

GoTo

2025 Environmental, Social, and Governance Report



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Use of forward-looking statements.

Statements made in this report that reflect our current view about future events are to be considered “forward-looking statements.” Such forward-looking statements include information concerning our future ESG strategy, goals, plans, and objectives.

Some of these statements can be identified by terms and phrases including, but not limited to, “anticipate,” “believe,” “intend,” “estimate,” “expect,” “continue,” “could,” “should,” “may,” “plan,” “project,” “predict,” or similar expressions and the negatives of those terms. We caution readers of this report that such “forward-looking statements,” wherever they occur in this report, are necessarily estimates reflecting our judgment and involve a number of risks and uncertainties that could cause actual results to differ materially from those suggested by the “forward-looking statements.”

We cannot guarantee that we’ll achieve the plans, intentions, or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements. GoTo has no obligation to pursue any course of action outlined in this report or any related documentation, and GoTo’s plans, strategy and possible future developments, products and/or directions are all subject to change, and may be changed by GoTo at any time for any reason without notice.

For the avoidance of doubt, the forward-looking statements included in this report speak only as of the date of this report or as of the date they are made, as applicable. Except as otherwise required by law, we disclaim any intent or obligation to update any “forward-looking statement” made in this report to reflect changed assumptions, the occurrence of unanticipated events, or changes to future operating results over time.



A message from our CEO.

I am proud to share our FY25 Environmental, Social, and Governance (ESG) report. Inside, you will find ESG data and metrics, along with stories of community building, customer engagement, and environmental impact. Our ESG goals and guiding principles are driven by our customers, employees, partners, and investors, forming the foundation of our culture. I deeply appreciate our team of 2,600 GoGetters who made these achievements possible.

At the center of this progress is our commitment to inclusivity. Different perspectives drive innovation and strengthen our ability to serve customers and partners globally. We strive to create an environment where every GoGetter feels valued and empowered to contribute fully. This year, we also prioritized employee learning and development, ensuring our teams have the tools and resources to grow and succeed.

That focus on inclusion and growth also shaped how we work with our external partners. In July, I traveled to India for our inaugural Global System Integrator (GSI) Leadership Summit and Roundtable. The event brought together more than 25 executive GSI leaders and strategic partners to chart the future of collaboration, spotlight innovation priorities, and reinforce GoTo's "Better Together" partner philosophy. I also met with our Bengaluru team, gaining first-hand insights into their successes, opportunities, and challenges.

In the same spirit of strengthening relationships, another highlight was visiting our Guatemala office with our Chief Customer Officer, Scott Romesser, and Chief Commercial Officer, Peter Mahoney. We spent time with GoTo's Care Team, whose dedication to customers is exemplary. Guatemala is also where we have built strong connections through

partnerships with nonprofits such as Natün Guatemala and Safe Passage, reinforcing our commitment to making a positive impact in the communities in which we live and work.

Innovation remains at the heart of GoTo. In 2025, we advanced AI across products like GoTo Connect, LogMeIn Resolve, and LogMeIn Rescue to address real-world challenges and elevate the customer experience. By embedding AI into our solutions, we have built capabilities that empower our customers to serve their own customers more effectively. Looking ahead, we remain committed to the responsible use of AI, driving benefits while enhancing operational excellence.

Finally, we strengthened our environmental sustainability efforts by committing to near-term company-wide emission reductions aligned with climate science through the Science Based Targets initiative (SBTi). We are proud that our target was validated in late 2025, joining 10,000+ businesses supporting SBTi's mission to limit warming to 1.5°C.

These highlights reflect GoTo's ongoing commitment to corporate citizenship. As a portfolio company of Francisco Partners and Elliott Investment Management, GoTo's voluntary disclosure underscores both firms' dedication to long-term value creation.

With gratitude,



Richard Veldran
GoTo CEO



1

About GoTo



GoTo makes life work together.

At GoTo, we're all about creating a world where you can work without any limits. With smart innovations and a customer-first mindset, we ensure our products make IT and business communications simple, so you can focus on what matters most—your projects, your profession, and your personal passions.

Imagine a place where real-world challenges are easily tackled with AI-enabled solutions, all designed with you in mind.

Our AI-powered tools are the backbone of seamless communication, efficient IT management, and effective remote support. They ensure your operations run smoothly, allowing you to focus on achieving your goals inside and outside of the office.

As one of the world's largest SaaS companies, with ~2,600 global employees and nearly \$1 billion in revenue, we are a trusted partner for companies of all sizes. Whether you're a small business, a growing company, or a large enterprise, our secure and reliable tools scale with your needs. Our portfolio of products, including GoTo Connect, LogMeIn Resolve, and LogMeIn Rescue, helps:

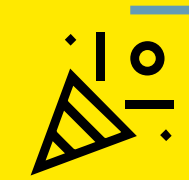
- **Employees:** By enabling them to work securely and productively with easy-to-use AI-enabled solutions.
- **Businesses:** By empowering teams to take control of their IT infrastructure and ensure continuity in the face of disruptions.
- **Everyone:** By delivering flexible tools built for navigating the demands of both work and life.

Ready for the future of work.

We're witnessing a technological revolution in the workplace and an evolution of the modern workforce. GoTo is equipped to help everyone adapt to these changes by providing AI-enabled solutions that enhance operational processes and empower teams to work from anywhere.

Here's how we're making it happen:

- **Simplifying communications:** Our AI-powered cloud tools ensure seamless collaboration, keeping your teams connected and productive.
- **Streamlining IT management:** With AI-driven endpoint management and remote support, we optimize IT operations for better performance.
- **Delivering reliable solutions:** Our secure, user-friendly products meet the demands of businesses of all sizes, ensuring efficiency and peace of mind.



We get it—navigating the modern workplace can be tough. That's why our AI-enabled solutions are built to make your work easier and even more enjoyable.





Year founded:
2003



Headcount:
~2,600 employees



Headquarters:
Boston,
Massachusetts, US



Employees across:
North America, Central
America, South America,
Europe, Asia, and Australia



Hundreds

of thousands of customers

>1B

people joining
meetings, classes,
and webinars
through GoTo's
UCC (Unified
Communications
& Collaboration)
products

1B

connections on
the company's
remote access
and support tools

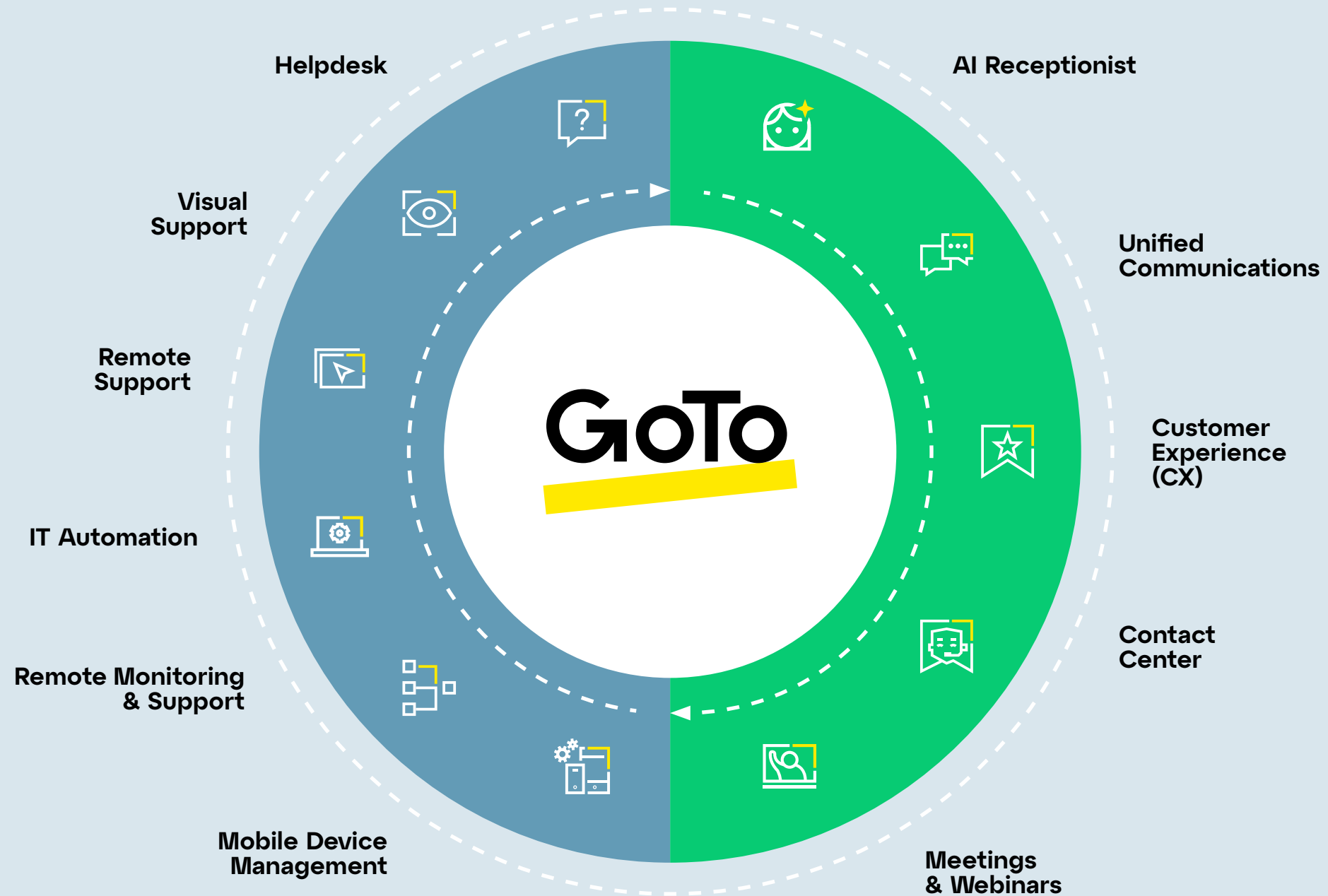
Products:

GoTo Connect, LogMeIn Resolve,
LogMeIn Rescue, and more

The GoTo Portfolio

LogMeIn

Advanced endpoint management and support technology – powered by practical AI – to supercharge IT professionals.



GoTo Connect

AI-powered, all-in-one communications platform that reimagines CX for small and mid-sized businesses.

2

Our Values

**We're bound by our values,
not by geography.**



**Be
Real**

- Celebrate authenticity and champion diversity in each of us
- Operate transparently and acknowledge differences of opinion
- Invest in others, our customers, and our mission



**Think
Big**

- Take bold steps to achieve brilliant work
- Be inventive to solve our customers' needs
- Try something new every day. Embrace possibilities



**Move
Fast**

- Speed > perfection
- Don't drive for consensus
- Simplify, take action, own it



**Keep
Growing**

- Always be curious and learning
- Embrace feedback and grow from mistakes
- Share your learnings with others



**Customer
Obsessed**

- Always put the customer first
- Listen to customers to fuel our work
- Solve our customers' problems to create value

3

ESG/Materiality

Stakeholders engaged through our ESG strategy and disclosures:

In 2025, we focused on our most important Environmental, Social, and Governance issues outlined in a materiality assessment* conducted by Sustainability Roundtable, Inc., a strategic advisory and support service for ESG program assistance. The resulting assessment, which engaged employees, executives, and investors, provided us with an institutional blueprint, based on stakeholder alignment and core business objectives, that grounds our ESG work. GoTo is committed to reassessing material topics and broadening stakeholder engagement in the coming years. These areas serve as a strategic framework for our current ESG work, guiding our decision-making and driving our impact.

Top 11 ESG areas most material to stakeholders:**

Environmental

- Energy & Carbon Emissions

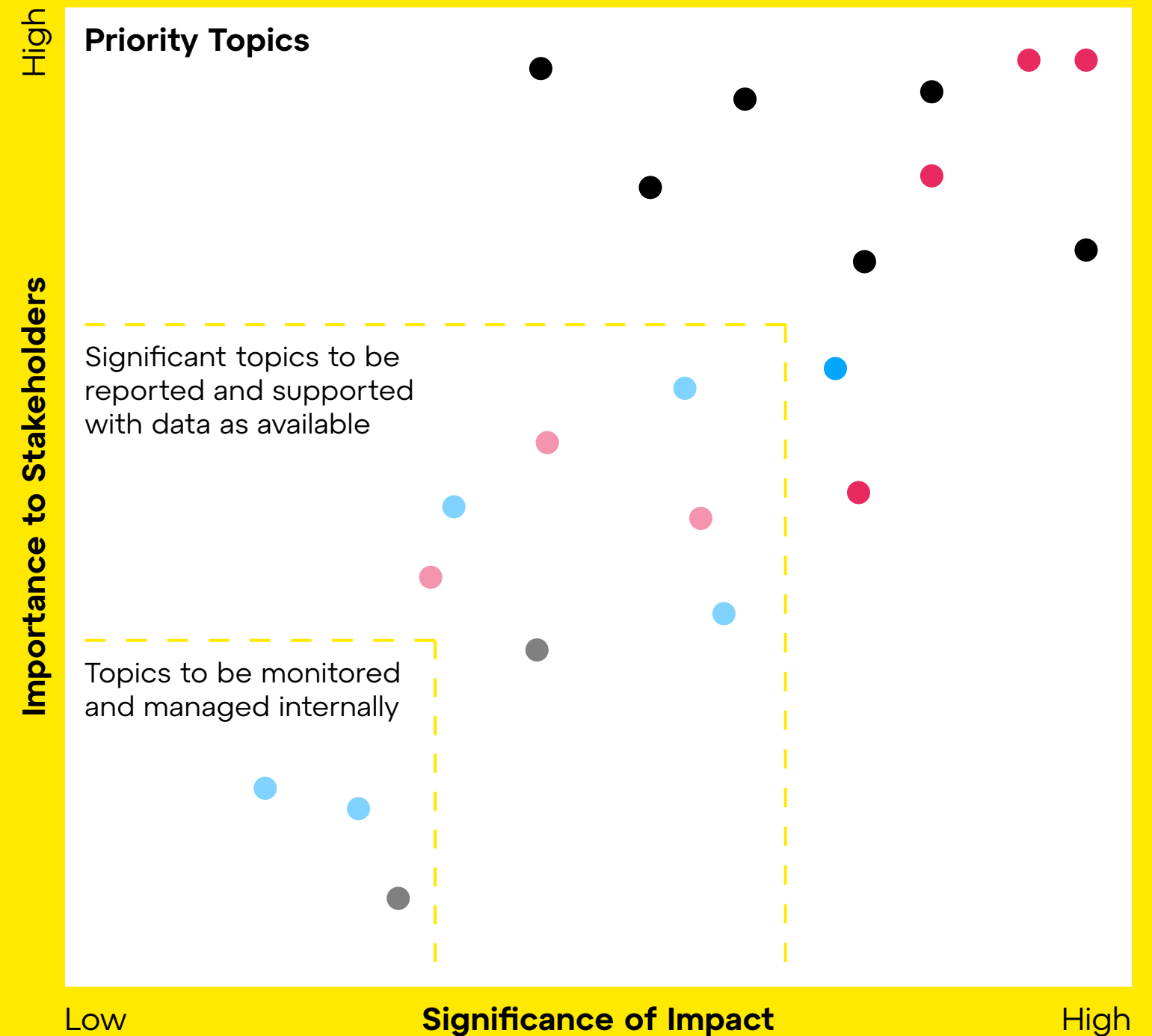
Social

- Talent & Culture
- Employee Health & Safety
- Inclusion & Belonging
- Philanthropy & Volunteering
- Human Rights & Labor
- Customer Experience

Governance

- Privacy & Data Protection
- Governance & Ethics
- Responsible Use of AI
- ESG Business Alignment

Materiality assessment matrix.



* Beyond our formal materiality process, GoTo engages a broad range of stakeholders through ESG strategy and transparent disclosures. While we want to make sure we have a core strategy, we recognize that our business and stakeholder expectations are continuously evolving when it comes to ESG. We will continue to monitor and check our assumptions about GoTo's priorities, which could result in re-prioritization in future years.

** Material areas are listed in order of appearance within the report. ESG Business Alignment is not represented in a specific section in the report; however, it is reflected in the overall integration of ESG into our business.



We remain steadfast in our commitment to ESG.

ESG principles are integrated across GoTo's business functions, giving us a guided path to follow as we grow, and keeping us accountable to all stakeholders.

Our formal ESG disclosures provide GoTo stakeholders and the public with transparent, detailed information about how we are addressing critical material areas.

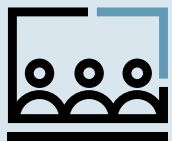
In this voluntary report, GoTo presents information reporting on FY25 (January 1, 2025, through December 31, 2025) and the investments we have made in our 11 ESG priority areas. GoTo's strategy is aligned with standards set by the Sustainability Accounting Standards Board ([SASB](#)) Software and IT Services Standards and the United Nations 17 Sustainable Development Goals ([SDGs](#)).

This report contains figures that have been rounded or approximated.





Our ESG strategy incorporates these core stakeholders:



Employees



Customers



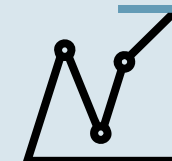
Partners



Suppliers



Host
Communities



Investors

4

Environmental

GoTo is operationally and culturally committed to sustainability.

Once again, we matched our global electricity usage with 100% renewable energy through the purchase of Energy Attribute Certificates (EACs), including Green-e certified Renewable Energy Credits (RECs) in the relevant geographies.

Our remote-centric workforce and core business of technology solutions keep our environmental footprint small.

Reliable data centers that keep our products running are core to the success of GoTo. We seek to partner with cloud providers who have committed to renewable energy, have high reliability and efficiency ratings, and share our environmental principles. One longtime partner, Amazon Web Services (AWS), plans to achieve net-zero carbon emissions by 2040.

Additionally, for the fourth year in a row, GoTo has submitted to [CDP](#) and is committed to this annual practice. Disclosing to CDP provides GoTo with a framework for climate disclosure best practices; the disclosure process helps us focus our governance, strategy, risk management, and metrics and targets related to climate risks and our organization.





GoTo joins SBTi.

In 2025, we were informed by the Science Based Targets initiative (SBTi) that our near-term target for company-wide emission reductions in line with climate science was validated. The number of companies with science-based targets validated by the Science-Based Targets initiative (SBTi) globally has reached 10,000. The validation of our SBTi target, and the forthcoming work necessary to achieve it, formalizes GoTo’s efforts to mitigate environmental impact.

Our Science Based Targets initiative commitment:

- 1 GoTo commits to reduce absolute scope 1 GHG emissions 63.0% by 2035 from a 2022 base year.
- 2 GoTo commits to continue active annual sourcing of 100% renewable electricity through 2030.
- 3 GoTo commits to reduce absolute scope 3 GHG emissions from purchased goods and services 42.5% by 2035 from a 2022 base year.

About the Science Based Targets initiative:

The Science Based Targets initiative (SBTi) is a corporate climate action organization that enables companies and financial institutions worldwide to play their part in combating the climate crisis.

The SBTi develops standards, tools, and guidance which allow companies to set greenhouse gas (GHG) emissions reductions targets in line with what is needed to keep global heating below catastrophic levels and reach net-zero by 2050 at the latest.

The SBTi is incorporated as a charity, with a subsidiary which will host our target validation services. Their partners are CDP, the United Nations Global Compact, the We Mean Business Coalition, the World Resources Institute (WRI), and the World Wide Fund for Nature (WWF).

Source: [SBTi](#)

Scope 1

Direct Greenhouse Gas Emissions

Direct GHG emissions occur from sources that are owned or controlled by the company, for example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc.

Scope 2

Electricity Indirect Greenhouse Gas Emissions

Scope 2 accounts for GHG emissions from the generation of purchased electricity consumed by the company. Purchased electricity is defined as electricity that is purchased or otherwise brought into the organizational boundary of the company. Scope 2 emissions physically occur at the facility where electricity is generated.

Scope 3

Other Indirect GHG Emissions

Scope 3 emissions are a consequence of the activities of the company but occur from sources not owned or controlled by the company. Some examples of Scope 3 activities are extraction and production of purchased materials, transportation of purchased fuels, and use of sold products and services.



GHG Emissions

Total 2025 carbon footprint: 16,809

Per SBTi requirements, we have integrated downstream emissions from our physical products into our Scope 3 inventory and will continue to report against these categories on an ongoing basis. We are glad to continue to enhance the robustness and quality of our data collection and reporting year over year.



Scope 1
112 MT CO₂e

Scope 2
453 MT CO₂e

0 MT CO₂e
Market-Based Scope 2

453 MT CO₂e
Location Based Scope 2

Scope 3
16,244 MT CO₂e

12,008 MT CO₂e
Purchased Goods and Services

11 MT CO₂e
Capital Goods

137 MT CO₂e
Fuel- and Energy-Related Activities

18 MT CO₂e
Upstream Transportation

10 MT CO₂e
Waste

1,057 MT CO₂e
Business Travel

119 MT CO₂e
Employee Commuting
(1 commute per month)

802 MT CO₂e
Employee Work from Home
(Mon-Fri, 9-5 energy at home)

27 MT CO₂e
Downstream Transportation & Distribution

2,022 MT CO₂e
Use of Sold Product

33 MT CO₂e
End-of-Life Treatment of Solid Product

Source: [GHG Protocol](#)



Our mitigation strategy.

The purchase of Energy Attribute Certificates (EACs*) is critical to GoTo's ongoing commitment to decarbonization. This enables us to mitigate our Scope 2 emissions.

EACs allow us to match our global electricity usage with 100% renewable energy. This is important because there is a significant fossil fuel component in the generation mix of the day-to-day power on which we rely.

In 2025, through ACT Commodities, GoTo purchased EACs to cover our Scope 2 emissions from electricity usage.

In addition to our credible and vetted approaches to reducing our carbon footprint, GoTo Gives initiatives are making a positive environmental impact through partnerships with nonprofit organizations focused on reforestation efforts. By collaborating with the [Arbor Day Foundation](#), we contributed to the planting of hundreds of trees, furthering their mission to create greener landscapes worldwide.

Additionally, our India team personally vetted and partnered with [SayTrees](#), witnessing and participating in the planting of several hundred saplings through their own efforts. We take pride in having planted thousands of saplings of 45+ species through SayTrees, recognizing the vital role reforestation plays in mitigating climate change. By combining the procurement of EACs with reforestation initiatives, we are working toward a sustainable future.

* One EAC represents 1 megawatt-hour of electricity delivered to an electricity grid from a renewable energy source. In North America, EACs are known as RECs (Renewable Energy Certificates).

Green Team & Employee Engagement



GoTo's Global Green Team brings together GoGetters from around the world who are committed to environmental education and action. Together, members share sustainability best practices with colleagues and participate in volunteer initiatives that benefit their local communities. In 2025, the Green Team brought our environmental convictions to life. With great enthusiasm, they modeled corporate climate action at the ground level by hosting events and campaigns for global employees, including:

- Veganuary, a January-specific initiative where vegetarian-friendly breakfasts were served in our Budapest office.
- Earth Hour, where GoGetters switched off their lights for 60 minutes on March 22 at 8:30 pm local time to show they care for the planet.
- Plastic Free July, a global movement that helps millions of people be part of the solution to plastic pollution.
- Sustainable gift guides for the holiday season.

“Through my participation in GoTo’s Global Green Team, I am learning valuable insights to promote sustainability here in Brazil, while developing activities that raise awareness for colleagues and inspire others to take action for a greener future.”

Bruno Loureiro, Account Resolutions Specialist, Brazil, GoTo

Environmental Sustainability Solutions

Though we are a remote-centric organization, we are purposeful in our sustainability efforts in the corporate offices we do maintain.

Best practices:

- Composting
- Recycling
- Washable, reusable glasses and cutlery
- Low-flow faucets
- LED lighting
- IT equipment responsibly disposed of at the end of its useful life and upcycled for credits used for donations to GoTo Gives nonprofit organization partners
- Single-stream and battery recycling programs
- Purchase of recycled, recyclable, or refurbished products and materials where these alternatives are available and commercially practical
- Electric Vehicle (EV) charging stations at our Bengaluru office



All compost generated at our Budapest, Hungary site was ethically used to enhance the city's green spaces, contributing to a more sustainable future.

5

Social

Talent & Culture

At GoTo, everything we do has a purpose.

Whether it is our day-to-day work with our customers or the company values we bring to life within our teams, we are intentional with who we are and what we do. Our authenticity and shared values unite us and drive our mission. We embody our Be Real and Keep Growing values by fostering transparency and embracing continuous growth and curiosity. This mindset empowers us to Think Big and Move Fast yet thoughtfully toward our goals.

With one of our core values, Customer Obsession, we resolve our customers' challenges to deliver meaningful impact, further embodying our core values and cultivating enduring partnerships built on trust and satisfaction.

The future of work belongs to the open-minded and ambitious.

We provide a space for people to explore, create, and take on new challenges. We celebrate big and small wins, backed by our talented team and technologies. We thrive in an encouraging, high-energy environment where everyone is supported to be themselves at work and ready to grow in their careers.



We are all connected

GoTo's Global Hub Program is designed to foster employee engagement both inside and outside the office environment. Throughout the year, Hub Leaders organize activities, events, and celebrations to foster a strong connection between employees, our culture, and the company. As a remote company, we have seen employees migrate to new locations around the world, to be closer to family or to live in a part of their country that was not feasible in an office-based world. The program identifies new hubs through which a group of employees who live in proximity to one another can connect for social, team-building, and community-giving events. With 25+ hubs globally, our Hub Leaders ensure we provide the same level of engagement and connection to all our employees, no matter where they have chosen to base themselves.

We believe that a flexible work culture, if done right, enables us to strengthen our culture and bring our best selves to work.



In 2025, our biannual hackathon brought together members of our Product and Technology groups from around the globe for week-long, virtual innovation sessions steeped in competition and collaboration. Winning projects included LogMeIn Rescue and LogMeIn Resolve enhancements and AI-powered assistants, all focused on optimizing customer experience. Each event offered employees a chance to unleash their creativity and problem-solving skills in the spirit of innovation.



Benefits, recognition, and well-being.

Total Rewards: flex work, healthcare, life/accident/disability insurance, paid time off, self-care days, no-meeting days, family caring, and more.

Bravo: our employee recognition program fosters a culture of thanks, gratitude, and celebration by empowering employees to acknowledge the contributions of others and commemorate life events and service milestones.

Thrive: our corporate wellness program supports employees by empowering them to build resilience, unleashing their greatness in a holistic and practical manner by building a foundation of healthy and sustainable habits and social connectivity, at work and in life. With Thrive, we focus on three pillars of well-being: health, wealth, and happiness.

Employee Assistance Program: we offer our employees and their families access to a Continuum of Care Wellness Model, which consists of therapy support, legal guidance, financial resources, work-life solutions, and information via online chat, video, and email on a 24-hour basis. These services are integrated with our One-to-One Well-Being Coaching support and a self-guided wellness app, Koa Care 360, based on Computerized Cognitive Behavioral Therapy principles.

Pay Equity at GoTo: consistent with our philosophy on equal pay, GoTo performs an internal assessment every year to ensure we are aligned with market pay. In 2025, we identified employees in our annual merit process who needed further review for potential pay adjustments and made those accordingly.

Employee health and safety.

Mental health was an important focus for GoTo in 2025. Our Continuum of Care Wellness Model underscores the breadth of our support in place for our employees and their families. We held information sessions and shared support materials on mental health awareness and sleep—an essential component of health and well-being. Our one-to-one coaching program highlighted the importance of gratitude, and employees also had access to toolkits on mental health and suicide awareness.

Our Safety Policy: GoTo is committed to maintaining a safe working environment for all of its employees. GoTo strives for an injury-, violence-, and accident-free workplace through a strong safety program with high employee engagement and education. Accordingly, GoTo has a zero-tolerance policy of violence or threats of violence in the workplace. GoTo also strictly enforces a prohibition against harassment, sexual or otherwise, of any of its employees by anyone, including any supervisor, co-worker, vendor, client, or customer. Communal areas are equipped with essential first aid supplies and an automated external defibrillator (AED) or appropriate first aid equipment as required by local country laws in each country of operation.

4

company-wide
self-care days,
in addition to paid
time off and holidays

GoGetters
participated in global
wellness challenges
and events supporting
employees' health,
wealth, and happiness

4

No-meeting workdays
to provide a dedicated
time for employees
to focus on individual
work, projects, or skill
development

Employees had
direct access
support to our EAP
(Employee
Assistance Program)



Learning and development.

Our GoTo Global Talent Development Team is made up of passionate, creative, and innovative individuals who collaborate across the globe to provide a learning environment and promote a culture where employees can actively engage and grow. We create world-class learning content and provide educational opportunities for professional or personal growth. We align our offerings to meet the needs of each business function and the core areas of focus that require support.

All new hires start their learning journey with GoTo as soon as they sign their offer letter/contract; this continues with customized content delivered in their first month, as they start onboarding within their role.

We believe that learning is an ongoing journey. We provide multiple learning opportunities for employees: the assignment of a ‘buddy’ when joining GoTo; a rigorous onboarding program designed with remote employees in mind; access to self-paced eLearning for professional and personal development; instructor-led management and team workshops; access to executive coaches; and reading and tuition reimbursement programs.

We encourage career development and offer bespoke career workshops for all employees. This supports our performance management process of two review periods per year, in addition to affirming a culture of real-time ongoing feedback. We believe that feedback ‘is a gift’ necessary to achieve your full potential.

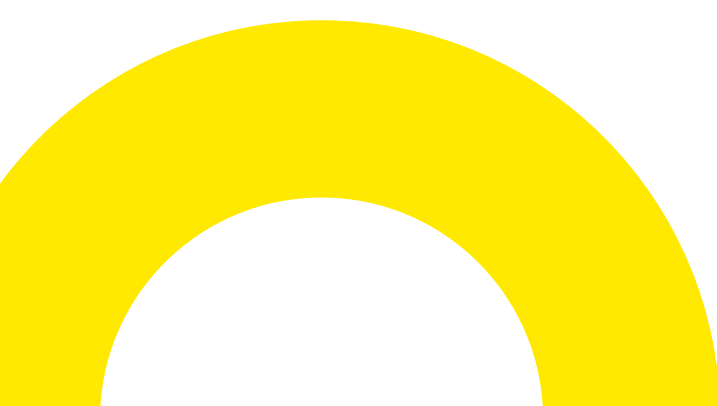


A year of growth and discovery

We are thrilled to share the inspiring learning and development milestones that shaped 2025. GoGetters' dedication to personal and professional growth continues to make a difference every day.

Our second annual Learning Week in May was a big success. We had record-high attendance in four days of workshops on connecting with: Self, Others, the Company, and Now (AI).

GoGetters took advantage of an abundance of internal instructor-led courses this year. Course titles included Empowered Growth - Taking Charge of Your Career, Productive Customer & Partner Conversations, Supporting an Inclusive Environment, Clear Objectives for Cross Functional Working, and Managing Up.



1

950 employees attended GoTo's Learning Week, where the focus was "Get Connected"

2

41 unique instructor-led courses were offered across the organization, with **4,908 completed courses**

3

4 hours of work time were set aside on employee calendars throughout the year for GoToGrow Learning Time

4

18 GoGetters completed the Elevate Coaching Community pilot program, receiving training, practical application opportunities, practice, and career coaching. They are now supporting other GoGetters in their personal career journeys

5

96% of GoGetters engaged in the #learning Slack channel in 2025. Content included AI, Workday Skills Cloud, mentorship, gigs, career development, and much more

Inclusion & Belonging

Celebrating opportunity and engagement for all.

At GoTo, we commit to cultivating an environment where people feel empowered to be authentic, excel in their roles, and seize opportunities. Our initiatives foster trust, challenge biases, and value diverse perspectives. By celebrating our team's unique experiences and backgrounds, GoGetters come together to weave a dynamic tapestry of expertise, innovation, and insight.

As part of our commitment to cultivating an inclusive culture, GoTo conducts an annual employee engagement survey to understand and improve the experiences of our GoGetters. In 2025, we asked employees to rate this statement: “I feel a sense of inclusion and belonging.” The response was overwhelmingly positive with an average rating of 8.4 out of 10, surpassing industry benchmarks as reported by Peakon by Workday. This result is a direct reflection of the culture we have built, one that values authenticity, trust, and different perspectives.

Inclusion isn't just a social priority; it is an imperative. Research consistently shows that inclusion initiatives are a strategic driver of innovation and long-term business resilience.* At GoTo, we see these benefits firsthand: when employees feel they belong, they are more likely to collaborate effectively, share ideas, and drive customer success. This alignment between culture and performance reinforces our belief that inclusion fuels both people and business growth.

* [McKinsey 2026 The State of Organizations](#)



GoTo's Inclusion and Belonging pillars:



Foster opportunity throughout GoTo



Embed inclusivity into everything we do



Commit to authentic and achievable actions

Employee Resource Groups

At GoTo, Employee Resource Groups (ERGs) are an integral part of the broader employee programs highlighted throughout this report. These programs offer GoGetters meaningful opportunities for connection and engagement within our remote workforce. Our ERGs, where everyone is welcome, foster community around shared values, interests, and challenges, serving as an extension of our Inclusion & Belonging efforts.



ADAPT@GoTo: Abled and Disabled Advocates Partnering Together (ADAPT) empowers the inclusion of all physical, mental, or cognitive abilities in the modern workforce and addresses the stigmas of what is possible for our employees and advocates.



AIM@GoTo: Asians in Motion is an ERG for GoTo employees of East Asian, Southeast Asian, South Asian and/or Pacific Islander descent. Through this community we wish to cultivate professional development, recruitment, and retention of Asian and Pacific Islander employees. Our goal is to embrace our cultural differences and foster an environment of education, humanitarianism, and empowerment. We want any employee of color to feel valued because of their cultural differences and feel confident that GoTo will provide equal opportunity for them to succeed.

“AIM stands for Asians In Motion and since my aim has always been to be truthful, feel valued and most importantly spread the cheer, I love being part of our ERG AIM@GoTo. We are a multi-cultural, multi-faceted, highly colorful and most importantly a community of high values. This [ERG] is just a natural place for me to be. I am honored for GoTo to be able to provide such a place and for me to be able to socialize many aspects of this community everywhere.”

Rahul Gandhi,

Senior Manager Client Services and AIM@GoTo Member,
India, GoTo





BE@GoTo: BE@GoTo is an Employee Resource Group for Black employees and friends. BE's mission is to celebrate our intersecting identities, and bring to life the vision of inclusive excellence, both at work and in our communities.



PRIDE@GoTo: PRIDE@GoTo commits to being a safe, open, and welcoming space for all LGBTQIA+ employees so they can bring their true, authentic selves to work. We aim to explore and celebrate all GoTo employees' differences as well as support and educate the entire community in identifying and eliminating personal biases.

GoTo Earns 2025 Equality 100 Award from HRC

In 2025, GoTo proudly earned the Equality 100 Award from the Human Rights Campaign ([HRC](#)) by achieving a perfect score on the Corporate Equality Index (CEI). This recognition reflects our commitment to LGBTQIA+ workplace inclusion through comprehensive policies, equitable benefits, and a culture that celebrates authenticity. Our PRIDE Employee Resource Group (ERG) plays a vital role in driving these efforts, fostering a supportive environment where every GoGetter can thrive. This achievement underscores our belief that inclusion is not only a core value but a cornerstone of our success.



WE@GoTo: It is WE@GoTo's mission to cultivate and celebrate a culture of gender equality at GoTo by representing and empowering women+ and supporters. Through education, networking, and thought leadership, we strive to make GoTo a place where everyone prioritizes the achievement of women+ internally, supporting the hiring and retention of the best women+ leaders in the tech industry and beyond. Ultimately, we hope everyone at GoTo feels like they have a voice, a sense of community, and endless opportunities to grow as a professional.





Families@GoTo: GoTo recognizes that employees may build their families in different ways, and we want to provide a resource for all facets of family life, from being a new parent to dealing with toddlers, tweens, and aging parents. This group provides a place to share experiences and get information on issues related to specific family responsibilities. Whether an employee is expecting a child or taking care of an elderly parent, this group is here to support all stages of family life.

“No two families look the same, but no matter what your family looks like, there is always a place to share your experiences and celebrate families. As part of Families@GoTo, we try to recognize families in all forms and stages of life. We have hosted events for new parents to help them navigate the challenges of parenting, tween and teen parents can join sessions on how to use social media securely and responsibly, and other events are also being planned for those who are caring for aging parents. We want to celebrate with families in all forms to learn, grow, and support each other by sharing our lived experiences. As a working mother of two, I am proud to be a part of this ERG at GoTo.”

Jeanette Cazier

*Director, Project Management – Professional Services,
Utah, US, GoTo*



HOLA@GoTo: Supporting Hispanics and Latinos anywhere, HOLA@GoTo fosters a greater sense of inclusion for employees in countries such as Guatemala, Brazil, Mexico, the US, and around the world.

“True leadership is not just about guiding others, but about empowering them to rise above the challenges they face. In founding an Employee Resource Group dedicated to supporting Hispanics and Latinos, we not only recognized the importance of inclusivity, but also embraced the richness of diversity. By fostering an environment where every voice is heard, we not only created a community, but a catalyst for change. Together, HOLA@GoTo is breaking barriers, celebrating culture, and paving the way for a future where everyone can thrive.”

Ana Garcia

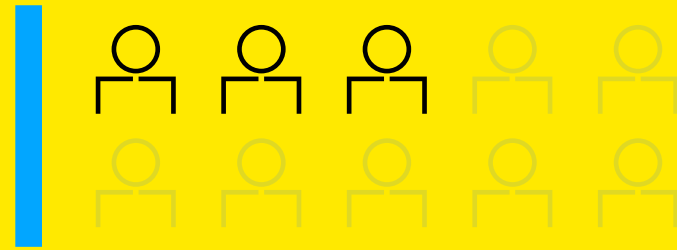
*Senior People Operations Generalist,
Germany, GoTo*



Headcount: Women

33.4%

2025 Percentage of headcount that is Women (self-identified)



2025 Percentage of Director and above that is Women (self-identified)

29.4%

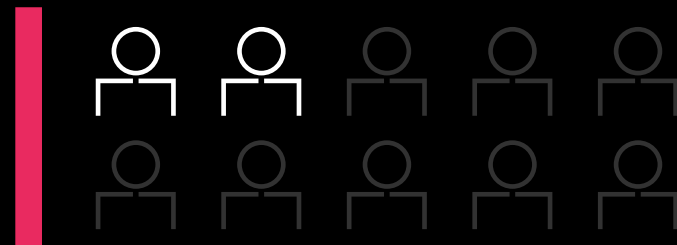
Women



Headcount: BIPOC*

21.0%

2025 Percentage of headcount that is BIPOC (self-identified)



2025 Percentage of Director and Above that is BIPOC (self-identified)

12.8%

BIPOC



GoTo by the numbers.

All data as of December 31, 2025. This section is based on voluntary employee self-identification. Percentages may not add up to 100% due to rounding and employees that have declined to self-identify. It includes regular, full-time, and part-time employees. Leadership reflects Directors and above, including individual contributors and those with direct reports.

Reporting on gender and ethnicity data helps GoTo track our workforce demographics; however, we recognize that our current categorizations of gender are binary and our ethnicity categories are those required by US government reporting. We understand that these are imperfect categorizations and not necessarily how employees define themselves. In our commitment to fostering an inclusive workplace, we prioritize hiring the most qualified candidates based on their skills, experience, and potential. We do not set specific hiring targets based on gender, race, or any other personal characteristic. Instead, we focus on creating an equitable recruitment process that ensures equal opportunity for all candidates, while actively working to eliminate bias.

* BIPOC as defined by the Federal EEOC Reporting Guidelines and is self-reported by employees in our internal Workday system.

Philanthropy & Volunteering: GoTo Gives

GoTo Gives, our philanthropy and volunteering program, was out in force in 2025.

With over 60 volunteer days globally, we continued to support organizations within our pillars—Education and Youth, Environmental Stewardship, and Community Action.

Throughout 2025, we offered a range of opportunities for our employees to get involved with our nonprofit partners, including: encouraging employee volunteerism with two paid days off to volunteer; matching employee donations; and hosting fun and engaging philanthropic and community service events. With a mix of in-person and virtual volunteer events, our teams gave back in numbers.

Our GoTo Gives Global Committee represents a cross section of employees and meets throughout the year, managing programs and local impact.



Partnership highlights:

- 1** Recipient of the [2025 Trust Radius Tech Cares Award](#). Winners of the award demonstrate a strong commitment to programs that enable their employees and local communities to live in a more sustainable and equitable world. Trust Radius evaluated companies on these key areas of corporate social responsibility: volunteerism; inclusion programs; charitable donations and fundraising; workplace culture, including model support for in-office and remote employees; and demonstrable support for environmental sustainability.
- 2** Continued to build relationships with several longtime partner organizations through volunteering, including [Ronald McDonald House Ireland](#), [Safe Passage Guatemala](#), and [Raspberry Pi Foundation](#).
- 3** Hosted virtual volunteer events with [Building Impact](#), an organization that empowers companies and teams with purposeful, high-impact opportunities to volunteer, give, and connect with local nonprofits tackling today's most pressing social issues.
- 4** Continued partnership with Boston College Center for Corporate Citizenship ([BCCCC](#)).
- 5** [WeSpire](#) (now part of Bonterra), an employee engagement and matching gift platform, helped facilitate employee volunteering and giving, resulting in matched donations.



“

“GoTo is an important and steadfast member of the Cradles to Crayons community. We cannot fully express our gratitude for the meaningful impact of GoTo’s volunteers and contributions on children in need of clothes and other essentials. The demand for our services has been spiking at two to three times what it was last year, and we truly could not do this work without the longstanding support and commitment of friends like GoTo.”

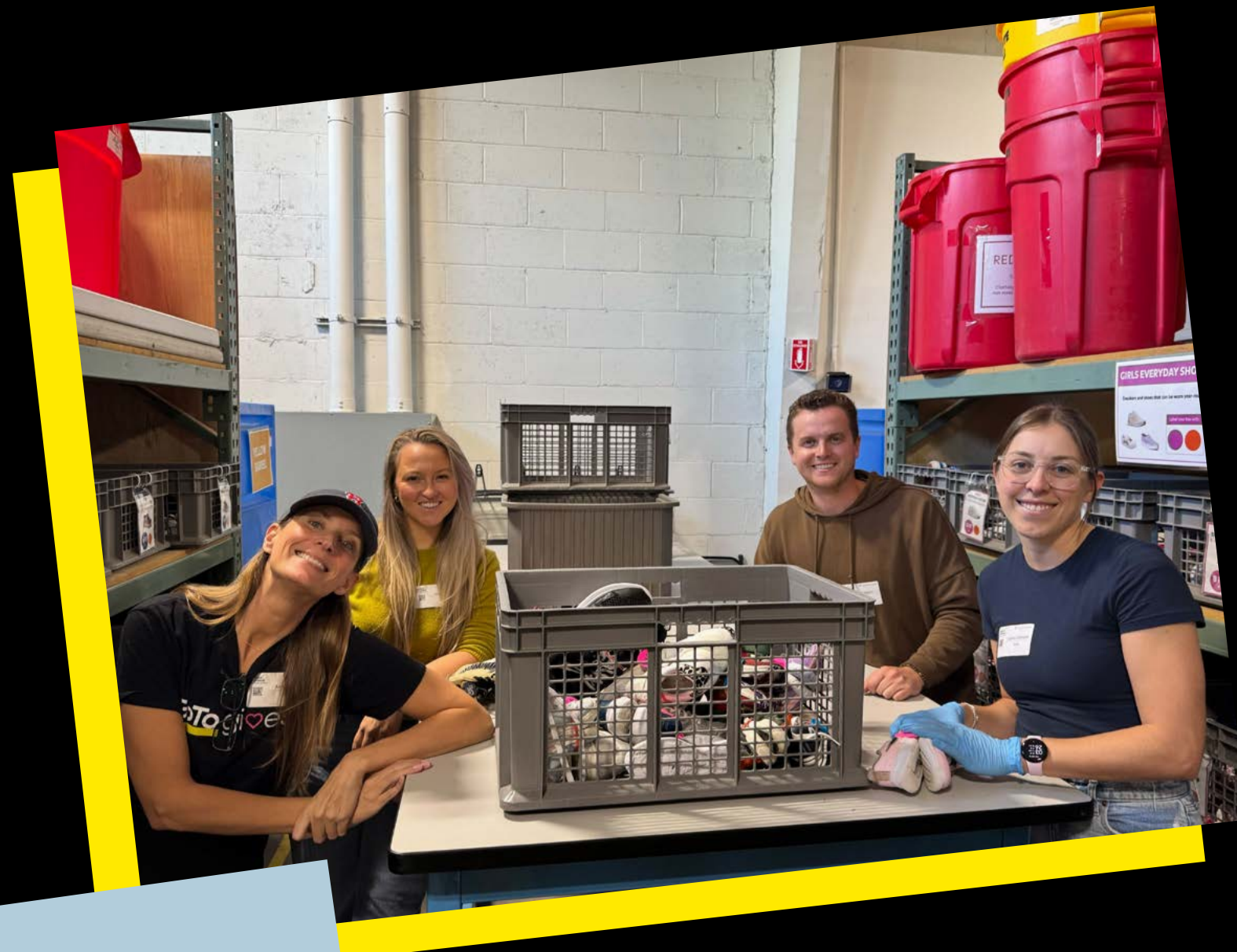
Alicia Kabir

Executive Director, Cradles to Crayons,
Boston, MA, US



GoTo Gives + Cradles to Crayons: Portrait of a Partnership

GoTo Gives has maintained a longstanding partnership with Cradles to Crayons in Massachusetts for more than a decade, reinforcing our commitment to supporting children and families in need. This collaboration has evolved beyond volunteer engagement to include strategic initiatives such as launching the organization’s inaugural Tech Industry Day, establishing a permanent donation bin at our Boston headquarters, and coordinating annual holiday giving campaigns. Through these efforts, GoTo demonstrates its dedication to community impact and equitable access to essential resources, aligning with our broader ESG objectives to foster social responsibility and inclusion.



About Cradles to Crayons:

Cradles to Crayons® ([C2C®](#)) is leading the way to end Clothing Insecurity for children by providing new and gently used clothing and other essentials—free of charge—to children ages 0 to 18 experiencing homelessness or low-income situations. Through local and online clothing donation collections, education, advocacy, and mobilizing 50,000+ volunteers annually, the nonprofit distributes more than one million packages of bundled clothing and essentials, including 18 million individual items, a year to families in Chicagoland, Greater Philadelphia, Massachusetts (headquarters), NYC, and San Francisco, in collaboration with a network of nearly 350 Service Partners.

Founded in 2002, Cradles to Crayons' strong financial health, ongoing effectiveness and reliability have helped it earn a Four-Star Rating from Charity Navigator every year since 2009. Cradles to Crayons – Massachusetts, with the help of 21,868 volunteers, distributed 415,602 packages (7.77 million items) of clothing and other essentials to children in communities across the Commonwealth last year through more than 131 local Service Partners.



Human Rights & Labor

We are resolute in our commitment to human rights. We refer to the three pillars of the [UN Guiding Principles on Business and Human Rights](#)—Protect, Respect, and Remedy—to inform our policies, procedures, and actions in this area of global need.

As a 21st-century technology company, we understand that with great power comes great responsibility.

GoTo's policies are outlined in our [Statement on the Prevention of Slavery and Human Trafficking](#) and also in our [Social & Environmental Principles](#), in which we include our non-discrimination policy, forced labor, child labor, and freedom of association statements.

Customer Experience

2025 was about making every moment count for our customers. We challenged GoGetters to consider how we as a company could collectively take customer obsession from aspiration to reality. The emphasis on our customer and partner experience has translated into incredible metrics and highlights:



- GoTo Connect posted a portfolio-best 79% Customer Effort Score (CES) and an industry-leading 87% Audio Quality Score (AQS).
- ITSG product portfolio delivered a robust Net Promoter Score (NPS) of 33, reflecting strong customer satisfaction and loyalty across a diverse user base.



- Advanced our AI-first support strategy, enabling faster issue resolution for customers and reducing agent-handled call volume by 11%.
- Released more than 28 Voice of the Customer (VoC) enhancements, contributing to a 10-point increase in Overall Satisfaction (OSAT) for Grasshopper.
- GoTo's Insiders Program has engaged 3,632 participants who joined to help shape the future of our services by taking part in 52 research projects utilizing a range of methodologies, including beta tests, prototype evaluations, interviews, onsite visits, surveys, and usability testing. Their valuable contributions have helped ensure our products more closely align with the daily needs of our customers.



Accessibility in CX

GoTo is committed to empowering our customers to work from anywhere, doing their best work—simply and securely. We embrace an inclusive design approach for our products, resulting in “a diversity of ways for everyone to participate in an experience.” Accessibility is essential to this commitment, so we are continuously evaluating and embracing new ways to adopt digital and web accessibility standards within our business, products, and online experiences. When we design and build products to be inclusive for different abilities, it is better for everyone.

Accessibility is built into our design system, which is leveraged across all of our products. From high contrast mode to font size, color scheme, tab navigations, and many other components and design

patterns, we are proud of our progress to date but view accessibility as an ongoing journey and evolution. Leading the way on this journey is our Accessibility Champions Community, a grassroots group sharing and learning from each other, looking at our products through a lens of diverse users, and raising awareness both internally and externally.

Please get in touch with us at accessibility@goto.com for more information about GoTo’s accessibility programs or, where available, to receive copies of our product- or suite-specific accessibility conformance reports (e.g., Voluntary Product Accessibility Templates or VPATs), which reflect where our products are on this vital journey.





2025 accessibility updates

- Grasshopper, GoTo Meeting, GoTo Training, and GoTo Webinar updated all VPATs and accessibility statements to align with CVAA requirements.
- We made significant progress toward bringing our Chameleon Design System into full WCAG 2.1 AA compliance.
- An on-demand accessibility platform that connects digital teams with individuals with disabilities to conduct remote usability testing and research using real assistive technologies was introduced this year. This initiative ensures our digital products are inclusive, legally compliant, and accessible to all users, regardless of physical or cognitive abilities.
- A centralized database was developed to keep track of incoming accessibility requests regarding documentation and other accessibility-related topics, including inquiries for new features.
- Work began on internal accessibility scorecards to offer a high-level overview of each product's accessibility status and identify improvement areas.
- GoTo's Accessibility Awareness Month event series featured a lineup of great speakers focused on advancing awareness, engagement, and knowledge related to inclusive product design across product teams and the community.

6

Governance

Privacy & Data Protection

With users in nearly every country around the world, we maintain a global data privacy program designed to safeguard and responsibly handle the data entrusted to us by our customers and users. Visit GoTo's [Trust Center](#) to review information about GoTo's comprehensive privacy program, third-party frameworks, privacy policies, applicable data processing locations, Sub-Processor Disclosures, and Technical and Organizational Measures that address the processing, privacy, and security measures implemented to protect customer content and personal data.



As a global company dedicated to making IT and business communications easy, GoTo offers products such as GoTo Connect, LogMeIn Resolve, and LogMeIn Rescue to help securely support and connect businesses to what's most important: their teams and customers.

Privacy and Data Protection Key Points

Global Data Privacy Program:

- Robust, global data protection program addressing applicable law, industry standards, and ethics frameworks, including, but not limited to, those prescribed under GDPR, CCPA, LGPD, and HIPAA, as well as OECD and privacy-by-design guidelines
- Tested and validated TRUSTe Enterprise Privacy certification
- Comprehensive internal privacy controls, standards, and frameworks designed to ensure that GoTo's products, processing, and operations align with applicable law, GoTo standards, customer expectations, and ethical considerations, as applicable

International Data Transfers:

- Participation in the [Data Privacy Framework \(DPF\)](#) for EU, Swiss, and UK data transfers of personal data to the United States of America
- Participation in the Global and APEC [Cross-Border Privacy Rules \(CBPR\)](#) and Privacy Recognition for Processors (PRP) system
- Comprehensive [Data Processing Addendum](#) that includes transfer mechanisms (e.g., the European Union's Standard Contractual Clauses and the United Kingdom's Data Transfer Agreement) and addresses key legal requirements under applicable privacy law including the GDPR, CCPA, and LGPD
- International data transfer and supplemental measures documentation designed to aid due diligence and risk analysis

Privacy Controls, Procedures, and Disclosures addressing:

- Processing locations
- Data retention, deletion, export, access, and other privacy controls
- Product-specific Technical and Organizational Measures (TOMs) documentation
- Sub-processors
- Government requests
- Channels and means for customers, users, and end users to obtain privacy support, submit complaints, and exercise legal rights

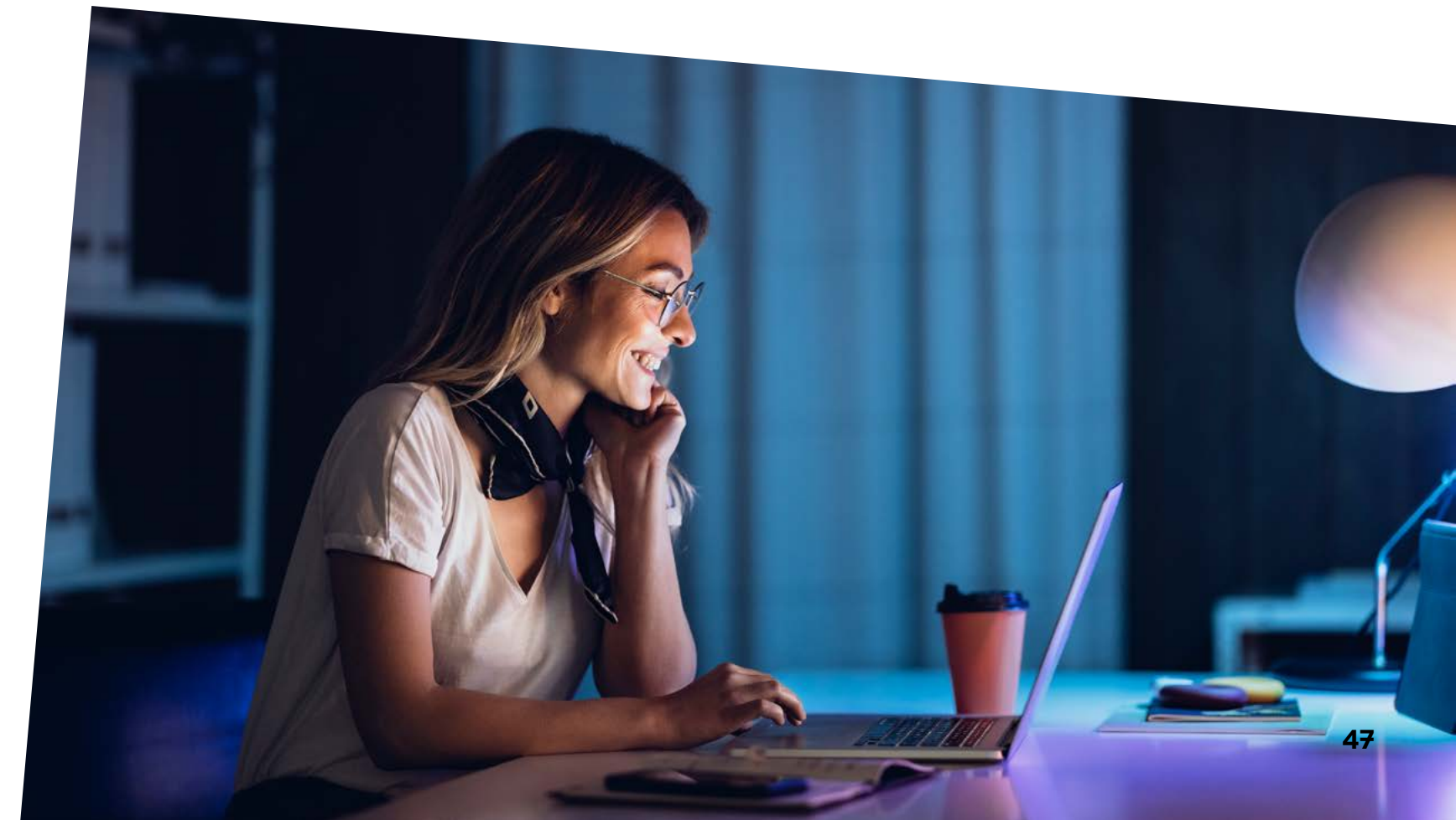
Information Security and Certifications

GoTo has implemented and maintains:

- Comprehensive organizational, administrative, and technical safeguards designed to protect personal data against any unauthorized loss, misuse, access, disclosure, alteration, and/or destruction
- A compliance program that includes regularly conducted independent third-party audits and certifications:
 - SOC2 Type II, SOC3, and BSI C5 tested, assessed, and validated certifications for its global cloud-hosted portfolio offerings
 - ISO 27001 for select cloud-hosted portfolio offerings (consult the TOMs for details)
 - PCI-DSS SAQ A to help ensure a secure payment processing environment for our customers
 - Sarbanes-Oxley to help GoTo maintain a sound internal-control structure for financial reporting and to assess the effectiveness of its financial control environment
- A Trust Center with service-specific information about our technical and organizational security measures (located in the TOMs documentation), including, but not limited to, encryption use and standards, retention periods, and other helpful information

Some highlights of GoTo's comprehensive information security program include:

- 24/7/365 Security Operations Center (SOC), with security professionals addressing application and offensive security, etc., as well as a Governance, Risk, and Compliance (GRC) Team responsible for managing risk, audit compliance, and supplier/vendor management
- Expansive and programmatic awareness campaigns conducted by the Security Engagement Team that address security and privacy matters and include quarterly mandatory awareness training, ongoing microlearning, and other campaigns and events, including Cybersecurity Awareness Month and Data Privacy Day



Governance & Ethics

The progress celebrated in this report flows from GoTo's leadership team, board of directors, Francisco Partners, and Elliott Investment Management, who have developed and implemented a values-driven corporate strategy that benefits all stakeholders, our environment, and society.

GoTo conducts its business with the highest level of integrity and is committed to conducting its business ethically. Bribes and kickbacks are criminal acts, strictly prohibited by anti-corruption laws. GoTo personnel must not offer, give, solicit or receive any form of bribe or kickback anywhere in the world.

GoTo complies with all anti-corruption laws that apply to its business. Specifically, GoTo is subject to the U.S. Foreign Corrupt Practices Act (FCPA), the UK Bribery Act, the U.S. Anti-Kickback Act, and all other applicable anti-bribery and anti-corruption laws, both in the U.S. and internationally. Since GoTo operates as a global SaaS company, these anti-corruption laws apply to each employee, officer, and director, regardless of where they are physically located.

Each of these frameworks has a separate and somewhat distinct interpretation of corruption which is important to understand. Specifically, the FCPA prohibits offering anything of value to foreign officials for the purpose of influencing that foreign official or to secure any improper advantage in order to obtain or retain business. Similarly, the UK Bribery Act prohibits: (i) bribing another person or receiving a bribe; (ii) bribing foreign officials; and (iii) for corporations or commercial organizations, failing to prevent bribery, no matter where in the world the act takes place.



Ethical corporate governance is inextricable from GoTo's social and environmental goals and impact. That is, E and S are completely dependent upon G. Fiduciary duty. Accountability. Mitigating risk and maximizing performance. Transparency.

Highlights of GoTo's Governance & Ethics

- Governance Committee: with stakeholders focusing on the Company's 11 material ESG focus areas, GoTo's ESG Governance Committee meets quarterly, while the subcommittees forming our pillars—E, S, and G—meet every other month to ensure the Company continues to progress towards its goals
- Whistleblower Policy maintained (web form and toll-free telephone number)
- [Code of Business Conduct and Ethics](#) updated to include additional anti-bribery and anti-corruption clauses and provisions
- Online [UK Statement on the Prevention of Slavery and Human Trafficking](#)
- [Supplier Code of Conduct](#) and procurement and purchasing policies reflecting concepts including reciprocity, bribery, kickback, etc.
- Updated [Environmental, Social, and Governance Policy](#)



Responsible Use of AI

GoTo's commitment to responsible AI has guided our journey as innovators in machine learning and generative AI, and now powers our vision for exponential, transformative growth. Over the past several years, our Practical AI philosophy has allowed us to deliver customer-centered solutions that solve real-world problems while upholding transparency, user control, privacy, and security.

As we scale our AI capabilities, we are actively operationalizing responsible AI development, deployment, and use. We have adopted policies and procedures that specifically address transparency, bias, user control, privacy, and security. Our AI policy sets out the obligations our workforce must follow when incorporating AI features into our products or operations. This includes:

- Safeguarding customer data with privacy by design practices and secure data handling protocols
- Prioritizing safety and security in every AI system we build or use
- Implementing rigorous governance processes to evaluate AI risks, ensure compliance with relevant regulations, and maintain high standards of data protection
- Designing for fairness, inclusivity, and accessibility to support equitable experiences across our global customer base
- Maintaining transparency by clearly communicating how AI features work and how users can control them



Internally, our developers follow a dedicated AI product standard, incorporating human-in-the-loop approaches and user choice and control features. This helps ensure customer empowerment and oversight are baked into each product and feature. Before engaging with AI vendors, it is our practice to review their data and AI practices and include contract language that obligates them to uphold our requirements for responsible AI use.

GoTo stands at a true inflection point in AI innovation. Our transformation into an AI-first company means that AI is now central to how we build, operate, and innovate. This mindset is not simply about adding new features. It's the foundation of our approach to solving customer problems and elevating business impact. We remain true to our Practical AI principles by obsessing over customer value and user experience. We seek to understand customers' problems, needs, and pain points, and we apply our skills to address them. Because our AI plans are grounded in customer feedback, as part of our practice we engage customers early in our development cycle, show them prototypes, and ask for feedback.

And it works. We have found that our customers get significant value from our recently added AI features. For example, our AI Receptionist in GoTo Connect recently surpassed 1 million calls completed, ensuring businesses don't miss vital customer interactions. On the IT side, our solutions continue to integrate AI-driven assistants, advanced automation, and real-time support, streamlining operations while protecting data.

Our strategy is not only to accelerate AI-powered innovations in our products but also to embed AI across every internal function and support deeper AI literacy throughout our organization. This holistic commitment ensures smarter decision-making, improved customer care, and elevated experiences for both our customers and employees.

We recognize that as an AI-first company, we need to deepen our understanding of how AI is influencing both our environmental footprint and our emissions profile. At the same time, we see meaningful efficiency gains emerging across the broader AI landscape and within our own operations. We will continue exploring the relationship between our AI strategy and our ESG priorities as both evolve.



“

“We are at a pivotal point in our AI journey — a transition from building a strong foundation to realizing exponential impact. As we become an AI-first company, we are not simply transforming our products; we are transforming how we operate and deliver value. Our commitment to responsible, practical, and human-centered AI ensures that GoTo, our customers, and our employees accelerate our AI journey, and business outcomes of AI are not just imagined, but achieved.”

Olga Lagunova

Chief Innovation and Technology Officer, GoTo





2026 Outlook



GoTo's focus on our 11 ESG material areas is central to our strategy, and we welcome feedback and ideas through our social media channels ([LinkedIn](#) and [Instagram](#)). We will release our FY26 ESG report in 2027. Thank you for your continued engagement, and for more information about GoTo, visit [GoTo.com](#), or learn more about our ESG program at [GoTo.com/company/corporate-responsibility](#).

Questions about GoTo's 2025 report or ESG strategy?
Contact esg@goto.com.

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SASB Index

Sustainability Accounting Standards Board (SASB)

[SASB Standards](#) “guide the disclosure of financially material sustainability information by companies to their investors. Available for 77 industries, the Standards identify the subset of environmental, social, and governance (ESG) issues most relevant to financial performance in each industry.” The table below contains the relevant sustainability disclosure topics and accounting metrics for GoTo’s SASB category, **Software & IT Services**.

Topic	Accounting Metric	Code	Report Section
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity (3) percentage renewable	TC-SI-130a.1	Environmental Sustainability
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	TC-SI-130a.3	Environmental Sustainability
Data Privacy and Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.1	Privacy & Data Protection
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Privacy & Data Protection
Recruiting & Managing a Global, Diverse & Skilled Workforce	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	TC-SI-330a.3	Inclusion & Belonging
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Privacy & Data Protection

GoTo