2023 Environmental, Social, and Governance Report

What's Inside

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.
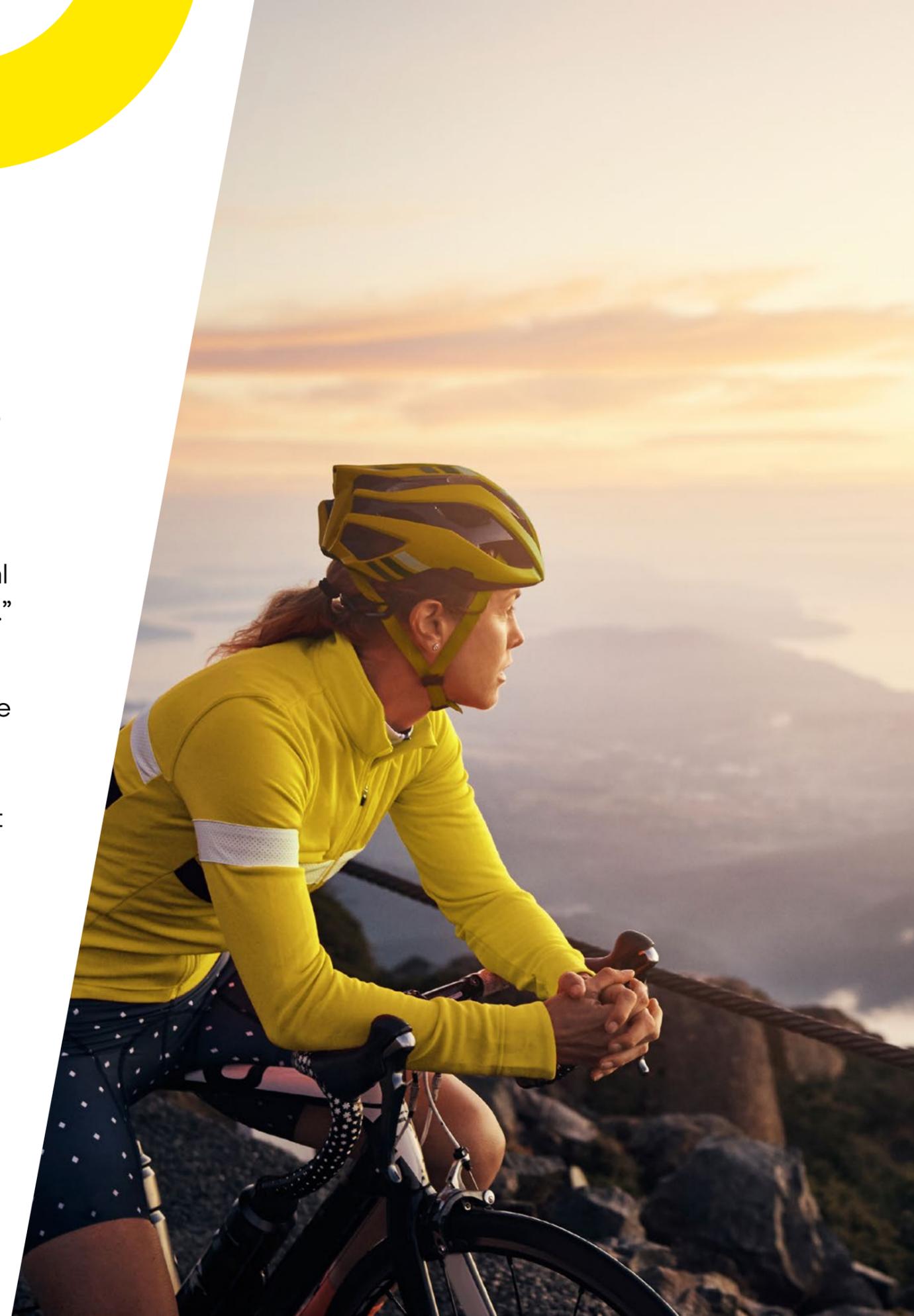
A message from our CEO.

Welcome to our FY23 ESG report. I am excited to share the progress we are making toward our publicly stated Environmental, Social, and Governance (ESG) goals. Having previously served as GoTo's CFO since 2020, our ESG areas of focus evolved under my purview, so it is with great pride that we disclose our 2023 achievements here. I am deeply grateful to the 2,800+ GoGetters worldwide who embody exceptional corporate citizenship, as their hard work and dedication have made the impact documented in this report possible.

People are the driving force behind everything we do. To tackle the world's most critical challenges, we recognize the importance of diverse perspectives and skills. As such, investing in the growth and development of our GoGetters has been a continued focus. By embracing GoTo's Keep Growing value and expanding learning and training programs, we have nurtured a culture that encourages innovation and collaboration, both internally and for our customers.

Preserving our planet remains an important priority for us. We are especially proud of our GoGetters in India, who collaborated closely with Reforestindia and Say Trees to plant thousands of saplings and trees in the greater Bengaluru area. This project, and other environmental sustainability initiatives at GoTo, promotes a healthier and more biodiverse ecosystem while also combating the climate crisis.

Artificial intelligence (AI) dominated the news in 2023. At GoTo, we integrated AI into select products to optimize functionality and improve employee and customer experience. We approach opportunities presented by AI with utmost seriousness, emphasizing responsible and transparent usage to mitigate risk.

These are just a few examples of GoTo's ESG commitment. As a portfolio company of Francisco Partners and Elliott Investment Management, our report reflects both firms' ongoing dedication to creating long-term value for our stakeholders. We recognize that our success is not solely measured by financial performance, but also by integrating ESG practices into our business strategy.

Thank you for your support and we look forward to helping our customers do their best work by making IT and business communications easy—from anywhere.

With gratitude,

Richard Veldran
GoTo CEO

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About GoTo

We're Your GoTo

Since day one we've set out to help people and businesses do their best work—simply and securely—from anywhere. 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 like 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. This mindset has helped us fulfill the promise of reliability, connection, and simplicity for tens of millions of users, and in turn, has helped us become one of the world's largest SaaS companies, with 2,800+ global employees and $1 billion in annual revenue.

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 LogMeIn Rescue, 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 work

- Providing seamless, on-demand support and assistance

- Delivering powerful collaboration and remote support products

**We live the flexible-first life, too.**

As a company built two decades ago to enable remote work, of course we have embraced 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:
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

$1B
annual revenue

Products:
GoTo Connect, GoTo Resolve,
LogMeIn Rescue, and more

The GoTo Portfolio

GoTo Resolve

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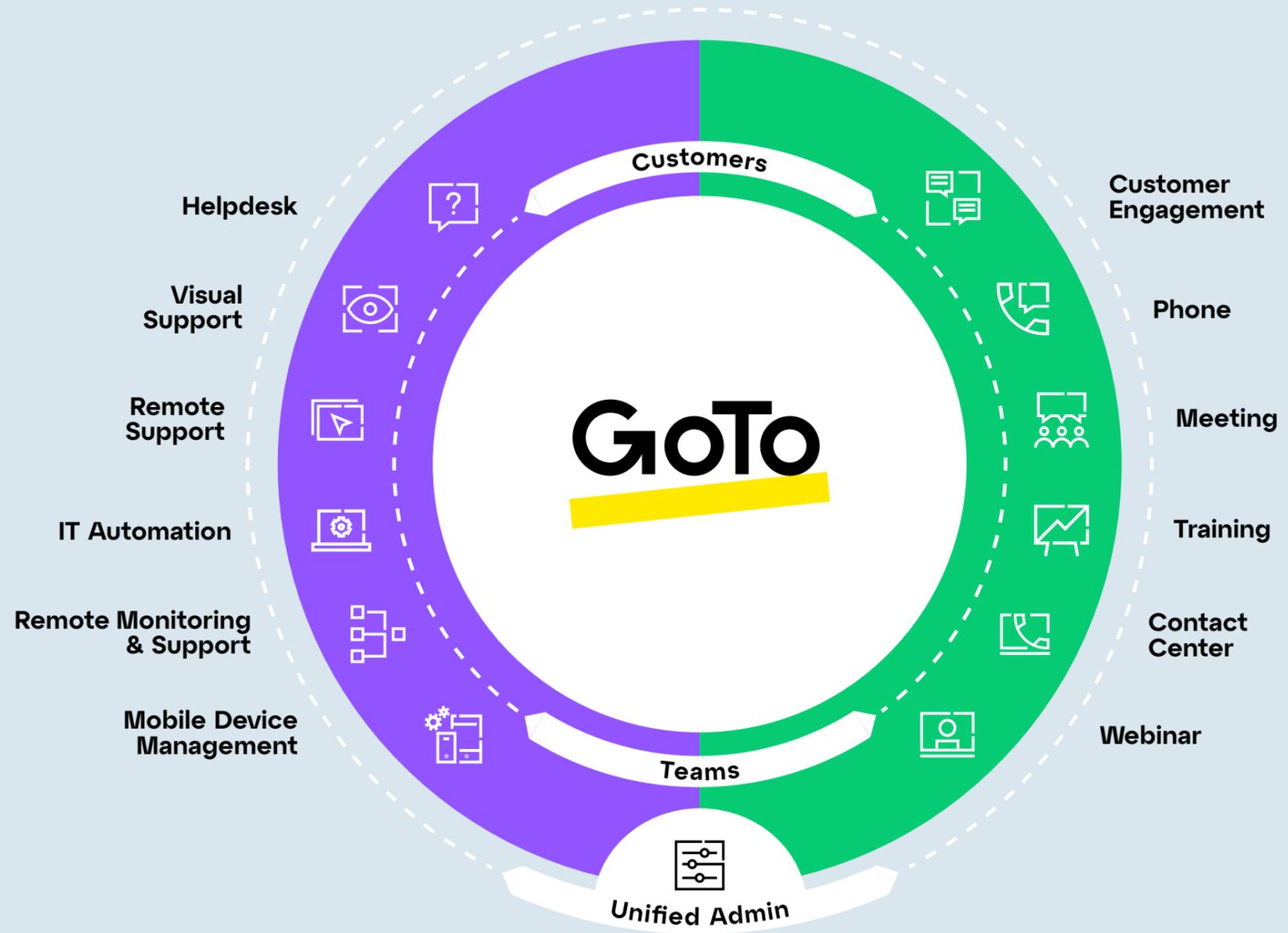
GoTo Connect

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

GoTo

Customers

Teams

Unified Admin

- Helpdesk
- Visual Support
- Remote Support
- IT Automation
- Remote Monitoring & Support
- Mobile Device Management

- Customer Engagement
- Phone
- Meeting
- Training
- Contact Center
- Webinar

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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

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ESG/Materiality

GoTo ESG Strategy

In 2023, due to the growing importance of artificial intelligence, we added Responsible Use of AI to the ESG priority areas identified in a 2021 materiality assessment* conducted by Sustainability Roundtable, Inc., a strategic advisory and support service for ESG program assistance. This assessment guides GoTo's ESG strategy, implementation, and management, ensuring that we continue to focus on the risks and opportunities most relevant to our core business—and most important to our stakeholders.

Top 11 ESG areas most material to stakeholders:*

Environmental

- Energy & Carbon Emissions

Social

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

Governance

- Privacy & Data Protection
- Governance & Ethics
- Responsible Use of AI
- 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.

Priority Topics

Significant topics to be reported and supported with data as available

Topics to be monitored and managed internally

High — Importance to Stakeholders

Low — Significance of Impact — High
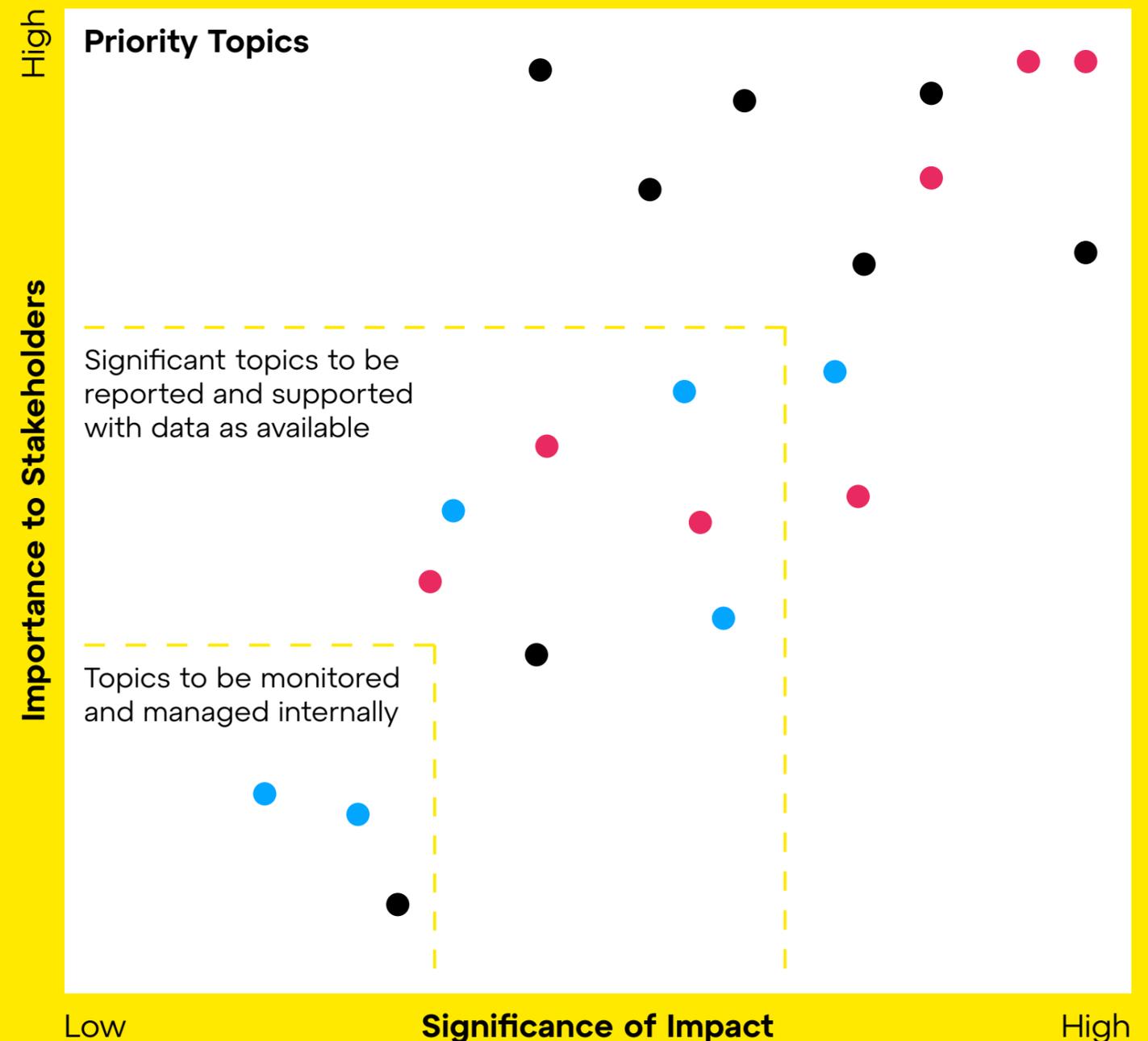
"In 2023, GoTo embraced the principles of ESG as a guiding force in our operations. Our commitment to ESG drives us to innovate responsibly, create thriving and safe work environments, and uphold the highest standards of integrity. Together, we are shaping a future where technology and corporate responsibility go hand in hand."

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 FY23 (January 1, 2023, through December 31, 2023) 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:
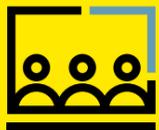
Employees

Customers

Partners

Suppliers

Host Communities

Investors

E

Environmental: Amplifying our impact

Priorities:
Climate protection

Material areas:

- Energy & Carbon Emissions

Key initiatives: Reforestation projects in India, the inventory and measurement of eight Scope 3 GHG emissions categories, CDP disclosure

S

Social: Caring for our employees, customers, and communities

Priorities:
Employee & community engagement

Material areas:

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

Key initiatives: Dedicated GoTo Grow time to promote learning, GoTo Hub programs connecting employees in our remote-centric workforce

G

Governance: Leading with integrity & vigilance

Priorities:
Ethical business practices

Material areas:

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

Key initiatives: Data Privacy Framework (DPF) certification obtained, new ESG policy created

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SDG Alignment

UN SDGs

The 17 United Nations Sustainable Development Goals (SDGs) serve as global reference points for our ESG strategy, guiding our direct service initiatives, environmental action, and corporate philanthropy. At GoTo, we believe the SDGs are aspirational and actionable.

In 2015, the UN 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.

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 2023, we continued to use our GoTo UN SDG rubric to accurately measure and track our efforts relative to the SDG goals we have prioritized as a company. This rubric is foundational to the ongoing evaluation of our impact.

We are proud to report that 50% of our employees participated in GoTo activities that aligned with nine of the UN SDGs: Climate Action; Gender Equality; No Poverty; Zero Hunger; Quality Education; Reduced Inequalities; Sustainable Cities and Communities; Good Health and Well-Being; and Peace, Justice and Strong Institutions.

Examples of activities that counted towards our Positive Impact Goal:

- Volunteer activities (virtual and in-person)
- Employee Resource Group events related to SDGs
- Charitable giving/matching
- Global Green Team events
- Engagement in DEI program

Example of the alignment of a GoTo initiative in 2023 and its corresponding SDG:

On #GivingTuesday, GoTo hosted a virtual experience with Girls Friendly Society and Visit.org during which GoTo Gives volunteers attended a workshop to take on the vital task of writing inspirational letters to young girls. From as early as six years old, girls often perceive themselves as different—and sometimes lesser—than boys, inhibiting their ability to live life to the fullest. Research indicates a significant decline in confidence, self-esteem, and overall well-being among girls around the age of 11. With adequate support during their formative years, girls can change the world, assuming roles as empowered individuals of today and as future professionals, entrepreneurs, inspirations, family heads, and leaders.

SDG Targeted: Gender Equality

5 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 **Intergovernmental Panel on Climate Change** (IPCC), the United Nations body for assessing the science related to climate change, published its AR6 Synthesis Report, *Climate Change*, in March of 2023. A summary of all reports from the IPCC's sixth assessment cycle, the Synthesis Report incorporates three major reports from the IPCC: *Climate Change 2021: The Physical Science Basis, Climate Change 2022: Impacts, Adaptation and Vulnerability*, and *Climate Change 2022: Mitigation of Climate Change*.

The **28th Annual United Nations Conference of the Parties** (COP28), the world's largest and most geopolitically significant (197 nations plus the European Union) climate conference, convened in Dubai, UAE, in November of 2023. As in years past, limiting global warming to 1.5 degrees Celsius and achieving net zero emissions by 2050, first agreed upon in the landmark Paris Agreement of 2015 at COP21, were the key aspirational goals. Climate resilience and adaptation, particularly for the world's most vulnerable countries, were also addressed. Key pledges: *tripling renewable energy capacity globally by 2030; transitioning away from fossil fuels in energy systems in a just, orderly, and equitable manner; $3.5 billion in Green Climate Fund pledges*. The Green Climate Fund's mandate is "to foster a paradigm shift towards low emission, climate-resilient development pathways in developing countries."

In Europe, the EU's **Corporate Sustainability Reporting Directive** (CSRD) will be in effect in 2024. Large corporations (500+ employees) have been reporting on ESG material issues since 2018 through the **Non-Financial Reporting Directive** (NFRD), but between 2024 and 2026 SMEs with operations in the EU will join these mandatory efforts under the CSRD umbrella. Once fully phased in, close to 50,000 corporations will report their sustainability-related data and efforts to the CSRD.

Climate action must be accelerated.

In the United States, two climate-related bills were signed into law in California: the **Climate Corporate Data Accountability Act** (SB-253) and the **Climate-Related Financial Risk Act** (SB-261). Starting in 2026, corporations doing business in California with annual revenue greater than $1 billion must report Scope 1, 2, and (in 2027) Scope 3 emissions data and submit a climate-related financial risk report. At the federal level, the **Securities and Exchange Commission** adopted climate disclosure rules for public companies. Like the California legislation, these rules would require corporate reporting of climate targets and goals, climate-related risks, GHG emissions data, and more.

GoTo is a proud portfolio company of Francisco Partners, a signatory of the UN's **Principles for Responsible Investment** (PRI), whose members incorporate ESG into investment decisions, and report yearly on their activities.

For the second year in a row, GoTo has submitted to **CDP** (originally the "Carbon Disclosure Project") and is committed to this annual practice. Starting in 2024, CDP will incorporate 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 practice, 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.

In 2023 we updated our global site strategy, including the closure of many of our physical office spaces worldwide*. In doing so, GoTo now provides opportunities for GoGetters to book on-demand meetings and collaboration spaces with our corporate partner, IWG. These changes have reduced our footprint even further.

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.

* Furniture, IT, and supplies from office closures were responsibly disposed of and donated to organizations in our local communities.
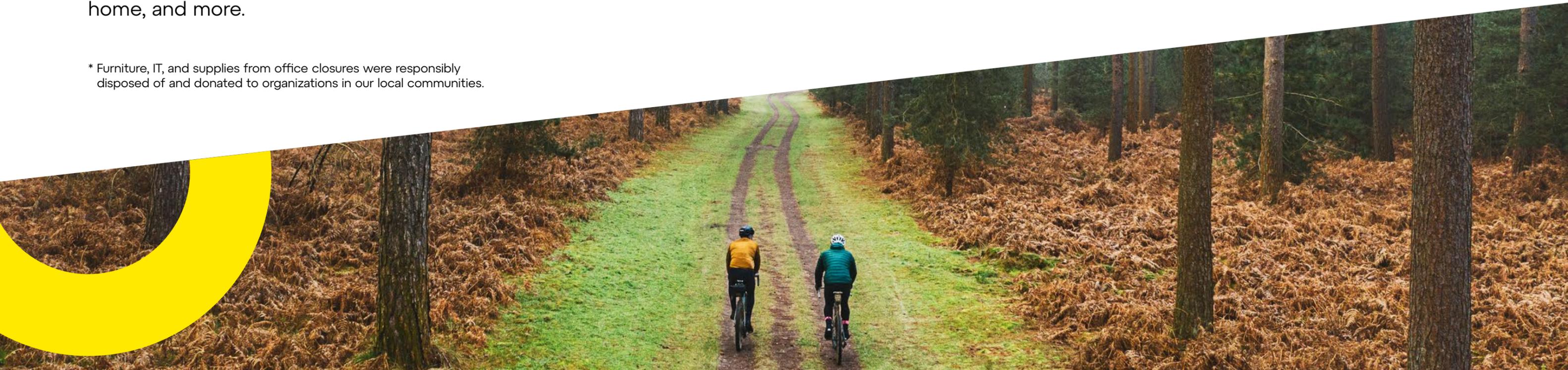
Scope 1

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 2023 carbon footprint:

Scope 1
420.4 MT CO2e

Natural gas and propane
used to heat buildings

Scope 2
1,268.6 MT CO2e

Location-based emissions

0 MT CO2e
Market-based emissions

Scope 3
34,692.7 MT CO2e

Value chain

32,989.3 MT CO2e
Purchased Goods and Services*

17.0 MT CO2e
Capital Goods**

192.3 MT CO2e
Fuel- and Energy-Related Activities

86.2 MT CO2e
Upstream Transportation

1.4 MT CO2e
Waste

737.4 MT CO2e
Business Travel

328.3 MT CO2e
Employee Commuting
(1 commute per month)

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

* 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).GoTo has continued to refine and improve its emissions calculation methodology and, accordingly, select supplier emissions previously included within Capital Goods are now accounted for within Purchased Goods and Services. More detailed information on this methodology change will be available in GoTo's 2024 CDP Report.

** 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.

Source: GHG Protocol

"

"Measuring full Scope 3 emissions is not just a responsibility, but a powerful opportunity for a SaaS company to shape a sustainable future. By understanding and mitigating our climate impact, we pave the way for meaningful change, fostering a culture of environmental stewardship that goes beyond profit. Let us embrace this challenge, for in doing so, we not only fulfill our ESG commitments, but also inspire others to join us on this transformative journey towards a greener, more resilient world."

Andrew Hook
VP, Procurement and Real Estate,
New Hampshire, US, GoTo

"*By recognizing the importance of reforestation, we not only help to combat climate change and preserve biodiversity, but also empower local communities, promote economic growth, and foster a coexistence with nature. Let us embrace the transformative power of reforestation, for in doing so, we cultivate a greener, healthier, and more resilient India for generations to come.*"

Madhusudan Krishnapuram
Vice President, Engineering, India, 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 2023, 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 5,000 trees, furthering their mission to create greener landscapes worldwide.

Additionally, our India team personally vetted and partnered with SayTrees and Reforestindia, witnessing and participating in the planting of several hundred saplings through their own efforts. We take pride in having planted 2,700 saplings through SayTrees and 1,000 trees through Reforestindia, 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).

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 2023, our impact could be compared to reducing emissions equivalent to charging 94,000 mobile phones.

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, Green Team members share sustainability best practices with colleagues and participate in volunteer initiatives that benefit their local communities. In 2023, GoTo's Green Team brought our environmental convictions to life. With great enthusiasm, they modeled corporate climate action at the ground level.

In 2023, our Green Team collaborated with GoTo's Thrive Wellness program on an event for global employees, "Sustainable Spending: Your Journey to Becoming a Conscientious Consumer." The team hosted two movie clubs for *Wasted! The Story of Food Waste* and Zac Efron's *Down to Earth* Season 2 Episode 5: "Waste."

The team also recognized Plastic Free July, a global movement that helps millions of people be part of the solution to plastic pollution, and provided GoTo employees with sustainable gift guides for the holiday season.

"I embarked on a quest to safeguard our precious forests by removing invasive species, and as I volunteered in the landscapes of Ireland, I witnessed the power of restoration unfold before my eyes."

Claire-Marie Murray, *Senior Customer Success Manager, Ireland, GoTo*

"I want to spread the word about meat-free diets and local cleanups to make our world a better place by doing small things every day."

Raymond Ros, *Senior Software Engineer, Canada, GoTo*

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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.

"The true measure of GoTo's success lies not only in its products, but also in its unwavering commitment to championing talent and nurturing a thriving culture. We believe that our people are our greatest asset, and we strive to create an environment where their skills are recognized, their voices are heard, and their growth is fostered. I am proud to be part of an organization that not only prioritizes ESG initiatives but also understands that investing in our employees is the key to sustainable success. Together, we are shaping a future where talent and culture thrive, driving innovation and making a positive impact on the world."

Meredith Hawkins
Chief People Officer, Massachusetts, US, GoTo

Flex work & GoTo's Global Hub Program.

At GoTo, GoGetters are encouraged to learn, explore, connect, and collaborate—whether in remote situations or in offices together.

We have adopted a flex/remote-first approach to work, with the goal of providing flexibility to our employees, enabling them to live and work in a way that suits their lifestyles. Our policies support employees balancing family life with personal passions.

In 2023 we leaned further into our remote-centric culture by reducing our global office footprint and evolving our site strategy to fit the needs of our GoGetters. We continue to invest in our workforce through our Global Hub Program, financial stipends, and resources for home equipment.

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. With the shift to remote/flex culture, 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 embrace our diversity, strengthen our culture, and bring our best selves to work.

"GoTo's Global Hub Program is important to our culture because it helps facilitate activities that bring team members together. Having recurring social events helps reinforce GoTo's commitment to creating a community in which employees feel appreciated and motivated."

Eddy Alvarado
Senior Director of Customer Support and Guatemala Hub Leader, Guatemala, GoTo

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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.

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.

Mental health continued to be an important focus for GoTo in 2023. With financial stress a big contributor to poor mental health, we launched access to a new financial wellbeing platform at the start of 2023. We focused on helping employees develop a proactive and positive relationship with money. We also continued to prioritize mental health and wellness, helping our employees to 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.

10
company-wide self-care days, in addition to paid time off and holidays

903
participated in global wellness challenges and events supporting employees' health, wealth, and happiness

85%
of employees engaged with our Financial Wellness launch and 60% of this group used the platform a minimum of 3 times during the year

2.44%
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 in which employees can actively engage and grow. We create world-class learning content, strategies, 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.

All new hires start their learning journey with GoTo as soon as they sign their offer letter; 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.

GoTo provides multiple learning opportunities for employees:

- A GoTo "onboarding buddy" to all new employees

- A rigorous onboarding program designed with remote employees in mind

- Culture and Communities onboarding sessions for new employees which focus on programs aimed at bringing GoGetters together both virtually and in person

- All new hires are invited to meet virtually with an executive on a monthly basis

- Access to self-paced eLearning curricula; LinkedIn Learning platform was launched to all employees in 2023

- Reading and tuition reimbursement programs

- 50 executive coaches were engaged to provide 1:1 coaching to women from all functions and geographies

- Kicked off GoTo Grow Learning Time and had four 1-hour events in 2023 that focused on the GoTo Core Competencies

We also 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.

We have a comprehensive program for people managers to ensure that they can grow and develop themselves and their teams.

2023 Highlights

Over **2,725**

GoGetters attended a live learning event.

Core Management Programs:

975 joined our Leadership in Action series

385 attended Managing@GoTo series (for new managers, but all managers were invited to attend the first series of sessions)

515 attended a custom workshop created for their team. Includes Insights, growth mindset, and custom content

New Employee Onboarding:

Over **360** attended a live new hire onboarding event (e.g. Be Real series, Culture & Communities, Product Intro series)

Nearly **1,900** completed a new hire-related eLearning (e.g. new hire modules, event recordings)

Diversity, Equity, and Inclusion

Celebrating opportunity and engagement for all.

At GoTo, we are dedicated to nurturing an environment where individuals can truly be themselves, thrive in their positions, and capitalize on opportunities. Our initiatives focus on fostering trust, breaking biases, and valuing diverse perspectives. Celebrating the varied experiences and backgrounds within our team, GoGetters unite to become stronger together, weaving a vibrant tapestry of expertise, innovation, and insight.

GoTo Diversity, Equity, and Inclusion (DEI) Pillars:

Growing and retaining a diverse population

Fostering an ecosystem of engagement & inclusion

Applying a DEI lens to all of our work

2023 Partnerships:

- **Paradigm:** GoTo works with Paradigm to embed DEI into all aspects of our organization. We leverage their benchmarking tool and learning platforms to facilitate important conversations that develop inclusive leaders within our company.

- **HELM:** GoTo works with HELM as a partner to educate through virtual online events. Growth mindset is key to our values and raising our cultural IQ is critical to us as a global company.

- **WeAreOpen:** GoTo has joined the WeAreOpen coalition, which is committed to helping organizations understand the benefits of openness in the workplace, supporting gender equality, LGBTQ+ inclusion, and people with disabilities. Based out of Hungary, much of these efforts are focused on countries where being open is not welcomed.

- **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+.

What we heard in 2023

"I am glad to see GoTo has these values, and it is one of the reasons why I refer people to work here."

"GoTo does this better than anywhere I have ever worked."

"Our customers benefit from the different programs we are learning from."

"I can opt into our DEI sessions live or listen when I can, which helps align with my schedule."

Headcount: Women

32.7%

self-identified as women. 67.3% self-identified as men.

Women in Director or above positions:

30.1%
Women

Men

69.9%

Headcount: BIPOC

21.9%

self-identified as BIPOC*. 78.1% self-identified as white.
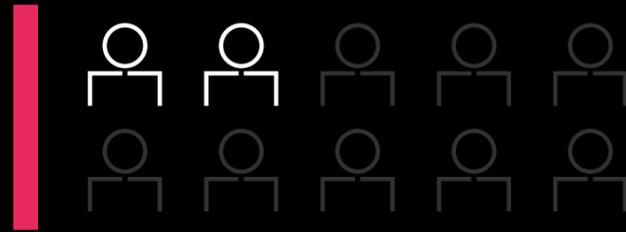
BIPOC in Director or above positions:

13.1%
BIPOC

White

86.9%

GoTo by the numbers.

All data as of December 31, 2023. 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 progress on workforce diversity; however, we recognize that our current categorization 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.

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

DEI Program Highlights for 2023

[Human Rights Campaign Foundation Corporate Equality Index:](#)
The foremost survey and benchmarking report measuring corporate policies and practices related to LGBTQ+ employees provided us a 95 out of 100 on our second submittal, improving our score by 5%. We received 100% in many categories, including our inclusive healthcare benefits, workforce protections, and our Employee Resource Group contributions to supporting an inclusive culture.

[Disability:IN Best Places to Work:](#) GoTo received 100% in the following categories: culture and leadership; community engagement; employee engagement, retention, benefits, education, and advancement; and enterprise-wide access.

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 2023, we identified employees in our annual merit process who needed to be further reviewed for potential pay adjustment and made those accordingly. Additionally, every two to three years we take the further step of engaging an outside firm to perform a company-wide assessment.
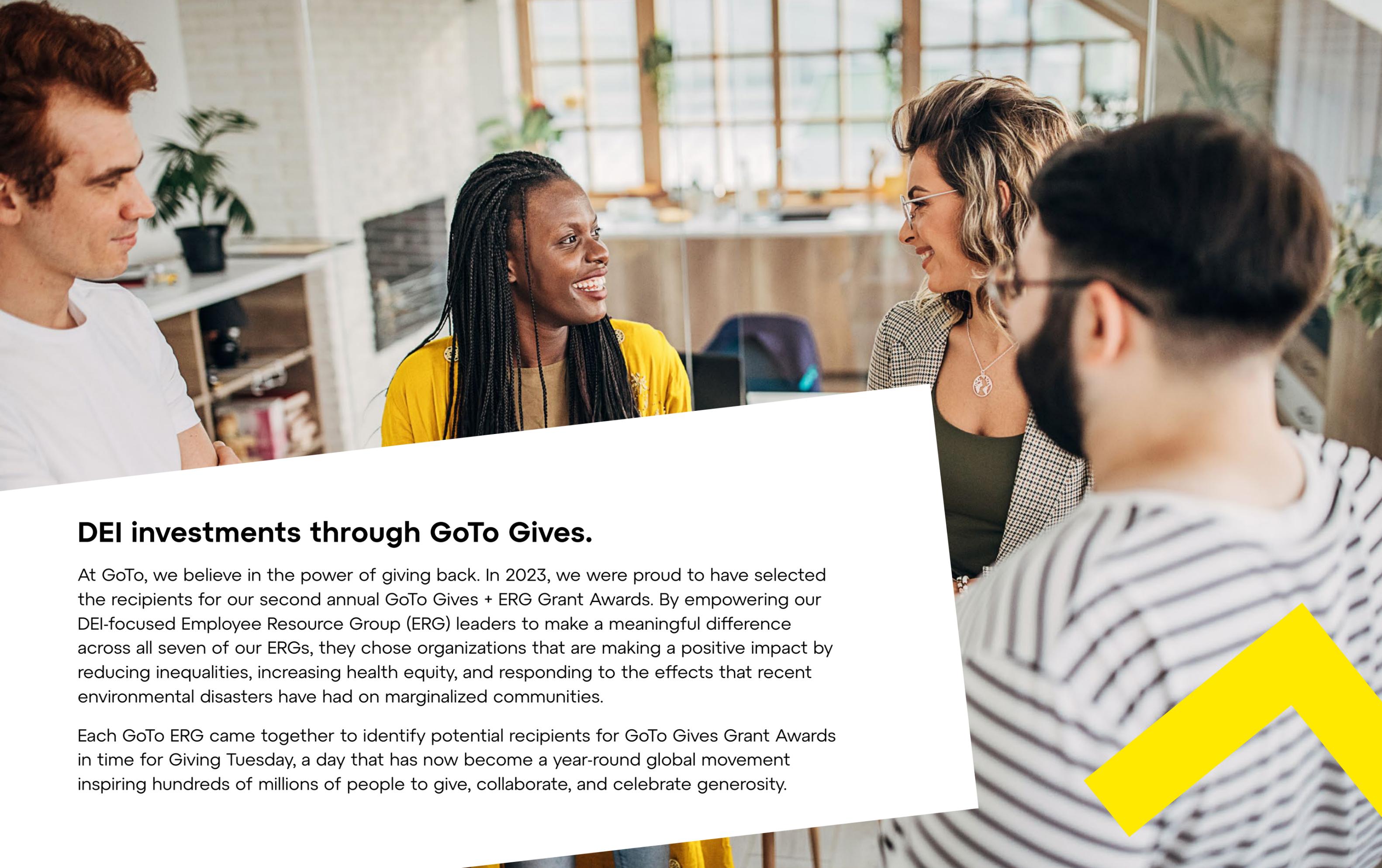
DEI investments through GoTo Gives.

At GoTo, we believe in the power of giving back. In 2023, we were proud to have selected the recipients for our second annual GoTo Gives + ERG Grant Awards. By empowering our DEI-focused Employee Resource Group (ERG) leaders to make a meaningful difference across all seven of our ERGs, they chose organizations that are making a positive impact by reducing inequalities, increasing health equity, and responding to the effects that recent environmental disasters have had on marginalized communities.

Each GoTo ERG came together to identify potential recipients for GoTo Gives Grant Awards in time for Giving Tuesday, a day that has now become a year-round global movement inspiring hundreds of millions of people to give, collaborate, and celebrate generosity.

We were thrilled to award grants to the following nonprofit organizations in the 2023 giving season:

Days for Girls: Days for Girls works to eliminate the stigma and limitations associated with menstruation so that women and girls have improved health, education, and livelihoods. To date, the organization has reached over 3 million women and girls with their life-changing menstrual health solutions.

Black Women's Health Imperative (BWHI): The first and only national nonprofit solely dedicated to achieving health equity for Black women in America. Founded in 1983 by Byllye Y. Avery as the National Black Women's Health Project at a conference on the campus of Spelman College, BWHI has evolved into a nationally recognized organization leading health policy, education, research, knowledge, leadership development, and communications designed to improve the health outcomes of Black women.

The Trevor Project: The Trevor Project provides lifesaving crisis counseling to LGBTQ youth who are struggling with issues such as coming out, LGBTQ identity, depression, and suicide. Their mission is to end suicide among lesbian, gay, bisexual, transgender, queer and questioning young people, and to envision a world where all LGBTQ young people see a bright future for themselves.

Maui Strong Fund (Hawai'i Community Foundation): The Maui Strong Fund provides financial resources to support the immediate and long-term recovery needs for the people and places affected by the devastating Maui wildfires. Hawai'i Community Fund works in close collaboration with state and county leaders, nonprofit organizations, and community members to understand evolving priorities.

Ronald McDonald House Charity (RMHC): RMHC's programs help alleviate some financial burdens for families with sick children. Their programs help families save hotel and meal expenses. For over 47 years, RMHC has ensured families everywhere have access to the care and resources they need—especially when they have a sick child. They operate in 62 countries and regions and have over 690 core programs worldwide.

National Alliance on Mental Illness (NAMI): NAMI envisions a world where all people affected by mental illness live healthy, fulfilling lives supported by a community that cares. NAMI provides advocacy, education, support, and public awareness so that all individuals and families affected by mental illness can build better lives.

National Red Cross benefiting the Mexican Red Cross: The Mexican Red Cross is a nongovernmental, humanitarian, impartial, neutral, and independent private assistance institution that mobilizes networks of volunteers, communities, and donors to operate programs and services that aim to preserve the health, life, and alleviate human suffering of the population in vulnerable situations. They serve people or communities affected by emergency or disaster situations, health problems, illnesses, and injuries due to accidents, as well as the phenomena of migration and social exclusion. This grant award will directly go to the Mexican Red Cross Hurricane Otis response fund helping the state of Guerrero.

Joining the Giving Tuesday movement helped us reimagine a world built upon shared humanity and radical generosity.

Employee Resource Groups

At GoTo, Employee Resource Groups are an extension of our Diversity, Equity & Inclusion efforts, serving key roles in our journey. Our ERGs—sources of engagement and connection around shared values, interests, and challenges—are more important than ever. Whether employees identify personally with the group or join as supporters, all are welcome.

ADAPT@ GoTo

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

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: 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: 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

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

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.

HOLA@GoTo

HOLA@GoTo: We are especially excited because we created a new ERG in 2023, HOLA@GoTo, supporting Hispanics and Latinos anywhere, which 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 2023.

With 85 volunteer experiences 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 2023, 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. Committee members partner with our Diversity, Equity & Inclusion Employee Resource Groups to ensure that GoTo's philanthropy and service initiatives create equitable change within our targeted impact areas.

Partnership Highlights:

1 Recipient of the 2023 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; robust DEI programs; charitable donations and fundraising; workplace culture, including model support for in-office and remote employees; and demonstrable support for environmental sustainability

2 Distributed company grants and micro-grants to global organizations including National Asian American Pacific Islander Mental Health Association, Natun Gautemala, Coolest Projects, and Seurana

3 Hosted 15 global virtual volunteer events with Visit.org, a platform for experiential social impact. These events ranged from writing letters to seniors experiencing illness or social isolation to writing messages to inspire young girls. Many of these virtual volunteer events were part of our annual sales kick off (SKO23), allowing engagement and giving programs to start the year strong

4 Continued partnership with impact partner Boston College Center for Corporate Citizenship (BCCCC)

5 Continued partnership with WeSpire, an ESG employee engagement and matching gift platform that facilitates employee volunteering and giving, resulting in hundreds of matched donations

"Witnessing the impact of our partnership with GoTo on our programs has been incredible. By welcoming our students into their offices for STEM field trips and including a diverse range of professionals, GoTo has not only provided valuable insights into STEM careers but also demonstrated the power of representation. Seeing individuals from various backgrounds succeeding in their respective fields has empowered our students to believe in their own potential. We can't wait to continue our partnership with GoTo Gives."

Eval Silvera
Founder, KodeConnect

GoTo Gives + KodeConnect: Portrait of a partnership.

Our longstanding relationship with KodeConnect reflects GoTo's commitment to STEM (Science, Technology, Engineering, and Math) education for underserved youth. Over the years GoTo Gives has hosted students in our offices to provide them with an opportunity to learn more about the technology industry, and to engage in fun STEM with GoGetters.

In July of 2023, GoTo Gives hosted a KodeConnect summer field trip at our Boston office for a panel on all-things STEM, AI, and careers in tech with GoTo executives and other GoGetters in recruiting and product design. After the panel, our young coders conceptualized apps that would make the world a better place.

About KodeConnect: KodeConnect provides an environment where kids can learn about computer programming and other STEM-related activities. Kids involved in their programs learn different ways of problem solving and teamwork. KodeConnect works to bridge the race and gender gap in STEM by providing high quality, engaging programming for youth ranging in grades three through eight.

Human Rights and 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

2023 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:

- We increased customer support OSAT to +88 (out of 100), an all-time high, to provide an industry-leading customer support experience

- In-product effort scores continued to improve across the board

- Partner NPS has improved to 49, an 18-point gain YoY

- GoTo Connect rNPS improved 5 points

- Our Voice of the Customer Team gathered and analyzed customer insights across 13 unique data sources which provide approximately 1.5M records annually to identify key improvements within the Customer Experience

- Seven cross-functional Customer Action Teams (CATs) covering 11 products with representation from Marketing, Sales, Finance, Onboarding, Product, User Experience, Support, Success, and Retention developed 125 key actions addressing customers' top issues

- We continued to fine-tune our health scores, improving our area under the curve while expanding coverage across our customer base, providing our go-to-market teams with insight into customer adoption, usage, and data points used to provide a personalized customer experience

- We maintained Better Business Bureau rating of A+

- We achieved 99.999% uptime reliability across our products

- Our User Experience Research Team conducted 65+ research studies with customers, directly interviewed 290+ users, engaged responses from 2,500 users across 32 surveys, conducted 50+ usability tests, and created over 20 user personas to drive empathy and user-centered design and development

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 2023's United Nations Climate Change Conference or Conference of the Parties (COP28), we were excited to recognize customers in six categories that are helping to combat climate change.

- **Education:** [Genossenschaftsverband - Verband der Regionen e.V.](#) strives to further optimize resource efficiency and reduce the environmental impact they cause. They aim to support their members and clients in developing, measuring, and communicating ecological awareness.

- **Enterprise:** [Carnegie Library of Pittsburgh](#) is the first certified Passive House library in North America. Passive House architectural design is a voluntary standard that creates buildings that use ultra-low energy, saving operating costs and environmental impact.

- **Tech:** [Intel Corporation](#) believes that technology plays a vital role in addressing the planet's sustainability challenges. Intel actively pursues new ways to reduce emissions and improve energy management through conservation, renewable energy, efficient building design, and other efforts. This includes a commitment to net-zero greenhouse gas emissions across their global operations by 2040.

- **Manufacturing:** [Weatherford International, LLC](#), sets ambitious goals, investing in innovative technologies and collaborating with their customers and suppliers to reduce overall environmental impact. Recently, they have taken this commitment further by formally adopting the Task Force on Climate-related Financial Disclosures (TCFD) framework and embedding it into their Financial Planning and Analysis (FP&A) process.

- **Financial Service Provider:** [Principal Financial Group](#) aims to reduce global Scope 1 and market-based Scope 2 greenhouse gas (GHG) emissions by 65% by 2034 and achieve net-zero GHG emissions by 2050, which aligns with the Science Based Targets initiative's (SBTi) 1.5° C scenario.

- **Small Business:** [ChargedEV](#) caters to individuals, families, and corporate giants alike, and is at the forefront of the UK's green revolution. With a focus on renewable energy and EV charging at homes and workplaces across the UK, ChargedEV is driving the transition to a zero carbon world.

"At GoTo, our top priority is our 1 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.

Governance

Privacy and 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 & 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 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.
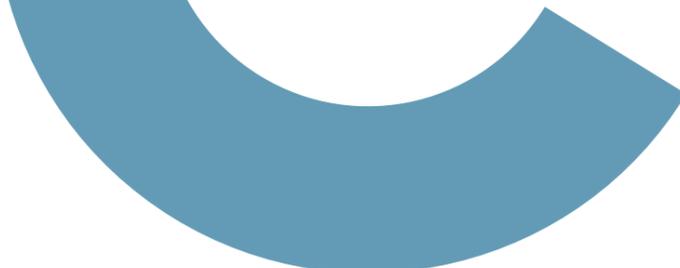
Privacy & Data Protection Key Points

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 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

- Participation in the Data Privacy Framework (DPF) for EU, Swiss, and UK data transfers

- 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, including through GoTo's Individual Rights Management Portal (IRM). The IRM is a publicly available tool that facilitates intake of consumer questions about our privacy practices, and requests to exercise their personal data rights
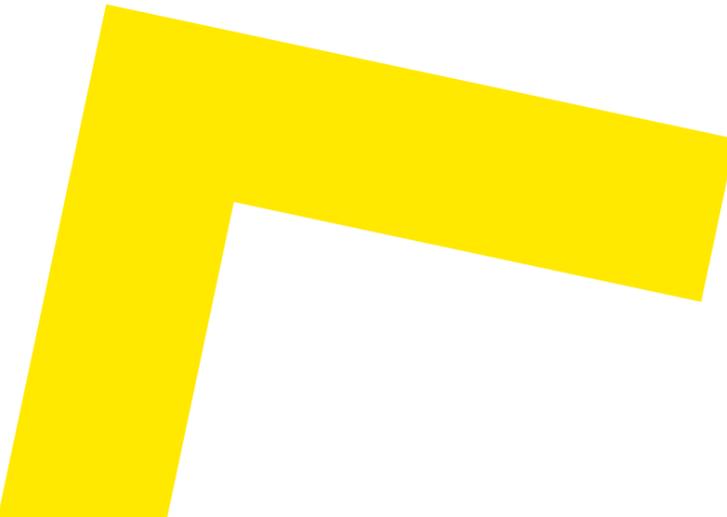
Information Security and Certifications

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 & 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:

- 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 and Ethics

The progress celebrated in this report flow 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. 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.

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—which include using AI techniques—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 early prototypes, and ask for feedback.

As we explored ways that generative AI could enhance GoTo's UCC and IT support 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.

In 2023, we began using generative AI to integrate large language model (LLM)-powered tools into our core products. In our UCaaS/CCaaS portfolio, we started by rolling out a generative AI-powered message assistant for GoTo Connect, and GoTo Customer Engagement.

This allows users to easily create effective SMS campaigns by generating messages tailored to the campaign's objective, target audience, and desired call to action. This AI-enabled message assistant can also suggest responses to incoming messages based on the customer's previous interactions and keywords.

Later in the year, we launched AI Chat Analysis, an AI-powered sentiment analysis and chat summary function within GoTo Connect's contact center. This new optional feature expanded the data-driven insights available to customer service supervisors and analysts, resulting in a better understanding of customer interactions.

In our ITSG suite, we focus on the automation of common IT tasks from problem detection to problem resolution. We first introduced GoTo Resolve's AI-powered script generator. This GenAI-powered integration makes creating and running IT automation scripts easy and speedy. IT teams' productivity will improve by consistently automating administrative and repetitive tasks with the new GoPilot assistant.

Looking ahead, we intend to leverage AI more than ever. In 2023 we clearly defined the AI strategy for GoTo, and we have made impressive progress executing this strategy. In 2024, we are in a solid position to out-innovate competitors with AI in our products. We will also be bringing AI-powered solutions to our teams so we can deliver outstanding customer experience, make smarter decisions, and improve productivity across all internal teams.

"The ongoing evolution of AI will allow us to harness the potential of organizational efficiencies and drive innovations in the year ahead. With the ability to seamlessly automate routine and repetitive tasks, including customer service functions and customer engagement, research and development, sales, marketing, security, and IT, AI has the potential to not only accelerate standard processes but fundamentally transform the way employees work. As we continue to incorporate AI into our products, a deep understanding of its capabilities, solutions, and ethical considerations is essential to bringing the benefits of AI to our customers."

Olga Lagunova
Chief Product and Technology Officer,
Pennsylvania, US, GoTo

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2024 Outlook
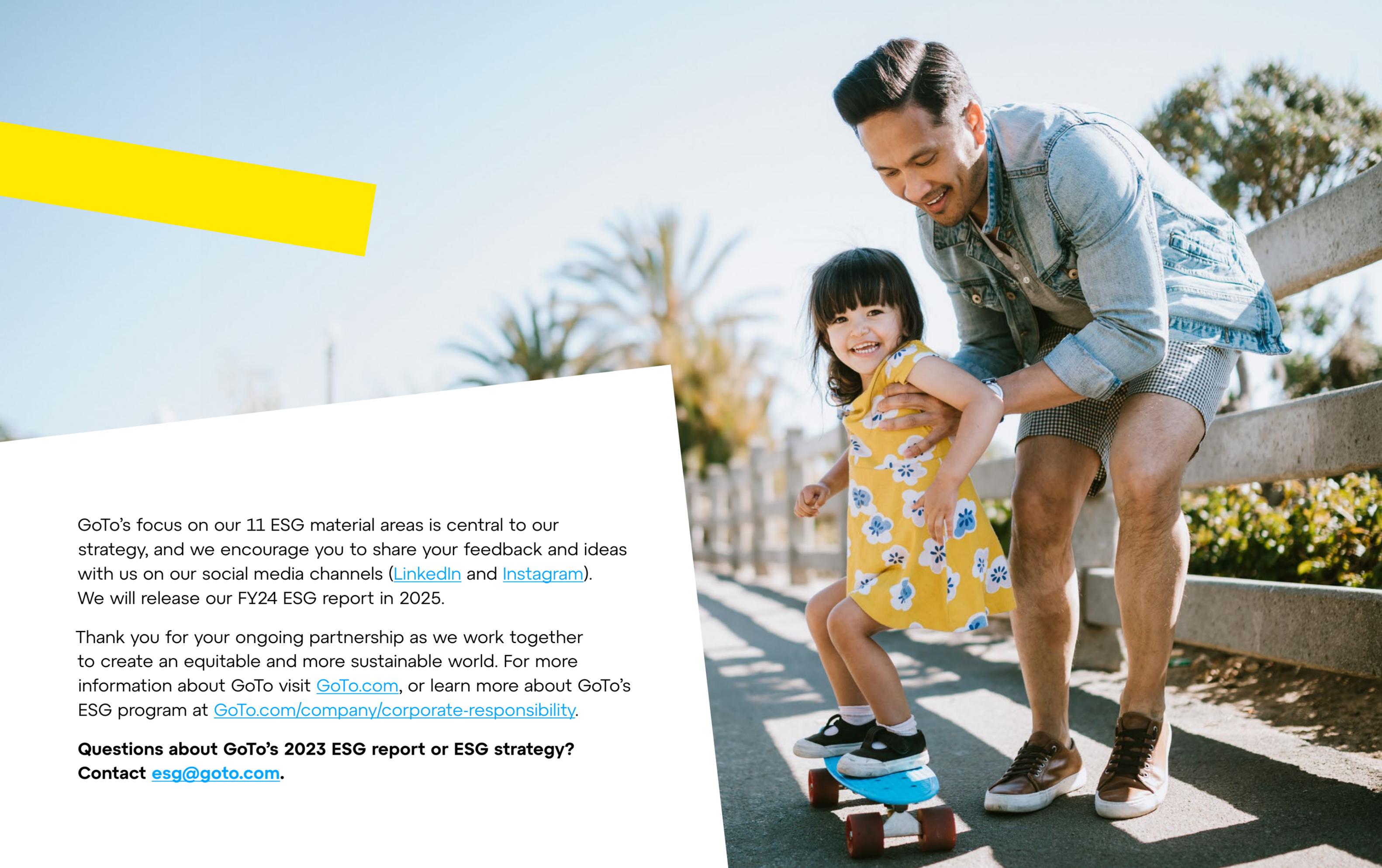
GoTo's focus on our 11 ESG material areas is central to our strategy, and we encourage you to share your feedback and ideas with us on our social media channels (LinkedIn and Instagram). We will release our FY24 ESG report in 2025.

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 2023 ESG 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 center needs	TC-SI-130a.3	Environmental Sustainability
Data Privacy & Freedom of Expression	Description of policies and practices relating to 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 Protection
Recruiting & Managing a Global Diverse & 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	UNSDGs; 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 Protection