

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 Sustainability Program Oversight

Our Board's oversight helps drive our Sustainability program

Our Board of Directors considers a variety of sustainability 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 sustainability strategies, policies, processes, and reporting. As part of these duties, the NCG is overseeing the development and continuous improvement of our:

- Commitments to sustainability through policy statements endorsed by top management that support continued development of our internal sustainability policies and processes
- Effective sustainability practices that support alignment and integration with our overall business strategies
- Purpose-driven long- and near-term sustainability strategies that focus on important topics and objectives
- Management structures that foster engagement and enable assessment to identify and address material risks and opportunities and monitoring progress and external reporting
- Use of recognized sustainability 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 sustainability 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 sustainability program by providing the perspectives, skills and expertise for effective, independent sustainability program oversight, including through the following features:

- Gender diversity on our Board, currently comprised of 30% women, reflecting the value we place on having a diversity of backgrounds and experiences
- A Board currently 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 a well-managed sustainability program

Sustainability Program Management and Organizational Structure

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

We have built a steering committee comprised of a cross-functional set of senior managers to drive the development and implementation of our sustainability initiatives. The committee is supported and complemented by a dedicated Sustainability team, whose day-to-day management of our Sustainability Program is intended to facilitate 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 Sustainability Program outcomes
- Development and implementation of targeted sustainability-related policies and procedures
- Communications reflecting executive commitment and leadership for a purpose-driven sustainability-focused 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 a focus on:

- Maintaining 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

Sustainability Policies and Processes

Our Sustainability Program governance is supported by a drive toward continuous improvement in developing important policies and processes that are endorsed by top management

We continuously improve our Sustainability-related policies that set forth expectations of our Board and senior management for the sustainable conduct of our business. The internal processes and controls necessary to implement these policies should help ensure the achievement of our objectives. This involves the ongoing development and continuous improvement of our:

- Shared understanding of sustainability principles and sustainability factors relevant to decision-making
- Active assessment of the most significant sustainability risks, opportunities, and areas of concern to stakeholders
- Inclusion of sustainability risks in existing risk assessment and mitigation processes to prioritize sustainability risks and opportunities where appropriate
- Consideration of long-term financial impacts that may result from new social and climate-related regulatory developments, industry norms, and stakeholder perspectives
- Establishment of internal sustainability metrics and goals and the methods to regularly measure and monitor progress
- Enhanced awareness and training to support all employees contributing to our sustainability programs

Stakeholder Engagement and Government Relations

We identify stakeholders and collect information regarding their perspectives and priorities regarding our Sustainability Program

We use a variety of means to efficiently develop and continuously improve our engagement and understanding of stakeholder perspectives, and maintain mutually-beneficial relationships with government agencies, such as by:

- Regular engagement with investors and industry analysts to understand what actions they believe builds long-term financial value
- Using established sustainability frameworks that are the product of extensive and ongoing studies of stakeholder perspectives and which are also commensurate with the type and level of sustainability-related 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 sustainability-related 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 sustainability-related 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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