



Icertis Impact Report 2023



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Our Purpose
Build Trust.
Strengthen Bonds.
Transform Commerce.



Our ESG Policy Statement

At Icertis, we empower companies to realize the full intent and higher purpose of every contract, so that they can build trust, strengthen bonds, and transform commerce. Likewise, through our commitments to protecting our environment, our employees, and our community, and by holding ourselves to the highest ethical standards, we are creating a more just, equitable, and sustainable society.

Contracts between organizations play a critical role in the world around them: documenting commitments, supporting the rule of law, ensuring accountability, and establishing transparency. Since our founding, Icertis has boldly pursued a vision to transform the foundation of commerce with contract intelligence software that transforms contract information into structured data connected to enterprise systems—ensuring the intent of every contract is correctly memorialized and

fully realized. This helps companies to keep their promises to their customers, partners, employees, and each other and to fulfill their own purpose-driven initiatives, including ethical sourcing, environmental compliance, and supply chain diversity.

We believe that by transforming contracts and the role they play in business, we have a substantial opportunity to promote the UN Sustainable Development Goals (SDGs) in cooperation with the communities in which we operate. This is more than just “doing the right thing” or checking a box. This commitment is the core of who we are as a company.

This ESG policy statement applies to all offices managed by Icertis; all employees, contractors, and suppliers retained by Icertis; and is approved by our Board of Directors.



Our Environmental Impact

Our goal is to grow our business and value through technology and innovation while shrinking our environmental footprint through effective carbon management operational strategies. We have reviewed our business operations through the lens of the Greenhouse Gas Protocol and track, monitor, and disclose the carbon emissions related to our third-party cloud operations for data storage and management. We want to do our part in the larger effort to combat climate change. In a rapidly changing world, we have remained nimble, adopting hybrid and remote working arrangements that limit business travel for our employees and partners in the spirit of business continuity in a net-zero world.

Our Social Impact

We are committed to giving back to the communities where we live, work, and play. Our definition of success includes living by our FORTE values: Fairness, Openness, Respect, Teamwork, and Execution. As an amplification of our FORTE values and a framework for prioritization, we launched our Four Rings of Responsibility: take care of self, take care of family, take care of community, and take care of business in that order. Our core organizational values align with the following United Nations Sustainable Development Goals (SDGs).



We promote diversity, equity, and inclusion (DEI) in everything that we do as a company. We foster a fair, open, and respectful environment for our employees, customers, suppliers, and partners and have policies in place for combating harassment, discrimination, and racism. Icertis has established a Global Council that coordinates DEI activities globally. This team sets goals for workforce recruitment and retention,

employee development, and community engagement and elevates DEI as a strategic priority across our entire footprint and the markets that we serve. The Global Council is supported by Regional Councils and employee resource groups (ERGs) that provide bottom-up input and tailor our efforts across geographies.

We take pride in our talent and strive to equip our workforce with the resources, skills, and knowledge that they need to be successful. Within our own organization, we frequently revisit our internal policies to ensure alignment with the latest guidance and industry-best practices for talent recruitment, retention, and development. We strive to create a high-performing organizational culture that attracts top talent and sustains a thriving workforce. Additionally, we promote mental health management and self-care throughout the organization, giving employees access to tools and education in this space. Lastly, we regularly validate the competitiveness of our employee compensation and benefits through benchmarking across comparable industries in the markets that we serve.

Icertians are encouraged to give back to the community in ways most meaningful to them, and the company offers multiple ways to facilitate giving and volunteering opportunities. Icertians' gifts to charity are matched through our generous "Double Your Impact" gift matching program. Additionally every Icertian gets seven fully paid days off a year to volunteer for the cause of their choice through our "7 Days for Humanity" benefit.

We believe that on our journey to become the contract intelligence platform of the world, how we get there is just as important as the destination.



Four Rings of Responsibility

Our Governance



With contract intelligence technology that ensures the full intent of every business relationship is correctly memorialized in a contract and fully realized in practices, Icertis enables companies to establish trust in their commercial dealings. Through more traceable and transparent value chains, we can support the fight against modern slavery and human trafficking and establish more reliable and resilient supply chains. Using our contract intelligence platform, our customers are able to enhance governance by improving and enforcing anti-corruption programs, managing supplier diversity initiatives, and more. Like us, our customers know that improving diversity and fostering an ethical culture creates value and competitive advantage.

Business ethics and integrity are core to our culture at Icertis. Icertis complies with anti-bribery / corruption, export compliance, and all other standard governance laws. In addition, we have established policies to address critical governance topics such as a code of conduct for both employees and suppliers, and policies for information security and data privacy.

As we continue to innovate for our customers through advancements in artificial intelligence, we remain keenly aware of the increased responsibility and care that needs to be exercised to practice ethical and responsible data usage. As part of a joint effort by our Chief Technology Officer and our Chief Legal Officer, we have adopted a Responsible AI policy, which guides how we use artificial intelligence and aims to hold us accountable and make sure our use has a positive impact on the world.

In humble transparency and in the spirit of Openness (one of our FORTE values), we know that we have more work to do. Our efforts in 2023 build upon our initial program launch in 2022, and we look forward to continued progress in the coming years. We remain committed to continuing these efforts today and for the years to come. We are truly excited about the impact Icertis and Icertians can have as we fulfill our mission to “Be the contract intelligence platform of the world”.

A handwritten signature in black ink that reads "Samir Bodas".

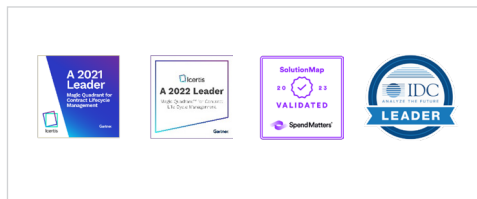
Samir Bodas
Chief Executive Officer
Date: June 30, 2024

FORTE Values and Culture

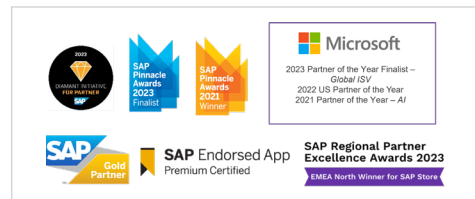
Some companies aspire to go fast – and we do as well – but we are also building to go far. Our Purpose is to "Build Trust, Strengthen Bonds, and Transform Commerce," and on our journey to become the contract intelligence platform of the world, how we get there is as important as the destination. Icertis was built with the belief that values are the underpinning for a successful and sustaining organization. Our culture is one of our biggest differentiators, and our FORTE values (Fairness, Openness, Respect, Teamwork, Execution), are at the forefront of every decision we make so that Icertis retains its employer-of-choice status globally.

While we are serious about execution and delivering for our customers, we also believe in enjoying what we do. We feel proud when Icertians say they have fun and laugh more at Icertis than any place else they have worked. The success of our culture led us to be recognized this past year in a number of ways including: for the seventh consecutive year we were on Seattle Business Magazine's list of 100 Top Companies to Work For; we received the silver medal Stevie Award for Great Employers in the Outstanding CSR Strategy category; we were Great Place to Work Certified in India; we received a Human Capital Award from the Economic Times; and we were recognized for our efforts by Newsweek and were included in their America's Greatest Workplaces for Diversity list, as well as their [America's Greatest Workplaces 2023](#) list.

Leading Analyst Rankings



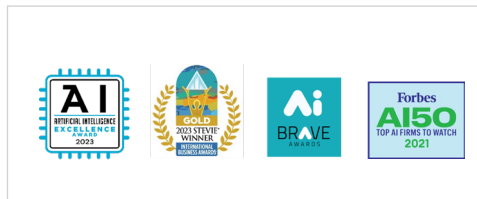
Partner Recognition



Top Place To Work



AI Leadership



Innovation



Momentum



2022 Employee Survey Highlights

97%

of Icertians agree that
"I feel proud to work at Icertis" and

95%

of Icertians agree that
"Icertis will continue to lead and grow"

2023 Highlights and Stories

The Icertis Commitment to Community

138% increase the number of Icertians using our **7 Days for Humanity** benefit in 2023 over 2022

Our purpose at Icertis is to build trust, strengthen bonds, and transform commerce. Icertis encourages its employees, known as Icertians, to give back to their communities in meaningful ways. Icertis sponsors certain events to support the UN SDGs that align with our core organizational values, as seen on the following pages.

We also believe every Icertian has their own personal purpose, and we work intentionally to foster and support their ability to live it. One of the ways we facilitate this is through the "7 Days for Humanity" benefit, where each Icertian receives seven fully paid days off annually to volunteer for organizations or causes of their choice. In 2023, Icertians collectively volunteered over 2,700 hours through this program, demonstrating their commitment to making a positive social impact.

For example, one Icertian utilized her 7 days for Humanity benefit to support Christian Ministries to the Destitute (CMD) in Nakuru, Kenya during 2023. She traveled to a school and orphanage supported by CMD that houses and educates approximately 150 abandoned children. This Icertian assisted them with several different projects, including feeding programs, restroom renovations, and providing mattresses and other essentials for the children.





Giving October: To celebrate our year-round commitment to collectively making a meaningful impact and inspire Icertians to go above and beyond, in October 2023 we organized Icertis' second annual festival of giving, we call 'Giving October'. Icertians across the globe came together to give their time, money, resources, or skills back to society. As part of Giving October, many of our offices hosted food drives and welcomed non-profits to our offices to raise awareness and funds. Over 400 Icertians volunteered over 1,800 hours at 30 volunteering events for 25 non-profit organizations distributing food, cleaning up parks, and improving education access. Since our first ever Giving October in 2022, we saw a 20% increase in hours volunteered and a 25% increase in the number of non-profit partners.



Giving October Snapshot:

400+ Icertians
1,800+ hours

25 Non-profit organizations
30 Volunteering events

1 out of 6 Icertians participated to make their community a better place.



A Huge Thank You to our NGO Partners!

Advancing Diversity, Equity and Inclusion

Our commitment to DEI is ongoing, and continued to support our various communities within Icertis in 2023. Most notably, our employee-led resource groups (ERGs) have driven forward inclusion and belonging. These groups, such as our active women's ERG "NoW", the Hispanic/Latino ERG "Unidos", and the veteran's ERG "Boots on the Ground", have played a pivotal role in fostering an inclusive culture and supporting personal development among underrepresented groups at our company.

Women's Day and History Month

- In March, NoW (Network of Women) marked International Women's Day with a panel of internal female leaders, exploring workplace empowerment and career influences aligned with our FORTE values. Commandant Pournima Gaiwad also visited our Pune office, inspiring our team members with her invaluable insights.
- NoW also facilitated access for Icertians to attend Women in Tech (WIT) conferences, providing valuable opportunities for networking within the tech industry. These sponsorships encouraged meaningful connections, facilitated engaging discussions with industry leaders, and empowered our team members to share experiences and insights.

Pride Parade

- In 2023, our participation in Pride celebrations across the country, including the Seattle Pride Parade, was a vibrant reflection of our commitment to inclusivity and support for the LGBTQ+ community within Icertis. Such moments underscore our steadfast dedication to cultivating an environment where diversity is celebrated, and every member of our community feels genuinely valued.



Hispanic Heritage Month

- In 2023, Unidos, Icertis' Latin and Hispanic Employee Resource Group (ERG), launched "Journey Lines," a series spotlighting the immigration experiences and triumphs of our Hispanic and Latinx employees and their families.
- During Hispanic Heritage Month, we honored the contributions of over 60 million Hispanic and Latinx Americans. Highlight events included a live conversation with Sandra Velasquez, CEO of Nopalera, exploring her journey and insights on DEIB.
- Additionally, Unidos spearheaded the creation of the Icertis cookbook, fostering cultural exchange and celebration among our diverse team, exemplifying our ongoing commitment to diversity, equity, inclusion, and belonging.
- Icertis celebrated Cinco De Mayo by dedicating a special lunch announcement around the history and significance of the holiday. Unidos presented cultural photos of traditional Mexican apparel worn for the holiday and historical photos from the war. In addition, traditional Mexican food was ordered for the shared office lunch.

Juneteenth

- Our Black Professional Alliance ERG is dedicated to empowering Black employees at Icertis. They organized a Juneteenth event featuring Dr. Sean Colbert-Lewis, Sr., highlighting the holiday's significance in ending US slavery and promoting equality. Additionally, our team visited the Northwest African American Museum to explore local African American history, reflecting our commitment to cultural education and diversity.

Veterans

- In honor of Veteran's Day, Icertis organized a special lunch announcement honoring all of our Veterans. During the presentation, we discussed the significance of Veteran's Day and the differences between Memorial Day. We dedicated a slide to each veteran with photos of them in uniform and listened as they shared stories and experiences. Icertians were able to express their heartfelt gratitude and appreciation for these Veterans' service.



95% of Icertians
took two or more
training courses from
our core curricula



Employee Development

At Icertis, we believe maintaining a continual learning culture is not only essential to success in a fast-paced market, but also as part of helping Icertians reach their full potential. As part of our support of the UN SDG related to “Decent Work and Economic Growth,” we empower Icertians and members of our communities to be proactive in their development. As part of that goal, we strive to create easily accessible on-demand learning programs to help them be future-ready.

Coaching-as-a-Service (CaaS): One of our key objectives is to help Icertians grow professionally and help them perform their best at work. There are many ways to achieve this, and coaching specifically can help them to clarify their thinking, put together a strategy, and gain the confidence that they need to move forward. With this in mind, in 2023 we partnered with a third-party to offer one-on-one confidential Coaching-as-a-Service (CaaS) in the moments that matter in the lives of Icertians at work. This app-based service enables Icertians to access professional coaches and HR experts (called “Pros”) with years of experience across organizations and industries. In our first year, Icertians benefited from over 360 Coaching-as-a-Service sessions.

HopeLink: Over the years Icertis has supported Hopelink, a nonprofit organization in the Greater Seattle area that empowers people to overcome poverty and achieve self-sufficiency through comprehensive programs and community partnerships. Hopelink helps immigrants and refugees enter the US workforce as part of their “English for Work” program. In the course, students learn to talk about their skills and experience, search for jobs, write a resume, and perform a job interview. The goal of the program is to help students build confidence and identify areas for improvement in order to prepare them for real job interviews! In 2023 Hopelink matched Icertis volunteers with 1-2 students to interview over Zoom. Each volunteer receives a job posting that their interviewee has selected to use for practice, the interviewee’s resume, general interview questions, and a feedback form. When volunteers interview students, they role play the hiring manager of the company from the job posting. Our team found it incredibly fulfilling to be able to contribute to the professional development of others while also honing their own skills in interviewing and providing constructive feedback.

Caring for our Local Environment

Throughout 2023 Icertians around the world took it upon themselves to help clean and preserve the environment in their local communities. Many of the Icertians utilized the 7 Days for Humanity program, where every year, every Icertian gets seven full days of paid time off to volunteer for the organizations, charities or causes of their choice. While many of the efforts were individual choices by our remote workforce, as shown here in San Diego and Portland, in other cases Icertians got together to make a big impact.

Icertians from the Seattle, WA area joined with Green Kirkland Partnership to restore vital wildlife habitat near Kirkland, WA on Earth Day! The team removed invasive plants like blackberry and ivy and planted native species and pitched in with stewardship duties such as mulching and weeding, all aimed at preserving and enhancing the local environment. The impact of the work didn't go unnoticed, as the Icertians received heartfelt thanks from nearby residents for their efforts.

The Icertis team in Stockholm also got involved by spending a day removing ropes and garbage from the ocean and local waterways.



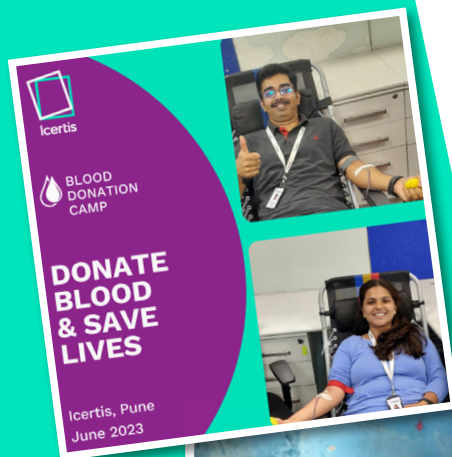
Health and Wellness

In 2023 we continued to invest in the health and wellness of our fellow Icertians and in our communities, promoting the UN SDG of Good Health and Well-being through the Icertian lenses of taking care of self, taking care of family, and taking care of community. This included healthcare outreaches in our less fortunate communities, leading blood drives for our communities, providing much needed hygiene products and clothing mental health aids for military and first responders in our community.

Bangalore Health Screening

Icertis, in collaboration with the Spherule Foundation, held a health screening camp in Bangalore. A team of nine volunteers utilized Icertis' 7 Days for Humanity benefit and participated in this community outreach program, educating the local community about various health issues and the importance of preventive healthcare. The doctors at the camp addressed various health issues and provided valuable guidance. In addition to the health screening services, Icertians also visited a local government school, where they interacted with both students and teachers. This interaction provided an opportunity for Icertians to give back to the community by sharing their knowledge and expertise. The event was well attended, with a significant number, more than 150 people showing up to benefit from the health screening services offered. This positive response in turnout is a clear indication that such initiatives are effective in improving the health and well-being of local communities.





Mobile Medical Healthcare Education:

In May 2023 Icertians in Pune participated in a community outreach program in collaboration with Jivika Healthcare, a social enterprise pioneering mobile medical services. This outreach program provides direct conversation with below-poverty-line community members in Pune to create awareness about parenting, healthcare, and ways to highlight their importance among the community members. The Icertis volunteers interacted with the nearby community, emphasizing the significance of preventive health screenings and focusing on self-care and family care. The session was well received by the community members and generated a positive impact.

Icertis Pune Blood Donation Drive:

In connection with World Blood Donor Day on June 14, Icertis hosted a blood donation drive in association with the Thalassemia Society of Pune. The blood collected at the camp will be used to help thalassemia patients in desperate need of blood donations. Fifty proud Icertians volunteered to donate blood and make a difference.

Military Care Packages:

As part of our commitment to our Third Ring of Responsibility, Taking Care of Community, Icertis organized a volunteer opportunity for Icertians all across the United States in coordination with Operation Gratitude, a highly regarded non-profit. The Troop Care Package Drive put together hygiene products, clothing and mental health aids for military and first responders in our community, to honor the service of Veterans everywhere. Icertians in Bellevue, Washington gathered together and obtained items from Operation Gratitude's wish list, combining them to complete 100 care packages. The best part was to write hand-written letters, thanking these individuals for their service! Icertis then shipped the care packages to Operation Gratitude, and they send them each year to deployed troops, veterans, recruit graduates, first responders and wounded heroes & their caregivers. Remote Icertians in New York also participated, separately shopping, assembling and shipping their own lot of care packages and letters of appreciation.

Feeding the Hungry

Throughout 2023, Icertis proudly engaged in impactful food insecurity initiatives across the United States, in furtherance of the UN SDG of Reduced Inequalities within and among countries, which Icertis has adopted. It also addressed the additional UN SDG to End Poverty.

Greater Chicago Food Depository

During our "Giving October" 42 Icertians used some of their "7 Days for Humanity" Icertis benefit at the Greater Chicago Food Depository. This group packed 12,000 lbs of apples, contributing to approximately 285 meals per person, demonstrating our dedication to making a meaningful impact in Chicago.

Food Bank of the Rockies (Denver)

We partnered with the largest hunger-relief organization in the Rocky Mountain region. The participating Icertians packed 142 boxes, totaling 3,550 lbs of food, providing 2,959 meals to families in Colorado and Wyoming.

Houston Food Bank

Houston Icertians dedicated time during Giving October to support the Houston Food Bank, sorting and packaging over 1,000 lbs of donated fruit for distribution to local soup kitchens and shelters.

Atlanta Community Food Bank

Engaging in Giving October at the Atlanta Community Food Bank, Icertians sorted, stocked, and distributed 9,000 lbs of food, equivalent to 7,500 meals across 22 counties in metropolitan Atlanta.

Lowcountry Orphan Relief

Icertians participated in community-focused initiatives by assembling care kits for children in need at Lowcountry Orphan Relief, exemplifying our dedication to supporting vulnerable community members and fostering a corporate culture centered on compassion and responsibility.



About Icertis

A decade ago, contract lifecycle management (CLM) was nothing more than a repository of scanned documents. Icertis saw an opportunity to apply emerging technologies like AI to turn the critical business information in these static documents into strategic outcomes. In doing this, we didn't just found a company – we created a unique category of software and established Icertis as the pioneer of contract intelligence.

By harnessing the power of the cloud, building an easily configurable platform, and leveraging analyst-validated AI technology, Icertis unleashed the potential of contracts: the mission-critical documents that define every dollar in and out of an enterprise. Icertis is uniquely positioned with contract intelligence to help businesses realize greater value by connecting contract data to the processes it powers, enabling companies to increase revenue, reduce costs, ensure compliance, and manage risk by structuring and connecting data across the enterprise and applying AI to ensure the intent of every business relationship is correctly captured and fully realized.

Today, Icertis is poised to lead the \$30 billion CLM market. The world's most iconic brands and disruptive innovators trust Icertis to govern the rights and commitments in 10 million+ contracts worth more than \$1 trillion, which represent business relationships in 40+ languages and 90+ countries.



SASB Table (Software and IT Services)

TOPIC	METRIC	CODE	DISCLOSURE
Environmental Footprint of Hardware Infrastructure	Greenhouse Gas Emissions of Cloud Data Centers (Scope 3)	TC-SI-130a.1	We do not own or operate data centers, but the most material environmental impact of our operations is derived from cloud computing. Our cloud computing operations produced 914 mtCO2e emissions in 2023.
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	Icertis was founded concurrently in Bellevue, USA and Pune, India. 77% of our employees work in India, and 17% in the United States. The remainder of our employees are located in seven other countries throughout the world.
	Employee engagement as a percentage	TC-SI-330a.2	Our eNPS score for 2022 was 44%, which is 18% percentage points higher than the Perceptyx research database benchmark for tech companies of 26%*
	Percentage of women board of directors and executive management	TC-SI-330a.3	As of December 31, 2023, 18% of our Board of Directors was made up of women, and 30% of our executive management team are women.

* <https://blog.perceptyx.com/employee-net-promoter-score>



About This Report

Forward Looking Statements

This report contains forward-looking statements regarding future events. All statements other than statements of historical facts are statements that could be deemed forward-looking statements. These statements are based on current expectations, estimates, forecasts, and projections about the industry in which we operate and the beliefs and assumptions of our management, which may not prove to be accurate. These statements are not guarantees and are subject to risks, uncertainties and changes in circumstances that are difficult to predict. If one or more of these or other risks or uncertainties materialize (or the consequences of such a development changes), or should underlying assumptions prove incorrect, actual outcomes may vary materially from those reflected in our forward-looking statements. The forward-looking statements speak only as of the date hereof, and we disclaim any intention or obligation to update publicly or revise such statements, whether as a result of new information, future events or otherwise.

Visit <https://www.icertis.com/company/corporate-social-responsibility/> to learn more about our corporate responsibility efforts



Icertis