

# DIGICERT GROUP FY22 ESG REPORT

Digital trust for the real world



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**digicert**<sup>®</sup>

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## A message from our CEO

We are delighted to present DigiCert's inaugural Environmental, Social, and Governance (ESG) Report, a milestone in our commitment to building a sustainable future. As a digital security company, we recognize the vital role we play in safeguarding our planet and promoting social progress while upholding the highest standards of governance.

In this report, we delve into our efforts to reduce our environmental impact, empower our people, and strengthen our governance practices. We firmly believe that by integrating responsible and sustainable practices into every aspect of our operations, we can create lasting positive change for our stakeholders and the wider world.

This ESG Report is just the beginning of our journey. We are inspired by the opportunities that lie ahead as we continue to integrate sustainability into every facet of our operations. We aspire to set ambitious targets and adopt best practices, continuously raising the bar for ourselves and our industry peers. Our dedication to ongoing improvement will help us make a meaningful difference in tackling the global challenges we face.

Through this ESG Report, we aim to share our aspirations, achievements, and challenges on this transformative journey. We express our gratitude to all those who have supported and inspired us along the way. Together, we can pave the path towards a brighter, more sustainable tomorrow for generations to come.

Sincerely,

Amit Sinha

## About DigiCert

Initially, DigiCert, Inc. (together with its global subsidiaries, "DigiCert") was founded out of frustration. Digital security shouldn't be difficult, yet something as simple as buying a certificate was often a painful, time-consuming, and frustrating slog through technical jargon and phone trees. We knew there had to be a better way, so we built it. And then we kept building, always keeping our focus on how our work could help real people solve real problems.

Today, DigiCert is a leading global provider of digital trust, enabling individuals and organizations to engage online with the confidence that their digital footprint is secure. DigiCert® ONE, our platform for digital trust, provides organizations with centralized visibility and control over a broad range of public and private trust needs, securing websites, enterprise access and communication, software, identity, content, and devices. DigiCert pairs its award-winning software with its industry leadership in standards, support, and operations, and is the digital trust provider of choice for leading companies around the world.

DigiCert is headquartered in Lehi, Utah, USA and has nearly 20 offices throughout the world to serve our customers with regional and local solutions and support compliance with local regulations and customs.

Over the course of the past year, DigiCert continued to successfully execute on its vision while building momentum for 2023.

## Growth milestones

Throughout 2022, DigiCert achieved several [growth milestones](#), including:

- Growing Annual Recurring Revenue (ARR) over 15% year over year.
- Growing the cohort of \$1M+ ARR customers by more than 30%.
- Earning a customer service Net Promoter Score of 79.
- Serving more than 80% of the Fortune 500 companies.
- Increasing the number of full-time employees by 13% to best support customer needs around the globe.



## Social

We believe success is measured not only by financial performance but also by our positive impact on the world. We are committed to upholding high standards of social responsibility as a global corporate citizen. We emphasize trusted digital interactions, promote diversity, respect human rights, foster employee well-being, and engage in our communities.

## Digital Trust

At DigiCert, sustainability isn't just an environmental issue. Our services underpin critical technical and security infrastructure around the globe. Just as a natural disaster such as a flood can disrupt a physical business, data breaches adversely affect customers, critical physical infrastructure, and security.

## Compliance

[Compliance](#) is central to the business of cybersecurity and the role of being a Certificate Authority (CA).

Some of our notable certifications include:

- EIDAS certified
- SSAE-18 SOC 2 Type II and III
- WebTrust™ for Certification Authorities
- WebTrust™ for Baseline Requirements
- WebTrust™ for Extended Validation
- WebTrust™ for Code Signing
- EU Qualified Trust Service Provider (QTSP)

We undergo over [25 different audits](#) annually to maintain compliance. DigiCert also adheres to policies and procedures set forth by the following organizations: [ASC X9](#), [IETF](#), [NIST](#) and [NCCoE](#). In addition to frameworks affecting all global businesses, as a CA, DigiCert maintains compliance with industry standards created by the Certificate Authority/Browser (CA/B) Forum.

We utilize these essential building blocks as the cornerstone for fostering and nurturing digital trust:

- We actively participate and often lead in multiple industry bodies defining global standards for digital trust.
- We ensure rigorous global operations and comply with regulations wherever we do business, conducting 25-plus annual audits.
- We provide the platform and tools for organizations to manage digital trust across their infrastructure and systems at any scale.
- We enable organizations to extend trust across diverse ecosystems, including connected devices, supply chains, partner ecosystems, APIs, and other technical use cases.

## Privacy

We take data privacy and security seriously. A description of our privacy policies and practices may be viewed online in our [DigiCert Public Privacy Notice](#).



Additionally, a description of [DigiCert's Technical and Organizational Measures to Ensure Privacy and Security of Information](#) is available online. These online resources describe the technical and organizational controls we have in place that align with industry standards and business needs to achieve appropriate levels of privacy and security and thereby mitigate security and privacy risks.

### Our Internal Security

DigiCert is focused on a preventative strategy to maintain trust and ensure the integrity of our infrastructure. Our best practices to secure our infrastructure include:

- Implementing [multi-factor authentication](#) on our physical security infrastructure.
- Restricting infrastructure access to trusted employees.
- Enforcing secure key management, storing keys in encrypted formats.
- Implementing safeguards to protect against DDoS, web application, resources attacks, etc.
- Separating duties with role-based administration and access.
- Providing dedicated monitoring through DigiCert and third-party global services.
- Completing annual enterprise risk assessments.
- Educating employees on current best practices relating to data privacy and security.
- Executing monthly internal and external vulnerability scans.
- Monitoring threats via CrowdStrike cybersecurity services.

### Data Geodiversity

DigiCert maintains space in regional data centers located in North America, Europe, Australia, and Asia, with more locations considered to address customer demands. This geographical distribution maintains load balancing of all critical web services globally.

Our infrastructure is built with multiple layers of redundancy and fault tolerance for critical services such as power delivery, cooling, and network connectivity. This level of redundancy continues down to the individual compute nodes and network hardware as well. DigiCert is committed to, and partners with vendors and datacenter service providers who focus on green initiatives for sustainability.

### Employees

DigiCert understands one of our greatest assets is our employees. We hire a diverse, worldwide workforce who bring an array of talents and strengths to enrich our company. We employ high-caliber talent. We seek to recruit and retain our employees through a positive work environment and competitive compensation.

### Employee Engagement, Diversity & Inclusion

We appreciate a diverse workforce. As a worldwide company, we understand that our population has a rich and wide cultural array and that the diversity numbers reported below do not fully represent our global workforce.

### Modern Slavery Act Statement

We have a public [Modern Slavery Act Transparency Statement](#) which outlines our commitment to ethically employing all who work for DigiCert.

### Our Supporting Policies

- **Hybrid work model.** Our hybrid work model allows employees flexibility in their work hours. This is especially true for those who are caregivers outside of work. Most of this caregiving load has traditionally landed on the shoulders of women worldwide. A hybrid work model enables us to support our talented employees and society while enabling greater diversity within our ranks.

- **Employee Resource Groups (ERGs).** DigiCert is proud of its ERGs, including employee-led groups focusing on Women in Technology, Single Parents, Differently Abled, LGBTQIA+, and Mental Health Awareness. These groups support segments within our workforce, allowing employees to connect across departments and countries with others who share their life experiences.
- **Mentorship.** Mentorship and sponsorship training has been rolled out in a number of functions and we aim to expand on this across more areas of the business in due course. In addition, all employees with the highest level of performance have active Individual Development Plans in place to support their skills and experience building for upward mobility options.
- **Community Events.** DigiCert participates in local career and college fairs for specific communities such as ex-veterans, Latinos, girls interested in STEM careers, and more. We encourage young people to consider a profession in the technology industry and host activities such as “bring your child to work day.” We continue to partner with Thanksgiving Point in Lehi, Utah, with their STEM program to encourage more young people to enter this exciting field.



- As we strive for **Exceptional Collaboration**, we are one team in all we do, no matter where we come from or where we sit. With good intent we come together to listen, provide feedback, and communicate transparently.

We value the experiences of employees and use 90 day pulse surveys to evaluate the experience of our employees in core areas. This allows us to gauge employee perceptions on engagement, satisfaction, and the overall culture of the company. These metrics are used to influence changes to create a positive experience for employees.

### Our Supporting Values

We have a safe and inclusive work environment. Our values show how we C.A.R.E. (Customer Obsession, Amazing Innovation, Exceptional Collaboration, and Relentless Execution).

- **Customer Obsession** means we show up for our customers every time. We put our customer’s experience at the center of what we do, and we tackle problems with a customer-first mindset.
- **Amazing Innovation** is defined as tackling current and future digital trust challenges. We are change agents who apply diverse, bold thinking to create better customer solutions.
- When we say we have **Relentless Execution**, we do what we say to achieve exceptional results. We show up, prioritize what’s important, and take ownership of delivery.

### Our People by the Numbers

Metric	2021	2022
Number of employees	1515	1569
Full time employees	1405	1547
Total net new hires	25	183
Minority representation (US)*	27%	27%
Female representation	32%	33%

\* Many countries across the world prohibit the collection of data on race. Because of this, we are only able to measure our diversity metrics based on our employees within the United States.

## Governance

### Governance Structure and Composition

DigiCert, Inc. is registered as a C Corporation in the state of Utah, in the United States. DigiCert is governed at the highest level through a Board of Directors. The parent company of DigiCert has a board comprised of six directors, including our CEO, Amit Sinha. Our board's ethnic diversity includes three Caucasian members, two Asian members, and one Middle Eastern member. There are currently no women on our Board.

Other DigiCert [company executives](#) are Deepika Chauhan, Christophe Bodin, Jason Sabin, Jeremy Rowley, Sinead Godkin, Mike Johnson, and Jamie Elvidge.

Executives meet weekly to discuss progress within the company and manage company operations. They also oversee DigiCert's goals in sustainable development and strategies. Our board and executive team oversee efforts across the company to positively impact our people, our customers, and the environment. Within DigiCert, we assess our progress on ESG matters with the help of a third-party vendor partner.

### Business Ethics, Corruption, & Bribery

DigiCert complies with all applicable regulations within the countries and states where we do business.

#### International Operations

We ensure we are registered within the states and countries where we have employees and offices. As approximately 45% of our 2022 bookings were from customers outside of the United States, we take seriously our trade and export control compliance obligations.

#### Resellers

We recognize there are some risks associated with our partnerships with resellers. In 2022, approximately 20% of our sales were through resellers of our products. We ask resellers to self-certify compliance annually to comply with sanctions, applicable laws, and regulations.

#### Internal Programs

At DigiCert, we strongly believe everyone has the right to Dignity at Work and as such we take all reports of misconduct seriously and take appropriate action to remediate any issues that arise. We also actively encourage our people to share feedback on how we can continually improve their experiences, our processes, and practices.

Our company-wide training program includes courses on ethics, harassment, and our code of conduct. All employees are required to complete regular trainings so everyone understands what is expected of a DigiCert employee.

In our commitment to providing a safe environment for our people, we ensure an open-door policy at all levels of the organization and our people are encouraged to share concerns with their supervisor, People Team, or internal counsel.

We also recognize that there may be times when our people want to raise an issue confidentially and anonymously. As such we utilize a third-party vendor for our Ethics Line. Anyone may anonymously report a matter they find troubling through our "Speak Up" program. This allows people to report concerns or suspected issues with confidence.



## Environmental

### Low Environmental Impact

As DigiCert creates mainly digital products, our upstream and downstream impacts are relatively low.

Area of Assessment	Notes
Physical Supply Chain	We do not need to use raw materials to create the majority of our products and ship them to customers. Most of our products are created with computers and distributed worldwide in an instant.
Shipping	The products we do send out are small hardware tokens that resemble a USB flash drive. These are sent via FedEx and US Postal Service in small packaging.
Physical waste	DigiCert's primary source of physical waste is through our standard office operations and is recycled when possible.

Although as a business we have a low environmental impact, we are actively pursuing various methods such as timed lights and recycling to decrease our carbon footprint.



### Scope 1 & 2 Emissions Statement

The very essence of our products underpins our relatively low environmental impact. Accordingly, most of our scope 1 & 2 emissions are through regular office operations and equipment which we recycle when no longer needed.

Current billing practice variations globally prevent a precise assessment of our FY22 electricity usage. We value the environment and realize that to make real improvements we need to work towards more accurate measurements. Going forward, we intend to engage expert ESG vendor partners to have more precise measurements of our carbon footprint.

### Our Environmental Impact Policies

#### Hybrid Work

- We have implemented a hybrid work model within DigiCert where we have two days per week in-person at each employee's local office, and the rest of the week is remote. Emissions are reduced as we aren't contributing to the daily commute of our employees. This is especially valuable as some of our offices, such as Lehi, Utah, are in areas with air quality concerns. Remote workdays allow us to support local governmental initiatives to decrease the number of vehicles on the roads and improve local air quality.

#### Office Efficiencies

- We strive to recycle office materials such as paper and packaging whenever allowable. For sensitive documents, we use a qualified partner for shredding and recycling.
- To consume less electricity, we use LED lighting in most of our offices. We utilize timers and motion sensors to turn off lights when not in use.
- We use typical office machines such as computers, printers, and telephones. When devices lose their functionality, we employ a qualified company to properly recycle and/or dispose of electronic waste.

**Travel**

- DigiCert subsidizes and encourages employees to use public transportation for travel to and from work. Where possible, we supply public transportation passes for employees who opt to use public transportation instead of driving to the office to decrease emissions in the commute.
- When traveling for work, we encourage employees to travel together to decrease the number of vehicles, etc., and use less fuel in the process.

**Communication**

- We use e-mail and electronic communication internally as well as with customers whenever possible. We use paper only when necessary, opting to use digital records and messaging instead.
- We also request that our partners and customers utilize digital signatures and digital document copies.
- Since the utilization of e-signing solutions we have saved over 125,000 pages of paper.
- DigiCert has saved the following in 2022 by utilizing e-signing solutions:

<b>E-Signature Environmental Savings in 2022</b>	
Pounds of carbon emissions reduced	2,511
Gallons of water conserved	3,150
Pounds of wood saved	1,069
Pounds of waste eliminated	173

**Carbon Neutral Goal**

DigiCert will do our part to decrease carbon emissions within the environment and create a healthier planet. We have set a goal to be carbon neutral in our carbon emissions by 2030.

We are currently researching ways to measure our carbon footprint more precisely so we can set science-based targets to reduce our footprint. From those targets, we will be able to begin offsetting any remaining emissions with verified carbon offsets.



## About This Report

### Previous Reports

As this is DigiCert's first public ESG report, there are no previous reports or restatements of prior years' information.

### Reporting Year

This inaugural report covers calendar and fiscal year 2022, from January 1, 2022, to December 31, 2022. Future reports and fiscal years will be aligned with our new fiscal year, February 1 to January 31. The information within this report was collated in June of 2023.

### Scope

Entities included in this 2022 report are:

- DigiCert, Inc.
- CertCenter AG
- Cyber Watch Security Group Deutschland GmbH
- DigiCert Australia Holdings Pty. Ltd.
- DigiCert Australia Pty. Ltd.
- DigiCert Bermuda Holding Ltd.
- DigiCert Bermuda Limited
- DigiCert Canada Limited
- DigiCert Deutschland GmbH
- DigiCert Europe Belgium BV
- DigiCert Ireland Limited
- DigiCert Ireland Limited Korea Branch
- DigiCert Ireland Limited Singapore Branch
- DigiCert Ireland Limited, Dublin, Geneva Branch
- DigiCert Ireland Limited, Hong Kong Branch
- DigiCert Ireland Limited, Spain PE
- DigiCert Japan G.K.
- DigiCert Japan Holding G.K.
- DigiCert Security India Private Limited
- DigiCert South Africa Proprietary Limited
- DigiCert Sub LLC
- DigiCert Sweden AB
- DigiCert UK Limited
- DigiCert Website Security Technology Co. Ltd
- Digiert Netherlands B.V.
- PerfOps sp. z.o.o
- QuoVadis Holding Ltd.
- QuoVadis Online Limited
- QuoVadis Services Limited
- QuoVadis Trustlink
- QuoVadis Trustlink B.V.
- QuoVadis Trustlink Deutschland GmbH
- QuoVadis Trustlink Schweiz AG
- QVBE B.V.
- Rapid Web Services EMEA BV
- Rapid Web Services LLC
- SIA Envers Group
- Tiggee LLC
- Web Security Solutions LLC

Any questions regarding this report may be sent to [legal@digicert.com](mailto:legal@digicert.com).