2023
Automation Anywhere Impact Report

Environmental | Social | Governance

AUTOMATION ANYWHERE

Contents

CEO Letter

At Automation Anywhere, we've always been intrigued by the way humans and machines work and interact with each other. Companies use technology to extend and enhance human capabilities in ways that make employees more productive, not just on business performance but also on human workers' lives. Throughout the past 19 years, I have witnessed the incredible influence that intelligent automation can have on organizations to build deeper customer relationships and drive business growth. But where our technology has the greatest impact is unleashing human potential. Humans enabled by digital workers are the future of work. The next big idea that might change the world will come from an empowered and technology-enabled human workforce.

Our technology is fueling a new era of innovation. We saw this unfold during the pandemic as automation solutions were developed to help tackle the challenges that organizations faced. In turn, companies accelerated their digital transformations to make the most of these emerging technologies. The automation renaissance is flourishing because of digitization and the explosion of data, and automation is expected to add an estimated $15 trillion benefit to the global economy by 2030.

Today, every company is operating in the Automation Economy, with 95 percent of organizations embracing automation and artificial intelligence to unlock new opportunities, engage the workforce, and adapt to market changes. We are on the cusp of a major sea change. The combination of generative AI and automation has the power to unlock this next wave of productivity and set off the next industrial revolution, completely changing the way we work and empowering teams to create their own productivity tools that will help them expand their impact on the business and the world.

It's not just better, faster, and cheaper opportunities. The more important question I ask is about how society will live, thrive, and evolve into a new operating model. Automation Anywhere's catalyst

technology plays an important role in accelerating change for systems-level transformation, producing more and ensuring equitable access for all people to share in this future. We believe that companies exist within communities, and if we add value to the world and our customers, then good things happen. This belief forms the foundation for our approach to environmental, social, and governance (ESG) issues and informs our investments in three key areas, which are intertwined with our business and present an opportunity where we can make a sizable impact.

- Creating access to technology and helping nonprofit organizations and social enterprises be more efficient, provide more programs and services for their beneficiaries, and maximize limited resources for their operations.

- Empowering people with reskilling and education opportunities, mobilizing access to tech-enabled jobs as a means to bridge the wealth gap and bring vulnerable groups up that much faster globally.

- Solving social and environmental challenges for a more sustainable, equitable future, putting our company and employee resources to work in communities around the world.

I am proud of the progress we've made over the last two fiscal years. We are a responsible company, operating with integrity, building trust with customers, and conducting our business with accountability to all stakeholders. Throughout this report, you will see how we are keeping people—inside and outside of the company—at the center of our work. Building on our Pledge 1% commitment, we are scaling our vision for human enablement with tech for good initiatives.

I look forward to the journey and continuing to share our progress with you.

Mihir Shukla

CEO and Co-founder, Automation Anywhere

About Automation Anywhere

Automation Anywhere is a leader in intelligent automation.

We deliver solutions across all industries to automate end-to-end business processes for the fastest path to enterprise transformation. As the world's only cloud-native Robotic Process Automation (RPA) platform, Automation Anywhere combines RPA, artificial intelligence, machine learning, and analytics to automate repetitive tasks and build enterprise agility, freeing up humans to pivot to the next big idea and build deeper customer relationships that drive business growth.

We define the future of work. At Automation Anywhere, we see a future where automation liberates people from mundane tasks to solve more creative, higher order business challenges.

Our Mission & Values

We believe there is a better way to work. At Automation Anywhere, we recognize the need to approach automation through the lens of access and user experience—and empower an entire workforce generation with unprecedented productivity. Every step of the way, the goal remains the same: Enabling people with barrier-free automation technology that liberates everyone to achieve their human potential.

Our mission is to help every company build a digital workforce and succeed with automation. This empowers people and teams to focus on what they do best—collaborate, create, and grow businesses. We live our values every day and share a deep sense of responsibility to make the world a better place.

How We Manage ESG

Automation Anywhere's ESG strategy and goals are intent-driven and architected by the Chief Social Impact Officer with the support of the ESG Council and People Experience team. The Council is comprised of a cross-functional group of leaders from across our business and is charged with driving ESG performance for the company and their respective areas of responsibility. The Chief Social Impact Officer and Chief People Experience Officer provide periodic updates and reports to the CEO to inform policy, practices, and risk management around ESG matters. Our Social Impact Office leads strategic oversight and program implementation and determines Objectives and Key Results in the company's annual planning cycle.

Passion

Driven by curiosity, a sense of adventure, and joyful perseverance, Passion is first on our values list. Only the passionate can change the world because they keep trying until they get it right.
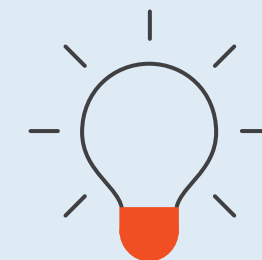
Innovation

Every employee offers creative skills and ideas to delight our customers. We are comfortable questioning accepted wisdom and moving on when we hit bumps in the road. We feel empowered to be bold, take action, and solve problems.

Customer First

We all have internal or external customers and are responsible for their experience and success, anytime, anywhere. Proactive, trusted advisors, we exemplify caring, loyalty, and commitment.

One Team One Goal

Our best ideas take shape when we are approachable, inclusive, accessible, respectful, and easy to work with. We share thoughts and plans to gain support and agreement. We jointly establish a common goal to work toward.

We are the #1 cloud market leader with 47% of the world's current cloud automations and digital workers being deployed on our infrastructure and over 100 million bot runs in the cloud per year.

#1 Global Leader in Cloud-Native automation with 45% market share

1,600+ Employees worldwide

Leader for RPA across Forrester, IDC, Gartner, Everest every year running

2,750 Technology and partner ecosystem

2.8M+ Bots deployed for RPA

3,999+ Global customers across every industry in 90+ countries

1M+ Members in the Pathfinder Community

1,200+ Bot Store products

Impact Priorities

This report covers the ESG impact priority areas that we determined are most responsible and relevant for our stakeholders and our long-term business success. In alignment with the overall mission of the company, we continue to listen to our customers, service and impact partners, investors, and employees to understand and evaluate the risks and opportunities for the company.

We also utilize ESG frameworks and ratings to guide our approach for selecting relevant issues. For example, our priorities reflect some of the Sustainability Accounting Standards Board's (SASB) disclosure topics for Software & Information Technology Services like customer privacy, data security, employee engagement and diversity and inclusion, and energy management. We are early in our ESG journey and may consider a full materiality assessment in the future. As a high-growth company with an emphasis on innovation and dependencies on human and intellectual capital, we are focused on these impact priorities.

Team Anywhere

Our people around the world are our company's greatest asset. The perspectives, experiences, and ideas that teammates bring to creating intelligent automation solutions ensures our customers and partners can do more and do it better and that we build ethical AI solutions and automation for the future.
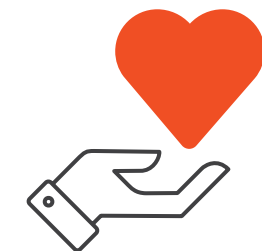
Social Impact

We're passionate about scaling impact for nonprofit and purpose-driven organizations with technology and using automation for global good. We are committed to democratizing access to the future of work with digital skilling that empowers learners everywhere.
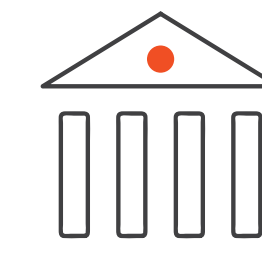
Governance & Ethical Business Practices

Our culture operates with an ethics and integrity mindset. As we define and deliver the future of intelligent automation in a fast-changing technology ecosystem, we are committed to conducting our business with accountability to our stakeholders and their long-term needs.

Product Security & Data Privacy

We care deeply about customer privacy and security in delivering automation solutions. We are committed to achieving and maintaining the trust of our customers and to being a responsible company in the software supply chain.

Environment

We care about working toward a better understanding about the environmental footprint of our business and driving sustainability initiatives that increase action around climate change.
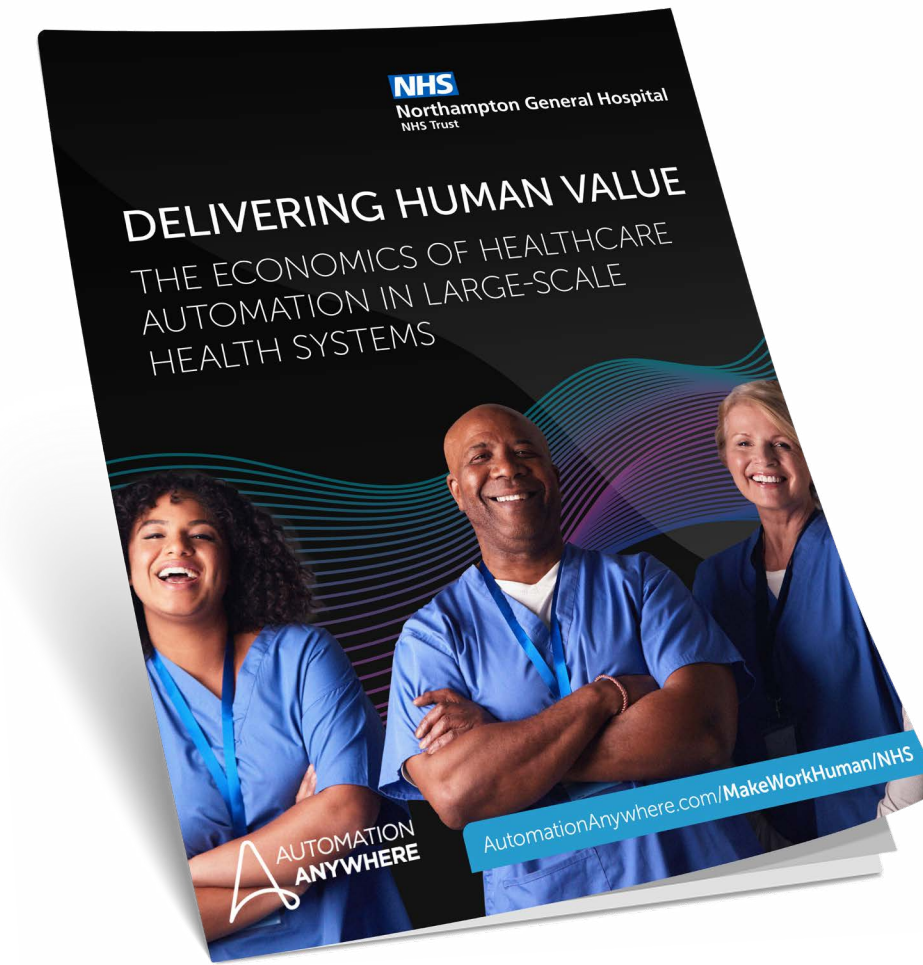
Automation is a Force for Good in Healthcare

Automation Anywhere is committed to delivering economic and human value every day. In a joint tech for good effort with the UK's National Health Service (NHS) we are demonstrating that AI-powered automation solutions can propel healthcare systems and public sectors to usher in a new era of patient and frontline care.

Following the success of the Oxygen Bot and other innovations developed in response to the COVID-19 pandemic, our collaboration with NHS reached a new level. In FY2022, we spearheaded a whitepaper series with the Northampton General Hospital NHS Trust Automation Accelerator Programme to help large-scale healthcare organizations everywhere expedite digital transformation post-COVID and better use massive data to drive change. We believe worldwide conversations and collaborations will lead to broader clinical advancements for all, better use of precious resources, faster analysis of data, and faster turnaround times to improve clinical outcomes and the patient care experience.

The first whitepaper captures the learnings, successes, failures, and human stories shaped in this time of crisis. For example, the automation trajectory of the NHS is anticipated to save more than 500,000 hours a year in non-clinical staff time by 2025—the equivalent of 66 years of work. At the end of FY2023, we published another whitepaper focused on the economics of healthcare automation, revealing the different types of value generated by an automation program and how the value can be measured.

We believe that automation can change the way organizations serve patients and staff post-pandemic. Our aim is to use learnings from our deployments to enable productivity and automation key solutions for hospitals, clinics, and other healthcare organizations worldwide.

NHS
Northampton General Hospital
NHS Trust

DELIVERING HUMAN VALUE
THE ECONOMICS OF HEALTHCARE AUTOMATION IN LARGE-SCALE HEALTH SYSTEMS

AUTOMATION ANYWHERE

AutomationAnywhere.com/MakeWorkHuman/NHS

Team Anywhere

Automation Anywhere is redefining productivity with technology that empowers everyone to go be great. We know it takes a great team to make this happen. We believe our people—teammates—are the best resource to shape the revolution making work more human.

Our One Team One Goal value is at the center of our employee experience and enables us to attract, grow, and retain top talent. We remain committed to building a workplace culture of collaboration and belonging that welcomes diverse perspectives and life experiences. It's what we do every day at Automation Anywhere, inside and out.

Our People Strategy

Our leadership and People Experience teams fan the flames of Automation Anywhere's culture of commitment—commitment to our customers, shareholders, and each other. The Chief People Experience Officer steers our teammate journey, from recruitment and onboarding to compensation and benefits, training and development, retention, off-boarding, and alumni relations. We believe every engaged career journey is based on a foundation of physical, mental, and financial well-being and safety; teammate meaning and purpose; the tools and ability to make an impact; and positive relationships with a diverse team.

High-Performance Culture

We define a successful culture as one where everyone is empowered to unleash their full human potential. We are proud to be recognized as a Certified™ Great Place to Work® for the last two years based on real-time views from employees. In FY2023, 95% of our U.S. employees reported that Automation Anywhere it is a great place to work, which is 38 points higher than the average U.S. company. We also ranked 16 in Newsweek's 2022 Top 100 Most Loved Workplaces® list, moving up

from a ranking of 41 in the previous year. This improvement in employee sentiment and satisfaction is a testament to our mission to make work more human for organizations across the globe—including our own teammates—by removing low-value tasks through automation and freeing employees to move to the next big idea. We remain committed to meeting the needs of our global workforce by focusing on collaboration, diversity, and growth opportunities.

We strive to be the place where each of our teammates are inspired and supported to do great work. Our commitment to transparency and frequent communications helped to increase employee engagement and productivity while we navigated shifts around remote, in-office, and hybrid working environments. We are always talking with teammates—responding to their ideas, thoughts, and concerns drives our growth and direction as a company.

Our employee listening strategy is an integrated approach to understanding and improving everyone's work experience, so teammates can thrive and focus on our customers and drive business impact. For example, we strengthened two-way feedback between employees and management:

- Launched quarterly pulse surveys in addition to the annual Career Experience survey to identify our strengths and areas to change.

- Improved teammate sentiment by 39 points and manager sentiment by 27 points, demonstrating employee pride in working for Automation Anywhere (based on a scale of 100 on the Net Promoter Score).

- Expanded opportunities for all employees to connect with leadership and learn about company strategy with sales and company kickoff meetings, C-level briefings, and fireside chats on special topics.

- Monitored turnover rates and conducted exit surveys to evaluate how we're doing and where we can improve.

Diversity, Equity & Inclusion

We know that our team is strongest when we embrace both the visible and invisible traits that make every person unique in and out of the workplace. It's important to our success that we provide the support our employees need to realize their full potential. This includes creating and maintaining a diverse and inclusive workforce and building a culture of innovation rooted in trust, respect, cooperation, and equitable treatment. We want all employees to feel they belong at Automation Anywhere.

We believe only a truly diverse company can build ethical intelligent automation that heralds the next generation of products and services. Our approach to building ethical automation is pooling the different perspectives, creative skills, and new capabilities we each bring to reflect and impact the people who use our products and those whose lives they touch. Diversity is key to our progress and success. We believe in the transformative power of technology and acknowledge the tech sector has historically struggled to fully include women and other people from underrepresented groups. We are a work in progress moving as fast as we can to combat racism and exclusion by giving them no space or opportunity in our Automation Anywhere community.

- Promoted equity and inclusion by providing mandatory anti-harassment training for all teammates.

- Provided targeted training for managers around uncovering bias in recruiting and interviewing, inclusive leadership, and thriving across differences.

- Continued to recognize and celebrate culturally diverse holidays like Diwali, Chinese New Year, Holi, and others, including adding Juneteenth as a paid company holiday ahead of the U.S. federal mandate.

Women's Empowerment Circle

We care about minority inclusion, and women are one of the largest underrepresented groups in technology. At Automation Anywhere women know they belong, are seen as equals, and have opportunities to reach their full potential. The Women's Empowerment Circle brings women together to provide opportunities for networking, coaching, mentorship, career and personal development, allyship, and fostering leadership. We are helping women grow their voice and presence in and out of the company and develop and strengthen their own community.

- Hosted over 10 events like meet-and-greet sessions with senior leaders and workshops on topics like career building and finantial planning.

- Sponsored unconscious bias training for all employees.

- Supported 20+ women to attend technical and professional development conferences.

- Recognized nine female tech leaders in the #GoWomen social media campaign to extend our work throughout our ecosystem, drive visibility to their contributions, and inspire other women.

Talent Investment and Retention

We want every teammate to feel confident they can grow and build a rewarding career at Automation Anywhere. We encourage a growth mindset and foster a culture of learning with training and development opportunities to help employees succeed. We have a comprehensive online learning management system for required compliance and other department-level trainings, and in FY2022, we enhanced our development program by launching LinkedIn Learning for all teammates worldwide. In the first quarter of the program, about 28% of employees viewed content, and we see an upward trend since the launch of more teammates utilizing this learning resource.

Our talent investment strategy is a holistic approach to identify, develop, engage, thrive, and retain critical talent across the company. Beginning in FY2023, we focused on transforming our managers into the most elite group of people-centric leaders in the industry. We know it's crucial for managers to create great relationships with each of their direct reports and provide them resources and support to feel engaged and committed to Automation Anywhere. Retention is complex, which is why we look at it through the seven currencies of retention: cash, equity, recognition, development, visibility, time, and, most importantly respect. Together these components empower managers in developing unique career roadmaps and investments actions directly impacting everyone's retention.

Also, in FY2023, we launched License to Lead, a new program centered on the future of work. This is a best-in-class customizable learning experience available to all teammates and mandatory for employees at the manager to vice president level and individual contributors with direct reports. Participants in License to Lead had a learning experience tailored to their needs as a manager, including 14 different modules on LinkedIn Learning with 100 bite-sized pieces of content aligned to the seven currencies of retention and a 360-degree review. Among the targeted group for License to Lead, 97% of managers engaged in the program and 75% completed the minimum requirement of 24 hours of learning.

Life at Automation Anywhere

As part of our total rewards philosophy for teammates, we compensate fairly and competitively based on performance and recognize contributions like producing quality results for relevant work with the resources available. We also offer an annual bonus program and equity compensation. In FY2023, we began an annual refresh program for equity instead of reviewing equity every three years wherever allowable by local regulations.

Employee Recognition & Awards

As part of our culture of passion and innovation, we celebrate teammates who are leaders and top performers. Leading the Way is our annual awards program to recognize outstanding achievements by employees who live our company values, embody greatness, and deliver generosity of spirit. Employees are nominated by their peers and managers across a range of categories and recognized by the CEO at a townhall meeting. Many of our departments also run awards programs to recognize teammates achieving major customer and business goals. We started the Team Impact program in FY2023 to increase the visibility of our key performers with executives. The top 14% of employees based on performance and relevancy served as the "voice of the company," meeting with the CXO team monthly to engage, connect, and inspire each other around important topics.

Health and Well-being

We know our teammates have a life outside of work, and our 360-degree support helps everyone succeed and feel at home with Automation Anywhere. Based on local workplace culture and regulations, we provide benefits like paid time off, health care and life insurance where applicable, flexible work schedule, learning and development, equity program, and paid parental leave. We extend eligibility to participate in employee benefit plans to full-time and part-time teammates who regularly work at least 20+ hours per week.

We strive to create the conditions for teammates to do their best work. In the past two years, we continued to focus on keeping employees healthy and supported from their physical health to psychological and social support through enhanced family and mental health care. We now offer free access to Ginger, an on-demand emotional support tool, and globally we have an Employee Assistance Program that is designed to promote mental wellness and access to counseling. In FY2023, we enhanced benefits to increase the total number of paid weeks off for parental leave and paid time off for bereavement leave.

Time to Work & Recharge

To help fight burnout, reduce stress, and maintain focus we started two new initiatives around time for and beyond work. We implemented "No Meeting Fridays" to give everyone a big block of time to do heads-down work without having to squeeze it in between meetings. The no-meeting days help us stay on track with limited to no interruptions. Additionally, we launched quarterly "Stress Free Days" for teammates to unplug and focus on themselves and their families. Teammates are encouraged to use this paid time off to recharge, do hobbies or passion projects, and share stories and photos of these activities with each other. We believe that time away from work is key to our teammates' health and wellness, enabling them to continue performing at a high level.

Safety

The safety of our employees is of primary importance. Our Injury and Illness Prevention Program reinforces our commitment to protect the health and safety of teammates and comply with all applicable safety and health laws. While we adapted to working remotely over the last two years, we started reopening some offices on a voluntary attendance basis at the end of FY2023, following our COVID-19 prevention guidelines. We instituted safety practices and procedures to protect teammates in the workplace, including deploying a new visitor management tool for wellness screenings on arrival, office seating and capacity management per government rules, and vaccine requirements depending on location. All teammates were required to complete the return to office COVID-19 training before visiting an office. We are committed to providing a safe and healthy work environment for our teammates around the world.

Helping Teammates in Times of Crisis

We continue to support the physical, mental, social, and financial needs of our teammates, particularly in times of crisis and natural disasters.

- In winter 2021, we outreached to all Texas-based teammates to check on their well-being and needs during the bitter cold weather and unprecedented ice storms. We encouraged employees to focus on their comfort and family safety over business obligations, and we prepared a list of community resources that teammates could access if needed.

- In spring 2021, during the COVID-19 surge in India we added a COVID Home Care Program to our medical insurance with additional benefits for employees in the region like extra paid time off for caring responsibilities, salary advances to help with health-related expenses, and support for home treatments up to two weeks.

- During the wildfire season in summer 2021, we set up shelters for California-based teammates, opened office spaces for sleeping and hygiene, and provided a list of resources for food and other needs.

Social Impact

We believe our catalyst technology can be part of the foundation for a more equitable society, creating a diverse and accessible future of work for all. We use Automation Anywhere products and expertise to drive our social impact initiatives.

Together with our partners, we solve complex, global challenges and help organizations do more and do it better to get people what they need. Our mission is to fuel the future of work by empowering nonprofits and uplifting human lives.

Our Vision for Tech for Good

From the beginning, Automation Anywhere's technology was built for human enablement to drive business efficiencies and free people for even greater things. To further this vision, we formally launched the Social Impact Office (SIO) in FY2022 and then joined the Pledge 1% alliance in FY2023 to scale the power of automation for global good.

We are proud to work with industry leaders as part of this global movement and have committed product and time to ultimately impact 100 million humans. Our strategy focuses on the nonprofit sector where technology enablement and reskilling for the future of work can play an outsized role to deepen and scale human impact around the world.

Tech for good solutions like intelligent automation enable nonprofits and humanitarian agencies to connect more people with resources and disburse life essentials in a fast and efficient manner for real human impact. As part of our commitment to unleashing human potential, we partner with the workforce development ecosystem to close the opportunity gap and enable more people with digital skills to build tech-enabled career pathways.
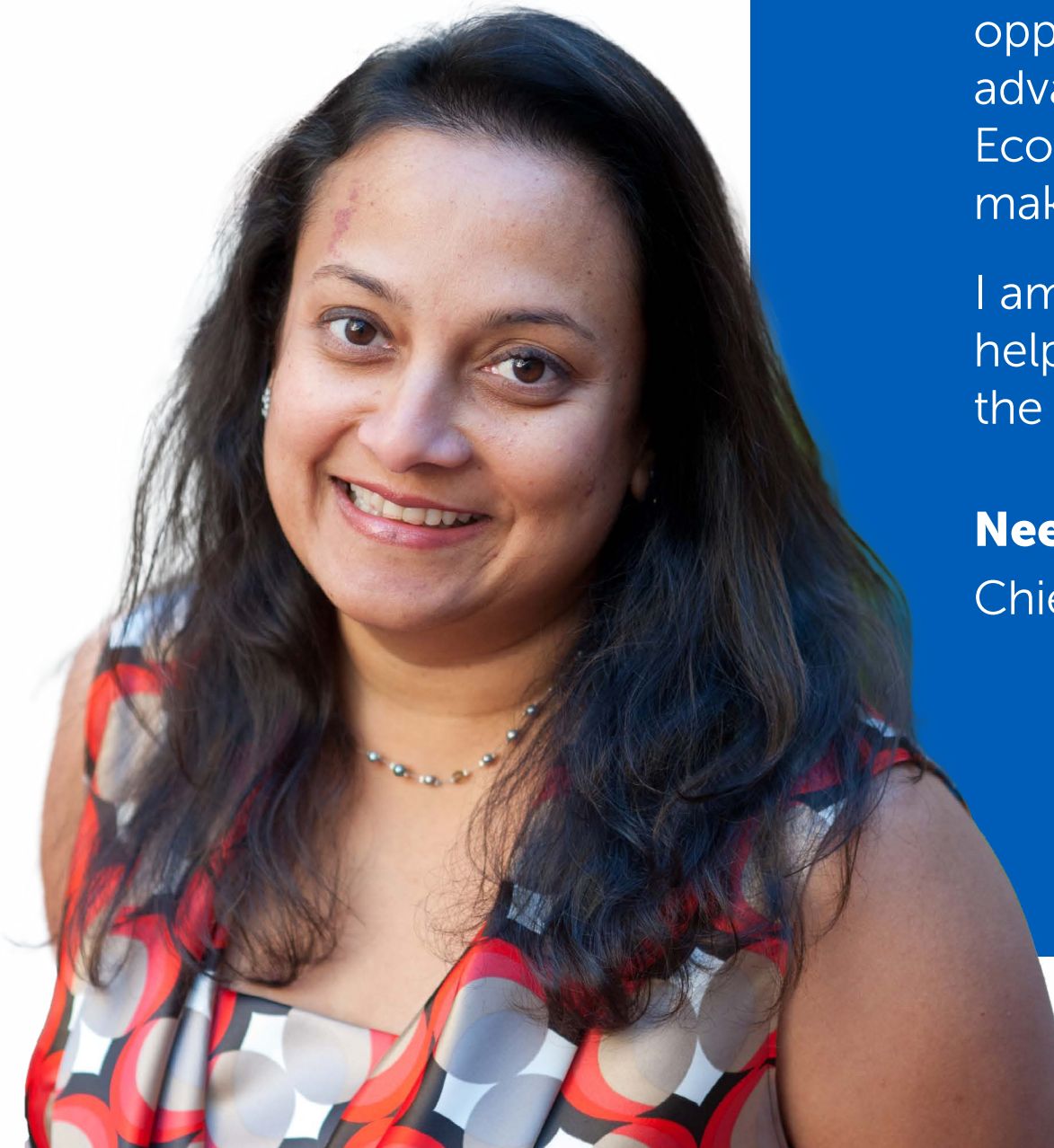
A Word from Our Chief Social Impact Officer

At Automation Anywhere, our mission is to help every company build a digital workforce and succeed with automation. People and teams can focus on what they do best and collaborate, create, and grow businesses. But automation isn't only about driving speed, scale, and business efficiency. At its core, it's about making work more human, freeing people to unleash their potential and to go be great.

As we interacted with organizations and industries around the world in our commercial enterprise one thing became clear—the nonprofit and impact sector could benefit from the same gains in productivity and innovation. Our Social Impact Office aims to do just that. We enable nonprofits with the benefits and advantages of automation in their own operations to do more. And we are making the future of work more inclusive, reskilling and upskilling people who lack opportunities to gain the expertise they need to take advantage of emerging careers in the Automation Economy. Our passionate team loves to volunteer to make this vision a reality.

I am so grateful and excited to see the impact we helped achieve, and together with our partners around the world, we aim to do so much more.

Neeti Mehta Shukla
Chief Social Impact Officer and Co-Founder

Impact Pillars

We leverage our assets, activate teammates, and join forces with others to put the power of automation into action. Three impact pillars—technology access, human economic uplift, community investment—drive our social good strategy.

Technology Access

We are expanding the capacity of nonprofit organizations and social enterprises to deepen and scale their missions. Our AI-powered automation solutions reduce administrative costs, increase productivity, and amplify reach. This helps nonprofits focus on what matters most—delivering their mission and empowering staff and volunteers to use more of their time to directly serve people. We believe there is a better way to work, and that's why we offer preferential pricing for qualified impact organizations.

- Steep discount on Automation 360 platform licenses
- Support to set up the nonprofit's automation capability in-house
- Free access to on-demand training for continuous learning

Human Economic Uplift

We are advancing education equity and workforce inclusion to future-ready, tech-enabled career pathways. We believe that talent is equally distributed but the opportunity to use it is not. To unleash more human potential, we're building a global education and workforce development ecosystem, democratizing access to automation training and technology to close the opportunity gap and empower learners with in-demand skills that produce economic mobility.

- Free, self-paced skilling courses online through Automation Anywhere University
- Scholarships for RPA certification exams to help learners gain industry-recognized credentials
- Community Edition licenses for free access to our no-code/low-code platform
- Connections to our peer-based Pathfinder Community to engage with users and developers

Community Investment

We are strengthening local and global communities to address social and environmental challenges that can benefit from technology. We believe the success of Automation Anywhere depends upon the success of our teammates and the communities in which we live and work.

- Donations of financial resources and computer equipment
- Employee volunteer time and giving

Giving back is a core part of our value system and how we do business. We believe artificial intelligence can create a more equitable society if used right and reskilling is the most important part of this. Our company is guiding customers, nonprofits, and individuals they serve onto the leading edge of this transition wave. We believe reskilling for the future of work can help resolve many of the world's pressing challenges—the widening wealth gap, the plight of 100K+ refugees seeking employment, and even lower productivity levels due to future declining workforce numbers.

Mihir Shukla
CEO and Co-Founder, Automation Anywhere

Tech for Good Spotlight

Center for Humanitarian Technology

Managing up to 400% more humanitarian aid requests in Ukraine with automation to improve, expedite, and scale processes, giving time back to volunteers for critical direct services.

400
Hours saved and repurposed into direct humanitarian support by using automated intake bot

5,000+
Individuals who received aid after requesting support through intake bot

17,500
Aid requests processed by the bot from 14,000+ Ukrainians in 10 weeks

39%
Growth in Step with Hope centers (from 18 to 25) resulting from greater demand revealed by automation technology

500+
Projected hours returned to volunteers each year to provide more relief because of reporting bot

Founded in 2022 in response to the Ukraine crisis, the Center for Humanitarian Technology (CFHT) provides ICT solutions to optimize and scale global humanitarian relief efforts. Several months into the conflict, demand for aid from internally displaced people and refugees quickly exceeded the capacity of local nonprofits. CFHT partnered with Automation Anywhere to deploy our RPA technology with the 'Telegram for Humanity' Bot, drastically increasing intake speed and accuracy and saving hundreds of hours for volunteers to connect more people with resources. CFHT continued to leverage our automation solutions with the 'Help ID' Bot, enabling nonprofits to shift verification of people from a manually intensive process to an on-demand workflow. By using our technology people are identified more easily, and aid is delivered better and faster precisely when people need it most. That's our human impact.

leriba.ai

Training 700+ women and empowering new tech leaders in Africa to close the employment gap in the region and transition people into the digital economy.

To build female leaders in RPA and deploy ethical AI, we need robust and diverse data sets. We need women who can manage the creation and shaping of this powerful tool. We need a partner who thinks about reskilling as big as we do. Leriba.ai (f/k/a RPA Nuggets) is an intelligent solutions service and training provider and a deep learning AI tool with an ambitious skilling vision: train 1 million women across Africa in RPA. We supported leriba.ai with licensing, training resources, and other tools and leveraged the learning trails and certifications at Automation Anywhere University. In FY2022, leriba.ai remotely trained 700 women in our technology, and at least 400 people got hired into jobs that will use their automation skills.

> "We economically and intellectually empower people to learn skills and get competitive jobs and ultimately competitive salaries. Africa's huge unemployment rate is caused partly by lack of awareness that future of work skills can be easy access to the digital economy of the future. We want to create a skills development ripple effect across communities.
>
> **Tholang Mathopa**
>
> Founder and CEO of leriba.ai

Volunteering & Giving

Our people are changemakers and doers. We empower teammates to unleash their potential in the workplace and beyond. Employees use their time, money, and voice to make a positive impact, and we provide them space and opportunities to turn their passion into action.

Volunteer Time Off

In FY2023, we launched a new Volunteer Time Off (VTO) Program aligned with our pledge to invest 1% of employee time back into the community. This benefit provides up to 32 hours per teammate each calendar year to volunteer in-person and virtually and support our impact partners and other organizations and causes, ranging from general volunteering to activities that leverage their skills and expertise. In the first six months of the program, 11% of teammates participated and contributed 1,156 total VTO hours to the community (data reported for CY2022).

Volunteering together as one team delivers even greater impact for the community. For Giving Tuesday in November 2022, we launched #GoGiveBack Day, our first-ever Global Day of Service. More than 200 teammates across five continents contributed 450+ VTO hours to support 10 organizations around the world. We delivered blankets to people experiencing homelessness, worked with children to promote STEM education, prepared holiday gift packages for foster youth, cleaned a beach, supported community farms and local food banks, and more.

In partnership with Planet Water Foundation in FY2023, our volunteers helped provide clean, safe drinking water and hygiene education to support 3,600 children and community members at school facilities in Karnataka and Gujrat, India. We built two AquaTower water filtration systems using ultrafiltration technology that can operate without power. The sustainable infrastructure improved health outcomes, increased educational opportunities with higher rates of school attendance, and transformed the lives of girls and women who dedicate considerable time to collecting water.

Donations for the Community

Our teammates around the world personally contribute to different nonprofits and causes that they care about most. We support and encourage employee giving by hosting humanitarian drives, holiday donation drives for gifts and essential items, and fundraising for crisis relief and disaster response. We raised about $67,000 total from employee giving during this reporting period. Donations to International Association for Human Values supported the Help India Breath Again campaign for COVID-19 relief and aid for Ukrainian refugees. Our corporate giving focuses on human enablement. We comply with *The Companies Act, 2013* in India and made grants to support five organizations in FY2022 and FY2023. We expanded access to digital learning by donating more than 500 computers and IT equipment with six organizations to benefit students in Africa, India, and the United States.

Social Impact by the Numbers
FY2022 and FY2023 data

219K	Humans impacted worldwide	**$40K+**	Value of products and services donated in inaugural year (SIO-distributed licenses & scholarships)
71,829	People trained in RPA skills through SIO partners and Automation Anywhere University (non-paid learners)	**560+**	In-kind donations of computers and tech equipment to support students
106,400	Free Community Edition licenses to access Automation 360 platform	**270,500+**	RPA training hours completed at Automation Anywhere University (non-paid learners)
1,172	Employee VTO hours contributed to the community	**5k+**	Refugees in Ukraine who received aid due to the 'Telegram for Humanity' Bot
25+	Scholarships for RPA certifications	**$289k+**	Cash contributed by Automation Anywhere and employee giving

Advancing the Global Goals

We believe collective efforts will result in greater good. Our social impact initiatives and investments align with the United Nations Sustainable Development Goals to improve the well-being of students and families and the delivery of comprehensive healthcare, support quality education with reskilling for all learners, promote gender equality for women and girls in STEM, provide access to clean water, and spur economic growth all while tackling climate change.

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

6 CLEAN WATER AND SANITATION

8 DECENT WORK AND ECONOMIC GROWTH

Partnerships

We are reimagining the future in collaboration with nonprofit organizations, social enterprises, and workforce training providers. From delivering humanitarian aid to providing safe drinking water and upskilling people, our more than 20 impact partners are making a difference around the world.

Best Healthcare & Medical Innovation

Best Technology COVID-19 patient care with A360

Best Product to combat & reduce the impact of COVID-19

Best Service to combat & reduce the impact of COVID-19

Best Technology to combat & reduce the impact of COVID-19

For innovative uses of technology that positively impact individuals or the environment

"

Partnering with Automation Anywhere to build custom technology solutions for humanitarian organizations fulfills the core mission of the Center for Humanitarian Technology. Using the Automation Anywhere technology to improve access to food and medicine in the middle of a humanitarian crisis shows the versatility of the platform and the company's commitment to social impact. This collaboration is just the beginning of our partnership to solve technology challenges faced by humanitarian organizations across the globe.

Dean Hamilton

Founder and Executive Director of CFHT

Future-Ready Skilling for Learners Worldwide

The world is in the midst of massive digital transformation, promising a more connected global economy that improves people's lives. But not everyone can take advantage of the technological changes shaping our world. At Automation Anywhere we believe anyone, regardless of experience or location, should be able to gain the skills needed to be successful in a digital-first future.

Our intelligent automation technology is at the heart of the reskilling revolution, and Automation Anywhere University (AAU) offers effective, timely, and convenient training for everyone, everywhere. From micro-learning modules to comprehensive role-based learning trails, AAU provides free access to curated digital content to help learners gain automation skills specific to their roles, from the very basics of automation to advanced skills needed for a professional developer.

AAU has established partnerships with more than 150 universities worldwide to cultivate the next generation of talent in RPA across diverse academic fields. Notable collaborations include the integration of our content into the AI for Business Program at Indian University-Kelly Business School, facilitating comprehensive learning on the subject. Similarly, the Stony Brook School of Health Technology and Management has joined forces with AAU to enhance the automation of back-office tasks specifically tailored for healthcare students.

We're committed to helping reskill millions of people to do things they never realized were possible and developing responsible technology with pathways to a more equitable future of work.
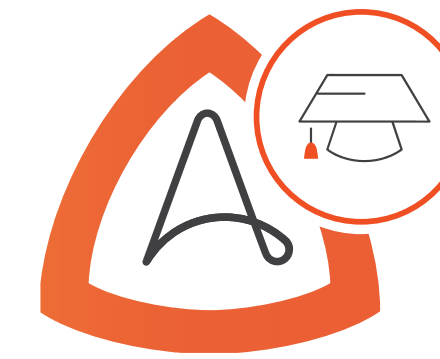
AUTOMATION ANYWHERE UNIVERSITY

100+ Online, role-based courses on Intelligent Automation

2.8M Course completions

258k+ Automation certifications and badges

150+ Academic Alliance partners

Governance

As we define and deliver the future of intelligent automation in a fast-changing technology ecosystem, we believe it is critical to follow the highest standards of corporate governance. Automation Anywhere is committed to conducting business with integrity through ethical, transparent, and secure practices. Our culture operates within a framework that promotes accountability to our stakeholders and their long-term needs.

Board of Directors & Corporate Governance

Our corporate governance is rooted in integrity, ethical business conduct, and compliance with applicable laws, rules, and regulations. The Automation Anywhere Board of Directors includes two standing committees, the Audit Committee and Compensation Committee. Together, these committees and the entire Board provide governance oversight and address risk management as outlined in the Articles of Incorporation, Bylaws, and committee charters.

As of January 2023, the Board of Directors was comprised of six independent directors. The Board, led by an Executive Chair, is committed to having leaders with diverse viewpoints and perspectives who exhibit a variety of skills, experience, and backgrounds. They periodically discuss and review the characteristics required of directors such as experience, skills, diversity of background, integrity, independence, ability to commit sufficient time to Board activities, and understanding of our technology and strategy.

Ethical Business Practices

We all share the responsibility for creating a positive, respectful, and legally compliant work environment. Our Code of Conduct guides the behaviors and actions of our global workforce and provides important standards for ethical conduct in how we work with each other and with our customers, vendors, partners, and stakeholders. Our Code also reflects our values and ensures we treat others with respect, deal fairly, avoid corrupt actions, and safeguard confidential information, and it applies worldwide to employees, the company's officers and Board members, contractors, consultants, suppliers, and agents.

The Chief Legal Officer is responsible for maintaining and updating the Code and provides updates to the CEO and Board on ethics and compliance matters. Everyone at Automation Anywhere is required to read, understand, and abide by our Code of Conduct, affirming their commitment to act with integrity. Employees are required to complete this commitment at hiring and renew it through periodic trainings.

Anti-Corruption

It is important that we operate ethically and transparently and that our business practices meet or exceed applicable legal and ethical standards. Automation Anywhere maintains a zero-tolerance policy for bribery and corruption in any of its dealings and works to comply with applicable rules and regulations where we do business. Our Anti-Corruption Policy and Code of Conduct outline the policies and procedures that serve as the foundation for how we operate with integrity, avoid conflicts of interest, and compete fairly. There have been no material monetary losses associated with any legal proceedings, including any proceedings related to user privacy or anticompetitive behavior regulations or significant instances of non-compliance with laws and regulations during this reporting period.
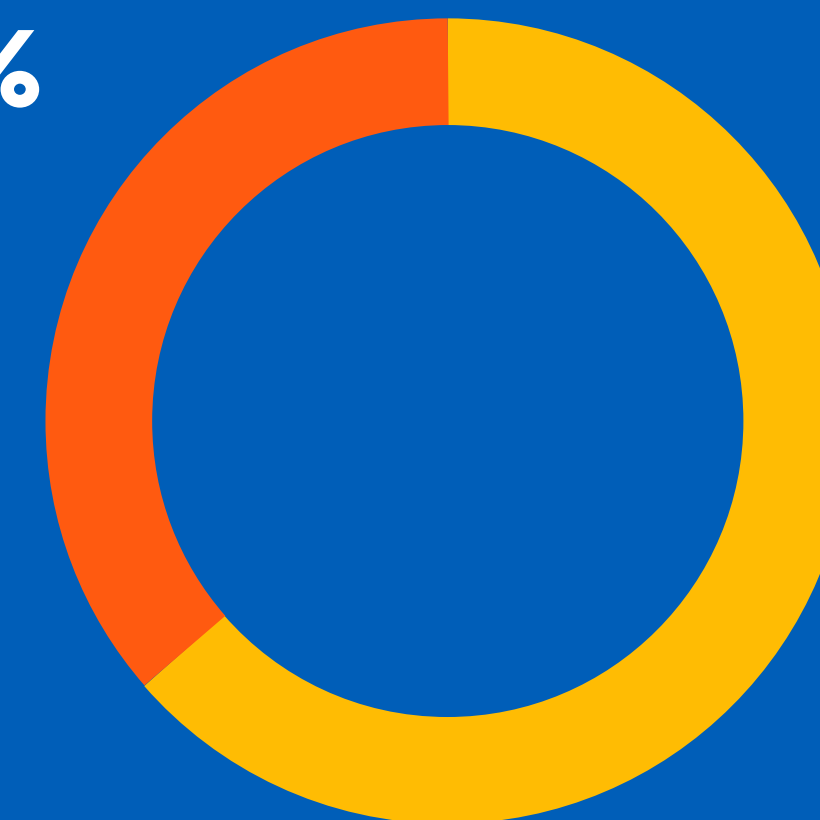
Board of Directors Diversity

The Board includes diverse representation by gender and ethnicity: one-quarter of Board members are female and nearly two-thirds of Board members are Asian.

25%
Female

75%
Male

37.5%
White

62.5%
Asian

Our Policies & Statements

- Affirmative Action Policy Statement
- Anti-Corruption Policy
- Anti-Money Laundering Policy
- Automation 360 Cloud Security and Data Privacy
- CCPA Privacy Notice
- Code of Conduct
- Compliance Policy Regarding Money Laundering Laws
- Conflict of Interest Disclosure
- Data Processing Addendum
- Digital Workforce Principles of Engagement
- Export Compliance Policy
- Global Information Security Policy
- Inclusion and Diversity Statement
- Modern Slavery and Human Trafficking Statement
- Policy Against Sexual Harassment and Other Workplace Conduct
- Privacy Policy for Automation Anywhere
- Supplier Code of Conduct
- Vulnerability Disclosure Policy

Reporting Concerns

We place great importance on creating and maintaining a positive, safe workplace for all employees and cultivating an open business environment that follows the highest ethical standards. We encourage sharing of concerns, questions, and suggestions directly with people managers, PX partner, the legal team, or an executive team member. Employees that witness—or even suspect—a violation of our Code of Conduct, company rules and policies, or the law should promptly report it to their manager or the Chief Legal Officer. Anonymous reports may also be filed through an Ethics Hotline. We take all concerns or complaints about the Code of Conduct very seriously, and we will promptly respond to any reports of misconduct. Automation Anywhere maintains a strict nonretaliation policy and will not allow anyone to take adverse action, threaten, intimidate, or retaliate if any person reports a violation or suspected violation in good faith or cooperates in an investigation. It is our policy to adhere to all applicable laws, protecting our employees against unlawful retaliation or discrimination because of raising good faith questions or concerns.

Business Continuity

We use a Business Continuity Management System to ensure business continuity and maintain emergency and contingency plans for ISO 22301 certification. Plans are reviewed on an annual basis as part of the management review process. As a team we manage risks across multiple levels, including structured regular management review of conformity to policies and procedures and internal and external audits against the standards.

Automation Anywhere maintains an incident response program designed to analyze, contain, eradicate, and recover from security and safety incidents impacting our managed networks and/or systems or customer data. If we determine that customer data within our control has been subject to a security incident, the customer will be notified under and according to applicable law. We run a post-mortem after an incident has occurred to analyze and improve tools and processes to mitigate future occurrences. Each regional data center presence Is designed with application-level high availability and highly available public cloud services across the region. In the case of a disaster, backups are taken and maintained in an encrypted format to restore the service.

Responsible Supply Chain

Our ESG strategy informs how we engage our supply chain—a mix of professional services and goods—to meet our expectations for high ethical standards. We believe in acting with integrity, fairness, and accountability: principles that are fundamental to fostering an inclusive society and a successful business. We work closely with our suppliers and we expect the same from them. Automation Anywhere's Supplier Code of Conduct is published online and requires vendors to follow responsible business practices as an extension of the ESG-aligned governance standards discussed in this report.

Our sourcing strategies and procurement processes for externally provided goods and/or services are governed by the Global Procurement Policy. As part of the vendor due diligence and approval process all suppliers, including sub-contractors, are onboarded in the Supplier Registration Portal and must agree to conduct their activities in an ethical and professional manner in alignment with our Code of Conduct, Supplier Code of Conduct, Anti-Corruption Policy, and all applicable laws and regulations.

Supply chain management helps us mitigate risks and identify and expand upon opportunities. In line with our commitment to inclusion and diversity, in FY2023, we began a new process of data requests around supplier diversity to help understand and grow our diverse supplier base. About 13% of our global spend was with self-identified diverse suppliers in the reporting period.

Human Rights

Automation Anywhere is committed to upholding the human rights of workers, and we do not tolerate the use of human trafficking or forced labor in our operations or supply chain. Our Code of Conduct and Supplier Code of Conduct outline our expectations for suppliers on freely chosen employment, young workers, working hours, wages and benefits, humane treatment, and non-discrimination. We adhere to the UK Modern Slavery Act of 2015 and have published a Modern Slavery and Human Trafficking Statement.

Product Security & Privacy

The adoption of cloud is transforming the way companies of all sizes are scaling services to fulfill customer expectations. The Automation Anywhere cloud portfolio is designed to meet and exceed demanding operational guidelines, and for good reason: we care deeply about customer privacy and security in delivering automation to customers.

Cloud Security

We are committed to achieving and maintaining the trust of our customers. As RPA in the cloud accelerates in demand and adoption, providing a platform that is secure and ensures data privacy compliance is a core business requirement. We provide a multi-layered approach to security for Automation 360 Cloud. The platform is built on a robust security architecture that enables full support for core security principles such as identity and access management, least privileges, and separation of duties while delivering end-to-end protection for mission-critical apps, safeguarding sensitive data, and ensuring data privacy.

As part of Automation Anywhere's cloud security framework, there are a few key security areas required to protect the cloud service. For more information about our deployment and operational model, see Automation 360 Cloud Security and Data Privacy and the Security and Compliance Portal. Some examples of our approach include:

- On an annual basis, our IT InfoSec, data privacy, and Cloud SecOps teams advise the cloud operations team, manage security certifications and data privacy controls, and complete security and privacy training.

- We maintain security and safety principles established and approved by Automation Anywhere executive management. Policies provide security requirements in a clear and concise manner, and standards define the process or methodology of meeting policy requirements. CloudOps and Cloud SecOps personnel with access to customer content are subject to strict confidentiality obligations.

- We maintain a record of background checks and security privileges of CloudOps and Cloud SecOps individuals having access to customer content and follow the principle of least privilege.

- Where authentication mechanisms are based on passwords, we follow industry-standard practices for password handling and management and to identify and authenticate CloudOps and Cloud SecOps personnel accessing information systems.

- Cloud security is managed and monitored by a specialized security engineering team, responsible for design review, threat modeling, manual code review and spot checks, and ongoing penetration testing with internal and external security testing programs.

- Our operations team does not access a customer's Control Room environment or have visibility into a customer's business data unless directed to perform diagnostics as part of a support case. Automation Anywhere does securely collect telemetry data on feature usage to help improve the service, for example, to automatically guide users in navigating the features. This telemetry does not include any personally identifiable information (PII) or business data of the customer.

Industry First Bot Security Program

RPA security is ingrained within every aspect of the Automation Anywhere platform and is now extended to enhance trust in bots. With the application of our bot security framework, all bots including those built in-house, by partners, or procured from Bot Store, can now be deployed reliably with secure bot development practices in alignment with prevailing Confidentiality, Integrity, and Availability (CIA) cybersecurity principles and best practices.

Information Security Awareness Training

To ensure all teammates are aware of our policies and procedures on data privacy and cybersecurity, quarterly Information Security Awareness Training courses are mandatory. The training covers privacy, phishing, data protection, and other essential topics. New employees and contractors are required to sign a confidentiality agreement prior to starting with us, and security awareness courses are delivered to these new hires during the onboarding process. The Global Information Security Policy owned by the Chief Information Officer and governed by the Information Security Committee provides a user-centric trusted and secure set of resources and environment to employees, contractors, and third-party service providers to conduct business while protecting the company's information assets and client data.

Data Privacy

Automation Anywhere adopts a "privacy-first" approach for the protection of our customers' data . We employ best practices for the proper handling of customer data, including consent, notice, and regulatory obligations. We employ a privacy-by-design approach, whereby every product is designed to address data regulation and privacy requirements that our global customers need to abide by, including regional regulations like the EU General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and many others.

Automation Anywhere provides a Data Subject Access Rights Request Form to enable individuals to request that we take certain actions in relation to their personal information, including deletion of data, cessation of data processing and opt out options.

Our Privacy Policy explains how and when we collect, use, and share personal data and the types of information the policy covers. The policy also outlines our data disclosure policy, opt out procedures, location and retention policies, user rights, and contact information for reporting questions or concerns.

Automation Anywhere Security Certifications

We are a security-and privacy-focused enterprise. This continued endeavor has resulted in achieving multiple security, business continuity, and data privacy-related certifications.

SOC 1 Type 2

The SOC 1 Type 2 audit is an annual certification that attests Automation Anywhere has the proper internal controls and processes regarding security and availability to ensure that customer data is kept safe.

SOC 2 Type 2

The SOC 2 Type 2 certification shows that Automation Anywhere adheres to the best security and compliance practices related to availability, confidentiality, processing integrity, security, and privacy and has sustained that for one year after achieving the SOC 2 Type 1 certification.

ISO 27001

Automation 360 Cloud service was awarded the ISO 27001 certification upon the successful completion of an independent audit that demonstrated the confidentiality, integrity, and availability standards for information assets.

ISO 22301

The ISO 22301:2019 "Security and Resilience—Business Continuity Management Systems" certification covers how well Automation Anywhere is ready to respond and recover in the case of an emergency or disaster.

Cloud Security Alliance Attestation

The Security Trust Assurance and Risk registry founded by Cloud Security Alliance recognizes and documents the security and privacy controls put in place by organizations in the cloud computing space. Automation Anywhere is the only provider of Enterprise RPA listed in the registry.

HITRUST CSF

The HITRUST Common Security Framework (CSF) is built on a set of security controls mapped to various nationally and internationally recognized security and privacy-related frameworks such as HIPAA, PCI, and ISO. With this certification Automation 360 becomes the only cloud-native RPA solution in the market to demonstrate healthcare-specific security and privacy controls to help customers deliver on their regulatory compliance.

Environment

We believe businesses play a key part in addressing climate change, managing natural resources, and driving innovation that results in global environmental progress for all. Automation Anywhere recognizes the urgent need for climate action to protect the planet and mitigate impacts with equitable solutions that prioritize people and communities, especially those disproportionately affected by climate change.

Our Environmental Strategy

We endeavor to be part of a global, collective effort to avoid the worse environmental consequences that ultimately affect everyone, everywhere. Automation Anywhere is committed to working toward understanding our environmental footprint and managing energy and related emissions that contribute to climate change. We are in the early stages of developing our sustainability strategy and assessing our impact, and we will continue to work on increasing action around climate change while driving value for our business, customers, and stakeholders. We continue to engage in sustainability initiatives that help reduce our carbon footprint and build resilient communities.

Sustainability Initiatives
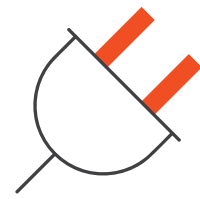
Energy use

We have a primarily remote employee base. Teammates work out of many types of locations, including from home, in leased company offices, or at shared coworking spaces. We rely on building owners and managers to implement sustainability measures. Whenever possible at our largest office locations, we manage energy use like reducing electricity consumption with time-of-use and other controls and installing efficient LED lighting. Our location in Bangalore, India is in a LEED-certified building. As we consider new or different offices and coworking spaces, we strive to partner with building owners who focus on green building standards.

Automation Anywhere does not own or operate data centers; we contract with third-party colocation data centers and cloud services. The cloud providers manage their infrastructure to deliver more efficient resource utilization, reducing the energy we use to manage our data and to serve our customers. Whenever feasible, we seek out cloud providers that are committed to sustainable practices and are deploying clean and renewable energy investments.

Renewable energy

We are exploring ways to minimize energy consumption in our operations and supply chain within our 100 percent office leasing model. As we consider new or different offices and coworking spaces, we strive to partner with building owners that deploy sustainability measures for efficient energy generation and use that may include a transition to renewable energy.

Greenhouse gas emissions

As part of the development process for our sustainability strategy, we will explore ways to calculate our emissions footprint and better understand our impact and consider solutions to reduce emissions. In FY2023, we launched Navan (formerly TripActions) with built-in sustainability tools to better track and manage business travel carbon emissions. When booking a flight, the dashboard indicates CO_2 impact using DEFRA methodology to help our teammates make an informed decision when selecting options. We also encourage employees to use mass transit options for commuting, and most of our leased offices have bicycle racks to promote bike-to-work options.
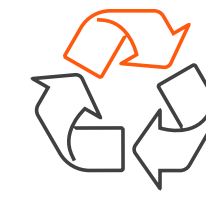
Waste management

In partnership with building owners, we are reducing and managing waste generation at our largest office locations like catching and reclaiming office recyclables with refuse service providers. To reduce our electronic waste, we are refurbishing and repurposing computers, monitors, and peripherals to extend the life of owned electronics, and we recycle e-waste whenever possible.
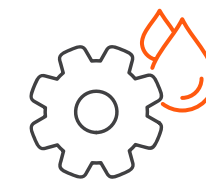
Materials and water consumption

We are reducing and managing materials consumed at our largest office locations like cutting back printer waste and paper usage, using cloud options in place of hard copy storage, and encouraging the use of reusable dishes and utensils instead of single-use items within local public health guidelines. In partnership with building owners, we are reducing water consumption by using low flow plumbing fixtures in communal restrooms and providing employees access to plastic-free drinking water at some office locations.

Upcycling e-waste to support digital education

In FY2023, we launched a partnership with Camara Education, an international charity that delivers digital education and ICT access for students in Africa. Camara collects and sells equipment to trade in bulk, using the value of donated items to set up computer labs at schools in high-need communities with refurbished equipment, educational content, teacher professional development, and technical support. Our donation of 292 computer and IT resources valued at £16,602 impacted 2,590 students and supports our sustainability goals.

103,030
Kg of CO_2 saved by reuse

49M+
Liters of water saved

491,600
Tons of Earth not mined

495
Kg diverted from landfills

About Automation Anywhere
Automation Anywhere is the No. 1 cloud automation platform, delivering automation and process intelligence solutions across all industries to automate end-to-end business processes for the fastest path to enterprise transformation. The company offers the world's only cloud-native platform combining RPA, artificial intelligence, machine learning, and analytics to automate repetitive tasks and build enterprise agility, freeing up humans to pivot to the next big idea and build deeper customer relationships that drive business growth.

About This Report
This report covers our environmental, social, and governance performance for fiscal years 2022 and 2023, spanning the period February 1, 2021 through January 31, 2023. To inform our disclosures, we have used SASB, Global Reporting Initiative, and United Nations Sustainable Development Goals frameworks to guide our reporting. Moving forward we expect to report on our progress on an annual basis. This document was reviewed to confirm data therein can be tracked back to reliable internal or external records. The non-financial data contained in this document was not independently assured by a third-party. We invite you to watch our progress, and we welcome feedback on this report and our performance. Please send questions and comments to impact@automationanywhere.com.

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June 2023