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From our Chairperson & CEO

Jennifer Tejada

Building a more equitable world by transforming critical work is at the heart of PagerDuty's corporate vision. During a year when many organizations reduced or eliminated their social impact investments, PagerDuty continued to invest in and progress our social impact in new and innovative ways, while also expanding our operating margins. To support a more resource-constrained nonprofit community, we lowered the cost of our services for mission-driven organizations to utilize our platform.

PagerDuty's commitment to both social impact work and our environmental, social, and governance (ESG) outcomes starts with our leadership and is realized through our employees. Our [Pledge 1%](#) commitment in 2017 was structured, in part, as an equity grant, which ensures that these commitments underpin our mission and are important to the communities we serve, our customers, and our employees.

In the last year, 95% of PagerDuty employees either donated to a cause or utilized some of their annual 20-hour volunteer time off benefit to give back. More than 90% of PagerDuty employees cite our Social Impact as something that makes them proud to work at PagerDuty. This high level of engagement is a result of our systematic efforts to provide opportunities for employees to connect with causes and organizations they are passionate about and which can benefit from their unique talents, through initiatives like our technical pro bono programs.

Earlier this year, we released PagerDuty's third annual [Inclusion, Diversity, and Equity Report](#). Across our global workforce, more than 40% of our employees identify as women; nearly half of our senior leaders identify as women; and we maintain one of the most diverse boards in any industry, with 44% of our directors identifying as women and two-thirds of the board identifying as racially diverse. At the same time, we've achieved pay equity within a single cent for gender, race, ethnicity, and age. Our



multiyear efforts to align compensation provide a foundation for equitable employee recruitment and retention.

We believe inclusion, diversity, and equity is a competitive advantage for PagerDuty as we source, develop, and retain the best talent across roles, geographies, and backgrounds.

In FY23, we progressed PagerDuty's Social Impact in three critical areas—the environment, time-critical health, and our ESG commitments. In February 2022, we launched our Climate Equity portfolio, deploying a total of \$550,000 in unrestricted funding to six organizations whose work centers populations that are least responsible for, yet most vulnerable to, the effects of climate change. Most of these organizations are led by a member of an underrepresented group and are part of national, regional, and international community-led movements with technology-centered solutions to environmental and climate challenges. We provide unrestricted funding, employee expertise, and product credits and discounts to help these organizations deliver results and achieve their missions.

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From our Chairperson & CEO Jennifer Tejada, continued

In November 2022, we launched the PagerDuty Impact Accelerator, deploying an additional \$800,000 in unrestricted funding to advance time-critical health outcomes. Our philanthropic model provides grantees the flexibility to determine where funding can make the greatest impact through multiyear, unrestricted grants.

Finally, FY23 marked an acceleration of PagerDuty's ESG programs and investments, laying the groundwork for new commitments and continued progress in FY24. Our ESG work not only provides value to PagerDuty—our customers have made clear that our focus and progress in this space helps them achieve their own goals.

We made great progress in FY23 and we still have a lot of work to do. I've challenged our team to set measurable goals with quantitative impact—from personal volunteer commitments, to ESG, to lowering barriers, to product access for mission-driven customers. All our stakeholders hold us to high standards, something we greatly appreciate and aspire to achieve. I am personally committed to continual improvement and progress across all of our social impact and ESG priorities.



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



PagerDuty volunteers at the San Francisco Zoo

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A global leader in digital operations management

Vision

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

Mission

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

Purpose

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

Helping our customers build the future

PagerDuty is transforming critical work for modern business. The PagerDuty Operations Cloud empowers users to automate and expedite mission critical work when seconds matter. We collect and process data from devices and systems to automatically detect and diagnose disruptive events. By mobilizing the right team members in just seconds and automating workflows to minimize impacts, we help our customers deliver brand experiences, protect revenue, and save money. Nearly half of the Fortune 500 and almost two thirds of the Fortune 100 trust PagerDuty to automate mission critical work across the enterprise, including incident response, AIOps, process automation, and customer service operations.

→ For more on PagerDuty, [visit our website](#), our latest [Form 10-K](#), and our [Investor Relations site](#), which shares current annual financial reports, quarterly results, Securities & Exchange Commission (SEC) filings, and financial performance metrics.

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PagerDuty at a glance

Customers

Nearly 15,300

customers

98

countries

68%

of the Fortune 100 use PagerDuty

1,146,335+

users on our platform

Employees

1,166 Employees

8

offices

Locations



Atlanta

Chicago

Lisbon

London

San Francisco

Sydney

Toronto

Tokyo

FY23 awards and achievements



→ Visit our [website](#) for a full list of our awards.

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From our Social Impact leader Olivia Khalili

PagerDuty is at the forefront of purpose-driven companies applying a social impact lens to create business resilience and meet diverse stakeholder needs. We demonstrate that a high performing, diverse company can deliver shareholder returns, customer value, and measurable societal impact.

To influence positive systemic change and accelerate outcomes for all of our key stakeholders, we mobilize levers of change across PagerDuty—our products, philanthropic funding, employee expertise, planetary commitments, and business practices. Through these levers we provide holistic support to community partners and Impact Customers solving complex social and environmental challenges.

What this looks like day-to-day

Increasing equity: Inequity lays at the center of countless global challenges. PagerDuty is building more inclusive systems that amplify the voices of communities that have been historically marginalized and overlooked. For example, our Climate Equity fund deployed more than half a million dollars in unrestricted funding to six organizations that are building global solutions by and for communities that are disproportionately impacted by climate change. In FY23, 90% of our new funding partners were organizations led by women or non-majority leaders.

Driving new norms: Traditional corporate philanthropy is often transactional. At PagerDuty, we invest in long-term relationships that honor our impact partners' diverse needs. For example, we provide holistic support through PagerDuty's Impact Accelerator to tech-forward organizations working in time-critical health and climate equity, described in more detail on page 30.

Furthering our data-driven approach: Data analysis informs our strategic decisions and helps us better integrate social impact with other key business functions. We partnered with our People Analytics team on a Social Impact and People data analysis



that identified volunteerism as a positive indicator of employee retention. We also shifted our impact measurement approach based on data and feedback from our partners regarding the applicability and accuracy of funder-driven metrics. We now co-create impact metrics with our partners, which aligns with PagerDuty's value of championing the customer and honors the expertise brought by our partners.

What's next for us: Our priorities in FY24 include establishing climate commitments through near-term science-based climate targets and a climate action plan to achieve them. We'll continue to drive new norms in philanthropic practices and deepen our investments through our Impact Accelerator program. Lastly, we will align our ESG and climate work more closely with our investments in climate equity to advance our vision of a more equitable world and sustainable future.

A handwritten signature in black ink that reads "Olivia Khalili".

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

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Our Social Impact team plays a critical role in progressing PagerDuty's vision for an equitable world where we transform critical work so all teams can delight their customers and build trust. We have developed a "levers of change" framework to communicate how we harness PagerDuty's resources and capabilities to advance our social impact.

We've organized this report around these levers of change, described in more detail below. These levers position us to meet the evolving needs of our stakeholders: our employees, customers, communities, investors, and the planet. This holistic framework also enables us to mobilize all our unique assets—our people, products, expertise, and more—to help realize our company vision.

Levers of change

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



People

We build a culture of changemakers, where employees can thrive, grow, and positively impact their communities.



Products

We deploy PagerDuty's platform to support nonprofits, B Corps, and higher education organizations in delivering on their mission-critical work.



Philanthropic Investments

We reimagine corporate philanthropy to build relationships rooted in trust.



Planet

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



Business practices

We act as stewards of society, the environment, and our bottom line.

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Our cross-functional Social Impact team leads our efforts to advance social impact and ESG within PagerDuty, and in FY22 completed a materiality assessment to help prioritize our ESG focus areas. These priorities, summarized below, guide our ESG strategy and reporting. As industry best practices suggest conducting a materiality assessment every two years, we plan to update our materiality assessment in FY24.

Our strategic goals and internal Key Performance Indicators (KPIs) keep us accountable, ensure board and management oversight, and track progress across our priority ESG focus areas.

→ Visit the [Governance](#) section to learn more about our governance of social impact and ESG.

Priority ESG topics

Cybersecurity: Maintain and strengthen high standards of data and cybersecurity

Inclusion, diversity, & equity (ID&E): Attract, develop, and retain diverse talent to build an equitable, inclusive, and representative workforce

Environmental impact: Measure and minimize our environmental impacts, especially climate impacts

Environmental challenges: Apply our platform to help solve societal and environmental challenges

Governance: Create a culture of strong governance and accountability for our social impact progress, from our Board of Directors to executive leadership and cross-company ESG governance

→ For details of our materiality assessment and to view our materiality matrix, visit last year's [Impact Report](#).



PagerDuty volunteers in Los Angeles

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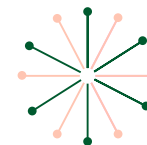


Highlights from our fiscal year 2023 (FY23), reflecting the period from February 1, 2022, through January 31, 2023

<p>95%</p> <p>of employees volunteered or donated to a cause</p>	<p>90%</p> <p>of employees say PagerDuty's social impact work makes them proud to work for the company, for the second consecutive year</p>	<p>40%</p> <p>of employees identify as women</p>
<p>306</p> <p>nonprofit and B Corp customers¹</p>	<p>67% increase</p> <p>in new Impact Pricing applicants²</p>	<p>44% 67%</p> <p>of our Board identify as women</p> <p>identify as racially diverse</p>
<p>\$1.25M</p> <p>in funding deployed</p>	<p>90%</p> <p>of grantee partners are led by women and/or non-majority leaders</p>	<p>\$1.2M</p> <p>in product discounts and donations to impact organizations</p>

Improved or maintained

ESG ratings such as EcoVadis Silver (59/100) and S&P Global Corporate Sustainability Assessment (24 overall), both in the **top 25%** of tech firms



Pay equity

achieved with respect to gender, and brought our U.S.-based underrepresented minority pay equity within \$0.01

¹ B Corp Certification is a designation that a business is meeting high standards of verified performance, accountability, and transparency on factors from employee benefits and charitable giving to supply chain practices and input materials.

² Over FY22

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Social Impact awards and achievements



San Francisco Business Times:
Top 100 Bay Area Corporate Philanthropists of 2022



Stevie Awards:
Employer of the Year – Bronze winner,
Achievement in Workplace Health & Wellbeing – Bronze winner, Best CSR



Parity.org:
Best Company for Women to Advance List



Anthem:
Diversity, Equity, and Inclusion Corporate Social Responsibility – Bronze winner



EcoVadis:
Silver Sustainability Rating



Digiday Worklife:
Most Committed for Social Good – Finalist



Benevity Goodies:
BeCause Award, NewB – Finalist



TrustRadius:
2022 Tech Cares Award



PagerDuty Japan

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PagerDuty volunteers in Atlanta

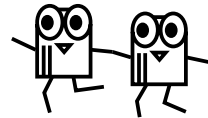
We build a culture of changemakers, where employees can thrive, grow, and positively impact their communities

Culture



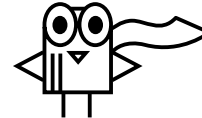
Champion the customer

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



Run together

We create belonging, deepen bonds, and team up.



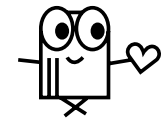
Ack & own

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.

PagerDuty culture is rooted in our corporate values. Every day, PagerDuty employees demonstrate these values. In a team meeting, a customer discussion, or while chatting with coworkers, it's common to hear our employees, also known as Dutonians, mention how they've put customers first or led with empathy. These core values unite us and guide our daily work.

Cultivating a company culture, especially in a hybrid work model, is imperative to connect employees to our purpose, to our strategy, and to one another. Our Culture & Strategy team listens to our employees through our internal Engagement Surveys and actions feedback to improve overall employee engagement. Two priorities are creating equitable experiences across all identities and locations, and activating the behaviors, norms, and rituals that underpin our values.

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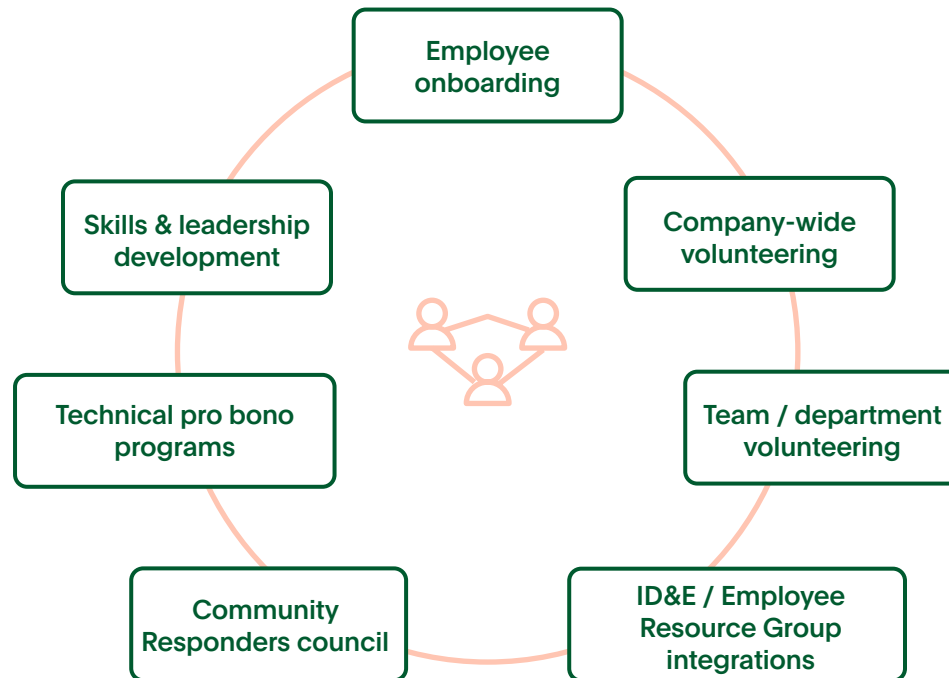
Activating our values for impact

We empower our employees to be agents of change, who embody our company purpose, champion our customers, and serve their communities. We've designed volunteering and giving programs to activate employees throughout their journey at PagerDuty to build a more equitable world.

This year we initiated a study on how social impact affects our employee engagement. We overlaid key people and social impact data to deepen our understanding of the influence of

volunteering and giving on employee attraction, retention, development, and connection. We learned that volunteerism is a positive indicator of employee retention and that our Social Impact team's programs are effective in driving employee engagement. This led us to focus on collaborating closely with Culture & Strategy, Talent Acquisition, Workplace, Product, Sales, and Inclusion, Diversity, and Equity (ID&E) teams to create meaningful opportunities for impact at every stage of our employees' time at PagerDuty.

Social impact across the employee lifecycle



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Volunteering

Volunteering is a long-standing part of our culture and employee experience. We enable PagerDuty employees to channel an impact mindset and leverage their time, skills, and expertise to drive the change they want to see in the world. Volunteering is embedded in new hire orientations, encouraging PagerDuty employees to volunteer in their first 90 days. And we offer employees several opportunities to continue their volunteer journey. We partner with social impact leaders and departments across PagerDuty, including our ID&E team, Employee Resource Groups (ERGs), and Community Responders to create a variety of inclusive and accessible Volunteer Response offerings each month. These offerings serve our key partners and local community needs and provide employees with meaningful opportunities to give back and build connections with their colleagues. Through our social impact platform, we track employee social impact activations and leverage these valuable insights to grow and iterate on the programs our employees are most invested in.

20 hours

of paid volunteer time off for each employee every year

85%

of employees volunteered in FY23

9000

total hours volunteered in FY23—a 71% increase from FY22

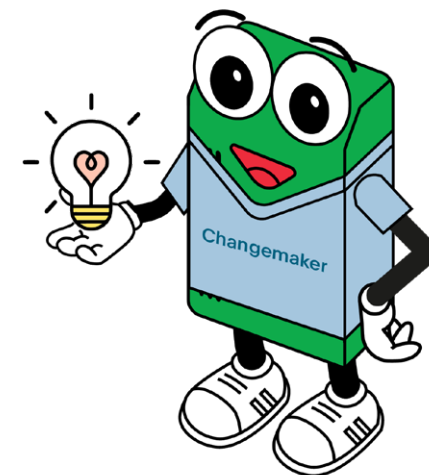
50

Activations by our Community Responders and Employee Resource Groups

“Social impact is a big part of why I joined PagerDuty. Being able to work somewhere I can grow in my career and give back to my community makes me proud to work at PagerDuty. Social impact and inclusion is at the core of our culture and PagerDuty.org makes it easy for every employee to be aware of and contribute to great causes.”



— Kent Chao (he/him),
Vice President, Finance



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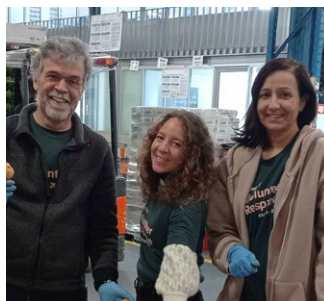
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A key tenant of our volunteering strategy is partnering with our **ID&E team and ERGs** to advance equity in our communities. We've developed service learning and community volunteerism opportunities that advance cross-cultural understanding. This year, our Asian/Pacific Islander-focused (A/PI) ERG, Illuminate, celebrated Asian and Pacific Islander Heritage Month through a large-scale employee engagement initiative, including a volunteer event with San Francisco's Chinatown YMCA and a virtual A/PI employee panel. We also work with our ERGs to offer mentorship opportunities to partner schools and bootcamps to advance diversity and inclusion in the technology sector.



Our **Community Responders Council** is a global network of PagerDuty employees who inspire their colleagues to take local action and organize activities that support their unique communities. In FY23, this group led social impact activations at regional in-person gatherings and created virtual opportunities for employees to connect and give back. Through our local grantmaking program, Community Responders partnered with 11 local nonprofits across 5 continents, deploying \$45,000 in funding.



Our **Technical Pro Bono** program offers employee expertise to our nonprofit customers and grant partners. In FY23, we extended Health Checks, robust account assessment offered to paid customers, to nonprofit customers to help them optimize their use of the PagerDuty platform. Through the new Nonprofit Customer Health Checks program, Sales and Customer Success employees are assigned to each nonprofit customer to help streamline digital systems, improve response times, and support their critical work. In FY23, technical PagerDuty employees provided pro bono skills to eight organizations, including the International Technology Disaster Relief Center (ITDRC), Trek Medics International, and Crisis Text Line.



Dutonian Changemaker³

Camden is a long-standing Community Responder and Illuminate ERG leader who consistently engages others to support community partners in advancing equity and inclusion. She's also a PagerDuty University consultant for our pro bono program, advising nonprofit customers on training opportunities to derive more value from the PagerDuty platform.

"I believe civic engagement is an integral part of creating a better world. It is great that we have the opportunity through PagerDuty to support organizations and nonprofits that resonate with us."

— **Camden Louie (she/her),
Senior Technical Trainer**

³ Throughout this report we reference Dutonian Changemakers, employees we recognize monthly for stand out work to drive social impact internally and externally.

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Giving

PagerDuty employees support causes they care about through financial donations as well as time. We are proud of the high level of engagement in employee giving—86% in FY23. PagerDuty new hires receive a \$25 USD (or local currency equivalent) credit to donate to a charitable organization of their choice. In FY23, we expanded our giving platform to PagerDuty employees in Europe, Japan, and Chile, and provided new employee match opportunities. During our annual #GivingTuesday campaign, PagerDuty employees received credit to donate to an organization of their choice, resulting in 603 unique organizations supported in FY23.

In FY23, we provided our first Equitable Grantmaking training to ERG leaders and Community Responders. These leaders then selected social impact organizations working to advance equity to receive \$55,000 in unrestricted funding.



PagerDuty volunteers in San Francisco

→ Visit the [Philanthropy section](#) to learn how employee pro bono work contributes to the holistic support we provide our partners.



Dutionian Changemaker

In FY23, a group of Dutionian Changemakers and Community Responders from EMEA banded together to support the people of Ukraine and those affected and displaced by the humanitarian crisis. Within weeks, they deployed 672 first aid kits and raised 5,000 GBP in donations and matching contributions for people relocating to Poland from Ukraine.

“In the EMEA team, we always come together and run together, no matter what we’re doing. These opportunities—to make a difference for the causes we care about—make my job so pleasurable. I am just so impressed by our giving spirit!”

— **Emeline Jones (she/her),**
Workplace Experience Coordinator

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Inclusion, diversity, and equity

It is important that all our employees feel welcome, safe, and heard so they can always bring their best self to work. We believe inclusion, diversity, and equity is everyone's responsibility. That starts at the top, with an enduring commitment from our CEO, Jennifer Tejada, and our executive leadership. In partnership with the ID&E team, they work to enable employees of all backgrounds to become champions, facilitators, and practitioners of ID&E.

Our dedicated ID&E team supports our business-wide efforts, establishing our commitments, setting goals, and identifying the business imperative for diverse representation within each business unit. Through data-driven analysis and our diversity metrics, we act to increase diverse representation at all levels of our company.



"If you ask an employee what makes PagerDuty a great place to work, an overwhelming number will say it's the people. Our inclusive culture and our commitment to authentically live our core values, like #RunTogether and #BringYourself, is genuine, informs our work, and engenders trust."



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

Representation

[SASB TC-SI-330a.3]

The unique experiences and perspectives of our diverse employees is a competitive advantage. Diverse representation fuels our innovation and efficiency. We pride ourselves in learning from our efforts in hiring, retaining, and promoting a diverse and inclusive workforce and leadership. We continue to make progress within our women and Black communities and we have experienced significant growth within our Latine community.

Pay equity

We have established fair, transparent, and equitable pay programs and practices. In FY22, we continued to conduct a semi-annual pay analysis, moving this assessment to quarterly in FY23. We use a recognized third-party pay equity platform to help us provide equal pay for equal work, regardless of gender, ethnicity, race, and age. We also rolled out training to educate employees on our compensation philosophy and pay range development.

In FY23, we reached parity in global gender pay equity, with a 1:1 earnings ratio⁴ between women and men. We improved pay equity for our U.S.-based underrepresented population, with underrepresented minorities earning \$0.99 to the majority's \$1.00.

⁴ Gender (women to men) and US race/ethnicity (underrepresented population to majority) pay equities are calculated using a well-known pay equity platform, measuring the weighted pay average for "on target earnings" (OTE): base salary plus any applicable variable pay targets (bonus/commission).

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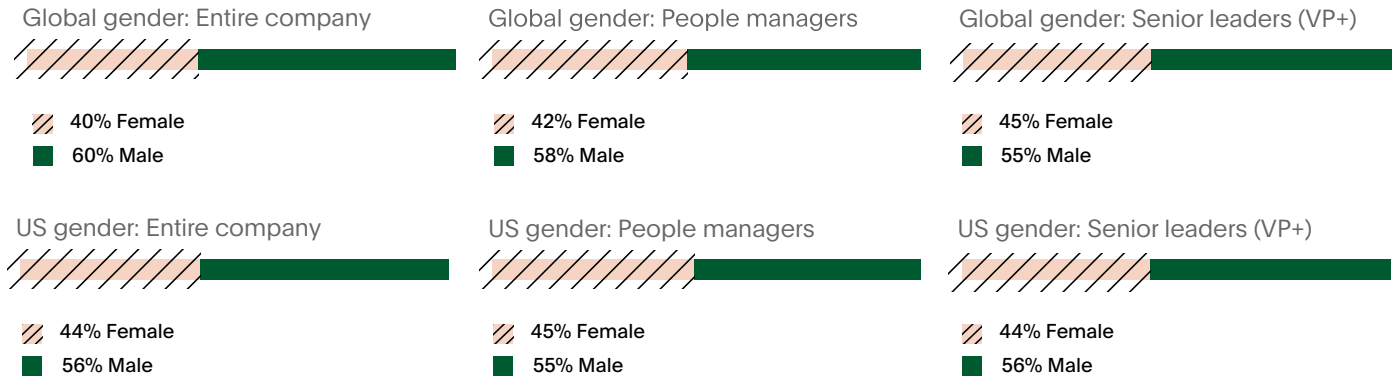
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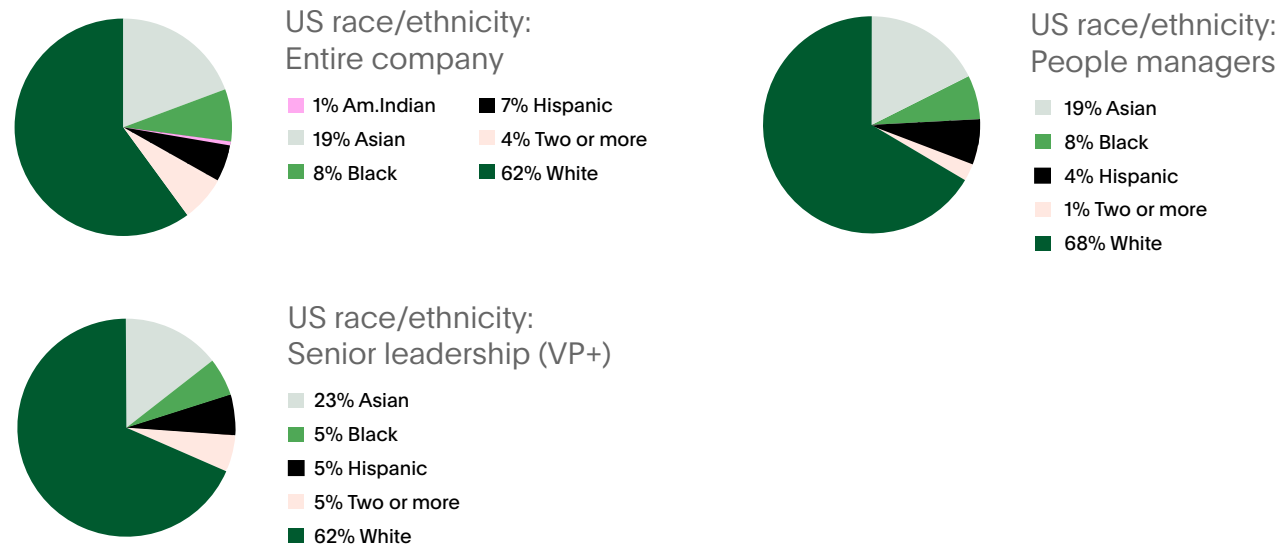
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Inclusion, diversity, and equity (continued)

Gender



Race/Ethnicity



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Employee Resource Groups

PagerDuty employees have developed eight self-organized, employee-run Employee Resource Groups (ERGs). These groups support our ID&E efforts through education, awareness, and celebration, including career development, professional networking, and allyship education. Our ERGs are comprised of Black, Latine, Asian, and Pacific Islander employees, veterans, those with visible and invisible disabilities or chronic medical conditions, and LGBTQIA+ employees. In FY24, we will introduce the Elevate ERG to provide career development and mentorship opportunities to women across PagerDuty. Social impact goals and metrics are part of the ERG charters and help us scale impact while extending our focus on equity and belonging.



→ Visit our 2022 Inclusion, Diversity, and Equity report for extensive coverage of our ID&E efforts.



PagerDuty volunteers in Chile

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Engagement, learning, and people development

Talent acquisition

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

We shifted to 100% virtual interviewing and onboarding, providing greater flexibility to advance equity. We have reduced barriers, such as the number of interview steps, and revised candidate requirements to remove unconscious bias. We also revamped our [careers website](#) with dynamic content and focused language to better integrate our social impact and ID&E efforts.

→ [Read more about inclusive hiring in our 2022 Inclusion, Diversity, and Equity Report.](#)

Talent development and retention

We are creating an environment where ambitious people are empowered to do amazing things. Employees have access to learning and development opportunities throughout their tenure at PagerDuty, including:

Onboarding. All new hires have access to onboarding tools and resources from day one. This includes an overview of ESG and social impact at PagerDuty and details on how they can get involved.

Learning on demand. All employees have access to leadership development tools to help them excel in their career journey.

Grow-a-thon. We offer a multiple-day virtual learning and professional development curriculum to all employees.

Shields of Duty. Our Leadership Development Certification Program experience focuses on fundamental people management skills.



Dutionian Changemaker

Tracie has been pivotal in embedding a social impact mindset across PagerDuty. Her team leads by example and shows all employees that they too can be a part of building a more equitable future.

“When it comes to recruiting, our strong culture, our social impact, and our company commitment to belonging is our secret sauce.”

— **Tracie Giles (she/her),**
Vice President of Talent Acquisition

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PagerDuty University. Offered by our Customer Success Group, PagerDuty University provides training on our products to internal and external customers. In FY23, 83% of our employees completed the PagerDuty Foundational Practitioner Certification.

Performance experience. In addition to our annual feedback and review process, employees and their managers have conversations throughout the year to lead change, elevate performance, and identify development opportunities.

Career progression. Our career architecture helps our employees progress and grow. This framework outlines the scope and skills required to be successful in each role. Through our internal mobility strategy, employees can move through the organization vertically and interview for positions on new teams.

→ *Read more about our talent development efforts in our 2022 Inclusion, Diversity, and Equity Report.*

Benefits and compensation

Our benefits package prioritizes the health and wellbeing of our employees, so they can focus on being their best selves. We recognize the importance of flexibility in advancing workplace equity and are committed to promoting an exceptional employee experience across all forms of hybrid work. Our robust total rewards program includes competitive and equitable pay, generous paid time off and parental leave, career and leadership development programs, and equitable access to healthcare coverage for employees and their covered families on day one. We also offer paid wellness days (scheduled company-wide paid days off) in addition to paid vacation and holidays.

Advocating for women's equal right to healthcare

Following the Supreme Court's decision to overturn *Roe v. Wade*, PagerDuty redoubled its commitment to equal access to healthcare. This is an issue of equity and equality, and time-critical access to healthcare is a cornerstone of our social impact work.

In FY23, we expanded our healthcare benefits to enable all employees to access the care they need, regardless of local availability. We also joined hundreds of companies signing onto [Don't Ban Equality](#) to show our support for gender equality and the importance of comprehensive healthcare.

Looking ahead

Our ongoing initiatives will focus on hiring, developing, and retaining employees that exemplify a universal equity mindset. We will do this by creating mechanisms of accountability, starting with our executive leadership, that focus on diverse representation. We will measure progress using objective, outcome-based measures that drive true and lasting change for our company and industry.

We'll continue to leverage social impact as a key differentiator across the employee experience. Specifically, we will codify the skill sets and competencies gained from our Community Responders and Technical Pro Bono programs to inform our employee development curriculum and drive the cultural behaviors that empower our teams to create social impact.

We will continue to evolve our employee impact programs with a focus on product and customer-centric volunteerism. We will also launch a new corporate match program to give employees access to rewards and match for philanthropic and volunteer efforts.

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We deploy PagerDuty's platform to support nonprofits, B Corps, and higher education organizations in delivering on their mission-critical work

Social Impact Go-to-Market

306

nonprofit and B Corp customers

\$1.2M

in product discounts and donations to impact organizations

67%

increase in new Impact Pricing applicants

40%

price discount on PagerDuty products & licenses above five free licenses for impact organizations

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

In FY22, PagerDuty expanded its support to mission-driven organizations with the launch of our [Social Impact Go-to-Market program](#), enabling nonprofit organizations, B Corps, and—as of FY23—higher education institutions to more easily access critical technology that saves them time and money so they can focus their efforts on their most essential work.

In FY23, we enhanced our Impact Pricing offering to expand affordable access to our products. Impact pricing continues to be available to eligible nonprofit organizations, B Corps, and educational institutions, and now includes five free Professional user licenses, 40% off additional products, and expanded onboarding and training resources. This has resulted in 67% more Impact Pricing applicants since FY22.



kiva



CRISIS TEXT LINE

Featured Impact Customers

→ Visit our [People section](#) for examples of employee involvement in Nonprofit Customer Health Checks and other technical pro bono programs.

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Information Technology Disaster Resource Center

Partner spotlight

Positioning Information Technology Disaster Resource Center (ITDRC) for success

The Information Technology Disaster Resource Center (ITDRC) provides no-cost Information, Communications, and Technology (ICT) solutions that connect survivors and responders in a crisis. Since 2008, ITDRC volunteers have dedicated hundreds of thousands of hours to support communities across the globe after catastrophic events, including floods, hurricanes, and tornadoes. They also support long-term recovery efforts and provide non-disaster related services.

For communities responding to and recovering from a disaster, reliable network connectivity is crucial. Prior to working with PagerDuty, ITDRC's digital operations mainly

consisted of email alerts to key stakeholders, which lacked essential functions such as targeted alerting, assignment, and escalations. Through our Impact Pricing offering, ITDRC accessed affordable enterprise-level technology to make needed improvements. Our platform helped the organization identify critical issues, integrate with Slack, and minimize downtime. Through our Nonprofit Customer Health Checks program, ITDRC also received technical pro bono support and learned Incident Response best practices, including how to lessen the burden of responding to non-essential and "informational alerts" and how to auto-resolve incidents, preventing wasted triage efforts.



"Too often, corporations that offer free or discounted services to nonprofits end their engagement with NGOs after they have provided the licensing. PagerDuty has taken the time to ensure that those who benefit from their impact programs are truly positioned for success."

— Chris Hillis (he/him), Co-Founder, ITDRC

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Looking ahead

We seek and implement new ways to reduce barriers to access and improve outcomes for our social sector customers. We are more closely aligning with the Commercial Sales and Marketing teams to mature and expand our go-to-market motion, allocating new dedicated sales resourcing and a marketing campaign lead.

To further reduce friction for new Impact Pricing customers, we have implemented an API automation to streamline and accelerate the validation process to verify program eligibility. Additionally, we will expand the Nonprofit Customer Health Checks program to support more nonprofits to receive premium-level technical support at no cost.



Information Technology Disaster Resource Center



Dutonian Changemaker

Gurinder helped ITDRC optimize the organization's use of PagerDuty, save the organization time in triage efforts, and scale their work to deploy essential tech and communications solutions for communities in crisis.

"Participating in the Health Checks program was a great opportunity to utilize our skills as solutions consultants. The ability to use our volunteer hours to give back to nonprofit organizations and communities is invaluable."

— Gurinder Singh (he/him),
Solutions Consultant

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We reimagine corporate philanthropy to improve equity and build relationships rooted in trust

\$1.25M

in funding deployed

90%

of new grant partners are led by women and/or non-majority leaders

\$10,725

in pro bono services donated

80

partner Net Promoter Score in our first-ever measure of partner satisfaction

We mobilize our product, people, funding, and voice to meet our partners' needs and apply an equity framework across our strategic investments. Informed by our conversations with partners and issue experts, we have developed these principles to guide our work:

Build trust with partners. Our funding is rooted in a trust-based approach that offers multiyear, unrestricted funding, enabling our partners to apply funds where and how they choose. We define impact metrics in collaboration with our partners.

Provide holistic support. Complex challenges require multidimensional solutions. We look for partnerships where we can provide holistic support and leverage the combination of our

product platform, our people expertise, our voice, resources such as office space, and our network to accelerate our partners' progress.

Fund organizations left behind. We identify traditional funding gaps by prioritizing organizations led by people of color and women, and solutions that center frontline communities and their leaders.

Diversify how we deploy capital. We deploy capital in creative ways that are most supportive and valuable for social impact innovators and leaders, whether through unrestricted funding or mission-related and impact investments.

Share knowledge. We seek mutual learnings and open-source what we learn to benefit others. When something works—and when it doesn't—we share the wins and the setbacks to accelerate change together.

To support our vision, we focus our strategic philanthropic investments in two areas: Time-Critical Health and Climate Equity. In FY23, we launched the PagerDuty Impact Accelerator as a new approach to investing in solutions in these areas.

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Time-Critical Health

We support tech-forward organizations working to improve health outcomes for under-resourced communities, by reducing inequities and increasing access to quality care.



A PagerDuty grant partner since 2020, Nexleaf Analytics creates data and technology solutions to improve health outcomes in low- and middle-income countries. One of its most recent projects addresses power outages that affect hospitals in rural Kenya. Using PagerDuty's technology platform, Nexleaf Analytics utilizes data and alerts to help hospital staff document the demand for power, better understand current challenges, and resolve power outages.

"Our partnership with PagerDuty is helping ensure critical patient care is not disrupted and lives are protected. PagerDuty's extended support—funding, product, expertise, and more—has been pivotal in addressing a fundamental barrier to healthcare—the availability of reliable power."

— **Amos Momanyi (he/him),**
Medical Equipment Project Manager, Nexleaf Analytics



Since 2021, PagerDuty has helped grantee SIRUM, a nonprofit tech company that connects people with surplus medication, utilize aggregated data across multiple software platforms. This allows SIRUM to quickly identify and triage potential issues. Our products scale with SIRUM's growth, providing critical infrastructure as the organization handles more complex operations.

"PagerDuty is a valuable funder and partner, willing to design programs with us specifically in mind. We are a software company building tech for good, and as our tech stack becomes bigger and more complicated, solutions like PagerDuty become more important. PagerDuty allows us to prioritize and identify potential issues quickly, so that we can focus on the things most important to our users"

— **Kiah Williams (she/her), Co-Founder, SIRUM**

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Partner spotlight

Building reliance and trust in Belize with Trek Medics International

Trek Medics International (Trek Medics) improves access to emergency response networks in communities across the globe through innovative mobile phone technologies. Its Beacon Dispatch Platform helped emergency teams in over 20 countries respond to 25,000 incidents in 2022 alone. Trek Medics received grants from PagerDuty in both FY21 and FY22. We provide internal incident monitoring and alert integration, so that Trek Medics' customers can provide critical, life-saving services without network disruptions.

Belize National Fire Service, a Trek Medics user, has transitioned from manual incident tracking with limited mapping capabilities to the Beacon Dispatch Platform. Dispatchers can now ping the location of an emergency and share it with responders through a mobile app, as well as document incident performance, improving the accuracy of real-time monitoring, records, and transparency. These efficiencies have improved the Fire Service's response time and helped rebuild community trust.



"The PagerDuty unrestricted grant and partner-centric approach gave us the confidence that we could pivot our program to address on-the-ground needs."

— Jason Friesen (he/him),
Founder/Director, Trek Medics International

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Climate Equity

The consequences of climate change disproportionately affect economically and socially marginalized communities around the world. We support organizations tackling the climate crisis and building solutions by and for communities that have been acutely impacted.

Recognizing the intersection between our environmental, business, and philanthropic priorities, PagerDuty launched our Climate Equity Fund in FY23. We have distributed \$550,000 in unrestricted funding to six organizations: Beneficial Returns, Earth Guardians, Earth Hacks, Navajo Power Home, OpenAQ, and The Solutions Project.



We began with the objective to listen, learn, and support the needs of the sector and its leaders. Based on our conversations with our partners and climate leaders, we've articulated the learnings and funding principles that guide our work in this space. This is just the beginning of our climate equity philanthropy work.



The Solutions Project

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Partner spotlight

Meet our Climate Equity partner, The Solutions Project

The Solutions Project's purpose is to fund and popularize climate justice solutions rooted in the communities on the front lines of the climate crisis. Since 2013, they have supported grassroots organizations in the U.S. and Puerto Rico by providing grants and media training, and serving as a platform to amplify community leaders' voices. Organizations that have benefited include Native Renewables, which empowers Native American families to achieve energy independence and learn more about solar and renewable energy.

→ Visit the [PagerDuty blog](#) for our *inspiring conversation with The Solutions Project*.



"PagerDuty understands that reverberating impact happens when we come together. PagerDuty is setting an example of what's possible when businesses join forces with grassroots communities. This moment calls for solidarity, not charity, and PagerDuty gets that."

— Gloria Walton (she/her), CEO & President, The Solutions Project

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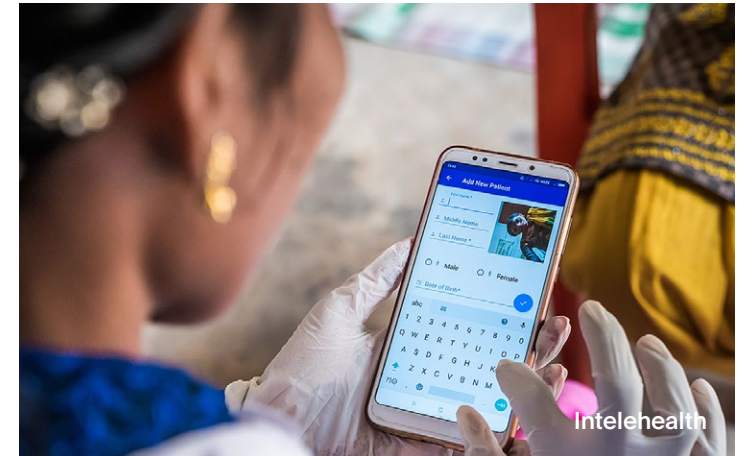
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PagerDuty Impact Accelerator

We launched the PagerDuty Impact Accelerator in FY23 to amplify the work of organizations using technology as part of their solution to advance outcomes in Time-Critical Health and Climate Equity. We recognize our partners as the experts on the challenges they exist to address because they are most proximate to the issue. In our role as an amplifier, we seek to design programs that center around their needs.

From 2022 to 2024, we will provide holistic support, including a total of \$800,000 in unrestricted funding, product credits and discounts, technical pro bono support, strategic skills-based support, and amplification to our four inaugural partners: [Intelehealth](#), [NAMI](#), [Replate](#), and [Sibel Health](#). We will measure the impact of our support through effective platform onboarding, partner engagement and satisfaction, midpoint technical “health checks,” and the publication of partner stories. Read more about the [Impact Accelerator](#).



“With PagerDuty Operations Cloud we can track uptime and accessibility, allowing us to know when there’s a problem before people feel a disruption. Fewer busy tones and fewer dropped calls, therefore providing more help and more hope to more people in need. We’ve touched hundreds of thousands of people. And with PagerDuty’s help we’ll be able to reach even more.”

— **Jessica Edwards (she/her),**
Chief Development Officer, NAMI

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Measuring impact

Improving systems requires new frameworks and tools. A key pivot last year was shifting from top-down, aggregated program-level metrics that we learned were not uniformly applicable to our partners and constituted a reporting burden. We now ask our grant partners to report on their organizational impact metrics and to evaluate us on how we show up as a funder and partner. The philanthropy sector has yet to widely adopt values-aligned impact measurement frameworks. We will continue to iterate and share our learnings as part of our field building.

Looking ahead

Our work this coming year will deepen our trust-based philanthropy practices through the distribution of additional funding and holistic support. We will continue to build on our learnings around impact measurement to communicate the nuanced impacts of our partnerships, and to share our learnings and tools with our peers.



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

Our commitment to the environment

Globally, we face many environmental challenges—chief among them the climate crisis. We have made commitments to protect the environment to ensure we are doing our part to promote a healthy global ecosystem and climate. These commitments will, in turn, contribute to strong, resilient, and thriving communities.

Climate impact

As a technology company, we view our carbon emissions as our primary source of environmental impacts. We are committed to working with our suppliers, customers, grantees, and employees to create an inclusive low-carbon economy. We will set science-based climate targets in FY24 and develop a climate action plan to support the global need to limit warming to 1.5°C, as laid out by the Paris Agreement. These ambitious targets begin with completing a comprehensive inventory across all three scopes of

our greenhouse gas emissions.

Greenhouse gas (GHG) inventories

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

We have completed four years' worth of greenhouse gas (GHG) inventories, informally known as carbon footprints. This is our second year completing GHG inventories; we published our FY20 and FY21 inventories in our last Impact Report, and are adding the FY22 and FY23 inventories here. All four inventories have been conducted in accordance with the Greenhouse Gas (GHG) Protocol Corporate Accounting and Reporting Standard and Corporate Value Chain (Scope 3) Standard. The FY22 and FY23 inventories include:

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

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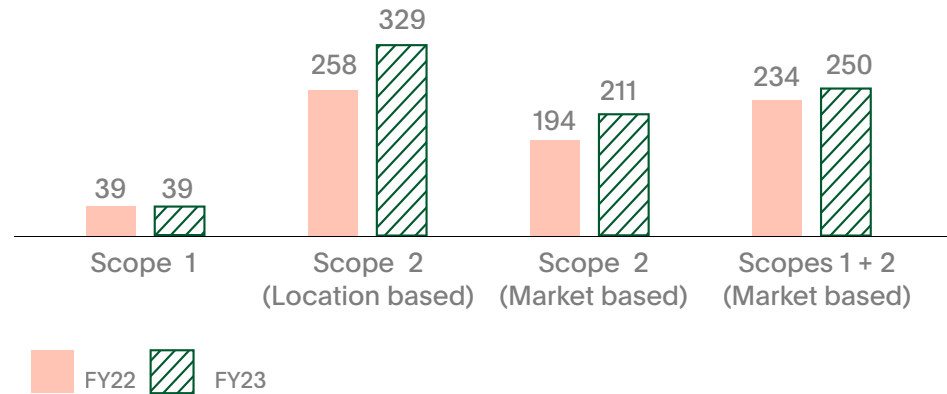
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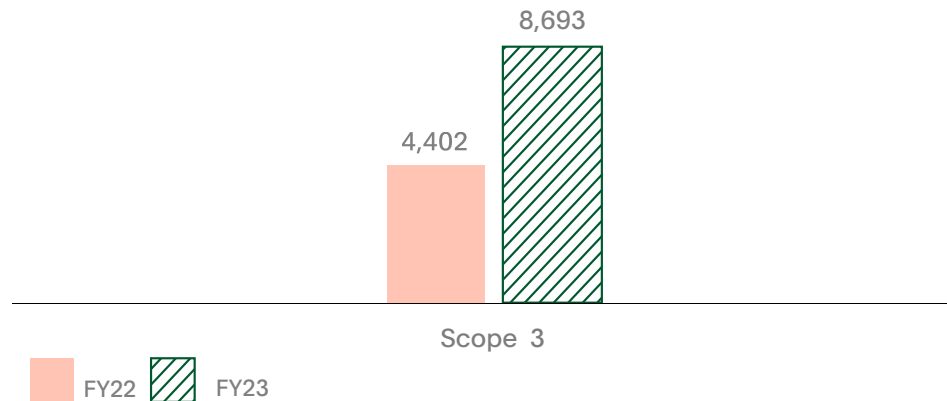
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As is often the case in a company's second year conducting GHG inventories, we've identified further opportunities to improve both our data quality and our calculation methodologies to more accurately and transparently reflect our GHG emissions. We have recalculated and restated our FY20 and FY21 inventories with the benefit of: a revised market-based emissions methodology from one of our major electric utilities; a more accurate reclassification of our coworking spaces as services (Scope 3, category 1) rather than as PagerDuty-operated facilities (Scopes 1 and 2); and overall higher quality data availability. As a result, our corrected Scope 1 emissions are significantly lower for FY20 and FY21 than previously reported (see ESG data highlights for FY20 and FY21 emissions).



We also completed a more comprehensive assessment of our value chain (Scope 3) emissions on additional relevant categories as a precursor to developing a complete baseline inventory against which to set reduction targets. As such, our FY22 and FY23 Scope 3 emissions (and thus total GHG inventory) are not comparable to the partial Scope 3 inventories conducted in FY20 and FY21. Our GHG emissions reduction focus areas, detailed in the next section, are based on our more comprehensive value chain emissions analysis of FY22 and FY23.



The increase in Scope 3 emissions from FY22 to FY23 is consistent with our growth in operations over that timeframe.

We are setting our most recent inventory year (FY23) as our baseline year to inform forthcoming science-based climate targets and reporting on progress to reduce emissions.

GHG emissions reduction focus areas

Based on our GHG inventory results, we have identified several areas typical for the operation of a software company of our size and growth rate to further focus our reduction measures, including our workplace, data center providers, business travel, and value-chain emissions.

Workplace

While we do not own any office buildings, we seek energy efficient and/or sustainability-certified spaces as a part of our leasing criteria for new office spaces. We also evaluate options to reduce our office energy use and to invest in renewable energy in the offices we operate, and we optimize our physical space needs and uses (see Workplace highlight below). As employees continue to work both at home and in the office, we will explore ways to support our employees in measuring and reducing work-from-home related emissions. In FY23, approximately 72% of our employees took advantage of the option to select remote as their primary work mode. In FY22, our average office utilization was approximately 24% of capacity; in FY23, this was approximately 19%.

Third-party cloud services providers [SASB TC-SI-130a.3]

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

Business travel

With our sales growth and the return to standard operations following the COVID-19 pandemic, our business travel emissions have risen. Given our significant remote workforce, we have established new norms to successfully conduct internal business without necessitating all employees commute into an office. We will apply these learnings to further reduce our business travel emissions for internal and external purposes.

Value chain sustainability

PagerDuty is part of a peer-group of purpose-driven companies who can have a collective impact on a much larger scale than any individual company. We are early in our work to partner with our suppliers and customers to scale positive impacts and extend our commitment to sustainability throughout our supply chain.

We performed an analysis of our value chain (Scope 3) emissions from our:

- Purchased goods and services (category 1)
- Capital goods (category 2)
- Fuel and energy-related activities, including upstream purchased electricity, electricity T&D losses, and upstream purchased fuels (category 3)
- Waste generated in operations (category 5)
- Business travel (category 6)
- Employee commuting, including physical commuting and remote work/telework (category 7)

To analyze emissions from our purchased goods and services, we used a globally accepted, industry-specific, spend-based methodology covering at least 70% of our total supplier spend. This analysis showed that in FY22 and FY23, our most significant supply chain emissions came from our investment in data processing, data hosting, and related services. Other significant sources of supply chain emissions included our resellers; suppliers involved in employee benefits, such as health insurance; suppliers related to our commercial office spaces; and consulting and advisory services. As we develop our climate action plan, we will partner with supplier groups to realize shared efficiencies and share best practices in emissions reduction.

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Climate equity

The harmful effects of climate change are disproportionately felt “first and worst” by marginalized communities around the world. In the United States, these communities include low income, Indigenous, and communities of color. Globally, they include low- and middle-income countries. Paradoxically, those that are most impacted by climate change typically contribute the least to it and are rarely placed at the center of creating solutions.

PagerDuty demonstrates how an integrated vision for ESG is a more equitable approach to tackling both environmental and human-centered climate change impacts. We endeavor to hold integrated conversations on environmental and social issues that incorporate a human lens to sustainability.

We are committed to mitigating the impacts of climate change through our business practices, product deployment, and philanthropic investments. An analysis of funding trends shows that only 2% of global philanthropic giving focuses on climate equity. Of this, Indigenous people-led organizations receive 0.03% and women-led organizations receive 0.02%, respectively.⁵ Climate equity and resilience solutions are directly connected to equitable access to healthcare and education, economic safety, and affordable housing, and therefore have long-term downstream impacts on the ability of communities to thrive.

In FY23, we launched our Climate Equity funding portfolio to invest in organizations actively building solutions to the climate crisis and centered on the meaningful involvement of all people. Building on our history of investing in organizations with women and non-majority leaders, PagerDuty.org distributed \$550,000 in unrestricted funding to six organizations. All are led by women and non-majority leaders and are working toward environmental and climate justice. They are Earth Guardians, Earth Hacks, OpenAQ, and The Solutions Project, Navajo Power Home, and Beneficial Returns.

→ *Read more about our Climate Equity work in the Philanthropic Investments section of this report.*



Navajo Power Home

⁵Funding trends 2021: Climate change mitigation philanthropy ClimateWorks Foundation

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Optimizing resources

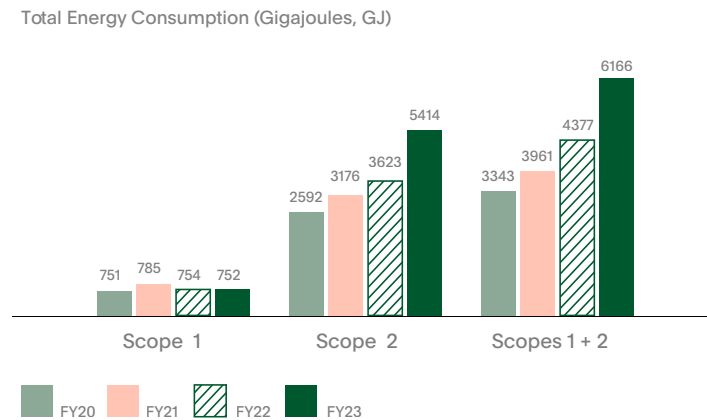
We are committed to reducing resource utilization and creating efficiencies across our office and at-home work environments.

Energy consumption

[SASB TC-SI-130a.1]

For the reasons addressed in the discussion of our GHG inventories, we have recalculated our previously reported energy consumption amounts for FY20 and FY21 with improved accuracy. Our energy consumption for these fiscal years was approximately 30% lower than previously reported.

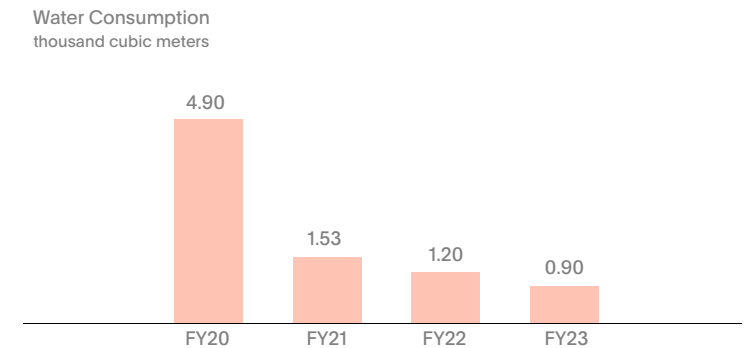
As stated in our prior year's Impact Report, in FY20 and FY21 we continued to account for the energy consumption of our leased offices despite many of those offices being significantly underutilized during the COVID-19 pandemic. In FY22 and FY23, some employees returned to working in our leased offices on a part-time or full-time basis. However, our remote working capabilities have led to a permanent shift to a hybrid workforce, with many fully remote employees. As a result, we have grown our workforce without adding significant new real estate footprint.



Water consumption

[SASB TC-SI-130a.2]

We do not operate datacenters and thus do not consume water for datacenter cooling needs. We estimated water consumption for our real estate footprint for four prior fiscal years using a per-FTE average consumption, consistent with typical commercial office space. We previously reported that our water footprint decreased significantly in FY21 compared to FY20 with the shift to remote work. Our office water usage remains lower as we continue to have a significant number of remote employees.



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Workplace materials

As PagerDuty doesn't own its office space, our workplace sustainability efforts take place within the constraints of rented and leased office space. During the \$3.2M renovation to our San Francisco office, we installed a space utilization system to design and build areas that more efficiently meet our needs, allowing us to reduce our actively utilized real estate footprint and the associated resource usage. During this expansion, we purchased local furniture and sourced products from recycled materials. Our office in Lisbon, Portugal also prioritized locally purchased furniture to reduce emissions. We will continue to explore how these revitalizing practices reduce impacts in our leased office spaces.



Activating employees

EnviroDuty is our company-wide, global employee affinity group that champions sustainability across PagerDuty and in our local communities. During Earth Month in FY23, EnviroDuty, in partnership with PagerDuty.org, created an "Earth Week Challenge" to educate our employees and inspire them to take action towards environmental and climate justice. A 1:1 match campaign benefited our Climate Equity grant organizations, and attendees of the live virtual event learned about our partners' critical work in the space and actionable ways they could support this work. These early investments will anchor our climate-focused work by prioritizing community-led initiatives, elevating frontline leadership, and addressing root causes for systemic change.



Dutonian Changemakers

During Earth Week, environmental champions Sunni Tang and Santhoshi Shankar partnered with their fellow employees to re-invigorate EnviroDuty and create a menu of opportunities for their colleagues to get educated, take action, and support our climate equity partners.

"There is a lot of climate anxiety among employees and tech workers, especially in our generation. Learning how to take actions, no matter how small, through EnviroDuty is an antidote."

— **Santhoshi Shankar (she/her),
Software Engineer II**

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Looking ahead

In FY24, we will develop and submit our science-based climate targets to fulfill our public commitment to curb our emissions in line with the Paris Agreement. We will develop a climate action plan to work across functions and with our customers, suppliers, and employees to reduce emissions associated with our business practices.



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We act as stewards of society, the environment, and our bottom line

In conversation with Chief Financial Officer & Executive ESG Sponsor,
Howard Wilson



PagerDuty's CFO Howard Wilson (he/him) discusses how—and why—PagerDuty prioritizes environmental, social, governance (ESG) issues. He explains how these areas of focus not only underscore the company's purpose, vision, and mission—but how they are inextricably linked to business success.

In the past few years PagerDuty has made notable progress on its ESG strategy. How have these efforts evolved in FY23?

Our goal is to grow and strengthen our business in a way that reflects our corporate values and our vision to build a more equitable world and sustainable future. Our ESG initiatives are an integral part of this—they are embedded in the framework we use to drive business and social impact. That strengthens how we represent our goals and progress to investors and customers. It also helps to prioritize the social and environmental commitments we can take on within the parameters of our business.

It also helps to prioritize the social and environmental commitments we can take on within the parameters of our business.

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Our largest accomplishments this year were institutionalizing ESG into our work and continuing to execute an environmental and social impact strategy that is cross-functional, systematic, and measurable. For example:

- Our ESG Steering Committee set our strategy and disclosure commitments.
- Our ESG Working Group, comprising leaders from across our company, reviewed and updated the ESG KPIs we report on.
- Our ID&E and Social Impact teams deepened the integration of their strategies to amplify progress towards their goals.
- Our Customer Success and Social Impact teams created the Nonprofit Customer Health Checks program, bringing the expertise of our commercial sales teams to nonprofit customers and mission-driven organizations.
- Our Culture & Strategy and Social Impact teams partnered to give all employees a chance to be a part of our Social Impact and ESG journey.

We evaluated progress through our enterprise-wide ESG Key Performance Indicator dashboard. As a result of that visibility, we expanded the metrics we report to both investors, as well as ESG raters and rankers. That impact is visible in both strong or improved scores across raters such as MSCI, S&P Global, and EcoVadis. Our commitment to develop our first science-based climate target this year demonstrates our accountability to making progress on GHG reductions that support the global need to limit warming to 1.5°C to meet the goals of the Paris Agreement.

What is next for ESG at PagerDuty?

Our ESG commitments are integrated into our business planning, and they show up in everything we do. That's easy to say—and many companies do—but we've achieved buy-in from the entire business to systematically put it into practice.

In the year ahead, we will focus on driving tangible business outcomes across our ESG priority areas, as we both evolve our measures and become more sophisticated in monitoring progress. Successes will be measured in areas that fulfill both our bottom-line results and further our commitment to an equitable, sustainable world. This includes progressing against our GHG emissions reduction goals, supporting diversity and representation among employees, and continuing volunteering and giving. It also means expanding how we reach those changing the world by providing our platform and expertise and empowering them with the time and efficiency to build the future. While improving our scores across ESG ratings and rankings is not a primary goal, we expect customers and investors will react positively to these substantive demonstrations of our core values.

We support a larger shift where considerations of society and the environment are innately woven into business strategies and how we operate as an employer. I, and the entire PagerDuty executive team, remain motivated by the opportunities, driven by the challenges, and ready to join together in building a better future, and a more equitable world.

Governance

We believe it is important to take a strategic and holistic approach to PagerDuty's ESG program, prioritizing societal and environmental considerations and the concerns of those affected by them.

Thoughtful and effective governance practices build trust with all of our stakeholders. The trust of our employees, customers, and communities provides the foundation for our social impact efforts.

Board committees and responsibilities

The Board of Directors represents shareholder and stakeholder interests and works with senior leadership to oversee ESG outcomes at PagerDuty. The Board consists of nine directors, and there are three committees of the Board, including:

- **The Nominating and Corporate Governance Committee:** Responsible for ESG programs and activities, and relevant public disclosures, as outlined in the [committee's charter](#).
- **The Compensation Committee:** Oversees a range of human capital activities, including talent management and development, talent acquisition and retention, employee engagement, and ID&E.
- **The Audit Committee:** Responsible for risk management framework and programs, overall risk profile, risk exposures, and business conduct, alongside the Board as whole.

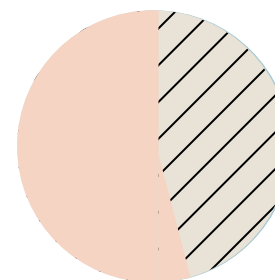
Our commitment to corporate governance is articulated in our [Corporate Governance Guidelines](#) and [Annual Report and Proxy Statement](#) disclosure, which provide detailed information on our Board structure and composition, stockholder rights and engagement, executive compensation, how each committee's responsibilities align with our ESG program, and other key governance topics.

→ Visit these links for more information on the role of our Board in risk oversight as well as PagerDuty's identification and management of key risks.

Board composition

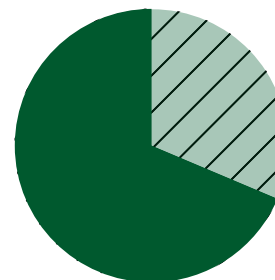
PagerDuty is overseen by a diverse Board of Directors. Jennifer Tejada serves as CEO and Chairperson of the Board, and Zachary Nelson as presiding director. Our Corporate Governance Guidelines require a majority of independent directors and seven of our nine (78%) Board members are independent.

Our Board does not maintain a specific policy on diversity; rather, we demonstrate our belief that the board should be diverse through our Board composition. Our Nominating and Corporate Governance Committee considers a broad range of backgrounds and experiences when making determinations regarding nominations of directors. The full Board assesses the diversity of its members and nominees annually. We are proud that four of our Board members identify as women and that two-thirds identify as racially diverse.



Board of Directors: Gender

44% Female
56% Male



Board of Directors: Race/ethnicity

67% Racially diverse
33% White

→ For more information on the composition of our board and selection of members please visit our [2021 Impact Report](#) and [FY23 Annual Report and Proxy Statement](#).

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Social impact and ESG governance

Our Board and its three standing committees work with executive management to oversee ESG governance. An integrated, cross-functional team leads our efforts to align and advance social impact and ESG.

We've expanded our commitment to social impact and responsibility with the establishment of a robust set of ESG disclosures and processes and investment in more sustainable business practices. In FY23, ESG and sustainability continue to be integral to the work of the PagerDuty.org team that oversees social impact.

PagerDuty.org is led by our VP, Global Social Impact, who reports to our Chief People Officer. Our Chief Financial Officer serves as the Executive Sponsor for ESG. Further support is provided by our Director of ESG and Sustainability, as well as:

- **The ESG Steering Committee**, chaired by our Director of ESG and Sustainability, which leads our ESG strategy and goal-setting.
- **The ESG Working Group**, composed of functional leads across the business who are accountable for achieving progress in our ESG priority areas.

Ethics and compliance

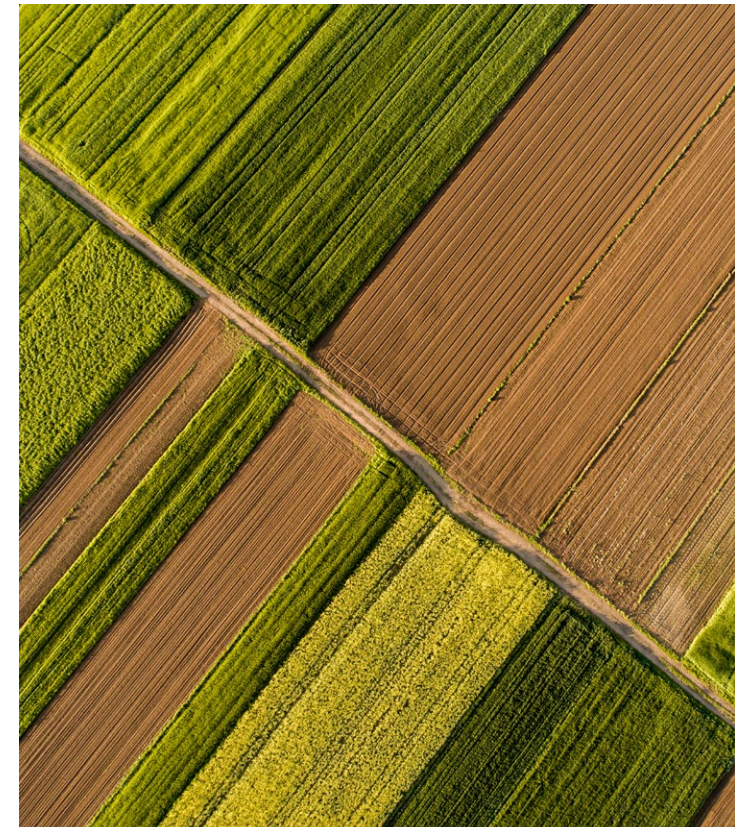
At PagerDuty, integrity is a cornerstone of our business principles guiding all of our business relationships and practices. Our General Counsel serves as one of our compliance officers who oversees our business ethics policies and practices.

In FY23, we updated our [Code of Business Conduct and Ethics](#) (Code of Conduct) to strengthen our ethics and human rights approach, which includes halting human trafficking, promoting diversity, respect, and fair dealing, preventing conflicts of interest, and maintaining compliance. We also added a process for reviewing fraudulent or misleading recruitment practices. All directors, executives, employees, and independent contractors are required to comply with our Code of Conduct and must

complete training in its aspects within a year of their start date and annually thereafter. Employees must also complete Ethical Business Conduct, Anti-Corruption, and Anti-Discrimination and Anti-Harassment training modules each year.

All employees are expected to certify that they have read, understood, and agree to comply with our Employee Handbook, which houses our compliance procedures. We have specific policies and procedures on insider trading, whistleblowing, reporting and non-retaliation, anti-racism, human rights, safe workplaces, lobbying and political contributions, and other critical business ethics topics.

→ *To learn more about these policies please visit the [appendix](#) and the [Ethics and Compliance](#) section of our [2021 Impact Report](#).*



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Ethical products and services

Our product teams work to filter out bias and create a platform that is accessible to all users. We also engage our user community to guide the development of our approaches and test our products. The responsible use of our technology is outlined in our Community and Acceptable Use policies:

Community Policy. We are committed 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). Our policy also forbids the use of our services 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.”

Data privacy and security

[SASB TC-SI-220a.1, TC-SI-230a.1, and TC-SI-230a.2]

Privacy and security of information is a priority for every one of us. We focus on transparency and implement best practices to address vulnerabilities and meet industry standards. We demonstrate our commitment to data protection and compliance through testing and external certification, policy updates, and employee training and engagement.

Data privacy, security, and ethics is led by our Chief Information Security Officer. The Board Audit Committee also oversees risks associated with cybersecurity, information security, and data

privacy. The Committee regularly reviews with management PagerDuty’s data security programs and assessment, management, and mitigation of such risks.

We had no material data breaches in FY23, nor did we have any legal proceedings or monetary fines related to data breaches.

In FY23, we internally evaluated our compliance with NIST 800-53 Rev 4 control to comply with the Federal Risk and Authorization Management Program (FedRAMP) controls. This was part of a System and Security Plan (SSP) and helps us prepare for expected FedRAMP audits in FY24. This also includes moving to the certified Federal Information Processing Standards (FIPS) 140-2 standard, which defines security requirements for sensitive data when working with federal agencies. In FY23, our focus on employee training and engagement remained, and we added a dedicated privacy and data handling section to our security awareness training. All employees are required to take the training during onboarding and annually thereafter.

Policies and certifications

Privacy Policy. Our Privacy Policy outlines the type of customer data we collect, how it is used, and how it may be disclosed. The policy conforms with the requirements under the European Union’s General Data Protection Regulation (GDPR), as well as other global regulations.

Data Security Policy. Our Data Security Policy outlines our agreements with customers.

SOC 2 Security Certification. We have maintained the American Institute of Certified Public Accountants SOC 2, Type 2 certification for Security since 2019. The certification specifies how organizations should manage customer data. Annual SOC2 audits include industry-standard penetration testing. An overview of our Security approach can be found here: pagerduty.com/security/.

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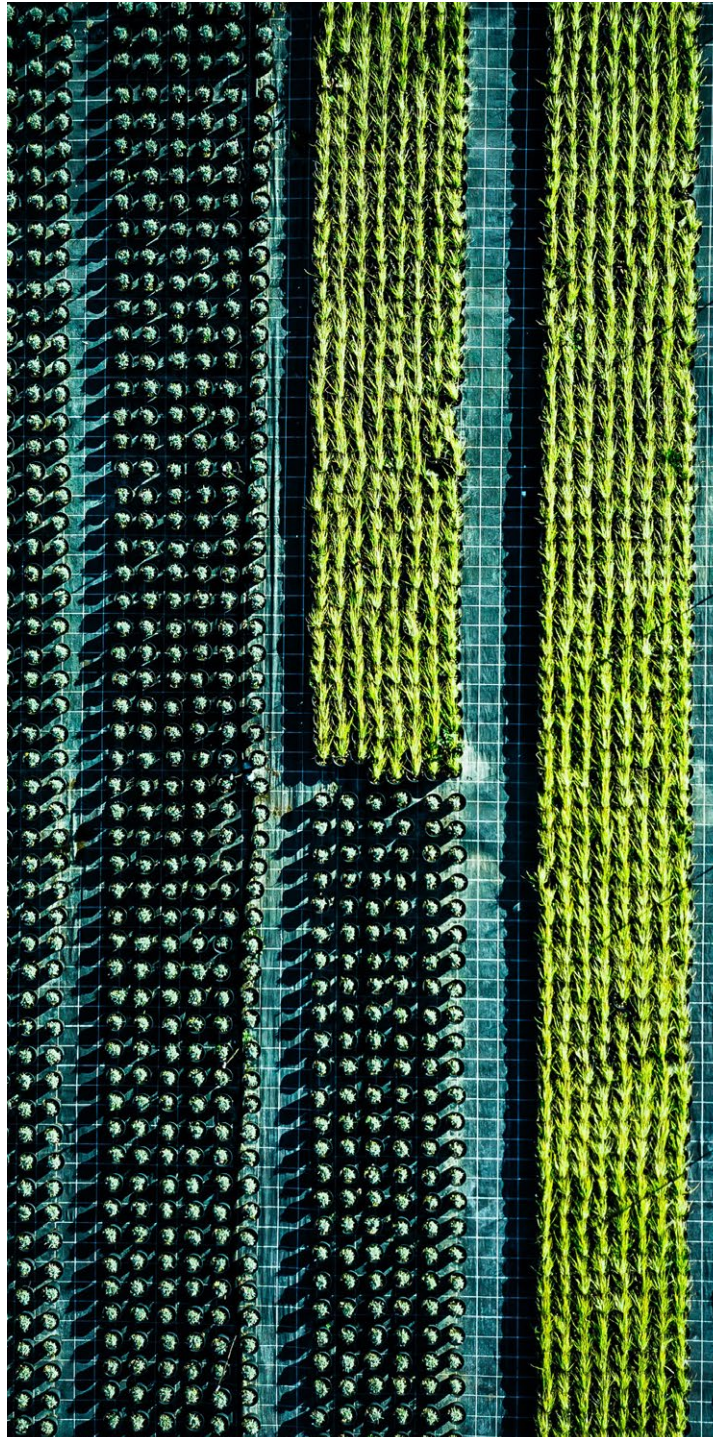
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Incident Monitoring and Reporting. We maintain multiple monitoring systems to detect and alert on incidents, and severity levels are classified based on customer impact and incident duration. Documentation on our Incident Response and Security Incident 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. Given these laws and requests, it may be necessary for PagerDuty to disclose personally identifiable information (PII). We may also disclose PII if we determine disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or users. We carefully review each request to make sure it satisfies applicable laws.

Looking ahead

PagerDuty views its ESG risks and opportunities as fundamental to practicing business responsibility and creating value for all stakeholders. We will continue to make ESG a systematic and measurable part of our core business processes through strategic expansion of our ESG KPIs to track dynamic progress. Integrating ESG policies, practices, and metrics into each business function is key to our leadership as a purpose-driven company.

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About this report

This is PagerDuty's third annual Impact Report and the second year we've publicly reported on our approach to managing environmental, social, and governance (ESG) risks and opportunities. This document shares our social impact programs, progress, and performance, as well as ESG metrics relevant to PagerDuty and our stakeholders. The report is aligned to the Sustainability Accounting Standards Board (SASB) standards for the Software & Information Technology (IT) Services sector.

Figures throughout this report are for the 2023 fiscal year (February 1, 2022 through January 31, 2023), unless otherwise noted. This represents a transition from calendar year reporting in our 2020 and 2021 Impact reports. Narrative disclosures on impact progress, programs, and aspirations may reference material from February 1, 2021 through January 31, 2022, extending beyond the prior fiscal year. All references to dollars are to U.S. dollars, unless otherwise noted. Information in this report represents the best information available as of the publication date. Any references to "material" or "materiality" in this report are in line with the Global Reporting Initiative (GRI) Standards and focus on aspects of PagerDuty's business that have been

identified as "material topics" using the GRI definition of materiality through stakeholder engagement and materiality assessment.

In-depth reporting of our ID&E efforts is contained in our 2022 Inclusion, Diversity, and Equity at PagerDuty, Annual Report. As our business continues to grow and evolve, we expect to advance and refine our disclosures over time.

→ For more information, please visit our [2020 and 2021 Impact Reports](#) and our [2022 Inclusion, Diversity & Equity at PagerDuty, Annual Report](#).

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Governance and policy documents

[Acceptable Use Policy](#)

[Audit Committee Charter](#)

[Code of Business Conduct and Ethics](#)

[Community Policy](#)

[Compensation Committee Charter](#)

[Corporate Governance Guidelines](#)

[Data Security Policy](#)

[Nominating and Governance Committee Charter](#)

[Privacy Policy](#)

[Security Overview](#)

[UK Modern Slavery Act statement](#)

Forward-looking statements

This FY23 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 FY23 PagerDuty Annual Report on Form 10-K (10-K). These risk factors are subject to update by our future filings and submissions with the U.S. 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 16, 2023. PagerDuty disclaims any duty to update any statement made in this report except to the extent required by law.



Sustainability Accounting Standards Board (SASB) Standards Index

The SASB Standards, now part of the Value Reporting Foundation, are a set of standards to guide the disclosure of sustainability information by companies to their investors. The following index maps our disclosures to SASB's standards for the Software & IT Services sector.

Topic	Response and References	
Environmental Footprint of Hardware Infrastructure		
TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Total energy consumed, percentage grid electricity, and percentage renewable included on page 36 and in the environmental data tables.
TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Estimated water consumption from real estate footprint included on page 36 and in the environmental data tables.
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 34).
Data Privacy and 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 applicable.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	In FY23, PagerDuty did not have any material fines or losses as a result of legal proceedings associated with user privacy.
TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	PagerDuty operates in a B2B environment. For information on law enforcement requests please see our Privacy Policy .
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.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	PagerDuty had no material data breaches in FY23 (page 43).
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 and Managing a Global, Diverse, and 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, 2023, we had 1,166 employees, of which approximately 65% were in the United States and 35% were in our non-US locations, as reported in our FY23 Form 10-K (page 12).
TC-SI-330a.2	Employee engagement as a percentage	77% actively engaged employees as defined by our Overall Engagement Score, which is an average of the scores for five engagement questions in the Q3FY23 Pulse survey.
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 2022, as well as the data tables in this report. 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 18).
Intellectual Property and Competitive Behavior		
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	In FY23, PagerDuty did not have any material fines or losses as a result of legal proceedings associated with anticompetitive behavior regulations.
Managing Systemic Risks from Technology Disruptions		
TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Total customer downtime over the last 24 months was 0.02%. Please refer to our 10-K, p. 7.
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Please refer to our 10-K.

The following tables detail key performance indicators (KPIs) related to PagerDuty's Fiscal Year 2023 disclosures on its environmental, social, and governance (ESG) progress.

Engagement, learning, and people development Response and References

	FY23
Actively engaged employees ¹	77%
Percentage of employees who provided feedback in the Pulse employee engagement survey ²	90%
Percentage of employees who volunteered ³	85%
Total employee volunteer hours ³	9,000
Percentage of employees who donated to a cause ³	86%
Percentage of employees who volunteered or donated to a cause ³	95%
Percentage who would recommend PagerDuty as a great place to work ³	89%
Percentage who shared they are proud to work for PagerDuty ⁴	90%
Percentage of global PagerDuty employees that say the company's social impact work makes them proud to work at PagerDuty ⁵	90%

¹ "Actively engaged employees" is defined by using our Overall Engagement Score, which is an average of the scores for five engagement questions in the Q3FY23 Pulse survey.

² Q3FY23 Pulse survey.

³ Data around employee volunteering and giving were pulled from PagerDuty's internal database in Benevity.

⁴ Q3FY23 Pulse survey.

⁵ Q2FY23 Pulse survey average of the scores for three social impact questions.

Product donations and philanthropic investments

	FY23
Number of nonprofit and B Corp customers on PagerDuty Impact Pricing offering	306
Funding deployed	\$1.25M
Product discounts and donations to impact organizations ⁶	\$1.2M
Dollars in pro bono expertise donated ⁷	\$10,725
Percentage of FY23 partner organizations led by women and/or non-majority leaders	90%

⁶ Impact customers: Product donations and discounts were calculated by adding the ARR (annual recurring revenue) dollar value of product discounts provided to all organizations participating in Impact Pricing.

⁷ Value of pro bono expertise: Based on Benevity hours logged by PagerDuty tech leads and teams, and \$195 standard rate confirmed by Taproot.

Inclusion, diversity, and equity⁸

Pay equity	FY22	FY23
Global gender pay equity ⁹	\$0.99	\$1.00
U.S. underrepresented minority pay equity ⁹	\$0.98	\$0.99

Board diversity	FY22	FY23
Percentage identifying as women: Board of Directors	50%	44%
Percentage identifying as racially diverse: Board of Directors	75%	67%

Global workforce diversity	FY22	FY23
Percentage identifying as women: entire company	40.1%	40%
Percentage identifying as women: people managers	43.5%	42%
Percentage identifying as women: senior leaders (VP+)	40%	45%
Percentage identifying as LGBTQ+ ¹⁰	7%	9%
Percentage identifying as transgender ¹⁰	<1%	<1%
Percentage identifying as people with disabilities ¹⁰	8%	6%
Percentage identifying as veterans (U.S. only) ¹⁰	<1%	2%
Percentage identifying as caregivers to children ¹⁰	23%	40%
Percentage identifying as caregivers to adults ¹⁰	3%	3%

U.S. workforce diversity

U.S. gender	FY22	FY23
Percentage identifying as women: entire company	n/a	44%
Percentage identifying as women: people managers	n/a	45%
Percentage identifying as women: senior leaders (VP+)	n/a	44%

U.S. race/ethnicity: entire company	FY22	FY23
Percentage identifying as Asian	19.3%	19%
Percentage identifying as Black	8.3%	8%
Percentage identifying as Hispanic	5.8%	7%
Percentage identifying as Pacific Islander	0.2%	n/a
Percentage identifying as American Indian	0.2%	1%
Percentage identifying as two or more races	6.4%	4%
Percentage identifying as White	59.9%	62%

U.S. race/ethnicity: people managers	FY22	FY23
Percentage identifying as Asian	17.2%	19%
Percentage identifying as Black	6.5%	8%
Percentage identifying as Hispanic	4.1%	4%
Percentage identifying as two or more races	5.3%	1%
Percentage identifying as White	66.9%	68%

U.S. race/ethnicity: senior leadership (VP+)	FY22	FY23
Percentage identifying as Asian	14.3%	23%
Percentage identifying as Black	5.7%	5%
Percentage identifying as Hispanic	2.9%	5%
Percentage identifying as two or more races	8.6%	5%
Percentage identifying as White	68.6%	62%

⁸Inclusion, diversity, and equity data is collected and published in our annual ID&E report and therefore boundaries differ slightly. Boundaries for data collection include: FY22 (October 2020 – September 2021) and FY23 (October 2021 – September 2022). In FY23, ID&E data was reported in whole percentages.

⁹Gender (women to men) and US race/ethnicity (underrepresented population to majority) pay equities are calculated using a well-known pay equity platform, measuring the weighted pay average for “on target earnings” (OTE): base salary + any applicable variable pay targets (bonus/commission).

¹⁰As voluntarily self-identified by employees.

Environment

Greenhouse Gas Emissions (mtCO ₂ e) ¹¹	FY20	FY21	FY22	FY23
Scope 1	87	93	39	39
Scope 2: Location-based	64	249	258	329
Scope 2: Market-based	23	243	194	211
Scopes 1+2 (Market-based)	110	336	234	250
Scope 3 ¹²	795	480	4,402	8,693
Total (Market-based) ¹²	905	816	4,636	8,944

Energy Consumption (Gigajoules, GJ)	FY20	FY21	FY22	FY23
Scope 1	751	785	754	752
Scope 2	2,592	3,176	3,623	5,414
Total	3,343	3,961	4,377	6,166
Percentage grid electricity	100%	100%	100%	100%
Percentage renewable energy	0%	0%	0%	0%

Water Consumption ¹³	FY20	FY21	FY22	FY23
Water	4.90	1.53	1.20	0.90

¹¹ Scope 1 includes natural gas and refrigerant usage in leased spaces. Scope 2 includes electricity consumption in all PagerDuty real estate globally, including short and long term leases. Actual energy consumption is used when available; where unavailable, energy consumption is estimated using the U.S. Energy Information Administration (EIA) Commercial Buildings Energy Consumption Survey (CBECS). For FY20 and FY21, Scope 3 included the following value chain categories: waste generated in operations, business travel, and employee commuting (both physical commute and remote/telework). For FY22 and FY23, Scope 3 included the following value chain categories: purchased goods and services, capital goods, fuel and energy-related activities, waste generated in operations, business travel, and employee commuting (both physical commute and remote/telework). FY20 and FY21 amounts differ from the amounts previously reported due to methodology and data quality improvements.

¹² Scope 3 emissions and Total (Market-based) emissions for FY20 and FY21 are not comparable to those for FY22 and FY23 as additional Scope 3 categories were added to the analysis for FY22 and FY23.

¹³ Total water (thousand cubic meters), estimated across our global real estate footprint. FY20 and FY21 amounts differ slightly from the amounts previously reported due to improved data accuracy.



Governance

Risk identification and oversight

FY23

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

Board Independence and diversity

FY23

Percentage independent board members	78%
Percentage independent committee members	100%
Independent presiding director	Yes
Percentage identifying as women	44%
Percentage identifying as racially diverse	67%
Non-executive chairperson	No
Board diversity policy	Our Corporate Governance Guidelines include diversity as part of the Board nominating criteria.

Board/Management oversight and accountability

FY23

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

Board/Management oversight and accountability

FY23

Board oversight of risk	Yes
Board oversight of ESG	Yes
Code of Conduct for directors, officers, and employees	Yes
Dominant shareholder percentage ¹⁴	11%
Shares outstanding ¹⁵	91,178,671
Multiple equity classes with different voting rights	No
Poison pill	No
Net Operating Loss (NOL) pill	No
Percentage of Board subject to reelection	100%
Board gender diversity quota	No
Charter vote highest percentage	67%
Material fines or losses as a result of legal proceedings associated with anticompetitive behavior regulations	None

Data privacy and security

FY23

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

¹⁴ As of December 31, 2022, based on information set forth in a Schedule 13G/A filed with the SEC on February 10, 2023 by ARK Investment Management LLC.

¹⁵ As of January 31, 2023.