



## SOCIAL & ENVIRONMENTAL RESPONSIBILITY PRINCIPLES

(Last Updated January 2022)

At GoTo, we recognize the impact that a business can have on its surrounding community and environment and believe that an organization has the responsibility to be a good and proactive corporate global citizen. In furtherance of the company's commitment to creating a safe, inclusive and positive workplace for its employees while conducting its operations in an environmentally responsible manner, GoTo has established the following GoTo Social & Environmental Responsibility Principles.

**I. Social Responsibility** – At GoTo, we believe that our employees are our greatest asset and we take pride in the inclusive culture and collaborative spirit we have built across our footprint around the globe. Our primary goal is to foster an authentic culture and positive employee experience to create an environment where our employees can do their best work. GoTo treats all of its employees with respect and dignity and requires all employees to conduct themselves similarly as they work together, being respectful of cultural and geographic differences. We also ensure that our workplaces are both safe and healthy, in compliance with all applicable local laws and regulations in each of our countries of operation.

- Employee Health – GoTo provides numerous benefits and programs to support the health and welfare of its employees, and to make the workspace and remote workspaces a more inviting and relaxing environment for its workforce. GoTo supports a number of wellness initiatives within each global office, with in-person and virtual programs run by local hubs focused on physical exercise (e.g., yoga or Zumba classes), team sports (e.g., football teams), or local education programs focused on nutrition or financial wellness. The company also runs several corporate programs through our “Thrive” program, combining social, community and health & wellness offerings and activities, and has instituted monthly Self Care Days, encouraging employees globally to take a day each month to spend with friends or family and unplug. All of our offices are equipped with healthy snacks and many have onsite fitness equipment and relaxation areas. At GoTo, we recognize that an employee's right to water is a fundamental human right; water, additional drinks and other snacks are provided to employees and guests in our offices. GoTo also provides ergonomic evaluations, literature promoting healthy habits (e.g., how to quit smoking), and hosts local events, including First Aid / CPR training.
- Employee Resource Groups – GoTo is committed to hiring, developing and promoting a diverse workplace where employees are encouraged to speak up and listen actively. Respecting diverse opinions is not only a part of our core culture, but it is one of our core GoTo values. We believe that creating an environment where our employees feel a strong sense of belonging and inclusion results in a high-performing organization with highly engaged employees, doing great work and working together well. For these reasons, GoTo is home to several Employee Resource Groups such as “WE@GoTo” (committed to supporting women+ at GoTo) and “PRIDE@GoTo” (our

LGBTQ+ resource group and more), which helps foster inclusion and belonging in our global workplace.

- Employee Safety – 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.
- Employee Engagement – We recognize that high levels of engagement from our employees translates to our people achieving their personal goals while also delivering against our corporate business goals. Driving for this level of alignment between personal and corporate success and creating a strong culture of engagement is a top priority for the Company. Employee feedback is crucial to how we measure our success in becoming a great place to work. For these reasons, we regularly conduct employee engagement surveys of our employee base so that we can quantitatively measure and track employee engagement. We aim to improve upon our engagement results over time. By encouraging open dialogue and feedback we can continuously improve upon our culture and enable our people to do the best work of their careers.
- Forced Labor – Our employment relationships are constructed in accordance with local laws within each of the countries where we have operations. Employment at GoTo is voluntary. GoTo does not use forced or involuntary labor of any type (e.g., forced, bonded, indentured or involuntary prison labor).
- Child Labor – GoTo does not use child labor and complies fully with all applicable child labor laws, including the Fair Labor Standards Act or the equivalent legal standard for any other country in which we do business. All GoTo applicants under the age of eighteen (18) are required to produce a valid employment permit or educational certificate to be considered for a position. For the purposes of this document, the term “child” includes any person employed under the age of 15, or under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is greatest.
- Wages & Benefits – GoTo complies with all applicable wage and hour laws and regulations, including those relating to minimum wages, overtime hours, piece rates and other elements of compensation, and provides all legally required benefits to our U.S. employees. Recognizing that compensation, benefits and labor laws vary across each country of operation, we have specialist HR and Legal teams in place to ensure we are

compliant with all relevant local laws and remain up-to-date with our compliance while also being a progressive, forward thinking employee-centric organization. GoTo adheres to local work week standards and does not force its employees to exceed prevailing local work hours; and GoTo appropriately compensates employees for overtime where applicable. For the benefit and education of U.S. GoTo employees, information related to wage and benefit regulations are clearly posted in communal areas within the GoTo offices and reprinted in the employee handbook, a copy of which is made available to each and every U.S. employee. Similar local processes are followed based on local country laws and practices, elsewhere around the world.

- Non-Discrimination – GoTo is committed to providing equal opportunity in employment to all employees and applicants for employment. No employee or applicant shall be discriminated against in the terms and conditions of employment on the basis of race, creed, religion, color, ancestry, sex, age, marital status, national origin, veteran status, genetic information, disability, sexual orientation or any other classification protected by law. As with the wage and benefits policy, above, GoTo’s non-discrimination standards are posted in various locations throughout employee work areas, at the top of the GoTo general employment application, and stated clearly in the employee handbook. Where the above practices are built to comply with U.S. standards, GoTo applies non-discrimination practices across all of our operations, both meeting compliance with local labor laws but also setting a higher bar for best practice, anti-discriminatory behavior appropriate to a high performing global organization.
- Freedom of Association – Although none of GoTo’s employees are currently represented by labor unions or covered by collective bargaining agreements, GoTo considers its relationship with its employees to be good, and GoTo respects the legal rights of employees to join or to refrain from joining worker organizations or trade unions.

**II. Community Responsibility** – At GoTo, we promote a sense of corporate social responsibility (“CSR”) by encouraging our employees to take part in social and societal volunteering through our “GoTo Gives” program.

- Volunteer Time - GoTo offers all employees two days of paid volunteer time off (VTO time) per year and sponsors company volunteer activities. These volunteer activities range from sorting food at local food banks, preparing meals for the homeless and underserved, mentoring students with entrepreneurial skills, hosting virtual interview and resume writing seminars, helping to pack clothing and supplies for children in need and teaching youth programming skills.
- Non-Profit Grants and Gift Matching - GoTo makes annual donations to non-profit organizations that support our impact areas of Education & Youth, Community Action and Environmental Stewardship. GoTo matches employees’ charitable donations 1:1 up to \$1,000 USD per person, up to an aggregated \$125,000 company-wide.
- Product License Donations - GoTo donates product licenses to organizations that fall within our mission.

**III. Environmental Responsibility** GoTo believes in the ability of technology and corporations to have a beneficial impact on environmental health and sustainability. GoTo operates in compliance with all applicable environmental laws and regulations and GoTo makes a

conscious effort to focus on how its business operations could potentially impact the environment.

- Sustainable Products - GoTo is committed to software and technology that helps people and businesses around the world reduce their impact on the environment. Because our products and services operate in the “cloud” and require no consumer packaging, GoTo believes that its online, SaaS-based business model inherently helps reduce emissions typically associated with the manufacture of software product packaging and product distribution.
- Carbon Footprint - GoTo recognizes that climate change requires urgent attention and action from the technology community. When appropriate and applicable, GoTo considers environmental concerns and impacts in its decision-making and operations, especially its potential greenhouse gas emissions and carbon footprint. GoTo is committed to maintaining carbon neutrality. GoTo procures 100% renewable electricity for its global operations by purchasing Green-e certified renewable energy credits (“RECs”) to match global electricity usage. GoTo is a remote-centric company that secures certified carbon offsets to mitigate not only Scope 1 emissions, but the estimated electricity emissions of employees working from home. Where appropriate, GoTo reduces its non-essential business travel through the use of low-carbon alternatives such as web-conferencing and teleconferencing and procures certified carbon offsets for emissions attributed to necessary travel. GoTo helps customers understand how they can reduce and quantify greenhouse gas emissions through the use of GoTo’s cloud-based collaboration products. GoTo’s goal is to reduce the carbon footprint of its operations, products and customer base.
- Employee Awareness – Through signage and electronic literature, GoTo promotes environmental awareness among employees and encourages them to work in an environmentally responsible manner, including helping employees reduce business travel and informing them of environmental issues that may affect their work.
- Global Green Teams – Employees are invited to join and engage with GoTo’s Global Green Team. The Global Green Team meets monthly and creates engaging activities for GoTo employees to learn about sustainability and caring for our environment.
- Waste Management – GoTo is aware of the positive effects of waste-reducing activities, such as lowering environmental pollution and conserving natural resources and energy. GoTo employees are encouraged to use washable, reusable glasses and cutlery; and GoTo reduces office waste through expanded single-stream and battery recycling programs. GoTo also purchases recycled, recyclable or re-furnished products and materials where these alternatives are available and commercially practical, such as purchasing biodegradable cleaning products or 100% biodegradable “corn cups” for employees to use in the café as well as engaging with a global office furniture manufacturer which utilizes 57% recycled material in their products. Our IT equipment is responsibly disposed of at the end of its useful life. GoTo makes reasonable efforts not to increase its current levels of waste disposal.
- Energy Management – GoTo encourages efficient use of resources throughout its facilities, particularly those resources that are non-renewable or might impact “Scope 2” indirect greenhouse gas emissions, such as electricity. Examples of GoTo’s energy reduction include the installation of Energy Star lighting fixtures that senses motion and turns off/on when people enter or leave the room; and in those areas where motion-sensitive lighting is not installed, bold signs are placed adjacent to the light switch that remind employees to turn off lights when not in use. Where commercially practical, GoTo uses energy-efficient equipment and servers. GoTo prioritizes using data centers that are powered by renewable energy, have high energy efficiency standards, and high Greenpeace ratings. As with its

waste-management strategy, GoTo makes reasonable efforts to reduce our current levels of electricity consumption.

- Responsible Relationships - GoTo strives to spread its principles of Environmental Responsibility across the company's business relationships by expecting its suppliers, service providers and vendors to adhere to applicable environmental laws. GoTo also considers the environmental impact of its suppliers and service providers who purchase and use environmentally responsible products and where possible, favor those who have better environmental profiles.

**IV. Updates & Compliance** – GoTo's goal is to keep its employees informed, and to continually improve the company's environmental performance and workplace health and safety. In furtherance of that goal, GoTo makes efforts to educate its employees on the above issues, and periodically reviews its Social & Environmental Responsibility Principles to assess progress and ability to make further improvement in light of current and planned future activities. A review of these Principles is performed annually and updates are made when warranted.

**V. Compliance with Laws** – GoTo is committed to comply with all applicable social and environmental laws and regulations in all locations where it conducts business.