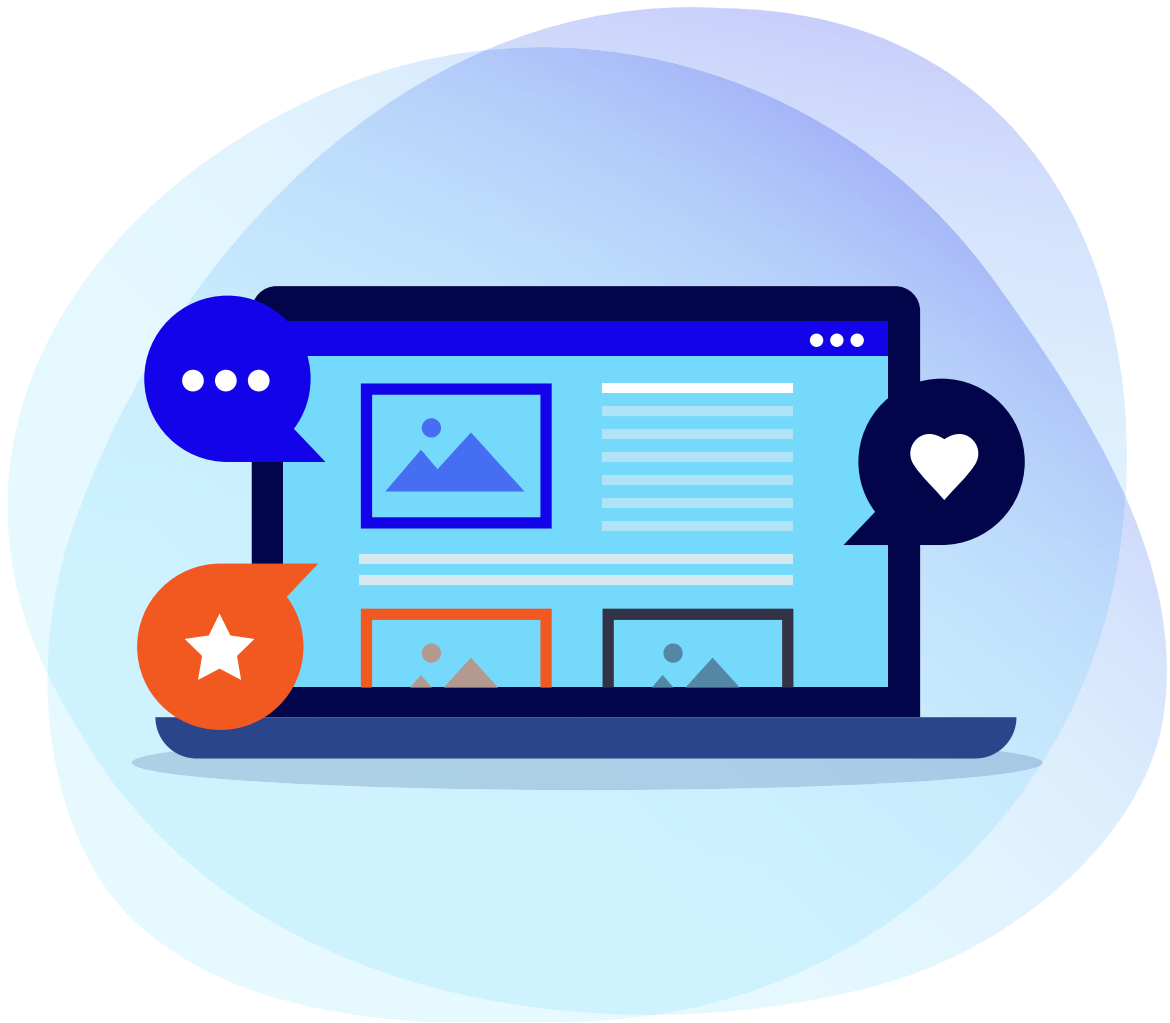# 2021 iMANAGE ESG REPORT

iManage

Making knowledge work

CONTENTS

ABOUT THIS REPORT

Welcome to iManage's inaugural ESG report. This report describes our current ESG policies, programs, and objectives. Environmental inventory data covers calendar year 2020, while the remainder of quantitative data in this report pertain to calendar year 2021. Unless otherwise noted, ESG practices described within this report cover 100% of iManage's global operations.

This report is designed to engage our stakeholders on ESG topics most relevant to iManage and our industry. Our stakeholders include our clients, partners and developers, capital providers, influencers and analysts, current and prospective employees, and many others in the knowledge work community.

To determine the content of this report, we gathered input from iManage leaders and subject matter experts and conducted an analysis of ESG priorities among our external stakeholders. This analysis considered:

- Customer questionnaires
- Peer ESG practices
- Industry group focus areas
- ESG investor priorities
- Global ESG-related regulations
- Leading ESG standards and frameworks

Through our analysis we identified the following ESG topics as mutual priorities for both iManage and our external stakeholders. Through this inaugural ESG report, we have sought to provide increased transparency regarding our company's approach to these topics.

We welcome your feedback and encourage you to share any questions, comments or suggestions regarding iManage's ESG efforts via email at ESG@iManage.com.

Environmental	Social	Governance
Climate Change	Diversity, Equity, and Inclusion	Privacy
Energy Consumption	Talent Management	Data Security
Waste	Human Rights	Ethical Business
Water	Community Engagement	
	Health & Safety	
	Worker Wellbeing	
	Education	

FORWARD-LOOKING STATEMENTS

This report includes estimates, projections, and other "forward-looking statements." Forward-looking statements are based on current expectations and assumptions that are subject to risks and uncertainties that may cause actual results to differ materially. We undertake no obligation to update or revise publicly any forward-looking statements, whether because of new information, future events, or otherwise.

CEO MESSAGE

Dear Stakeholders,

As co-founder and CEO of iManage, it has always been my intention for our company to be a positive contributor to society, doing well by doing good. I believe that we accomplish this, primarily, by challenging our employees to bring their best selves to the work of empowering knowledge professionals to focus on their most meaningful and impactful work. I also feel that as a growing organization we must keep our promises to the evolving set of stakeholders connected with our business.

To that end, I am pleased to introduce iManage's inaugural Environmental, Social, and Governance (ESG) Report. This report is a reflection of our ongoing commitment to manage our business with integrity and to stay engaged with our employees, clients, and partners around the key issues facing our company and our society.

Some highlights from our 2021 ESG Report include:

- iManage's efforts to support the wellbeing of our employees during the COVID-19 pandemic

- Results of our first comprehensive greenhouse gas inventory

- Social initiatives we undertake to reduce opportunity gaps in communities where we work

- Our aspirations for future ESG efforts at iManage

I believe it is our duty to help society become more sustainable, and to leave the world a better place than we found it. I hope you enjoy our inaugural ESG report, and I look forward to sharing our ESG efforts and progress moving forward.

Neil Araujo
CEO and co-founder
iManage

ABOUT US

iManage is a privately held cloud services company. We are headquartered in Chicago and provide our services to clients in over 65 countries. Our work product management solutions advance the application of knowledge to benefit people, businesses, and society.

We have an intelligent, cloud-enabled, secure knowledge work platform that facilitates our clients' ability to uncover and activate the knowledge that exists inside their business content and communications. Our work product management solutions free up time for knowledge workers so they can focus on the nuanced, divergent thinking that creates value.

- **850+ employees**
- **6 global office locations**
- **6 product development centers**
- **Clients in over 65 countries**

Making Knowledge Work

iManage is built to serve the "knowledge economy" where intangible assets—like intellectual property and workers' knowledge—are the main currency. It is estimated that more than 50% of GDP of the major OECD countries depends on knowledge, yet knowledge workers are often constrained by the sensitive, high-value nature of the documents their work requires.

iManage gives knowledge workers an edge. Combining artificial intelligence, security and risk mitigation with content and email management, our platform empowers knowledge workers to free, secure, and understand information. Products in our platform are fully integrated to provide a complete, end-to-end knowledge management solution that can be deployed in the cloud, on-premises or through a hybrid approach.

We're committed to helping you and your business make knowledge work in four core ways:

Create
Find and create value inside your organization and activate your expertise

Collaborate
Connect and share safely anywhere and eliminate friction to make faster, better decisions

Protect
Manage and protect the IP under your care by embedding governance security into your workflows

Innovate
Innovate with confidence in our ecosystem of partners and integrations

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Our customers hire some of the smartest people on the planet and are looking to arm them with the best tools to do their job."
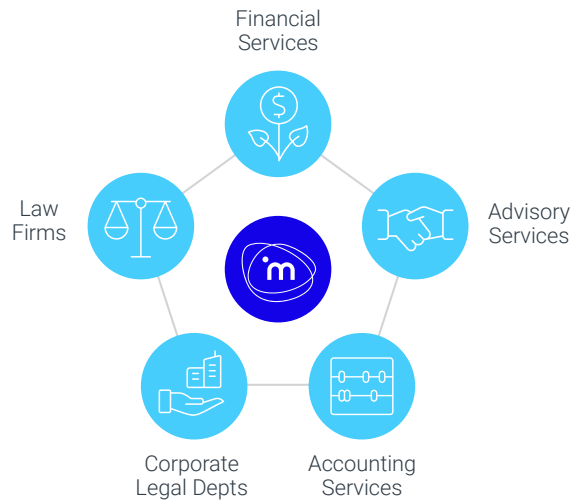
Neil Araujo, iManage CEO

iManage was founded more than 25 years ago, and today we are proud that more than one million professionals at approximately 4,500 organizations worldwide rely on the iManage platform to enable knowledge work. Our clients include legal, financial, corporate, and government institutions who we serve individually and often jointly when facilitating complex legal and financial transactions.

Financial Services

Law Firms

Advisory Services

Corporate Legal Depts

Accounting Services

iManage lives at the heart of the knowledge economy

Company Timeline:

1995 – iManage founded by three University of Illinois Chicago grads

2003 – Merger with Interwoven, one of the largest and most recognized enterprise content management providers

2009 – Interwoven acquired by Autonomy, a leading enterprise software company specializing in analysis of big data

2011 – Autonomy acquired by HP, and integrated into its software division

2015 – iManage leadership purchases iManage products from HP

2017 – Acquisition of UK artificial intelligence company RAVN Systems

2018 - Acquisition of Elegrity, leader in risk and compliance management

2020 – Acquisition of Closing Folders, the market leader in legal transaction management

Our products support a range of knowledge work functions that can drive business outcomes in virtually any industry when executed efficiently. And efficiency is in our DNA. In fact, a 2020 Forrester Research Total Economic Impact™ study involving six legal departments determined that the iManage Work product saved each user 240 hours a year through auto assignment of metadata and predictive email filing. Users saved an additional seven minutes for each document search query. Legal departments in the study that replaced legacy document management systems, shared drives, and personal drives with iManage Work realized a 378% Return on Investment over 3 years and a payback period less than 6 months.

Furthermore, the iManage Cloud maintains market-leading uptime and availability for our clients. Globally, across three data center clusters in North America, the UK and Australia in addition to Microsoft Azure, the iManage Cloud maintained an uptime of 99.99 percent in calendar year 2021.

Key findings from Forrester study

240
hours saved per user searching for documents

378%
ROI

$4.37M
in benefits over three years

The iManage Product Suite

Document and Email Management

Work more productively

- **iManage Work** – Intelligent email and document management to empower knowledge workers to be more productive, collaborative, and secure.

- **iManage Share** – Secure file sharing and document collaboration, seamlessly integrated with iManage Work.

- **iManage Drive** – Access and manage iManage Work workspaces, documents, and files from the familiar Windows Explorer interface.

- **iManage Closing Folders** – Automate tasks, workflow, digital signatures, and reporting for complex legal transactions.

Artificial Intelligence

Work smarter

- **iManage Knowledge Unlocked** – Enables new ways to search across multiple enterprise systems to discover new content and insights, identify similar matters or motions, and highlight relevant content.

- **iManage Contract Intelligence** – Leverage artificial intelligence to identify and extract information from business documents to accelerate service delivery and drive additional value.

Security, Risk Mitigation, and Governance

Work safer

- **iManage Conflicts Manager** – Quickly identify potential conflicts of interest with a 360-degree view of both ethical and business conflicts to mitigate risk and optimize revenue.

- **iManage Business Intake Manager** – Advanced workflow and best practices to simplify and accelerate the process of initiating new business while ensuring regulatory and policy compliance.

- **iManage Tracker** – Project-centric task and checklist management to improve work visibility, reduce risk, and empower knowledge workers.

- **iManage Security Policy Manager** – Enact and manage need-to-know security and ethical walls at enterprise scale to meet the needs of client, regulatory, and company obligations.

- **Manage Threat Manager** – Protect sensitive information from internal and external threats, using adaptive behavior modeling and machine learning to continuously monitor, alert and secure knowledge work.

- **iManage Records Manager** – Manage and govern physical and electronic content with governance policies, retention periods, and disposition rules to ensure regulatory compliance.

Our professional services include implementation, training, and data migration consulting.

Awards & Recognition

The iManage knowledge work platform has received numerous industry accolades, and our business has been recognized as one of Crain's "Best Places to Work" in our home city of Chicago. Some of our recognitions include:

2021

- Rated 4 stars and a Momentum Leader, *G2*
- Reader's Choice Award for Document Management, *KMWorld*
- 100 Best Places to Work in Chicago, *Built in Chicago*
- Chicago's Best Places to Work 2021, *Crain's Chicago Business*

2020

- 100 Best Places to Work in Chicago, *Built in Chicago*
- Knowledge Management Platform of the Year, *Legaltech Breakthrough*
- Best SaaS for Improved Productivity, *The Cloud & SaaS Awards*
- 100 Companies That Matter in Knowledge Management, *KMWorld*

2019

- Legal Technology Top 10, *Financial Times*
- 100 Best Places to Work in Chicago, *Built in Chicago*

2018

- 100 Companies That Matter in Knowledge Management, *KMWorld*
- Best Use of Technology, *Modern Law Awards*
- Innovation Solution Provider of the Year, *International Legal Technology Association*

2017

- Technology Supplier of the Year, *British Legal Awards*

RESPONDING TO COVID-19

Since the emergence of COVID-19, life as we know it has changed, and we would like to acknowledge the recent—and ongoing—tolls the pandemic has taken upon the iManage community.

"Our return-to-office approach is safety-focused and pragmatic. We recognize that circumstances remain somewhat fluid, and we will need to adapt as we go along."

Ray Scheppach, Chief Financial Officer

Not only have our work and personal lives been challenging, but a number of iManage employees have experienced the loss of family members and loved ones. Our hearts go out to everyone in the iManage community who has been impacted by COVID-19, and we wish to express our deepest appreciation for the resilience and fortitude our team has shown.

Our India team, in particular, has been disproportionately impacted by COVID-19 and so, in 2021, we created an iMHome Bangalore COVID Support site dedicated to aiding our employees in the region. In addition to providing individual financial support for employees impacted by COVID-19, we made a financial contribution to Shrimad Rajchandra Love and Care (SRLC), an NGO providing nutritious food to hospitals and health centers for COVID patients. Our team in India evaluated and ultimately selected SRLC because of their local and immediate impact. SRLC is on the ground in communities across India, making real time contributions to help affected communities. SRLC also assists with locating hospital beds, plasma donors, and medications for patients with severe COVID cases. Many iManage employees also made personal contributions to SRLC to further expand our impact.

In accordance with our business continuity protocols, we closed our offices in March of 2020 and adopted more flexible working styles to protect the health and wellbeing of our employees and community at large. Over the course of 2021 we partially reopened some offices, including our Chicago headquarters, giving employees the option of working in person. We are currently evaluating our remote working policy to chart a course for employee working arrangements in the future, and we expect to offer a hybrid working model designed around specific job functions and responsibilities.

iManage has also taken proactive steps to counteract some of the pandemic's impacts across our global workforce. In 2020 and 2021 we have focused on enhancing our virtual professional development opportunities and have introduced programs that enable our employees to stay better connected while working remotely and to pursue emotional and physical well-being and personal growth. Some of our efforts have included:

- Virtual trainings for employees such as Goal Setting, Agile Ways of Working, Web Security, and Unconscious Bias.

- Social connections through online concerts featuring employee performances.

- Contests such as quiz challenges, and social events like new hire breakfasts, as well as increased company town halls.

- Paid wellness days off from work, including stipends for employees to take part in activities that rejuvenate them on those days.

- Flexible working arrangements.

Despite the many challenges that COVID-19 has posed, we are fortunate to have expanded our workforce since its onset and will remain vigilant in our pandemic safety protocols moving forward.

GOVERNANCE AND ETHICAL BUSINESS

The iManage Way is our north star and the foundation of our approach to doing business. Simply, it is to deliver great outcomes by treating each other with respect, ensuring customer success, having a growth mindset, taking ownership, and speaking up. These tenets drive our business, guide our actions, and help us do right by our stakeholders.

The iManage Way

Respect for people
We treat each other, customers, and partners like we would expect to be treated. Empathy and appreciation for diversity of backgrounds is paramount.

Customers matter most
If the customer succeeds, then the company succeeds. We strive to know, understand, and appreciate our end users alongside delivering outcomes.

Hunger for learning
Learning requires the humility to acknowledge our own limitations, so we can interactively explore, experiment and simply get better at what we do.

Taking ownership
Colleagues that can be trusted to execute precisely, exercise sound judgment, meet commitments, ask for help, and communicate clearly.

Courage and commitment
Protecting and building our culture is the job of every single employee. We encourage people to speak up and hold each other accountable.

Leadership

iMamage is led by two general partners – our CEO and co-founder Neil Araujo, and our Chief Scientist and co-founder, Rafiq Mohammadi – and by the company's management team. We also have an advisory board which includes the two general partners and three independent parties. iManage's environmental, social, and governance (ESG) efforts and disclosures are overseen by our Chief Financial Officer, Ray Scheppach.

> "
> The iManage Way defines the values that drive how we operate and our vision and our direction for the company."

Amy Nordness
Chief People Officer

Ethical Business

iManage maintains a comprehensive Code of Conduct that reflects our fundamental expectations of employees and business partners. New hires are required to complete training and sign adherence with the Code of Conduct within 30 days of beginning employment, and all iManage employees must reaffirm their adherence to the code annually. A third-party auditor ensures that all employees sign the Code. Additional trainings in information privacy and data security as well as sexual harassment prevention are mandatory for iManage employees to ensure that we uphold high ethical standards in our work.

Policy topics covered in our Code of Conduct include:

- Anti-corruption and bribery
- Conflict of interest
- Child and Forced Labor
- Diversity, Discrimination & Harassment
- Equal opportunity
- Legal compliance
- Whistleblower policies

Beginning in 2022, we will develop a Supplier Code of Conduct and work with our Tier 1 suppliers to ensure their alignment with the Code's provisions.

Grievances

iManage provides a confidential email address that any employee may use to raise ethics-related concerns. Employees are also encouraged to engage with their direct supervisors or our Chief People Officer regarding ethics issues, and they may do so without risk of retaliation for voicing concern in good faith. Ethics reports are promptly investigated in a confidential manner.

Labor standards and human rights

At iManage, we have zero tolerance for human rights abuses anywhere in our operations or supply chain, as outlined in our Slavery and Human Trafficking Statement, which is endorsed by our CFO.

As an office-based cloud services company and an employer of predominately highly skilled professionals, the risk of modern slavery and/or human trafficking existing within our business is relatively low. Still, to mitigate any such risks, we have a number of safeguards in place. These include:

- Regular reviews of our procurement practices, systems and controls
- Requirement that suppliers agree to our ethical standards, as a condition of doing business with iManage
- Incorporation of modern slavery clauses in supplier contracts, where applicable
- Inclusion of a slavery and human trafficking statement in our Code of Conduct
- Encouraging suppliers and employees to immediately report ethics concerns

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Protecting and securing customer data is a primary objective for iManage and our customers."

Martin Ward, Director of Security, Governance, and Compliance, iManage

Data Security

Our customers entrust us with their data and their own clients' data, much of which are privileged, and we take very seriously our responsibility to safeguard their information. We use a comprehensive and layered approach to protecting data and to comply with rapidly evolving data security and privacy regulations around the globe.

Our Information Security Policy lays out the rules and guidelines that dictate how data, assets and resources should be used, managed, and protected within iManage with the primary objective to protect customer data and iManage information assets.

The policy is backed by a comprehensive security program overseen by our Security Management Review Board, which includes our CEO, CTO, and CFO, among others. Our security program encompasses iManage's data security and privacy training, protocols, physical controls, and performance tracking against internal targets that drive continuous improvement in our data protection practices.

In recent years, iManage has strategically invested in data security. We developed our Zero Trust model, which is an advanced cloud security framework that includes automated security management, multiple layers of encryption, and the removal of human access to infrastructure. This model is further enhanced through the availability of customer managed encryption keys and geo-isolation capabilities.

Security controls that exist universally throughout iManage's data environments include:

- **Network security controls** – iManage implements industry best practices for application access, system network access, security information and event management, as well as dynamic application security testing and a cloud gating process.

- **Access controls** – Access to the production network for each regional iManage Cloud instance requires separate, multiple layers of authentication and is restricted based on a very limited number of operational roles and provided on a "need to know" basis.

- **Data segregation** – iManage Cloud Services are delivered by a shared infrastructure, but customer data is logically separated by various access controls and validation mechanisms and a containment security model.

- **Data residency, geographical separation** – Given the international scope of our business, we work with clients to maintain "data sovereignty", meaning that their data remains within the region(s) the customer designates unless they expressly request a change of venue. Data sovereignty allows our customers to properly plan for regulatory compliance and data management.

- **Advanced security testing** – iManage conducts fuzzy testing and deep application scanning to identify potential vulnerabilities that could result in data loss. Test algorithms are continually updated to test against newly discovered vulnerabilities.

- **iManage Security Operations Center** – iManage Cloud Services are continually monitored for suspicious activity.

We offer our clients the option of storing their data in regional, co-located data centers on iManage-owned equipment or in virtual data centers (VDCs) within Microsoft's cloud-based Azure platform.

iManage Cloud Services are validated against all five of the Trust Service Criteria for Service Organization Control (SOC) 2, ISO 27001, ISO 27017, ISO 27018, ISO 27701 and CSA STAR controls. The SOC2 Trust Service Criteria are security, availability, processing integrity, confidentiality, and privacy. We conduct audits annually to ensure continued compliance with these standards. We maintain a Business Continuity Policy that is compliant with, and certified to, the ISO 22301 standard, and this policy guides our development, implementation, and management of business continuity efforts. Also, iManage performs annual business continuity and disaster recovery tests to ensure continued availably of our systems and services in the event of a disaster impacting iManage business operations.

Finally, iManage has a Responsible Disclosure Policy and we investigate all reported vulnerabilities in our system, which we accept from many sources including independent security researchers, customers, partners, and consultants.

iManage employees are trained to maintain up-to-date data security and privacy expertise, including fluency with the security standards used in iManage data environments.

Shifting to the Cloud

iManage is transitioning its cloud data infrastructure to the Microsoft Azure platform, and we expect our services to be exclusively Azure-based in the coming years. This change will bring many benefits to our customers, including additional security features. These include:

- **Key Vault:** a feature that enables clients to create their own encryption keys so that no one, including iManage personnel, can gain unauthorized access to their content without the key

- **Conditional Access:** allowing users to effectively manage who can access their data in the cloud, including which users, IP addresses and devices; and

- **Microsoft Information Protection:** which protects users' documents, even when they leave their network and firewall

Other benefits include a seamless integration of Microsoft 365 and Teams into the iManage Work platform, resulting in a more refined co-authoring and editing experience.

Ultimately, increasing our use of Microsoft Azure will both strengthen and complement security features that exist within the iManage cloud.

Privacy

We believe that privacy is a fundamental right. Our Privacy Notice describes the ways in which we collect, use, and share personal information. We have a robust privacy governance framework.

We maintain a Data Privacy Steering Committee led by our Chief Privacy Officer (CPO) to provide oversight of operational privacy matters. The Data Privacy Executive Committee led by our CPO ensures data privacy is managed at the highest level of our company. iManage appointed an external Data Protection Officer to provide us with specialist, independent advice relating to the design and operation of our privacy framework.

iManage data privacy practices consistently exceed industry standards as we continually expand our security compliance protocols and certifications. iManage's privacy management system provides a high standard of privacy, security, confidentiality, availability and integrity in respect of the personal data that we process. Our privacy management system is ISO 27701 certified demonstrating compliance with applicable privacy regulations including:

- California Consumer Privacy Act
- Brazil General Data Protection Law (GDPL)
- EU's General Data Protection Regulation (GDPR) (EU) 2016/679
- EU Directive 2002/58/EC (ePrivacy Directive)
- EU-U.S. Privacy Shield

Additionally, it is iManage's policy to honor Data Subject Access Requests (DSARs) made by users from any regions in the world—even those in locations where local regulations do not require such transparency.

iManage has achieved Cloud Security Alliance Security Trust Assurance and Risk (STAR) Level 2 certification, a rigorous third-party independent assessment of the security of a cloud service provider. Data stored in the iManage Cloud is highly secured and in compliance with modern industry security standards.

ENVIRONMENTAL IMPACT

At iManage, our vision is to be a positive contributor to society. We believe we have a role to give back and to leave the world a better place than we found it, and protecting the environment is one such way that we can create a brighter future for the next generation.

Reflecting our commitment to the environment, our Chicago headquarters office is LEED® Platinum certified by the US Green Building Council. The building has earned the ENERGY STAR Label for superior energy performance due to energy saving measures such as timing out computers when they are not in use and using occupancy sensors to control lighting. Additionally, an exterior maintenance plan eliminates the use of harsh pesticides and utilizes native plants on the building grounds. All iManage offices recycle 100% of their IT equipment.

iManage Environmental Practices

LEED certified headquarters
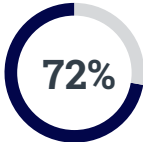
72% Offices green building certified

100% Paper recycling in US offices

100% Electronics recycling globally

100% Wind power used in London office

Pre-tax public transportation offered in Chicago office

Environmental Inventory

In 2021 iManage conducted a comprehensive inventory of its environmental impacts. We collected and analyzed energy, emissions, waste and water data for calendar year 2020 to create a baseline for comparison in future years. The inventory focused on our offices and data centers and also considered environmental impacts associated with our business travel. We conducted the Greenhouse Gas (GHG) component of our environmental inventory in accordance with the World Resources Institute Greenhouse Gas Protocol standard.

As an office-based cloud services provider, our environmental impact is relatively limited compared with other industries. Our environmental impact study revealed that iManage emitted 3,349 Metric Tons of CO_2e in 2020, which is equal to the emissions from 700 passenger vehicles operating for one year. Approximately half of those emissions occurred in iManage's upstream value chain and can be attributed to our use of data centers.
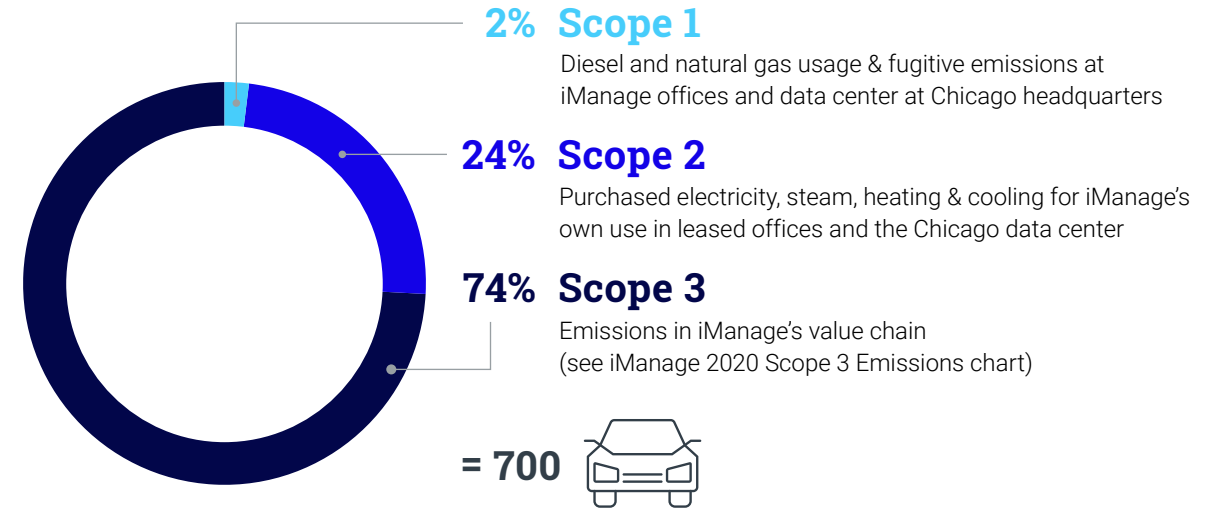
Through our 2020 GHG inventory we determined:

- **Scope 1** direct emissions from heating offices represented 2% of iManage's GHG emissions.

- **Scope 2** indirect emissions from electricity used to heat and cool our leased offices and our Chicago data center and to run office equipment accounted for 24% of iManage's GHG emissions.

- **Scope 3** emissions caused by upstream and downstream operations in our value chain made up 74% of iManage's GHG emissions.
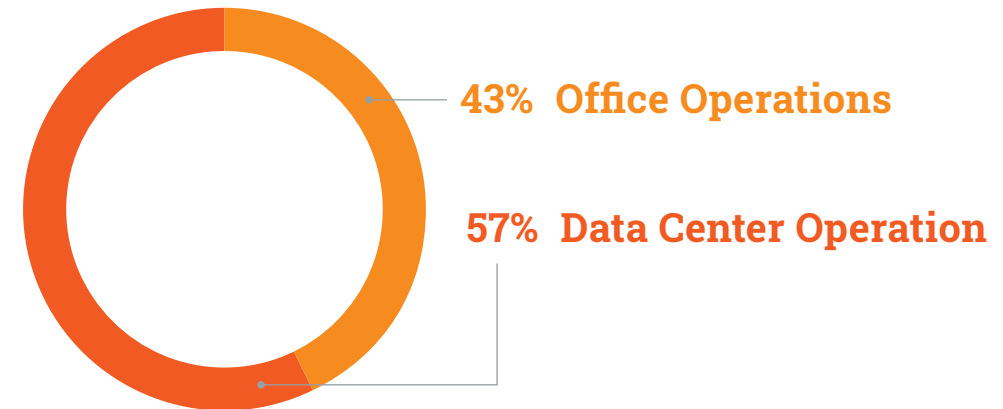
iManage's greatest environmental impact comes in the form of GHG emissions from electricity use at our co-located data centers. According to the International Energy Agency, data centers consume nearly 1% of global electricity demand, contributing to 0.3% of all global CO_2 emissions.

Greenhouse Gas (GHG) by Scope

2% Scope 1
Diesel and natural gas usage & fugitive emissions at iManage offices and data center at Chicago headquarters

24% Scope 2
Purchased electricity, steam, heating & cooling for iManage's own use in leased offices and the Chicago data center

74% Scope 3
Emissions in iManage's value chain (see iManage 2020 Scope 3 Emissions chart)

= 700

Emission Distribution by General Sources

43% Office Operations

57% Data Center Operation

iManage 2020 Scope 3 Emissions
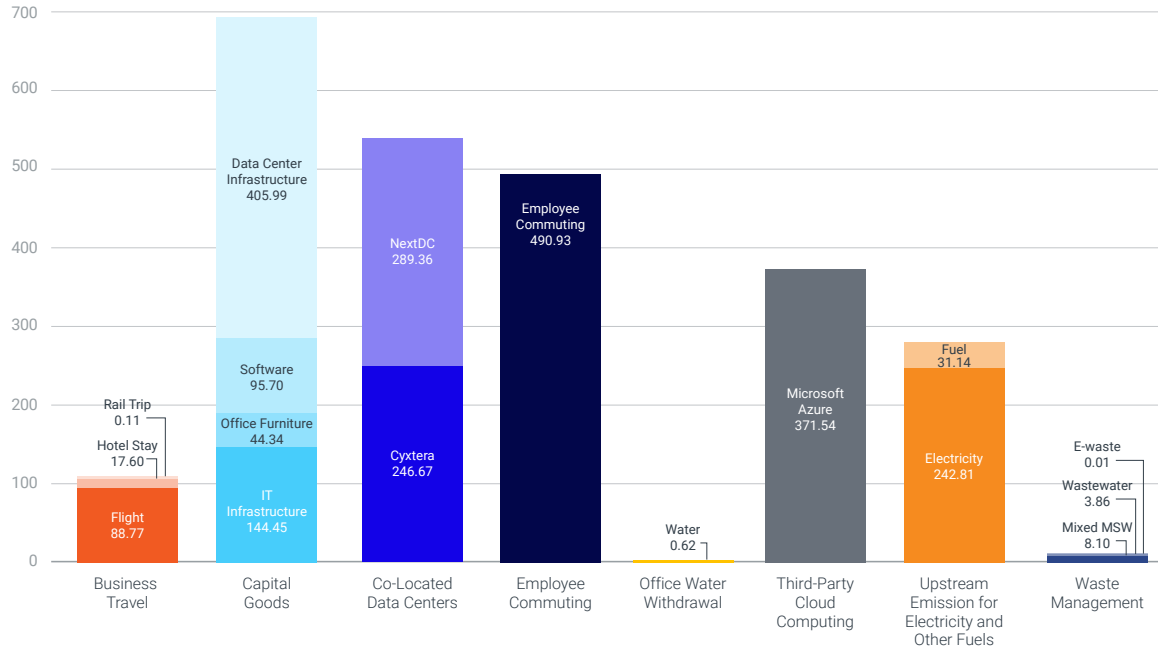
iManage is committed to shifting our cloud computing from co-located facilities to virtual data centers (VDCs) provided by Microsoft Azure. Due to the efficiencies of Microsoft's cloud-based VDCs, we expect this shift to significantly reduce our overall GHG emissions in the years ahead. Some other opportunities we are exploring to mitigate our GHG emissions include:

- Submetering our data centers and office spaces to get more detailed primary information on our energy use, water use and waste generation.
- Working with our landlords and utilities providers to either directly purchase green energy from the grid or to purchase renewable energy credits.
- Formalizing flexible working policies allowing employees to work from home and incentivizing public transportation, carpooling, or biking/walking to work to reduce emissions from employee commuting.

Azure Cloud Data Centers Reduce GHG Emissions

Following global trends, the percentage of our customers' data hosted in the cloud is increasing. Cloud storage offers enhanced security, cost-effective application management, and operational efficiency. iManage is partnering with Microsoft Azure for about 30% of its cloud storage capacity, and we plan to increase our percentage of cloud storage with Azure in the future. This strategy may yield significant decreases in iManage's greenhouse gas emissions as Microsoft Azure's cloud data centers have been shown to be more than 70% more energy efficient than co-located data centers.[*] Additionally, Microsoft has plans for Azure to shift to using 100% renewable energy by 2025, which will make their data centers carbon neutral. Microsoft Azure has also committed to be water positive and zero waste certified by 2030.

[*]Microsoft Corporation & WSP, "The carbon benefits of cloud computing: A study on the Microsoft Cloud in partnership with WSP," Microsoft Corporation, 2020, p27.

In instances where complete data sets were not available for our 2020 environmental inventory, iManage made estimates based on proxy data sources. Moving forward, our objective is to maximize the accuracy of our environmental footprinting by working with our service providers to gather additional primary data. We collected primary electricity data from 12% of our office space by square footage. We were not able to determine our co-located data centers' water usage, and we plan to revisit this data point in the future given data centers' use of water for cooling.
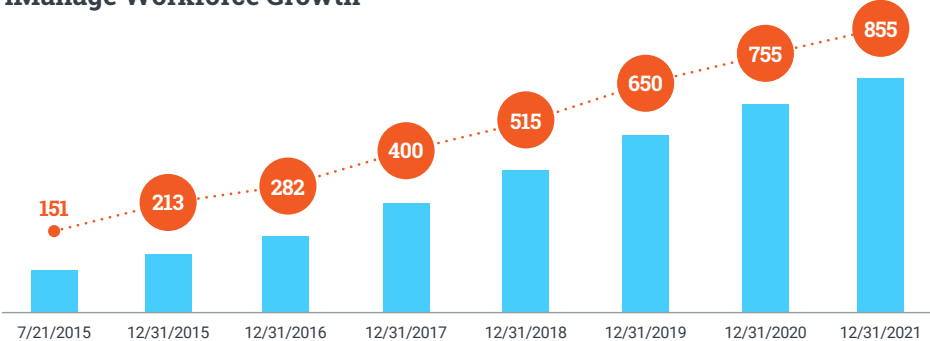
2020 Environmental Data	
Total GHG	3,349 Metric Tons of CO_2e
Scope 1	65 Mt CO_2e
Scope 2	802 Mt CO_2e
Scope 3	2,482Mt CO_2e
GHG Intensity	1.12 MT CO_2e per employee
E-waste recycled	100%

PEOPLE

iManage is a leading player in the knowledge work economy. Since 2015, our company's growth has yielded a fivefold increase in the size of our workforce, and today we employ more than 850 professionals with offices across 6 countries. And as our business continues to grow, we are united in our mission to help professionals do more valuable work and achieve their desired business outcomes. We believe that by bringing the right mindset, skills, and technologies to the table, iManage is truly able to revolutionize the knowledge work economy, and ultimately to make knowledge work.

iManage Workforce Growth

151	213	282	400	515	650	755	855
7/21/2015	12/31/2015	12/31/2016	12/31/2017	12/31/2018	12/31/2019	12/31/2020	12/31/2021

iManage culture and talent philosophy

Our culture is the operating system that powers our company. It's a set of shared beliefs, values, and practices that define the way we communicate and engage with one another. And ultimately, our culture is our roadmap to success. At iManage we believe in doing good while doing well. For us this means:

- Exemplifying our company values—the iManage Way;
- Doing our part to address opportunity gaps in the communities where we operate; and
- Improving the lives of our customers by helping them to harness knowledge and spend more time engaged in productive thinking and problem solving.

To reinforce these principles, we make a "cultural promise" to all of our employees—a set of values and goals that our business seeks to embody:

iManage Cultural Promise

Win & Excel

Make progress. Be innovative. Make something better together. Be best-in-class. Achieve our vivid future.

Build a Great Workplace

Amplify the abilities of employees and help them do their best work. Attract the best talent and create a place where everyone thrives.

Promote Humanism

Realize that work is more important than a paycheck—an important part of living and growing that has an impact on families and our communities.

Create Enduring Value

Generate value that lasts a long time for all stakeholders. Build a company of historical significance to the global economy.

iManage Offices

Each of our offices has its own way of expressing our company values and culture while authentically representing the members of our diverse iManage family. Whether through social engagements, resource group events, employee art displays, or charitable efforts, our offices serve as hubs for innovation and building relationships. While our employees have the flexibility to work remotely, our offices are designed for connections and are available as spaces for collaboration and creative thinking.

In 2020, amidst accelerated growth in our workforce, iManage began the transformation of an 85,000-square-foot office space at 71 South Wacker Drive in Chicago to serve as our new company headquarters.

During our design process we engaged our staff to understand their working styles and priorities, and then utilized their feedback to make highly intentional choices about the features our workspace would have. These ultimately included details such as dedicated mother's rooms, a prayer and meditation room, and a game room as well as a large kitchen and shared eating areas providing central gathering places for people to relax, collaborate and enjoy a sense of community.

Our construction happened to coincide with the onset of the COVID-19 pandemic—a time when most of our employees were working remotely. But after an 18-month buildout, we welcomed our Chicago workforce back to the office to experience iManage's new home and to celebrate a new chapter in our company's story.

"

At iManage, you have the opportunity to #MAKEITMEANSOMETHING in a variety of ways, including defining a growth plan unique to your career goals, and joining our Employee Resource Groups that enable you to thrive and bring your whole self to work."
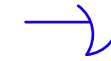
Natalie Alesi
Global Senior Director, Customer Success

iManage Chicago Headquarters

London Office

Bangalore Office

2021 Employee Awards

Each year, we celebrate employees who embody our values with peer nominated awards. Winners are rewarded with trips, family vacations, and of course…recognition! In 2021 there were 745 nominations for "Employee of the Year", with votes cast in 10 award categories:

- **Customer Service**
- **Engineering Execution**
- **Making Others Successful**
- **Management Excellence**
- **Cross-Team Alignment**

- **New Hire**
- **Is There A Better Way?**
- **Internal Impact Team of the Year**
- **External Impact Team of the Year**
- **Employees of the Year**

Employees of the Year

In 2021 we were pleased to name two Employees of the Year for their exemplary qualities and contributions:

Riley Phipps
Lead Cloud Support Engineer

Feedback from Riley's award nomination:

"Riley Phipps is relentlessly great. Above and beyond is her standard. She is a culture champion who is extremely approachable. The entire organization benefits from her efforts."

Mark Richman
Director of Product Management

Feedback from Mark's award nomination:

"Mark Richman is always willing to do what it takes to be successful. He challenged everyone on the team to see the future. He is always very thoughtful, considerate, and well prepared."

An important facet of our company culture—particularly amidst the challenges of the COVID 19 pandemic—is ongoing employee engagement. iManage hosts company-wide town halls on a quarterly basis to keep employees apprised of key developments in our business, as well as our company's response to current events around the world. In the interim, we communicate with employees through email, Slack channels, and through topic-specific employee engagement surveys. For daily employee engagement, we leverage Slack and an internal intranet to help connect employees and build relationships. From our ever-popular #dogs-of-imanage Slack channel, to our iManage parents sharing parenting advice, there is something for everyone. In 2022 we plan to begin utilizing tools in Ceridian, our internal HR platform, to conduct rapid, company-wide pulse surveys with a more regular cadence.

Employee Feedback

85% of our employees would encourage a friend to work at iManage, as measured by our engagement surveys, which also show that employees:

- trust their managers,
- feel that they are treated with respect,
- believe that leadership cares about their wellbeing,
- appreciate company-wide communications including town hall meetings which were increased in 2021 to maintain engagement with employees who were working from home.

Talent Management

Human capital is our most valuable asset, as it is for our clients. iManage's talent pool primarily consists of:

- technical teams, including software engineers and data scientists,
- professional services teams, including project managers, technical support staff, and legal practice leads, and
- management teams responsible for our staff and business strategy.

We take a holistic view of the employee experience in the ways that we recruit, engage, develop, incentivize, and retain our workforce. Our "Irresistible Organization" model depicts many of the touchpoints we have with our employees, and the ways that we seek to provide positive experiences in those moments. Key examples include:

- recruiting talent with an eye to cultural and intellectual fit,
- offering flexible and meaningful paths to career growth, and
- providing employees with the resources and autonomy to balance their personal and professional lives.

Irresistible Organization: iManage Employee Experience Model

Meaningful Work	Hands-On Management	Productive Environment	Growth Opportunity	Trust in Leadership	Health & Wellbeing
Empowerment & Autonomy	Clear Goal Setting	Recognition-rich Culture	Facilitated Talent Mobility	Clear Mission & Purpose	Safety & Security
Selection to Fit	Continual Coaching & Feedback	Inclusive, Diverse, Equitable Culture	Distinctive Career Paths for Growth	Investment & Trust in People	Fitness & Health
Small Teams & Collaboration	Leadership Development	Open Flexible Workspace	High Impact Learning Culture	Transparency & Communication	Financial Wellbeing
Time for Slack & Fun	Agile Processes & Technology	Flexibility for Balancing Life	Dynamic Development	Motivation & Inspiration	Emotional Wellness & Support

Career Development

In 2020, we launched **iThrive**, our career development framework to help employees grow and evolve in their roles. iThrive provides clarity and definition around what it means to excel in a role, and insight into roles across the organization and how employees can personalize their iManage career paths through vertical or lateral progression.

All iManage employees have written performance reviews with their managers twice a year. Between these touchpoints, employees are encouraged to use the iThrive framework to maintain an open dialogue with their managers about their career options and aspirations.
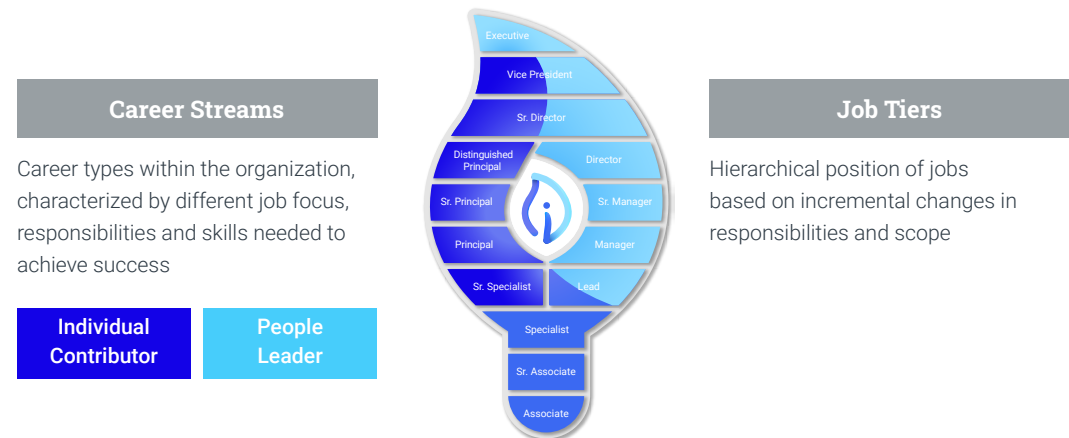
Hunger for Learning is a core value at iManage. We demonstrate this through dedicating one week of the year to broadening learning, above and beyond

The average iManage employee spends

5.64 hours per year

completing online training.

standard job training. During this week, we leverage LinkedIn Learning to provide a variety of course content to our employees. In 2020, our most popular courses focused on unconscious bias, goal setting, and technical skills development related to software architecture and programming.

To further satisfy our employees' hunger for learning, we support their pursuit of job-specific certifications. We also sponsor employee book clubs and have libraries in all our offices.

iThrive Career Development Framework

Career Streams		Job Tiers
Career types within the organization, characterized by different job focus, responsibilities and skills needed to achieve success		Hierarchical position of jobs based on incremental changes in responsibilities and scope

Individual Contributor	People Leader

Executive · Vice President · Sr. Director · Distinguished Principal · Director · Sr. Principal · Sr. Manager · Principal · Manager · Sr. Specialist · Lead · Specialist · Sr. Associate · Associate

> "For us it's about your attitude and your ability to get stuck in. If you're willing to take on responsibility and accountability, we'll give it to you early so that you can grow. That, for us, is at the heart of everything we do here."

Nick Thomson, General Manager, AI

Benefits

iManage is committed to providing holistic, best-in-class benefits packages that support our employees and their families while enriching our culture and workplaces. The pillars of our benefits strategy include:

- **Health and Wellness:** We believe that a healthy lifestyle enables our employees to do their best work. To this end we provide our employees with:
  - **HealthJoy** – An on-demand health benefits guidance platform that empowers employees to better understand and utilize their medical benefits and coverage.
  - **HealthyMinds @Work** – A mindfulness app that helps employees train to manage their stress and be more intentional in their interactions, allowing them to bring their fullest selves to work.

- **Family:** Recognizing that iManage is part of our employees' families, we provide a competitive time off policy, globally, in addition to unlimited sick days, and gender-agnostic parental leave options.

- **Finance:** Financial wellness is about much more than a paycheck. Our employee assistance programs include financial planning advice to help our workforce make better informed financial decisions such as taking advantage of both the iManage LLC 401(k) Plan with company-matched contributions and our Health Savings Accounts (HSA) for medical expenses.

- **Community:** We support our employees' passion for social causes, and we encourage them to use their talents for the greater good. We provide company-sponsored community engagement opportunities.

- **Convenience:** Life is complicated, and we do our part to simplify our employees' daily routines. For instance, we provide pre-tax transit benefits that simplify our employees' lives while lessening the environmental impacts of their commutes.

Diversity, Equity & Inclusion (DE&I)

At iManage, we support and honor the uniqueness of our workforce, and have established a number of Employee Resource Groups where employees of all backgrounds, experiences, and identities can build a community to discuss shared experiences, challenges and successes, while continuously working to identify ways iManage can become a more inclusive place for all. These include groups geared toward female, Black, and LGBTQ+ employees, among others.
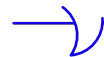
iManage also hosts a range of DE&I events each year. Immediately following the murder of George Floyd, we invited Black employees to share their personal experiences with their coworkers and we provided resources and advice around how to be an ally. In 2021, we organized a company-wide call to discuss the context surrounding the George Floyd protests with a guest speaker who also discussed the history of Juneteenth. Another diversity event, held during Pride Month, hosted a transgender woman discussing the history of

the LGBTQ+ community, transgender rights, and how all employees can be more inclusive through thoughtful use of pronouns. These events have been overwhelmingly well received, with employees commenting on their candor and authenticity.

We still have much work to do to appropriately represent and advance diverse employees within our workforce. In 2021, iManage partnered with a third-party consulting firm to conduct a DE&I current state assessment. The assessment included an employee survey, virtual listening sessions, and employee focus groups. In response to the assessment's findings, iManage is debiasing job descriptions and partnering with talent recruiters who specialize in engaging BIPOC candidates. Ultimately, the results of this work will inform our broader DE&I strategy and priorities in the years to come, and this will be an area of continued focus and transparency in our disclosures.

> **"**
> This organization values diversity, transparency, and innovation. It is wonderful to work for a company where the CEO practices the same values that are preached through the organization."
>
> **iManage employee,** quote from Crain's Best Places to Work survey

Community Engagement

At iManage, we look to affect positive change in our day jobs and beyond, so in 2021 we founded **iMCaring**—an Employee Resource Group (ERG) dedicated to charitable efforts. Through iMCaring, we organize a wide variety of employee-led charitable activities around the world, with a particular focus on addressing opportunity gaps through community engagement. We offer internships to underprivileged high school students in the Chicago area and are Gold Sponsors of Chicago Debates—a nonprofit that partners with Chicago Public Schools to provide 6th to 12th grade students with programming in competitive academic debate to foster critical thinking and enhance academic performance. Chicago Debates has low barriers to entry, enabling students from diverse backgrounds with different skill levels to become involved. We also donate to Lumen Vitae, an organization that supports the education of children from some of the most marginalized communities of Haiti. Additionally, many of our employees make company-matched donations to local food charities and in 2021, iManage as a whole had a special focus on facilitating COVID-19 relief in India.

In 2021, iManage also made corporate donations to charitable organizations led by our employees:

- Georgia-based Software Engineer Vela Shanmugam co-founded SelfEducate, a nonprofit organization that helps provide access to education in low-income communities in India.

- Detroit-based Account Manager Debbie Amatangelo is Chairman of the Board for Angels of Hope, a nonprofit organization that provides financial support and other assistance for Michigan families fighting cancer.

Addressing Opportunity Gaps

iManage operates in many locations around the world, and our largest contributions to charitable causes have been directed at addressing opportunity gaps that exist in these communities. We believe that no society can thrive with the levels of disparity that have arisen around the globe, and we recognize that businesses have a significant role to play in helping with this cause.

In our hometown of Chicago, iManage offers internships to underprivileged high school seniors each year through the Genesys Works program. 99% of these iManage interns are African American, Latine, and/or female, and usually first-generation college bound students. iManage offers support on how to apply to colleges and provides interns with in-demand business technology training and professional skills. iManage has seen many of these interns attend college and then return to iManage for full-time positions.

Each year we also sponsor a group of aspiring software engineers as they complete a 12-week, intensive coding course through London-based Makers Academy. By empowering trainees with in-demand development skills, Makers Academy enables its alumni to pivot their careers and join the next generation of tech talent.
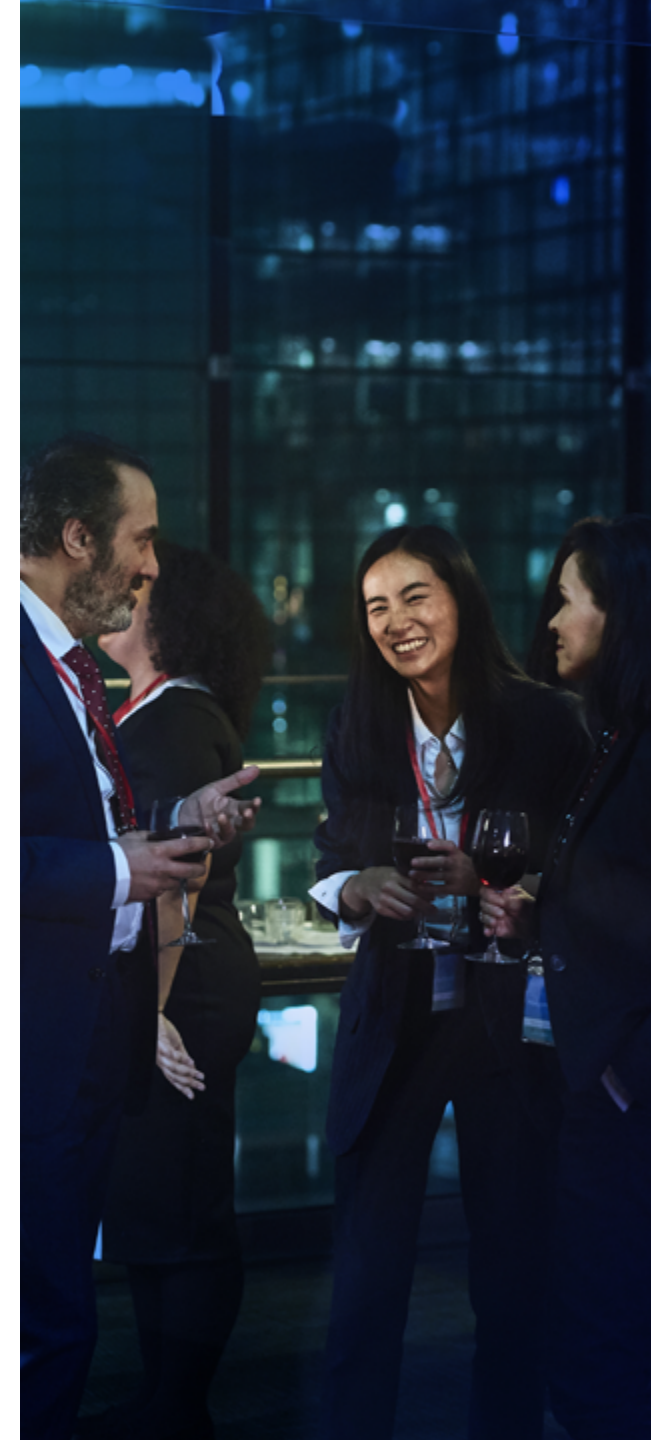
make it mean something

iManage
Making knowledge work