



2024

Sustainability
Report

Company & Product

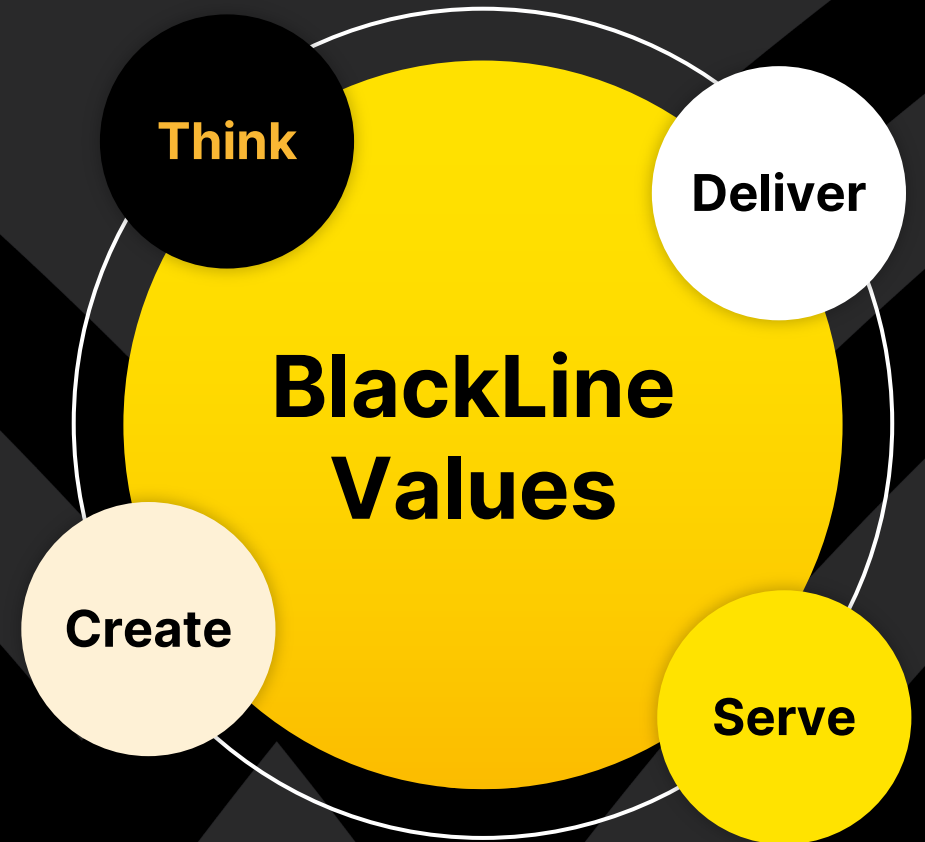
BlackLine's **future-ready platform** for the office of the CFO enables successful digital finance transformation and powers organizations to achieve accurate, efficient, and intelligent financial operations.



BLACKLINE

Company & Product Overview

Our comprehensive platform addresses mission-critical processes, including record-to-report and invoice-to-cash, enabling unified and accurate data, streamlined and optimized processes, and real-time insight through visibility, automation, and AI. BlackLine's proven, collaborative approach enables continuous transformation, delivering immediate impact and sustained value. With a proven track record of innovation, industry-leading R&D investment, and world-class security practices, more than 4,400 customers across multiple industries partner with BlackLine to lead their organizations into the future.



Our values of **Think, Create, Serve, and Deliver** help guide us as we develop products, solutions, and services to meet and exceed our customers' needs. As pioneers and leaders, our unparalleled investment in customer-centric innovation continues to disrupt the finance and accounting industry.

Environmental Sustainability



BLACKLINE

Environmental Sustainability

As a software and services company whose workforce is primarily remote, our carbon footprint is relatively small. Nevertheless, we recognize the importance of environmental sustainability. As part of our commitment to maintaining a stakeholder-driven ESG program, we performed our first GHG inventory covering fiscal year 2023. Our 2023 ESG materiality assessment identified our hardware infrastructure's environmental footprint as the most material environmental issue to our business, consistent with the results of our GHG inventory, which are discussed in more detail below.

Our GHG Inventory shows that our Scope 1 and 2 emissions are low. Our most significant sources of emissions derive from our supply chain, specifically the third-party cloud providers who host our customer data. Our cloud-hosted solutions operate primarily on Google Cloud Platform, Amazon Web Services, and Microsoft Azure, which have committed to running 100% on renewable energy by 2030, 2025, and 2025, respectively.

Our initial GHG inventory demonstrates that the ratios and absolute levels of carbon are in broad alignment with our competitors and other SaaS firms:

- **Scope 1 emissions**, at approximately 17 mtCO₂e, are limited
- **Scope 2 emissions** are approximately 10% of total emissions at 900 mtCO₂e
- **Scope 3 emissions** represent just under 90% of total emissions at 7,698 mtCO₂e

The GHG inventory includes all of BlackLine's global operations, having been scoped via the "Operational Control" methodology. BlackLine is committed to transparently reporting its environmental impact. Based on available industry data, our emissions of 14.2 mtCO₂e per million in revenue are comparable to those of other companies in the SaaS space.

Sustainable Workplace

Reviewing our GHG inventory has been an essential first step in understanding and managing our carbon impact, but our work doesn't stop there. We have committed to participating in the Science Based Targets Initiative (SBTi), and to submitting GHG emissions targets to SBTi no later than June 2026. In the meantime, we are committed to continuously evaluating our environmental impact and supporting the sustainability initiatives described in our [Environmental Sustainability Policy](#).

As a software provider and related services, we require negligible water usage. We do not currently measure the specific amount, but our business activities require only the water associated with everyday office use.

Framework Alignment



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Framework Alignment

SASB Index: This index contains disclosures regarding the Sustainability Accounting Standards Board (SASB) Software and IT Services Standard.

TOPIC	ACCOUNTING METHOD	CODE	RESPONSE
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	Information on our GHG emissions and sustainable operations can be found in the Environmental Sustainability section of our ESG Report. Percentage grid electricity and percentage renewable is under review for future GHG reporting.
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	BlackLine does not currently disclose this metric. BlackLine does not withdraw or consume water in connection with its operations, aside from normal office use.
	Discussion of the integration of environmental considerations into strategic planning or data center needs	TC-SI-130a.3	Our top priorities for data center service are reliability and security. Our primary cloud computing data centers are Google Cloud Platform ("GCP"), Microsoft Azure ("Azure"), and Amazon Web Services ("AWS"). GCP has committed to operating on carbon free energy 24/7 by 2030, and to achieving net zero emissions across all operations by 2030. Microsoft Azure has committed to be carbon negative by 2030, and to remove from the environment all carbon the company has emitted since its founding by 2050. AWS has committed to powering their operations with 100% renewable energy by 2025 and achieving net zero emissions across all operations by 2040.
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	BlackLine's policy is to comply with all applicable laws and regulations regarding data privacy. For more information, please see the BlackLine Privacy Center .
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	BlackLine does not use user information for reasons other than those described in our customer agreements and our privacy policy .
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	Material losses resulting from legal proceedings associated with user privacy, if any, are disclosed <u>in our annual report on Form 10-K</u> .
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	<u>BlackLine has established a standard protocol for responding to requests from law enforcement agencies.</u> To comply with law enforcement demands while also safeguarding customer privacy, we follow these key principles: (1) Strict adherence to legal requirements. Legal requests are reviewed to establish valid legal documentation, such as a court-issued warrant, subpoena, or other lawful order. (2) Narrow disclosure. We will only disclose information that is explicitly required by the legal request. (3) Customer notification. Whenever legally permitted, we will notify affected customers when their data is requested by law enforcement.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	BlackLine has established policies and processes for compliance with laws and regulations in every country in which we provide our hosted service, including requirements under export control regulations.

Framework Alignment

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TOPIC	ACCOUNTING METHOD	CODE	RESPONSE
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	Any material breach would be disclosed pursuant to the data breach disclosure requirements of the Securities & Exchange Commission.
	Description of approach to identifying and addressing data security risks, including use of third party cybersecurity standards	TC-SI-230a.2	Please see our Security page.
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	BlackLine does not currently disclose this metric.
	Employee engagement as a percentage	TC-SI-330a.2	BlackLine does not currently disclose this metric.
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	BlackLine does not currently disclose this metric.
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TC-SI-520a.1	Material losses resulting from legal proceedings associated with anti-competitive behavior, if any, <u>are disclosed in our annual report on Form 10-K.</u>
Managing Systemic Risks from Technology Disruptions	Number (1) performance issues, (2) service disruptions, and (3) total customer downtime	TC-SI-550a.1	BlackLine provides day-to-day availability of our platform at our Trust Site . Performance issues and service disruptions material to our operations or financial results, if any, are disclosed in our most recent Form 10-K.
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Please see Item 1A. Risk Factors in our most recent Form 10-K for risks related to technology and intellectual property.

Forward-Looking Statements



Forward-Looking Statements

This report includes “forward-looking statements” within the meaning of the federal securities laws. In some cases, forward-looking statements may be identified by the use of terminology such as “believe,” “may,” “will,” “intend,” “expect,” “plan,” “anticipate,” “estimate,” “potential,” “continue,” “would,” “target,” or “project,” or other comparable terminology. All statements other than statements of historical fact could be deemed forward-looking. These include, but are not limited to, statements related to our ability to assist our customers with their digital transformation efforts and the extent of the anticipated impact of data science, AI, and analytics on business and societal transformation; our plans for corporate social responsibility, including our industry leadership, strategies and commitments, programming, anticipated impact on our industry, workforce, communities, and other stakeholders, and reporting concerning ESG matters; pursuing or setting ESG-related targets and goals; our ability to monitor, manage, and report on our environmental impact and any related efforts to mitigate that impact; our ability to effectively execute oversight and management of ESG matters to achieve long-term success for all stakeholders; our corporate strategic imperatives; and the potential success of our nonprofit partnerships. These forward-looking statements are only predictions and may differ materially from actual results due to a variety of factors, including, but not limited to, our history of losses; volatile and significantly weakened global economic conditions; our ability to develop, release, and gain market acceptance of product and service enhancements and new products and services to respond to rapid technological change in a timely and cost-effective manner; our dependence on our software platform for substantially all of our revenue; our ability to manage our growth and the investments made to grow our business effectively; our ability to develop a successful business model to sell products and services acquired or to integrate such products or services into our existing products and services; our ability to attract new customers and retain and expand sales to existing customers; our ability to establish and maintain successful relationships with our channel partners; intense and increasing competition in our market; the rate of growth in the market for our products and services; risks associated with our international operations; our ability to develop, maintain, and enhance our brand and reputation cost-effectively; litigation and related costs; security breaches; the success of our artificial intelligence initiatives; our indebtedness and risks related to our outstanding notes; and other general market, political, economic, and business conditions, including, but not limited to, impacts related to weakened global economic conditions.

Additionally, these forward-looking statements involve risk, uncertainties, and assumptions, many of which relate to matters beyond our control and changing rapidly. Additional risks and uncertainties are included under the caption “Risk Factors” in our filings with the U.S. Securities and Exchange Commission, including our most recent Annual Report on Form 10-K and our most recent Quarterly Report on Form 10-Q, to which your attention is directed. Moreover, many of the assumptions, standards, metrics, and measurements used in preparing this report continue to evolve. They are based on assumptions believed to be reasonable during preparation but should not be considered guarantees. Given the inherent uncertainty of the estimates, assumptions, and timelines contained in this report, we may not be able to anticipate whether or the degree to which we will be able to meet our plans, targets, or goals in advance. You should not place undue reliance on these forward-looking statements, which speak only as of the date hereof, and we undertake no obligation to update these forward-looking statements to reflect subsequent events or circumstances.



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