



2024

**Environmental, Social and
Governance (ESG) Report
Fiscal Year 2024**

February 1, 2023 - January 31, 2024

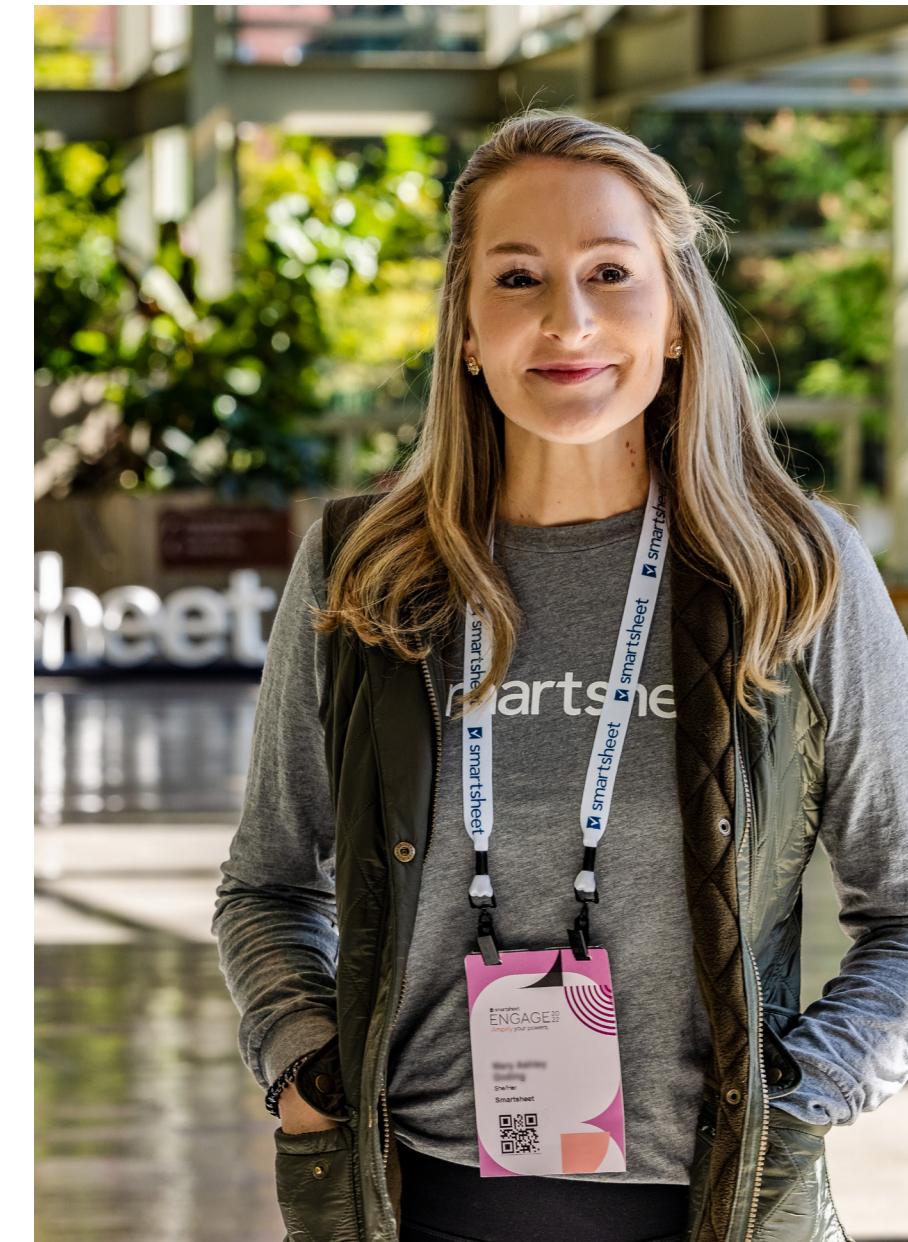


TABLE OF CONTENTS

1. A MESSAGE FROM OUR CEO	3
2. ABOUT SMARTSHEET	4
3. OUR APPROACH TO ESG	8
4. PRIORITIZING THE PLANET	13
5. DRIVING MEANINGFUL CHANGE	17
6. EMPOWERING OUR PEOPLE	21
7. CARING FOR COMMUNITIES	34
8. ACTING WITH INTEGRITY	37
9. OUR JOURNEY: WHAT'S NEXT	42
10. APPENDIX	43



1

A MESSAGE FROM OUR CEO



A company built on meaningful change

In 2005, we embarked on a journey to create work management software that would empower anyone to drive meaningful change. Earlier this year, we reached a significant milestone when Smartsheet became the first in the Enterprise Work Management category to surpass \$1 billion in annualized recurring revenue. We are operating on a much bigger scale than when we started.

With scale comes responsibility – to our customers and to our communities. Nonprofits and businesses of all sizes, including more than 85% of Fortune 500 companies, trust Smartsheet to help them deliver impactful results for their organizations and those they serve. As we grow, we honor our responsibilities to our customers, partners, and shareholders, in terms of what we deliver, and how we do business.

Last year, we published a corporate social responsibility report, which highlighted how we enacted meaningful change within Smartsheet and our communities. Over the past year, we've broadened our focus into a more encompassing environmental, social, and governance (ESG) approach. We've developed a better understanding of the environmental impact of our business, matured our programs, and improved transparency in our disclosures. In this ESG report, we are sharing where we are right now, and charting a course for the path ahead.

Here are a few highlights of our work over the past year:

- We engaged a third party to conduct a carbon emission analysis and we took steps toward reducing our carbon footprint. We achieved carbon neutrality for Scope 1 and Scope 2 carbon emissions through the purchase of renewable energy credits and carbon avoidance credits. Using the data from the analysis, we are evaluating options and developing a strategy to reduce Scope 3 emissions.
- We served our global communities through another year of Sponsor X, service projects, and donations to organizations that support people in unlocking their potential.

- We maintained our rigorous governance standards and were diligent about oversight, engaging in practices that support our business ethics commitments, and upholding standards for risk management and mitigation.
- We enhanced transparency surrounding ESG subjects by improving disclosures and working to align them with leading frameworks and standards, including those from the Sustainability Accounting Standards Board (SASB) and the Task Force on Climate-Related Financial Disclosures (TCFD).
- We completed a materiality assessment in May of 2024 to help inform our strategic approach to ESG going forward. The results of this assessment, included in this report, are helping us identify and prioritize the issues that are most critical to our business.

Our progress is powered by the hard work, creativity, and dedication of our team members. They are the heart of every product innovation, customer relationship, and corporate initiative designed to have a positive effect on the people we serve, and our planet.

There is an ever-expanding opportunity for impact as we grow. We will continue to share our progress and learnings as we explore ways to bring this ESG approach to bear at Smartsheet in the months and years to come.

MARK MADER
PRESIDENT & CEO



2

ABOUT SMARTSHEET

smartsheet



This is us

Smartsheet was founded in 2005 to empower human achievement. Since then, we've enabled individuals and the organizations they represent in 190+ countries to become high achievers by creating innovative work management solutions, mobilizing a passionate and diverse global team, and making a positive impact in communities where we live and work.

Our platform has revolutionized business operations for countless organizations by enabling them to work faster and more effectively every day. We're proud to power companies of all sizes across nearly every industry, including nonprofit organizations, small businesses, and more than 85% of Fortune 500 companies around the world. Our platform is redefining the possibilities of work management and empowering anyone to drive meaningful change.

ONE VISION:

Together we are creating the dynamic platform to empower everyone, everywhere, to change the way the world works.





We have a mission: To empower anyone to drive meaningful change.

And we're doing that "The Smartsheet Way" by collectively following our set of values that show us how to act, both as a company and as individuals.



Taking on the world "The Smartsheet Way"

OUR VALUES:

Seizing Opportunity

In our pursuit of progress, we've set ambitious goals for ourselves, because we know that if we're not continuously improving, we're falling behind.

Winning With Integrity

We love to win but not at all costs. We always strive to act with honesty and transparency and to do the right thing, even when it's hard.

Prioritizing "We" Before "Me"

We work together as one team in service of our mission and celebrate the big and small successes of each other and our customers along the way.

Pursuing Progress

We believe deeply that better, fairer, and further is always possible. We work in progress and empower others to do the same - for individuals, for business, and for society.



FY24: our business in a nutshell

Smartsheet used in
190+
countries

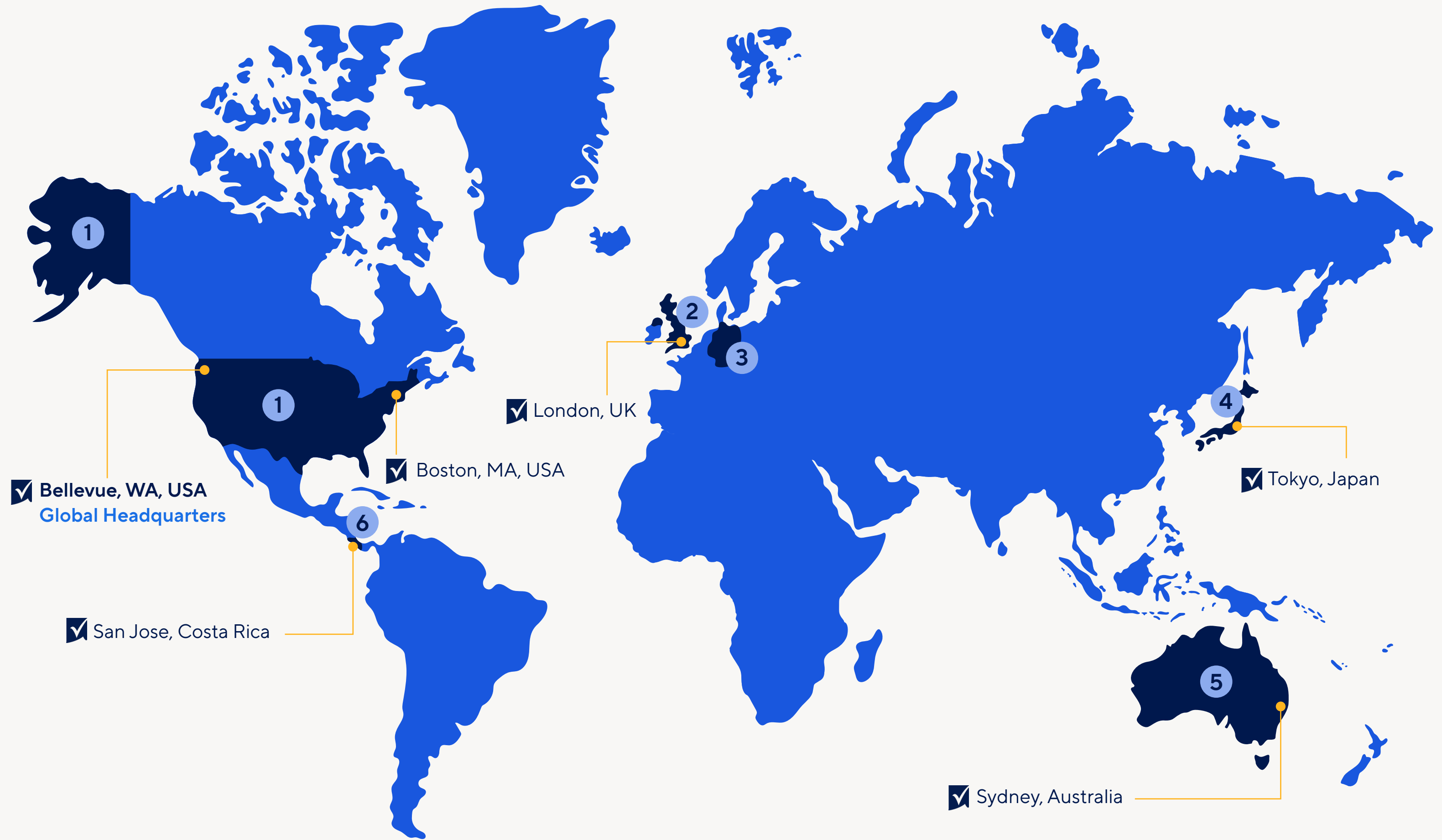
Operating in
SIX
offices
around the world

85%
of Fortune 500
companies use
Smartsheet

Revenue up
25%
from FY23

Total revenue
for FY24 **\$958.3m**

3,330 global employees as of
January 31, 2024, with
2,563 in the US and **767**
internationally



WHERE YOU'LL FIND US

—●✓ Our office hubs

COUNTRIES WE WORK IN:

1. USA 2. United Kingdom 3. Germany 4. Japan 5. Australia 6. Costa Rica



Our FY24 finances

ARR: Annualized Recurring Revenue

ARR: Annualized Recurring Revenue was
\$1.031 billion
(an increase of 21% year-over-year)

Revenue

Total revenue was
\$958.3 million
(an increase of 25% year-over-year)

Operating income increased

Non-GAAP operating income*
\$100.9 million
(up from non-GAAP operating loss of \$36 million in FY23)

Cash flow increased

Net operating cash flow
\$157.9 million
(up from \$23.6 million in FY23)

Free cash flow
\$144.5 million
(up from \$9.8 million in FY23)

*To supplement our consolidated financial statements, which are prepared and presented in accordance with U.S. generally accepted accounting principles ("GAAP"), we provide investors with certain non-GAAP financial measures, including operating loss, net loss, net loss per share, free cash flow, and calculated billings. For a full reconciliation for each non-GAAP financial measure to the most directly comparable financial measure stated in accordance with GAAP, please see our 2024 Annual Report and Exhibit 99.1 to our Current Report on Form 8-K filed March 14, 2024.

3

OUR APPROACH TO ESG



From passion to progress

At Smartsheet, we care about making a positive impact. We do this by putting our people, resources, and technology to work for causes that are important to us, and by helping to improve the communities we're a part of.

We're relentless when it comes to giving our customers the best products, but we're also focused on fine-tuning our business to be kinder to the planet, our people, and our communities.

None of it would be possible without our incredible global team, so we've worked hard to understand what they care about and what motivates them. Through our team, we're shaping an ESG approach that is relevant and builds on everything we've already achieved.





Our approach to ESG

We're still in the early phase of our journey, but we've established the foundations for what we want to achieve. Moving from a corporate social responsibility report for FY23 to an ESG report for FY24 is indicative of our broadening focus, beyond social responsibility to a more encompassing approach for the environmental, social, and governance factors related to our business. Our ESG report dives deeper into the environmental impact and the social and governance practices of our organization. Incorporating ESG principles throughout our business helps us to recognize, evaluate, and manage risks while capitalizing on opportunities within a rapidly evolving business landscape. Through our ESG disclosures, we offer transparent insights into our efforts to address material concerns.

In this report, we disclose certain ESG-related accomplishments, highlights, practices, and processes; we also review the key items identified in our materiality assessment. Through these disclosures, we are working toward alignment to the Task Force on Climate-Related Financial Disclosures (TCFD) framework. We have also aligned our reporting with the Sustainability Accounting Standards Board (SASB) Software and IT Services Standard and have incorporated a SASB index in our Appendix.

As we progress, we'll strive for transparency and continue to review what we can do better as we grow our business.

OUR FIVE AREAS OF FOCUS:



SUPPORTING THE PLANET



DRIVING MEANINGFUL CHANGE



EMPOWERING OUR PEOPLE



CARING FOR COMMUNITIES



ACTING WITH INTEGRITY





Understanding our ESG priorities

To help us build our ESG plan of action and inform our strategic approach, we completed our inaugural materiality assessment in May 2024. We believe that to achieve long-term success as a business, we need to thoroughly review and consider the expectations of our stakeholders and society at large.

The process for conducting our materiality assessment was led by independent third-party experts and consisted of three phases:

1. Evaluation of the priorities of key external stakeholders (including prominent ESG frameworks, ratings agencies, our investors, and shareholders), and benchmarking our practices against those priorities, as well as against industry peers.
2. Collection of direct feedback and observations from key internal stakeholders through comprehensive surveys and interviews, including with relevant team leads and members of Smartsheet's senior leadership team.
3. Analysis and summary of the collected data points to identify key findings and areas of focus.





Materiality assessment results

The results of this assessment are helping us identify and prioritize the ESG issues that are most critical for our business. The results indicated that the following five topics (in alphabetical order) are of the highest importance to our stakeholders and inform our overall ESG strategy and prioritization:

Business Ethics

Our commitments to ethics and integrity underpin our company’s business standards, and are supported by our codes of conduct, employee handbooks, and policies and practices related to anti-bribery, anti-corruption, modern slavery, conflicts of interest, anti-trust considerations, and general business ethics.

Corporate Governance

The success of our business depends on effective stewardship, which includes ensuring the proper functioning of the Board of Directors, oversight of executive leadership, protection of shareholders, and comprehensive risk oversight.

Data Privacy & Cybersecurity

Security, compliance, privacy, and reliability are foundational to our approach to protecting customer data; ensuring we’re constantly evolving in these areas is crucial to meeting the needs of our customers.

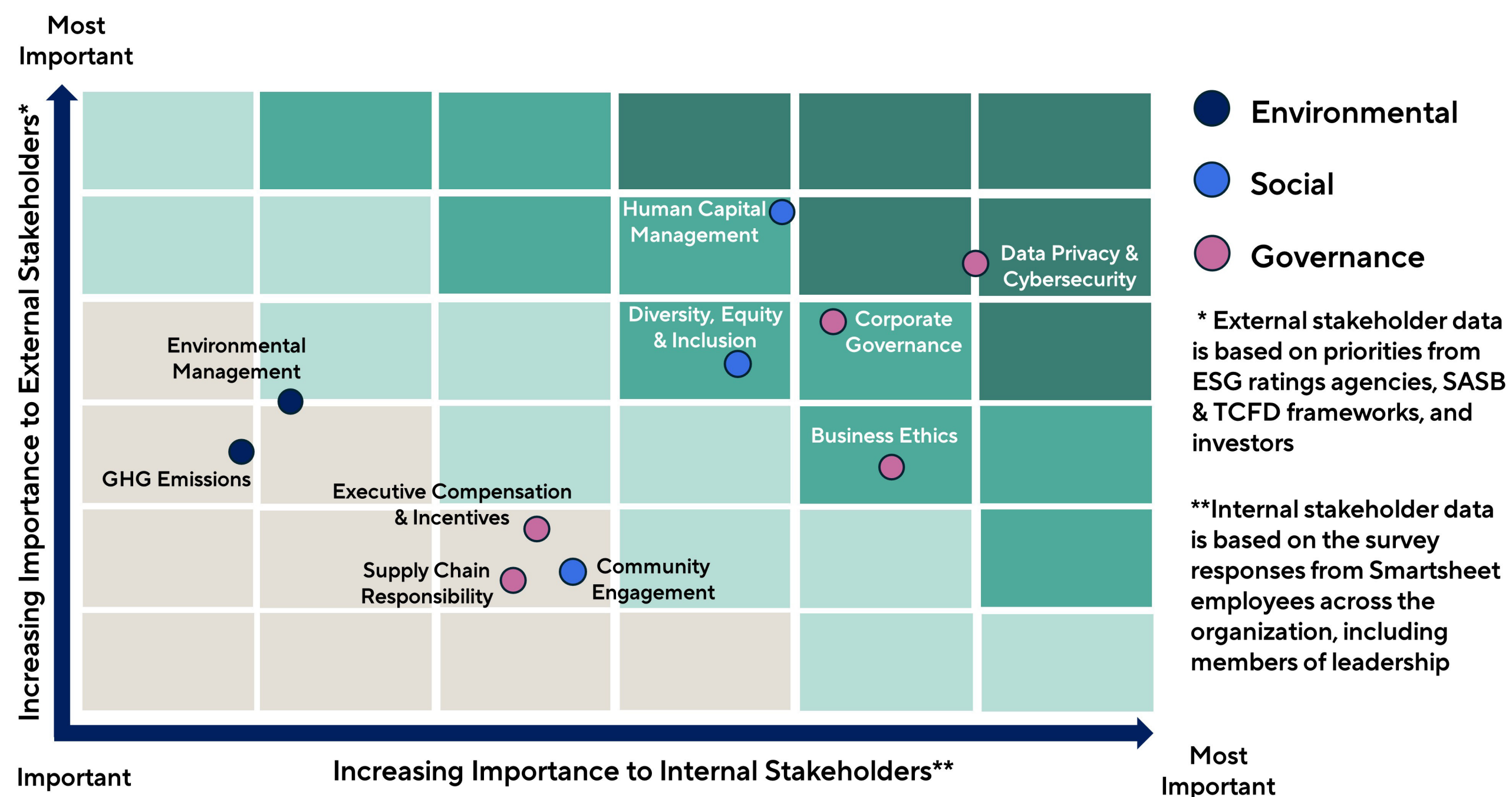
Diversity, Equity, and Inclusion

Continuous improvement of our DEI program not only positively impacts our workforce, but enables us to better represent and drive meaningful change in the communities where we operate.

Human Capital Development

Ongoing investment in recruitment, talent development, retention, engagement, training, and education is essential to ensuring our company remains a great place to work.

SMARTSHEET ESG MATERIALITY MATRIX





Stakeholder engagement

In addition to hearing from key internal stakeholders, we regularly engage with Smartsheet shareholders, investors, customers, partners, and users, and where appropriate, we incorporate their feedback, and relevant trends that we identify, into our ESG program.

Our materiality assessment and internal and external engagement informs our priorities by helping us keep a pulse on what our stakeholders care about and what global trends we should be aware of.

As we periodically refresh our assessment in the future, we plan to incorporate customer feedback, some of which we already receive through our customer advisory programs, requests for proposals, and through their relationships with our customer service and sales teams. For example, consistent customer feedback related to environmental initiatives was a factor in designing our ESG strategy in FY24.

ESG oversight

To prioritize and execute against our ESG initiatives, we have established a cross-functional working group to help build strategies and gather, consolidate, and report on the data related to each ESG pillar. This group reports up to our ESG Steering Committee, which is comprised of senior-level employees and led by our Chief Legal Officer, Jolene Marshall. Additionally, our senior leadership team provides input related to our ESG strategy, and efforts and progress are reported on a quarterly basis to the Nominating and Corporate Governance Committee of our Board of Directors.



4

PRIORITIZING THE PLANET

Prioritizing the planet

Every business, big or small, has a part to play in flattening the curve of greenhouse gas emissions.

At Smartsheet, we have approximately 3,330 people around the globe, working for customers in more than 190 countries. Our impact on the environment is real, so we're determined to do what we can to help protect it.

Discovering our baseline carbon footprint

The first step to making a difference is understanding exactly how our business impacts the planet. To do that, and to identify areas where we can make meaningful change and improvement, we partnered with Watershed, a leading enterprise sustainability platform for emissions measurement, reduction, and reporting. Watershed follows the Greenhouse Gas (GHG) Protocol and uses emission factors to calculate comprehensive carbon measurements covering Scope 1, 2, and 3 emissions. Additionally, Watershed's calculation methodologies undergo updates and third-party review twice annually.

Under the GHG Protocol, Scope 1, 2, and 3 emissions are defined as follows:

Scope 1: Direct release of greenhouse gasses (GHG) from sources owned or controlled by a company (e.g. company-owned vehicles or furnaces).

Scope 2: Emissions from the generation of electricity, steam, heat, or cooling that is purchased from utility companies.

Scope 3: Upstream emissions from products or services purchased, as well as downstream emissions from when a company's customers use or dispose of their products.

To begin, we evaluated our FY23 (February 1, 2022 - January 31, 2023) carbon emissions to help us understand our impact, set a baseline, and identify areas of focus. We found the efforts, internal initiatives, and conversations required to complete this initial emissions assessment enlightening in helping build a foundation for our environmental programs and strategy.

We continued our partnership with Watershed to assess our carbon emissions for FY24 (February 1, 2023 - January 31, 2024), and used data from both FY23 and FY24 to identify trends. We will continue to collect this data in the future to better understand the effects of our environmental initiatives and evaluate our overall impact on the planet.





How it breaks down

FY23 Results:	FY24 Results:
Our total FY23 market-based emissions were 36,184 tCO ₂ e across Scopes 1, 2, and 3:	Our total FY24 market-based emissions were 35,747 tCO ₂ e across Scopes 1, 2, and 3:
Scope 1: 92 tCO₂e	Scope 1: 90 tCO₂e
Scope 2: 1092 tCO₂e	Scope 2: 0 tCO₂e
Scope 3: 35,001 tCO₂e	Scope 3: 35,657 tCO₂e
Our tCO ₂ e per \$1M of revenue = 47	Our tCO ₂ e per \$1M of revenue = 37.3

Total emissions for FY24 were 35,747 tCO₂e (down 1.2% from FY23)
Total tCO₂e per \$1M of revenue for FY24 was 37.3 (down 20.6% from FY23)

Our emissions results show that our outputs of Scope 1 and 2 emissions are limited and the bulk of our carbon emissions are Scope 3 – those produced by the companies that supply our goods and services. This breakdown in emissions is generally in line with expectations and our understanding of industry norms for cloud software providers.

In FY24, we are proud to have achieved carbon neutrality for our Scope 1 and 2 emissions. We offset our Scope 1 emissions of 90 tCO₂e by purchasing an equivalent amount of high-quality carbon avoidance credits. For our Scope 2 emissions, we purchased renewable energy certificates (RECs), equivalent to 100% of our energy consumption of 4,062 MWh. The RECs give our purchased energy a zero emission factor, and as a result we disclosed a market-based Scope 2 total of 0 tCO₂e. The avoidance credits and RECs were verified against recognized quality standards, and allow us to claim carbon neutrality for Scope 1 and 2 emissions.

Going forward, we plan to focus on understanding and identifying areas for improvement with our Scope 3 emissions. This includes taking a closer look at the suppliers we choose to work with and evaluating their environmental commitments. For example, five of our top six suppliers have made substantial emissions commitments which, if achieved, should have a positive impact on our future Scope 3 emissions.



Highlights of our environmental efforts

Achieved carbon neutrality for Scope 1 and 2 emissions

We achieved carbon neutrality for Scope 1 and Scope 2 emissions through the use of carbon avoidance credits and renewable energy certificates (RECs), each purchased through Watershed’s verified marketplace.

The carbon avoidance credits meet the Verified Carbon Standard Methodology VM002 and were used to offset our FY24 Scope 1 emissions. These credits supported the Big Coast Forest Climate Initiative to help improve forest management in coastal British Columbia - an area close to Smartsheet’s headquarters in Washington, USA.

The RECs we purchased, equivalent to our Scope 2 emissions, are from the U.S., UK, and Australia, countries where our physical offices are located. Our U.S. RECs are Green-e® certified and meet the environmental and consumer-protection standards set out by the nonprofit Center for Resource Solutions. Our UK RECs were purchased under the UK Renewable Energy Guarantees of Origin, and our Australia RECs meet the International Global REC Standard.

Although we understand that there are limitations on the effectiveness and sustainability of carbon avoidance credits, our current investment represents a focused initial step in our environmental responsibility journey. In the future, we will endeavor to maintain carbon neutrality for Scope 1 emissions, including through internal operational initiatives to limit our direct emissions. Additionally, we will endeavor to maintain carbon neutrality for Scope 2 emissions by using 100% renewable energy for our global operations, including through purchasing RECs equivalent to our energy consumption.

Boosted transparency

We have aligned our ESG disclosures in this report to the Sustainability Accounting Standards Board (SASB) standard, and we are currently working toward alignment to the Task Force on Climate-Related Financial Disclosures (TCFD) and Carbon Disclosure Project (CDP) frameworks.

Right-sized our offices

In the last year, we’ve reduced our overall square footage of leased office space by 20% as a result of our efficiency studies and hybrid work model. Our continued support of flexible working arrangements has enabled our employee commuting emissions to remain low. Additionally, we continue to strive to lease spaces that are Leadership in Energy and Environmental Design (LEED), National Australian Built Environment Rating System (NABERS), or Energy Star certified. For example, our Boston and Bellevue, USA offices are both LEED certified.

Sustainable operations

At all of our physical office locations, we are committed to continually limiting our energy consumption, reducing the amount of waste we create, and improving our recycling and composting habits. In our U.S. offices, we’ve partnered with Canteen, which operates on a strong sustainability platform, to supply our break rooms. We’ve also partnered with ERI, a certified and trusted IT asset disposition (ITAD) provider and electronics recycler, to recycle all IT equipment and batteries.

In 2020, we established our partnership with Steelcase, an organization committed to improving product sustainability, transparency, and optimization from design and material selection through end-of-use to promote the full use of resources and reduce waste. We have Steelcase products in 65,000 square feet of our offices. We also strive to repair or reuse Smartsheet-owned furniture to reduce waste. At each of our offices, we continue to look for and incorporate ways to be more environmentally responsible.



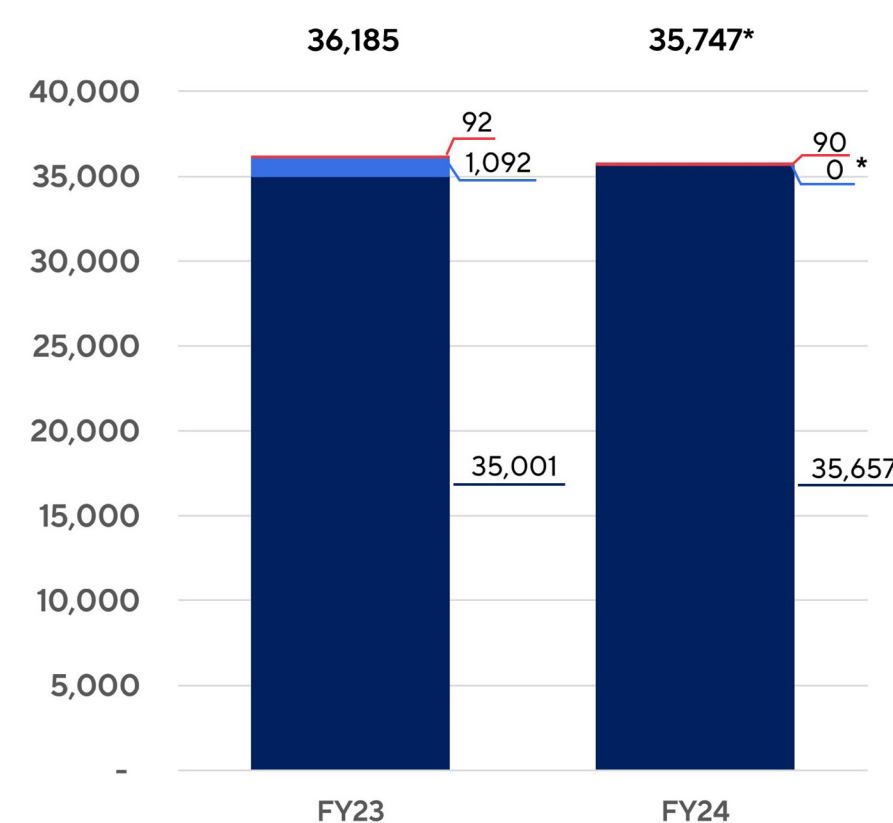


Understanding our progress and next steps

Our overall decrease in carbon emissions from FY23 to FY24 can be attributed in part to attention paid to our supplier program, sourcing renewable energy, and through general environmental awareness embraced by Smartsheet leadership. We are proud to share that our revenue increased by 25% in FY24 while our net emissions decreased by 1.2%.

Although we are encouraged by the positive trend from FY23 to FY24, we also recognize that, as a company that prioritizes growth, we cannot yet commit to consistent year-over-year absolute emissions reductions. For example, to support our scaling business there may be an increase in travel to support our customers, employees, partners, and other stakeholders. This is something we are monitoring, as we understand it may negatively impact our carbon emissions results. We will continue to focus on deepening our understanding of the impact we have on the planet, striving for improvement, and supporting transparent disclosures.

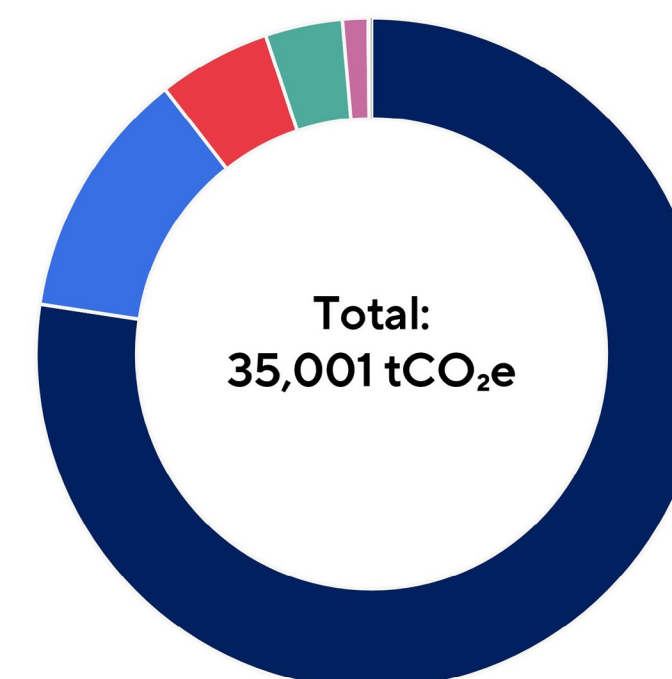
Greenhouse Gas Emissions (tCO₂e)



*FY24 emissions for Scope 2 were 0 tCO₂e

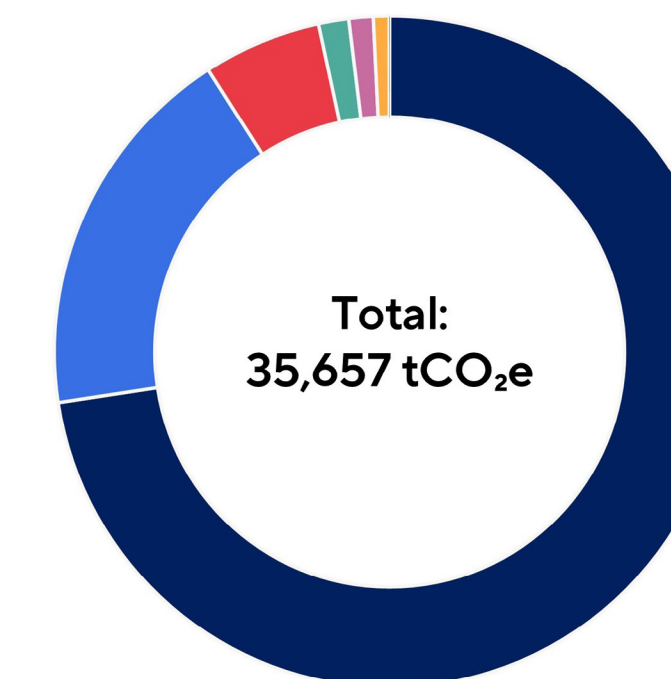
- **Scope 1**
Smartsheet's only Scope 1 emissions are from refrigerants
- **Scope 2**
Smartsheet's only Scope 2 emissions are from purchased energy
- **Scope 3**

FY23 Scope 3 Emissions Breakdown



- Purchased Goods and Services 77.4%
- Business Travel 12.1%
- Employee Commuting 5.4%
- Fuel and Energy Related Activities 3.7%
- Capital Goods 1.2%
- Upstream Leased Assets 0.1%
- Waste Generated in Operations 0.02%

FY24 Scope 3 Emissions Breakdown



- Purchased Goods and Services 72.6%
- Business Travel 18.3%
- Employee Commuting 5.7%
- Fuel and Energy Related Activities 1.5%
- Capital Goods 1.2%
- Upstream Leased Assets 0.8%
- Waste Generated in Operations 0.02%

5

DRIVING MEANINGFUL CHANGE

Smartsheet is built on the belief that we can empower anyone to drive meaningful change. That includes creating a better and greener world.

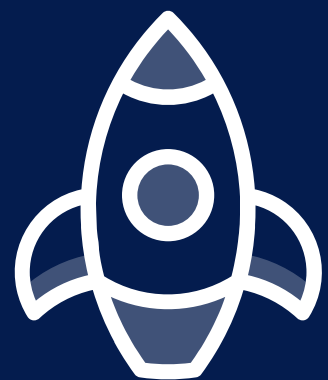
Since our business launched in 2005, we've helped our customers change how they work – discovering more effective ways to manage their efforts, make progress, and achieve success.

But it's working side-by-side with people out in our communities that really energizes us. Because then we're not just changing how our customers work, we're striving to change how the world works, too.



WHAT DOES A SMARTSHEET CUSTOMER LOOK LIKE?

Each customer is unique, and therefore uniquely important. Smartsheet customers range from companies paying us less than \$200 to more than \$6 million, and they use Smartsheet for thousands of documented use cases, including IT project management, business project management offices, services delivery, campaign management, creative operations, and mergers and acquisitions. Customers often start using our platform for one process, initiative, or project, and then once they realize the benefits, gradually make it an essential part of their business.





SPOTLIGHT: Smartsheet Sponsor X

When we became an official sponsor of McLaren's Formula 1 team, it was exciting to see the Smartsheet logo on their racing cars – especially as it took us to races all around the world. But that got us thinking...

Imagine how powerful it would be if we could gift that prominent spot to nonprofit organizations we believe in. So with McLaren's support, Sponsor X was born.

Since its launch in 2022, Sponsor X has enabled us to hand over our logo placement on McLaren's Formula 1 cars to a selected group of incredible nonprofits.

Last year we used our platform to highlight STEAM Co and Girlstart.



STEAM Co

At the British Grand Prix, we gifted our logo placement to STEAM Co, a UK-based organization that's on a mission to nurture the next generation of innovators and problem solvers. It helps schools and communities run engaging activity days, integrating science, technology, engineering, arts, and mathematics. Since its launch in 2012, it has inspired thousands of children to find their passion, aim higher than high, and maybe even make the world a better place.

Smartsheet worked with STEAM Co to host some unique sessions, including a creativity day at a local school and a hands-on engineering day at the Silverstone circuit. Students learned how to build rockets and code mini-race cars, heard from McLaren driver, Lando Norris, and spoke to engineers and STEM ambassadors. Some also received a behind-the-scenes look at the McLaren Technology Centre.



Girlstart

Next, we highlighted Girlstart at the United States Grand Prix in Austin, Texas. Established in 1997, Girlstart runs groundbreaking and innovative programs that are incredibly relatable, engaging, and packed with fun. It aims to empower young girls to pursue STEM opportunities in schools, leaving them ready to go out into the world full of the skills and confidence they need to pursue their dreams and change the world.

Smartsheet hosted two special days for a group of local Girlstart girls. They learned how to code robots to compete in a Formula 1-inspired race, met McLaren driver, Lando Norris, and received a behind-the-scenes tour of the McLaren garage at the Circuit of the Americas racetrack. They also heard directly from women in STEM, including Chelsea Dorset, a McLaren ambassador, and Emily Calandrelli, MIT engineer and host of the Netflix series *Emily's Wonder Lab*.



"How do we keep that magic, that spark, to power girls all the way through? What I love about Girlstart is that we take on the responsibility of building our girls' confidence in science and math so that they have a strong belief that they can be anything they dream of."

SHANE WOODS
EXECUTIVE DIRECTOR, GIRLSTART



HIGHER LOGIC COMMUNITY OF THE YEAR

We're incredibly proud that the Smartsheet community has grown into such a friendly, helpful, and innovative space – and that it was recognized by Higher Logic, which represents over 350k online forums, as the Community of the Year.



SPOTLIGHT:

Building talent in Costa Rica

Global expansion is always on our mind, and a recent focus has been bolstering our presence and business by building pipelines of early-career talent across the globe. As part of that effort, our Talent and Brand teams piloted a partnership with Centro de Tecnología y Artes Visuales (CETAV) in Costa Rica.

Our partnership works on three levels to help students go further, faster:

- **Donation** - A monetary donation to support program growth at the college.
- **Connection** - Smartsheet talent leads connect with students to guide them through their end-of-year projects.
- **Empowerment** - Product donations of Smartsheet and Brandfolder subscriptions to empower the organization and its students through the use of our software.

SPOTLIGHT:

Saving time for the Urban Institute

Based in Washington state, USA, the Urban Institute is a nonprofit research organization that provides data and evidence to help drive equity and increase upward mobility. With around 600 full-time staff, dealing with time-consuming internal processes, especially when onboarding new hires, was proving to be a challenge.

Since implementing Smartsheet, Joe Busch, Urban Institute's Associate Director of Digital Workplace, says the partnership has completely revolutionized the business, streamlining operations and saving time:

"Since we started using Smartsheet in 2016, we have onboarded over 1,300 new hires, saving between two to four hours for each one. In the last year alone, the Tech team has saved approximately 540 staff hours using Smartsheet automation. The relationship is now very important to us and our people love it."



EMPOWERING OUR PEOPLE



What a team...

Based out of six different countries spread across the globe, our Smartsheet employees are the powerhouse behind our business.

We want each and every one of our team members to aim high and see where Smartsheet can take them. We've worked hard to create a culture where that's possible – an environment that's nurturing, supportive, respectful, and where growth and wellbeing matters.



EMPOWERING OUR EMPLOYEES TO THRIVE THROUGH:



1. Centering around our values:

Our values and core competencies guide who we hire, how we onboard, develop and promote as well as the way we work together. We believe that how we work is as important as what we produce and we focus on creating a culture where people can do their best work.



2. Commitment to pay equity:

We strive to ensure that all employees – regardless of gender, race, and age – are paid fairly and equitably. We carry out annual assessments to understand where our pay practices stand. This is in addition to thoughtful design of our compensation programs and benefits packages to ensure we reward and retain our global employee base.



3. Creating a culture of belonging and leveraging diversity best practices:

We're fostering a culture of belonging rooted in respect for all people. We believe that by celebrating diversity of voices and experiences, and by creating equitable opportunities for our team, customers, and communities, we enable people to do and be their best.



4. Providing opportunities for growth and development:

We want our employees to stay with us, to learn with us, and to grow with us. We invest in programs for individuals to grow their skills, for managers to develop their proficiency, and for leaders to improve their capability in inspiring and motivating their teams toward a common goal.



5. Focusing on employee engagement

When employees can bring their whole selves to work, when they know how their work contributes to team and company goals, and when they receive feedback and recognition for their work, we believe great things can happen. Creating a positive employee experience also stems from asking how we can do better and our surveys provide a forum for the feedback to flow the other way, too.



We're listening...

At Smartsheet, collecting feedback directly from our team is important, which is why we run employee surveys to understand what's going well and help us decide where our time and energy is best spent.

Employee engagement

Our overall engagement scores remain high – something that has been a consistent trend over the past three years, indicating that our culture is resilient, even while we're growing and changing.

- 86% of employees are proud to work for Smartsheet
- 92% of employees say they have a good work-life balance and value flexible working
- 88% of employees would recommend Smartsheet as a great place to work

Effective management

The findings also highlight that our managers are demonstrating the right behaviors across our business; showing empathy, balancing guidance with autonomy, and helping to make our people feel valued and heard.

- 91% of employees believe their manager genuinely cares about their wellbeing
- 92% of employees say their manager gives them autonomy to make decisions
- 86% of employees say their manager makes them feel valued

LEADING THE WAY IN OUR INDUSTRY

Our results show that we're also outperforming other company survey respondents in our industry when it comes to collaboration, level of workload, compensation, and having products and services that our employees feel are as good as, or better than, our competitors.



6. EMPOWERING OUR PEOPLE



“I feel supported and able to do my role effectively. I know my manager cares about his team on more than just a professional level, which is really important to the culture of our team.”

“My manager is great at making everyone feel valued, even if it is for small wins. She’s very appreciative and supportive when it comes to that and sees how hard we work.”

“Instead of dictating every step, my manager provides clear goals and expectations, allowing us the freedom to explore different approaches and solutions.”



From input to action

Our survey results are a valuable tool to learn where we can make improvements. For example, this year our employees indicated that they’d like us to place continued and additional focus on learning and development opportunities. This encouraging feedback indicates that they value our Fuel50 platform and Leadership Development programs and is a sign that they’re invested in their career development here at Smartsheet. That’s why we will continue to invest in our employees’ professional growth.



Health and wellbeing

Taking care of our employees is a top priority, which is why we offer a comprehensive benefits package, including health insurance, life and disability coverage, a monthly work and productivity stipend, and helpful wellbeing programs, including mental health support through access to a third-party mental health platform.

We also recognize the importance of offering generous paid time off. Our employees are paid for holidays, mental health and sick days, vacation, parental leave, and we make available a paid personal volunteer day.

We know that our team’s dedication and hard work drive our success. That’s why we are committed to fairly and equitably compensating our employees through market competitive base salary and bonus programs for all, stock for eligible roles, as well as retirement contributions. Eligible employees may also participate in our employee stock purchase program.

Flexible work style

Flexible working arrangements allow our employees to excel through:

- Enabling improved work-life balance.
- Reduced or eliminated commute times and corresponding emissions reduction.
- Opening up a more geographically diverse workforce.

While enabling flexible work, we understand the power of human connection and still prioritize in-person interactions, including through team meetings, scheduled gatherings for employee and executives at regional hubs, localized volunteer events, and team onsite.


We also foster and invest in virtual connections, including through our Employee Resource Groups (more information later in this report), our mentorship programs, and informal “Coffee Connects.”



OUR APPROACH TO ATTRACTIVE BENEFITS:

 FLEXIBLE WORK STYLE

 HEALTH AND WELLBEING SUPPORT

 GENEROUS PAID TIME OFF

 PROFESSIONAL DEVELOPMENT OPPORTUNITIES



6. EMPOWERING OUR PEOPLE

Career development achievements

It's good to see so many Smartsheet employees learning new skills, developing their knowledge, and embracing all the opportunities that come their way.



64%

of employees have engaged with our Fuel50 learning platform

74%

return users to Fuel50

429

employees enrolled in our Career Development at Smartsheet Instructor-Led Training

180

people joined our mentor pool

54

employees have advanced into a role identified in their Fuel50 career journey



Weaving change together

As I reflect on fiscal year 2024, I'm reminded that lasting change doesn't happen overnight and I'm proud to share our commitment and progress from this past year. One constant at Smartsheet is our pursuit of meaningful change for our employees, our customers, and our business.

We remain as dedicated to our diversity, equity, and inclusion initiatives as we were when we initially committed to this work. It's not always flashy and our progress is not always linear, but I believe that steady commitment, with the long-term goal in mind, is the only way forward. Our company continues to strive to close the daylight between our DEI mission statement and the way that our employees and company as a whole shows up today.

FY24 was a year of investments for long-term impact. Whether training our leaders with ally skill workshops or launching playbooks to support inclusive language, our DEI investments were embedded within the business at the department level. Our team also strove to make an impact in our local communities. We continued to get creative with how we give back, from employee resource group-led events to reimagining how we used our customer conference, ENGAGE, as a vehicle for change. I often reference the garden that we're cultivating with our approach to becoming the company we strive to be and this year, we planted many seeds.

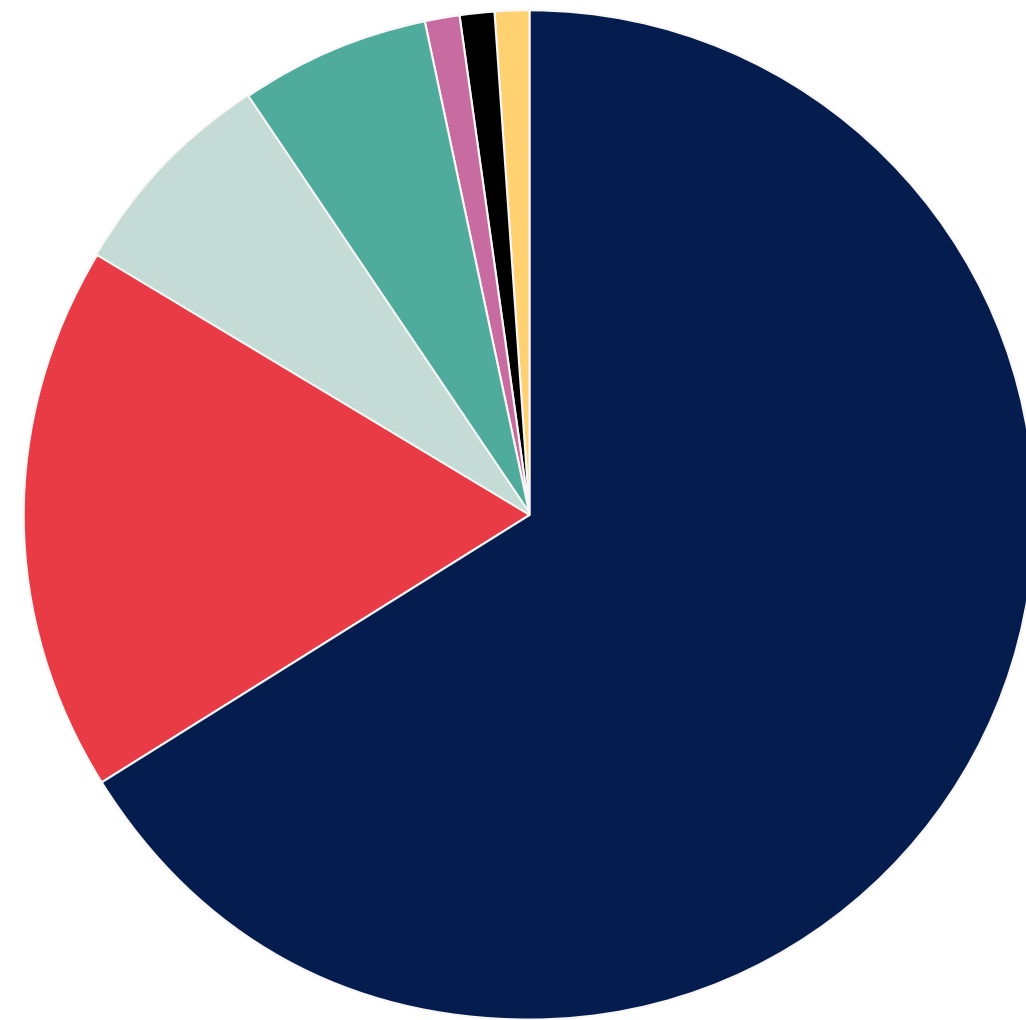
You'll see success in the results that we report this year. You'll also see where we need to refocus our efforts. I believe in acknowledging both on our path to progress. I'm excited to see where we go in 2024.

AMELIA RANSOM
VICE PRESIDENT OF DIVERSITY, EQUITY, AND INCLUSION

“I believe that steady commitment, with the long-term goal in mind, is the only way forward.”

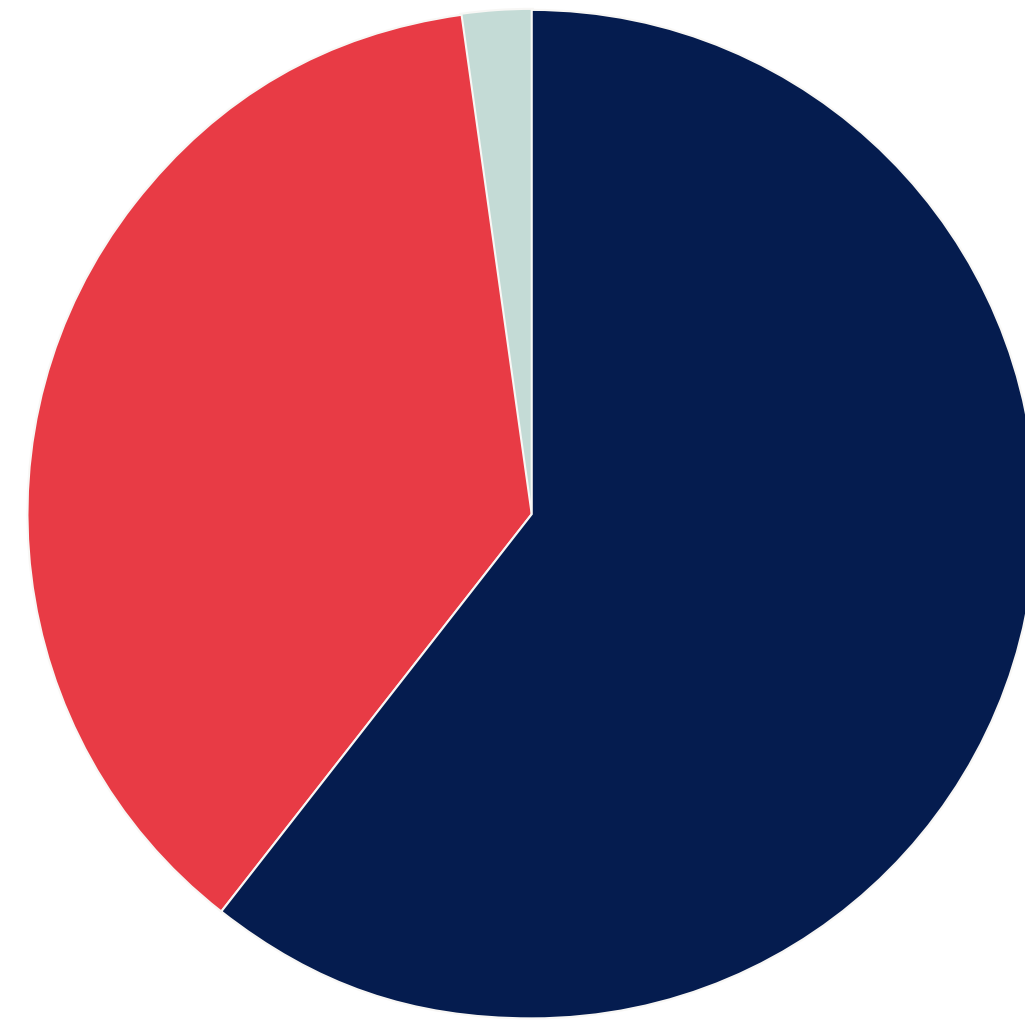


Our DEI progress



Employee representation: Race/ethnicity*

- White: 63%
- Asian: 17%
- Hispanic/LatinX: 14%
- Black: 5%
- Two or more races: 1%
- Alaska Native/Native American /Indigenous: less than 1%
- Native Hawaiian/Pacific Islander: less than 1%



Employee representation: Gender*

- Men: 62%
- Women: 38%
- Gender Minorities: Less than 1%

*Data represents responding Smartsheet global employees who choose to self-identify.

**Leadership includes employees at the level of Director and above.

38% of our workforce is made up of women

37% of our workforce are people of color

36% of our leadership are women and gender minorities**

21% of our leadership is made up of people of color**





Championing our team

It's really important to us that our people reflect the communities we serve. And it is just as important that they all feel like they belong and are valued and respected at Smartsheet.

We're investing in our employees to create the culture we want, and this year we've made great progress.

Pursuing progress for human rights

We're incredibly proud to have been named a leader in LGBTQIA+ workplace inclusion when we received the Equality 100 Award – and even more proud to be scoring 100% on the Human Rights Campaign Corporate Equality Index (CEI). The first company in our category to get a perfect score.

Published annually, the CEI evaluates corporate policies and practices around LGBTQIA+ workplace equality, using a wide range of criteria, including non-discrimination policies, benefits for LGBTQIA+ employees and their families, organizational competency and accountability, public commitment to LGBTQIA+ equality, and corporate social responsibility initiatives.

The work and partnership of our LGBTQIA+ Employee Resource Group (ERG), The Rainbow Collab, was critical to this achievement, and the award shows our people, and those who might want to work for us, that we are committed to diversity, equity, and inclusion.

Fair performance evaluation

We prioritize a pay-for-performance approach to recognize and reward our employees, which requires a collaborative and detailed talent review process. As part of this, managers are provided training to recognize potential biases when evaluating employees and discussing their performance.

Leadership training

We're committed to supporting our team's development and honing their leadership potential. Our leadership development initiatives follow a tiered structure, starting with the Emerging Leadership program, progressing to the Leadership Essentials program, and culminating in the Situational Leadership program. Each program is designed to address distinct phases of a leader's development, ensuring comprehensive growth and skill enhancement. Our three-month Emerging Leadership Program combines live training sessions with small-group coaching, as well as a final project to help those involved learn the basics of leadership, identify their strengths, and recognize areas where they can grow.

It has proved to be an effective way for people to connect and build relationships across the business. Since it started in 2021, more than 190 emerging leaders have completed the program – 59% of participants identify as a woman or gender minority and 40% identify as a person of color.

Additionally, one-on-one coaching is available to our managers through CoachHub, a digital coaching platform, and our executive leadership team is provided with access to executive coaching and training through SparkEffect.





Access to development opportunities

All Smartsheet employees have free access to training through an online learning platform. This means they can access a wide selection of online courses, work through modules that fill gaps in their knowledge, and do it at a time and pace that suits them.

Our employees are provided with a supplemental development budget to cover any areas of professional growth not addressed by Smartsheet. This budget enables them to access courses, e-learning, certifications, and various other developmental programs.

Driving equitable experiences with Fuel50

We believe it's important that every Smartsheet team member is fully engaged in driving meaningful change – and can do it in a way that's authentic for them.

One way we do that is through our career development platform, Fuel50. It's an AI-driven solution that ensures everyone has equal access to skills development, learning opportunities, and personalized mentor matching. It also helps our people see what career journeys are available and the skillsets required to get there. Our Employee Resource Groups (ERGs), including the Parents and Caregivers ERG are leveraging Fuel50 as they chart the next steps in their careers and identify the people who can help them along the way.

“We really want to provide employees with transparency so they can understand their skill sets, recognize where they may have areas to grow, and have a better understanding of other opportunities they want to take on in the future.”

KAITLYN BOLEN
SR. MANAGER, TALENT MANAGEMENT





Spreading the word

Our Global DEI Committee is a group of people who come together from all levels, countries, and disciplines across Smartsheet.

Passionate about amplifying our DEI strategy and keeping it front of mind with our teams, it provides information on best practices and new developments to our leadership, and gives feedback on how we're doing. In the last year, it has helped us create and set up many initiatives, events, and training programs.

Our CEO, Mark Mader, serves as the executive sponsor of our Global DEI Committee, and members of our core leadership team (made up of Vice Presidents and above) receive quarterly updates from the committee.

Employee Resource Groups (ERGs)

Our communities anchor us in the behaviors we must demonstrate to live up to our mission statement and our values. We know that to live those values, it takes intentional connection, commitment, and support from our teams to help our communities amplify their voices and thrive. And when they do, they don't just support each other, they help all of us innovate and build in the pursuit of meaningful change.

That's why we established our first ERGs back in 2021. Led by employees and sponsored by executives, they help us understand what our employees and communities need while challenging us to redefine how our teams partner together.

Each ERG connects people and allies with shared backgrounds, interests, or experiences so they can support and empower each other. The groups are free to set their own mission, goals, and guidelines - within our own DEI strategy - and each has a budget to realize their objectives.

Our ERGs are a celebration of everything that makes us great, and our ERG leaders embody strong leadership at Smartsheet.

As of the end of FY24, we had a total of seven ERGs with over 731 members, encompassing over 22% of our total workforce, and representing these groups:

- Asian/Pacific Islanders
- Black
- Hispanic/LatinX
- LGBTQIA+
- Military
- Parents and Caregivers
- Women and Gender Minorities



Our ERGs have had a massive impact.
Just look at some of what has been achieved in FY24:

OUR COMMUNITIES

OVER **\$50,000**
donated to nonprofits
to support our communities

OUR GROWTH

200+
new members joined our ERGs
for support and resources

OUR DEVELOPMENT

60+
professional development
events and activities delivered
to members



WOMEN AND GENDER MINORITIES ERG: DRESS FOR SUCCESS CAREER DAY

Our Women and Gender Minorities ERG's regional branch for Europe, the Middle East, and Africa (EMEA) organized an event to help women looking for work develop their CV and interview skills. The day was also an opportunity for the group to share their stories about gaining skills, confidence, and navigating the workplace.

One attendee told us:

"Thank you for creating such a wonderful experience. We received lots of advice, tips, and techniques to incorporate into our search for a new role. Continue to be an inspiration in people's lives."



LGBTQIA+ ERG: SPONSORSHIP OF PRIDE SUMMIT

Smartsheet sponsored the Lesbians Who Tech & Allies Pride Summit in June 2023 to provide a development opportunity for our LGBTQIA+ employee resource group, The Rainbow Collab, and to engage our long-term corporate partners, Ada Developers Academy.



SPOTLIGHT: Costa Rica DEI

Our DEI Committee in Costa Rica has had a busy year organizing many well-attended events:

45 in-person attendees (and more virtually) at the Women’s International Day Brunch.

40 people attended a Pride event, creating T-shirts, stickers and celebration kits.

40 people took part in the Breast Cancer Awareness Month Walk which included a “spoon breakfast,” official T-shirts and walking kits.



Creating tools for our communities

We received some helpful customer feedback at our DEI booth during our annual customer conference, ENGAGE. As a result, our team added two product templates for DEI Event Management and Volunteer Management to Smartsheet’s Template Gallery.

These templates are now available for our Smartsheet customers to use in their communities and illustrate our commitment to not only driving change in our space, but also making sure it’s easy for others to do the same.





7 CARING FOR COMMUNITIES

When we put down roots in a community, we want to do our part in helping it grow. That means actively putting in effort to make a positive impact.

So you might find us:

- Partnering with local organizations that help the community thrive.
- Giving back through our work, our products, our time, and our skills.
- Providing our employees paid time off to volunteer for causes they believe in.

In FY24 we provided services to more than

10,000
nonprofit customers.





Help yourself or help others

In September 2023, nearly 4,000 people came together for ENGAGE, our immersive, interactive customer conference held in Seattle, Washington, USA. It was an exciting and thought-provoking event featuring more than 100 speakers, actionable sessions, networking opportunities, and lots of fun.

On arrival at the conference, our customers were invited to help themselves to some useful Smartsheet-branded items such as mugs, notebooks, and bags. But this year we also allowed them to opt out of souvenirs and gifts and donate the equivalent money to a nonprofit organization instead.

We were pleased that almost 25% of attendees opted out of receiving the Smartsheet items, and we donated the value of those items to three organizations – Women Who Code, Evergreen Goodwill, and STEAM Co.

It just goes to show that when you empower people to make a difference, amazing things can happen.

SPOTLIGHT: Kayak for conservation

Our Smartsheet team in Australia has been busy volunteering their time to make the world a better place. Taking to the water, they collected more than 1,324 kilograms of rubbish (mainly plastic) from a single cove in the Sydney Harbour. All while getting some exercise and enjoying the sunshine.



SPOTLIGHT: Breaking ice and breaking barriers

Smartsheet volunteers once again partnered with Special Olympics Washington (SOWA) and the Kraken Community Iceplex (KCI) in Seattle to host the third edition of the Breaking Ice and Breaking Barriers event. This year, members of local indigenous tribes were invited to join us for an afternoon of skating and curling on the ice.

We're proud to partner with like-minded organizations like SOWA and KCI that believe hockey is for everyone. Our Smartsheet employee volunteer skaters, coaches from the Granite Curling Club and skate-aids from KCI ensured that everyone enjoyed the sport of hockey and curling no matter their skill or comfort level.





Smartsheet gives

Every year at Smartsheet we ask our ERGs to nominate and vote for nonprofit organizations that support the communities they represent. This year we were pleased to donate to all of these incredible organizations:



API Chaya

API Chaya

Empowering survivors of gender-based violence and human trafficking to gain safety, connection, and wellness.



BYRD BARR PLACE

Byrd Barr Place

Helping people move from poverty to self-sufficiency in Seattle, and building the political strength and economic wealth of the Black community throughout Washington, USA.



HOGAR SIEMBRA

Hogar Siembra

A home for girls under 18 who have been rescued from child trafficking, abandonment, and abuse, offering education, food, and therapy.



Stop Soldier Suicide

An initiative to reduce service member and veteran suicide by using enhanced data insights, focused client acquisition, and suicide-specific intervention services.



Cradles to Crayons

Provides children from birth to age 12 who are living in homeless or low-income situations with the essential items they need to thrive – at home, at school, and at play.



The Point Foundation

Provides scholarship financing, leadership development, mentorship, and community support for LGBTQIA+ college students.



National Women's Law Center

Fights for gender justice – in the courts, in public policy, and in society – working across the issues that are central to the lives of women and girls.



8

ACTING WITH INTEGRITY

Our values aren't just there for show, we live them every day.

And, it's why we expect everyone – our leadership, people, vendors, suppliers, and partners – to be transparent and accountable.



From the top

Our Board of Directors and senior leaders are committed to strong corporate governance. While the focus is always on keeping our business on the right path, there's a drive to constantly innovate and evolve, and to bring new ideas and diverse perspectives into the mix.

To follow through on this commitment, our Board and its committees go through a self-evaluation process each year. This includes using results to review the expertise and effectiveness of the Board, when considering new members, and in making recommendations for future actions. The Board also regularly reviews our governance policies to ensure they remain relevant and support the long-term outcomes and vision we have for Smartsheet and its shareholders.

Fair Board-level representation

Our Nominating and Corporate Governance Committee meets quarterly and is, among other things, responsible for the recommendation and evaluation of potential new Board members. All candidates are evaluated holistically, based on qualifications such as expertise, diversity, experience, education, and skills. In terms of diversity, characteristics like race, gender, and national origin are all considered. The committee regularly reviews the Board structure, independence, and evaluation criteria so it can recommend improvements.

BOARD LEVEL REPRESENTATION

33% women

33% from racial or ethnic minority groups

92% independent directors
(all directors are independent except for our CEO)



Covering our business ethics

We are committed to promoting high standards of honest and ethical business conduct and compliance with applicable laws, rules, and regulations. To ensure we uphold these standards, we have a number of initiatives and policies in place:

Corporate Governance Guidelines

These steer our organization and the Board of Directors and set out the governance expectations and commitments we require of our Board.

Board Committee Charters

Each Board committee has adopted a charter that outlines its specific responsibilities and expectations.

Codes of Conduct

These establish rules and guidelines for the behavior and practices that are acceptable in our workplace and align with our company values. All team members are required to review and acknowledge codes of conduct applicable to them at the time they join Smartsheet and continually on an annual basis. Additionally, our Board of Directors must adhere to their own Code of Conduct, which applies high standards of honest and ethical business conduct to our directors. These policies are reviewed at least annually and updated as necessary to comply with regulatory requirements and reflect evolving business best practices. To support transparency, we make our Codes of Conduct available publicly on our [investor relations website](#).

Whistleblower Policy

We maintain and make available to all employees a 24/7 whistleblower hotline so our people can report any violations of applicable laws, accounting controls and standards, or our corporate policies. Our Whistleblower & Complaint Policy reinforces to our team that these submissions can be made anonymously and without fear of retaliation. The availability of this hotline is communicated to all new hires in new employee orientation, is prominently displayed in our Employee Resource Center, and allows for telephonic (with local phone numbers available) or online submissions by all of our employees globally. All relevant submissions to our hotline are reported to the Board of Directors.

Anti-Corruption Policy

Our Anti-Corruption Policy formalizes our commitment to operating our business with the highest standards of integrity, and clearly addresses our zero-tolerance stance on bribery, corruption, and similar misconduct. All employees are required to review and acknowledge this policy, and are responsible for adhering to its rules and principles within their respective departments.





Transparent compensation

The Compensation Committee of our Board oversees our company compensation practices generally and helps set our strategy for rewarding executives. This strategy for executive compensation is based on a pay-for-performance philosophy and is heavily weighted towards long-term equity incentives. We think this works best because it helps align the interests of our executives with the long-term interests of our shareholders – but these pay programs and strategies are regularly reviewed to keep governance and compensation best practices in mind.

Additionally, in FY24 a portion of our executives’ incentive compensation was linked directly to our DEI metrics, including hiring and overall representation.



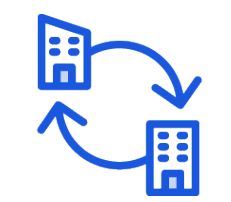
Ultimate accountability

The Audit Committee of our Board makes sure that all accounting, financial reporting, and internal controls are operating as expected and in line with requirements and industry standards. It also oversees compliance and governance protocols for Smartsheet, as well as the way we deal with cybersecurity, privacy, and risk management – all areas of our business that are crucial in building customer trust. Our Nominating and Corporate Governance Committee oversees our corporate governance, and is specifically chartered with reviewing our programs, strategies, and disclosures on ESG matters, including sustainability-related risks and opportunities.



Identifying and managing our risks

To help tie our programs together, and to assist in our overall risk oversight, we also support a robust enterprise risk management program. For example, we maintain a Business Continuity Plan, which is tested annually, and we circulate an annual Enterprise Risk Assessment to employee stakeholders to identify and categorize Smartsheet’s top risks, including sustainability risks. Similar to our cybersecurity and privacy programs, the Audit Committee oversees our risk management programs, and is briefed about company risks on a regular basis.



Working with vendors and suppliers

For us, integrity extends beyond Smartsheet to the organizations we work with. So we publish a **list of requirements** that we expect from our vendors and ask them to agree to our Code of Conduct. We’re also looking at ways to build a more diverse pool of suppliers, and suppliers that can help propel our environmental considerations and aspirations.

“We adhere to strong corporate governance practices in our dealings with customers, partners, employees, and investors. We view these practices as foundational to our business conduct and compliance programs and remain dedicated to building upon these standards.”

JOLENE MARSHALL
CLO



Data privacy & security

At Smartsheet, we persistently prioritize data privacy and cybersecurity in our product offerings, understanding that these components are critical to our customers. The results of our materiality assessment validated this priority, with data privacy and security identified as a most material ESG topic for our stakeholders.

To demonstrate our commitment to industry-leading security and privacy best practices, we have achieved certifications for internationally recognized information security and data privacy standards developed by the International Organization for Standardization (ISO), including ISO/IEC 27001:2013; ISO/IEC 27017:2015; ISO/IEC 27018:2019; and ISO/IEC 27701:2019. We are also regularly assessed against a variety of other data security standards, including SOC2, HIPAA, HITECH, and FedRAMP. We make this and additional information available in our **Trust Center**.



Serious about cybersecurity

Our customers rely on us to keep their data and sensitive information safe and secure – and to provide data protection controls so they can collaborate effectively. That’s why all new Smartsheet employees, including independent contractors who have access to our information systems, complete mandatory security training (we are proud to report a 100% employee completion rate), with a required refresher course each year. We also conduct regular phishing tests on our employees in an effort to continually assess and improve our cybersecurity awareness and processes across the organization.

Our security systems are governed by the Smartsheet Information Security Steering Committee (ISSC), which meets monthly. The ISSC is made up of employees from our legal, compliance, IT, internal audit, and security teams, and works to ensure our systems and protocols stay robust. Updates to our cybersecurity practices are presented on a quarterly basis to the Audit Committee, a committee which counts a cybersecurity expert as one of its members. Additionally, we have established a series of information security policies and incident response processes, which are reviewed regularly.

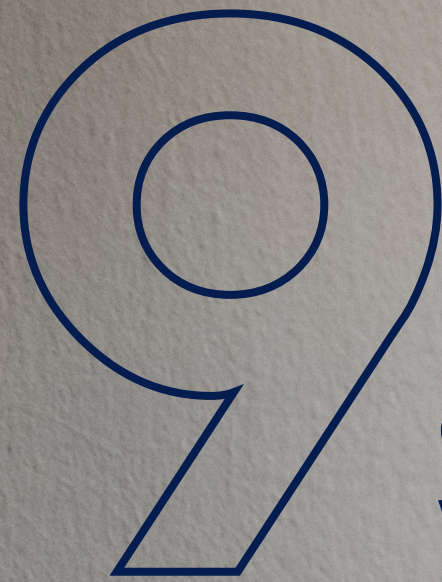


Privacy for all

Everyone we work with deserves to have their data treated with care and to have their privacy respected. To ensure we stand behind these principles, we’ve adopted a global approach to privacy that works to support internationally recognized standards of data protection. So, no matter where in the world we work, our privacy promise is always the same. Similar to cybersecurity, we require privacy training, with a mandatory annual refresh for all employees and independent contractors who access our information systems. Our privacy team reviews and updates our privacy notice at least annually and as needed to ensure compliance with regulatory changes.

How can you be sure we’re meeting these standards? Smartsheet is certified to ISO 27001:2013, ISO 27018:2019, and ISO 27701:2019. All certifications are reviewed by an independent third-party auditor and stand as proof of our commitment to respecting individual privacy rights. You can find out more about our privacy practices **here**.





OUR JOURNEY: WHAT'S NEXT



We're not done

As we forge forward, we'll work to build upon the foundations that we have established. Informed by the key takeaways from our materiality assessment, emissions reports, and our social initiatives, we will continue to prioritize our areas of impact, and focus on areas for improvement. The learnings from these developments will be used to shape our goals and plans for the years ahead.

Working together in the pursuit of progress, we'll continue to share our commitment, our journey, and our triumphs. But there's one thing we can tell you right now. Environmental, social, and governance initiatives will always be at the heart of how we work - because that's "The Smartsheet Way".

For questions about Smartsheet's ESG activities, please contact esg@smartsheet.com.



10 APPENDIX

Notes and disclaimers

Certain information set forth herein may be “forward-looking information.” Except for statements of historical fact, information contained herein may constitute forward-looking statements. Forward-looking statements are not guarantees of future performance and undue reliance should not be placed on them. Such forward-looking statements necessarily involve known and unknown risks and uncertainties, many of which are and will be described in Smartsheet’s filings with the U.S. Securities and Exchange Commission, and these risks and uncertainties may cause actual performance and financial results in future periods to differ materially from any projections of future performance or results expressed or implied by such forward-looking statements.

Although forward-looking statements contained herein are based upon what Smartsheet believes are reasonable assumptions, there can be no assurance that forward-looking statements will prove to be accurate, as actual results and future events could differ materially from those anticipated in such statements. Smartsheet undertakes no obligation to update forward-looking statements, except as required by law.





SASB index

Topic	SASB Code	Accounting Metric	FY24 Response
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, and (3) percentage renewable	Smartsheet's total energy consumption was 14,623 gigajoules (GJ) in FY24, of which 100% was renewable energy from grid-based electricity.
	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	Smartsheet does not specifically disclose TC-SI-130a.2; however, Smartsheet does not operate its own data centers so the majority of our water consumption is related to our leased office space.
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Smartsheet uses AWS and Google Cloud Platform. Both companies have indicated that they have a policy for using renewable energy for their data centers.
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	Smartsheet's advertising activities and privacy practices are outlined in our Privacy Notice , which is reviewed and updated at least annually and as needed to support compliance with applicable data protection laws. Smartsheet also maintains internal company privacy policies and procedures as part of its comprehensive privacy program. Additional information about Smartsheet's privacy practices is available on our Trust Center .
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	Smartsheet is not a data broker; customer personal data is only used within the limitations and parameters of our Privacy Notice and customer contracts. When information is used for outbound marketing purposes, Smartsheet complies with all applicable laws in each jurisdiction where we are established or target marketing efforts.
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Smartsheet has not incurred any monetary losses related to its privacy practices.
	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	Smartsheet does not specifically disclose TC-SI-220a.4.
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring, blocking, content filtering, or censoring	Smartsheet complies with U.S. regulations related to embargoed countries and regions, including, but not limited to, the U.S. Foreign Corrupt Practices Act and Export Control Regulations.



Topic	SASB Code	Accounting Metric	FY24 Response
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Smartsheet does not specifically disclose TC-SI-230a.1; however, Smartsheet is committed to transparency around data breach notification to meet applicable data protection laws as well as contractual commitments with its customers. Additional information about Smartsheet’s approach to data protection is available in our Trust Center .
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	<p>A comprehensive overview of Smartsheet’s security program, practices, and safeguards can be found in the Security section of Smartsheet’s Trust Center. This includes details such as Smartsheet’s utilization of least privilege principles, our security architecture, Smartsheet’s approach to incident detection and response, as well as Smartsheet’s use of end-to-end encryption.</p> <p>Through our Trust Center, Smartsheet also provides resources on its adopted compliance frameworks, privacy practices, reliability assurances, and approach to Data Residency, as well as a number of additional resources detailing security, governance, and administration via our Resource Library.</p>
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	Smartsheet does not specifically disclose TC-SI-330a.1(1); however, as of January 31, 2024 Smartsheet and its wholly owned subsidiaries employed 3,330 people full time, with 2,563 in the United States and 767 internationally. Of the 767 international employees, 301 are located in Europe, 139 in Asia Pacific, and 327 in Americas other than the United States.
	TC-SI-330a.2	Employee engagement as a percentage	Smartsheet’s FY24 employee engagement survey participation was 77%. For more information on our survey results, please refer to page 22 of our report.
	TC-SI-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	For a breakdown of gender and diversity group representation for these specific roles, please refer to our Global Gender & Diversity Group Representation tables below. Our overall gender and diversity group representation is disclosed on page 27 of our report.
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Smartsheet did not incur any monetary losses as a result of anti-competitive behavior.



Topic	SASB Code	Accounting Metric	FY24 Response
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Smartsheet does not specifically disclose TC-SI-550a.1; however, we do report real-time performance and past service disruptions at Smartsheet Status .
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Please refer to the Risk Factors section of Smartsheet’s FY24 10-K .
Activity Metrics	TC-SI-000.A	(1) Number of licenses or subscriptions, (2) percentage cloud-based	As of January 31, 2024, Smartsheet had 14.3 million users, 100% of which were cloud-based.
	TC-SI-000.B	(1) Data processing capacity, (2) percentage outsourced	As a cloud-based SaaS provider, Smartsheet’s data processing capacity is 100% outsourced and scales as necessary through the use of subprocessors .
	TC-SI-000.C	(1) Amount of data storage, (2) percentage outsourced	As a cloud-based SaaS provider, Smartsheet’s data storage capacity is 100% outsourced and scales as necessary through the use of subprocessors .

Global Gender & Diversity Group Representation

FY24 global gender representation

Role type	Men	Women	Gender minorities
Executive Management (VP+)	64%	36%	0%
Non-executive management	60%	40%	<1%
Technical	69%	30%	1%
All other employees	59%	41%	<1%

FY24 global race and ethnicity representation

Role type	White	Asian	Hispanic/Latino	Black	Two or more races	Alaska Native/ Native American/ Indigenous	Native Hawaiian/ Pacific Islander
Executive Management (VP+)	77%	19%	0%	4%	0%	0%	0%
Non-executive management	73%	13%	9%	2%	2%	1%	<1%
Technical	56%	33%	4%	5%	1%	1%	<1%
All other employees	65%	11%	17%	5%	1%	1%	<1%

