

PagerDuty

2021 Impact Report



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A Letter from Jennifer Tejada

Chairperson & CEO, PagerDuty

Our vision is an equitable world where we transform critical work so all teams can delight their customers and build trust.

PagerDuty anticipates the unexpected in an unpredictable world, helping organizations of all types optimize their digital operations and prevent critical systems from going down.

In a world where digital infrastructure is a necessity to deliver any service, purpose-driven organizations need to meet time-critical challenges to deliver on their own missions.

In our second annual PagerDuty Impact Report, we highlight the ways in which our platform, our employees, our investments, and our inclusive leadership enable these organizations to build a healthier, more just, and more resilient future. Our vision for a more equitable world begins with the work we do, how we dedicate our time as members of larger communities, and how we leverage our platform to truly improve the lives of people in the communities and systems we impact.

It's what drives us everyday.

This report is both a celebration of what PagerDuty, PagerDuty.org, and Dutonians around the world accomplished in the last year, and an acknowledgement of how much work remains. The pandemic continues to lay bare global inequality in access to life-saving medication, therapies, and general care. Communities around the world suffer through increasing wildfires, droughts, floods, and other traumatic events driven by the effects of climate change. Systematic racism and discrimination prevent far too many from accessing basic rights.



It is in this environment that we recommit to PagerDuty's purpose: Empowering teams with the time and efficiency to build the future means providing the capability to make sure vaccines are delivered at the proper temperature to even the most difficult-to-access rural areas. It means ensuring that emergency responders can reach underserved communities. And it means making sure when the latest drone technology is leveraged to deliver medical supplies to hard-to-reach areas, they can benefit from the expertise of Dutonians.

I'm extraordinarily proud of what we accomplished in 2021. Led by a diverse and balanced board and leadership team, we continued to build one of the most inclusive deep technology SaaS companies in the market. During the year, we maintained our high standards in pay equity, achieving gender equity within \$.01 and racial equality within \$.02. The passion, commitment, and action of our employees continues to make a huge impact in our local communities. Utilizing volunteer hours included as a PagerDuty benefit, 92% of Dutonians volunteered or made a charitable contribution in the last year. We launched a Technical Pro Bono Program that enables Dutonians to harness their expertise in service of nonprofit customers and partners.

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A Letter From Jennifer Tejada (continued)

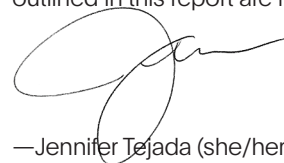
We maintained our long-term strategic commitments to Time-Critical Health, deepening our financial commitments and further integrating our product and employee expertise into our grantmaking programs, and launched a go-to-market program to better serve nonprofits and social enterprises. Our full-spectrum support, which mobilizes company assets across our product, people, and philanthropic funding, has helped more than 950 mission-driven organizations reach more people, provide services faster and more effectively, and save more lives in 2021.

In the past year, we built the foundation for an integrated Environmental, Social, and Governance (ESG) program that will help us identify metrics to track our progress in these areas, and provide accountability to drive greater action. We

undertook our first materiality assessment, third-party audit, and greenhouse gas inventories. We established levels of governance to integrate ESG further into our business strategy. We are not content to simply improve how we do business. We integrate our social impact directly into the way we run the business, so that as we scale, our positive impact scales. We are committed to building the equitable future all teams, organizations, and individuals deserve.

In 2022, we will build on these efforts while also launching Impact Labs, which centers nonprofit support around product fit, then fuels investments with philanthropic funding and pro bono employee support to help partners more effectively deliver on their missions. PagerDuty's technology is the single most impactful asset we can bring to our nonprofit customers. We will continue to apply our core expertise to drive positive change in the world around us.

Adopting the ambitious vision above means accepting there will always be more work to do. Coupled with our company Purpose and Mission, it provides a goal around which to rally our efforts across Social Impact, Inclusion, Diversity and Equity, and ESG. It will be part of our legacy as a company, and the work and plans outlined in this report are important steps in that journey.



—Jennifer Tejada (she/her), Chairperson & CEO



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PagerDuty at Atlanta Community Food Bank

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PagerDuty is for People

Mission

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

Vision

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

Purpose

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

About PagerDuty

PagerDuty is a digital operations management platform that empowers the right action, when seconds matter. Our platform helps organizations of all sizes proactively manage their digital operations so teams can spend less time reacting to incidents and more time building for the future.

We collect data and digital signals from virtually any software-enabled system or device. By leveraging powerful machine learning, we correlate and process data to predict opportunities and issues. Combining incident response, event management, and automation, we empower the right people with the right information so they can resolve issues and act on opportunities in minutes or seconds, from wherever they are.

We generate revenue primarily from cloud-hosted subscription fees. We have a land-and-expand business model that leads to viral adoption of our products and subsequent expansion. Our online self-service model is the primary mechanism for landing new customers and enabling teams to get started without assistance. Our mid-market and enterprise customers

account for the majority of our revenue today. We grow through new users, new use cases, add-on products, and higher value plans. PagerDuty customers are seeing value in our products, increasing overall reliance and usage, thus driving higher customer lifetime value. A testament to the viability of our platform and our dedication to driving value for our customers is our industry-leading retention rate of 124%.

Our business has experienced rapid growth since inception. For the fiscal years ended January 31, 2022 and 2021, our revenue was \$281.4 million and \$213.6 million, respectively. We continue to invest in our business and had a net loss of \$107.5 million and \$68.9 million, for the fiscal years ended January 31, 2022 and 2021, respectively.

Please see our latest Annual Report & Proxy Statement for more details. For the most recent information on our financial performance, visit our [Investor Relations site](#), which shares annual financial reports, quarterly results, SEC filings, and financial performance metrics.

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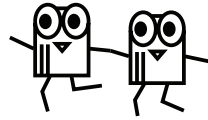
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Our Values



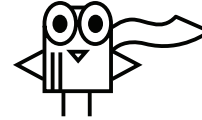
Champion the customer

We put users first, make it easy, and build great products.



Run together

We create belonging, deepen bonds, and team up.



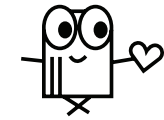
Ack & own

We see opportunities, make it ours, and do right.



Take the lead

We disrupt more, improve everywhere, and learn forever.



Bring your self

We earn trust, are present, and have heart.

Customers

Nearly 15,000

customers

97

countries

65%

of the Fortune 100 use
PagerDuty

124%

dollar-based net retention rate

Employees

950 Duttonians

PagerDuty employees

7

offices

Locations



Atlanta, US
Lisbon, PT
London, GB
San Francisco, US
Sydney, AU
Toronto, CA

2021 Awards and Achievements



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About PagerDuty.org

PagerDuty.org is the social impact arm of PagerDuty, Inc. Created in 2018, our mission is to meet urgent needs faster to advance justice and health around the world. Our vision is a responsive world where everyone has the freedom to thrive. To that end, we give back 1% each of PagerDuty's equity, product, and employee volunteer time to drive positive social change.

To learn more about our work, see pagerduty.org

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About This Report

This is the second year that we have reported on our impact programs, progress, and performance. This year, we have added a comprehensive new section detailing our environmental performance and corporate governance for the first time, and have expanded the description of our social performance as well.

For more information, please see our other reports:

[Impact Report 2020](#)

[Inclusion, Diversity & Equity at PagerDuty, Annual Report 2021](#)

[Inclusion, Diversity & Equity at PagerDuty, Annual Report 2020](#)

Reporting Period

For most of this Report, figures are reported for the 2021 calendar year. However, references to performance metrics throughout the ESG section of the Report cover our fiscal year 2022 (FY22), reflecting data for the period from February 1, 2021 through January 31, 2022, unless otherwise noted. Narrative disclosures on ESG progress, programs, and aspirations may reference material from February 1, 2020 through January 31, 2021, extending beyond the prior fiscal year. All references to dollars are to US dollars unless otherwise noted. Information in this report represents the best information available as of the publication date.

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Sustainable Development Goals

PagerDuty supports the United Nations Sustainable Development Goals (SDGs). We have existing programs that contribute to progress against 11 of the 17 goals. You'll see the SDGs referenced throughout the report.

SUSTAINABLE DEVELOPMENT GOALS



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Christopher Lee | Doctors Without Borders

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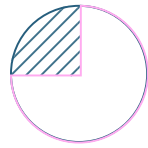

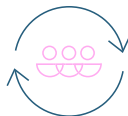
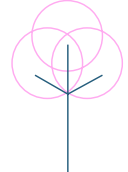
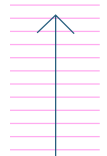





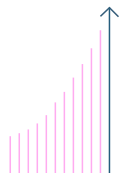


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At PagerDuty.org, our mission is to meet urgent needs faster to advance justice and health. We envision a responsive world where everyone has the freedom to thrive.

<p>\$1.87M in funding deployed</p> 	<p>75% of 2021 grantee organizations are led by women and/or leaders of color</p> 	<p>92% of Dutonians volunteered or donated to a cause</p> 
<p>288 nonprofit and B Corp customers</p> 	<p>\$804,000 in product discounts and donations</p> 	<p>90% of Dutonians say that the company's social impact work makes them proud to work at PagerDuty</p> 
<p>5,232 hours volunteered by Dutonians, an 83% increase compared to 2020</p> 	<p>\$102,000 donated by Dutonians and matching grants</p> 	<p>1st materiality assessment complete</p> 
<p> Silver EcoVadis rating achieved</p>		<p>Pay Equity Achieved gender pay equity within \$0.01 and race/ethnicity pay equity within \$0.02</p> 
<p>Greenhouse Gas Inventories for FY20 & 21 complete</p> 		<p>Expanded representation of leaders from underrepresented minorities across our Senior Leadership Team to 31%</p>
<p> Expanded SOC 2 Type 2 security certification</p>	<p>One of the most diverse Board of Directors in the industry with 50% women and 75% underrepresented minorities</p> 	

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WeRobotics

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A Letter from Olivia Khalili

VP, Global Social Impact, PagerDuty

When I was actively investigating how I wanted to do impact work, I spent a year working in the Marshall Islands in Micronesia. One of the things I saw repeatedly in my time there was how international governments and global companies would make investments, ostensibly to give back, but without taking time to listen and engage local leaders or invite community members into the process. I saw a beautiful new community center built—the result of lots of invested money and resources—and then remain unused, because it was located away from organic community activity and lacked the open-air architecture that worked for the climate.

I knew then that there was a better way. I didn't know what the road forward looked like yet, but I imagined a way that created real, not ostensible, value. A way that stemmed from deep listening to activate the most vibrant versions of our communities and our selves, and that honored, built on, and connected our diverse assets.

This experience set me on the path to work at the intersection of business and social impact. Because I believe in the power and value that is created when companies act with their community and stakeholders in mind. I believe in the social good that can be generated when business integrates and honors the perspectives, power, history, and needs of the community and environment. And equally, I see social impact as a potent business strategy. When a business widens its aperture and looks at all of its stakeholders, not just stockholders, and thinks deeply about how to create impact for different communities, it can generate greater value and resilience for the business and the diverse groups it affects.



This year we are increasingly integrating social impact into PagerDuty's business. To this end we launched our nonprofit, go-to-market program, which will make it easier for the social sector to access critical technology to deliver on its mission. There are so many use cases for PagerDuty's digital response platform—from helping to cure delay in healthcare delivery, which builds on our early work in Time-Critical Health—to helping to improve water stewardship and civic participation.

Businesses are helping to define the future livability of our planet, and societal and system equity, whether intentionally or not. Over the past year, we have further woven an environmental, social and governance (ESG) lens with PagerDuty's business strategy, and invested in new core areas. Getting this right not only creates the resilience to thrive as a business in years to come but, more so, speeds progress against urgent planetary and social justice crises.

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A Letter From Olivia Khalili (continued)

In addition, we have opportunities in the year ahead to explore the organic points of alignment between our foundational ESG strategy and our social impact programs. One such opportunity is thinking through how PagerDuty's technology can help customers reduce their global emissions and other environmental impacts. Another is aligning our long-term social justice investments to do more to combat systemic discrimination and advance inclusion, equity, and diversity.

These last few years have been a continuous beat of unknowns, of trauma, of some of the deepest grief our world has ever known. But at PagerDuty, we are optimists and we are believers in good. We hold to the notion, however wild, that our best days lie ahead of us and we will work toward bringing more justice, freedom, and health for all. We send you hope and we thank you for all that you do.

Hearts up!



—Olivia Khalili (she/her), Vice President, Global Social Impact



International Medical Corps

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Our Approach

Cultivating an Impact Mindset

In 2017 we took the 1% Pledge to give back to our community. This includes investing 1% each of company equity, product, and employee working time to accelerate change in our local and global communities. It was a pivotal moment for PagerDuty.

Taking the Pledge set an expectation that every one of us would cultivate an impact mindset to examine how our actions, individually and collectively, affect the world around us. It empowers each PagerDuty employee, or "Dutonian," to create this impact as a part of their core role.

PagerDuty's purpose is to empower teams with the time and efficiency to build the future, towards our vision of an equitable world. Our impact mindset drives us to use the capabilities of our platform and channel our respective expertise to address seemingly insurmountable social and environmental challenges, such as disparities in healthcare or the devastation of climate change.

Our impact work springs directly from these company ideals. While systems change is complex and takes time, we know that when Dutonians join forces to empower and amplify organizations and community leaders working relentlessly to make a difference in the world, and when we apply our digital operations management platform to their work, we can help them move with increased speed and effectiveness. Together, we are building toward a more equitable future where all people live better, healthier lives, and where everyone has the freedom to thrive.

Guiding Principles

At PagerDuty.org, we have seen firsthand that how one makes an impact is as important as the impact itself. And so we approach our work and our partnerships with the following principles in mind:



We provide full-spectrum support that magnifies the impact our partners make in the community. Because complex challenges require multidimensional solutions, we provide what we call "full-spectrum support." This means that we mobilize company assets across our product, people, and philanthropic funding to help organizations meet urgent needs faster. We tailor this support in the way that best serves our partners' goals.



We practice trust-based and equitable grantmaking. We acknowledge the inherent power imbalances and seek to shift power to the organizations we support. We trust local leaders to apply resources where, and when, they are most needed, because they have the genuine insights into the issues, climate, and culture that's required. Our goal is to advance equity and build relationships with our partners that are founded in trust and mutual accountability.



We seek mutual learnings and open-source what we learn to benefit others. When we set out to tackle systemic challenges, the path isn't linear or predictable. We embrace risk with the knowledge that failure will inform and strengthen the final solution. When something works (and when it doesn't), we share what we learn so that we may accelerate change together.

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Full-Spectrum Support

We help organizations save lives by reaching people faster and advancing social justice.

It's important that our support transcends the transactional. We entrust our partners to ask for and apply the resources they need—whether funding, technology, or expertise. It's our role to knit these together through a "full-spectrum" approach that's in service to their needs.



Trek Medics International

2021 Progress at a Glance

\$1.87 million

in funding deployed

75%

of 2021 partner organizations led
by women and/or leaders of color

12

strategic grant partners

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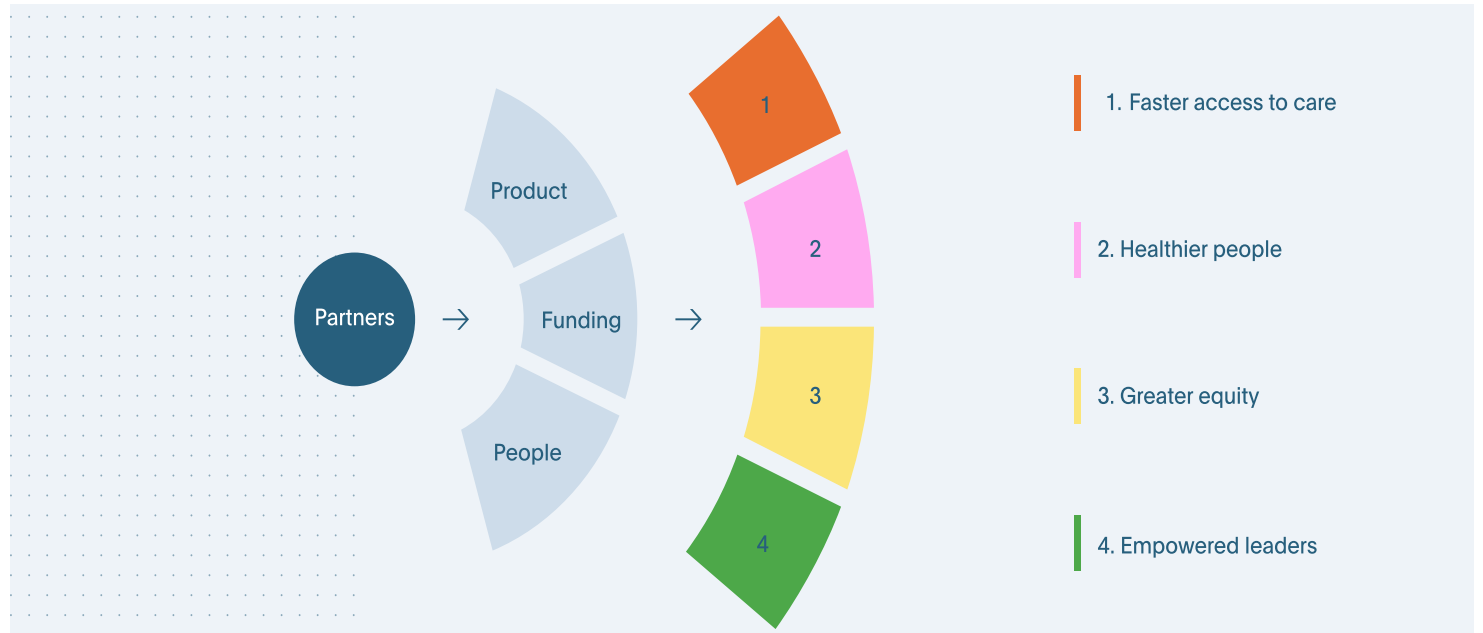
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Our product is a digital operations platform that helps organizations manage urgent, mission-critical work—and keep digital services always on. PagerDuty empowers the right action, when seconds matter. This unique product capability leads us to focus on issues where we can cure the delays that put lives at risk. In 2019, we created the PagerDuty.org Fund and committed to making long-term investments in two specific areas:

Time-Critical Health investments support tech-forward organizations working to reduce delays and inequities in healthcare and improve outcomes for underserved populations. By partnering with these organizations, we can help them respond rapidly, reach people faster, and save lives.

Just & Equitable Community investments support community-led organizations that combat systemic discrimination and increase access to opportunity for under-resourced communities and leaders of color. We continuously work to build an organization where everybody belongs. We are on an ongoing journey to recognize our differences as our strengths and strategically invest in advancing equity in the workplace. Our partnerships in this area allow us to effect change beyond our own walls to create a more equitable, inclusive world.

Our efforts contribute to the following Sustainable Development Goals:



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Time-Critical Health

When underserved groups receive vital COVID-19 information from a text message, when emergency responders can coordinate and respond immediately to an alert even without an internet connection, when rural healthcare professionals can act quickly to keep life-saving medical equipment running in a power outage—that's the power that PagerDuty's platform has to help more people live healthier lives.

In 2021 we deepened our investments in organizations that seek to reduce delays and inequities in healthcare and improve outcomes for underserved populations. This goal has been at the heart of our social impact work since we launched the PagerDuty.org Fund in 2019. Here's where we applied our efforts this year:

Grants for Equitable COVID-19 Vaccine Access and Distribution

Vaccine distribution can be an incredible challenge. The variables are complex, ranging from temperature-controlled supply chain management and geographic allocations, to appointment scheduling and patient data collection. PagerDuty's digital operations management platform is built to handle urgent and unpredictable challenges like these.

We recognize our platform's immense potential to support the multifaceted needs around vaccine distribution. So, at a time when underserved communities were struggling to get access to the COVID-19 vaccine, we launched an initial open call for \$1 million in funding and product credits to help nonprofits and community-led organizations scale their time-sensitive work in COVID-19 vaccine information, distribution, and access. We then built on our previous investments and early insights in Time-Critical Health, deploying an additional \$600,000 for a total of \$1.6 million in support in 2021. With a focus on equitable vaccine allocation and distribution, we centered our funding on two pathways to a solution:

- 1. Vaccine Access and Distribution:** Through this funding pathway, we invested in tech-forward nonprofit partners able to use the PagerDuty platform to expand COVID-19 vaccine distribution and access expediently and inclusively for individuals and communities globally.
- 2. Vaccine Equity:** Through this funding pathway we invested in nonprofit partners who apply community-based, peer-to-peer approaches to address vaccine hesitancy in their regions. These groups ensure equitable, safe access to vaccines and build trust, inclusion, and participation among marginalized communities.

We detail our full-spectrum support of our vaccine access and distribution partners in this section. For details on our vaccine equity partners, please see the [Just & Equitable Communities](#) section of this report.

2021 Progress at a Glance

\$1.35 million

to equitable vaccine access and
distribution partners

Technical Pro Bono Program

launched

\$80,000

in pro bono expertise donated

23,300 people

received COVID-19 vaccine doses
through our participation
in the Go Give One campaign

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Vaccine Access and Distribution Partners

As a part of our \$1.6 million commitment to help close the COVID-19 vaccine equity gap, we were proud to award \$1.35 million in unrestricted funding and product credits to six organizations. Each provides critical health care infrastructure and services to underserved communities in the United States and in low-and middle-income countries. Some of these grants were provided as multi-year funding to support a partner's long-term, strategic investments.

To help our partners capitalize on the funding and product credits, we provided pro bono technical support to implement PagerDuty or improve their use of the platform, and to help scale their time-sensitive work in vaccine information, distribution, and access.



CareMessage has proven text messaging is the most effective way to engage and help fulfill the critical healthcare needs of low-income, underserved communities. They use their patient engagement platform—the largest for underserved populations in the United States—to reach millions of underserved patients every month.



Nexleaf Analytics works across 26 countries and partners with governments, health leaders, NGOs, philanthropists, foundations, and multilateral stakeholders to tackle some of the most complex challenges in public health using sensor technologies and data analytics.



Trek Medics is a global nonprofit dedicated to improving emergency medical systems for at-risk and vulnerable populations through innovative mobile phone technologies. Every year, their communication software helps local responders attend to tens of thousands of people experiencing life-threatening and traumatic emergencies.



SIRUM saves medicine to save lives. As the largest distributor of recycled medications in the United States, they enable health facilities and pharmacies to donate their unused medicine and get it into the hands of people who need it.



Turn.io helps organizations use chat for impact. They work with more than 150 social impact organizations who have built chat services to improve health, employment, education, climate, agriculture, humanitarian response, financial inclusion, and civic engagement.



WeRobotics seeks to enable locally led applications of drone technology to tackle last-mile COVID-19 testing, vaccine delivery, and essential medical supply challenges in hard-to-reach communities.

To better understand how PagerDuty supports our partners in Time-Critical Health, see the [case study](#) featuring WeRobotics.

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Technical Pro Bono Program

This year, we launched a Technical Pro Bono Program to help our Time-Critical Health partners more effectively use PagerDuty technology. Dutonians get involved to help streamline partner digital systems and improve response times—to advance their life-saving work. Thirty-five Dutonians participated over the course of the year, each volunteering at least 25 hours with our partners for a total donation of \$80,000 in pro bono expertise in 2021.

As well as benefiting our nonprofit partners, the Technical Pro Bono Program also gave Dutonians the opportunity to work in cross-functional teams, observe different workflows, and get insights into new use cases for PagerDuty technology. Technical volunteers earned \$500 in credit to donate to a cause of their choice.

Go Give One Campaign

Go Give One is a campaign with no borders—created by the WHO Foundation to raise funds for COVID-19 vaccines. By early 2022, the campaign aims to deliver two billion doses to people in 92 low- and middle-income countries around the world—an ambitious and complex goal. An end to the pandemic everywhere requires a global and proactive approach to ensure that vaccines are equitably delivered, with specific focus on the hardest-to-reach communities.

Together with other founding campaign partners Russell Reynolds Associates, Salesforce, Workday, and Pledge 1%, we invited our employees, customers, and partners to donate \$5, the cost of a single vaccine. We also committed to matching employee contributions and donations by attendees of PagerDuty's Summit. In total, between individual donations, the company match, and a contribution from PagerDuty.org, we donated nearly \$233,500—the equivalent of 46,600 vaccine doses—ensuring that 23,300 individuals in under-resourced communities had access to COVID-19 vaccinations.

What's Ahead for 2022

- We will launch Impact Labs, a cross-team initiative that inverts our current model to help Time-Critical Health partners more effectively deliver on their missions.
- We will refine our impact metrics in Time-Critical Health to better capture the efficacy and impact of our work with our partners.

Our efforts contribute to the following Sustainable Development Goals:



“The PagerDuty product has allowed us to scale our pandemic response work globally. Working with the PagerDuty team has really highlighted how we as a team can continue to do our work more effectively and sustainably.”

—Simon de Haan (he/him), CTO and Co-founder, Turn.io

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CASE STUDY

Meet WeRobotics: A 2021 Time-Critical Health Partner

As rural communities around the world struggle to cope with urgent humanitarian, agricultural, and environmental challenges that threaten the lives and livelihoods of millions, WeRobotics works to address these challenges equitably by leveraging emerging technologies including drones, robotics, and AI—with a local, decentralized approach that is powered by on-the-ground experts.

WeRobotics uses drone technology to tackle last-mile essential medical supply and delivery challenges in hard-to-reach communities. The PagerDuty team partnered with WeRobotics to leverage the PagerDuty platform to up-level their incident response around drone field and operations support for an upcoming COVID-19 vaccine delivery project in Tawi-Tawi—a remote island province in the Philippines.

Our team worked with WeRobotics engineers to implement the PagerDuty platform and apply incident-response best practices, to improve workflows. “The team at PagerDuty went above and beyond in assisting us,” said Joseph Muhlhausen, Head of Drone

and Data Systems at WeRobotics. “Our engineers will be able to more efficiently provide a timely response to critical events, and eliminate the guesswork of who is on call at a particular time.”

Our collaboration helps set a strong foundation for a mature incident response program at WeRobotics. It will also help them expand services in other countries including the Dominican Republic, Ghana, Madagascar, Nepal, Peru, Papua New Guinea, and Uganda.



“Working with WeRobotics made me feel like PagerDuty was more than a software company, but rather a facilitator for change and good.”

—Jon Honari (he/him), Strategic Customer
Success Manager and pro bono volunteer

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Just & Equitable Communities

Systemic discrimination is pervasive and often invisible. It affects who gets access to health care and mental health support, who suffers the greatest in the droughts, hurricanes, and forest fires associated with climate change, and in whose voice gets heard or who gets to vote.

In June of 2020 we launched our Just & Equitable Communities portfolio with an initial \$500,000 in rapid response grants to organizations fighting against systemic discrimination. We followed up with voter engagement initiatives designed to ensure that every eligible American citizen—regardless of geography, race, age or mobility—has access to vote. This year, we continued to explore how we could combat systemic discrimination and increase access to opportunity for under-resourced communities and leaders from underrepresented communities.



2021 Progress at a Glance

\$250,000

in grants for vaccine equity partners

\$50,000+

in grants for local community partners

12

local grant partners

Launched

the ERG Grantmaking Program

Deployed \$250,000

in Environmental Justice funding

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Vaccine Equity Partners

In the midst of the COVID-19 pandemic, even as high- and upper-middle income countries rolled out vaccines, the majority of the world still lacked access to this basic, life-saving, intervention. This inequity was especially evident in underserved populations and hard-to-reach communities.

As a part of our \$1.6 million commitment to help close the COVID-19 vaccine equity gap, we provided \$250,000 in unrestricted funding to five nonprofit partners. These organizations use community-based, peer-to-peer approaches to address vaccine hesitancy in Canada, Puerto Rico, and the United States and ensure equitable, safe access to vaccines in marginalized communities.

For more information on our \$1.6 million in grants for equitable COVID-19 vaccine access and distribution, please see the [Time-Critical Health](#) section of this report.



[Médecins Sans Frontières/Doctors Without Borders \(MSF\)](#) is an independent, global movement providing medical aid where it's needed most. MSF is working with local organizations in Puerto Rico to expand access to and information about COVID-19 vaccines for vulnerable populations in hard-to-reach areas and marginalized communities.



[Code Tenderloin](#), a long time PagerDuty partner, has become the primary COVID-19 support organization in the San Francisco Area. It serves those hardest hit by the pandemic, including the underserved, homeless, LGBTQ+, and minority communities.



[Code The Dream](#) offers free intensive training in software development to people from diverse low-income backgrounds. As a part of their programming, they are working to ensure the nearly three million agriculture and migrant farmworkers across the United States receive culturally relevant COVID-19 information in their preferred language and have access to the vaccine.



[Mobile Pathways](#) is a pioneer for democratizing justice via technology. Its coalition of 26 immigration-focused grassroots organizations work to educate under-documented and detained immigrants and refugees about their vaccine rights, and to combat vaccine misinformation via data-driven outreach efforts.

[Visión y Compromiso](#)



[Vision y Compromiso](#) is a California-based community health organization serving Latino residents, including low-wage farmworkers, frontline essential workers, and immigrants and refugees of all ages and residency status.

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Joining Together with our Inclusion, Diversity & Equity Team and Employee Resource Groups

The PagerDuty.org team actively collaborates with our Inclusion, Diversity, and Equity (ID&E) team and our Employee Resource Groups (ERGs) to engage employees in supporting our community and deepening our connections to local organizations. This collaboration is critical as we work to shift traditional power structures, engage a spectrum of insights and perspectives, and broaden our collective impact.

Days for Change

This year, PagerDuty expanded its annual Day for Change initiative into an ongoing Days for Change program. Days for Change is designed for Dutonians to take united and repeatable actions that amplify, uplift, and support underrepresented communities and identities. In May 2021, we took part in a Day for Change that highlighted the Black community in partnership with Array, PagerDuty's ERG for Black and Latinx employees. And an October Day for Change honored World Mental Health Day alongside PagerDuty's visible and invisible disabilities and allies ERG, PageAble.

ERG Grantmaking Program

As ERGs engage with the key issues affecting their communities, they now have the opportunity to support organizations doing critical work to advance equity. This year, we launched a new program that empowers ERG leads to convene their members and choose to fund an organization meaningful to them. In addition, ERGs build relationships with these organizations through volunteering and campaign support, with the intention of creating long-term partnerships.

In 2021, Array selected The New Georgia Project, a non-partisan group that works to register and civically engage citizens in the US state of Georgia (see the [case study](#)). PageAble selected the Trevor Project, the world's largest suicide prevention and crisis intervention organization for LGBTQ young people and a PagerDuty nonprofit customer.

Environmental and Climate Justice Grants

Given the urgent nature of our global climate crisis, the increased threat it poses to low-income communities and communities of color, and strong Dutionian interest in environmental issues, we identified environmental justice as an issue that aligns with our commitment to build a more equitable and sustainable world through our ESG work. At the end of 2021, we announced a pilot initiative deploying \$250,000 in unrestricted funding to environmental and climate justice organizations working to build power in frontline and BIPOC communities. With such a complex global issue and an interest in driving systems change, our approach was to support both intermediary funds and community-based organizations, all with a bias toward collaborative action and learning. In turn, these partners will help further inform our long-term strategy development for our Just & Equitable Communities investment area.

What's Ahead for 2022

- We will design a long-term, multi-dimensional strategy to guide our work and investments in Just & Equitable Communities, and begin executing against the strategy by building new partnerships and community engagement.
- We will expand our ERG Grantmaking Program to further empower ERG leads to recommend grants that align to their cause, and develop a new Equity Philanthropy training for Community Responders and ERGs.
- We will develop our partnerships with the recipients of Environmental and Climate Justice Grants and explore full-spectrum support.

Our efforts contribute to the following Sustainable Development Goals:



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CASE STUDY

Meet the New Georgia Project: A 2021 ERG Grant Partner

The New Georgia Project is a voter support and legal action nonprofit organization that works to defend voting rights and register eligible, unregistered citizens of color to vote in the US state of Georgia since 2013.

When Array, PagerDuty's ERG focused on empowering Black and Latinx employees, met to discuss potential 2021 grant recipients, the New Georgia Project rose to the top of the list. The New Georgia Project's mission to fight for equality, equal voting access, and unheard Georgia voices fell in line with the group's goals. They first met the organization in 2020 as one of several voter engagement initiatives championed by PagerDuty.org through the #BeVoteReady campaign.

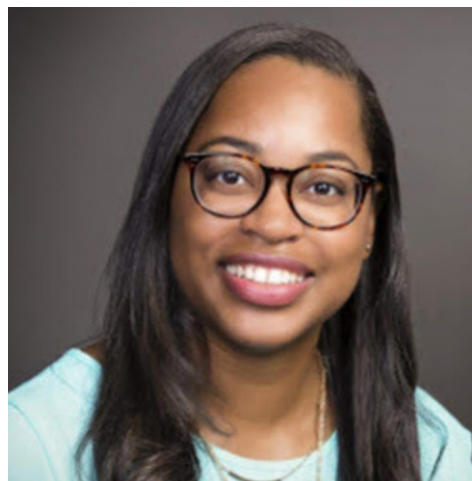
"The New Georgia Project's grassroots style and hands-on approach has been pivotal in getting voter registration and participation in the past years' elections," said Mya King, a member of the Array ERG. "Personally, I have friends and family members that registered and decided to vote because of this program's encouragement, education, and support. Continuing

to support these efforts with recent changes in voting laws will be important for empowering Georgians."

Array's support for the New Georgia Project and voting rights is just beginning. They've continued building a relationship with the New Georgia Project by supporting several virtual and in-person campaign events.



Edmond Dantès | Pexels



"I have always volunteered and supported my community. However, not until working at PagerDuty did my personal social impact goals match my company's. Being in alignment is important for me because I have more opportunities to amplify organizations I hold dear to my heart."

—Mya King (she/her), Senior Product Manager and member
of the Array ERG at PagerDuty

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Our Product

We deploy our platform to support nonprofit organizations and B Corps in delivering on their mission-critical work.

A community waiting for first responders to arrive with medical supplies and water after living through an earthquake or hurricane. A teenager in distress who's dialing a suicide hotline. Law enforcement officers who rely on observant community members to help them identify victims of human trafficking. None of these people can wait. Every single one of them has an urgent issue that needs to be addressed quickly.

Seconds matter for nonprofits delivering mission-critical services, and this is even more acute for those working with vulnerable, at-risk populations. These organizations can be hindered by tight resource constraints. Their teams need an intuitive solution that can be set up in minutes—a platform to orchestrate real-time response and empower the right action across all their digital systems.

Helping organizations direct their most urgent work so that they can achieve maximum impact in the communities they serve is exactly what PagerDuty's digital operations platform is built for. When applied to help nonprofits and B Corps reach the communities they serve, fewer people experience delays in critical services and more people thrive.

In 2021, PagerDuty.org provided a total of \$804,000 in platform discounts and donations to qualifying nonprofit organizations and B Corps through [Impact Pricing](#). This provides nonprofits and B Corps with 10 free professional licenses as well as access to discounted training through PagerDuty University. Additionally, in Fall 2021 we expanded our reach to nonprofits through a formalized go-to-market program. The goal of this program is to use our technology to do more good in the world and enable the social sector to more easily access critical technology to achieve its mission.

2021 Progress at a Glance

288

total nonprofit and B Corp customers

\$804,000

in product discounts
and donations

Launched

our nonprofit go-to-market program

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Tafel Deutschland, a GlobalGiving Partner

Learning from our Customers and Other Tech Companies

Because we are a learning organization at heart, we are always looking for opportunities to understand how we can better help nonprofits accomplish their mission-critical work.

We regularly collaborate with other technology companies and industry groups to share best practices, explore new service models, and find ways to make it easier for nonprofits to use our technology. We are an active contributor to [Impact Cloud](#) and support [CTOs for Good](#), two groups we consider to be sources of innovative ideas and collective action. In 2022, we will launch an advisory council of nonprofit customers to provide critical feedback and insights to help us make it easier for the social sector to access critical technology that magnifies and accelerates its mission-critical work.

Featured Nonprofit Customers



What's Ahead for 2022

- We will launch new Impact Pricing to reduce cost barriers and enable nonprofits to expand their use of the PagerDuty platform to manage more mission-critical work.
- We will create a customer advisory council to provide insights to improve how we onboard, train, and support nonprofits and mission-driven customers, as well as inform product applications.

Our efforts contribute to the following Sustainable Development Goals:



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CASE STUDY

Meet SIRUM: A 2021 Nonprofit Customer

Millions of Americans don't take their prescribed medication because they can't afford it. Even with insurance, soaring copays and deductibles force many people to make an impossible choice between paying for medications, or basics like food, housing, or gas to get to work. At the same time, there is a huge untapped source of medications: an estimated \$5-11 billion in surplus medications each year is discarded or ends up in incinerators.

SIRUM is the largest distributor of recycled medications in the United States. They decrease the amount of medicine going to waste in the United States by collecting and redistributing unused, unexpired drugs from places like nursing homes and pharmacies, and provide them to patients in need.

We're working with SIRUM to help their engineering team keep increasingly complex warehouse automation systems at their partner facilities up and running via PagerDuty's platform. In the future, SIRUM will use PagerDuty to support real-time updates on sensor data and temperature tracking with notifications to

key stakeholders, multiple escalation methods, and integrations with other key systems at partners to support medicine donation matching, inventory management, and shipping logistics. As a result, SIRUM will be able to provide many more prescriptions to patients each day. "We already use technology to redistribute unused medicine to get it where it's needed most," said Kiah J. Williams, one of SIRUM's founders. "This partnership will enable us to leverage technology for good in new ways to create a more equitable health system."



Towfiq barbhuiya | Unsplash



"We're excited about how the PagerDuty platform can help SIRUM manage the operational complexity of their warehouse systems as they scale and deliver even more medications to rural and low-income communities."

—Jesse Maddex (he/him), Director, Nonprofit Market
Development at PagerDuty.org

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Our People

We're building a more equitable world by cultivating Dutonians as agents of change, in service to our nonprofit customers and communities.

Dutonians are at the heart of our social impact. Their talents, passions, and business expertise extend well beyond the workplace. PagerDuty.org works to empower every Dutionian to effectively contribute their skills and resources through programs that build agency, empathy, connection, and leadership. Ninety percent of Dutonians say the company's social impact makes them proud to work at PagerDuty.

Our programs encourage Dutonians to support causes meaningful to them. This includes matching contributions for donations to nonprofits and volunteer service, and 20 hours of volunteer time-off annually, which includes time off to vote and engage in nonpartisan voter activation. Dutonians can also take part in our new Technical Pro Bono program and volunteer their time to help PagerDuty nonprofit customers and partners optimize their digital operations. Others give back to their local communities in a variety of ways, including mentorship, board service, youth sports, or food security programs.

Adopting a social impact mindset is a practice that's embedded in our culture and a throughline for Dutonians from their first days with the company and throughout their careers. To start new hires on their journey as change agents, they receive a \$25 credit to donate to a charity of their choosing in their first week at PagerDuty. We embed volunteering as a part of company and customer-facing events throughout the year. Through these, we seek to make engaging with our customers, partners, and communities a regular—and meaningful—part of the work day.

In 2021, 92% of Dutonians volunteered or gave money to a nonprofit cause. In addition to our Days for Change volunteer events, we provided the following opportunities for employees to engage with the community and give back.

2021 Progress at a Glance

92%

of Dutonians volunteered or donated to a cause

5,232 hours

volunteered by Dutonians, an 83% increase compared to 2020

145

organizations supported through Dutionian volunteerism

\$102,000

donated by Dutonians and matching grants

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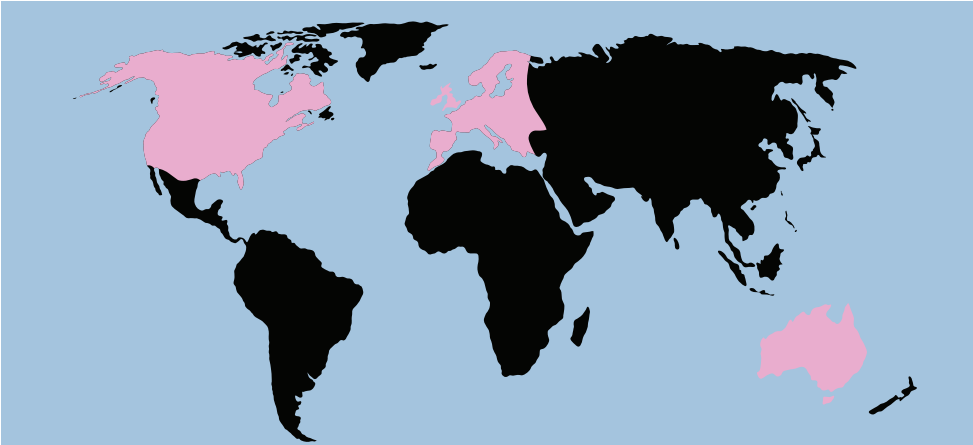
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- Atlanta, US
- Lisbon, PT
- London, GB
- San Francisco, US
- Sydney, AU
- Toronto, CA

In 2021, our Community Responder Council partnered with 10 local nonprofits across three continents, deployed more than \$50,000 in grants, drove volunteer activations, and launched fundraising campaigns to further the mission of these organizations and meet local needs.

Monthly Volunteer Response

In 2021, we introduced a new program to offer monthly virtual drop-in volunteer activations for Dutonians, providing them a frequent opportunity to make an impact with nonprofit customers and community partners. We held 11 events throughout the year, including a virtual volunteering datathon to benefit ShelterTech, an organization that supports people experiencing homelessness in San Francisco. Other events directed support to our partner organizations including the American Red Cross, CareerVillage.org, Code Tenderloin, International Medical Corps, Missing Maps, the San Francisco AIDS Foundation, and the San Francisco Education Fund.

Community Responder Council

Our Community Responder Council is an elected, global network of Dutonians who inspire their colleagues to take action at the local level and drive partnerships with community organizations. They embody PagerDuty values and seek to embed social impact in their roles, their teams, and local communities. Community Responders represent our diverse workforce and drive impact from a variety of levels, teams, roles, and regions.

Throughout the year, Community Responders organize activations that are meaningful to their regional colleagues and

to their immediate community. At our London office, Dutonians partnered with a local nonprofit, The Conservation Volunteers, on a community green-space project. And in Sydney, Australia, Dutonians collectively chose to focus on youth and human rights, as they were inspired from a volunteer activation during PagerDuty's annual Company Kick-Off. They joined together to raise \$26,000 AUD for Humanity Matters, an organization that works in support of at-risk youth (see the [case study](#)).

What's Ahead for 2022

- We will encourage a social impact mindset and activate Dutonians to contribute to their communities and identify new ways to create positive impact through their core roles.
- We will grow our Technical Pro Bono Program and introduce Customer Health Checks to further deploy our expertise to support nonprofit organizations with their digital operations.

Our efforts contribute to the following Sustainable Development Goals:



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CASE STUDY

Meet Humanity Matters: A 2021 Local Grant Partner

Humanity Matters addresses the invisibility and alienation of highly marginalized young people in a western district of Sydney, Australia. The organization helps them reconnect with family, school, employment, and the community.

In 2021, the COVID-19 pandemic exacerbated the challenges these underserved youth were already facing. For the young people that Humanity Matters is dedicated to supporting, stay-at-home orders furthered their isolation. For Humanity Matters, the pandemic made it more difficult to raise funds at a time when their community really needed them. When our Asian Pacific Japan team met them, it was clear that immediate fundraising was a critical need to keep them afloat and help them continue their outreach.

Inspired by the opportunity to help build a community where vulnerable young people can experience acceptance and appreciation, the team joined together to create STEP-tember for Humanity Matters. It was an activation that brought together teams and individuals across the company. Throughout

September 2021, 32 teams across the globe—nearly 250 Dutionians— assembled to compete in a month-long step challenge.

In total, STEP-tember raised \$26,000 AUD for Humanity Matters. The organization will use the funds to convert a food truck into a commercially operating business that will provide young people with real-world work experience and legally earned wages. “More than 100 young people over the next 12 months will be given the skills, confidence, self-belief, and support to secure long-term stable employment, dramatically changing the trajectory of their lives,” said Mary Malak, CEO at Humanity Matters.



PagerDuty in support of Humanity Matters



“It really goes to show the impact Dutionians can have when they run (or step) together for good.”

—A.J. Dullard (she/her), Enterprise Corporate Sales Representative and Community Responder at PagerDuty

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Information Technology Disaster Resource Center (ITDRC)

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A Letter from Howard Wilson

CFO & Executive Sponsor, ESG, PagerDuty

Since its formation, PagerDuty has consistently and systematically invested in measurable advances in social impact, equity and diversity. We report on our progress to our employees, our board, in earnings calls, and in annual reports. We are now expanding those efforts with a robust Environmental, Social, and Governance (ESG) strategy and plan. As we build our industry-leading digital operations platform into the Operations Cloud for Modern enterprise, we will enable organizations of all types to proactively manage the urgent, unpredictable, unstructured work that affects end user experience. We are committed to ensuring mission-driven organizations can tackle mission-critical, time-sensitive work at machine speed.

Our company purpose is to empower teams with the time and efficiency to build the future. Formalizing and integrating ESG into our daily operations is fundamental to our success as our company, critical to our growth, and aligned with both that purpose, and our vision to contribute to an equitable and sustainable world. From our hiring practices to our products themselves to how we act in our communities, we are committed to realizing this vision. With our ESG framework and strategic plan, we will advance those investments through how we hire and retain Dutonians, how we use our voice, and how we leverage our resources to advance a more equitable society.

Last year, just our third as a public company, we made a significant investment in assessing, aligning, and advancing ESG within PagerDuty. In the past year we:

- Established an ESG Steering Committee of leaders from across the company



- Undertook an inaugural materiality assessment, including detailed interviews with board members, the executive leadership team, investors, analysts, customers, employees and partners, and an employee survey
- Conducted a detailed third-party assessment against industry standards
- Carried out an inventory of two years of greenhouse gas emissions

In addition, this past year we made new investments across our ESG program priority areas:

Security, Privacy and Acceptable Use

As a digital operations management company, data privacy, security, and ethics are paramount. This year, we achieved expanded security certification and enhanced our Acceptable Use Policy to prevent our software from being misused.

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A Letter From Howard Wilson (continued)

Talent, Equity & Diversity

We continued our commitment and programmatic efforts to attract and develop inclusive leaders. We developed additional partnerships to support our equitable recruiting standards and processes, customized learning experiences, introduced a mentor program for under-represented employees and increased wellness benefits that support all of our Dutonians. We expanded our Inclusion, Diversity and Equity (ID&E) investments and programs both within our company and our community, reporting on these goals in our second [annual ID&E report](#). Notably, we continue to achieve gender pay equity, and in the last year we improved the overall diversity of our people managers. We are committed to continuing to achieve and report measurable progress, championed by our Chairperson and CEO Jennifer, our new Chief Diversity Officer Roshan Kindred, and myself, with the support of our leadership team and board of directors.

Governance

We continuously strive to enhance our corporate governance, including through increasing the diversity of our board to further reflect the communities we serve, and formalizing ESG oversight by our Nominating and Corporate Governance Committee (Nominating and Governance Committee). We appointed two new board members, maintaining our 50% gender balance and leading our industry with 75% non-white representation.

Climate Change

We also took steps to begin to understand our environmental footprint. In this report we publish our first greenhouse gas inventory, reflecting two fiscal years. COVID-19 has greatly changed how PagerDuty operates; this coming year we'll be investigating how our footprint may evolve in the future and exploring options to minimize our risk and impact.

We'll embrace sustainability and ESG the way we embrace all matters of business and societal importance—with our values, our whole selves, and our platform, to contribute to industry and software change. We welcome your thoughts along the way.



—Howard Wilson, (he/him), CFO & Executive Sponsor, ESG



PagerDuty with The Conservation
Volunteers in London

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Our ESG Approach

Our ESG program helps us better support our customers, attract and retain talent and investors, and amplify our contributions to society and the environment.

Last year we made significant investments to align and advance ESG within PagerDuty.

We assessed our performance against leading frameworks and industry benchmarks, identified material priorities, developed an ESG roadmap, assigned accountability, and targeted initial investments.

We established executive sponsorship and management of ESG, created a cross-functional ESG Steering Committee, and amended the charter of the Nominating and Governance Committee to ensure board oversight. Our Steering Committee will continue to identify and lead our ESG priorities. In 2022, functional leads will execute on ESG priorities, and we will set new goals and targets.

While we have reported on our [Social Impact](#) and [Inclusion, Diversity & Equity \(ID&E\)](#) initiatives and outcomes in past years, this is the first time we've publicly reported on our ESG approach in a comprehensive way. This document contains disclosures of ESG metrics relevant to PagerDuty, as well as those included in the Sustainability Accounting Standards Board (SASB) standards for the Software & IT Services sector. The disclosures illustrate how PagerDuty activities align with the United Nations Sustainable Development Goals (UN SDGs), which comprise the key objectives of the United Nations 2030 Agenda for Sustainable Development.

We will continue to accelerate ESG across our company, and to engage and report for our stakeholders.



Reporting Period: References to performance metrics throughout the ESG section of the Report cover our fiscal year 2022 (FY22), reflecting data for the period from February 1, 2021 through January 31, 2022, unless otherwise noted. Narrative disclosures on ESG progress, programs, and aspirations may reference material from February 1, 2020 through January 31, 2021, extending beyond the prior fiscal year.

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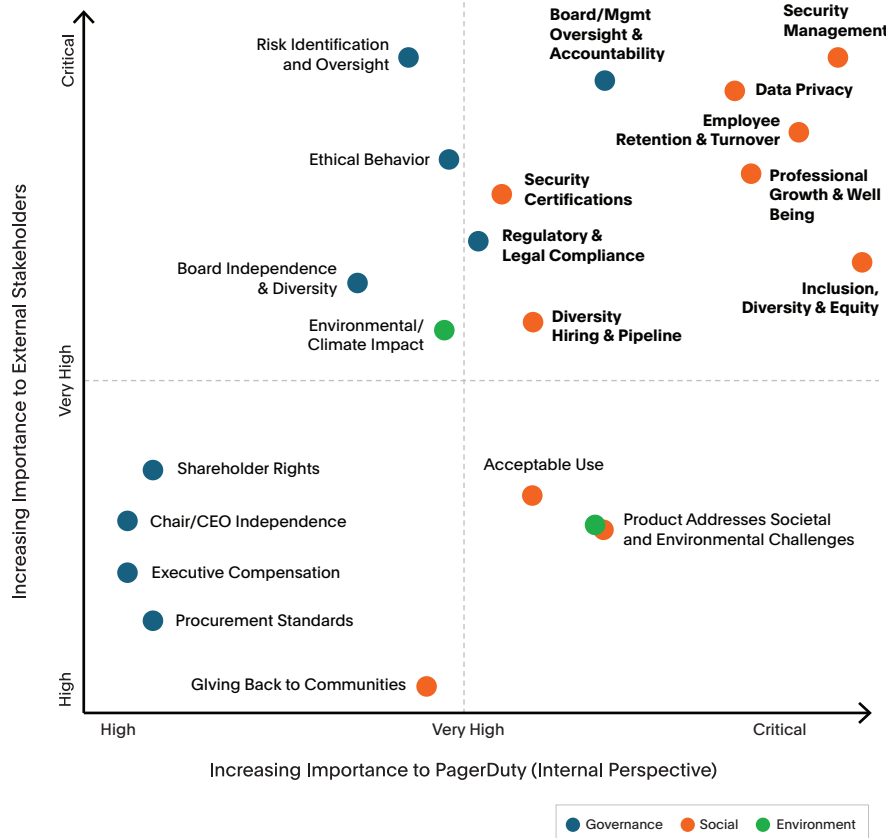
Materiality Assessment & Priorities

In 2021, we completed our first materiality assessment. This enables us to understand the priorities of our internal and external stakeholders, and to evaluate how impactful these topics could be on our business. The resulting materiality matrix (pictured) guides us to prioritize the most important ESG areas for our business and stakeholders, and our roadmap.

In 2022, we will develop a comprehensive strategy and key performance indicators (KPIs) to focus on where we can enhance our existing programs, and develop new ones.

Priorities

- Prevent and minimize data breaches impacting the personally identifiable information (PII) of customers or employees
- Attract and retain diverse talent
- Continue to build an equitable workforce
- Build and advance a culture of belonging and inclusion
- Understand and minimize our environmental impacts
- Apply our platform to societal and environmental challenges



Materiality Matrix. This is a map of PagerDuty's material ESG topics based on the intersection of internal and external priorities. Those rated most critical are in the top right corner.

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Third-party Assessment



In 2021, we undertook our first third-party sustainability assessment, receiving the EcoVadis Silver rating, placing PagerDuty in the top 25% of all submissions. EcoVadis evaluates company Ethics, Labor and Human Rights, Environment, and Sustainable Procurement.

PagerDuty was recognized for:

- Low risk: No records of risk or non compliance in third-party databases
- Ethics: Demonstrating an advanced management system on ethics issues

Our primary improvement areas are:

- Environment: While we have implemented some measures regarding environmental issues, we are early in our journey to formalize policies and programs in this area. As a first step we've conducted two years' worth of greenhouse gas and water inventories, included in this report, to inform focus areas and initiatives. The content in this report was not available at the time of our EcoVadis review, and we anticipate these new disclosures will impact our overall results going forward.
- Sustainable Procurement: We have a Supplier Diversity policy in place, and we will develop procurement standards.

ESG Oversight

ESG Steering Committee & Management. The key elements of our ESG program have long been in place with established senior leaders and executive team member oversight, including our People, Legal, Customer Success, Security, and Finance teams. The integration of our ESG programming is led by our VP, Social Impact, reporting into our Chief People Officer, including our new work to address our own climate footprint and to support climate justice and our ESG reporting. We are hiring a Director of ESG this year.

We first convened our ESG Steering Committee in 2020. The committee is chaired by our Vice President of Social Impact; it is composed of diverse business leaders across functions and operations, including customer success, legal, people, finance, investor relations, workplace, and procurement. The Steering Committee provides input on, reviews, and guides our ESG priorities. Functional leads and their executives are accountable for achieving goals in our ESG priority areas.

Executive Sponsorship. ESG is led and championed by our CEO. Our CFO has served as executive sponsor providing oversight of ESG since inception of our Steering Committee.

Board Governance. The Board's Nominating and Governance Committee has primary responsibility for oversight of ESG issues at PagerDuty. Annual reports are made to the full Board. The Board receives updates on core ESG priorities including ID&E and Social Impact throughout the year.



"PagerDuty is on a mission to help our customers anticipate the unexpected in an unpredictable world. ESG reinforces that by enabling our teams and our partners to anticipate risk and opportunity. It's critical to our vision of an equitable world."

—Rathi Murthy (she/her), Chair, Nominating and
Governance Committee of the PagerDuty Board

Our Operating Principles

Doing what we say and saying what we do, with integrity and high ethical standards.

Ethics & Compliance

Our [Business Code of Conduct and Ethics](#) (Code of Conduct) is a public document that outlines our ethics and human rights approach, including promoting diversity, respect and fair dealing, preventing conflicts of interest, and maintaining compliance, including with anti-corruption, insider trading, and antitrust laws and practices. The directors, executives, employees, and independent contractors of PagerDuty and its subsidiaries, all commit to comply with the Code of Conduct and must complete training in its aspects.

Employee Handbook and Training. All employees are expected to certify they have read, understood, and agree to comply with our Employee Handbook, which contains our expectations and procedures for Compliance. Additionally, all employees complete ethics and compliance training annually, including Ethical Business Conduct, Anti-Corruption, and Anti-Discrimination and Anti-Harassment modules.

Policies. In addition to their inclusion in our Code of Conduct, we have specific policies, procedures and training on Anti-Corruption, Insider Trading, Whistleblowing, and other critical business ethics topics.

Reporting and Non-Retaliation. PagerDuty has a non-retaliation policy and whistleblower reporting system. Employees are responsible for reporting violations and concerns. Additionally, anyone may report violations or concerns anonymously via independent online or local phone whistleblower hotlines

available 24/7. Our Compliance Officer, our Audit Committee, or others, as appropriate, review all concerns submitted through the hotlines.

Anti-Discrimination. We do not tolerate discrimination against any individual on the basis of any non-performance-related characteristics, including race, religion, gender, age, marital status, national origin, sexual orientation, citizenship status, disability, and other protected characteristics. We do not consider these factors when making decisions regarding recruiting, hiring, compensation, benefits, training, termination, promotions, or any other condition of employment or career development. This policy of non-discrimination extends to how we treat our partners, investors, customers, and other constituencies.

Antiracism. Our policies and practices go beyond anti-discrimination to our Antiracism Policy. We actively develop a culture of Inclusion, Diversity and Equity (ID&E), detailed in the Our Culture & Talent section of this report, and in our [annual report dedicated to ID&E](#) at PagerDuty.

Human Rights. We signed onto the [UK Modern Slavery Act](#) expanding on our human rights approach with regards to privacy, labor practices, anti-discrimination, and diversity in the workplace.

Safe Workplace. Our Workplace team has developed health and safety policies, and regular assessments and committees to manage risks in our office environment.

Lobbying and Political Contributions. PagerDuty does not lobby or make political contributions.

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Governance

We believe effective corporate governance and oversight of the environmental, social and governance (ESG) issues that matter most to our business and to our stakeholders contribute to the long-term success of our business and to the positive societal impacts PagerDuty can make.

Committees. Our Board works closely with management to oversee ESG at PagerDuty, with each of our three Board committees dedicated to areas of the program associated with their respective areas of responsibility. The Nominating and Governance Committee has primary responsibility for oversight of ESG, including social and environmental impact, with additional topics also reviewed by other committees. A range of human capital activities, including talent management and development, talent acquisition and retention, employee engagement as well as ID&E, is overseen by the Compensation Committee. PagerDuty's risk management framework and programs, overall risk profile, and risk exposures are overseen by the Audit Committee, the Board as a whole, as well as through the Board's other standing committees.

Oversight. Our Board—as a whole and through its three standing committees—works with executive management to oversee ESG governance. Our General Counsel serves as our Compliance Officer, overseeing our business ethics policies and practices. Ultimately the Audit Committee of our Board is accountable for questions or concerns about business conduct. Our commitment to corporate governance is articulated in our [Corporate Governance Guidelines](#) and [Annual Report and Proxy Statement](#) disclosure, which provide detailed information on our board structure and composition, stockholder rights and engagement, executive compensation, and other key governance topics.

Independent Directors. PagerDuty is overseen by an independent, diverse, and effective Board of Directors. We ensure our Board is composed of directors who have highly relevant skills, professional experiences and backgrounds, bring diverse viewpoints and perspectives and effectively represent the long-term interests of our stockholders. Jennifer Tejada serves as CEO and Chairperson of the Board, and Zachary Nelson as Presiding Director. Six of our eight board members are independent.

Corporate Governance Highlights.

As stated above, we believe that good corporate governance promotes the long-term interests of our stockholders, strengthens our Board and management accountability and leads to better business performance. For these reasons, we are committed to maintaining strong corporate governance practices, such as:

100% Independent Committee Members

Independent Presiding Director

Annual Board and Committee Evaluation

Board Continuing Education Program

**Director Change in Circumstances with
Resignation Policy**

Board Risk Oversight

**Periodic Review of Committee Charters and
Governance Policies**

**Regular Meetings of Independent Directors
Without Management Present**

**Director service limited to no more than four
(4) additional public company boards**

Annual Say-on-Pay Vote

**Code of Conduct for Directors, Officers
and Employees**

**No multi-class common stock with unequal
voting rights**

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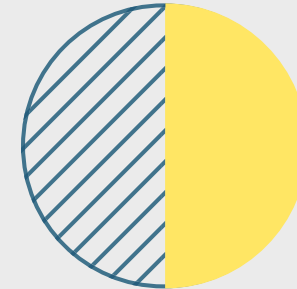
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Our Corporate Governance Guidelines stipulate that there will always be a majority of independent directors on the Board.

Our Nominating and Governance Committee uses a variety of methods for identifying and evaluating potential director candidates. In its evaluation of director candidates, including the current directors eligible for re-election, our nominating and corporate governance committee will consider the current size and composition of our board of directors and the needs of our board of directors and the respective committees of our board of directors. Some of the qualifications that our Nominating and Governance Committee considers include the candidates' experience of particular relevance to us and the board of directors, accomplishments, credentials, independence, area of expertise, and ethical and moral standards. Although our board of directors does not maintain a specific policy with respect to board diversity, our board of directors believes that the board should be a diverse body, and the Nominating and Governance Committee considers a broad range of backgrounds and experiences. In making determinations regarding nominations of directors, the nominating committee may take into account the benefits of diverse viewpoints.



Representation, Board of Directors



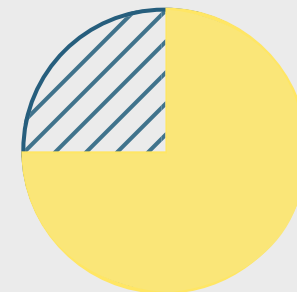
Gender:



50% male



50% female



Race/ ethnicity



25% white



75% non-white

Board Diversity. Our Board represents our customers and our work. With the appointment of two new directors in 2021, we have maintained gender parity, and a majority of our Board members identify as underrepresented minorities.

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Peter F. Unsplash

Data Privacy, Security and Ethics

[SASB TC-SI-230a.1 and TC-SI-230a.2]

We are committed to protecting customer data and privacy, and we take our obligations regarding data compliance seriously and transparently. We continue to deepen our testing and external certifications, regularly review our policies and approach, and conduct ongoing employee training for security best practices.

Our ongoing commitment to data protection is evidenced in a variety of ways:

- We only use trusted public cloud providers. PagerDuty does not own or operate data centers.
- We enter into European Union-approved Standard Contractual Clauses with customers to ensure adequate protections for the privacy of EU data subjects and compliance with European privacy regulations.
- We have successfully obtained and maintained a SOC-2, Type 2 security certification.
- We ensure that data in transit over public networks and at rest is encrypted.

Policies.

Privacy Policy. We updated our Privacy Policy in 2021, outlining the type of customer data we collect, how it is used, and how it may be disclosed, to conform with the new requirements under the European Union General Data Protection Regulation, and other global regulations.

Data Security Policy. This outlines our agreements with customers.

SOC 2 Security Certification. Since 2019 PagerDuty has maintained the American Institute of Certified Public Accountants SOC 2, Type 2 certification for Security, which specifies how organizations should manage customer data. We expand the scope of this each year: in FY21 we included "Availability", and in FY22 we added "Confidentiality". These audits include industry standard penetration testing. This year we had zero exceptions. An overview of our Security approach can be found here: pagerduty.com/security/.

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Self-certifications. We annually self-certify to the Cloud Security Alliance (CSA) Security Trust Assurance and Risk (STAR) Program. Our security program controls are also documented and made available to customers in the Consensus Assessment Initiative Questionnaire (CAIQ) format. This is an industry-accepted way to document which security controls exist in SaaS services to provide security control transparency.

Incident Monitoring and Reporting. We maintain multiple monitoring systems to detect and alert on incidents; severity is classified based on customer impact and duration of incident. Documentation on our Incident Response and Security Incident Response processes can be found at response.pagerduty.com/.

Data Requests. 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 this. It may be necessary—by law, legal process, litigation, and/or requests from public and governmental authorities within or outside your country of residence—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 make sure it satisfies applicable laws.



Ethics: Community & Acceptable Use

We embed our values of diversity, belonging, and responsible use in all that we do, including how our platforms are used. We have teams within our product organization that make sure we are filtering for any bias in product design, and that our design is accessible to all users. We have engaged our user community in guiding and testing our approaches.

Community Policy. We are dedicated to providing a respectful experience for everyone, regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, national origin, age, or religion. We do not tolerate harassment in any form.

Acceptable Use Policy. We prohibit the use of our services and website for any illegal, fraudulent, or abusive purpose, in violation of any laws (including without limitation data, privacy, and export control laws, and laws that protect civil rights). In January 2021, we updated this policy to include forbidding use to “facilitate, or encourage the transmission of content or materials that promote, violence, dangerous activity or discriminatory, hateful or prejudicial action against anyone based on race, ethnicity, national origin, sexual orientation, sex, gender, disability, religion or other legally protected category.”

In 2021, we contributed to a whitepaper published by Business for Social Responsibility, [Responsible Product Use in the SaaS Sector](#), exploring and recommending ethical practices including acceptable use, transparency, reporting, and training for the SaaS sector.

Our efforts contribute to the following Sustainable Development Goals:



Our Culture & Talent

We are a people-first organization dedicated to building an inclusive, diverse, and equitable workplace that is representative of the communities we serve in and out of the workplace.

We're working hard to foster a people-first culture where employees can thrive, grow their careers, and get the support they need. Our values guide our work, including how we hire and develop employees. As of January 31, 2022, we had 951 employees, of which approximately 71% were in the United States and 29% were in our non-US locations. [SASB TC-SI-330a.1]

Being people-first includes building a diverse workforce that reflects the customers we serve and the world we live in. We believe Dutonians can do their best work when they can be their authentic selves in an environment that promotes belonging. Our commitment to ID&E has been a keystone of our cultural values since our founding. ID&E is at the heart of our business strategy, as we believe reflecting the global community we serve is critical to our success as a company.

Inclusive Hiring

In 2020, we redesigned our recruitment processes to be more inclusive, allowing us to better attract and hire diverse talent and improve representation. We have continued to invest in and refine our Inclusive Hiring Program in 2021, ensuring a fair and equitable hiring process in the following ways:

Interviewing:

- A structured interview process with a strong emphasis on skills and core competencies.
- Virtual interviewing and onboarding for greater flexibility and equity.
- Training and guidelines for unbiased interviewing and inclusive hiring.
- Requirements and service level agreements to provide a diverse slate of candidates.

Systems and Tools:

- Resources and systems for both candidates and interviewers that support inclusion and help level the playing field, with bias-reducing techniques embedded into our hiring and interviewing process and software
- Tools and reporting to better measure and understand hiring trends.

Internal Mobility:

A revamped internal mobility strategy that helps employees elevate and grow their careers at PagerDuty

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Marketing:

- Non-biased job descriptions with encouraging language (e.g., "Not sure if you qualify? Apply anyway!"), links for ID&E and Social Impact resources, and information on our inclusive benefits, culture, and diverse leadership
- Non-biased talent marketing visual assets and copy on corporate blog and social media, so all candidates and employees can see themselves thriving at PagerDuty, including inclusive language, diverse storytelling, broad spectrum of identities represented in photography and video, and a PagerDuty microsite for candidate enablement.
- Partnerships, including events, articles, videos, and social media, with Inclusive Hiring organizations that serve underrepresented minority talent and build a representative pipeline.

PagerDuty partners with Inclusive hiring organizations



POCIT
PEOPLE OF COLOR IN TECH

OU OUT FOR UNDERGRAD

**CODE
PATH
*ORG**

Power to Fly

Latinas
in / Tech

**HACKBRIGHT
ACADEMY**

HBCU
HISTORICALLY BLACK COLLEGES AND UNIVERSITIES

**// FLATIRON
SCHOOL**

**FULLSTACK
ACADEMY**

Retaining Talent: Engagement, Learning & People Development

To hire and retain the best talent, we prioritize connecting Dutonians to experiences that amplify their career growth, performance, and opportunity. We cultivate and manage the moments—onboarding, learning, performance and coaching, career moves—that help PagerDuty realize our vision.

- Onboarding. All new hires have access to onboarding tools and resources.
- People Development Experiences. Dedicated learning throughout the year focused on leadership skills related to our cultural values and how we work.
- People/Leadership Development. All people managers have dedicated learning programs to build their leadership skills and experience.
- Organization-wide learning initiatives that enhance our company performance and build inclusive leadership skills.
- Performance experience. In addition to our annual feedback and review process, we empower Employees and Managers to have continuous conversations throughout the year to lead change, elevate performance, make improvements, and identify opportunities.
- Career progression. We have been working on career architecture—a framework where each role is outlined in terms of scope and skills required to be successful in that role and to master it, helping our employees progress and grow.

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“I am extremely grateful for PagerDuty’s ESG investments. The work the company is doing around ID&E and in supporting non-profits absolutely influenced my decision to apply here.”

—Dutonian, 2021 survey comment

Employee Engagement

[SASB: TC-SI-330a.2]

We regularly survey our employees to hear their views and assess employee satisfaction. We use the views expressed in the surveys to influence our strategy and policies, and to gain insights into how and where we work.

Nearly 80% of Dutonians provided feedback on their engagement in our August 2021 Inclusion Survey. Eighty-one (81%) feel PagerDuty is a great place to work. With a focus on building psychologically safe environments, 88% feel they can provide upward feedback to their manager, 84% are comfortable sharing their personal background and experiences, and 77% feel they can voice contrary opinions without fear of negative consequences. The majority—94%—feel encouraged to balance their work lives and personal lives.

Representation. None of our employees are represented by a labor union with respect to their employment, and we have not experienced any work stoppages.

Recognition. PagerDuty is a Parity.org 2021 Best Workplace for Women to Advance winner, a Certified™ Great Place to Work®, BuiltIn 2022 Best Remote-First Places to Work, 2021 Inc’s Best-Led Companies, and a Women in Tech DEI Initiative of the Year nominee.

Creating a Culture of Inclusion, Diversity, Equity & Belonging

A multi-year commitment is required to build inclusive, diverse, and equitable workplaces. We began our ID&E journey four years ago, before filing for our initial public offering. Along the way we’ve learned this kind of change requires ongoing effort that is filled with continuous learning moments, uncomfortable conversations, and challenging work to ensure the feeling of belonging exists for every Dutonian. Last year we made commitments to stand up for critical ID&E issues facing our communities and took measurable, systematic action to lead by example.

ID&E Report. We publish an annual [Diversity, Equity & Inclusion Report](#) on our approach and progress. This includes KPIs on gender and race/ethnicity diversity. We’ve made progress on our goals, identified opportunities for growth, and invested in programs and initiatives that build on our efforts to retain and attract diverse talent. We created equitable policies that guide us in cultivating inclusivity and belonging, and identified new opportunities to evolve our programs.

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“I didn’t know some of these topics mattered to me until I worked for a company that actively asked and cared. I’m proud to work with a global and diverse team. It makes me a better employee and a better person.”

—Dutonian, 2021 survey comment

Developing Inclusive Leaders. Every Dutonian plays a role in creating and maintaining a welcoming and respectful working environment where everyone, no matter their background or individual characteristics, can truly thrive. We offer company-wide ID&E training and experiences, as well as customized training by level and role. Our learning incorporates common language, expectation setting, awareness, actions and behaviors, and culture. This will elevate our performance, our culture, and our brand.

Mentorship. In February 2021, we launched our first reverse Mentorship Program. It is designed for Senior Leadership Team (SLT) members to mentor Black and Brown Dutonians in developing their career and provide guidance, while also learning best practices of allyship for supporting Black and Brown communities inside and outside the workplace.

Employee Resource Groups. Our Employee Resource Groups (ERGs) specifically support underrepresented communities through strategically delivering programming and content, including career development and professional networking, community building and support, allyship education, and partnerships with Recruiting and Social Impact.

Supplier Diversity Policy. We require vendors to invest in ID&E in order to do business with PagerDuty. In 2020, we joined with the Justice Collaborative and with other companies in an initiative, and outlined our programmatic commitments in an [open letter](#).

Oversight. We appointed our first Chief Diversity Officer in 2021 to provide the vision and leadership to apply our commitments within our company, and externally. Accountability rests with our Chief People Officer and the Compensation Committee of our Board. We publish an annual public [ID&E report](#) on our progress.



PagerDuty has six Employee Resource Groups.

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Pay Equity. We are dedicated to the critical work of ensuring our pay programs and practices are fair and equitable. We invest a significant amount of time and resources in the pursuit of being a changemaker not only for Dutonians but for all. We conduct a semi-annual pay analysis using a recognized third-party methodology and pay equity platform. This ensures that we provide equal pay for equal work, regardless of gender or race/ethnicity.

For all Dutonians in similar roles and circumstances **we've achieved male and female pay equity within \$0.01.** Our US-based race/ethnicity pay equity is **within \$0.02.** Learning from external experts in the field of pay equity, we are focusing this year's study on equitable pay for underrepresented minority employees in lieu of minority to non-minority, and going forward, will report on this metric instead.

Pay Transparency. Our goal is to increase transparency around pay and compensation, allowing Dutonians to have a greater understanding of how they are paid and feel more connected to the success of the business. In February 2021, prior to our Year-End Merit Program, we educated all people managers on our compensation philosophy and programs, pay range development, and how to have intentional conversations about pay with their employee(s).



PagerDuty Array ERG members in Atlanta

Our efforts contribute to the following Sustainable Development Goals:



“PagerDuty has a clear commitment to our customers, employees, and stakeholders towards building an equitable future. To achieve this big bold goal, pay equity must be part of the conversation.”

—Roshan Kindred (she/her/ella), Chief Diversity Officer

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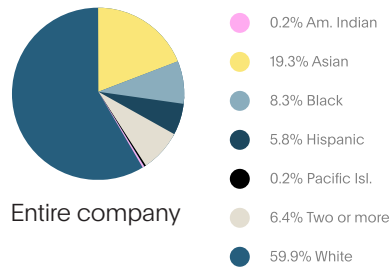
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Diversity & Equity at PagerDuty

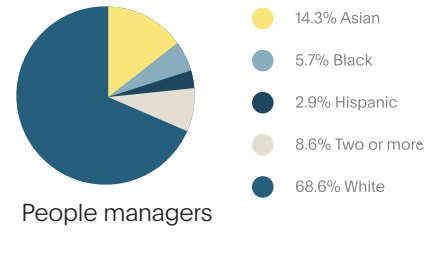
Expanded representation of leaders from underrepresented minorities across our Senior Leadership Team to

31%

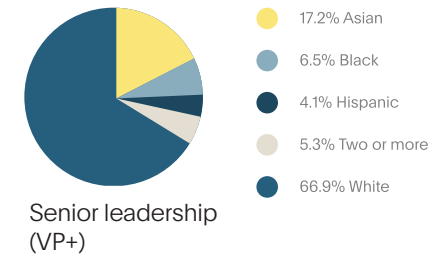
Race/Ethnicity



Entire company



People managers



Senior leadership
(VP+)

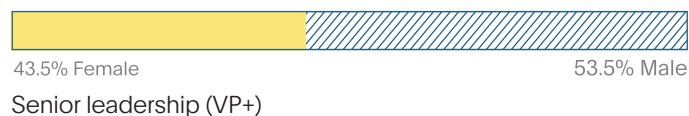
Global Gender



Entire company



People managers

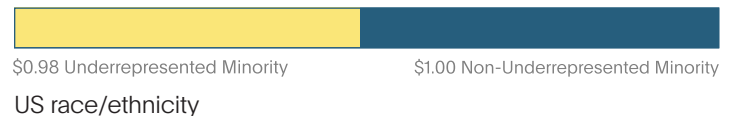


Senior leadership (VP+)

Pay Equity



Global gender



US race/ethnicity

Note: Binary gender identities come from EEOC data. At PagerDuty, we encourage Dutonians to bring their full self and celebrate their identities, including all Dutonians who identify as women, men, non-binary, genderqueer/gender-non-conforming, or are unsure/questioning in their gender identity.

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Benefits

To hire and retain the best talent, we prioritize connecting. We take care of our employees by providing support and resources to ensure the wellbeing of all Dutonians and their families.

- Competitive pay and equity
- Generous paid time off and parental leave
- Retirement programs and match
- 20 hours paid volunteer time off annually
- Hands-on career and leadership development programs
- Medical coverage on day one, health and welfare insurance
- Emotional well-being service through our Employee Assistance Program and a variety of interactive applications
- Flexible work: work from anywhere in our intentionally distributed hybrid structure
- Generous work from home (WFH) allowance

Dutonian Wellness Days. In response to COVID-19, we added monthly company-wide Wellness Days off. **Since the introduction of the Wellness Days, we've seen our resilience scores (measured through frequent pulse checks) rise 25 points** in favorability. Based on these results and the overwhelmingly positive feedback from employees, we invested further to embed these changes into our culture, announcing an additional company-wide week off for 2022. PagerDuty now offers a company-wide week off twice a year, where employees concurrently take time off, without work piling up.

Family Support. Almost 30% of our employees identify as parents or caregivers. We provide generous paid leave, and in many cases go above and beyond minimum requirements: 22 weeks paid leave for pregnant parents, and 12 for non-pregnant parents, including adoptive parents. Families are provided memberships to networks that help them access health specialists and childcare providers. We introduced a phased return-to-work policy in 2022, and are working to expand pay beyond base salary during parental leave.

Employee Ownership. All Dutonians are owners in PagerDuty and we are proud to offer competitive RSU (restricted stock unit) grants to every new hire. Additionally, all Dutonians can buy PagerDuty stock at a 15% discount through our Employee Stock Purchase Program.

Retirement Match. To assist with relieving additional pressure that may be associated with financial planning for the future, in 2022 we increased our retirement match for our US and Canada plans, while continuing to offer retirement focused benefits elsewhere.

COVID-19 Response. The majority of our employees continue to work remotely in order to minimize the spread of COVID-19 among our employee base and comply with local regulations within the United States and internationally. We extended our paid time off and sick leave benefits for employees directly impacted by COVID-19, or caring for children or a member of their household impacted by COVID-19. We have provided allowances to our employees to cover expenses related to transitioning to a work from home environment. We continue to offer local employee assistance programs to employees as needed.

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Our Environmental Impact

We are committed to understanding, assessing, and setting goals to reduce our environmental and climate impact, and applying our platform and resources to address society's environmental and climate justice challenges.

[SASB TC-SI-130a.1-3]

We're early in our journey to understand how we can take action to support a healthier environment and climate. We're urged on by the state of our world, our passionate employees, and our customers and suppliers making commitments to reach climate targets.

This past year we undertook our first greenhouse gas inventories. We're committing to annual emissions tracking, in alignment with globally accepted science and frameworks. In 2022 we'll work to understand strategies and options we can pursue to reduce and mitigate them.

Focus Areas. We have begun to inventory our impacts in anticipation of setting climate goals. Based on these results, we have identified three initial areas to explore how we can influence our impacts, and will develop policies and procedures for each.

Workplace

- We are seeking energy efficient/sustainability-certified spaces for our new office in Lisbon.
- We will evaluate options to reduce our energy use in the offices we operate.
- Our use of real estate has changed dramatically since the COVID-19 pandemic began, and we are reviewing our physical space needs and uses.

"It's more and more clear that there's only so much impact an individual can have. The onus is on corporations with their farther-reaching influence to help slow down and reverse climate change, spearhead ID&E efforts, and more."

—Dutonian, 2021 survey comment

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- In our San Francisco headquarters we installed a space utilization system to help us design and build spaces that better fit our needs and do not produce excess or waste.
- Similarly, as we better understand where and how Dutonians will be working, we will evaluate how we can best support sustainable remote work practices.
- In the past we offered reusable and compostable products in our San Francisco office. Depending on how we utilize our office space going forward, we will explore revitalizing these practices.

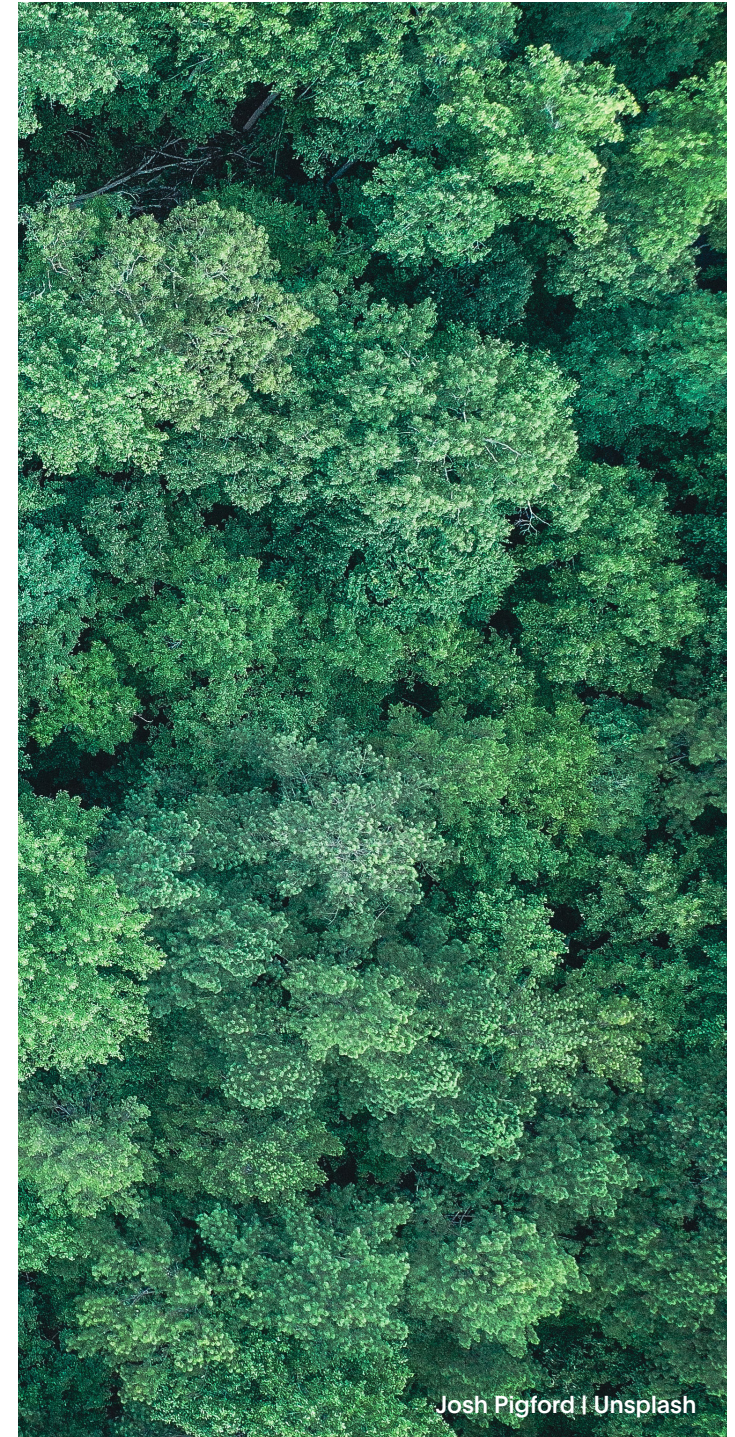
Third-Party Cloud Services Providers [SASB: TC-SI-130a.3]

- We do not own or operate data centers but use third-party cloud providers. Early data shows this is a more efficient and less emissions intensive approach at this time.
- Our primary third-party cloud service provider has made climate and renewable energy commitments and progress, including to set a science-based target, and factors environmental and climate criteria into their siting and operations.
- We will evaluate the services we employ to explore lower emissions opportunities.

Travel

- Little travel is taking place at this time. As travel resumes, we will evaluate and develop related policies and procedures.

We will continue to track and report our impact, identify opportunities to reduce our footprint, and develop policies to manage these core areas.



Josh Pigford | Unsplash

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Greenhouse Gas Inventories

[SASB TC-SI-130a.1]

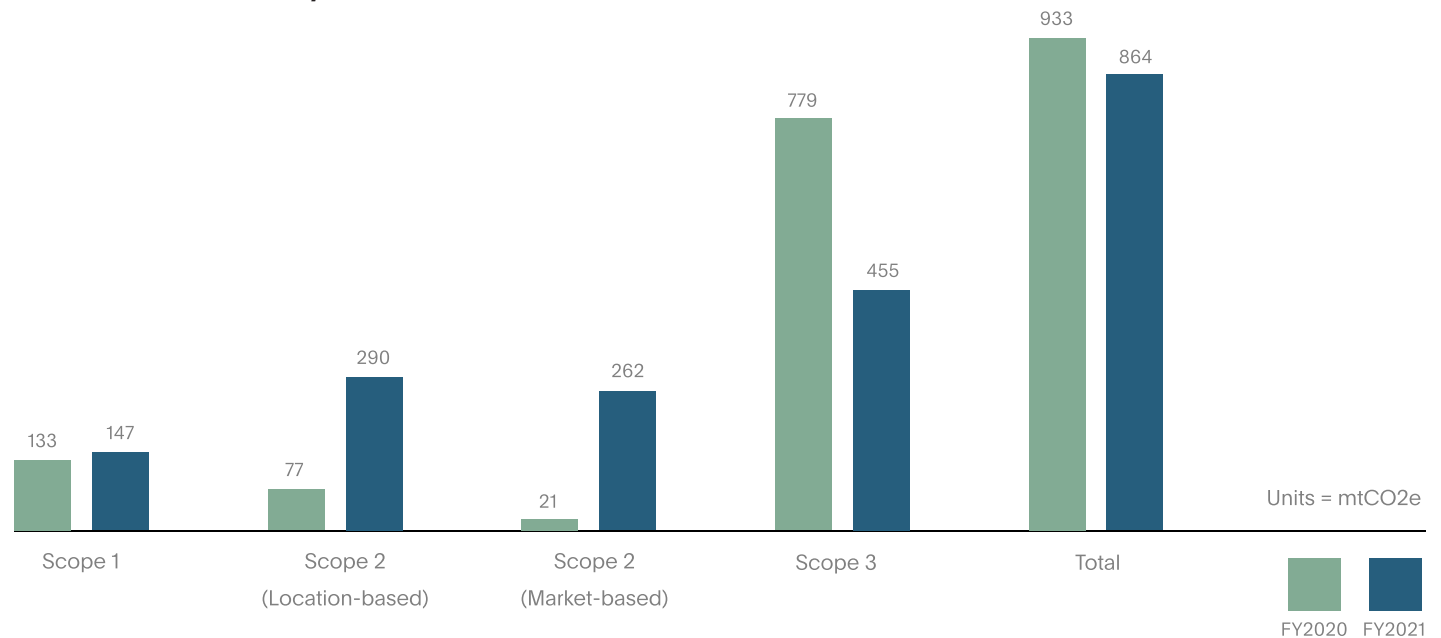
In 2021, we undertook our first greenhouse gas inventories, to calculate our carbon footprint—the amount of greenhouse gases produced by our business activities—for the two prior fiscal years, FY20 and FY21. Our fiscal year runs from February – January of the next year.

We looked back at 2019 in order to understand our impact pre-pandemic, and to build a deeper body of information to guide future goals and strategies

In FY20 our carbon footprint was estimated to be 933 mtCO₂e, measured in units of carbon dioxide equivalents (Co₂e). These emissions were primarily from 1) employee physical commute, 2) business travel, 3) scope 1 real estate emissions and 4) scope 3 purchased goods and services included in this initial inventory.

In FY21, when the global pandemic began, our emissions decreased to 864 mtCO₂e overall. However, we also added

Greenhouse Gas Inventory FY20-21



our new hub in Atlanta, and with this real estate and headcount increase, scope 2 emissions increased. As Dutonians began to work remotely and business travel and commuting paused, our absolute emissions from scope 2 and scope 3 travel and employee commuting categories decreased, and we saw a related emissions increase in scope 3, category 7, teleworking.

Both inventories were conducted by a third-party consultant in accordance with the Greenhouse Gas Accounting Protocol and include a market- and location-based approach. We included scopes 1 and 2, as well as scope 3 categories for employee commute, physical commute, remote work, waste, and business travel.

We will continue to evaluate our emissions. In FY23 we will have three years' worth of data, and will use this to evaluate potential goals and strategies to make a climate commitment that supports the global need to limit warming to 1.5°C to meet the goals of the Paris Agreement.

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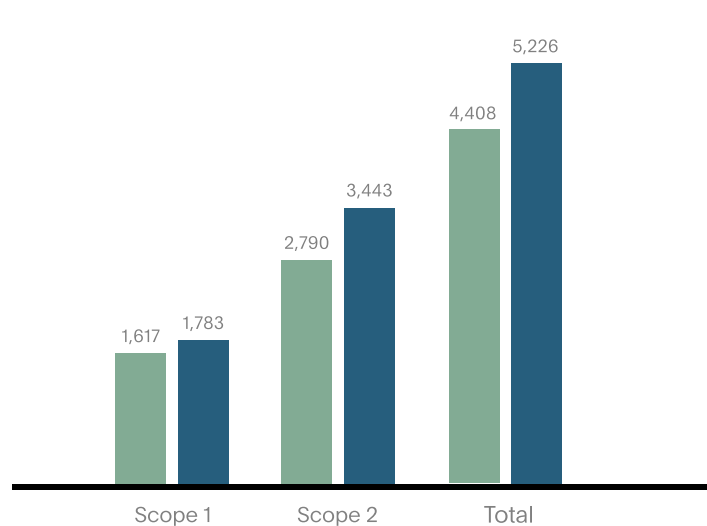
Appendix

Energy Consumption

[SASB TC-SI-130a.1]

We estimated our energy consumption for our real estate footprint. We increased our real estate footprint and headcount from FY20 to FY21, and while our offices were closed starting in March 2021, our data still includes the estimated consumption of this empty office space, following globally accepted methodologies.

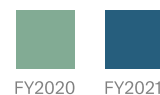
Total energy consumed



Units = Gigajoules (GJ)

Grid electricity = 100%

Renewable energy = 0%



Cloud Services Providers

[SASB TC-SI-130a.3]

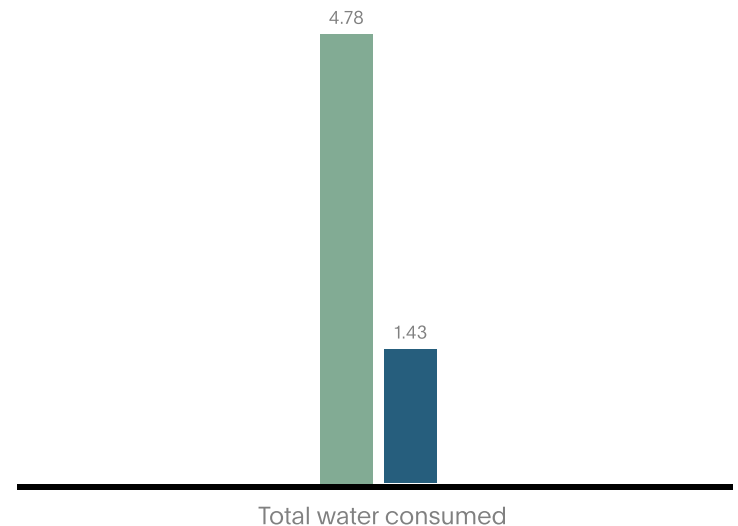
We rely on third-party cloud infrastructure to run our operations and do not own or operate any data centers. Our cloud storage provider currently sources more than 50% renewable energy and has publicly committed to increasing this to 100% by 2025. As we set our energy and emissions goals and strategies going forward, we will review and evaluate options for our strategic use of services.

Water Consumption

[SASB TC-SI-130a.2]

We estimated water consumption for our real estate footprint for two prior fiscal years. While we increased our real estate footprint and headcount from FY20 to FY21, our estimated water consumption decreased significantly as a result of closing our offices in response to the COVID-19 pandemic.

Total water consumed



Units = Thousand cubic meters



Our efforts contribute to the following Sustainable Development Goals:



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“In 2021 we laid the foundation for an integrated ESG approach that will help us advance a more equitable world. Our platform empowers our customers to transform urgent, mission-critical work, and to build trust with their clients and users through seamless experience. Our ESG program codifies and reinforces our commitment to ensure these organizations deliver on their missions. We’re not content to just improve how we do business, nor to just create financial value—the responsibility of modern leadership is to leverage our expertise to drive positive impact in the world.”

—Jennifer Tejada (she/her), Chairperson & CEO, PagerDuty

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ShelterTech

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Methodology

Value of Pro Bono Expertise

Based on Benevity hours logged by PagerDuty tech leads and teams, and \$195 standard rate confirmed by Taproot.

Employee Volunteering and Giving

Data around employee volunteering and giving were pulled from PagerDuty's internal database in Benevity.

Nonprofit 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.

Value of Product Donations and Discounts

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.

Governance & Policy Documents

[PagerDuty Code of Business Conduct and Ethics](#)

[UK Modern Slavery Act statement](#)

[Data Security Policy](#)

[Privacy Policy](#)

[Security Overview](#)

[Acceptable Use Policy](#)

[Community Policy](#)

[Corporate Governance Guidelines](#)

[Nominating and Governance Committee Charter](#)

[Audit Committee Charter](#)

[Compensation Committee Charter](#)

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Environmental Data

Greenhouse Gas Inventory [SASB TC-SI-130a.1]

Greenhouse Gas Emissions (mtCO₂e)

	FY2020	FY2021
Scope 1	133	147
Scope 2		
Location-based	77	290
Market-based	21	262
Scopes 1+2		
Location-based	210	437
Scopes 1+2		
Market-based	154	409
Scope 3	779	455
Total		
Market-based	933	864

Notes

- Scope 1** Natural Gas + Refrigerant
- Scope 2** Includes all real estate globally, including short and long term leases. Actual energy use is used when available, other facilities are estimated.
- Scope 3** Includes the following categories: purchased goods and services (partial), waste, business travel and employee commute (comprised of remote work and physical commute)

Total Market-based

Energy Consumption [SASB TC-SI-130a.1]

Energy consumption (Gigajoules (GJ))

	FY2020	FY2021
Scope 1	1617	1783
Scope 2	2790	3443
Total	4408	5226

Percentage grid electricity: 100%

Water Consumption [SASB TC-SI-130a.2]

Total water (thousand cubic meters), estimated across our global real estate footprint

	FY2020	FY2021
Water	4.78	1.43

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Sustainability Accounting Standards Board (SASB)

PagerDuty is committed to sharing ESG information with investors and other stakeholders. Unless otherwise noted, data and descriptions are current as of the end of our fiscal year 2022, which covers the time period February 1, 2021 – January 31, 2022. We will continue to evolve our disclosure in future reports.

Topic	Response and References
Environmental Footprint of Hardware Infrastructure	
TC-SI-130a.1 (1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Total energy consumed, percentage grid electricity and percentage renewable included in report (page 55) and in the Environmental Data in the Appendix (page 59)
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 for FY20 and FY21 (page 55) and in the Environmental Data in the Appendix (page 59)
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 55)
Data Privacy & Freedom of Expression	
TC-SI-220a.1 Description of policies and practices relating to behavioral 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 included.
TC-SI-220a.3 Total amount of monetary losses as a result of legal proceedings associated with user privacy	In FY22, PagerDuty did not have any significant fines or losses as a result of legal proceedings or 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	PD operates in a B2B environment. For information on law enforcement requests please see our Privacy Policy .
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.

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Topic	Response and References
Data Security	
TC-SI-230a.2 Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Data Security Policy Security at PagerDuty Acceptable Use Policy Form 10-K Filings
Recruiting & Managing a Global, Diverse & Skilled Workforce	
TC-SI-330a.1 Percentage of employees that are (1) foreign nationals and (2) located offshore	PagerDuty headquarters are in San Francisco, CA, and we have offices in the United States and several other countries. As of January 31, 2022, we had 951 employees, of which approximately 71% were in the United States and 29% were in our non-US locations, as reported in our 2021 Form 10-K . (page 45)
Recruiting & Managing a Global, Diverse & Skilled Workforce cont.	
TC-SI-330a.2 Employee engagement as a percentage	Nearly 80% of Dutonians provided their feedback on their engagement in our August 2021 Inclusion Survey: 81% shared that they feel PagerDuty is a great place to work. 88% feel like they can provide upward feedback to their manager 84% are comfortable sharing their personal background and experiences 77% feel they can voice contrary opinions without fear of negative consequences (page 47)
TC-SI-330a.3 Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	We track and publish this in our annual Inclusion, Diversity & Equity report , most recently published in 2021. We report on management in two ways: a) Senior Leadership, defined as VP and above, and b) people managers (2) We do not separate out technical staff (3) We report on the representation of all employees (page 50)
Intellectual Property & Competitive Behavior	
TC-SI-520a.1 Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	In FY22, PagerDuty did not have any significant fines or losses as a result of legal proceedings associated with anti-competitive behavior.
Managing Systemic Risks from Technology Disruptions	
TC-SI-550a.2 Description of business continuity risks related to disruptions of operations	Please refer to our 10-K

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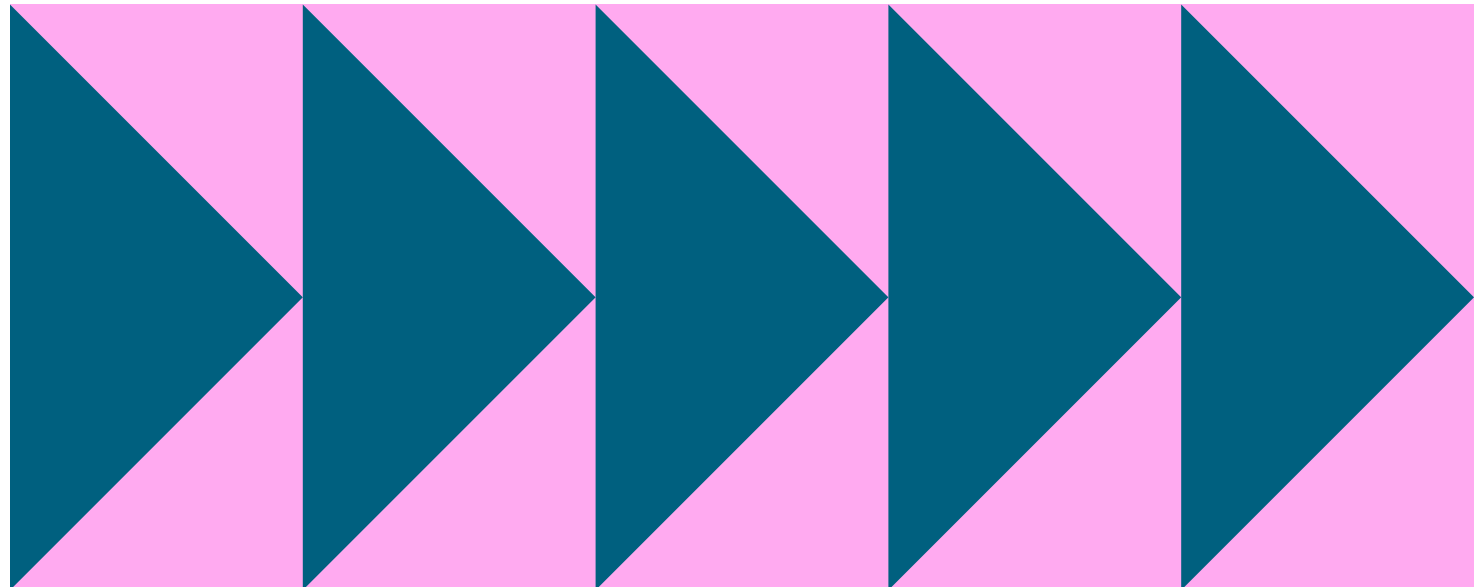
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Forward-Looking Statements:

This 2021 Impact Report contains forward-looking statements, and actual results could differ materially. Risk factors that could cause actual results to differ are set forth in the "Risk Factors" of the FY 2022 PagerDuty Annual Report on Form 10-K, or Form 10-K. These risk factors are subject to update by our future filings and submissions with the US Securities and Exchange Commission and earnings releases. Forward-looking statements are based on expectations as of the date of this report, unless an earlier date is indicated. Statements derived from our Form 10-K speak as of March 17, 2022. PagerDuty disclaims any duty to update any statement made in this report except to the extent required by law.



About PagerDuty

PagerDuty, Inc. (NYSE:PD) is transforming critical work for modern business. Our powerful and unique digital operations platform enables users to take the right action, when seconds matter. Organizations of all sizes trust PagerDuty to handle every type of work across the enterprise including intelligent incident response, AIOps and process automation. Notable customers include Cisco, Genentech, Electronic Arts, Cox Automotive, Shopify, Zoom, DoorDash and more. To learn and to try PagerDuty for free, visit pagerduty.com. Follow our blog and connect with us on [Twitter](#), [LinkedIn](#), [YouTube](#) and [Facebook](#). We're also hiring, visit <https://www.pagerduty.com/careers/> to learn more.

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