

DigiCert Group

FY24 Security and Sustainability Report

Digital trust for the real world



digicert[®]

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A message from our CEO

I am proud to share our ongoing journey in corporate citizenship with you. As a digital security company, we recognize the crucial role we play in safeguarding our planet, promoting social progress, and maintaining the highest standards of governance.

In this report, we highlight our continued efforts to empower our people, reduce our environmental impact, and strengthen our governance practices, with a particular focus on the importance of digital security. Protecting sensitive information and ensuring data integrity are essential to our mission, reflecting our dedication to creating a secure and sustainable worldwide digital ecosystem.

We are inspired by the opportunities ahead as we further integrate sustainability and security into every facet of our operations. We aspire to set ambitious targets, adopt best practices, and continuously raise the bar for ourselves and our industry peers. Our dedication to ongoing improvement will help us make a meaningful difference in tackling global challenges.

As we look to the future, our role as a trusted partner in digital security is more vital than ever. We take great pride in being an integral part of our clients' and partners' security plans—providing them the trust, support, and innovative solutions they need to achieve their goals. Together, we are building a resilient, secure, and sustainable future, fostering growth and success across all the industries we serve.

Sincerely,

Amit Sinha

About DigiCert

At our core, DigiCert, Inc. (together with our global subsidiaries, "DigiCert") was created to supply digital security solutions and minimize frustrations. We have kept our focus on how our work can help real people solve real problems.

Digital trust has never been more important than it is today. Ever-expanding connectivity and digital transformation are introducing new possibilities to improve living, address economic growth, and build a better future. At the same time, there are expanding attack vectors, and companies need digital trust to be confident their digital footprint is secure. DigiCert is investing heavily in [solutions](#) for the digital age across websites, email, automation, devices, documents, and more.

DigiCert is the world's leading provider of digital trust, enabling individuals and businesses to engage online with assurance that their footprint in the digital world 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, including [securing websites](#), [enterprise access](#), [communication](#), [software](#), [identity](#), [content](#), and [devices](#). DigiCert pairs our award-winning software with our industry leadership in standards, support, and operations. We are 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 to support compliance with local regulations and customs.

Key Business Highlights for FY2024

- Closed the largest bookings quarter in company history in Q4.
- Appointed [Jugnu Bhatia as Chief Financial Officer and Dave Packer as Chief Revenue Officer](#).
- Published inaugural ESG report.
- Hosted first annual Digital Trust Summit in Vegas, where 300+ attendees convened to hear presentations from Oracle, Microsoft, Amazon Devices & Services, Zscaler, RSA Conference, and B. Braun, in addition to DigiCert's executive leadership team.

- Earned a Net Promoter Score of 76.
- Published **2024 State of Digital Trust Report** and commissioned study on **Preparing for a Safe Post Quantum Future**.

Products and Innovation

- Operationalized innovation and **filed 32 patents**, the most in the company's history, bringing our total number of patents to 113 issued and 55 pending.
- Launched **DigiCert® Trust Lifecycle Manager**, which includes discovery, management, and automation, breaking down silos of managing trust across enterprises and bringing public and private trust together in a way that has never been done before.
- Expanded offerings in **DigiCert® Software Trust Manager** to combine continuous code scanning with policy enforcement and monitoring necessary to secure software supply chains.
- Introduced [DigiCert Labs](#), including a free **Post-Quantum Cryptography Playground** to test NIST-recommended quantum-safe algorithms.
- Launched **CertCentral® Europe** to support customer requirements for data residency.
- Introduced **DigiCert® KeyLocker**, a cloud-based secure delivery and storage platform for private code signing keys to comply with new requirements issued by the CA/B Forum.
- Expanded leading authoritative DNS network to include an additional Point of Presence (POP) in Atlanta, enhancing performance for customers in that region.
- Released **CertCentral® enhancements**, including webhooks to better support automated workflows and hosting for Verified Mark Certificates (VMC) and logo files to speed deployment and VMC renewals.
- Expanded **DigiCert® Trust Lifecycle Manager** support for third-party certificate authorities Microsoft CA and AWS Private CA.

Industry and Standards Leadership

- Established first unaffiliated root of trust for the U.S. EV (electric vehicle) infrastructure initiative (Plug & Charge) and ISO 15118-2 standard.
- Equipped 1 billion televisions with [CI Plus certificates](#) in Europe.
- Surpassed 180 billion DNS queries in a single day.
- Completed EU-qualified audits and received certifications for [CertCentral®](#) and the [DigiCert® ONE](#) platform.
- Completed our first-ever DNSTrust SOC2 Audit.
- Conducted [31+ compliance audits](#), leading the industry and showcasing commitment to global security and trust standards.
- Earned industry recognition from the 2023 CRN Channel Chiefs, the Top 100 Women in Security, and the 2023 Globe Awards for Cybersecurity.

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 fundamental 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, crucial 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

We undergo over 30 audits annually to maintain top-level technical 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 industry bodies in defining global standards for digital trust.

- We ensure rigorous global operations and comply with regulations wherever we do business.
- We provide the platform and tools for organizations to manage digital trust across 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 Privacy Center](#). A description of [DigiCert's Technical and Organizational Measures to Ensure Privacy and Security of Information](#) is also available online. These resources describe the controls we have in place that align with industry standards and business needs to achieve high levels of privacy and security and thereby mitigate risks.

Our Cybersecurity Commitment

DigiCert focuses on a preventative strategy to maintain trust and ensure the integrity of our infrastructure. We are working towards a zero-trust architecture and DevSecOps model. We secure our perimeter using best-in-class security solutions combined with our own internal high-quality security engineering. Our policies include:

- Requiring [multi-factor authentication](#) for logical and physical access to our systems and facilities.
- Conducting annual pen-testing, disaster recovery, and system fail-over exercises.
- Restricting key operational access to trusted roles within the organization.
- Enforcing secure key management and storing keys in encrypted formats.
- Implementing safeguards to protect against DDoS, web application, and other resources attacks.
- Requiring Web Application Firewalls (WAF) in front of production systems.
- Separating duties with role-based administration and access.
- Providing dedicated monitoring and intrusion detection using DigiCert and third-party global services.

- Completing annual enterprise risk assessments.
- Educating employees on current best practices relating to data privacy and security.
- Executing weekly internal and external vulnerability scans.
- Continuously monitoring threats via third party cybersecurity services.

DigiCert is committed to good cybersecurity hygiene, and we regularly review our security policies and procedures to ensure they align with modern security practices.

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 essential web services globally. Our infrastructure is built with multiple layers of redundancy and fault tolerance for vital services such as power delivery, cooling, and network connectivity. This level of redundancy continues down to the individual compute nodes and network hardware. DigiCert is committed to green initiatives for sustainability, and we partner with vendors and datacenter service providers who share that focus.

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 and seek to recruit and retain our employees through a positive work environment and competitive compensation.

Highlights in FY2024

- Named Gallagher Best in Class employer for Total Rewards.
- Certified as a Great Place to Work® in Australia.
- Named one of the 100 Companies Championing Women in Utah.
- Worked with sales leads in each region to drive culture and change during sales transformation efforts.
- Implemented a pan-Europe engagement committee to bring our smaller locations together and create a stronger sense of community and engagement.

Employee Engagement, Diversity, & Inclusion

As a worldwide company, we understand that our workforce has a rich and wide cultural array and that the diversity numbers reported below do not fully represent our people as gathering diversity metrics in some areas is prohibited.

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 our 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. In FY24 the Women in Tech ERG (US) sponsored “Space for Everyone: Increasing Asian Women’s Voices and Presence in Technology” public webinar.
- **Mentorship.** Mentorship and sponsorship training is part of several of our functions, and we aim to expand this across more areas of the business in due course. In addition, all employees rated at our 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, on their STEM program to encourage more young people to enter these exciting fields.

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 customers’ 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.
- 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. Action plans are implemented with executives, offices and regions, and employees to improve ratings in specific areas.

Our People by the Numbers

Metric	2021	2022	FY24
Number of employees (including part time)	1515	1569	1565
Full time employees	1405	1547	1520
Minority representation (US)*	27%	27%	28%
Female representation	32%	33%	35%

**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.

Current DigiCert [company executives](#) are Jugnu Bhatia, Deepika Chauhan, Atri Chatterjee, Jamie Elvidge, Sinead Godkin, Mike Johnson, Dave Packer, and Jason Sabin.

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 environmental, social, and governance matters annually through an in-depth monitoring process overseen by a third party.

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.

In our Fiscal Year 2024 and into Fiscal Year 2025, DigiCert closed seven of our international entities to eliminate duplicate companies open in the same jurisdictions. This consolidation allows our corporate maintenance team to more easily maintain our domestic and international entity registrations.

As approximately 49% of our FY24 Annual Recurring Revenue was 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 FY24 approximately 23% of our Annual Recurring Revenue was through resellers of our products. Our resellers are contractually required 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. We 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 our 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 operate with an open-door policy at all levels of the organization. Our people are encouraged to share concerns with their supervisor, our People Team, or our internal legal 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 hotline. Anyone may anonymously report a matter they find troubling through our "Speak Up" program. This allows people to report concerns or suspected issues in 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 our products. Most of our products are created with computers and distributed worldwide in an instant. The products we do purchase and send out to customers are small hardware tokens that resemble a USB flash drive.
Shipping	As the tokens we mail out are small and lightweight, we don't have large shipping needs. Tokens are sent via FedEx and the 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.

Emissions Statement

The very essence of our products underpins our relatively low environmental impact. Accordingly, most of our emissions are through regular office operations and equipment which we recycle when no longer needed. We are actively pursuing methods to decrease our carbon footprint.

To calculate emissions for FY24, we have partnered with a reputable carbon accounting platform which is enabling us to more accurately calculate our Scope 1, 2, and 3 emissions. These measurements will be published separately.

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 are not contributing to the daily commutes 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 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

- We ask employees to limit travel to necessary trips only.
- DigiCert's policy is for employees to book airline travel in economy class. We are aware that first class airfare has a higher carbon footprint than economy class airfare. By requiring our employees to fly economy class, we not only decrease emissions, but we are also more fiscally responsible.
- When traveling for work, we encourage employees to travel together to decrease the number of vehicles and use less fuel.
- 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.

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 implementing e-signing solutions, we have saved over 155,977 pages of paper.
- DigiCert has saved the following in FY24 by utilizing e-signing solutions:

E-Signature Environmental Savings in FY24	
Pounds of carbon emissions reduced	3555
Gallons of water conserved	4460
Pounds of wood saved	1514
Pounds of waste eliminated	246



Carbon Neutral Goal

DigiCert is committed to achieving carbon neutrality by 2030. We are cognizant of the urgent need to address climate change and are dedicated to reducing our carbon emissions through varied actions and interim targets.

In 2024, we were able to complete our first carbon measurements of FY24 data. We will publish our emissions data annually to promote transparency in what we produce as a company. Through measuring our electricity consumption, we used a combination of actual utility usage and square footage estimates as available. We noted that at DigiCert, where we had the actual energy consumption data, it was lower than the recommended square footage estimates. We attributed this to our energy-saving efforts with lights on timers, LED bulbs, and a hybrid work model.

By the end of FY25, we will commit with [SBTi](#) and join the list of companies taking action worldwide to reduce our carbon footprint. We plan on focusing on our Scope 1 and 2 emissions first to see where we can reduce and how we can offset the rest. After we achieve carbon neutrality on Scope 1 and 2, we can focus on Scope 3 emissions.

By the end of FY26, we will establish a program that will include reductions of our current carbon emissions. Our employees will be educated and encouraged to reduce where possible. As we reduce, we want to take advantage of all available pathways to offset and remove carbon emissions. We hope to reduce, offset, and remove carbon simultaneously as we achieve carbon neutrality.

GHG Emissions	
Scope 1	62.98 tCO ₂ e
Scope 2	1,087.24 tCO ₂ e
Scope 3	10,973.45 tCO ₂ e
Total Emissions	12,123.67 tCO ₂ e

About This Report

Reporting Year

This report covers our fiscal year of 2024, comprising February 1, 2023 to January 31, 2024. The information within this report was collated in September of 2024.

Scope

Entities included in this FY2024 report are:

- CertCenter AG.
- 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 Europe Deutschland GmbH
- 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 Netherlands B.V.
- Digicert Security India Private Limited
- Digicert Security India Private Limited
- Digicert South Africa Proprietary Limited
- Digicert Sweden AB
- Digicert UK Limited
- Digicert Website Security Technology Co. Ltd
- Digicert, Inc.
- PerfOps sp. z.o.o
- QuoVadis Limited
- QuoVadis Online Limited
- QuoVadis Services Limited
- QuoVadis Trustlink B.V.
- QuoVadis Trustlink Deutschland GmbH
- QuoVadis Trustlink Schweiz AG
- QuoVadis Trustlink Suisse SA succursale de Genève
- QVBE B.V.
- Rapid Web Services EMEA BV
- Rapid Web Services LLC
- Envers Group SIA
- Tiggee LLC
- Web Security Solutions LLC

Any questions regarding this report may be sent to legal@digicert.com.



About Digicert

DigiCert is a leading global provider of digital trust, enabling individuals and businesses to engage online with the confidence that their footprint in the digital world is secure. DigiCert® ONE, the 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. For more information, visit www.digicert.com or follow on [LinkedIn](#).