PagerDuty

FY24 Impact Report

PagerDuty impact customer, Nexleaf Analytics

Contents

About this Report

Our FY24 Impact Report contains information about PagerDuty's social impact and inclusion, diversity and equity (ID&E) programs and progress, as well as relevant environmental, social and governance metrics. The Report highlights our progress in key areas and provides a year-end snapshot of our performance. In tandem with this update, we launched our new PagerDuty Impact Hub, our website where we will communicate our ongoing global impact.

We have prepared this update in alignment with the 2023 Sustainability Accounting Standards Board (SASB) standards for the Software & Information Technology (IT) Services industry. Figures throughout this document are for the 2024 fiscal year (February 1, 2023 through January 31, 2024), unless otherwise noted. Narrative disclosures on impact progress, programs and aspirations may reference material from February 1, 2022 through January 31, 2023, extending beyond the prior fiscal year. All references to dollars are to U.S. dollars, unless otherwise noted. Information in this document represents the best information available as of the publication date. Any references to "material" or "materiality" in this document are in line with the Global Reporting Initiative (GRI) Standards and focus on aspects of PagerDuty's business that have been identified as "material topics" using the GRI definition of materiality through stakeholder engagement and our materiality assessment. As our business continues to grow and evolve, we expect to advance and refine our disclosures over time.

$\longrightarrow$ For more information, please visit the PagerDuty Impact Hub.

Impact Report FY24

From Our Chairperson & CEO
Jennifer Tejada

Social responsibility is embedded in the culture of PagerDuty, and our ongoing commitment to social good led to significant impact for our stakeholders during our last fiscal year. I'm pleased to share that we continued to achieve measurable progress toward our goals of creating a more inclusive, equitable and sustainable future, and leveraging our resources and capabilities to make a positive impact in the communities we operate in. These efforts are in service to the commitment we made in 2017 when we took the 1% Pledge with the support of our Board. At that time, we allocated 1% of equity, 1% of product and 1% of employee-paid volunteer time to philanthropic causes.

Since making the pledge nearly seven years ago, the principles of leadership and service remain pivotal to our cohesiveness as a company, our trust with customers and our stewardship in the communities we serve. Ingrained in our culture is the expectation that our work creates lasting impact. It's an outcome that our employees have come to expect, and one which our customers, partners, shareholders and communities benefit from.

Highlights of our progress during the fiscal year ending January 31, 2024, include:

- **479** Impact Customers, including nonprofits and B Corps, up from 306 the prior year;
- **$2 million** in product discounts and donations to Impact Customers, up from $1.2 million the prior year;
- **$1.46 million** was granted to philanthropic partners, including **$500,000** for our Impact Accelerator partners who receive PagerDuty product and technical pro bono support; and,
- **67%** of philanthropic grant partners are led by women and/or underrepresented people.

Over the past year, we laid the groundwork for significant sustainability and business milestones. Toward our goal of contributing to a more sustainable future, we set carbon reduction goals that are aligned with the Science Based Targets initiative, an organization that independently verifies and validates corporate targets in line with the latest climate science. We expect our targets to be validated this coming year.

Toward our goal of helping government agencies in the United States build operational resilience, we worked closely with the FedRAMP Authority to demonstrate our commitment to rigorous security, privacy and compliance processes. In FY24, we achieved the authority's designation of "In Process" and began pursuing the agency's "Authority to Operate" status.

We know socially engaged employees feel more connected to each other and our purpose. For that reason, we're especially glad that **96% of our employees** participated in volunteering, giving and/or employee match for a cause they care about, and 86% said our impact efforts made them proud to work at PagerDuty.

At the heart of our culture is a deep desire to ensure everyone at PagerDuty feels valued, respected and empowered to contribute

Impact Report FY24

From our Chairperson & CEO Jennifer Tejada, continued

to our collective success. Inclusive and engaged teams deliver results that benefit all our stakeholders, including customers, employees and investors.

To operationalize our approach to inclusion, diversity and equity, we invest thoughtfully in programs and policies that create an environment where top talent can thrive. These include growth and development opportunities at every level of the company as well as programs that support our robust panel of employee resource groups. Our Board of Directors and leadership embody our commitment to reflecting the diversity of the communities we serve. In FY24, as of January 31, 2024, we achieved pay equity for race and ethnicity in the U.S., and we were within one cent on the dollar for gender pay equity globally.

For a deeper understanding of our progress in FY24, I encourage you to visit our Impact Hub where you can learn more about the customers and partners making a difference in the world with our help.

With appreciation,

Jennifer Tejada
Chairperson and Chief Executive Officer

PagerDuty PatriotDuty ERG volunteering in Atlanta

Impact Report FY24

FY24 Highlights

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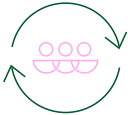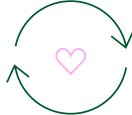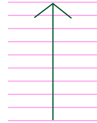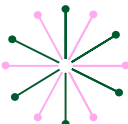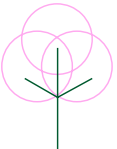
479
impact customers[1], a 56% increase from FY23

$2M
in product discounts and donations to impact customers

96%
of employees volunteered or donated to a cause

$80,000
in employee donations matched by PagerDuty

86%
of employees cited that "PagerDuty's investment in social impact makes me proud to work here."

38.6%
of employees identify as women

50%
of our Board identify as women

62%
identify as racially diverse

Pay equity
achieved with respect to U.S.-based underrepresented minorities, and within $0.01 for gender

$1.46M
in funding deployed

67%
of grant partners led by women and/ or underrepresented people

[1] Impact customers include nonprofits, private foundations, nonprofit healthcare, B Corps and educational institutions.

About PagerDuty

PagerDuty volunteering at the San Francisco Marin Food Bank

A Global Leader in Digital Operations Management

Vision

An equitable world where we transform critical work so all teams can delight their customers and build trust.

Mission

To revolutionize operations and build customer trust by anticipating the unexpected in an unpredictable world.

Purpose

To empower teams with the time and efficiency to build the future.

Helping Our Customers Build The Future

PagerDuty is transforming critical work for modern enterprises. The PagerDuty Operations Cloud combines AIOps, Automation, Incident Management and Customer Service Operations into a flexible, resilient and scalable platform to help customers increase innovation velocity, grow revenue, reduce cost and mitigate the risk of operational failure. PagerDuty harnesses the power of technology to put people first: scaling teams with automation and keeping them in-context and in-flow. More than half of the Fortune 500 and nearly 70% of the Fortune 100 rely on PagerDuty as essential infrastructure for the modern enterprise.

Impact Report FY24

Customers

28,000+
free and paid customers run on PagerDuty

Over 1M
users on the PagerDuty platform

700+
Integrations

More than half
of the Fortune 500 and nearly 70% of the Fortune 100 use PagerDuty

Employees

1,182 Employees
as of January 31, 2024

Locations

San Francisco
Atlanta
Chile
Lisbon
London
Sydney
Tokyo
Toronto

Global Impact Awards and Achievements

Fortune
Best Workplaces in Technology, PagerDuty listed as #12 on the overall list

Best Workplaces for Millennials, PagerDuty listed as #18 for the small & medium business category

Best Medium Workplaces, PagerDuty listed as #23

San Francisco Business Times
Top 100 Bay Area Corporate Philanthropists, PagerDuty listed as #59

Inspiring Workplaces
Global Top 100, PagerDuty ranked fifth out of the top 100 workplaces

Parity.org
Double Honoree - Best Companies for Women to Advance and Best Companies for People of Color to Advance

2024 Worklife Awards
Finalist for Most Committed to Social Good

Benevity Awards
PagerDuty selected as a finalist for the "People Power" award

→ Visit our website for a full list of our awards.

Our Approach

PagerDuty community clean-up day in Toronto

Our Impact Vision

To empower mission-driven teams to build a more equitable world and sustainable future.

Our Levers of Change framework guides how we harness PagerDuty's resources and capabilities to make an impact. These levers position us to meet the evolving needs of our stakeholders: our customers, employees, investors, communities and the planet. This holistic framework also enables us to mobilize our unique assets—our people, products, expertise and more—to help realize our company vision.

Levers of Change

The mechanisms we employ, actions we take or assets we leverage to effect or influence positive systemic change.

People
We build a culture of changemakers, where employees can thrive, grow and positively impact all stakeholders they partner with.

Products
We deploy PagerDuty's platform to help nonprofits, B Corps and higher education organizations deliver on their mission-critical work.

Philanthropic investments
We engage in corporate philanthropy to build partner-centric, impact-focused relationships.

Planet stewardship
We take responsibility and foster partnerships to create a more equitable world and sustainable future.

Business practices
We embed in our company processes consideration for society, the environment and our bottom line.

Priority Environmental, Social and Governance Topics

In FY24, we conducted our second materiality assessment to guide our environmental, social and governance strategy and reporting and identified four priority topic areas. In the results of this assessment, we largely saw consistency with the areas highlighted by our prior materiality assessment. In the most recent assessment, the topic of ethics and compliance increased in importance to our stakeholders and business. Inclusion, diversity and equity (ID&E) was not called out as its own priority topic, but was rather viewed as a key component of other human capital management topics like talent attraction, engagement and talent planning. The assessment validated that we are focused on the right Levers of Change and validated the areas within our levers we should prioritize.

Priority Topics:

Talent attraction, engagement, development and talent planning: Invest in our global workforce to sustain our culture of innovation, teamwork and inclusion.

Data security and privacy: Maintain and strengthen high standards of information security and privacy.

Ethics and compliance: Operate our business ethically and with integrity.

Climate responsibility: Ensure we are doing our part to protect the environment by promoting a healthy global ecosystem and climate.

PagerDuty beach clean-up day in Japan

Governance of Our Global Impact Program

We have developed thoughtful and effective governance practices to manage our impact program in ways that help accelerate our business strategy and build trust with all our stakeholders.

The Board of Directors and each of its committees oversee different elements of environmental, social and governance matters at PagerDuty. Our Global Impact team, an integrated, cross-functional group, leads our efforts to align and advance environmental and social impact. This team is led by the VP of Global Impact, who reports to our Chief Legal Officer. Our Chief Financial Officer also serves as the Executive Sponsor for Environmental, Social and Governance.

> "As stewards of both profitability and global impact, PagerDuty marshals our resources to drive sustainable growth powered by our business strategy, values and results. To accomplish our Global Impact and business goals, we have established an oversight structure that starts with the Board of Directors, and we use data to measure our progress and hold ourselves accountable to our commitments."

Howard Wilson
Chief Financial Officer

Board of Directors

A. The Board: Receives and advises on regular updates on PagerDuty's Global Impact strategy and performance, including on environmental, social and governance matters, from management and each of the committees.

B. Nominating and Corporate Governance Committee: Responsible for environmental, social and governance programs and activities, and relevant public disclosures, as outlined in the Committee's charter.

C. Compensation Committee: Oversees a range of human capital activities, including talent management and development, talent acquisition and retention, employee engagement and pay equity and ID&E.

D. Audit Committee: Responsible for our risk management framework and programs, overall risk profile, risk exposures and business conduct, alongside the Board as a whole.

Management

A. Environmental, Social and Governance Steering Committee: Chaired by our Director of Environmental, Social, Governance and Sustainability, who leads our strategy and goal setting.

B: Environmental, Social and Governance Working Group: Composed of functional leads across the business who are accountable for achieving progress in our impact priority areas.

→ Detailed information on our board structure and composition, stockholder rights and engagement and other key governance topics can be found in our Corporate Governance Guidelines, committee charters, Annual Report Form 10-K and Proxy Statement disclosure, which can all be accessed on our Investor Relations website.

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Our Platform,
Employee Impact
and Philanthropy

PagerDuty impact customer, Intelehealth

Our impact vision is to empower mission-driven teams to build a more equitable world and sustainable future. To deliver on this vision, we provide holistic support to our partners and customers by leveraging our technology platform, people, expertise and resources to accelerate their progress.

Our Platform

Seconds matter for mission-driven organizations, and downtime can mean a delay in critical service delivery. Whether operating a suicide prevention hotline, delivering disaster relief, facilitating time-critical healthcare delivery or monitoring safe water levels, reliability, efficiency and availability are essential. That's where we come in. Through our Social Impact Sales and Technical Pro Bono programs, we are making the PagerDuty Operations Cloud accessible to mission-driven organizations. The PagerDuty Operations Cloud frees up companies to focus on their core mission by identifying, automating and accelerating mission-critical work across their digital operations.

Our Impact Pricing offering provides affordable access to our products to impact customers—eligible nonprofits, private foundations, nonprofit healthcare, B Corps[2] and educational institutions. It includes five free Professional user licenses, discounts on additional products and expanded onboarding and training resources. In FY24, we expanded our program to reach more impact customers.

"At PagerDuty, we continue to thoughtfully embed a global impact ethos into all our business practices. We are working collaboratively with our stakeholders to, together, build a more equitable world and sustainable future."
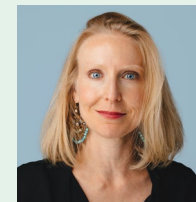
Olivia Khalili
VP, Global Impact

[2] B Corp Certification is a designation that a business is meeting high standards of verified performance, accountability and transparency on factors from employee benefits and charitable giving to supply chain practices and input materials.
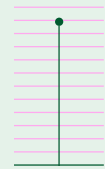
FY24 Social Impact Sales Highlights:

479
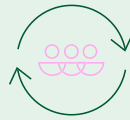
impact customers, a 56% increase from FY23

$52,650

in pro bono services (equivalent to 270 hours) donated by employees to support impact customers

$2M
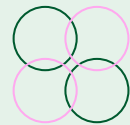
in product discounts and donations to impact customers

Technical Pro Bono Program

Our Technical Pro Bono program provides employee expertise, platform best practices and additional technical capacity to our impact customers and grant partners, at zero cost. A team of product specialists, engineers and customer success specialists collaborate with these organizations to help streamline their digital systems, improve response times and advance their operational infrastructure so that organizations can spend more time delivering on their missions.

In FY24, PagerDuty employees supported our Impact Accelerator partners, AccesSOS, Intelehealth, National Alliance on Mental Illness (NAMI) and Sibel Health, through our Technical Pro Bono program. We are helping these organizations optimize their operations by deploying our platform and adopting incident management best practices. In addition, we conducted business value assessments for Intelehealth and TrekMedics to help quantify product return on investment for impact customers, which averaged 270% across these customers.

→ See our Impact Hub website for stories of how our platform helps impact customers.
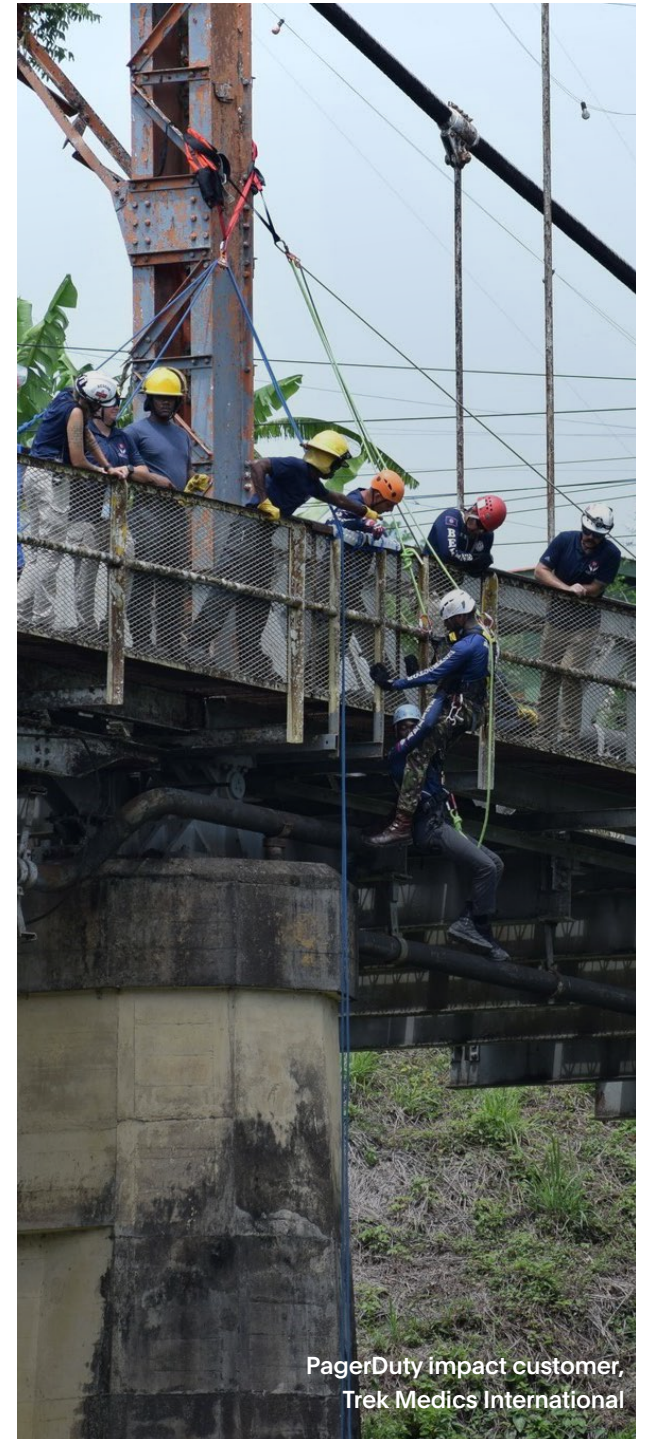
PagerDuty impact customer, Trek Medics International

Employee Impact

Our Employee Impact program aims to serve our key impact customers, grant partners and local community needs. It is also a long-standing part of our culture and employee experience, and a driver of employee engagement and retention. Designed to activate employees throughout their tenure, the program helps PagerDuty employees drive the change they want to see in the world and celebrates their contributions of time, expertise and capital. In FY24, 96% of PagerDuty employees participated in volunteering, giving and/or employee match for a cause they care about.

Through our Employee Impact program, leaders and departments across PagerDuty—including the ID&E team, Employee Resource Groups (ERGs) and Community Responders local action networks—collaborate to create a variety of inclusive and accessible volunteer opportunities and donation campaigns. In FY24, we launched a match program to amplify employee donations to eligible nonprofit organizations, providing a capped 1:1 match for employee contributions to continue building on our program and its impact on employees and the community.

**PagerDuty volunteers in Chile
supporting wildfire relief efforts**

FY24 Employee Impact Highlights:

20 hours
of paid volunteer time off for each employee every year
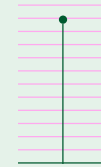
96%
of employees volunteered or donated to a cause

8,760
total hours volunteered

$80,000
in employee donations matched by PagerDuty
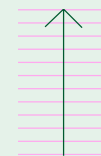
86%
of employees cited that "PagerDuty's investment in social impact makes me proud to work here."

Over 50
volunteer activations by our Community Responders and ERGs

→ See our Impact Hub website for stories about our employees giving back to their communities.

Philanthropic Investments

PagerDuty's Impact Fund supports organizations within the focus areas of time-critical health and climate. Through a partner-centered approach, we help advance partner outcomes by providing unrestricted funding, product and employee expertise. In addition to grantmaking, we also deploy Impact Fund capital across diversified giving strategies such as recoverable grants and impact investments in support of our impact vision.

FY24 Impact Highlights:

$1.46M
in funding deployed, including $500,000 in Impact Accelerator funding
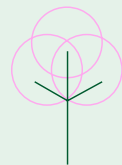
67%
of grant partners led by women and/or underrepresented people

85
Net Promoter Score (NPS) from our partners/grantees

23M
lives collectively impacted by our partners since December 2021
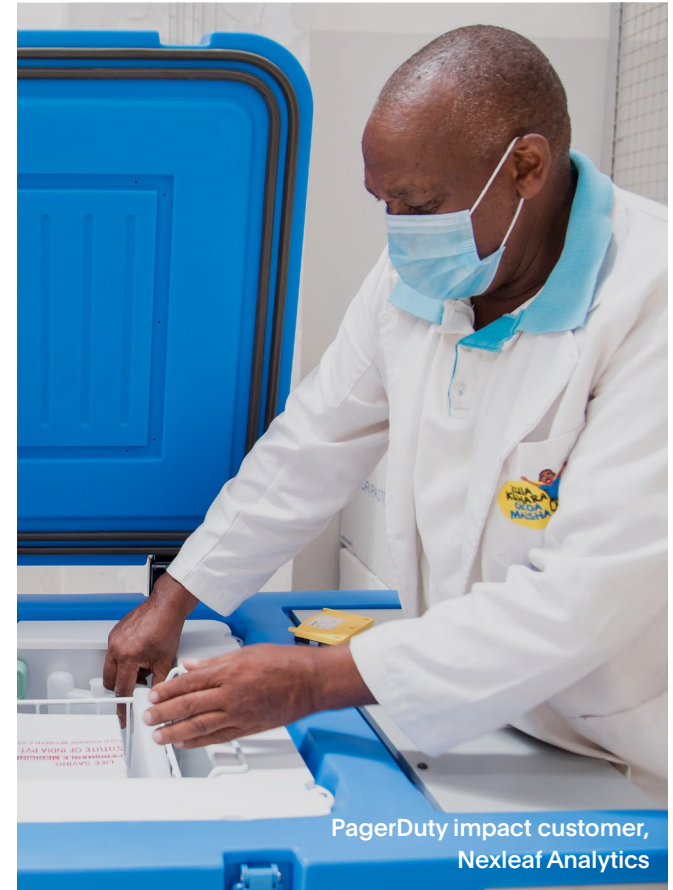
PagerDuty impact customer, Nexleaf Analytics

PagerDuty Impact Accelerator

Launched in FY23, the PagerDuty Impact Accelerator program amplifies the work of organizations using technology as part of their solution to advance outcomes in time-critical health and climate by providing them with unrestricted funding, product credits and discounts and technical pro bono support. In FY24, we invested $500,000 in a second cohort of five organizations.

→ Read more about the Impact Accelerator and the organizations we are supporting.

Our People

PagerDuty Illuminate ERG volunteering at the San Francisco Chinatown Food Pantry

At PagerDuty, we aim to be a best-in-class career destination. We lead with our purpose, values and culture as differentiators and we drive increased productivity and engagement through an inclusive environment where people can learn, grow and bring their best selves.

Core Values and Culture

Our values

Champion the customer

We start with the customer outcome in mind – delivering value to Enterprise customers by solving their biggest problems.
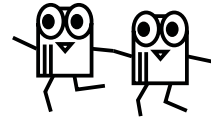
Run together

We build diverse teams, and relationships that span cultures, perspectives and communities that amplify our impact.
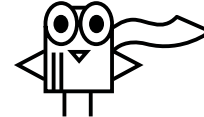
Ack & own

We earn trust by stepping up, delivering on our promises and prioritizing what matters most.

Take the lead

We are bold. We are the Operations Cloud. We are here to be first—the first to market and the first choice of our customers.
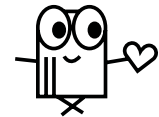
Bring your self

We show up as our best selves, are present in the moment and create an environment where others can be their best selves too.

Our corporate culture is rooted in our values, which are the foundations of our success. These core values unite us and guide our daily work. To continuously strengthen our company culture across our growing global employee base, we leaned into increased storytelling in FY24 to bring to life the underlying behaviors that exemplify our values.

Impact Report FY24

Employee Engagement

Engaged employees uplift our culture and are motivated to do their best work for PagerDuty every day. We gather feedback from our employees through engagement surveys, and we responded to this feedback in FY24 to deliver an employee experience that enables employees to deliver on our mission, vision and purpose in service of our customers.

→ See the Employee Impact section to learn how our social impact program drives retention and engagement at PagerDuty.

Talent Acquisition

We remain steadfast in our strategy of investing, sourcing and marketing in global communities to build a talented and representative workforce. From attracting and interviewing talent to onboarding new employees, we are intentional about removing access barriers, creating equitable systems and emphasizing candidate-centric processes.

Our Talent Acquisition team employs a strategic approach across key candidate moments, embedding inclusivity at each step. We prioritize authentic, timely and fair interactions, as reflected in our Candidate Promise.

In our ongoing effort to attract global talent for current and future job opportunities, we drove initiatives in FY24 such as showcasing our diverse culture through employee storytelling and forming partnerships with external talent organizations. Our collaborative partnerships with talent organizations help us actively engage with diverse candidate pools via events, mentorship programs and other high-touch initiatives to cultivate a robust talent pipeline.

Talent Development and Retention

To retain and develop exceptional talent, we deliver equitable and rewarding global employee experiences. We aim to bring together individuals with unique and valuable perspectives to create an environment where they can collectively innovate and evolve the ways we delight customers and build trust.

> We are creating an environment where ambitious people are empowered to do amazing things.

In FY24, our people development strategy focused on continuously improving and scaling how we develop and retain our people by promoting a learning culture and career development experiences. Key aspects of our strategy include:

PagerDuty University: Offered by our Customer Success Group, PagerDuty University provides training on our products to internal and external customers.

Learning on Demand: All employees have access to leadership development resources to help them deliver on their performance objectives and excel throughout their professional career journey. As part of this, we hold a Grow-A-Thon virtual learning and professional development program for all employees, with an emphasis on employee-led workshops.

Shields of Duty: Our Leadership Development Certification program focuses on fundamental people leadership skills, including how to have effective conversations on performance and career goals.

Impact Report **FY24**

Executive Development: In FY24, PagerDuty's Senior Leadership Team (SLT) participated in a structured 360 feedback experience for all members. This program increases self-awareness, helps our senior leaders identify areas of professional development and promotes a culture of open communication, trust, performance and credibility.

Performance Experience (PE@PD): Our quarterly check-ins and ongoing feedback conversations empower employees to lead change, elevate performance and identify development opportunities.

Career Development and Progression: We leveraged our defined career architecture framework to help our employees progress and grow within and beyond their current roles.

Internal Leadership Coaching: We have an internal International Coaching Federation (ICF) leadership coach who supports leaders' growth and development, covering topics such as accountability, agility and resilience, belonging, change management, communication and feedback, cultural transformation, executive presence and self-awareness and emotional intelligence.

Benefits and Compensation

Our benefits package prioritizes the health and well-being of our employees, so they can focus on being their best selves. Our robust total rewards program includes competitive and equitable pay, generous paid time off and parental leave, career and leadership development programs and access to healthcare coverage for employees and their covered families on day one.

⟶ Read more about our benefits.

Inclusion, Diversity and Equity

At PagerDuty, we seek to empower and enable employees of all backgrounds to champion and facilitate global engagement and belonging. It is important that all our employees feel welcome, safe and heard. We use data-informed strategies to develop and sustain ID&E programs that drive employee engagement and belonging. Through our focus areas of training and engagement, our ID&E efforts foster deeper connections and inspire our employees to actively contribute to our company's objectives and respond to our customers' evolving needs.

Our Chief Diversity Officer and Chief People Officer lead our ID&E initiatives, which are overseen by the Compensation Committee. Together, they ensure that our ID&E efforts are comprehensive, impactful, sustainable and aligned with our organizational goals and values.

"I believe that authenticity illuminates the richness of humanity. As PagerDuty's Chief Diversity Officer, I'm dedicated to cultivating a culture of fairness, engagement and innovation within our organization, irrespective of identity or origin. By aligning global engagement and belonging with our business objectives, we aim to nurture a culture that delivers innovative solutions to solve our customers' most complex needs, while ensuring our stakeholders feel valued and heard. Together, we bridge divides, amplify perspectives and help shape the future of technology."
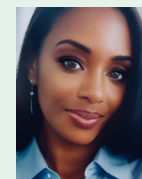
Roshan Kindred
Chief Diversity Officer

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Training

In FY24, we developed the Dutonian Accountability Plan, a training program that provides our employees with tools and resources to effectively navigate the mosaic of culture, heritage and experience that exists within a globally distributed work environment. In FY25, all employees will be invited to enhance their development through our implicit bias course, offered annually, while having additional opportunities to participate in global inclusion training.

Employee Resource Groups

Our employees organized eight employee-run ERGs. These groups help promote global engagement and belonging through education, awareness and celebration. Each ERG has a unique purpose, from career development and professional networking to allyship education.

Uplifting the perspective of our ERGs and increasing collaboration within the company creates a strong company culture, enhances employee learning and development, fosters awareness and helps us recruit talent and support career advancement. In FY24, we established a platform to showcase the impactful work of our ERGs to enhance this collaboration.

→ Our ERGs bring together communities of Women, Black, Latine, Asian and Pacific Islander employees, as well as veterans, those with visible and invisible disabilities or chronic medical conditions and LGBTQIA+ employees. Read more about our eight ERGs.

Pay Equity

We believe that prioritizing pay equity and delivering fair and transparent pay practices are part of how we contribute to achieving an equitable world. In FY24, we increased our pay study to quarterly from semi-annually. We use a recognized third-party pay equity platform to help us provide equal pay for equal work, regardless of gender, ethnicity, race and age. Our studies analyze the adjusted pay gap by global gender and race/ethnicity in the U.S. In FY24, for PagerDuty employees doing similar work with a similar scope of responsibility, globally, women earn on average, $0.99 for every dollar that men earn. For our U.S.-based PagerDuty employees, our race and ethnicity underrepresented minority population earns $1.00 for every dollar that the majority population earns.[3]

Celebrating the Cultural Mosaic at our ERG Summit

Our eight ERGs are the heartbeat of our ID&E strategy. To support them, we hold an annual ERG summit that we call Momentum to continuously enhance our programmatic offerings that support our ID&E strategy. Through education, best practices, industry experts and capacity building, we ensure our ERGs are aligned on how we will continue to make PagerDuty a place where all identities can be seen, heard and valued.

ArrayChella

Recognizing and honoring the interplay of culture, engagement, belonging and accountability, we supported our Ready to Ignite Soulful Energy (RiSE) and Dutonienses ERGs with a two-day inclusive career development symposium. Through the exploration and celebration of culture, we delved into the convergence of culture nuances, connection and career development within PagerDuty and other professional environments.

[3] Gender (women to men) and U.S. race/ethnicity (underrepresented population to majority) pay equities are calculated using a well-known pay equity platform, measuring the weighted pay average for "on target earnings" (OTE): base salary plus any applicable variable pay targets (bonus/commission).

Planet Stewardship

Ricinomex, a social enterprise supported
by PagerDuty grant partner, Beneficial Returns

We have made a commitment to protect the environment and ensure we are doing our part to be responsible stewards of the planet. As a technology company, carbon emissions are our primary source of environmental impact, which is why we are committed to supporting the global need to limit warming to 1.5°C, as laid out by the Paris Agreement.

In FY24, we developed climate targets and a decarbonization roadmap aligned with the global 1.5°C pathway for validation by the Science Based Targets initiative (SBTi). The targets cover all three scopes of emissions with a FY23 base year. Our Scope 1 and 2 targets cover our offices and focus on heating and electricity consumption. Our Scope 3 targets focus on our primary sources of supply chain emissions, including purchased goods and services and business travel. We expect to receive validation by the SBTi in FY25.

Emissions Reduction Focus Areas

As part of our decarbonization roadmap, we've identified the following areas to focus our reduction efforts considering our operations, size and growth rate.

Workplace
Scope 1 and 2

While we do not own any office buildings, we seek energy efficient and/or sustainability-certified spaces as part of our leasing criteria for new office spaces. We continue to right-size our offices around the world to accommodate modern work that reflects our hybrid work environment.

Third-Party Cloud Services Providers
Scope 3, category 1 (purchased goods and services)

We do not own or operate data centers, but instead we use third-party cloud providers. Our primary third-party cloud service provider has made a commitment to power its operations using 100% renewable energy by 2025, and several of our other cloud and software suppliers have made similar climate commitments. As we work toward our science-based targets, improving the emissions data and reducing the actual emissions associated with our third-party cloud service providers will be a significant focus of our efforts.

Other Value-chain Emissions
Scope 3, category 1 (purchased goods and services)

We have developed a decarbonization roadmap that includes partnering with our key suppliers to collaborate on decarbonizing our joint activities. As a company with many relationships in the technology ecosystem, PagerDuty both contributes to, and realizes gains from, the overall effort to decarbonize our industry, especially the pursuit of greater

renewable energy usage in cloud computing, data storage and software production. In parallel with the drive to decrease the footprint of computing are the efforts by many tech firms to enable emissions data sharing across all three scopes. PagerDuty participates in collaborative environments and consortia, such as the Business Council on Climate Change and the Clean Energy Energy Buyers Association (CEBA), to build the tech industry's capacity to assess the footprint of its collective operations.

Business Travel
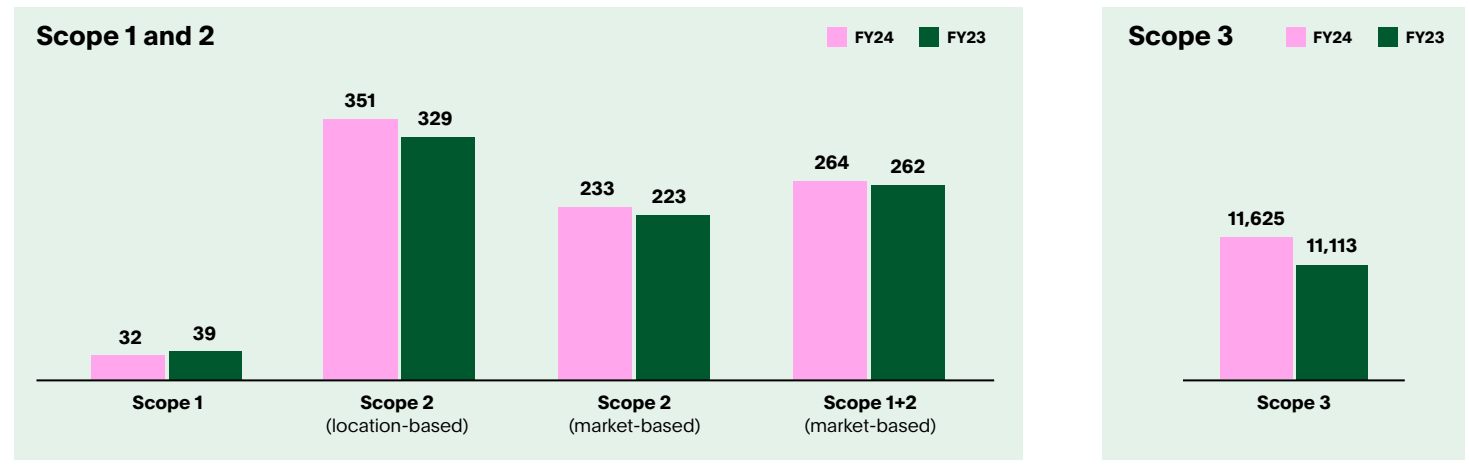Scope 3, category 6 (business travel)

We are evaluating the impact of our distributed workforce on our business travel emissions as part of our decarbonization roadmap. As part of this, we are exploring ways to reduce business travel emissions while fostering a strong sense of company culture, belonging and collaboration.

Greenhouse Gas Emissions

Our greenhouse gas (GHG) inventory has been conducted in accordance with the GHG Protocol Corporate Accounting and Reporting Standard and Corporate Value Chain (Scope 3) Standard. The FY22 and FY23 inventories include:

- Direct (Scope 1) emissions from our leased offices
- Indirect (Scope 2) emissions, using both location-based and market-based approaches
- Value chain (Scope 3) emissions associated with purchased goods and services, capital goods, fuel and energy-related activities, waste generated in operations, business travel and employee commuting (both physical commute and remote/telework)[4]

We have recalculated our FY23 emissions due to more precise data and emission factors.

Scope 1 and 2 — FY24 | FY23

	Scope 1	Scope 2 (location-based)	Scope 2 (market-based)	Scope 1+2 (market-based)
FY24	32	351	233	264
FY23	39	329	223	262

Scope 3 — FY24 | FY23

	Scope 3
FY24	11,625
FY23	11,113

Total GHG Emissions (market-based), mtCO$_2$e   **FY24: 11,889   FY23: 11,375**

A more detailed breakdown of our Scope 3 emissions categories and additional environmental metrics, including energy consumption, electricity use and water consumption, is provided in the ESG data highlights section.

[4] To analyze emissions from our purchased goods and services and capital goods, we used a globally accepted, industry-specific, spend-based methodology covering 100% of our total supplier spend.

Responsible Business Practices

Ethics and Compliance

At PagerDuty, integrity is a cornerstone of how we operate, guiding all of our business relationships and practices. Our Code of Business Conduct and Ethics details our expectations for ethical business practices, including the protection of human rights, halting human trafficking, anti-bribery and corruption, anti-discrimination and fair dealing.

All directors, employees and independent contractors are required to comply with our Code of Conduct. We provide annual training on the Code of Conduct, ethical business conduct, anti-corruption, anti-discrimination and anti-harassment. All employees are expected to certify that they have read, understood and agree to comply with our Employee Handbook. We have specific policies and procedures on whistleblowing, reporting and non-retaliation, human rights, safe workplaces and other business ethics topics.

Our Chief Legal Officer serves as one of our compliance officers and is responsible for the oversight of PagerDuty's business ethics policies and practices. The Audit Committee of the Board exercises authority and oversight of our ethics and compliance programs.

Information Privacy and Security

Privacy and security of information is a priority for PagerDuty. We implement well-defined practices to identify and address vulnerabilities. We demonstrate our commitment to security, data protection and compliance through internal and external security scans and testing, policy updates and new hire and annual employee security awareness training and additional role-based security training. We also conduct a third-party led audit and have obtained certification, including SOC2 Type II and National Institute of Standards and Technology (NIST) 800-53 revision 4 controls Low Impact baseline controls as part of our FedRAMP Low Impact authorization activities for services in scope.

PagerDuty's Chief Technology Officer is responsible for, and oversees, information security at the company, including data privacy and protection. The Audit Committee of the Board oversees risks associated with cybersecurity, information security and data privacy. Through regular updates from management, the Audit Committee reviews PagerDuty's information security programs and the company's assessment, management and mitigation of related risks.

⟶ An overview of our approach to security, including our certifications, can be found at pagerduty.com/security.

Cybersecurity Incident Monitoring and Reporting

We maintain a variety of monitoring systems to detect and alert us to suspicious or abnormal events as well as incident response processes to properly investigate and remediate incidents. Security incidents are managed following the detect, respond and recover phases in our Security Incident Response processes and Operational Incident Response processes.

⟶ Documentation on our Operational Incident Response processes can be found at response.pagerduty.com.

FedRAMP®

The Federal Risk and Authorization Management Program (FedRAMP) is a standardized U.S. government-wide security and compliance program that certifies information security programs for the secure use of cloud services by the federal government. In FY24, we completed audits led by our third-party auditor and our FedRAMP sponsor following NIST 800-53 revision 4 controls Low Impact information and moved to FedRAMP "In Process" status.

⟶ Read more about our FedRAMP "In Process" milestone.

"PagerDuty's decision to seek FedRAMP Authority to Operate (compliance certification) for its existing commercial environment is providing value to all customers, regardless of size, spend, segment or sector and demonstrates PagerDuty's commitment to security, privacy and compliance."

Tim Armandpour
Chief Technology Officer

Sustainability Accounting Standards Board
(SASB) Standards Index

The Sustainability Accounting Standards Board (SASB) Standards, now part of the International Financial Reporting Standards (IFRS), are a set of standards to guide the disclosure of sustainability information by companies to their investors. The following index maps our disclosures to SASB's 2023 standards for the Software & IT Services sector.

Topic	Response and References	
Environmental footprint of hardware infrastructure		
TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	Total energy consumed, percentage grid electricity and percentage renewable included in the data tables (page ESG 3).
TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Estimated water consumption from real estate footprint included in the data tables (page ESG 3).
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	PagerDuty does not own data centers and utilizes third-party cloud services (page 19).
Data privacy and freedom of expression		
TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	Privacy Policy
TC-SI-220a.2	Number of users whose information is used for secondary purposes	PagerDuty operates in a business to business (B2B) environment and is not focused on secondary utilization; therefore this information is not applicable.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	In FY24, PagerDuty did not have any material fines or losses as a result of legal proceedings associated with user privacy.
TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	PagerDuty operates in a B2B environment. For information on law enforcement requests please see our Privacy Policy. A variety of laws allow government agencies around the world to request user information for civil, administrative, criminal and national security purposes. Our Privacy Policy details how we handle these requests. Given these laws and requests, it may be necessary for PagerDuty to disclose personally identifiable information (PII). We may also disclose PII if we determine disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or users. We carefully review each request to ensure it satisfies applicable laws.

| TC-SI-220a.5 | List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring | PagerDuty complies with the Foreign Corrupt Practices Act and Export Control Regulations. |

Data security

| TC-SI-230a.1 | (1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected | In FY24, PagerDuty did not have any material data breaches. |
| TC-SI-230a.2 | Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards | Information Security Practices

Security at PagerDuty

Acceptable Use Policy

Form 10-K Filing |

Recruiting and managing a global, diverse and skilled workforce

	Percentage of employees that require a work visa	Not reported.
TC-SI-330a.2	Employee engagement as a percentage	75% actively engaged employees as defined by our Overall Engagement Score, which is an average of the scores for five engagement questions in our Pulse engagement surveys.
TC-SI-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees and (d) all other employees	We track and publish this in the data tables (page ESG 2). We report on management in two ways: a) senior leadership, defined as VP and above, and b) people managers. We do not separate out technical employees.

Intellectual property and competitive behavior

| TC-SI-520a.1 | Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations | In FY24, PagerDuty did not have any material fines or losses as a result of legal proceedings associated with anticompetitive behavior regulations. |

Managing systemic risks from technology disruptions

| TC-SI-550a.1 | Number of (1) performance issues and (2) service disruptions; (3) total customer downtime | We have delivered 99.98% availability to our customers over the past 24 months; total customer downtime was 0.02%. Please refer to our Form 10-K Filing, p.7. |
| TC-SI-550a.2 | Description of business continuity risks related to disruptions of operations | Please refer to our Form 10-K Filing. |

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PagerDuty | ESG Data Highlights

Engagement, learning and people development response and references

	FY24	FY23
Actively engaged employees[1]	75%	77%
Percentage of employees who provided feedback in the Pulse employee engagement survey	91%	90%
Percentage of employees who would recommend PagerDuty as a great place to work	87%	89%
Percentage who shared they are proud to work for PagerDuty	88%	90%
Percentage of global PagerDuty employees that say the company's social impact work makes them proud to work at PagerDuty[2]	86%	90%
Total employee volunteer hours	8,760 h	9,000 h
Percentage of employees who participated in volunteering, giving, or employee match	96%	95%

Product donations and philanthropic investments

	FY24	FY23
Number of Impact Customers[3]	479	306
Amount of discounts and donations to impact customers	$2.00M	$1.20M
Funding deployed in the current fiscal year	$1.46M	$1.25M
Dollars in pro bono expertise donated[4]	$52,650	$10,725
Percentage of FY24 partner organizations led by women and/or underrepresented people	67%	90%

[1] "Actively engaged employees" is defined by using our Overall Engagement Score, which is an average of the scores for five engagement questions in our Pulse engagement surveys.
[2] Pulse engagement survey average of the scores for three social impact questions.

[3] Impact customers: Product donations and discounts were calculated by adding the ARR (annual recurring revenue) dollar value of product discounts provided to all organizations participating in Impact Pricing.
[4] Value of pro bono expertise: Based on Benevity hours logged by PagerDuty tech leads and teams, and $195 standard rate confirmed by Taproot.

Inclusion, diversity and equity

Pay equity[5]	FY24	FY23
Global gender pay equity	$0.99	$1.00
U.S. underrepresented minority pay equity	$1.00	$0.99

Board diversity	FY24	FY23
Percentage identifying as women: Board of Directors	50%	44%
Percentage identifying as racially diverse: Board of Directors	62%	67%

Global workforce diversity	FY24	FY23
Percentage identifying as women: entire company	38.6%	39.2%
Percentage identifying as women: people managers	44.3%	45.2%
Percentage identifying as women: senior leaders (VP+)	54.3%	48.6%
Percentage identifying as LGBTQ+[6]	6.0%	6.9%
Percentage identifying as people with disabilities[6]	7.4%	4.9%
Percentage identifying as veterans (U.S. only)[6]	1.1%	1.7%
Percentage identifying as caregivers to children[6]	28.7%	32.0%
Percentage identifying as caregivers to adults[6]	4.1%	6.3%

U.S. workforce diversity

U.S. gender	FY24	FY23
Percentage identifying as women	44.5 %	43.7%
Percentage identifying as women: people managers	48.7%	47.5%
Percentage identifying as women: senior leaders (VP+)	54.3%	47.2%

U.S. race/ethnicity	FY24	FY23
Percentage identifying as Asian	20.2%	19.0%
Percentage identifying as Black	6.7%	7.7%
Percentage identifying as Hispanic	6.2%	6.4%
Percentage identifying as American Indian	0.3%	0.5%
Percentage identifying as two or more races	4.6%	4.2%
Percentage identifying as White	61.7%	61.6%

U.S. race/ethnicity: people managers	FY24	FY23
Percentage identifying as Asian	20.6%	19.0%
Percentage identifying as Black	6.9%	6.5%
Percentage identifying as Hispanic	2.6%	3.0%
Percentage identifying as two or more races	2.6%	2.5%
Percentage identifying as White	65.6%	67.5%

U.S. race/ethnicity: senior leadership (VP+)	FY24	FY23
Percentage identifying as Asian	20.0%	25.0%
Percentage identifying as Black	5.7%	5.6%
Percentage identifying as Hispanic	2.9%	2.8%
Percentage identifying as two or more races	8.6%	5.6%
Percentage identifying as White	62.9%	61.1%

[5] Gender (women to men) and US race/ethnicity (underrepresented population to majority) pay equities are calculated using a well-known pay equity platform, measuring the weighted pay average for "on target earnings" (OTE): base salary + any applicable variable pay targets (bonus/commission).
[6] As voluntarily self-identified by employees.

Environment

Greenhouse gas emissions (mtCO2e)[7]	FY24	FY23
Scope 1	32	39
Scope 2: Location-based	351	329
Scope 2: Market-based	233	223
Scopes 1+2 (Market-based)	264	262
Scope 3	11,625	11,113
Total (Market-based)	11,889	11,375

Energy consumption (Gigajoules, GJ)	FY24	FY23
Scope 1	512	752
Scope 2	5,089	5,414
Total	5,601	6,166
Percentage grid electricity	100%	100%
Percentage renewable energy	0%	0%

Water consumption (thousands of m³)	FY24	FY23
Water[8]	0.65	0.90

[7] Scope 1 includes natural gas and fugitive emissions in all PagerDuty real estate globally, including short- and long-term leases. Scope 2 includes electricity consumption in all PagerDuty real estate globally, including short- and long-term leases. Actual energy consumption is used when available; where unavailable, energy consumption is estimated using the U.S. Energy Information Administration (EIA) Commercial Buildings Energy Consumption Survey (CBECS). Scope 3 includes the following value chain categories: purchased goods and services, capital goods, fuel and energy-related activities, waste generated in operations, business travel and employee commuting (both physical commute and remote/telework to/from all PagerDuty real estate globally, including short- and long-term leases, as well as co-working spaces). FY23 figures may differ from those previously reported due to methodology and data quality improvements.

[8] Total water (thousand cubic meters), estimated across all PagerDuty real estate globally, including short- and long-term leases, as well as co-working spaces.

All governance and data privacy and security data is as of January 31, 2024.

Governance

Risk identification and oversight

Executive body responsible for managing business ethics and corruption issues	Board-level committee
Provision of whistleblower protection	Yes

Board independence and diversity

Percentage independent board members	75%
Percentage independent committee members	100%
Independent presiding director	Yes
Percentage identifying as women	50%
Percentage identifying as racially diverse	62%
Non-executive chairperson	No

Board/Management oversight and accountability

Board performance review (self-review or independent review)	Yes
Board and committee evaluation frequency	Annual
Board continuing education program	Yes
Board members are elected and re-elected on an annual basis	No
Board members are elected individually (as opposed to elected by slate)	Yes
Annual Say-on-Pay vote	Yes
Director Change in Circumstances with Resignation Policy	No
Regular meetings of independent directors without management present	Yes
Director service limited to no more than four additional public company boards	Yes

Board/Management oversight and accountability

Board committee with ESG oversight	Nominating and Corporate Governance Committee
Code of Conduct for directors, officers and employees	Yes
Percentage of Board subject to reelection	100%
Material fines or losses as a result of legal proceedings associated with anticompetitive behavior regulations	None

Shareholder governance

Multiple equity classes with different voting rights	No
Percentage required to amend bylaws	67%
Presence of a Poison Pill	No
Presence of a Net Operating Loss (NOL) Pill	No
Dominant shareholder percentage[9]	12.4%
Shares outstanding	95,068,187

Data privacy and security

Number of material data breaches	0
Percentage of material data breaches involving Personal Identifiable Information (PII)	0%
Material fines or losses as a result of legal proceedings associated with user privacy	None

[9] As of December 31, 2023, based on information set forth in a Schedule 13G/A filed with the SEC on January 29, 2024 by ARK Investment Management LLC.