenhouse Gas Equivalencies Calculator](#).

**These calculations do not yet account for the carbon emissions associated with customers' energy usage (Scope 3 Category 11), but this is something we are exploring for 2022.

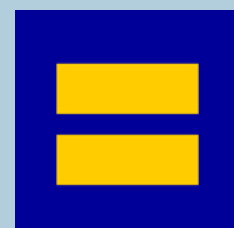


Social

Talent and Culture

For companies and employees everywhere, 2021 was a year of theoretical and practical re-evaluation:

What is the future of work? How can profit and purpose coexist? Full-time in office or work from home or hybrid? How best to attract and retain employees in an incredibly competitive labor market?



The world had changed, but our GoTo team was up for the challenge: we embraced and celebrated flexible work; doubled down on employee health & wellness; and showcased our culture of employee inclusion, engagement, and impact. We're blazing the trail—and our employees and products are helping companies navigate this new and often unpredictable work-life landscape.

GoTo's key value driver? Our people.

- Best Sales Team, Comparably Best Places To Work
- Best Place To Work in Boston, Comparably Best Places To Work
- Best HR Team, Comparably Best Places To Work
- Great Place To Work in India
- GoTo received a score of 90% in Human Rights Campaign Foundation's Corporate Equality Index for 2021

Flexible work, opportunity, for all.

Our transition to a flexible work culture is one of the most powerful and unique qualities of GoTo's ecosystem. While other companies realize the power of remote work, we have added another layer by embracing the flexibility that our employees so highly value. Regardless of what our employees' work and life landscapes look like, a flexible work culture enables us to embrace our diversity while bringing our best selves to work.

Benefits, recognition, and wellbeing.

Total Rewards: Flex Work, healthcare, life/accident/disability insurance, paid time off, self-care days, volunteer time off, family caring, family planning, pet insurance and more. Additionally, with ESG being of greater importance for GoTo and our employee base, for our U.S. employees with Fidelity 401K plans, we began offering select ESG funds in which they can choose to invest.



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 wellbeing: health, wealth, and happiness.

Employee Assistance Program: This program offers resources and tools, and online wellbeing information. Employees can receive support via telephone, video counseling, online chat, and email on a 24-hour basis.

Employee health and safety.

Our employees spent much of the pandemic in overdrive, helping the world stay connected in the darkest days of the pandemic. In 2021, we focused on our own workforce, prioritizing mental health and wellness, and helping our employees recalibrate and recharge.

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.

"Self-care days are a great way to disconnect from the daily routine and connect to my thoughts and feelings. I specifically spend them on long trips camping and riding solo on my motorcycle because it's a way to spend time with myself, where I stop looking outwards and focus inwards. I came to realize that whenever I take time to prioritize my wellbeing and consider my mental state, my work improves and I feel motivated to be better at what I do. Self-care days provided me a way to renew myself every month and focus on what really matters, stop worrying about what is next and start feeling what is present."

Esteban Quintana, Customer Support Specialist,
at GoTo, Guatemala City, Guatemala

1,392 employees

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

12 self-care days

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

3.5% of employees

availed of direct access support to our Employee Assistance Program

10.3% of employees

availed of information and resource services globally from this program

Learning and development.

Our GoTo 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 in which employees can actively engage and grow. We create world-class learning content and strategies, and provide education and 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.

Almost 1,000 new employees onboarded virtually in 2021. All new hires start their learning journey with GoTo as soon as they sign their offer letter/contract; this continues with custom 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 eLearnings (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 supporting a culture of real-time ongoing feedback. We believe that feedback 'is a gift' necessary to achieve your full potential.

Instructor-Led Virtual Trainings:

1,781

total attendees

52

different locations

186

sessions delivered

New Hire Events:

736

attendees at Monthly
Meet & Greet hosted
by an executive

251

attendees at
Quarterly Culture &
Community event



"We must engage the majority – white, cisgender, straight, men – to advocate for a work culture that is diverse and inclusive from the inside out."

Annie Brown,

Global Head of Diversity, Equity, and Inclusion
at GoTo, Remote, Idaho, USA

Diversity, Equity, and Inclusion

Fostering Diversity, Equity, and Inclusion by looking introspectively.

At GoTo, we are leading the future of work within a flexible, global, and inclusive ecosystem. We are looking introspectively to ensure that employees confidently bring their authentic selves to work and realize opportunity at all levels. We want prospective talent to view us as a destination to thrive. Different backgrounds, unique perspectives, and new awareness are all vital pieces to how we collaborate, love what we do, and deliver the best results.

2021 Objectives:

- Growing and retaining a diverse population
- Fostering an ecosystem of engagement & inclusion
- Applying a DEI lens to all of our work

GoTo is proud to have joined the MassTLC's Tech Compact for Social Justice to drive these goals forward. We have pledged to commit to increasing education efforts, improve hiring people from more diverse backgrounds, and reporting demographic data as we continue to evolve and expand our DEI efforts as a company.



Stronger Together – learning initiative:

Founded in 2021, our Stronger Together initiative provides the opportunity to learn new perspectives through experience sharing. It is designed to engage the majority, practice our value to “Be Real” and exercise our inclusiveness muscle. Employees learn new habits and action behaviors to reduce bias and consciously practice inclusion. Learning can be done asynchronously, in groups, or individually—accommodating whatever suits their learning style best.

An example of a Stronger Together module: “The Danger of a Single Story” by Chimamanda Ngozi Adichie. Everyone can relate to being judged by a single story. Creating unity and empathy around how bias feels and affects us.

We create space to be authentic by being empathetic and respectful of those who may not share the same perspectives. We understand that unique viewpoints make us “Stronger Together”.

What we heard in 2021:

I think that I am not biased or that just because I am a white male I am not privileged. Since working here, and hearing about DEI, I have felt that I need to change...and be a better individual...more open and inclusive than what I have often felt I already was, even though I probably was not...

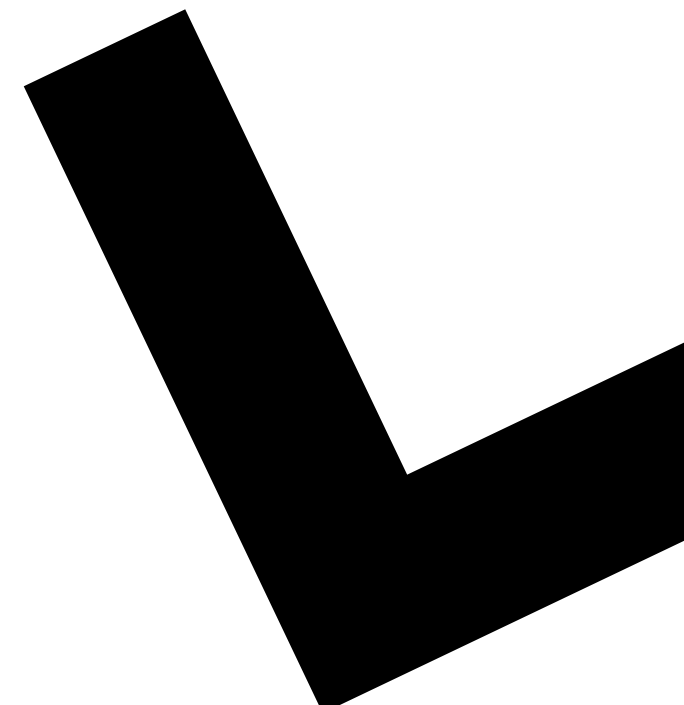
I had a newborn and was experiencing postpartum depression. After hearing other women on the call about hidden disabilities talking about their postpartum depression also, I felt included. I love my job even more because of it and I didn't want to quit.

I have Autism and it impacts how I work. When we talked about “What People with Disabilities want you to Know”, I finally told my manager about my disability. We made some easy changes and he is happier with me and my performance is so much better.

Equitable Pay for All

Consistent with GoTo's philosophy on equal pay, we perform an internal assessment every year to ensure we are in line with market pay. Additionally, every two to three years we take the further step of engaging an outside firm to perform a company-wide assessment to ensure that each GoTo employee is paid fairly, regardless of race, gender, sexual orientation, physical ability, or other protected characteristics.

The most recent external assessment started in July of 2021 and took six months. Every employee's pay was looked at anonymously and benchmarked against both GoTo employees at their level and compared to external market data. After the results of the assessment, the external firm identified employees who needed to be further reviewed for potential pay adjustment and such adjustments were made where applicable to bring these employees to internal parity and external market.



*Data has been updated since GoTo's July 12, 2022 publish date

GoTo by the numbers.

All data as of December 31, 2021. 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 includes Directors and above including individual contributors and those with direct reports.

Reporting on gender and ethnicity data helps GoTo track progress on workforce diversity; however, we recognize that our current categorization of gender is binary and our ethnicity categories are those required by U.S. government reporting. We understand that these are imperfect categorizations and not necessarily how employees define themselves.

*2021 Percentage of headcount that is Women (self-identified)

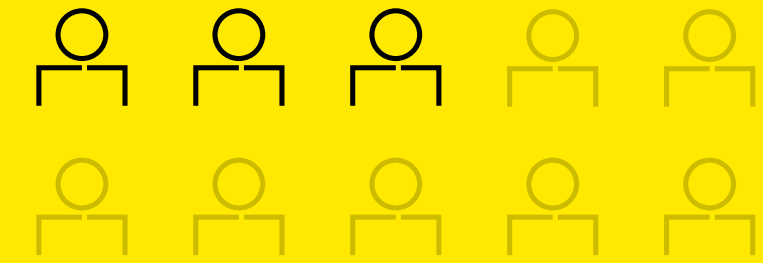
**2021 Percentage of headcount that is URPOC (self-identified. URPOC as defined by the Federal EEOC Reporting Guidelines and is self-reported by employees in our internal Workday system

***Demographic numbers are global

****Data has been updated since GoTo's July 12, 2022 publish date

Headcount: Women

30.1%
self-identified as women. 69.9% self-identified as men*

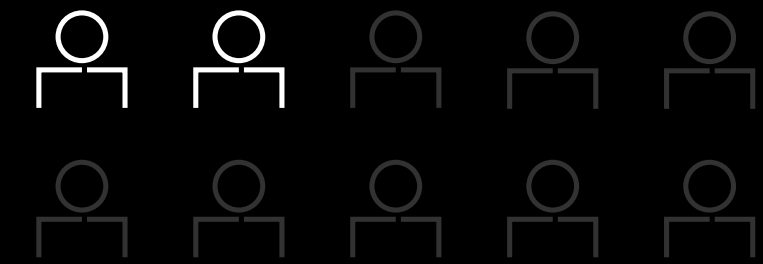


Women in director or above positions:



Headcount: URPOC

22.5%
self-identified as URPOC. 77.5% self-identified as white**



URPOC in director or above positions:





DEI Highlights

50%

50% of hires from a Talent & Culture hiring pilot for Sales Development and Business Development roles were from underrepresented groups, including women and underrepresented people of color

8.1%

In 2021 we improved representation of women in Director and above positions in the US by 8.1%

2.1%

In 2021, we improved representation of underrepresented people of color in Director and above positions by 2.1%

*Data has been updated since GoTo's July 12, 2022 publish date

DEI Investments Through GoTo Gives

GoTo Gives, our philanthropy and volunteering arm, partners with organizations that align with our mission to support people and causes that are underserved.

In 2021, GoTo Gives invested in several nonprofits and initiatives that champion equality.

GoTo Gives supported each of our six Employee Resource Groups (ERGs) for their respective awareness month with a donation to a non-profit organization of their choice. In addition, there were over 15 global ERG + GoTo Gives co-branded events and activities held in 2021.

This has been a tradition for GoTo Gives & our Employee Resource Groups for the last several years. In 2021, increased engagement within both the GoTo Gives Global Committee and our ERGs fulfilled both employee groups' missions of giving back.

Additionally, in honor of National STEM (Science, Technology, Engineering and Math) Day, we launched our fourth annual STEM In, a GoTo Gives initiative to create, participate in, and sponsor engaging STEM-focused activities and programs geared towards girls.

With Executive Sponsor Paddy Srinivasan, Chief Product and Technology Officer at GoTo, we kicked off STEM In and ran it just past Computer Science Week/Hour of Code which included activities for all GoGetters:

- Virtual Volunteering with Visit.org: bond building through a trivia game that supports STEM programs for young girls through Girlstart
- 2:1 employee match for causes supporting girls in STEM
- STEM activation tool kit so that employees could volunteer in schools or with organizations on their own

GoTo Gives supports all of GoTo's Asian and Pacific Islander employees as Anti-Asian hate crimes have risen dramatically amid the pandemic. The assaults and attacks that occurred in 2021, or anytime, have no place in our society or in our communities. We believe that a mission of true global impact and change is only possible through an equitable workforce—built in purpose and community—which is why in 2021 GoTo Gives made a donation to the Asia Pacific Fund's Solidarity Fund. The Solidarity Fund provides grants to organizations working to address persistent anti-Asian racism, including supporting the physical and mental health of survivors, ensuring the safety of seniors, and advocating for racial justice across racial lines.

Employee Resource Groups

At GoTo, Employee Resource Groups are an extension of our Diversity, Equity, and Inclusion efforts, serving key roles in our journey. As we shifted in 2021 to a remote-centric workforce, our ERGs—sources of engagement and connection around shared values, interests, and challenges—were more important than ever. Whether employees identify personally with the group or join as supporters, all are welcome.

Each ERG has an executive sponsor and engaged employee leaders. Highly visible, these leaders are recognized as holding a coveted position within our company.



ADAPT@GoTo Abled and Disabled Advocates Partnering Together (ADAPT) empowers the inclusion and diversity of all physical, mental, and all 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 employee resource group 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, Customer Success Manager and AIM@GoTo Member, at GoTo, Bangalore, India





BE@GoTo is an Employee Resource Group for Black Employees and friends. Our 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 (Promoting Respect, Inclusion, Diversity, and Equality) @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 for you to share experiences and get information on issues related to your specific family responsibilities. Whether you are expecting a child or taking care of an elderly parent, this group is here to support you through all stages of your family life.



“The Families@GoTo ERG was born out of a need for caretakers, especially parents, to connect during the pandemic. Since then, it has evolved into a space for all caretakers to learn, share and create a community with others on the ups and downs of our new “post”- pandemic reality. As an employee who became a mom during the height of COVID, it has been an invaluable resource for me, and I am so honored to lead this ERG and share our mission with all of GoTo!”

Christine Grant, Staff Compensation Analyst and Families@GoTo Member, at GoTo, Boston, MA USA



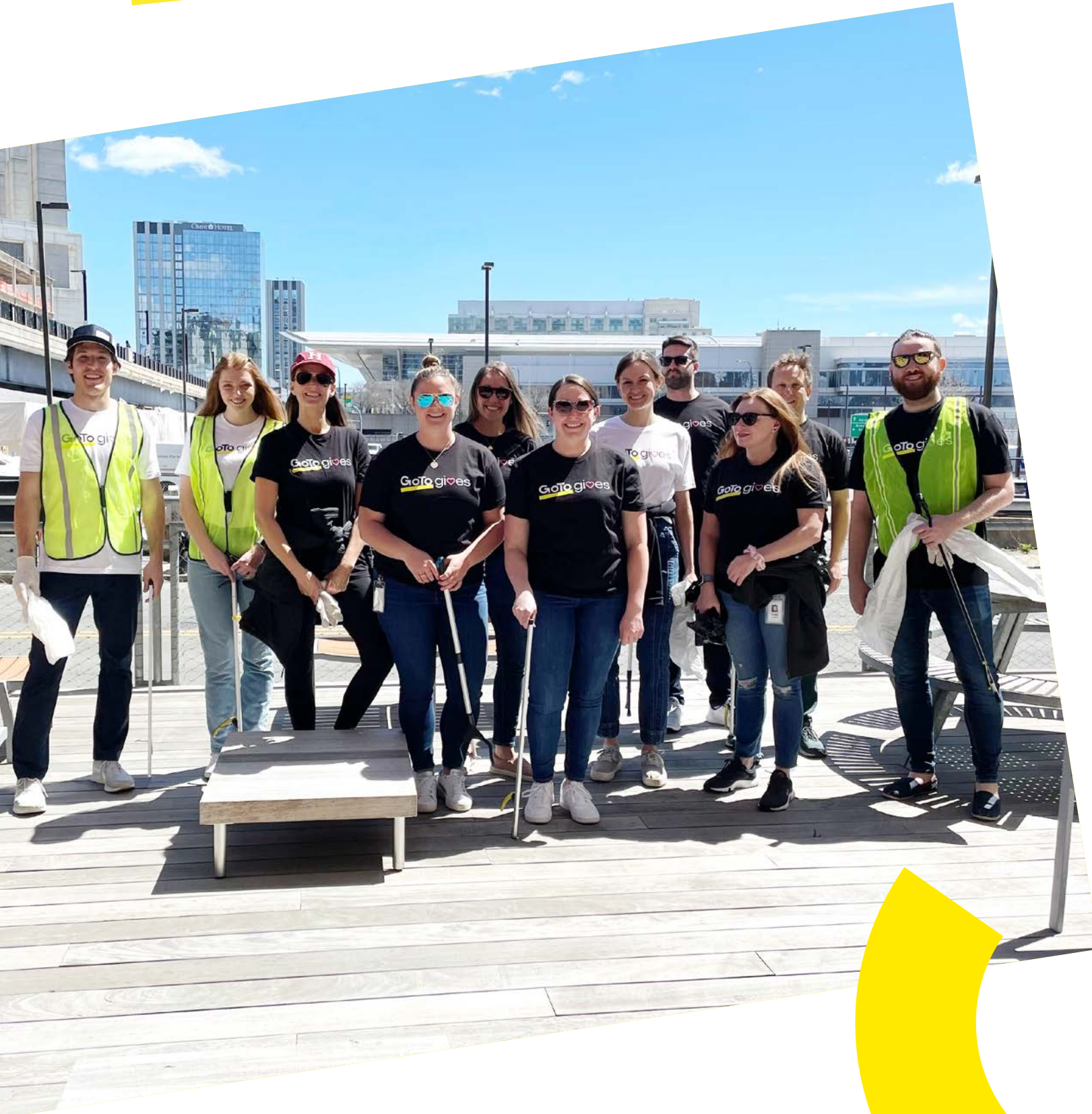
Philanthropy and Volunteering: GoTo Gives

Through GoTo Gives, our company's ethos of community building comes to life. It's the vehicle through which our corporate values transform into purpose and action; it's the spirit of giving—of time and resources—that best represents our culture. GoTo Gives defines us.

Though we have started to return to direct service, our technology platform allows us to engage with organizations that are aligned with GoTo's funding priorities, optimize virtual volunteering opportunities, and impact our communities in a meaningful way. And as with our environmental handprint, we take great pride in the philanthropic and service ripple effects of our customers' use of GoTo products to make a difference in the world.

Throughout 2021, we offered a range of opportunities for our employees to get involved with our non-profit partners, including: encouraging employee volunteerism with two paid days off to volunteer; matching employee donations (up to \$1,000 per employee & \$125,000 company-wide); and hosting fun and engaging philanthropic and community service events throughout the year. With a mix of in-person and virtual volunteer events, our teams were out in force.

Our GoTo Gives Global Committee represents a cross-section of employees and meets throughout the year, managing programs and local impact. Committee members partner with our Diversity, Equity, and Inclusion Employee Resource Groups to ensure that GoTo's philanthropy and service initiatives create equitable change within our targeted impact areas.



Community engagement highlights:

- **Recipient of the [2021 Trust Radius Tech Cares award](#)** for social impact, given to technology companies that have “gone above and beyond to support their communities.” Trust Radius evaluated companies on these key areas of corporate social responsibility: Volunteerism; robust Diversity, Equity, and Inclusion programs; charitable donations and fundraising; workplace culture, including model support for in-office and remote employees; and demonstrable support for environmental sustainability
- Recognized as one of **[Boston Business Journal’s Partners of the Year at its 2021 Corporate Citizenship Awards program](#)** for our partnership with BUILD. The BBJ's Partners of the Year awards are an annual recognition of Massachusetts companies that demonstrate innovation and develop best practices in specific partnerships with nonprofits at any level of engagement, including volunteer work, cash donations, in-kind donations, and board participation. Nominations are judged on four standards: mission, innovation, impact, and sustainability
- **Distributed company grants and micro-grants to 45 global organizations** including those to CoderDojo, Cradles to Crayons, Bagazs, and OSAAT
- Continued our global COVID-19 response efforts for the communities in which we live and work. Examples: Quarterly smoothie days provided for nurses in Germany and precautionary supply kits for grandparents in Guatemala
- **Joined Pledge 1% Global Coalition** in support of COVID-19 relief in India resulting in joint forces with other tech companies globally to drive \$28M+ in collective funding for organizations meeting pressing needs across India
- **27 global virtual volunteer events** with [Visit.org](#), a platform for experiential social impact. These events ranged from mentoring young women in Asia on career development, competing in a trivia game to fight hunger and reduce food waste, to creating custom avatars while learning about inclusivity and education
- Continued partnership with impact partners Boston College Center for Corporate Citizenship (BCCCC) and The Boston Foundation
- Capitalizing on the success and impact of our annual charitable match program, we launched [WeSpire](#), an ESG employee engagement and matching gift platform that facilitates employee volunteering and giving, resulting in **hundreds of matched donations to 145 charities in 2021**





GoTo Gives + BUILD: Portrait of a Partnership

Our long-standing (8 years and counting) relationship with BUILD is rooted in shared values: community, connection, collaboration, communication. GoTo employees mentor BUILD Boston students, supporting their entrepreneurial journeys and helping to prepare them for educational and professional success.

BUILD vision: A world where all students—regardless of race, socioeconomic status, or neighborhood—develop the skills and connections needed to achieve economic power and freedom

BUILD mission: Ignite the power of youth in under-resourced communities to build career success, entrepreneurial mindsets, and opportunity

Over 4 years of annual fundraisers, together with other Boston tech leaders, our BUILD fundraisers have raised \$90,000+

How we engaged: mentoring, mock interviews, BUILD challenges, GoTo product donations, grants

"We are so grateful for GoTo's commitment to serving our students. As a long-time partner, GoTo has continued to support BUILD in these unprecedented, challenging times through volunteer hours, holiday drives, and fundraisers. With GoTo's help, we are advancing racial and economic equity, providing students with new ways of learning, and empowering them to take control of their education."

Ayele Shakur,
CEO, BUILD

2021 Capstone Event: BUILD a Better You Challenge.

In May 2021, we held our fourth BUILD a Better You Challenge. Once again, we pivoted from an in-person tournament hosted at GoTo's Boston headquarters to a virtual setting.

Teams of 25 and 50 employees from GoTo and participating local Boston tech companies went head-to-head—walking, running, cycling, and taking exercise classes—while coworkers and friends watched and cheered them on via the Socio app.

Team members logged their individual times over three days using the “BUILD a Better You” tracker powered by fellow BUILD partner, Quickbase. Each day, team members had the opportunity to earn “bonus points” by participating in fitness and meditation classes hosted by amazing local teachers.

This fundraising event fostered community and healthy competition, while boosting teams' physical and mental well-being and supporting BUILD's mission.





Human Rights and Labor

We are resolute in our commitment to human rights. We refer to the three pillars of the [United Nations Guiding Principles on 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.



The Customer Experience

How to optimize customer experience (CX) while building brand loyalty? This year, we did just that. Because our suite of products solves for many flexible work technology needs, we engage with customers at all stages of their professional and personal journeys. 24/7 support from GoTo employees who thrive on problem-solving and have a people-first mindset results in low churn and high customer satisfaction. We help customers do their very best work and achieve their goals.



We increased rNPS by 14 points across GoTo product portfolio/business accounts

- A strong central Voice of the Customer team gathered and analyzed customer insights, collaborating across the company to drive CX improvements
- 10 different cross-functional Customer Action Teams (CATs) operated in 2021. CATs met on monthly basis with the representation across Product, User Experience, Support, Success, Marketing and Sales to align on top customer pain points and address actions



We expanded health score coverage for our customer base, providing our go-to-market teams with insight into customer adoption, usage, health, etc. so we know when to—and how best—to engage them



We achieved 82% Support OSAT (Overall Satisfaction) Maintained Better Business Bureau rating of A+



8

Governance

Privacy and Data Protection



As a global “work from anywhere” company, GoTo provides products that simplify how people connect with each other and the world around them. With users in nearly every country, we maintain a global data privacy program designed to safeguard and responsibly handle the data entrusted to us by our customers and users. You can visit our [Trust & Privacy Center](#) to review GoTo’s comprehensive privacy program, third-party frameworks, privacy policies, applicable data processing locations, Sub-Processor Disclosures, and Technical and Organizational Measures for handling and protection of customer data.

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
- Internal governance and standards

International data transfers:

- Participation in the APEC [Cross-Border Privacy Rules \(CBPR\)](#) 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 addresses key legal requirements under applicable law including, but not limited to, GDPR, CCPA, LGPD, etc.
- International Data Transfer and Supplemental Measures documentation designed to aid due diligence and analysis

Privacy controls, procedures, and published disclosures addressing:

- Processing locations
- Data retention, deletion, export, and access controls
- Product-specific Technical and Organizational Measures (“TOMs”) documentation
- Sub-Processor Disclosures
- Government Requests
- Privacy handling practice transparency disclosures, by way of US, California, and international privacy notices
- Channels and means for customers, users, and end-users to obtain privacy support, submit complaints, and exercise legal rights
- Comprehensive internal privacy controls, standards, and frameworks designed to ensure that GoTo’s products, processing, and operations align with applicable law, Privacy Team requirements, customer expectations, and ethical considerations, as applicable

Information security and certifications:

GoTo has implemented and maintains:

- Appropriate organizational, administrative, and technical safeguards designed to protect Customer Content against any unauthorized loss, misuse, access, disclosure, alteration and/or destruction
- A compliance program that includes independent third-party audits and certifications
- A Trust & Privacy 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:

- SOC2 Type II, SOC3, and BSI C5 tested, assessed, and validated certifications for its cloud hosted portfolio offerings
- ISO 27001 for select cloud hosted portfolio offerings (consult the TOMs for details)
- 24/7/365 Security Operations Center (“SOC”), security professionals addressing application and offensive security, etc., as well as a Governance, Risk, and Compliance (“GRC”) team responsible for managing risk, audit compliance, supplier/vendor management, and technical privacy
- Expansive and programmatic awareness campaigns conducted by the Security Engagement Team that address security and privacy matters and include annual mandatory awareness training, as well as other campaigns and events, including during cyber security awareness month and data privacy day



“As GoTo continues to enable flexible work for our customers' communications and IT support needs, we firmly believe privacy and security must remain a top priority. This means a constant and continuous investment in the people, processes, and technology needed to help ensure GoTo is a reliable, responsible, and secure partner for businesses and their end-users around the globe.”

Val Ilchenko,

Senior Counsel and Data Privacy Officer,
at GoTo, Boston, MA, USA

Governance and Ethics

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.

The progress celebrated in this report flows from GoTo's leadership team, board of directors, Francisco Partners, and Evergreen Coast Capital, 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.




Recent achievements and highlights of GoTo's governance and ethics include:

- Governance Committee established. After completing a materiality assessment in H1 2021, GoTo formed its ESG Governance Committee, with stakeholders concentrating on the Company's 10 material ESG focus areas. GoTo's ESG Governance Committee meets quarterly, while the sub-committees forming our pillars - E, S, and G - meet every other month to ensure the Company continues to progress towards its goals
- Received an EcoVadis assessment. EcoVadis is a provider of business sustainability ratings, used by over 90,000 companies worldwide to disclose ESG efforts
- Maintained a whistleblower policy and hotline (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 Traffic published
- Supplier Code of Conduct reinforced; procurement and purchasing policies reflect concepts including reciprocity, bribery, kick-back, etc. restrictions





2022 Outlook



Focus on our 10 ESG material areas of opportunity will continue to be central to our strategy as we embark on creating two standalone SaaS companies – GoTo and LastPass.

We encourage you to share your feedback and ideas with us on our social media channels, and we plan to release our FY22 ESG report in 2023.

We 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 2021 ESG report or ESG strategy? Contact esg@GoTo.com



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**.

| | Accounting Metric | Code | Report Section |
|---|---|--------------|---|
| Environmental footprint of hardware infrastructure | (1) Total energy consumed, (2) percentage grid electricity, and (3) percentage renewable | TC-SI-130a.1 | Environmental Sustainability |
| | Discussion of the integration of environmental considerations into strategic planning for data center needs | TC-SI-130a.3 | Environmental Sustainability |
| Data privacy and freedom of expression | Description of policies and practices relating to discussion and behavioral 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 Security |
| Recruiting and managing a global diverse and skilled workforce | Percentage of employees that are (1) foreign nationals and (2) located offshore | TC-SI-330a.1 | Diversity, Equity & Inclusion |
| | Employee engagement as a percentage | TC-SI-330a.2 | UN SDGs; Talent & Culture; Diversity, Equity & Inclusion; Philanthropy & Volunteering |
| | Percentage of gender and racial/ethnic group representation for (1) management (2) technical staff, and (3) all other employees | TC-SI-330a.3 | Diversity, Equity & Inclusion |
| Managing systemic risks from technology disruptions | Description of business continuity risks related to disruptions of operations | TC-SI-550a.2 | Privacy & Data Security |

GoTo

Impact,
amplified.

