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International trade policy

1. Purpose and Scope

Export and import laws regulate (and in some cases prohibit) the export, re-export, and import of Elastic's software and technology (which include oral or written communications containing technical information) to selected countries/regions, organizations, companies, or individuals. In addition, the United States and many other countries maintain strict controls on trading with countries/regions, organizations, companies, or individuals that they consider unfriendly or dangerous, as well as on complying with unsanctioned foreign boycotts.

Elastic maintains this Policy to comply with not only the letter, but also the spirit and intent of all export control, trade sanctions, and antiboycott laws and regulations of the United States and the other countries where we do business.

This Policy applies to Elastic's operations worldwide and to all of its directors, officers, and employees, wherever they are located. It is your responsibility to have a basic understanding of export control, trade sanctions, and antiboycott laws, know the requirements of our compliance procedures where applicable to your duties, and seek timely guidance if necessary.

2. Policy Statement

It is Elastic's corporate policy to fully comply with all export control, trade sanctions, and antiboycott laws and regulations of the United States and the other countries where we do business. Under no circumstances may an export, re-export, or import (whether of a service, a commodity, technical data, or technology) or any other transaction be made that is contrary to these laws and regulations or to Elastic's policies and procedures governing international transactions. To ensure Elastic's compliance with export control, trade sanctions, and antiboycott laws and regulations, all international transactions, before they occur, must be properly:

- classified for export control purposes (for example by assigning an Export Control Classification Number required under the U.S. regulations to the transaction item);
- screened for end-use and end-users in accordance with the procedures established by Elastic; and
- be licensed or otherwise authorized by an appropriate authority (if required).



In addition, it is Elastic's corporate policy that every officer, director, and employee of Elastic involved in international business transactions must understand the basic elements of laws governing international trade and must comply with them at all times. These laws and regulations are very detailed and complicated, but this is what all Elasticians need to know:

- Elastic will not do any business with persons or entities in Cuba, Iran, Syria, North Korea, or the Crimea Region of Ukraine ("comprehensively sanctioned countries") without approval from the Chief Ethics & Compliance Officer or the Export Control Officer;
- Elastic will not participate in any unsanctioned boycotts of foreign states;
- Exports and re-exports are not only limited to goods physically crossing the borders, but can also include software downloads or the transfer of information (and, in some cases, services provided) from one country to another;
- Transfers of U.S. technology made (i) to non-U.S. persons (i.e., individuals who are not also U.S. citizens, green card holders, or refugees) located in the United States (so called "deemed exports"), or (ii) to persons who are nationals of a country other than the country in which the releasing party is located (so called "deemed re-exports") may also be subject to export controls. Elasticians should be especially careful when transferring Elastic technology to nationals of the comprehensively sanctioned countries, wherever these individuals may be located;
- Elastic products typically use or contain encryption, and this requires an additional level of analysis as to whether an export license or other type of authorization is required; and
- Elastic also requires our distributors, partners, and end customers to comply with these rules.

All of us at Elastic must understand that compliance with the international trade laws and regulations is more important than completing any sale. Failure to comply with these laws and regulations could result in monetary fines for the individuals involved, as well as Elastic, and may also result in the loss of Elastic's export privileges, imprisonment of individuals involved, and other penalties. For example, for violations of the U.S. Export Administration Regulations, the maximum penalty is up to US\$1 million in fines and imprisonment. Noncompliance by anyone at Elastic will be



met with appropriate disciplinary action, including the possibility of employment termination.

3. Compliance Program

Elastic has established a compliance program that regulates classification, screening, licensing, recordkeeping, monitoring, and auditing procedures in support of the company's compliance obligations and objectives. The program also includes periodic training that all Elasticians involved in international business transactions are expected to complete. The procedures applicable to our business in the United States are set forth in the U.S. Export Compliance Manual that all Elasticians involved in international trade must be familiar with.

Currently, much of Elastic's software and technology is subject to a licensing requirement under the U.S. Export Administration Regulations, but they can be exported from the United States to most destinations and end-users without a need to apply for a specific license under License Exception ENC. Still, the Export Administration Regulations may not be the only laws or regulations that apply to a given transaction, and the applicable laws and regulations are complex and revised frequently. Our compliance program requires that for each transaction, you need to answer these four questions:

- Is there an export, re-export, or transfer?
- Is a license required based upon the technical specifications of the technology, commodity, or software to be exported, re-exported, or transferred?
- Is a license required due to the characteristics of the end-user or the destination (for example, if the end-user or destination is a sanctioned person, entity, country, or territory)?
- Is a license required based upon the end-use (for example, end-use in weapons of mass destruction or other military end-use)?

If a license or other approval is required, then Elastic will not proceed until such approval is obtained. We must not knowingly violate any order, term, or condition of a license or license exception, and we must not proceed with any transaction if we have knowledge that a violation has occurred or is about to occur.



The Chief Ethics & Compliance Officer bears the overall responsibility for the administration of the International Trade Policy and related compliance program. The Chief Ethics & Compliance Officer coordinates all aspects of the compliance program and works with the Export Control Officer and Export Control Manager to continually improve the program and ensure its implementation throughout Elastic. The Export Control Officer is primarily responsible for proper classification of all Elastic products and periodic filings and reports with the relevant authorities. The Export Control Manager is primarily responsible for the day-to-day screening of individuals, entities, and organizations to whom Elastic sells or proposes to sell its products or services.

Any questions that arise concerning international trade compliance should be referred to the Chief Ethics & Compliance Officer or Export Control Officer. You can find their contact information on our Wiki under Ethics and Compliance. They will either determine that no license is required or ensure that the appropriate licenses are obtained before a transaction can proceed.

4. Inquiries and Concerns

We encourage all Elasticians to ask compliance questions and require all of you to report potential violations as follows:

- Discuss the situation with the Chief Ethics & Compliance Officer or Export Control Officer; or
- Report concerns via the Ethics and Compliance Hotline by phone or via the web-reporting tool available at <https://www.elastic.co/about/trust>. You may choose to identify yourself or remain anonymous.

And remember, you have Elastic's unwavering commitment to protect anyone who has in good faith reported a complaint, or who assists in any related investigation, against any reprisal, threats, discrimination, harassment, retribution, or retaliation.

Finally, you always have a right to contact law enforcement or regulatory authorities, and nothing in this Policy limits any Elastician from making a good faith report or complaint to the appropriate authorities.



5. Amendments

We are committed to periodically reviewing and updating this Policy to reflect the changing legal and business environment. All amendments must be approved by the Board of Directors or the Audit Committee of Elastic.