



2023 Global Impact Report



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A message from our CEO

At Dynatrace, we're united by a singular vision: a world where software works perfectly. We innovate, push boundaries, and evolve in pursuit of this vision. Advancing our environmental, social, and governance (ESG) strategy is key to our evolution. In this report, we share our approach to understanding, measuring, and reporting on the ESG topics that are most important to Dynatrace and our stakeholders.

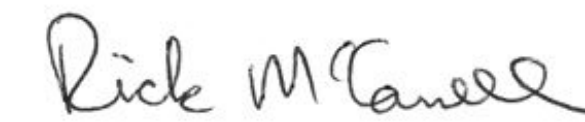
Dynatrace has experienced significant growth in recent years. Over our last three fiscal years, our revenue more than doubled and our workforce grew more than 80% to over 4,200 Dynatracer. We now serve more than 3,600 customers in over 90 countries, representing many of the world's largest organizations. As we continue to grow, I believe that our opportunity — and responsibility — to be more sustainable, equitable, and ethical only amplifies.

Each year, we want to continue making progress in our ESG programs. In 2022, we undertook a detailed analysis to identify the areas of ESG most important to Dynatrace and the associated risks and opportunities they present. We shared those impacts in our [2022 ESG Materiality Update](#). This inaugural 2023 Global Impact Report builds on that foundation, serves as a baseline for where we stand today, and sets our path forward.

Since publishing our 2022 ESG Materiality Update, we've gathered additional stakeholder feedback and organized our ESG initiatives under three key pillars: Sustaining our environment; People, culture, and community; and Governance and ethics. We've continued to invest time, resources, and tools to advance our ESG programs, including establishing an ESG Executive Steering Committee to guide our approach and drive our initiatives.

As ESG becomes more embedded in our business practices and strategy, there's a role for every member of the Dynatrace team to help drive our progress. I continue to be inspired by the company values that focus our interactions and our daily work: Innovate with Passion; Engage with Purpose; and Win with Integrity. These values, embodied by every Dynatracer, will enable us to advance our ESG initiatives.

While we celebrate the progress that we've made over the last year, we know that we have more work to do. We invite you to review our progress so far and we look forward to updating you at future stages of our journey.



Rick McConnell

Chief Executive Officer



About Dynatrace

Dynatrace exists to make the world's software work perfectly. Our unified platform combines broad and deep observability and continuous runtime application security with the most advanced AIOps to provide answers and intelligent automation from data at an enormous scale. This enables innovators to modernize and automate cloud operations, deliver software faster and more securely, and ensure flawless digital experiences. That is why the world's largest organizations trust Dynatrace® to accelerate digital transformation.

Mission, purpose, vision, and values

- Our **mission** is to deliver answers and intelligent automation from data at an enormous scale.
- Our **purpose** is to enable flawless and secure digital interactions.
- Our **vision** is a world where software works perfectly.
- Our **values** are Innovate with Passion, Engage with Purpose, and Win with Integrity

By the numbers

18 years

Founded in 2005

2019

Public company listed on the New York Stock Exchange (symbol: DT)

3,600+

customers in more than 90 countries

4,200+

employees in more than 30 countries

FY23 financial highlights

\$1.247B

Total annual recurring revenue (ARR); total revenue of \$1.159 billion

29%

Adjusted ARR growth and total revenue growth on a constant currency basis

8%

GAAP operating margin; non-GAAP operating margin of 25%

31%

GAAP operating cash flow margin; free cash flow margin of 29%

~\$555M

of cash and cash equivalents as of March 31, 2023

Industry recognition

Gartner® named Dynatrace a Leader in the 2023 Magic Quadrant™ for Application Performance Monitoring and Observability. Dynatrace was positioned furthest for Completeness of Vision and highest for Ability to Execute.

Dynatrace also ranked #1 in all six Use Cases in the 2023 Gartner Critical Capabilities for Application Performance Monitoring and Observability report.

Gartner

Attribution and disclaimers can be found on page 40.

Our platform



Analytics and Automation for Unified Observability and Security **CLOUD DONE RIGHT.**



Artificial intelligence (AI)

AI is transforming business. In July 2023, we announced that we are expanding our Davis® AI engine to create the observability and security industry's first hypermodal AI, converging fact-based, predictive AI and causal AI insights with new generative AI capabilities.

The expanded Davis AI will boost productivity across business, development, security, and operations teams by delivering generative AI recommendations fueled by precise context from predictive AI and causal AI techniques that reflect the unique attributes of each organization's hybrid and multcloud ecosystem. It will also simplify and accelerate tasks, such as creating automations and dashboards, to enable people to focus on higher-value activities for faster, better, and more secure innovation.

As part of our initiatives, we will continue to be mindful of ethical considerations and responsible use of AI.

For additional information about our use of AI at Dynatrace, please visit our [website](#) and [blog](#).

About our inaugural Global Impact Report

Our inaugural Global Impact Report details the ESG topics that most significantly impact our business and our stakeholders.

Unless stated otherwise, the information and activities in this report cover our fiscal year 2023 (FY23), which ended on March 31, 2023. Narrative disclosures in this report of our programs and progress extend beyond our FY23 through September 1, 2023 to provide additional context that may be useful to our stakeholders. References to "Dynatrace," the "company," "we", and "our" refer to Dynatrace, Inc. and its subsidiaries and references to "Dynatracer" refer to our global employees.

As used throughout this report, the term "material" and variations of that term refer to materiality within the context of our ESG strategies, activities, progress, metrics, and performance. These terms are distinct from, and do not refer to, concepts of materiality used in securities or other applicable law, and use of such terms is not an indication that Dynatrace deems related information to be material or important to an understanding of the business or an investment decision with respect to Dynatrace securities.

We prepared this report in reference to the Sustainability Accounting Standards Board (SASB) Software & IT Services Sustainability Accounting Standard, Version 2018-10, and in reference to the Global Reporting Initiative (GRI) Standards. For additional information, please see the tables included in the Appendix to this report.



This report includes our first publicly disclosed greenhouse gas (GHG) emissions data that we plan to measure against as we seek to reduce our carbon footprint. We calculated our baseline GHG emissions measurement in line with the GHG Protocol methodology, the world's most widely used GHG accounting standards for companies. We partnered with Watershed, a leading enterprise climate technology platform, to measure our carbon footprint across Scope 1, 2, and 3 emissions. Unless stated otherwise, all GHG reporting and performance data are limited to information for Dynatrace's owned and operated facilities.

In line with our commitment to supplier diversity, we also partnered with qb. consulting, a small, women-owned and Black, Indigenous, and People of Color (BIPOC)-led consultancy, for the development of this report.

The Dynatrace logo and all Dynatrace product or service names and logos are trademarks or registered trademarks of Dynatrace LLC in the United States and other countries. The Dynatrace® platform is subject to patents owned by Dynatrace LLC issued and pending in the United States and other countries. Third party trademarks and trade names referenced in this report are the property of their respective owners.

Please see the Additional Information section of the Appendix to this report for additional disclosures.



Our ESG strategy

Vision and approach

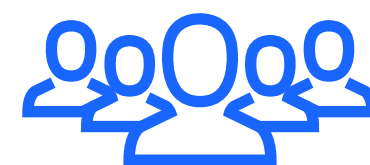
We believe advancing and strengthening our ESG strategy are paramount to our success and our responsibility as a global company. Our ESG strategy focuses on areas where we can make our business and the communities in which we operate more equitable and sustainable. We group our material ESG topics into the three key pillars described below. With these issues at the forefront, we have embedded our ESG strategy in our business priorities, mission, purpose, vision, and values.



Sustaining our environment

Dynatrace is committed to monitoring and managing our business operations to better understand and continuously reduce our negative impact on the environment.

Our 2022 materiality assessment process helped us to identify our environmental priorities, which include (1) minimizing our carbon footprint; (2) prioritizing the use of clean energy; and (3) adopting operationally sustainable practices in our workplaces.



People, culture, and community

As part of our human capital management strategy, we have prioritized a number of initiatives, which include (1) strengthening our approach to diversity, equity, inclusion, and belonging (DEIB); (2) working to optimize the Dynatrace workplace experience; and (3) building out our learning and development program to help provide each Dynatracer with tools and pathways to progress in their role.

We also believe that Dynatracers should have strong wellness programs, be able to save for their future, and give back to the communities in which we work and live.



Governance and ethics

We remain focused on continuously strengthening the governance and compliance structures of our business, which we believe help us earn and maintain the trust of our customers, investors, and other stakeholders. Our focus areas include (1) Board and corporate governance; (2) data protection, privacy, and security; (3) technology disruptions; and (4) ethics and compliance.

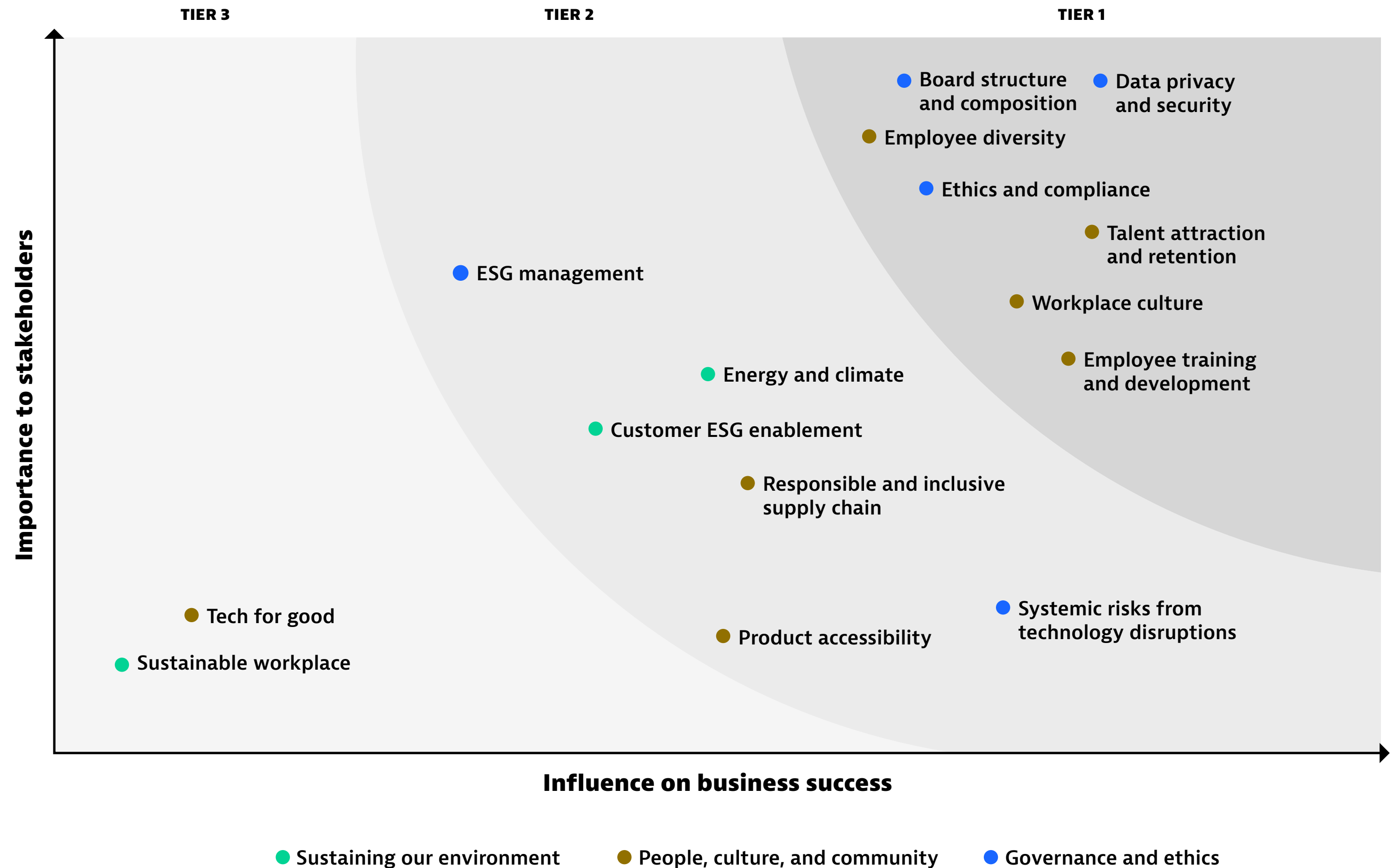
Materiality and oversight

Materiality

In FY22, we partnered with an external consulting firm to conduct our first [materiality assessment](#). The materiality assessment helped us identify the ESG risks and opportunities that we believe are of highest priority to both our business and our stakeholders. As part of that process, we gathered detailed feedback from a broad range of internal and external stakeholders, which has guided our ESG strategy. These stakeholders reflected a broad range of internal and external voices — employees, customers, suppliers, investors, and ESG analysts.

In FY23, we received additional stakeholder feedback, which we used to update our materiality matrix. Our updated materiality matrix set forth on this page shows the relative prioritization levels of our material ESG topics and categorizes them as Tier 1, 2, or 3 based on their importance to stakeholders and influence on our business success. Our ESG strategy prioritizes the topics in Tier 1 and Tier 2, as we believe that they present the most significant opportunity to have the greatest impact.

We periodically review our materiality matrix so our strategy can reflect the evolution of our business and continued feedback from our stakeholders.



Oversight

ESG at Dynatrace is overseen by management as well as by our Board of Directors. Day-to-day ESG action items, including data collection, strategy, and goal-setting activities, are led by ESG initiative business owners across the company.

We have a cross-functional ESG Executive Steering Committee that guides our approach and drives our initiatives. The ESG Executive Steering Committee comprises representatives from key business areas, including Legal, People and Culture,

Investor Relations, Product, and Marketing. This committee reports on our progress to the Dynatrace Leadership Team (which is led by our CEO) to align our ESG strategy with our core business goals. In FY23, we appointed our new SVP, General Counsel, Nicole Fitzpatrick, as the Executive Sponsor of Dynatrace’s ESG program. Prior to joining Dynatrace in FY23, Nicole served as Chief ESG Officer and Deputy General Counsel at another publicly traded technology company.

Our Board's Nominating and Corporate Governance Committee provides primary oversight for our ESG strategy, policies, practices, and related disclosures. The table below shows how the Tier 1 ESG topics from our latest materiality assessment are overseen by our Board and three of its committees:

Tier 1 ESG Topic	Board	Audit Committee	Cybersecurity Committee	Nominating and Corporate Governance Committee
Board structure and composition	✓			✓
Data privacy and security	✓		✓	
Employee diversity	✓			
Employee training and development	✓			
Ethics and compliance	✓	✓	✓	
Talent attraction and retention	✓			
Workplace culture	✓			

Sustaining our environment

We believe that environmental sustainability and accountability are critical for our future. Our environmental priorities include **minimizing our carbon footprint, prioritizing the use of clean energy, and adopting operationally sustainable practices in our workplaces.** Our ESG Executive Steering Committee works closely with leaders in our Product Management and Procurement teams to oversee Dynatrace's environmental initiatives and for cross-functional collaboration. This approach leverages internal business owner knowledge and experience to establish alignment with strategic priorities.

Dynatrace's sustainability initiatives began as localized efforts, some of which we have detailed in this report. We are early in our environmental journey, but in FY23, we took some important steps:

- We began mapping out our environmental program across the organization and running baseline assessments to inform our future strategy and targets.
- We conducted an inventory baseline analysis of our GHG emissions to understand our carbon footprint (discussed in more detail later in this section).

- We implemented Ecovadis, a market-leading enterprise sustainability rating platform, to measure the environmental sustainability of our vendors, which we're using to define a baseline to inform our future environmental risk assessments.
- We also developed and launched the Dynatrace® Carbon Impact app (also discussed later in this section) to help our customers track and manage their environmental footprints for the applications that we monitor.

We know there is more we can do to mitigate our environmental impacts, and we are focused on strengthening and consolidating our efforts in the years ahead.



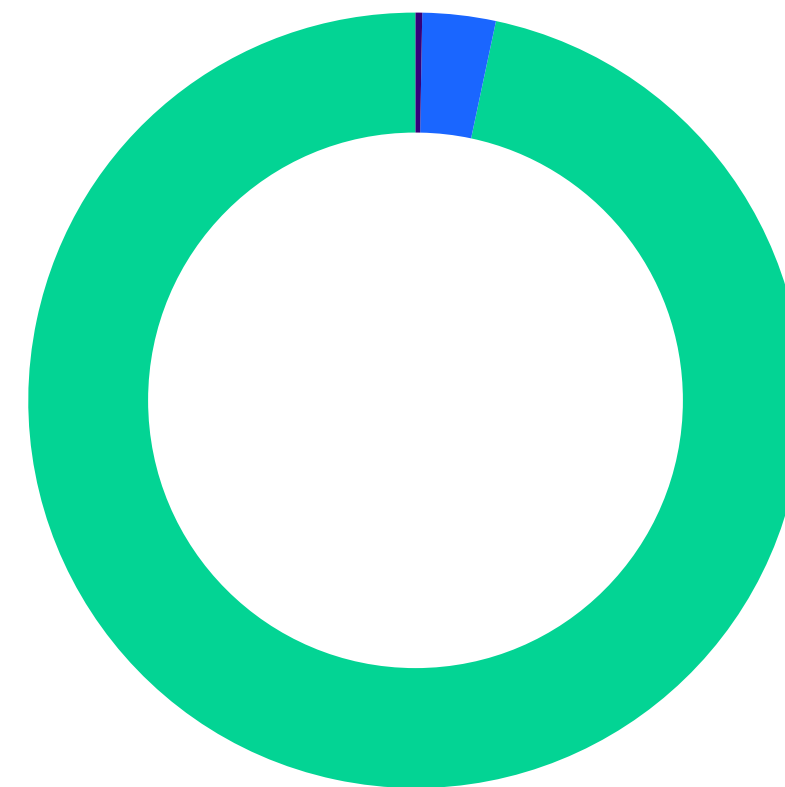
Minimizing our carbon footprint

We believe that initiatives to reduce the carbon footprint of our operations not only help sustain our planet, but also help our customers who are looking to measure and reduce their own carbon footprints and those of their supply chains.

Measuring and tracking our carbon footprint are foundational steps in our environmental strategy. In FY23, we conducted an inventory baseline analysis of our GHG emissions and energy consumption. The data to the right provides insights into our environmental footprint in FY23 — our baseline year. This data, calculated by our company and Watershed using its climate software platform, informs our priorities and activities for the coming years. Calculations to the right are consistent with the GHG Protocol Corporate Accounting and Reporting Standard and the GHG Protocol Corporate Value Chain Standard.

Going forward, we will use this baseline data to monitor our emissions and energy consumption. We plan to use the Dynatrace® Carbon Impact app (which is discussed later in this section) as part of this process.

FY23 greenhouse gas emissions (by scope)



Category	Metric tons CO ₂ e	% of total emissions
● Scope 1 ¹	266	0.53%
● Scope 2 ²	1,480	2.96%
● Scope 3 ³	48,279	96.51%
Total	50,025	100.0%

¹Scope 1 emissions are direct emissions from sources that our company owns or controls. Our Scope 1 emissions consist of cooling (refrigeration), natural gas usage, and other energy usage. We lease all of our offices and do not have operational control over those facilities.

²Scope 2 emissions are indirect emissions from our use of purchased electricity and steam. Our calculation of Scope 2 emissions uses location-based accounting. Location-based accounting reflects the average emissions intensity of grids on which energy consumption occurs in the areas where we operate.

³Scope 3 emissions are all other indirect emissions (not included in Scope 2) from our upstream value chain.

Scope 3 emissions (by category)

Category	Metric tons CO ₂ e	% of Scope 3 emissions
Purchased goods and services ¹	27,521	57.0%
Cloud hosting	7,061	14.6%
Business travel ^{1,2}	13,255	27.5%
Capital goods ¹	3,633	7.5%
Employee commuting ³	2,928	6.0%
Fuel and energy-related activities	644	1.3%
Upstream leased assets ¹	160	0.3%
Waste generated in operations ¹	139	0.3%
Total	48,279	100.0%

¹Carbon emissions from purchased goods and services (including cloud hosting), business travel, capital goods, upstream leased assets, and waste generated in operations are estimated on a spend-based approach from financial data.

²Business travel includes emissions from air and rail travel, car rentals, hotel stays, and other types of ground transportation.

³The majority of emissions reflected in the employee commuting category are estimates associated with our employees working remotely from home on a hybrid basis. The remainder of these emissions are estimates associated with employees commuting to and from a Dynatrace office.

Scope 1 and 2 emissions (by region)

	Metric tons CO ₂ e	% of Scope 1 and 2 emissions
Europe, Middle East, and Africa	1,066	61.1%
North America	499	28.6%
Asia Pacific	180	10.3%
Total	1,745	100.0%

GHG emissions intensity

The GHG emissions intensity metrics provided below are based on headcount (per full-time employee) and per \$1 million of revenue.

	Metric tons CO ₂ e	
	Per full-time employee	Per \$1 million of revenue
Scope 1	0.1	0.2
Scope 2	0.4	1.3
Scope 3	12.0	42.0
Total	12.5	43.5



Prioritizing the use of clean energy

Several of our facilities around the world are powered by 100% renewable energy. 15% of our total energy consumption in FY23 was from renewable sources. In FY23, we switched to 100% renewable energy contracts for Dynatrace offices in Austria and Spain.

Adopting operationally sustainable practices in our workplaces

We have offices in more than 60 locations in over 30 countries around the world. To date, local Dynatrace teams have led our real estate-related environmental initiatives. In FY23, we started the process to standardize our environmental policies and bring more centralized operational efficiencies across our office locations. We estimate that the total electricity and onsite energy combustion across all Dynatrace's global offices in FY23 was over 17,000 GJ (gigajoules).

LEED-certified buildings

We lease all of our office space, and we prioritize space in buildings certified by Leadership in Energy and Environmental Design (LEED) or a local equivalent. Our Vienna, Austria office is LEED Platinum certified, and our new Dynatrace office in Denver, Colorado, which opened in April 2023, is on track for achieving LEED Gold certification.



Encouraging a greener commute

In Austria, we introduced an initiative to support and encourage a greener commute for Dynatracers. Our Austrian employees can choose to receive either an annual country-wide public transportation pass or an annual gift certificate if they walk, cycle, or travel using public transportation to work. This initiative has reduced the number of car commutes by a third for most of our Austrian offices.

In our U.S. offices, we offer a pre-tax incentive program for public transit commuting. In our Denver, Colorado, and Mountain View, California offices, we also implemented a public transit subsidy program at the start of 2023.

Recycling IT equipment

A small percentage of e-waste (computers, monitors, phones, etc.) is properly collected and recycled, which can have a detrimental effect on our environment. As part of our environmental and security initiatives, we strive to reuse or recycle our corporate IT equipment across all of our global office locations. We engage third party vendors that certify to us that they follow applicable laws and standards for the recycling or destruction of e-waste. In several locations throughout EMEA, Dynatracers have the opportunity to purchase our upcycled hardware through an internal auction. We donate the proceeds from these auctions to local charities.

Harvesting rainwater in Vienna

Our office in Vienna, Austria uses a rainwater harvesting system that redirects rainwater for non-potable use in the building.



Office beehives in Gdansk

We installed professionally managed beehives on the roof of our office in Gdansk, Poland to provide an additional habitat for this keystone species, which is in severe decline.

Customer ESG enablement — The Dynatrace® Carbon Impact app

As our customers undergo their digital transformation efforts, they are looking for ways to drive efficiencies within their organizations. We designed the Dynatrace platform to make customer IT ecosystems run more efficiently through AIOps and intelligent automation capabilities. We are continuously looking for additional ways for customers to derive value from the platform.

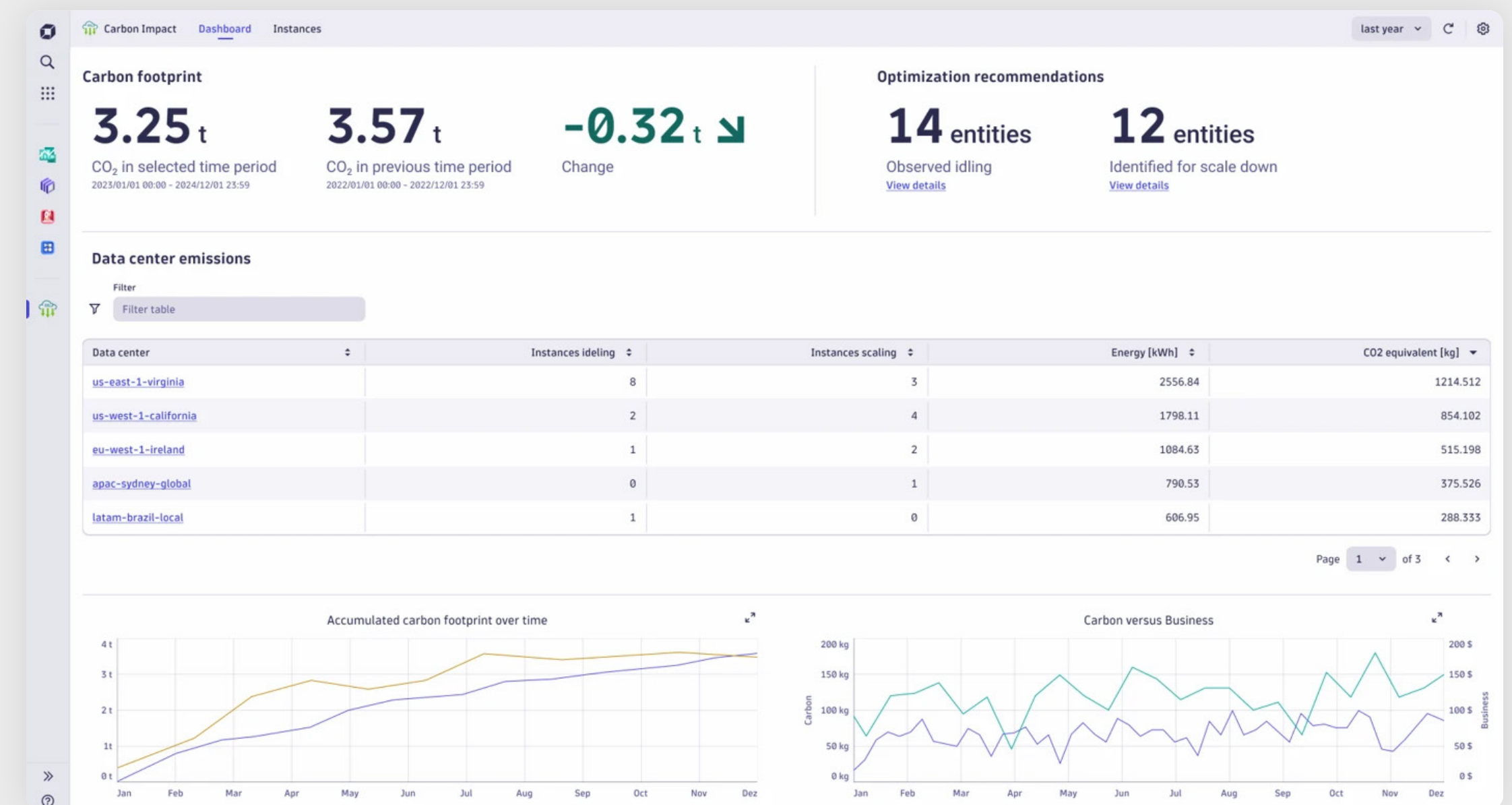
In February 2023, we launched our new Dynatrace® Carbon Impact app to help our customers understand, optimize, and reduce the carbon footprint of their cloud ecosystems. While cloud providers currently share carbon footprint data, this only covers individual SaaS services rather than complete hybrid and multicloud ecosystems. Additionally, we believe these service-specific insights lack the details teams need to drive action — for example, determining which hosts, processes, or applications are driving energy consumption. These deficiencies can make carbon footprint reporting and compliance challenging, and limit organizations’ ability to understand where and how to optimize their hybrid and multi-cloud ecosystems to help reduce their environmental impact.

We developed the Dynatrace® Carbon Impact app with guidance from the Sustainable Digital Infrastructure Alliance (SDIA), and leveraging formulas from Cloud Carbon Footprint to align key consumption metrics with their contribution to a carbon footprint. The Carbon Impact app delivers real-time insights into the carbon footprint of an organization’s hybrid and multicloud ecosystem that Dynatrace monitors. The software is powerful enough to break down data from the largest environments, giving detailed insights into emissions from both on-premises technologies and cloud provider data centers. Customers can set thresholds to monitor performance against specific targets, track their electricity consumption, and view areas

for optimization, such as idle or below-capacity servers, so an organization can take action to positively influence its environmental impact.

Now that our company has a baseline carbon footprint, we are planning to utilize the Carbon Impact app related to our own cloud ecosystems.

Carbon Impact is a purpose-built app created with the new Dynatrace [AppEngine](#) that brings custom analytics to Dynatrace data stored in Grail. For additional information, please email carbon.impact@dynatrace.com.



People, culture, and community

Our company's vitality comes from the talent, enthusiasm, and innovative spirit of all Dynatracers across the more than 30 countries in which we operate. In FY23, we strengthened and expanded our approach to human capital. We identified and implemented new and better ways to transform our people, culture, and community initiatives as Dynatrace expands its global footprint and continues to focus on long-term growth. Our Chief People Officer, Chief Executive Officer, and other leaders discuss various human capital-related topics with our Board throughout the year.

As part of our human capital management strategy, we have prioritized a number of initiatives, which include: **strengthening our approach to diversity, equity, inclusion, and belonging (DEIB); working to optimize the Dynatrace workplace experience; and building out our learning and development program** to help provide each Dynatracer with tools and pathways to progress in their role. We also believe that our employees should have strong wellness programs, be able to save for their future, and give back to the communities in which we work and live.





For many years, third party organizations have recognized Dynatrace as an **employer of choice** around the globe.

In 2023:

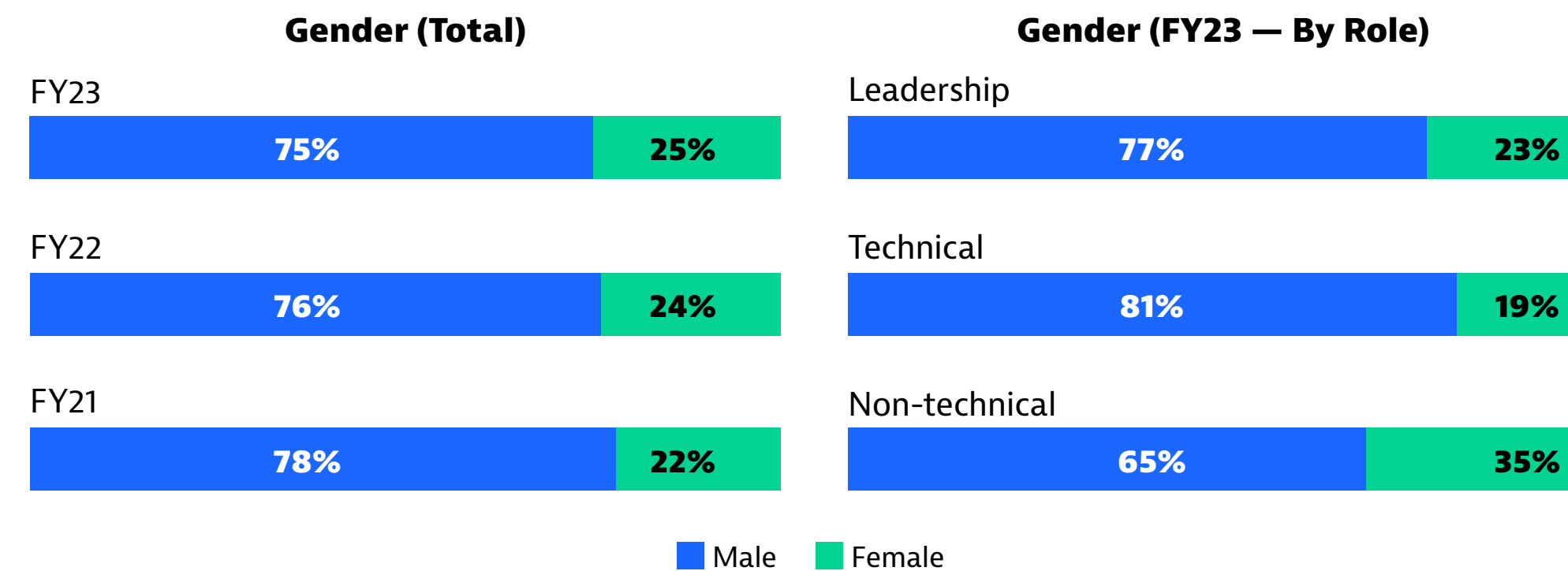
- We received the Great Place to Work[®] certification in 13 countries: Australia, Austria, Brazil, Canada, France, Germany, New Zealand, Peru, Poland, Singapore, Spain, the United Kingdom, and the United States.
- We won four of Comparably's workplace awards: Best Leadership Teams, Best CEOs for Diversity, Best Global Culture, and Best Company Outlook.
- We were named a Trend Top Employer in Austria, where we maintain a large R&D presence.

Strengthening our approach to diversity, equity, inclusion, and belonging (DEIB)

At Dynatrace, we respect and value our diverse backgrounds, identities, and perspectives. DEIB is critical to our mission, and we are committed to maintaining a culture where every Dynatracer feels respected, safe, included, and valued. When diversity meets collaboration — a way of working embedded in our DNA — we create powerful innovations that support our customers around the world.

As of March 31, 2023, we had over 4,200 full-time, part-time, and temporary employees. The employee data in this report is based on 4,184 full-time and part-time employees only and is as of March 31, 2023, unless otherwise indicated.

At the end of FY23, women represented 25% of our global employee population and 26% of our U.S. employees were from underrepresented ethnic and racial backgrounds. Approximately 52.1% of our employees were based in Europe, Middle East, and Africa, approximately 36.6% were based in North America, approximately 8.2% were based in Latin America, and approximately 3.1% were based in Asia Pacific.



	Race and ethnicity (U.S.)			
	Total	Leadership	Technical	Non-technical
American Indian or Alaskan Native	0.2%	0.0%	0.5%	0.0%
Asian	11.4%	8.5%	17.5%	6.2%
Black or African American	3.9%	2.0%	3.3%	4.4%
Hispanic or Latino	7.3%	4.0%	8.3%	6.5%
Native Hawaiian or Pacific Islander	0.2%	0.0%	0.3%	0.1%
Two or more races	2.3%	0.5%	2.6%	2.0%
White	74.7%	84.9%	67.6%	80.7%

Totals may not add to 100% due to rounding.

Data reflects EEO-1 categories used in gender and ethnicity reporting to the U.S. government in addition to non-U.S. employee gender data through self-reporting mechanisms. Our company recognizes that gender is non-binary and is actively working to reflect non-binary and other gender diverse options in our future reporting.

Leadership roles are Director-level or above. **Technical** roles include R&D (Engineering & Product), Services, Customer Support, and Corporate IT. **Non-technical** roles are all employees who are not in technical roles.

FY23 progress and FY24 plans

We know that we have important work to continue broadening and balancing a diverse range of backgrounds, perspectives, and skills at Dynatrace, and we are committed to building pathways for increased diversity in our leadership ranks.

As part of our FY23 People, Culture, and Community strategy development, we designed a multi-pronged approach to DEIB investment. In FY23, we established a DEIB Advisory Council composed of leaders who champion DEIB globally. The DEIB Advisory Council acts in partnership with our Chief People Officer and the Dynatrace Leadership Team to define and oversee DEIB initiatives globally across the company.

In FY24 (April 1, 2023 through March 31, 2024), we plan to roll out additional DEIB initiatives, including DEIB training for all Dynatracerers and a global employee engagement survey to provide us with a baseline rating to inform our ongoing strategy and DEIB efforts.

Board diversity

Our Board also believes that diversity in its membership is important to serving the long-term interests of stockholders. 33 ⅓% of our Board members identify as women or members of underrepresented groups. Two of our nine current directors

self-identify as a woman and both have Board leadership positions — the Chair of our Board and the Chair of the Nominating and Corporate Governance Committee, Jill Ward, and the Chair of our Cybersecurity Committee, Kirsten Wolberg. One of our directors self-identifies as a member of an underrepresented ethnic or racial group.

Supplier diversity

As part of our ESG strategy, we also aim to identify and engage diverse suppliers. In FY23, we began formalizing global procurement processes to, among other initiatives, identify, measure, and determine how to create opportunities for more diverse representation throughout our supply chain. This initiative utilizes the enterprise sustainability rating platform mentioned earlier in this report. These efforts are continuing in FY24.

Accessibility of our products

Our efforts towards inclusivity also extend to our customers. At Dynatrace, we aspire to provide high-quality, accessible products and services that do not exclude anyone.

We consider a broad spectrum of users in our product development processes and address this inclusivity element through feature development and assistive technologies.

Our development best practices and accessibility criteria align with Web Content Accessibility Guidelines 2.1 (WCAG 2.1) — the internationally recognized standard developed by the World Wide Web Consortium (W3C).

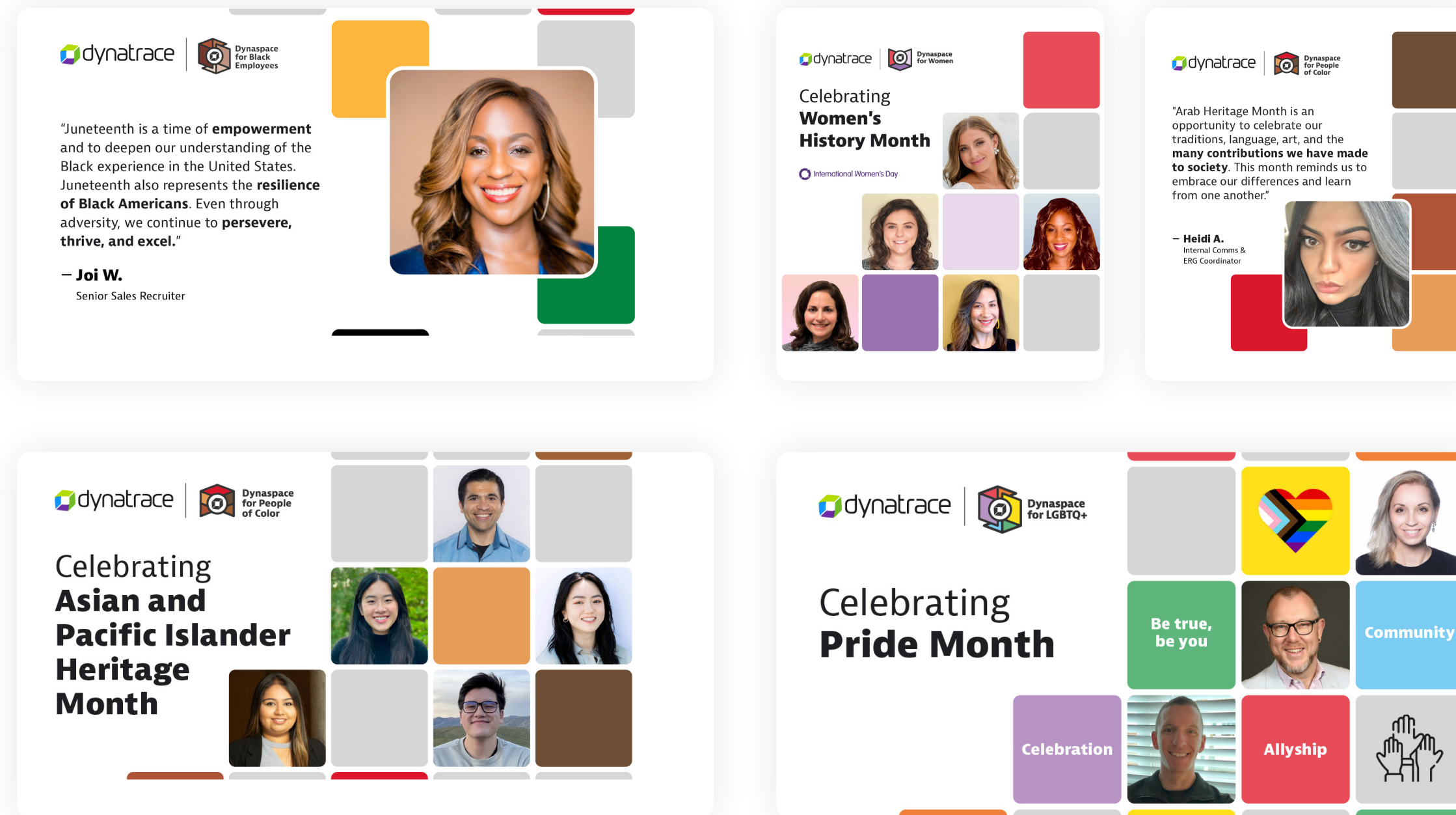
We work in conjunction with third-party vendors and tools to evaluate our accessibility approach against the WCAG standard, and we use the Voluntary Product Accessibility Template (VPAT) to document how our product conforms to a set of accessibility standards. The VPAT is used to create our Accessibility Conformance Report (ACR) which details our current accessibility status.

Our product accessibility journey at Dynatrace is continuous, and we are committed to iterative improvements toward WCAG 2.1 level A.A. compliance. View our current status in our [accessibility conformance report](#), or read more on the [accessibility page](#) of our website.

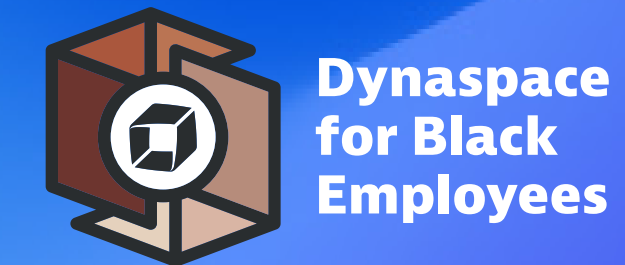
Employee resource groups

Integral to our DEIB program are our employee resource groups (ERGs) or “Dynaspaces.” Our ERGs are dedicated to uniting those with shared values, experiences, or identities, and their allies, across Dynatrace. These groups enable employees to collectively raise key topics and priorities to the company’s management team, build community, and provide mentorship, all to encourage Dynatracers to bring their authentic selves to work.

In FY23, our Dynaspaces hosted a diverse range of engaging events, including lunch and learns, panel discussions, and trivia celebrations. These events covered important topics such as LGBTQ+ rights and the empowerment of women in the workplace.



Our Dynaspaces



Dynaspace for Black Employees



Dynaspace for LGBTQ+



Dynaspace for People of Color



Dynaspace for Veterans



Dynaspace for Women



Dynaspace para Latinos



PEOPLE, CULTURE, AND COMMUNITY

Optimizing the Dynatrace workplace experience

In FY23, we conducted a detailed discovery initiative to better understand the global employee experience. The findings from these assessments highlighted a number of strengths and also provided focus areas for future refinements. We designed the Dynatrace Work Model, which has hybrid and remote options, to support increased connection and collaboration, driving cultural vibrancy, and supporting innovation, all while enabling a flexible work approach. We continually evaluate this model to balance these objectives.

Building out our learning and development program

At Dynatrace, we embrace a culture of continuous learning. We offer Dynatracers a comprehensive, global, and scalable learning solution that includes access to thousands of online courses for every role and level. Employees can also use Dynatrace University to develop skills to monitor, manage, and analyze Dynatrace customer environments. We require Dynatracers to complete a set of mandatory training courses each year. We also reimburse Dynatracers for certain educational expenses, including tuition, conferences, training, and books.

We offer an intensive six-month professional development program (PDP) to provide a select group of promising, entry-level Dynatracers with a solid foundation and skills training to pursue a career in technical service and customer enablement. During the training program, participants are paired with a PDP graduate for mentorship and support and can learn from our industry-leading professionals.

To strengthen our approach to learning and development, we enhanced our "Learn & Grow" intranet site in FY23 that provides resources to support Dynatracers' career development journeys. We intend to build out these offerings in FY24 and beyond by appointing a learning council to orchestrate our global efforts and establish future initiatives. We launched a globally scalable leadership development program in April 2023.

Wellness

We value the health and well-being of our employees. We believe in providing the environment and resources to help Dynatracers push boundaries, tackle challenges, and drive innovation, all while staying happy, healthy, and balancing what's important to them outside of work. As part of our focus in this area, we provide employees with quarterly, company-designated Wellness Days to disconnect from work and recharge. We've also identified August as our Wellness Month, which encourages physical, emotional, and mental health by highlighting activities available for Dynatracers globally — from free yoga, stress relief training, ergonomics resources, and more.

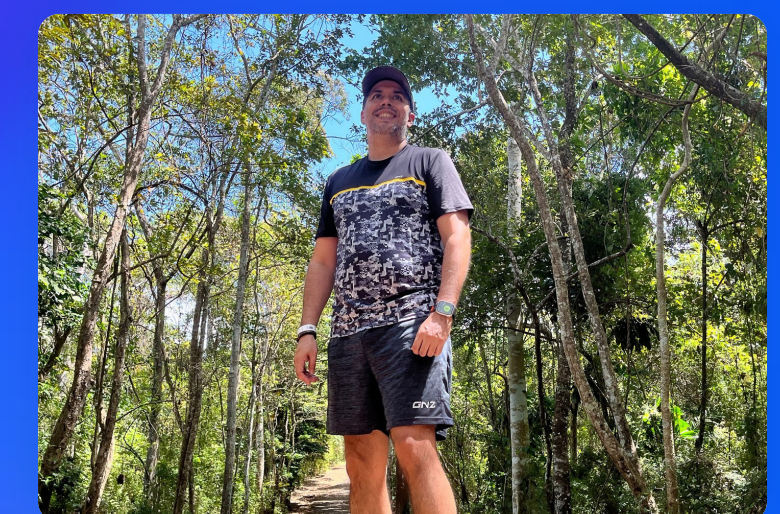
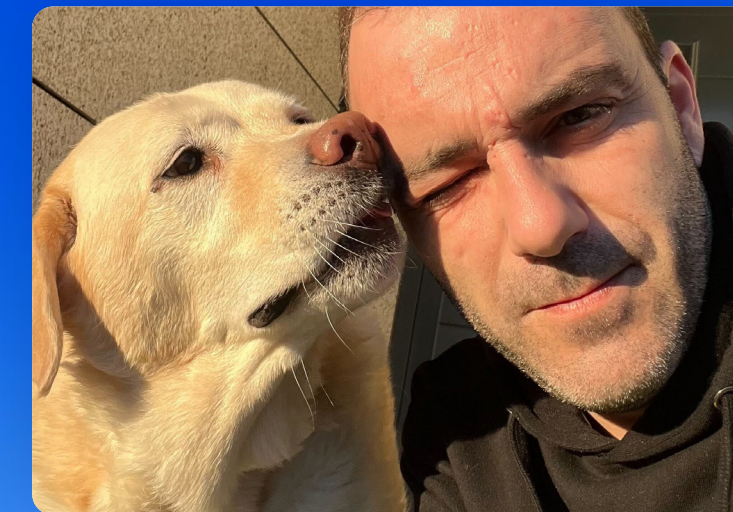
Our mental health resources include access to an employee assistance program and we also provide employees with financial wellness tools that help them plan for retirement and create emergency plans.

Saving for the future: compensation and benefits

Our compensation program is designed to attract, reward, and retain talented individuals who possess the skills necessary to support our business, contribute to our strategic goals, and create long-term value for our stockholders.

We provide employees with industry-competitive compensation and benefits, including retirement savings programs, the opportunity to invest in Dynatrace at a discount through our Employee Stock Purchase Plan, and medical, dental, vision, and life and disability plans. Our benefits vary around the world due to local country regulations and cultural preferences.

Our Wellness Days give Dynatracers the opportunity to disconnect from work and recharge



Community service and volunteering

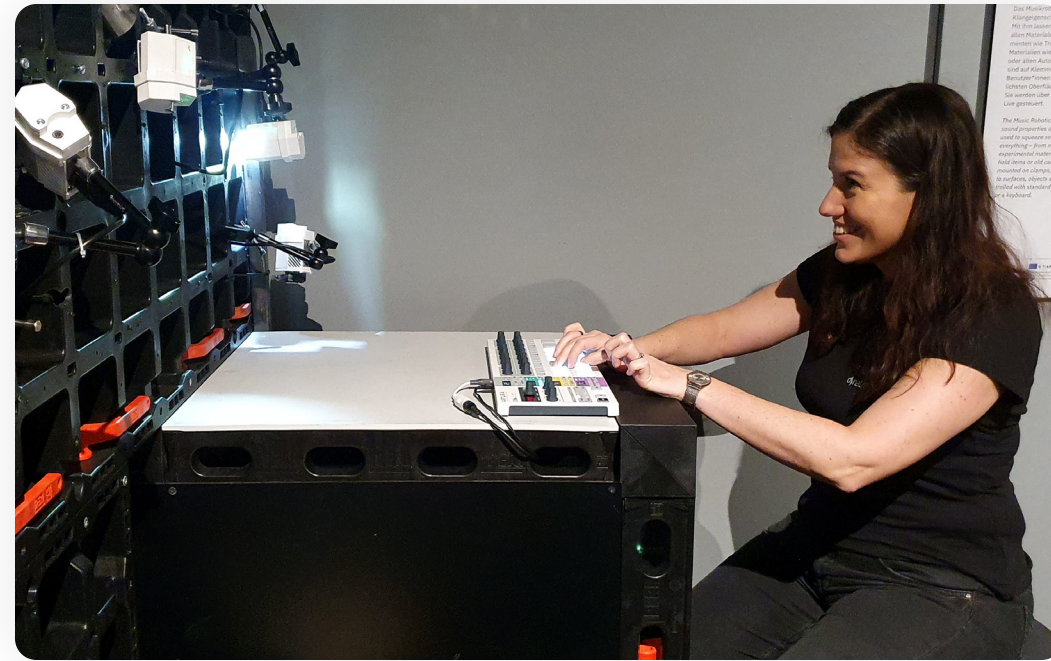
Community service and volunteering allow us to share our skills, passion, and resources to help benefit others, whether they are underprivileged members of society or underrepresented communities in the technology space. Through our Dynatrace Volunteer Time Off Program, Dynatrancers can engage in paid time off to volunteer with charitable organizations about which they are passionate.

Employee community engagement

Our community and social impact initiatives are localized and tailored to the needs of the local environments. During FY23, some of our initiatives included:

- In the U.S., Australia, Brazil, and the U.K., Dynatrancers volunteered at various food banks.
- At our Waltham, Massachusetts office, we provided holiday gifts to children from low-income families. We also spent a day sorting items at a non-profit organization that provides resources such as school supplies and clothing to low-income families, including those experiencing homelessness.
- Our Detroit, Michigan office participated in Mittens for Detroit, a non-profit that collects, purchases, and distributes new mittens and gloves to those in need in the area and other underserved cities.
- In response to the 2022 Russian invasion of Ukraine, Dynatrancers volunteered over 300 hours and funded 700 refugee beds. In addition, Dynatrace and our employees donated money to the Red Cross and UNICEF, supplied goods and furnished shelters, and provided transportation.
- Following the devastating earthquakes in early 2023 that impacted Turkey and Syria, Dynatrace made an additional donation to UNICEF.





Increasing representation in our industry

We want to help make a career in technology a greater possibility for women and underrepresented groups. In Australia, Dynatrace works closely with the Girls in Tech chapter to help connect, engage, and inspire women to develop their IT skills. We contributed to key events in FY23, including the Girls in Tech Australia Conference in Victoria, as well as virtual events and community-based volunteering initiatives.

In Austria, we are using our skills and passion, in collaboration with various universities and institutions, to develop a new program that we hope will spark future generations' interest in science, technology, engineering, and math (STEM) subjects. We've also developed a workshop to introduce children to computer science with the aim of fostering digital skills at a young age to break down future barriers to this subject area. Additionally, we support approximately 2,000 children from underprivileged backgrounds in Austria with access to coding lessons, mentoring, and laptops.

In FY23, we also supported a STEM-focused summer camp for children aged 4 to 12 in Linz, Austria. Dynatracers volunteered to teach at the camp, organized by DIGITAL MILE, a network of technology companies in the area.

Governance and ethics

Governance and ethics are foundational to our ESG programs and in supporting our company mission, purpose, vision, and values. We believe our practices help us earn and maintain the trust of our stockholders, customers, and other stakeholders.

In this section, we describe our approach to **Board and corporate governance**, how we manage risk with respect to **data protection, privacy and security, and technology disruptions**, and some of the policies and procedures that we have in place to maintain our **ethics and compliance** standards. For information about how we oversee ESG at Dynatrace, please see the “Our ESG Strategy — Oversight” section earlier in this report.





Board and corporate governance

Our company's business and affairs are managed by or under the direction of our Board, acting on behalf of our stockholders. Our Board has delegated authority and responsibility to our company's officers to manage the company's day-to-day affairs. Our Board has an oversight role and does not perform or duplicate the tasks of the CEO or senior management.

Our Board currently consists of nine members, eight of whom are non-employee, independent directors. Our Chief Executive Officer is the only executive director. Our Board believes that having a mix of directors with complementary backgrounds, experiences, identities, and opinions is necessary to meet its oversight responsibilities. We believe our Board collectively possesses the experience, qualifications, and skills needed for Dynatrace's business and strategy.

Our Board Chair is an independent director who leads our Board. Our Board Chair is primarily responsible for overseeing the operations and affairs of our Board and acting as a liaison between management and our Board.

Our Board has four standing committees, the Audit Committee, Compensation Committee, Cybersecurity Committee, and Nominating and Corporate Governance Committee. Each of our Board committee members is independent. Each of our Board committee charters and other relevant governance policies can be found in the [corporate governance section](#) of our Investor Relations website. Additional information on the composition and responsibilities of our Board and its committees can be found in the Dynatrace [FY23 annual report](#) on Form 10-K, and in the [proxy statement](#) for our 2023 annual meeting of stockholders.



At Dynatrace, we work to embody a privacy- and security-by-design approach. To learn more about our data protection, privacy, and security practices and policies, and to access more information related to our compliance and certifications in these areas, please visit our [Trust Center](#).

Data protection, privacy, and security

Data protection and privacy

Our customers trust us to help them innovate and operate more efficiently. Integral to this trust is our ability to help keep their data safe and to provide features in our platform that align to their data protection and privacy requirements. As data protection and privacy regulations evolve in a fast-changing technology landscape with increasingly complex international data flows, we are continually investing in updated features for our Dynatrace platform. Our comprehensive data protection and privacy strategy is overseen by our Privacy Office, which is comprised of a cross functional team of privacy professionals.

Our privacy features follow the concepts of privacy by design and privacy by default. This enables customers to maximize the value that they get from Dynatrace within the framework of their compliance requirements. We design our offerings with flexible features to enable our customers to tailor their privacy controls to fit their requirements. Guidance on managing privacy controls is available on our website, with additional in-depth training available through [Dynatrace University](#).

Dynatrace has physical, technical, and organizational procedures designed to safeguard our customers' data, with multiple layers of protection. Dynatrace relies on extensive automated testing for all new and existing product functionality, including privacy and data protection features in our platform.

The Dynatrace privacy team leads day-to-day management and oversight of data privacy and protection, while privacy champions in operational teams are additional focal points for privacy by design in our business processes. Our principles-based global privacy program is at the core of our data privacy approach. Our Online Privacy Statement details how we collect, store, use, and protect certain personal data, and how individuals can exercise their privacy rights.

In FY23, we worked with our customers to include new standard contractual clauses for the transfer of personal data outside the European Economic Area, in line with the December 2022 timeline. In addition, we include these contractual clauses and other requirements in our contracts with third parties to which we transfer data, to require them to implement and maintain appropriate privacy protections.

Data security

Data security is also an integral aspect of our platform and business, and we invest significant resources to manage this area. We have robust administrative, technical, and physical security measures in place, as well as policies and procedures to contractually require third parties to which we transfer data to implement and maintain appropriate security measures. We proactively employ multiple methods at different layers of our systems to help defend against intrusion and attack, and to protect our data. Our Chief Information Security Officer's team oversees our data security strategy and the management and implementation of data security measures.

Data security controls on our platform include user authentication, data encryption, data segregation between customers, and automatic integrity verification. We employ preventive data security measures such as threat modeling, code reviews, static code analysis, third-party library analysis, and post-production detection measures such as penetration tests, vulnerability scans, and external red team events. We partner with best-in-class security organizations to meet strict compliance standards, using highly secure AWS, Azure, and Google Cloud data centers that are certified for ISO 27001, PCI-DSS Level 1, and SOC 1/ SSAE-16. We also offer FedRAMP and StateRAMP authorized deployment options.

We use independent third-party auditors to verify our compliance with various standards and regulations and conduct penetration tests with independent security firms. For example, we maintain active SOC 2 Type II compliance and document security controls on the Cloud Security Alliance's (CSA) Security, Trust & Assurance Registry (STAR). More information on our security, compliance, and certifications can be found in our Trust Center.

Training on data protection, privacy, and security

Maintaining our high standards for data protection, privacy, and security requires engagement across Dynatrace. All of our employees and contractors must complete departmental and, in some instances, role-specific data protection and security awareness training at their time of hire and at least annually thereafter. The training covers various topics, such as GDPR, ransomware, social media, credential management, impersonation attack, data handling, data privacy, fraud, phishing, and identity theft. In FY23, active Dynatrace employees completed our global data privacy training and security awareness training.



Compliance certifications, standards, and regulations for our products include:

- ISO 27001 Certification
- SOC 2 Type II Report
- FIPS 140-3 Certification
- FedRAMP Authorized
- StateRAMP Authorized

Technology disruptions

Providing continuous service through the Dynatrace platform is critical to our mission. We have built or selected our solutions, infrastructure, and business systems for resilience to counter systemic risks from technology disruptions. Our cloud orientation and global operational model help us limit vulnerability to regional power or internet outages. Our business continuity plan enables the prompt and efficient recovery of essential business operations, including team actions and responsibilities, in the event of a critical disruptive incident.

In our supply chain, we utilize an extensive vendor management evaluation process to assess the cyber risk of potential company partners. While our vendors operate primarily in the IT industry and are typically based in countries with lower cyber risk, we evaluate each vendor before onboarding and ongoing periodically or any time we detect a significant change in a vendor's cyber risk rating.

Ethics and compliance

Adhering to high standards of ethics and compliance is instrumental to our success. Ethical conduct is a key principle for maintaining the trust of our customers and business partners and delivering a world-class customer experience. It is equally vital for shaping a safe, transparent, respectful, and thriving workplace culture that aligns with our mission, purpose, vision, and values.

Code of Business Conduct and Ethics

Our [Code of Business Conduct and Ethics](#) applies to our directors, officers, and employees worldwide — at every level. Our Code sets out our expectations for standards of conduct based on integrity in our business practices and workplace environment.

We have an annual training and acknowledgment process for our Code and related corporate policies. Additionally, we require all new employees to complete compliance training, including reviewing and acknowledging our Code, during the onboarding process. In FY23, active Dynatrace employees and contractors completed training on our Code and our policies for confidentiality, modern slavery, and workplace harassment.

In addition to our Code, we maintain global policies to further guide our commitment to ethics and compliance, which include the following:

- Anti-Corruption Policy
- Corporate Communications Policies and Procedures
- Export Compliance Policy
- Global Data Protection Policy
- Human Rights Policy and a Modern Slavery and Human Trafficking Statement
- Information Security and Related Policies
- Insider Trading Policy
- Social Media Policy
- Supplier and Partner Codes of Conduct

These policies are periodically reviewed and updated and are internally available to all Dynatracers through our online resource center.

Raising questions and reporting concerns

We expect and encourage Dynatracerers to ask questions, seek guidance, and report potential violations of our Code and other policies. Employees can raise ethical and compliance questions through many channels, including with their manager or other leaders, our People and Culture team, the General Counsel, or through a dedicated email address.

We also maintain a [“Speak Up” portal](#) accessible to Dynatracerers and third parties. Concerns can be reported 24/7 online or by telephone. Reports are confidential and can be made anonymously as local laws permit. Individuals seeking to report concerns can also mail our General Counsel at our corporate headquarters address. In accordance with our Code, we do not tolerate retaliation for those who raise a concern.

The Board's Audit Committee receives periodic reports and updates from our General Counsel regarding certain matters related to our Code and other policies.

Respect for human rights

We respect the fundamental rights, freedoms, and standards of treatment of all people, including women and minority groups, as outlined in the United Nations Universal Declaration of Human Rights and the International Labour Organization Declaration on Fundamental Principles and

Rights at Work. Our respect for human rights is reflected in our values and outlined in our [Human Rights Policy](#) and in our [Modern Slavery and Human Trafficking Statement](#).

Our Human Rights Policy guides our commitment to advancing DEIB within our organization, compensating employees fairly, respecting freedom of association and collective bargaining, and providing a safe, productive, and healthy workplace for Dynatracerers.

As outlined in our Human Rights Policy, we prohibit all forms of forced labor, including child labor, modern slavery, and human trafficking.

Responsible supply chain management

We believe our commitment to conducting our business in an ethical, legal, and environmentally and socially responsible manner is a shared commitment that extends to our vendors, contractors, subcontractors, consultants, and other service providers. We aim to ensure that our values are reflected in our business with third parties through our procurement practices, including requirements relating to human rights and modern slavery, and adherence to our [Supplier Code of Conduct](#). We perform due diligence designed to identify and prevent human rights risks to people in our business and supply chain. We are committed to taking remedial action

if we identify adverse human rights impacts resulting from, or caused by, our business activities. Our Supplier Code of Conduct defines the basic business practices we require of our suppliers.

In FY23, we began building out our global procurement function to streamline and consolidate our supply chain, so we can develop a strategy to better engage and monitor our suppliers' alignment with our ESG goals. As part of this process, we invested in tools to assess our vendors' financial wellness, diversity, and environmental sustainability (as discussed earlier in this report). Once fully implemented, we believe these tools will provide us with a baseline to inform our future social and environmental risk assessments. We plan to continue allocating resources to progress with these initiatives.



Looking ahead

We know this is just the beginning of our ESG journey. In FY23, we focused on formalizing the oversight and management of our ESG program. In addition, we calculated our GHG emissions data and expanded the scope of our DEIB data, each as disclosed for the first time in this report.

In FY24, we will continue to develop and implement programs that drive progress on our ESG initiatives. We will continue to listen to our stakeholders as we strengthen and expand our ESG roadmap, harnessing our innovative spirit to move the needle on our most significant ESG topics.

We look forward to sharing our progress in future updates as we move towards a more ethical, equitable, and sustainable future for all.



Appendix — SASB and GRI Disclosures

SASB Index

The table below references SASB’s Software & IT Services Sustainability Accounting Standard, Version 2018-10, which is most relevant to our operations.

SASB Topic	Metric	Response
Environmental Footprint of Hardware Infrastructure		
TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity (3) percentage renewable	Page 13 of this Global Impact Report
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	Dynatrace does not currently report on water consumption but may evaluate this further in the future.
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for datacenter needs	Dynatrace does not operate any datacenters and utilizes cloud infrastructure hyperscaler providers, such as Amazon Web Services, Microsoft Azure, and Google Cloud Platform, which have renewal energy targets or are already powered by renewable energy.
Data Privacy & Freedom of Expression		
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Pages 26–27 of this Global Impact Report; Dynatrace Trust Center
TC-SI-220a.2	Number of users whose information is used for secondary purposes	Dynatrace primarily serves corporate and government customers in a B2B environment. As Dynatrace is not focused on using this information for secondary purposes, we believe this information is not relevant to this Global Impact Report.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Dynatrace did not have any monetary losses as a result of legal proceedings associated with user privacy in our fiscal year 2023.
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	Dynatrace primarily serves corporate and government customers in a B2B environment. We believe this information is not relevant to this Global Impact Report.
TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Dynatrace's offerings are subject to applicable trade sanctions and export control laws, rules and regulations. We are not aware of any countries where our core products or services are subject to government-required monitoring, blocking, content filtering, or censoring.

SASB Topic	Metric	Response
Data Security		
TC-SI-230a.1	(1) Number of data breaches; (2) percentage involving personally identifiable information; (3) number of users affected	Later this year, Dynatrace will be required to disclose any cybersecurity incident that the company determines to be material in a filing with the SEC.
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Pages 26–28 of this Global Impact Report; Dynatrace Trust Center ; FY23 Annual Report (Risk Factors)
Recruiting and Managing a Global, Diverse & Skilled Workforce		
TC-SI-330a.3	Percentage of gender and racial/ethnic groups as a representation for (1) management, (2) technical staff, (3) all other employees	Page 17 of this Global Impact Report
Intellectual property protection and competitive behavior		
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Dynatrace did not have any monetary losses as a result of legal proceedings associated with anti-competitive behavior in our fiscal year 2023.
Managing systemic risks from technology disruptions		
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	FY23 Annual Report (Risk Factors)

GRI Index

The table below references the following GRI Standards: GRI 2: General Disclosures 2021, GRI 3: Material Topics, GRI 302: Energy 2016, GRI 305: Emissions 2016, and GRI 405: Diversity and Equal Opportunity 2016.

Disclosures		References & responses
GRI 2-1 Organizational details		
2-1 a	Legal name	Dynatrace, Inc.
2-1 b	Nature of ownership and legal form	FY23 Annual Report
2-1 c	Location of headquarters	Waltham, Massachusetts, United States
2-1 d	Countries of operation	Page 4 of this Global Impact Report https://www.dynatrace.com/company/locations
GRI 2-2 Entities included in the organization’s sustainability reporting		
2-2 a	List all its entities included in its sustainability reporting	Dynatrace, Inc. and its subsidiaries
2-2 b	Differences between the list of entities included in its financial reporting and the list included in its sustainability reporting (if applicable)	N/A

Disclosures		References & responses
GRI 2-3 Reporting period, frequency and contact point		
2-3 a	Reporting period for, and frequency of, its sustainability reporting	Page 6 of this Global Impact Report Dynatrace plans to produce an annual global impact report.
2-3 b	Reporting period for its financial reporting	FY23 Annual Report and 2023 Proxy Statement
2-3 c	Publication date of the report or reported information	September 21, 2023
2-3 d	Contact point for questions about the report or reported information	ESG@dynatrace.com
GRI 2-4 Restatements of information		
2-4	Report restatements of information made from previous reporting periods and explain (i) the reasons for the restatements; and (ii) the effect of the restatements.	N/A
GRI 2-6 Activities, value chain and other business relationships		
2-6 a	Sector(s) in which it is active	FY23 Annual Report
2-6 b	Value chain description	FY23 Annual Report
2-6 c	Other relevant business relationships	FY23 Annual Report and 2023 Proxy Statement
GRI 2-7 Employees		
2-7 a	Total number of employees, and a breakdown of this total by gender and by region	Page 17 of this Global Impact Report

Disclosures		References & responses
GRI 2-9 Governance structure and composition		
2-9 a	Governance structure description, including committees of the highest governance body	2023 Proxy Statement
2-9 b	List of committees of the highest governance body that are responsible for decision-making on and overseeing the management of the organization’s impacts on the economy, environment, and people	2023 Proxy Statement , Page 9 of this Global Impact Report
2-9 c	Composition of the highest governance body and its committees	2023 Proxy Statement
GRI 2-10 Nomination and selection of the highest governance body		
2-10 a	Nomination and selection processes for the highest governance body and its committees	2023 Proxy Statement
2-10 b	Criteria used for nominating and selecting highest governance body members	2023 Proxy Statement
GRI 2-11 Chair of the highest governance body		
2-11 a	Report whether the chair of the highest governance body is also a senior executive in the organization	2023 Proxy Statement
GRI 2-12 Role of the highest governance body in overseeing the management of impacts		
2-12 a	Describe the role of the highest governance body and of senior executives in developing, approving, and updating the organization’s purpose, value or mission statements, strategies, policies, and goals related to sustainable development	Pages 8–9 and 25 of this Global Impact Report; 2023 Proxy Statement ; Nominating and Corporate Governance Committee Charter , page 3
2-12 b	Describe the role of the highest governance body in overseeing the organization’s due diligence and other processes to identify and manage the organization’s impacts on the economy, environment, and people	Pages 8–9 and 25 of this Global Impact Report; 2023 Proxy Statement ; Nominating and Corporate Governance Committee Charter , page 3

Disclosures		References & responses
GRI 2-13 Delegation of responsibility for managing impacts		
2-13 a	Describe how the highest governance body delegates responsibility for managing the organization's impacts on the economy, environment, and people	Page 9 of this Global Impact Report; 2023 Proxy Statement
GRI 2-14 Role of the highest governance body in sustainability reporting		
GRI 2-14	Report whether the highest governance body is responsible for reviewing and approving the reported information, including the organization's material topics, and if so, describe the process for reviewing and approving the information	Page 9 of this Global Impact Report; 2023 Proxy Statement
GRI 2-15 Conflicts of interest		
2-15 a	Describe the processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated	Corporate Governance Guidelines , pages 1–2
2-15 b	Report whether conflicts of interest are disclosed to stakeholders	2023 Proxy Statement
GRI 2-16 Communication of critical concerns		
2-16 a	Describe whether and how critical concerns are communicated to the highest governance body	2023 Proxy Statement
GRI 2-19 Remuneration policies		
2-19 a	Describe the remuneration policies for members of the highest governance body and senior executives	2023 Proxy Statement
GRI 2-20 Process to determine remuneration		
2-20 a	Describe the process for designing its remuneration policies and for determining remuneration	2023 Proxy Statement
2-20 b	Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable	2023 Proxy Statement

Disclosures		References & responses
GRI 2-21 Annual total compensation ratio		
2-21 a	Report the ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	2023 Proxy Statement
2-21 c	Report contextual information necessary to understand the data and how the data has been compiled	2023 Proxy Statement
GRI 2-22 Statement on sustainable development strategy		
2-22 a	Report a statement from the highest governance body or most senior executive of the organization about the relevance of sustainable development to the organization and its strategy for contributing to sustainable development	Page 3 of this Global Impact Report; 2023 Proxy Statement
GRI 2-23 Policy commitments		
2-23 a	Describe its policy commitments for responsible business conduct	Code of Business Conduct and Ethics ; Supplier Code of Conduct ; Modern Slavery and Human Trafficking Statement
2-23 b	Describe its specific policy commitment to respect human rights	Human Rights Policy ; Modern Slavery and Human Trafficking Statement
2-23 c	Provide links to the policy commitments if publicly available, or, if the policy commitments are not publicly available, explain the reason for this	See above
2-23 d	Report the level at which each of the policy commitments was approved within the organization, including whether this is the most senior level	Dynatrace's policy commitments are reviewed and approved by either the Dynatrace Board or one of its committees and/or appropriate senior leadership at the company.
2-23 e	Report the extent to which the policy commitments apply to the organization's activities and to its business relationships	Information is listed in each respective policy.
2-23 f	Describe how the policy commitments are communicated to workers, business partners, and other relevant parties	Dynatrace's policy commitments referred to above are publicly available on the company's website.

Disclosures		References & responses
GRI 2-25 Processes to remediate negative impacts		
GRI 2-25 a	Describe its commitments to provide for or cooperate in the remediation of negative impacts that the organization identifies it has caused or contributed to	Code of Business Conduct and Ethics , page 7–9
GRI 2-25 b	Describe its approach to identify and address grievances, including the grievance mechanisms that the organization has established or participates in	Code of Business Conduct and Ethics , pages 7–9
GRI 2-26 Mechanisms for seeking advice and raising concerns		
2-26 a	Describe the mechanisms for individuals to seek advice on implementing the organization’s policies and practices for responsible business conduct and raise concerns about the organization’s business conduct	Code of Business Conduct and Ethics , pages 7–9; Ethics webpage
GRI 2-29 Approach to stakeholder engagement		
GRI 2-29	Describe its approach to engaging with stakeholders	2023 Proxy Statement
GRI 3-1 Process to determine material topics		
3-1 a	Describe the process it has followed to determine its material topics	Page 8 of this Global Impact Report; 2022 ESG Materiality Update , pages 5–6
3-1 b	Specify the stakeholders and experts whose views have informed the process of determining its material topics	Page 8 of this Global Impact Report; 2022 ESG Materiality Update , page 5
GRI 3-2 List of material topics		
GRI 3-2 a	List its material topics	Page 8 of this Global Impact Report

Disclosures		References & responses
GRI 3-3 Management of material topics		
3-3 a	Describe the actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights	This Global Impact Report generally covers the management approach to each material topic (the three pillars of our ESG program).
3-3 c	Describe its policies or commitments regarding the material topic	Code of Business Conduct and Ethics ; Supplier Code of Conduct ; Human Rights Policy ; Corporate Governance Guidelines
3-3 d	Describe actions taken to manage the topic and related impacts	This Global Impact Report generally covers the management approach to each material topic (the three pillars of our ESG program).
Topic-Specific Disclosures		References & responses
GRI 302 Energy 2016		
GRI 302-1	Energy consumption within the organization	Page 13 of this Global Impact Report
GRI 305 Emissions 2016		
GRI 305-1	Direct (Scope 1) GHG emissions	Pages 11–12 of this Global Impact Report
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Pages 11–12 of this Global Impact Report
GRI 305-3	Other indirect (Scope 3) GHG emissions	Pages 11–12 of this Global Impact Report
GRI 305-4	GHG emissions intensity	Pages 11–12 of this Global Impact Report
GRI 405 Diversity and equal opportunity 2016		
GRI 405-1	Diversity of governance bodies and employees	Pages 17–18 of this Global Impact Report; 2023 Proxy Statement

Additional Information

Non-GAAP Measures

Our financial performance includes several non-GAAP financial measures, such as the presentation of total ARR growth on a constant currency basis, non-GAAP operating margin, and free cash flow margin. For more information, including definitions of our non-GAAP financial measures and reconciliations of non-GAAP financial measures to the most directly comparable GAAP financial measures, please see our earnings press release and related financial results presentation dated May 17, 2023, copies of which are available at ir.dynatrace.com. In this report, GAAP operating cash flow margin refers to net cash provided by operating activities as a percentage of revenue and non-GAAP free cash flow margin refers to free cash flow as a percentage of revenue.

Forward-looking statements

This report includes certain “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our ESG strategy, initiatives, and plans. These forward-looking statements include, but are not limited to, plans, objectives, expectations and intentions and other statements contained in this report that are not historical facts and statements identified by words such as “will,” “expects,” “anticipates,” “intends,” “plans,” “believes,” “seeks,” “estimates” or words of similar meaning. These forward-looking statements reflect our current views about our plans, intentions, expectations, strategies and prospects, which are based on the information currently available to us and on assumptions we have made. Although we believe that our plans, intentions, expectations, strategies and prospects as reflected in or suggested by those forward-looking statements are reasonable, we can give no assurance that the plans, intentions, expectations or strategies will be attained or achieved. Furthermore, actual results may differ materially from those described in the forward-looking statements and will be affected by a variety of risks and factors that are beyond our control including, without limitation, our ability to maintain our revenue growth rates in future periods; market adoption of our product offerings; continued demand for, and spending on, our solutions; our ability to innovate and develop solutions that meet customer needs; the ability of our platform and solutions to effectively interoperate with customers’ IT infrastructures; our ability to acquire

new customers and retain and expand our relationships with existing customers; our ability to expand our sales and marketing capabilities; our ability to compete; our ability to maintain successful relationships with partners; security breaches, other security incidents and any real or perceived errors, failures, defects or vulnerabilities in our solutions; our ability to protect our intellectual property; our ability to hire and retain necessary qualified employees to grow our business and expand our operations; the effect on our business of the macroeconomic environment, associated global economic conditions and geopolitical disruption; and other risks set forth under the caption “Risk Factors” in our Quarterly report on Form 10-Q for the fiscal quarter ended June 30, 2023 and our other filings with the Securities and Exchange Commission. We assume no obligation to update any forward-looking statements contained in this document as a result of new information, future events or otherwise.

Other Disclosures

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Our inaugural GHG disclosures in this report are based on data, assumptions, estimates, methodologies, and measurement techniques that we believe are appropriate and reasonable. Our approaches may vary from those utilized by other companies and the selection of different, but acceptable approaches can result in materially different measurements. Data, assumptions, estimates, methodologies, and measurement techniques that we utilize to calculate GHG emissions data may evolve and change in the future.

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We're interested in hearing from our stakeholders and members of our extended community as we strive to continuously improve our ESG program. Please feel free to email any questions or comments on this report to ESG@dynatrace.com.



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