Sustainable Governance and Leadership Policy Statement

Our Board and leadership are integrating the oversight and management of important social and environmental risks and opportunities within our corporate purpose and culture to create sustainable value for all stakeholders.

Board ESG Oversight

Our Board's oversight helps drive our ESG programs

Our Board of Directors considers a variety of ESG factors as relevant to the long-term growth and sustainability of our business and as important to our stakeholders. The Nominating and Corporate Governance Committee (NCG) of our Board has the primary responsibility for overseeing our ESG strategies, policies, processes and reporting. As part of these duties, the NGC is overseeing the development and continuous improvement of our:

- Commitments to sustainability through policy statements endorsed by top management that support our in-depth internal ESG policies and processes

- Effective ESG programs that support alignment and integration with our overall business strategies

- Purpose-driven long- and near-term ESG strategies that focus on important topics and objectives

- Management structures that are well-engaged and have the capacity to assess and address materiality, risks and opportunities, monitoring progress and external reporting

- Use of recognized ESG management and disclosure frameworks that are suited to our specific business activities

- Processes for regular reporting to the NCG on climate-related issues and other ESG topics and how such information may be used by management to help guide applicable business strategies, major plans of action, major expenditures, risk management, budgeting and performance objectives

- Full range of good corporate governance practices that serve our investors and other stakeholders as described in our annual proxy statement

Board Independence and Diversity

We value diversity at all levels of the organization

The composition of our Board enhances the effectiveness of our ESG program by providing the perspectives, skills and expertise for effective, independent ESG oversight, including:

- Gender diversity on our Board, comprised of 30% women, reflecting the value we place on having a diversity of backgrounds and experiences

- A Board comprised of 40% independent directors who help bring objective perspectives to the oversight of the company

- Recognition that directors who are associated with major shareholders contribute their particular financial skills and business acumen to protect and build the value of a company with well-managed ESG programs

ESG Management and Organizational Structure

Our ESG management and organizational structure is designed to promote the effective development and implementation of ESG strategies and objectives

We have built a cross-functional set of senior management teams and committees to drive the development and implementation of our ESG initiatives. The day-to-day management of our ESG programs leads to regular management reviews and internal reports regarding the development and continuous improvement of our:

- Allocation of clear authority and responsibilities among individual managers and management committees to drive progress

- Assessments of organizational capacities and competencies to help ensure that relevant employees have the appropriate skills, expertise, resources and sponsorship to achieve expected ESG outcomes

- Development and implementation of targeted ESG policies and procedures

- Communications reflecting executive commitment and leadership for a purpose-driven ESG culture and strategies that are integrated with broad business objectives

Business Ethics

We conduct our business with the highest degree of honesty and ethical behavior

Our commitment to maintaining the highest level of professional and ethical standards in the conduct of our business includes:

- Maintenance of a reputation for honesty, integrity and fair dealing

- Expecting all directors, officers and employees to act honestly and ethically

- Acting with integrity while on our premises, at company sponsored events and anywhere else where our business is conducted or represented

- Escalating concerns and taking actions as described in our Code of Business Conduct

ESG Policies and Processes

Our ESG governance is supported by important policies and processes that are endorsed by top management

Our ESG-related policies set forth expectations of our Board and senior management for the sustainable conduct of our business. Our internal processes and controls that implement these policies help ensure the achievement of our objectives. This involves the ongoing development and continuous improvement of our:

- Shared understanding of sustainability principles and ESG factors relevant to decision-making

- Actively assessing the most significant ESG risks, opportunities and areas of concern to stakeholders

- Inclusion of ESG risks in existing risk assessment and mitigation processes to prioritize ESG risks and opportunities

- Consideration of long-term financial impacts that may results from new social and climate-related regulatory developments, industry norms and stakeholder perspectives

- Establishment of internal ESG metrics and goals and the methods to regularly measure and monitor progress

- Enhanced awareness and training to support all employees contributing to our ESG programs

Stakeholder Engagement and Government Relations

We identify stakeholders and collect information regarding their ESG perspectives and priorities

We use a variety of means to efficiently develop and continuously improve our engagement and understanding of stakeholder perspectives such as by:

- Regular engagement with investors and industry analysts to understand what actions they believe builds long-term financial value

- Using established ESG frameworks that are the product of extensive and ongoing studies of stakeholder perspectives and which are also commensurate with the type and level of ESG impacts in the IT software and services industry

- Engaging with internal senior managers and other employees for feedback on the ESG factors that are of greatest interest and over which we can have impact, innovate and generate value

- Consulting with experts in identifying the ESG factors that are most relevant in our industry and locations and analyzing publications that express stakeholder perspectives

- Externally reporting on our ESG factors to support our engagement with stakeholders from a mutually informed perspective

- Recognizing that government agencies that can see our efforts relevant to ESG factors may shape more appropriate government policy and regulatory decisions

- Restricting the contribution of company assets to political campaigns or for other political purposes or lobbying to protect our reputation for integrity and requiring strict compliance with all laws relevant to the offer or provision of items of value to government officials and others

- Supporting the policy agendas of the Business Software Alliance to help modernize laws and policies in priority issue areas to improve lives and support continued economic growth

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