



2022 Environmental, Social, and Governance Report



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Use of forward-looking statements.

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

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

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

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



A message from our CEO.

GoTo's FY22 ESG report provides an update on our publicly stated Environmental, Social, and Governance goals as well as insights into how our 4,000+ GoGetters and LastPass employees around the globe bring our corporate culture and aspirations to life. In 2022, during my first year as CEO, the global landscape was dominated by the conflict in Ukraine, economic and energy insecurity, geopolitical tensions, and a persistent pandemic. In these dynamic and uncertain times, GoTo represents stability and connection. Our people, products, and services help customers navigate an evolving work landscape efficiently and with ease. Our ESG principles, examined in this report, are integral to our success.

Key 2022 highlights:

- Increased customer support OSAT from 82 to 87+ to provide an industry-leading customer support experience
- Procured 100% renewable energy and reported to CDP, the leading climate disclosure platform, for the first time
- Through GoTo Gives and our WeSpire matching gift program, GoGetters donated over \$100,000 in support of refugees across Ukraine
- Placed in the top 25% of the Peakon benchmark of Tech Software & Services companies for overall employee engagement
- Certified Great Places to Work in India, Guatemala, and Finland
- Engaged 100+ sales leaders globally in virtual inclusive leadership learning

- Received a Bronze rating from EcoVadis, trusted provider of business sustainability ratings
- Launched the new GoTo Individual Rights Management (IRM) portal

To enhance our GoTo portfolio and delight our customers, we acquired Miradore, a Finnish cloud-based device management provider, strengthening our GoTo portfolio and providing customers with a truly integrated, comprehensive mobile device management solution. In 2022 we also worked with the LastPass leadership team to continue the separation of LastPass into a stand-alone company.

As a portfolio company of Francisco Partners and Evergreen Coast Capital, GoTo is committed to modeling exceptional corporate responsibility. Staying focused on ESG enables us to address significant risks and opportunities while creating long-term value for our stakeholders.


We thank you for your support and look forward to helping our customers do their best work, by making IT easy—from anywhere.

With gratitude,



Paddy Srinivasan
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. That 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 more than 4,000+ global employees and over \$1.3 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 Rescue, GoTo Resolve, GoTo Connect, and LastPass, helps:

- **Employees**, by enabling them to work securely and flexibly to best suit their lifestyles
- **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





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

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

We live the flexible-first life, too.

The tools we build are the tools we ourselves use and provide to millions to power a remote-centric workplace.

GoTo Connect

GoTo Resolve

LastPass

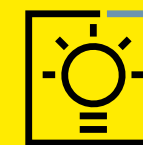
+ Rescue



Offices:
North America,
Central America,
Europe, and Asia



Headquarters:
Boston,
Massachusetts, US



Year founded:
2003



Headcount:
4,000+
employees

2M

GoTo customers

33M

individual
LastPass users

1B

connections on the
company's remote access
and support tools

>1B

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

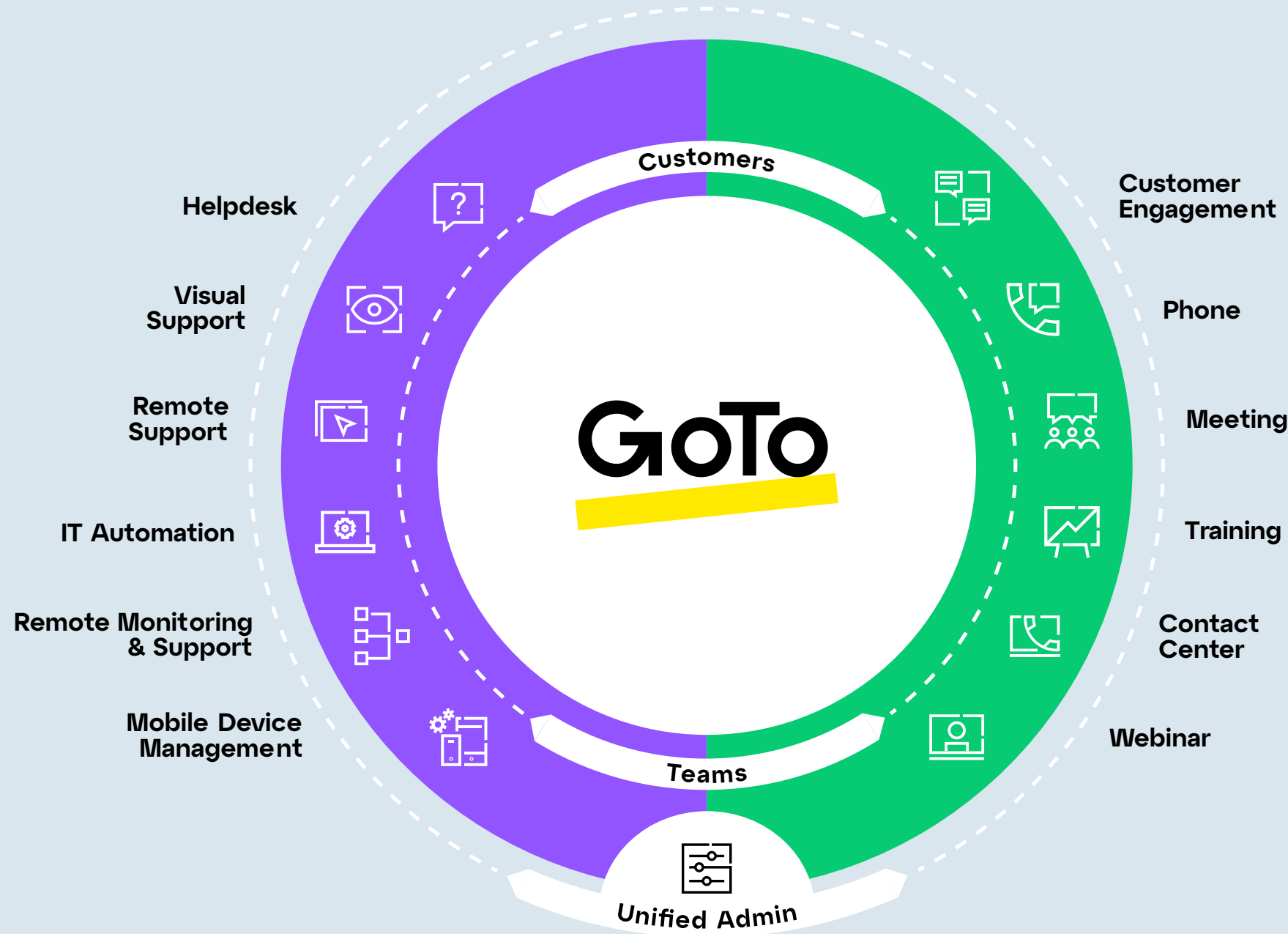
\$1.3B

annual revenue

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.



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Our Values



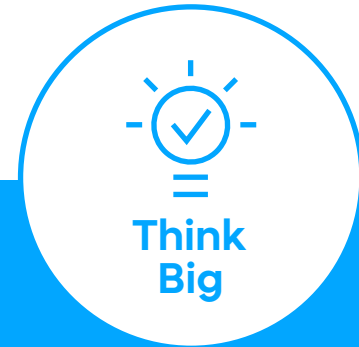
**We're bound by our values,
not by geography.**



Celebrate authenticity
and champion diversity
in each of us

Operate transparently,
acknowledging
diversity of thought and
differences of opinion
(in decision-making)

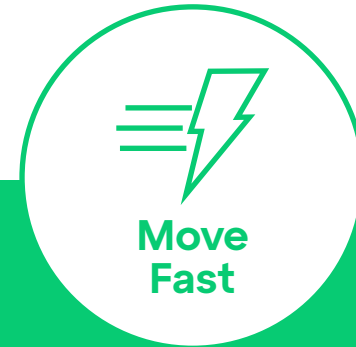
Give back wherever
you can



Aim high and take
bold steps

Be inventive to solve
our customers needs

Try something new
every day



Speed > perfection

Don't drive for
consensus. Disagree
but commit

Simplify, take action,
and own it



Celebrate curiosity,
always be learning

Embrace feedback
and grow from
your mistakes

Listen to the
customer. They'll tell
you how you can do
your best work

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ESG/Materiality

GoTo ESG Strategy

In 2022, GoTo continued to focus on our most important Environmental, Social, and Governance issues set forth in a 2021 materiality assessment* conducted by Sustainability Roundtable, Inc., a strategic advisory and support service for ESG program assistance. The resulting assessment, which engaged employees, executives, and investors, provided us with an institutional blueprint, based on stakeholder alignment and core business objectives, that grounds our ESG work. GoTo is committed to reassessing material topics and broadening stakeholder engagement in the coming years.

These areas serve as a strategic framework for our current ESG work, guiding our decision-making and driving our impact.

Top ten ESG areas most material to stakeholders:

Environmental

- Energy & Carbon Emissions

Social

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

- Customer Experience

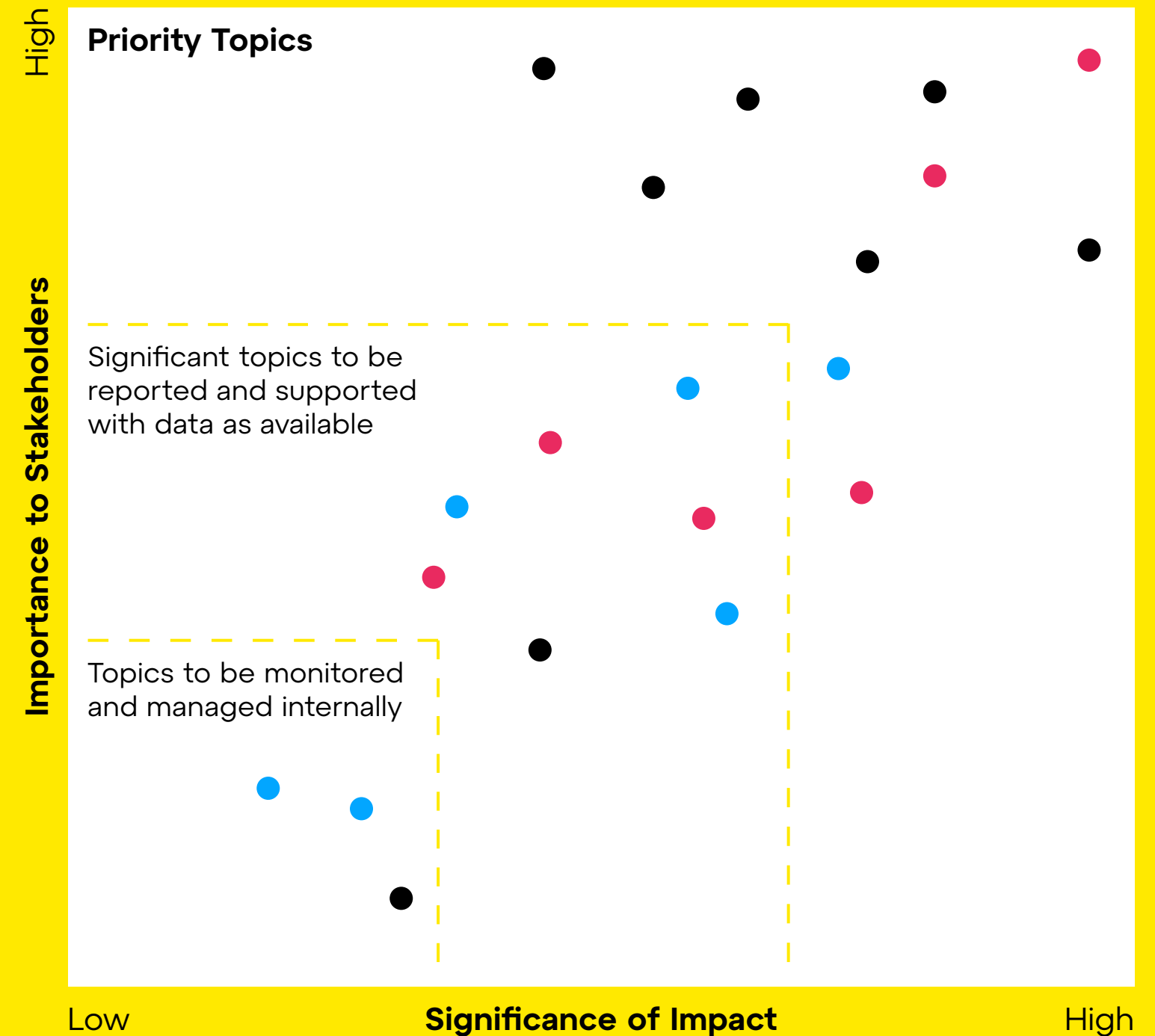
- Employee Health & Safety

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.



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“At GoTo, ESG is part of our everyday. Across the organization we are committed to building a company for the stakeholders of today and tomorrow. This report provides insight and transparency into where we are on our journey of building a company where actions matter.”

Michael Donahue

Chief Legal Officer & Executive Sponsor of GoTo's ESG Governance Committee, Boston, MA, US



ESG creates long-term value for GoTo stakeholders.

ESG initiatives made 2022 a year of growth and impact.

The integration of ESG principles into many aspects of GoTo's business functions enables us to identify, assess, and mitigate risk—and maximize opportunity—in an increasingly complex world. 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 FY22 (January 1, 2022, through December 31, 2022) and the investments we have made in the ten priority areas identified through our 2021 materiality assessment. Our ESG strategy and work are aligned with standards set by the Sustainability Accounting Standards Board ([SASB](#)) Software & IT Services Standards, the United Nations 17 Sustainable Development Goals ([SDGs](#)), and the Task Force on Climate-Related Financial Disclosures ([TCFD](#)).

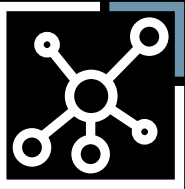
In 2023, LastPass established itself as a stand-alone company from GoTo. While GoTo and LastPass are separate companies, they remain under shared ownership. For that reason, the financial reporting of the two companies is combined, and future ESG reports may also be combined.

This report contains figures that have been rounded or approximated.

**GoTo stakeholders inform and drive
our ESG strategy and impact.**



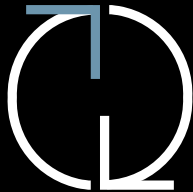
Employees



Customers



Partners



Suppliers



Host
Communities



Investors





Environmental: amplifying our impact.

Priorities: Climate protection

Material areas:

- Energy & Carbon Emissions

Key initiatives: New carbon offset and REC projects in India, inventory and measurement of five Scope 3 GHG emissions categories

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: Monthly interactive sessions to strengthen inclusion, engaging virtual onboarding for GoGetters, GoTo Hub programs connecting employees across sites and remote locations


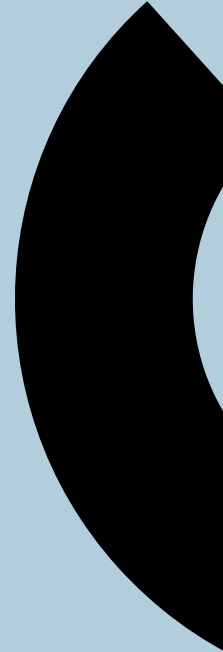
Governance: leading with integrity & vigilance.

Priorities: Ethical business practices

Material areas:

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

Key initiatives: Individual Rights Management (IRM) portal, ESG Governance Committee expanded, maintained Better Business Bureau rating of A+





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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, DEI programs, and corporate philanthropy. At GoTo, we believe the SDGs are aspirational and actionable.

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.



Tracking and measuring our goals.

In 2022, 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, including 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
- Employee Resource Group events related to SDGs
- Charitable Giving/Matching
- Global Green Team events
- Engagement in Stronger Together DEI program



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“WeSpire takes pride in providing employee impact technology solutions to GoTo, a company that leads by example. With over 4,000 employees, GoTo’s purpose-driven initiatives drive change, and WeSpire is honored to be a part of this journey. The company’s GoTo Gives program, diversity-focused ERGs, and Green Team demonstrate their dedication to the UN SDGs, and they work on these programs diligently every day.”

Susan Hunt Stevens

CEO, WeSpire

Example of the alignment of a GoTo initiative in 2022 and its corresponding SDG:

On November 8, 2022, National STEM (Science, Engineering, Technology, and Math) Day, GoTo hosted a virtual experience with [ChickTech](#) and [Visit.org](#) for GoTo Gives volunteers to share their career pathways to advance girls in STEM. Volunteers interacted with students via Jamboard, sharing their experiences and reading comments out loud. Volunteers were eager to share. Many of the questions were self-reflective and challenged volunteers to think about their jobs and careers, sharing their perspectives in depth with their coworkers. GoTo's contribution will provide access to a full year of hands-on STEM workshops and mentorships for one student. ChickTech is a nonprofit dedicated to retaining women in the technology workforce and increasing the number of women and girls pursuing technology-based careers.

SDGs Targeted:





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2022 Highlights

2022 was a Year of Engagement

2022 was a year of engagement. Our professional and civic accomplishments were rooted in commitment and collaboration. From our unparalleled customer support to the rapid deployment of aid for Ukrainian refugees to our climate action, GoTo employees led by example. With a culture of inclusivity, our collective spirit and passion for work and life radiated across the globe.

- 1** Launched the new GoTo Individual Rights Management (IRM) portal, the latest example of GoTo's ongoing commitment to continuously improving the privacy, security, and efficient and responsible management of our customers' data
- 2** Procured 100% renewable energy and reported to CDP, the leading climate disclosure platform, for the first time
- 3** Placed in the top 25% of the Peakon benchmark of Tech Software & Services companies for overall employee engagement per the results of our latest employee engagement survey. In addition, Women and People of Color had engagement scores above the majority population at GoTo



100+

Sales leaders globally engaged in virtual inclusive leadership learning

87+

Increased customer support OSAT from 82 in an effort to provide an industry-leading customer support experience

230+

GoGetters donated through GoTo Gives in support of refugees across Ukraine




Received a Bronze rating from EcoVadis, one of the most trusted providers of business sustainability ratings

Used by over 100,000 companies worldwide to disclose ESG efforts



Great Places to Work Certified: India, Guatemala, Finland

An aerial photograph of a dense, green forest. A light-colored, paved road winds through the trees in a series of curves. The trees are a mix of evergreen and deciduous species, creating a rich, textured canopy. The lighting is bright, suggesting a clear day.

“GoTo is actively pursuing our environmental sustainability initiatives by participating in CDP disclosure and enhancing our Scope 3 emissions reporting. Our dedication to meeting the moment while striving to protect vulnerable ecosystems shows our determination to safeguard our planet, our only home.”

Amy Wendel

Senior Director and Global Head of Corporate Responsibility & ESG,
Boston, MA, US



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Environmental

Energy & Carbon Emissions

The time to act is now. The global climate conference COP27 was held in November of 2022 in Sharm El-Sheikh, Egypt. Representatives from 190 countries worked through an agenda designed to address all facets of the global climate emergency: mitigation, adaptation and resilience, environmental justice, financing, and much more. Regrettably, the consensus was that the world is not on track to limit global warming to 1.5 degrees Celsius as mandated by COP21's Paris Climate Agreement. For our planet and for humanity, this trend must be reversed.

In the United States, the Inflation Reduction Act, passed in August of 2022, represents a historic commitment to environmental sustainability at the federal level. The \$369 billion designated for clean energy, EV infrastructure, climate change mitigation, and more will accelerate the domestic energy transition and also enable the US to meet its Nationally Determined Contribution (NDC) as outlined by the Paris Agreement.

In late 2022 the European Union expanded its sustainability reporting requirements to include private companies over a certain size. The amended Corporate Sustainability Reporting Directive (CSRD) increases the number of topics that companies will need to report on and is anticipated to require more detailed information on environmental factors such as carbon emissions, water use, and biodiversity. The new reporting requirements will be phased in starting in 2024.

GoTo is a proud portfolio company of Francisco Partners (FP), a signatory of Principles for Responsible Investing (PRI); our ESG strategy supports FP's commitment to PRI.

2022 was the first year we reported to CDP. The CDP process required us to conduct a formal inventory of our environmental impact and provided us with a framework to benchmark our corporate action. CDP is aligned with the Task Force on Climate-Related Financial Disclosures (TCFD), which provides recommendations “structured around four thematic areas that represent core elements of how companies operate: governance, strategy, risk management, and metrics and targets.”



“As the world takes steps toward building a climate safe, deforestation free, water-secure future, ambitious corporate action is more crucial than ever. Disclosure through CDP provides the bedrock for this. As the world’s most comprehensive dataset, CDP’s data both fuels and tracks global progress toward building a truly sustainable economy for people and planet.” —CDP



GoTo's climate commitment reflects this urgency.

GoTo has committed to climate action aligned with scientific studies. To do this, we match our global electricity usage with 100% renewable energy through the purchase of Green-e certified Renewable Energy Certificates (RECs).

For a company of our size, our remote-centric workforce and limited office space help us keep our environmental footprint small.

In 2022 we expanded our GHG emissions measurement to include additional Scope 3 emissions categories including Purchased Goods and Services, Capital Goods, Business Travel, and Employee Commuting, which includes emissions from employees working from home. This new information helps us better understand the impact of indirect emissions in our value chain.

Reliable data centers are critical to the success of GoTo. One key partner, Amazon Web Services (AWS), with a pledge to reach net-zero carbon across operations by 2040, shares our commitment to environmental sustainability and helps us advance our own decarbonization goals.

When forging new partnerships with data centers, GoTo prioritizes those with high efficiency ratings and powered by renewable energy.

With optimism, we continue our climate fight.

GHG Emissions

We expanded our Scope 3 reporting in 2022 and will continue to do so in 2023.

Scope 1

143 MT CO₂e

Natural gas and propane used to heat buildings

Scope 2

1,803 MT CO₂e

Purchased electricity

Scope 3

38,348 MT CO₂e

Value chain

183 MT CO₂e

Employee commuting (1 commute per month)

1,360 MT CO₂e

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

1,366 MT CO₂e

Employee air travel

11,334 MT CO₂e

Capital goods*

24,105 MT CO₂e

Purchased goods and services**

*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.

**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).

Source: [GHG Protocol](#)

Global environmental mitigation.

The purchase of Renewable Energy Certificates (RECs) and carbon offsets is critical to GoTo's ongoing climate commitment. These two instruments enable us to mitigate our **Scope 1, 2, and 3 emissions**.

RECs 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.

Carbon offsets are included in our mitigation strategy for two key reasons: (1) the verified environmental attributes (e.g., carbon sequestration), and (2) the economic and environmental benefits to the host communities (e.g., jobs and reforestation).

In 2022, through ACT Commodities, GoTo purchased **4,441 RECs** and **3,052 offsets** from the Andhra Pradesh, Chhattisgarh, Karnataka, and Odisha states within India to cover our Scope 1, 2, and 3 emissions. GoTo always works to prioritize the most impactful offset options and continues to evaluate its offset strategy each year to ensure we are making a real and significant impact.

2022 was the first year that we analyzed our Purchased Goods and Services emissions within GoTo's Scope 3 emissions inventory. As we 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.

40,294 ^{MT} _{CO₂e}
Total MT CO₂e
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 (tCO₂e) emissions avoided or removed from the atmosphere.

4,441
RECs purchased
by GoTo

3,052
Offsets purchased
by GoTo

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.

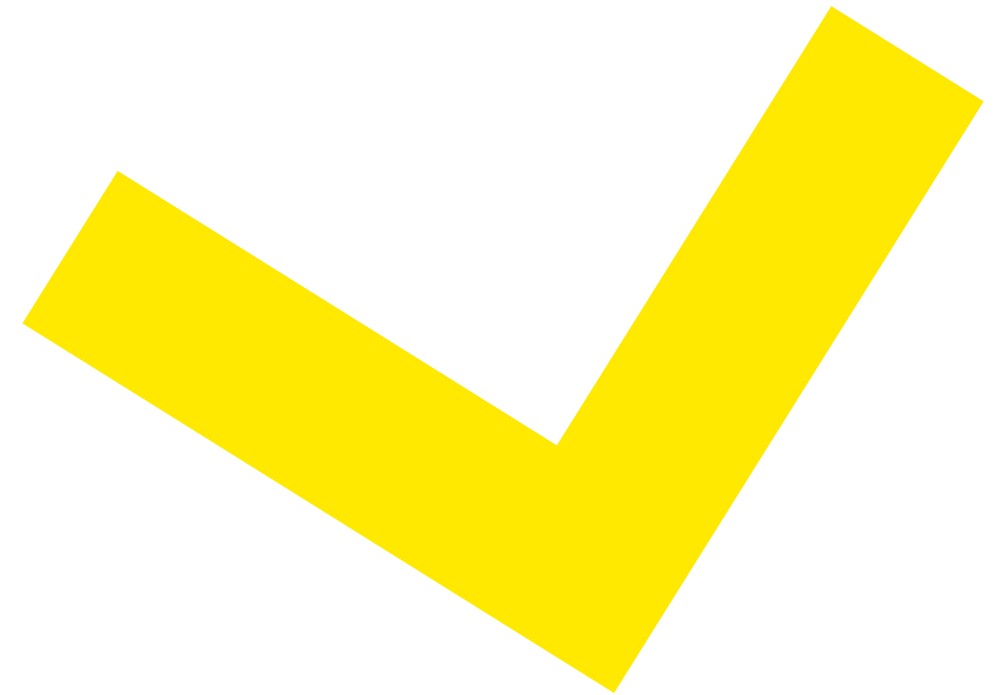
Scope 3

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.

Source: [GHG Protocol](#)

Source: [Greenhouse Gas Protocol](#)





Carbon Offset Project: Reforestation of degraded land in India.

Location: Odisha (83%), Andhra Pradesh (14%), and Chhattisgarh (3%)

Project developer: Mangalam Timber Products Limited (MTPL),
West Bengal

Project size: 14,969 hectares (one hectare = 2.47 acres)

Tree species: Eucalyptus

Annual average GHG emission reduction from the project:
146,998 tCO₂e

Project description: This project aims to reforest severely degraded lands through eucalyptus plantations, which leads to carbon sequestration and the enhancement of biodiversity and local ecosystems. Without the reforestation project, the degradation of the lands would continue further, as the farmers do not have the financial means or expertise to carry out reforestation activities of this scope.

Aside from the emissions that this project sequesters, it also brings several other co-benefits to the region that contribute to its sustainable development. The tree species selected for the project activity, eucalyptus, is fast growing and known to produce large volumes of wood. This is a key factor that contributes to the economic growth of the 12,000 farmers involved in the reforestation activity, as they will improve their income by selling timber.

REC Project: Wind-based power generation in India.

Location: Tamil Nadu, Karnataka, Andhra Pradesh

Project developer: Mytrah Energy (India) Limited

Total installed capacity: 233.1 MW

Annual emissions reduction: 479,448 tCO₂e

Project impact: In addition to supplying renewable energy to India's southern grid, this project has many co-benefits that contribute to sustainable development in the region. Employment opportunities are created throughout the construction and operation phases, and local infrastructure is improved—including the development of road networks and the consistent supply of clean energy to businesses in the region. Additionally, this project represents economic investment in climate action technology in the region which promotes sustainable, renewable energy, and encourages other entrepreneurs to participate in similar projects. By implementing a GHG emissions-free technology to supply electricity, India is conserving natural resources and fossil fuels, reducing harmful pollution, diversifying the national energy supply, improving electricity availability, and enabling new opportunities for economic growth.

Source: [Verra](#) (Verified Carbon Standard, Project ID: VCS2404); [ACT Commodities](#)



Green Team & Employee Engagement



Our Green Team brings together GoGetters from around the world who are committed to environmental education and action. Together, Green Team members share environmental sustainability best practices with colleagues and plan and execute volunteer initiatives that benefit their local communities. Their shared purpose is our planet.

Our Green Team collaborated on Plastic Free July, a global movement that helps millions of people be part of the solution to plastic pollution. The goal: cleaner streets, cleaner oceans, and beautiful communities. The Green Team also initiated a global Veg Pledge campaign in which employees and our offices replaced meat with plant-based meals to reduce GoTo's collective environmental footprint. Throughout the year the Green Team hosted movie and book club discussions, reviewing interesting and educational pieces such as *Cowspiracy* on Netflix and *To Speak for the Trees* by Diana Beresford-Kroeger.

In addition to our Green Team efforts, GoTo Gives, GoTo's philanthropy and volunteering arm, engaged with employees across the world for our annual employee vote. We selected six vetted organizations that are making a positive impact on the environment, and our employees voted for the recipient of our 4th annual Earth Day donation.



In 2022, Environmental Defense Fund (EDF) won the vote and was awarded \$10,000 for the second year in a row.

“Part of why I chose to work at GoTo was driven by the existence of the Global Green Team and knowing I could help make a contribution to environmental sustainability efforts. I loved leading and participating in activities we organized including Plastic Free July and the Veg Pledge. Knowing that our company was participating in these initiatives globally and understanding how these small changes can add up when scaled has allowed me to find purpose in solidifying these adjustments into habit.”

Lindsay Juley

Account Executive, Small Business and Global Green Team Leader,
GoTo, Minnesota, US



Environmental Sustainability Solutions

While GoTo remains a remote-centric organization, we strive to incorporate our values into the physical spaces that we do occupy, reducing our impact and modeling environmental sustainability in the workplace.

- Composting
- Recycling
- Washable, reusable glasses and cutlery
- Low-flow faucets
- LED Lighting
- IT equipment responsibly disposed at end of life and upcycled for credits used for donations to GoTo Gives nonprofit partners
- Single-stream and battery recycling programs
- Purchase of recycled, recyclable, or refurbished products and materials where these alternatives are available and commercially practical
- We maintain offices that are 60% renewable financed from the EEG levy in Munich, Karlsruhe, and Dresden, Germany
- Electric Vehicle (EV) charging stations in Bengaluru (Bangalore)



In our Bengaluru (Bangalore) office, we distributed 20 kg of composted fertilizer to employees for use in their homes and gardens. The fertilizer was generated from our cafeteria's wet waste through a local Organic Waste Converter (OWC) company.

“

“Through the use of our products, business leaders can see that flexible IT management and work are crucial to supporting and connecting customers and teams across every device. Not only because data shows this is what employees and customers want, but also because it’s what can help our environment. By reducing travel and commutes in favor of virtual meetings and IT support we can make a significant and lasting impact on the world around us.”

Damon Covey

SVP, Head of Product
GoTo, Utah, US





Our sphere of environmental influence.

Our environmental handprint* expanded in 2022. The use of GoTo products reduced the need for business travel, specifically air travel, a significant source of global emissions.

Our technology connected millions of people through products such as GoTo Meeting and GoTo Webinar. Rescue and GoTo Resolve enabled IT teams to provide technical troubleshooting and support remotely and effectively.

As we analyze our own Scope 1, 2, and 3 emissions inventories, we are mindful—and proud—that our products positively influence our customers' GHG management as well.

The Vocational Training Center of Mittelfranken offers young people tailor-made measures and goals and must ensure that the training measures of the Employment Agency are fulfilled in accordance with the contract for all participants of the institution—even during the pandemic. To be able to continue communicating with the

participants, several online tools were critically examined. Ultimately, GoTo Meeting was chosen as a collaboration tool for internal video conferences and online training courses.

Telecommunications giant Motorola uses Rescue to solve technical issues with customers' mobile devices. Rescue Lens video allows Motorola to see what their customer sees on the screen, enabling IT to resolve issues quickly and efficiently, without lengthy explanations or communication gaps.

We celebrate the impactful avoided emissions associated with reduced corporate travel as increased business connections and functions occur virtually. And because our products offer seamless connectivity, flexibility, and functionality, business relationships thrive. This is good news for the planet we all call home.



Air travel emissions are increasing 70% faster than initially expected by the Intergovernmental Panel on Climate Change (IPCC). It is estimated that business travel represents about 15 to 20% of global travel.

World Resources Institute

*A contribution that causes positive change in the world—including reductions to your own or somebody else's footprint—is a "handprint."



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.

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.

2022 Honors:

- Great Places to Work Certified: India, Guatemala, Finland
- Human Rights Campaign Corporate Equality Index Score
- Certified Age Friendly Employer



Flex work and GoTo's Hub.

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, providing the flexibility to work remotely in new places and move to new locations.

In 2022 we continued to make investments to ensure that our employees have what they need to thrive in an evolving hybrid work world. Our program to support hybrid work includes financial stipends, resources for home equipment, and funds for employee engagement, from wherever our employees choose to work.

Additionally, GoTo's Hub program is set up to ensure that employees have connection points with their fellow colleagues who are geographic peers. 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. This is in addition to the many office-based events and programs our site leaders run around the world, ensuring 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.



Employee engagement scores.

GoTo placed in the top 25% of the Peakon benchmark of Tech Software & Services companies for overall employee engagement per the results of our latest survey. Peakon, owned by Workday, is an employee success platform that converts feedback into insights that leaders and teams across GoTo turn into action. Survey topics include accomplishment, manager support, growth, inclusion, meaningful work, strategy, reward, and more.

Women and People of Color at GoTo had engagement scores above the majority population:



In an environment where companies are struggling to retain employees, especially women and BIPOC, we celebrate our efforts to build a community that fosters a sense of inclusion and belonging for everyone.

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





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 US 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.

In 2022, we continued to prioritize mental health and wellness by 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.

“GoTo’s Mental Health Awareness Campaign was amazing! I am proud to work for a business that cares about mental health.”

Eve Cote, Employee Experience Coordinator, GoTo, Quebec, Canada

“2022’s Thrive wellness program SEED Challenge (Sleep, Eating, Exercise & Downtime) was great! I especially loved the ‘no screen time one hour before going to bed’ as part of this challenge, finally I got a chance to reread one of my favorite health-related books.”

Csaba Kurucz, Manager, Engineering, GoTo, Hungary

11 self-care days

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

1,052 employees

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

3.14% of employees

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

13.05% of employees

availed of information and resource services globally from this program

Learning and development.

Our GoTo Global Talent Development Team is made up of passionate, creative, and innovative individuals who collaborate 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.

Almost 1,400 new employees onboarded virtually in 2022. 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, offering:

- A GoTo onboarding buddy to all new employees
- A rigorous onboarding program designed with remote employees in mind
- Access to self-paced eLearning curricula and executive coaches
- 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.

Virtual new hire events and trainings:

32

global new hire events

170


instructor-led training sessions

1,420

managers and employees attending

eLearning Topics:

Resilience, change management, leading hybrid teams, motivation, trust, empathy, building high-performing teams



“At GoTo we push ourselves to progress in our DEI work knowing that all our employees, customers, and stakeholders benefit. Years of research prove that teams of people with diverse backgrounds outperform teams that do not have the same depth of knowledge. It’s more than the right thing to do.”

Annie Brown

Global Head of Diversity, Equity & Inclusion,
GoTo, Idaho, US



Diversity, Equity, and Inclusion

Celebrating opportunity and engagement for all.

At GoTo we are committed to creating an ecosystem where people can Be Real, do their best work, and realize opportunity. We focus our work on building trust, breaking bias, and bringing all perspectives to light. It takes learning, speaking up when it counts, and ongoing examination of processes and practices. GoGetters are consistently Stronger Together because of the tapestry of our collective experiences.

2022 Partnerships:

MassTLC's Compact for Social Justice: We have pledged to increase education efforts, improve hiring people from more diverse backgrounds, and report demographic data as we continue to evolve and expand our DEI efforts as a company.

WeAreOpen: GoTo joined the WeAreOpen coalition based in Hungary, which is committed to helping organizations understand the benefits of openness in the workplace, supporting gender equality, LGBTQ+ inclusion, and people with disabilities.

Paradigm: GoTo works with Paradigm to embed DEI into all aspects of our organization. Paradigm helps transform organizations, ultimately building a world that is more diverse, equitable, and inclusive.

GoTo DEI Pillars



Growing and retaining a diverse population



Fostering an ecosystem of engagement & inclusion



Applying a DEI lens to all of our work

Stronger Together learning initiative.

GoTo's 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 one of our popular learnings this year was a series around Indigenous Peoples. Learning about cultural appropriation, Land Back, and land acknowledgment was an opportunity to be exposed to aspects of global history that some had never heard before from a different perspective.

Providing opportunities for our team to come together from diverse backgrounds to share an experience creates new connections. We create space to have different viewpoints. Engaging in complex



What We Heard in 2022

“GoTo’s DEI work helps us relate to our global customer base and approach our work with a more inclusive lens.”

“I can choose my DEI learnings; this is an area where we are doing it right.”

“I appreciate all of the work that GoTo is doing here around DEI. It helps us be more collaborative and inclusive as a team. I hope we continue to do more of this work because it is one of the reasons I love working here.”

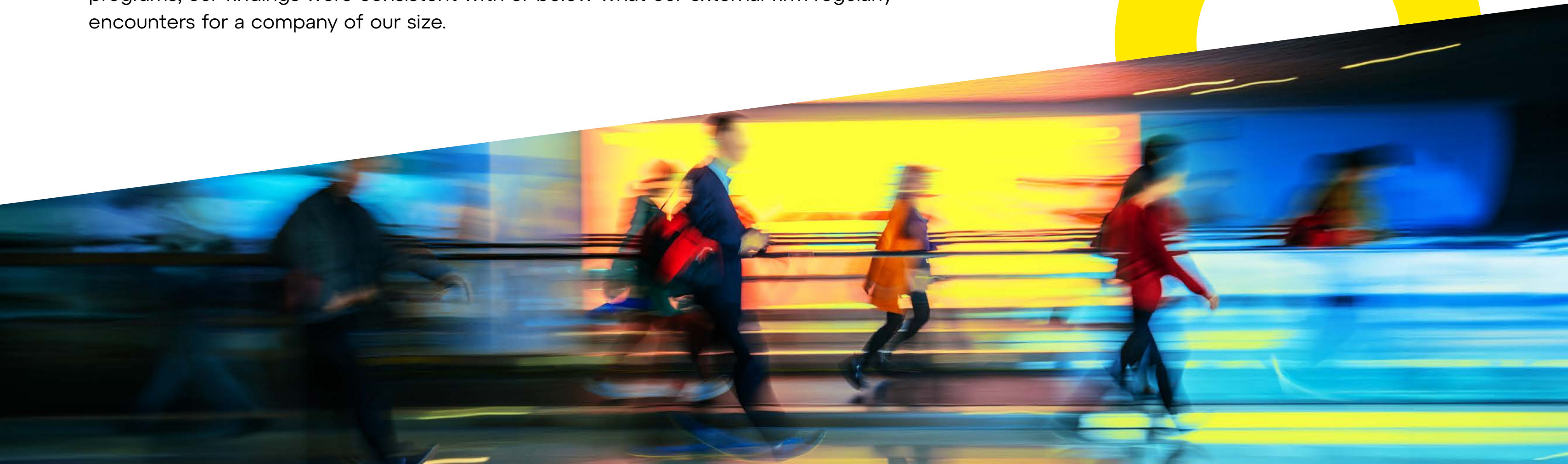
“The culture at GoTo is one that creates a sense of true belonging. Having benefits that recognize different definitions of families is important. Being able to work from office or home and having self-care days makes me feel valued as an employee who works very hard.”



Pay Equity

Consistent with GoTo's philosophy on equal pay, GoTo performs an internal assessment every year to ensure we are aligned 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.

The firm performs a global assessment of all employees 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 external market data. After the results of the assessment, the external firm identified employees who needed to be further reviewed for potential pay adjustment. Adjustments were made in May of 2022. With GoTo's robust hiring and promotion programs, our findings were consistent with or below what our external firm regularly encounters for a company of our size.



GoTo by the numbers.

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.

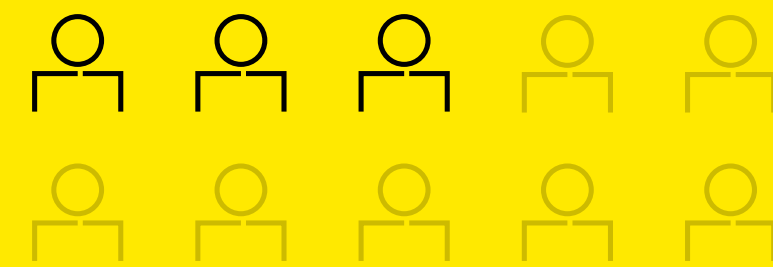
All data is as of December 31, 2022, and includes LastPass. This section is based on voluntary employee self-identification. Percentages may not add up to 100% due to rounding and employees that have declined to self-identify. It includes regular, full-time, and part-time employees. Leadership includes Directors and above, including individual contributors and those with direct reports.

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

Headcount: Women

31.3%

self-identified as women. 65.8% self-identified as men.



Women in director or above positions:

30.3%

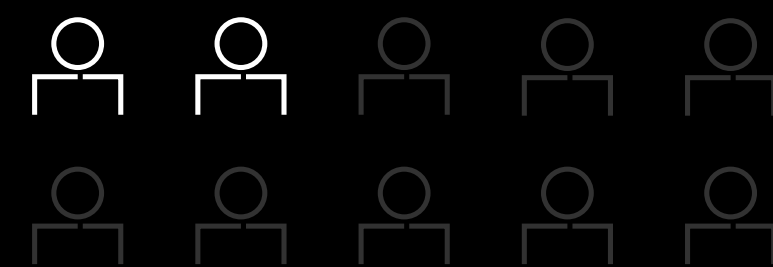
Women



Headcount: BIPOC

22.6%

self-identified as BIPOC*. 74.9% self-identified as white.



BIPOC in director or above positions:

14.8%

BIPOC



2022 DEI Program Highlights

Human Rights Campaign Foundation Corporate Equality Index: The United States' foremost survey and benchmarking report measuring corporate policies and practices related to LGBTQ+ employees provided us a 90 out of 100 on our first submittal. We received 100% in many categories, including our inclusive healthcare benefits, workforce protections, and our Employee Resource Group (ERG) contributions to supporting an inclusive culture.

Inclusive Language Initiative: Language has power. To be inclusive of our employees and our customers, we have set a vision to build inclusive language across our global content. We created style guides for English and core languages regarding inclusive, gender-neutral and gender-inclusive language. We have created a terminology base for biased terms providing inclusive alternatives across languages. If employees come across any language that may be biased, there is a process to submit and correct the terms. It is an ongoing, multi-year, all-team effort committed to supporting inclusiveness and belonging for all.



Ensuring our products are accessible to all: Our Accessibility Champions look for ways to make our products more accessible to all. They are a grassroots group that share and learn from each other, looking at our products through a lens of diverse users. We learn that when we make our products accessible to individuals with specific needs, we improve them for all.





DEI investments through GoTo Gives.

At GoTo, we give year-round through GoTo Gives, our philanthropy and volunteering program, the vehicle by which we fulfill our mission to create a more sustainable world through financial support and direct service.

For **#GivingTuesday** 2022, we supported our DEI-focused ERGs, directing our philanthropic efforts to people and causes that are often underserved. Our employees had the opportunity to make an impact across all six of our ERGs with our 2022 GoTo Gives and ERG Grant Awards. GoGetters voted for the organization they thought should receive a GoTo Gives Grant Award. It was a simple and meaningful way to advocate for a cause that GoGetters believe in.

We were excited to award grants to the following six organizations during the 2022 giving season:

Women for Women: In countries affected by conflict and war, Women for Women International supports the most marginalized women to earn and save money, improve health and well-being, influence decisions in their home and community, and connect to networks for support. By utilizing skills, knowledge, and resources, women are able to create sustainable change for themselves, their families, and communities.

Color Of Change: Color Of Change is the nation's largest online racial justice organization. They help people respond effectively to injustice in the world around us. As a national online force driven by seven million members, they move decision-makers in corporations and government to create a more human and less hostile world for Black people in America.

True Colors United: True Colors United implements innovative solutions to youth homelessness that focus on the unique experiences of LGBTQ young people to ensure LGBTQ youth experiencing homelessness have access to the inclusive and affirming services they need.

Sakhi for South Asian Women: Sakhi for South Asian Women exists to represent the South Asian diaspora in a survivor-led movement for gender justice and to honor the collective and inherent power of all survivors of violence. Sakhi is committed to serving survivors through a combination of efforts including—but not limited to—direct services, advocacy and organizing, technical assistance, and community outreach.

Jimmy Fund: The Jimmy Fund solely supports the fight against cancer at Dana-Farber. Since its founding in 1948, the Jimmy Fund has raised millions of dollars through thousands of community efforts to help save lives and give hope to cancer patients around the world. An official charity of the Boston Red Sox, Pan-Mass Challenge, Massachusetts Chiefs of Police Association, and Variety Children's Charity of New England, the Jimmy Fund is an American favorite.

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.

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

Sakhi
for South Asian Women

 **WOMEN FOR WOMEN**
INTERNATIONAL

 **nami**
National Alliance on Mental Illness

COLOR
OF
CHANGE

 **The**
Jimmy Fund

TRUE
COLORS
UNITED.



Employee Resource Groups

In 2022, our ERGs hosted dozens of events and activities, engaging both ERG members and supporters across GoTo. Below are some of the most noteworthy events:



ADAPT@GoTo

Neurodivergence and ADHD Roundtable

ADAPT@GoTo hosted a Neurodivergence and ADHD roundtable with its Executive Sponsor, Rich Veldran, Chief Financial Officer. After the roundtable, we saw an uptick in employees coming forward about their accommodation needs, updating self-identification in Workday, and talking with managers regarding their conditions in order to do their best work.



AIM@GoTo

Standing Up to Microaggressions

For AAPI Heritage Month, AIM@GoTo hosted Standing Up to Microaggressions, a panel discussion that touched upon the cumulative effects on people at work when microaggressions are part of the culture, and how microaggressions affect people's ability to be their authentic selves at work. The panel discussed intent and tips to intervene when one is present during a microaggression. The impact was felt cross-functionally among all our ERGs.

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.



BE@GoTo

Celebrating Juneteenth

In 2022, GoTo officially recognized Juneteenth as a paid holiday in the United States. We also celebrated Black History Month in Ireland for the first time as a company. Our BE@GoTo ERG established itself this year as a thriving community. Our monthly virtual socials gather our BE community and their supporters to talk about our experiences and make powerful connections. To kick off Black History Month, guest speaker Leslie Odom, Jr., shared his experiences and connected us through his voice.



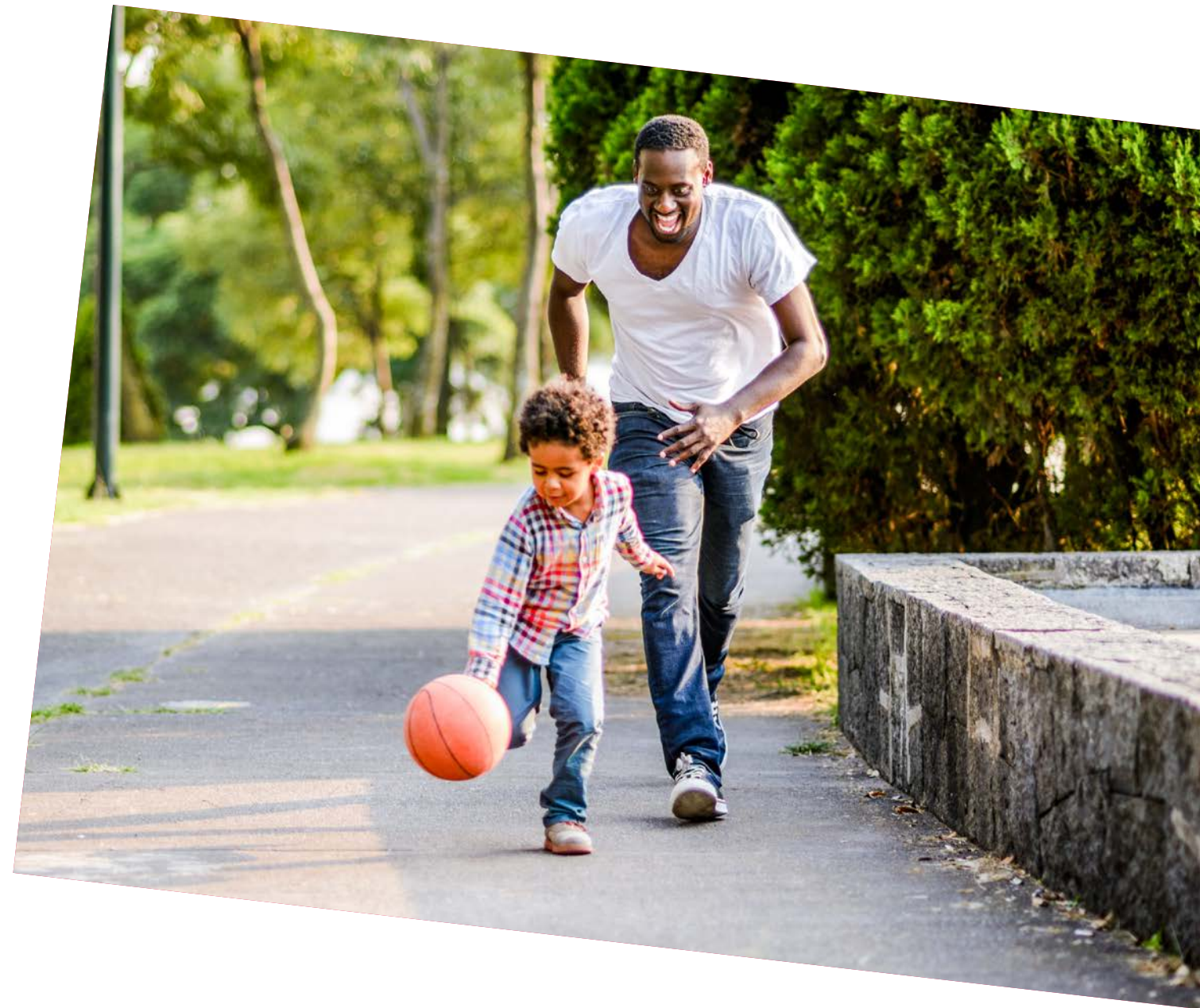
Families@GoTo

NAPS (Newborn and Parenting Support) Partnership

In 2022, we continued our commitment to support our parents with an online seminar series led by registered pediatric nurses. CPR instruction for children and infants is one of our most sought-after events. Families@GoTo is a safe space for caregivers of all definitions. We have created a place for colleagues to ask questions, share challenges, share resources, and find camaraderie with their peers at GoTo.

“Being a Families@GoTo leader has been an amazing experience. Building meaningful relationships is a crucial component of being a working professional, but it is imperative when analyzing the impact you have as an ERG leader. You are making sure your membership is represented at every table you are invited to. You gain skills you may not get elsewhere, and you have a direct impact on positive company change.”

Kenneth Brownlee, Families@GoTo Leader & Senior HR Shared Services Representative, GoTo, New York, US





WE@GoTo

Investment in the Next Generation of Leadership

Over the course of six months, 50 women across every function and geographic location received recurring 1:1 training through BetterUp on topics specific to their professional growth including, but not limited to, communication, mental well-being, leadership, influence, time management, and productivity. During this time, 94% of members reported their coaching made them more effective at work, and 96% reported meaningful progress towards their goals.

“The support and empowerment I see from women+ at GoTo has really changed me both personally and professionally over the past year. The first event I joined during Women’s History Month was a safe space discussion, and hearing the experiences of other women and the response they received was so impactful. I felt like I had finally found a place to work where I belonged and where my voice would be heard and acknowledged.”

Jess Baker WE@GoTo Leader & Social Advocacy Lead,
GoTo, Connecticut, US



PRIDE@GoTo

Conversations on Coming Out

Conversations on Coming Out provided a space where anyone interested could share their personal stories without fear of judgment and connect with others who have had similar experiences. It was an empowering meeting where everyone understood and accepted each other, creating a sense of belonging that was truly special.

Philanthropy & Volunteering: GoTo Gives

GoTo Gives, our philanthropy and volunteering program, was out in force in 2022.

After responding to the pandemic in 2021, we continued to support organizations within our pillars—Education and Youth, Environmental Stewardship, and Community Action—while responding to crises and disasters in yet another year that tested our communities.

Throughout 2022, 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 (up to \$1,000 per employee and \$125,000 company-wide) and hosting engaging philanthropic and community service events.

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 Employee Resource Groups to ensure that GoTo's philanthropy and service initiatives create equitable change within our targeted impact areas.





Impact Highlights:

- Recipient of the [2022 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 responsibility: volunteerism; robust Diversity, Equity & Inclusion programs; charitable donations and fundraising; workplace culture, including model support for in-office and remote employees; and demonstrable support for environmental sustainability
- Distributed company grants and micro-grants to 50+ global organizations, including [KodeConnect](#), [InDaHouse Hungary](#), [Clean Ocean Action](#), and [Dublin Simon Community](#)
- Hosted 16 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 community gardening and learning about sustainable agriculture. Many of these virtual volunteer events were part of our annual sales kick off (SKO22) allowing engagement and giving programs to start the year strong
- Continued partnership with Boston College Center for Corporate Citizenship ([BCCCC](#))
- Continued partnership with [WeSpire](#), an ESG employee engagement and matching gift platform that facilitates employee volunteering and giving, resulting in hundreds of matched donations to 155 charities in 2022 totaling over \$200,000 in impact



GoTo gives

Service Trip
Panajachel 2022



GoTo Gives + Natün Guatemala: Portrait of a partnership.

Our long-standing relationship, eight years and counting, with [Natün Guatemala](#), is rooted in shared values: community, connection, and sustainability. Over these years, GoTo Gives has had the opportunity to sponsor students and cover the cost of their educational fees, host two service trips, and purchase a van to provide local transportation—all in support of the organization's mission.

More recently, in December of 2022, GoTo Gives volunteers in Guatemala spent several days volunteering in Panajachel, a small lakeside village outside of Guatemala City. Working with Natun Guatemala, the team completed a beach cleanup, renovated two nursery schools, and packed meals for elderly adults in the community.



About Natün Guatemala: Natün Guatemala works in the Lake Atitlán region of Guatemala to implement community-led programs that address systemic barriers and build cultural strength and resilience. Their work is driven by the expertise of Mayan staff and community leaders towards long-term, meaningful change in the areas of education, nutrition and health, and economic development.

“It was a great opportunity to see things from a different perspective and appreciate what we have. I really enjoyed this activity in which we were able to give back to our community and above all meet and spend time with other GoTo employees, knowing that despite the difference in role, age, personal experiences, and personality, we all share the same desire to help. I am very grateful for this great experience that we were part of. It continues to impress me how the work carried out in a few days impacted in such a way the experience and life of the people to whom we offer this charity.”

Sergio Garcia, Senior IT Service Desk Professional and GoTo Gives Service Trip Volunteer at GoTo, Guatemala City, Guatemala

“GoTo has supported our work in Guatemala for many years now, and we are so grateful. Of course, we deeply appreciate the financial support, and it has been impactful, but our relationship is much more than that—it has been a true partnership in doing good in this complicated world. Having staff here on the ground, volunteering, learning together, laughing, and finding so much in common across sectors, countries, cultures, and backgrounds has been powerful.”

Erin Mooney, Executive Director, Natün Guatemala





GoTo Gives stands with Ukraine.

Delivering aid to those most vulnerable is the nexus of our giving. We will continue to do whatever we can to support those affected by this unfolding crisis.

Nominated by our employees and vetted by our cross-functional Stand With Ukraine Response Team, GoTo Gives made a round of corporate donations to local organizations in 2022*:

Hungarian Interchurch Aid is one of the largest internationally recognized charity organizations in Hungary. They have been a major presence since the outbreak of the crisis in Ukraine, providing immediate assistance to those who have been forced to leave everything behind and launching a comprehensive relief program to support refugees as they rebuild their lives.

Evangelical Lutheran Diakonia is the charity service of the Evangelical-Lutheran Church in Hungary. They are a smaller organization, running a home for refugees in Budapest that has been serving about 300 people a year with shelter and resettlement aid. Our donation represented a solid boost to their budget for refugee aid and helped the organization cope with the influx of refugees from Ukraine.

*GoTo Gives supports religious organizations only if they have secular projects.





The giving spirit at GoTo is unwavering.

GoTo Gives volunteers were hard at work in 2022 supporting Ukrainian refugees:

- Our Hungary GoTo Gives team was active from day one, working at coordination centers, collecting supplies, and lending a helping hand by driving to the border to deliver aid
- Our Santa Barbara team volunteered at Direct Relief HQ and made emergency kits that were shipped to Ukraine
- Teams in Europe completed drives to collect supplies and employees selflessly housed refugees for short-term stays
- The “Pros of Procent” Q1 2022 Hackathon team even donated their winnings to an organization helping refugees

Additionally, through our matching gift program in WeSpire, 230+ GoGetters donated through GoTo Gives in support of refugees across Ukraine, resulting in over \$100,000+ donated in a special 2:1 match to:

- Direct Relief
- UNHCR (United Nations High Commissioner for Refugees)
- Doctors Without Borders
- UNICEF
- Bike Maffia Egyesület
- World Central Kitchen



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.



“GoTo was a great choice for us. It has all the right solutions we need in one place—complete control of our own customer service interface, easy to use system for our staff, and from a management perspective, visibility to live call performance and reporting. We look forward to seeing how we can continue to improve our entire customer experience using GoTo over the coming years!”

Hannah Lidster

Chief Commercial Officer, Sydney FC

The Customer Experience

How to optimize Customer Experience (CX) while building brand loyalty? In 2022, we did just that. Because our suite of products solves 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 absolute best work and achieve their goals.




- Increased customer support OSAT from 82 to 87+ to provide an industry-leading customer support experience
- 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
- Cross-functional Customer Action Teams (CATs) covering 11 products with representation from Marketing, Sales, Finance, Onboarding, Product, User Experience, Support, and Success developed 125 key actions addressing customers' top issues



- Achieved 99.999% uptime reliability across our products
- Maintained Better Business Bureau rating of A+



- Continued to fine-tune our health scores, improving our area under curve while expanding coverage across our customer base, providing our go-to-market teams with insight into customer adoption, usage, health, etc. so we know when—and how best—to engage them



8

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 (TOMs) that address the processing, privacy, and security measures implemented to protect customer content and any associated personal data.

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/CPRA, 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, Privacy Team requirements, customer expectations, and ethical considerations, as applicable

International data transfers:

- Participation in the APEC [Cross-Border Privacy Rules \(CBPR\)](#) and [Privacy Recognition for Processors \(PRP\)](#) frameworks

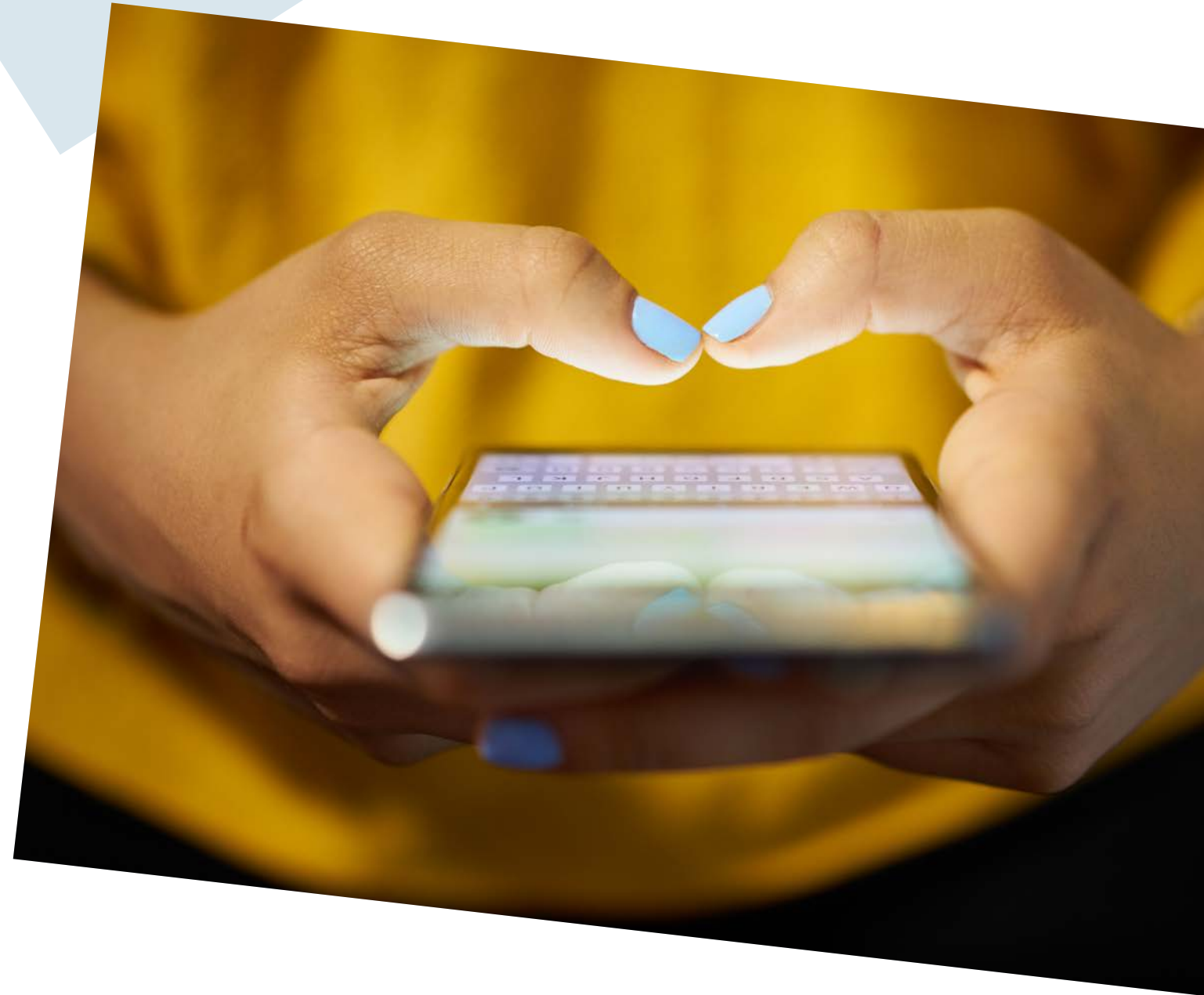


As a global company dedicated to making IT easy, from anywhere, GoTo helps businesses securely support and connect to what is most important: their teams and customers.

- 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 law including GDPR, CCPA/CPRA, LGPD, etc.
- International Data Transfer and Supplemental Measures documentation designed to aid due diligence and risk analysis

Privacy controls, procedures, and public 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
- US, California, and global privacy practices
- Channels and means for customers, users, and end users to obtain privacy support, submit complaints, and exercise legal rights, including through GoTo’s new Individual Rights Management Portal (IRM) portal
 - The IRM is the latest example of GoTo’s ongoing commitment to continuously improving the privacy, security, and efficient and responsible management of our customers’ data
 - The IRM optimizes customer experience by providing immediate responses to many frequently asked privacy and security questions and helps our customers exercise important privacy rights in an efficient manner





Information security and certifications.

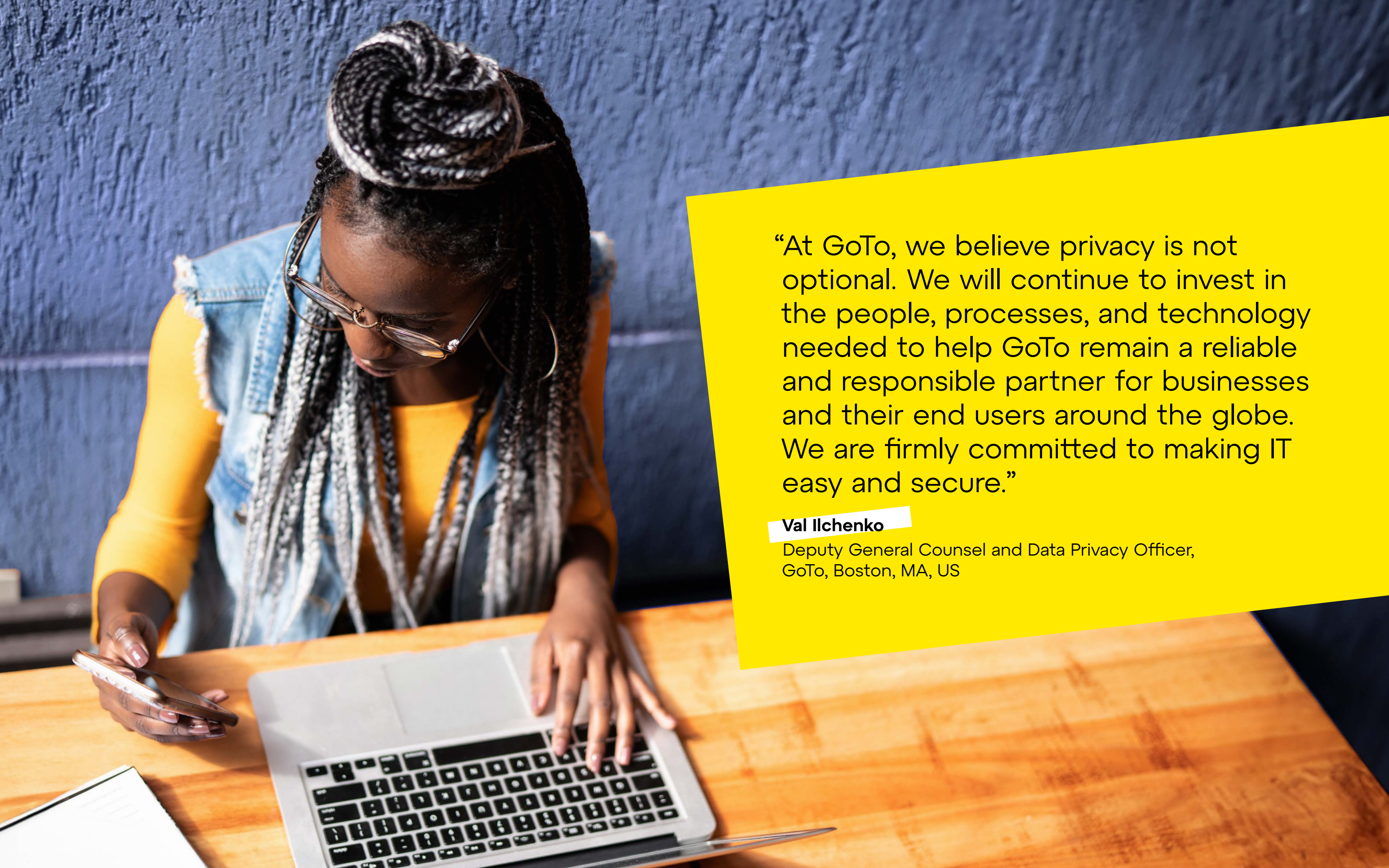
GoTo has implemented and maintains:

- 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

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

- 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, and supplier/vendor management
- Expansive and programmatic awareness campaigns conducted by the Security Engagement Team that address security and privacy matters and include annual mandatory awareness training, ongoing micro-learning, as well as other campaigns and events, including during Cyber Security Awareness Month and Data Privacy Day

Finally, we want to reiterate that GoTo takes its commitment to protect the data entrusted to it by its customers very seriously and, in response to the evolving threat landscape, will continue to undertake efforts to ensure our services and infrastructure are secure and are designed to detect and prevent future threats. To learn more and stay up to date, visit the respective [GoTo Blog](#) and GoTo's [Trust and Privacy Center](#) and/or [LastPass Blog](#) and LastPass [Trust and Privacy Center](#).



“At GoTo, we believe privacy is not optional. We will continue to invest in the people, processes, and technology needed to help GoTo remain a reliable and responsible partner for businesses and their end users around the globe. We are firmly committed to making IT easy and secure.”

Val Ilchenko

Deputy General Counsel and Data Privacy Officer,
GoTo, Boston, MA, US

Governance and Ethics

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.



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.



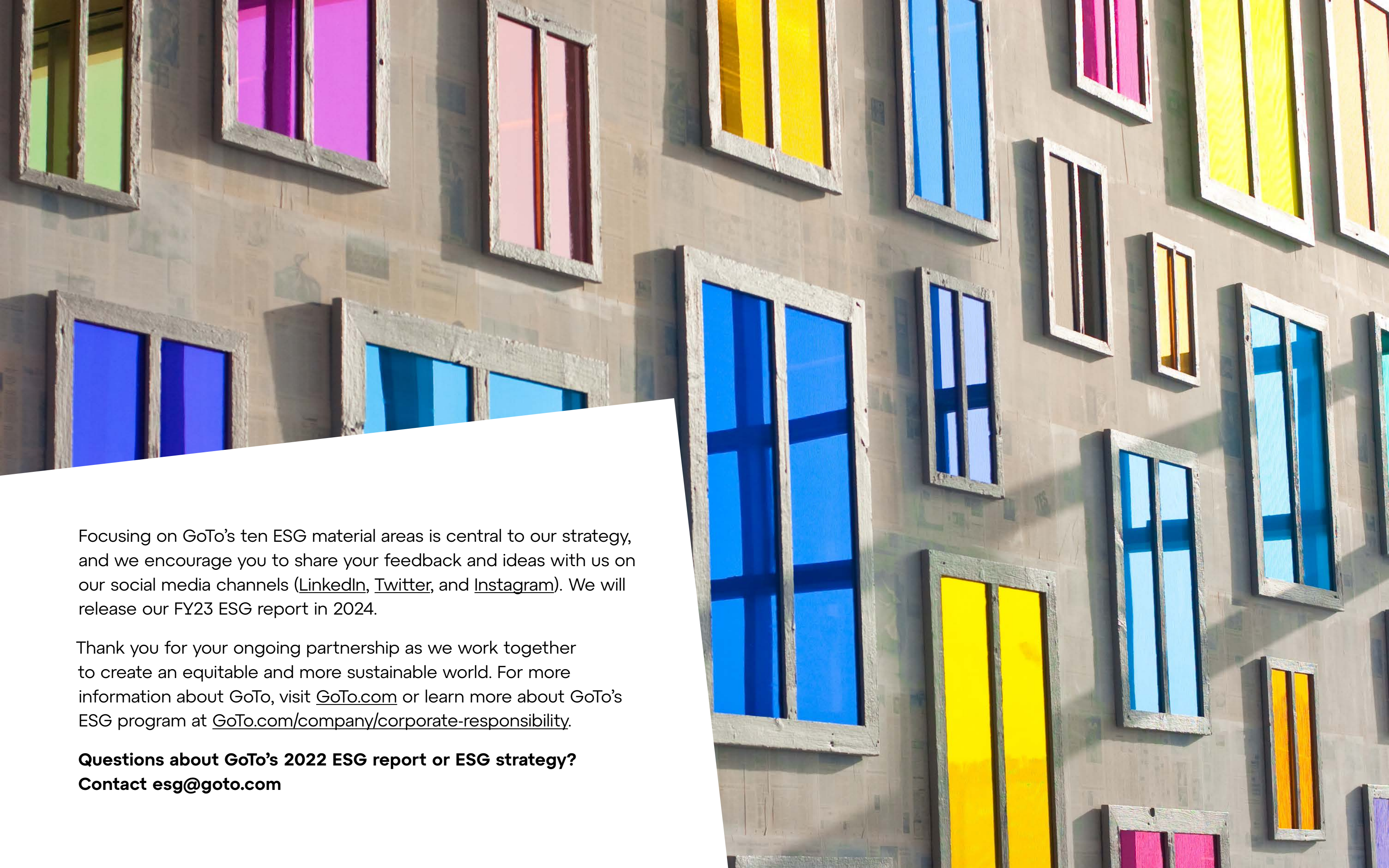
Recent achievements and highlights of GoTo's Governance & Ethics.

- Governance Committee expanded, with stakeholders focusing on the company's ten 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
- Reported to EcoVadis and received a Bronze rating. EcoVadis is one of the most trusted providers of business sustainability ratings, used by over 100,000 companies worldwide to disclose ESG efforts. The EcoVadis rating covers a broad range of non-financial management systems including Environmental, Labor & Human Rights, Ethics, and Sustainable Procurement impacts. Each company is rated on the material issues as they pertain to their company's size, location, and industry
- 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 Traffic published
- Supplier Code of Conduct and procurement and purchasing policies reflecting restrictions including reciprocity, bribery, kickback, etc.



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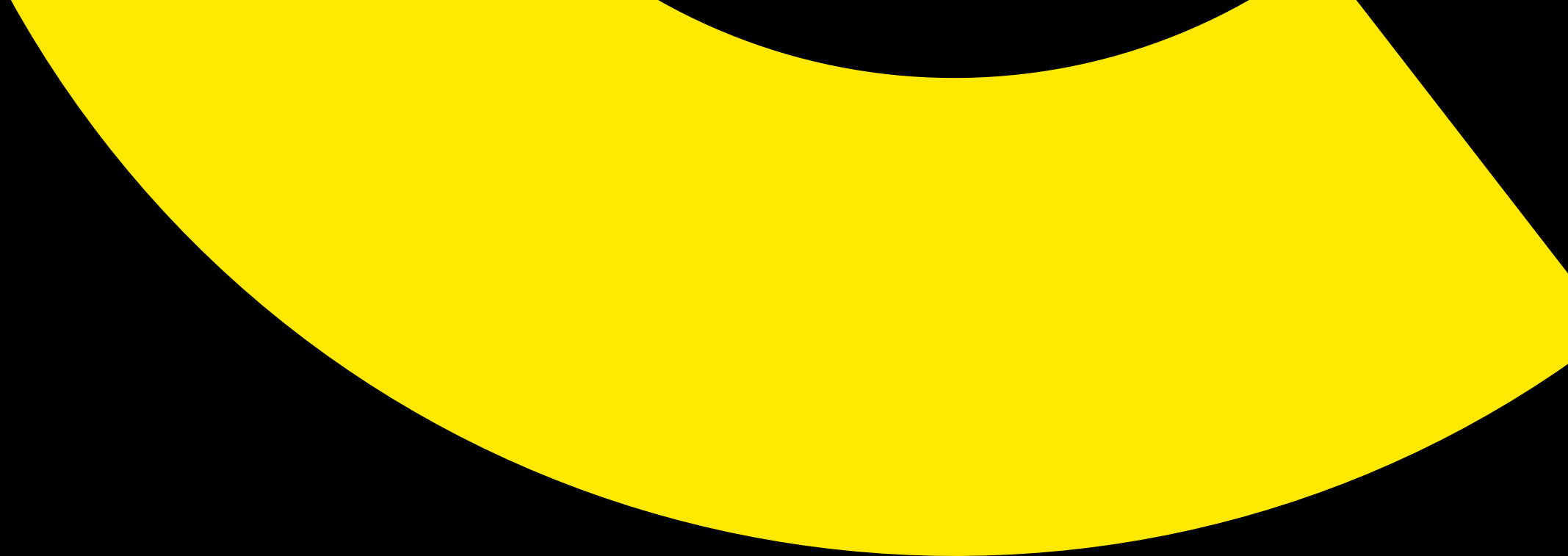
2023 Outlook



Focusing on GoTo's ten 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](#), [Twitter](#), and [Instagram](#)). We will release our FY23 ESG report in 2024.

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 2022 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**.

	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
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	Environmental
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 Protection
Recruiting & Managing a Global Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located	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

GoTo

Impact, amplified.

