



Informatica®

# INFORMATICA 2023 SUSTAINABILITY REPORT

**Where data  
& AI come to**



# 2023 Informatica Sustainability Report

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## Introduction

### Message From Our CEO

Welcome to Informatica's annual sustainability report. I am proud to reflect on our progress and the steps we have taken to continue to integrate sustainability into the core of our business and values.

Our goal since 1993 has been to support our customers in advancing their products and services through digital transformation and to foster innovation, growth and success in a dynamic landscape. Together, we are not just bringing data to life; we are driving change towards a sustainable future.

- We continue to invest in our people, building a culture that supports inclusion and wellness.
- Our approach remains focused on identifying opportunities to reduce environmental impacts and enhance environmental sustainability.
- We stand by our customers and community, ensuring access to quality data that is private and secure.
- Our business model reflects our commitment to minimize risks and bolster sustainability.
- Our governance has appropriate independence and representation with a strong focus on ethical business practices.

In 2023 Informatica took the final steps of our transformation to an AI-powered cloud company, reinforcing our commitment to operational efficiency and sustainability. We also formally introduced Intelligent Data Management Cloud™ (IDMC) for ESG Sustainability, a new product that taps into Informatica's core solutions to assist companies in scaling and tracking their sustainability programs, offering better integration with top industry software and catering to the rising demand for solid, data-driven sustainability strategies. Utilizing these capabilities in combination with our existing industry-leading data management products also enables companies to pursue broader AI initiatives with confidence in the quality of their data.

We have also continued to leverage AI to heighten data management efficiency and create transparency. Our products, including CLAIRE GPT, break down barriers to access and enhance digital inclusion. In 2023 we have consistently focused on driving innovation to further democratize data usage, enabling diverse global communities to engage and innovate.

Our supply chain and procurement strategies continue to reflect our belief that a resilient business is built on the foundation of ethical and environmentally conscious practices.

As we make strides in environmental sustainability—from data center migrations to renewable energy initiatives—we are advancing our drive toward efficiency and responsibility.

Our journey is ongoing and with each coming year, we commit to sharing our results with you.

Thank you for being part of our story.

**Amit Walia, Chief Executive Officer**

# 2023 Informatica Sustainability Report

## About This Report

This report addresses certain key aspects of Informatica Inc.'s sustainability strategy and initiatives and the progress we have made in implementing them during our fiscal year ending December 31, 2023 (FY2023). Our report aligns with the five-pillar sustainability framework we have adopted and we have included disclosures aligned to the SASB Standards related to the Software and IT Services industry.

Throughout the report, we also guide readers to additional sources of information on our corporate website and elsewhere for convenience. We promote our report through the following:

- Prominent disclosure on our website
- Targeted employee communications
- Outreach to stakeholders with whom we have built and are building relationships
- Our social media channels

We welcome feedback on this report and our performance. Please send comments and suggestions to [CorporateCompliance@informatica.com](mailto:CorporateCompliance@informatica.com)

## About Informatica

**Informatica (NYSE: INFA)**, an Enterprise Cloud Data Management leader, brings data and AI to life by empowering businesses to realize the transformative power of their most critical assets. We have created a new category of software, the Informatica Intelligent Data Management Cloud™ (IDMC). IDMC is an end-to-end data management platform, powered by CLAIRE® AI, that connects, manages and unifies data across any multi-cloud or hybrid system, democratizing data and enabling enterprises to modernize and advance their business strategies. Customers in approximately 100 countries, including 86 of the Fortune 100 rely on Informatica to drive data-led digital transformation. **Informatica. Where data and AI come to life.**

## Our Vision, Mission and Values

**Our Vision is to** create a world where every organization’s data is poised for greatness, ready to deliver outcomes of unprecedented brilliance at a scale never imagined.

**Our Mission is to** empower businesses to realize the transformative power of their most valuable asset – their data.

**Our DATA Values** reflect our shared purpose to achieve a higher standard of excellence for our company, our customers and our employees.

<p><b>D</b></p> <p><b>Do Good</b></p> <p>Foster an inclusive culture where we treat each other with respect, fairness and dignity</p>	<p><b>A</b></p> <p><b>Act as One Team</b></p> <p>Connect, communicate and collaborate as one diverse team</p>	<p><b>T</b></p> <p><b>Think Customer First</b></p> <p>Accelerate customer outcomes in everything we build and how we deliver</p>	<p><b>A</b></p> <p><b>Aspire and Innovate</b></p> <p>Continuously and fearlessly innovate through curiosity and learning</p>
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# 2023 Informatica Sustainability Report

## Company Awards and Accolades

The company's industry recognition includes being designated a leader in the **2023 Gartner® Magic Quadrant™** for Data Integration Tools report, a Leader in the **Forrester Wave™ Cloud Data Pipelines**, Q4 2023 report, the **Forrester Wave™ Master Data Management** Q2 2023 report, and the **Forrester Wave™ Enterprise Data Fabric**, Q1 2024 report.



For a complete list of our awards, visit our [Awards and Recognition page](#).

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## Sustainability Philosophy

Our sustainability philosophy is to develop and pursue a holistic sustainability strategy that supports long-term business growth and value creation by ensuring ongoing engagement and partnership with all key stakeholders, including customers, partners, suppliers, shareholders and employees. This philosophy is woven into our culture. Our commitment to our stakeholders—all of whom are integral to our business success—requires that, when it comes to operating more sustainably, we are attentive to our environment, to our people and communities and to corporate governance. This high-level commitment translates into eighteen factors that align to five pillars, and we have used this five-pillar framework to structure our report.



We believe that by adopting this five-pillar framework, we have put ourselves in a position to continuously assess and enhance our contribution to sustainable development for the benefit of all our stakeholders. This report helps enable that assessment and also empowers our stakeholders to better understand and engage with us on our sustainability approach.

We look to certain external frameworks and standards to inform our approach within this five-pillar framework. First, we have chosen to report against the SASB Standards for Software and IT Services, which sets forth industry-specific metrics we feel are relevant to our business. Our performance under SASB metrics can be found in the Appendix. Second, we report on our environmental activities via the annual CDP questionnaire. Third, we participate in an annual EcoVadis assessment. Highlights of both the EcoVadis and CDP assessments can be found in the Appendix. Finally, many activities aligned to our program are consistent with certain United Nations Sustainable Development Goals (SDGs) and we take into consideration the Task Force for Climate-related Financial Disclosures (TCFD) framework (cognizant of its incorporation into the evolving ISSB standards) as we continue to evolve our approach.



## Sustainability Governance

Our Board of Directors' Nominating and Corporate Governance Committee (NCGC) oversees our sustainability strategy, policies, practices and related reporting. This includes environmental sustainability, labor practices and human rights, sustainable procurement, governance and fair operating practices. Other Board committees also have oversight responsibility for matters relevant to our sustainability approach, as shown in the below chart.

Under the oversight of the NCGC, several different internal functions and groups are responsible for managing and operationalizing Informatica's sustainability approach, including the following:

- Our Corporate Sustainability and Compliance team manages and supports operationalization of our coordinated enterprise sustainability approach on a day-to-day basis. Our Chief Legal Officer supervises the Corporate Sustainability and Compliance function, which sits in the Legal Department.
- Multiple functional teams plan and execute our sustainability-related initiatives and otherwise effectuate our ongoing sustainability-related commitments, many of which are addressed in this report. For example, as shown in the below chart, our Human Resources team manages and operationalizes several aspects of our enterprise-level sustainability program.
- A standing Sustainability Subcommittee convenes and connects many representatives of the functional teams that support and contribute to sustainability program activities. That Subcommittee reports to our Corporate Compliance Programs Committee (described in more detail under **"Business Ethics & Compliance"** below) quarterly.

Leaders of our Corporate Sustainability and Compliance team regularly report to the NCGC based in part on reports from the Sustainability Subcommittee and incorporates NCGC feedback into our sustainability approach.



Board of Directors Oversight		
<p><b>Nominating and Corporate Governance Committee</b></p> <p>Oversight of:</p> <ul style="list-style-type: none"> <li>• Corporate governance practices</li> <li>• Sustainability strategy and reporting</li> </ul>	<p><b>Audit Committee</b></p> <p>Oversight of:</p> <ul style="list-style-type: none"> <li>• Enterprise risk management including cybersecurity</li> <li>• Financial reporting processes, internal controls and internal audit function</li> <li>• Compliance with laws and regulations</li> </ul>	<p><b>Compensation Committee</b></p> <p>Oversight of:</p> <ul style="list-style-type: none"> <li>• Compensation programs and compensation philosophy</li> <li>• Use of compensation to attract, motivate and retain the best available personnel</li> <li>• Avoiding compensation practices that encourage excessive risk-taking</li> </ul>

Management & Operational Responsibilities		
<p><b>Legal Department</b></p> <ul style="list-style-type: none"> <li>• Corporate Sustainability &amp; Compliance team</li> <li>• Corporate governance</li> <li>• Ethics and legal compliance</li> <li>• Data privacy</li> <li>• Compliance training and communications</li> <li>• Reporting hotline management</li> </ul>	<p><b>Corporate Compliance Programs Committee</b></p> <ul style="list-style-type: none"> <li>• Certain key cross-functional sustainability initiatives (reported through the Sustainability Subcommittee)</li> <li>• Data protection and privacy risk management</li> <li>• Overall compliance program oversight and recommendations</li> <li>• Internal investigations and hotline oversight</li> </ul>	<p><b>Human Resources Department</b></p> <ul style="list-style-type: none"> <li>• Inclusion Diversity Equality &amp; Belonging (IDEB)</li> <li>• Leadership and professional development</li> <li>• Talent acquisition</li> <li>• Talent and performance management</li> <li>• Compensation and benefits</li> </ul>

# Investing in Our People

Our employees are our greatest competitive advantage. It is their passion that drives innovation. They demonstrate our values within our culture, in every customer interaction and ultimately, they enable us to successfully pursue our vision.

We want our team members to have an enriching career with us. With their feedback, we constantly seek out new and better ways to provide an environment that supports their personal and professional wellbeing. Below are some highlights of our efforts this year.

## Awards and Recognition: Our Return on Investment

In 2023, Informatica garnered significant recognition as an exemplary employer, with CEO Amit Walia securing a spot in workplace and culture review platform Comparably's top 10 of the Best CEOs for Diversity. Additionally, Informatica earned a prestigious place in Newsweek's America's Greatest Workplaces for 2023, achieving the highest rating of 5 stars. These accomplishments underscore our commitment to fostering a workplace culture where every team member feels empowered and appreciated for their contributions. Here are the notable employer awards we received in 2023:



## 2023 Comparably Rankings

- Ranked #2 for Best Companies for Diversity
- Ranked #2 for Best Companies for Women
- Ranked #2 for Best Teams Engineering
- Ranked #3 for Best Company Bay Area
- Ranked #6 for Best CEOs for Diversity
- Ranked #6 for Best Career Growth
- Ranked #7 for Happiest Employees

For additional employer awards and career information, visit our [Careers Page](#).

## Employee Engagement, Health and Wellness

### Recruiting

Informatica is dedicated to **attracting top-tier, diverse talent to our organization**. Based on industry benchmarks and self-evaluation, we continuously enhance resources, technology and training to deliver a fair and world-class experience for candidates. In 2023, we initiated a talent attraction strategy showcasing our current team and culture by giving employees opportunities to share their stories authentically. We amplify these stories internally and through external channels, including our Careers website and social media. This approach results in an engaged workforce by creating new learning opportunities and open dialogue between team members. Our efforts simultaneously draw the right talent to Informatica by shedding light on the culture we are building.

To further bolster our talent attraction strategy, we introduced a monthly careers newsletter and “INFA TA Tips” video series offering recent company news along with valuable tips for candidates. This proactive approach, boasting a 97% engagement rate, enhances the candidate experience, fostering a sense of transparency across the company. We are also elevating the candidate experience from within: updating our interview training, providing internal training resources for fair and effective interviewing, and sharing non-biased, best practices for creating an inclusive interview process.

We are equally committed to providing a rich internal recruiting process, where 15% of our hiring comes from current employees. They are encouraged to explore and develop their careers throughout their tenure at Informatica, and our efforts include offering a Talent Ambassador Program where they receive one-on-one support. To further enrich our internship program in India, for the third consecutive year, we’ve hosted a campus coding challenge called “INFathon” that brings together students from over 80 of the top institutes across India.

Our Talent Attraction team partners with recruitment intelligence platform Datapeople to create more inclusive, non-biased and clear job descriptions to attract and engage with more diverse talent. We partner with CIRCA and Fair360 (formerly DiversityInc.), two of the largest diversity networks in the world, to help support our efforts in reaching broader audiences globally. We continue to increase our female representation globally year over year with our highest global female representation year being 2023. In India, we partner with female-only colleges to provide networking opportunities as well as hosting “HER” talks where female technologists lead discussions and open forums with talent in local India markets. Our commitment to attracting candidates from underrepresented communities is a priority.

We continue to monitor and adjust our recruitment process based on feedback via candidate experience surveys, employee review sites like workplace and culture review platforms Comparably and Glassdoor and open dialogue with our teammates.

# 2023 Informatica Sustainability Report

## Employee Engagement

At Informatica, we prioritize active listening to our employees, aiming to understand their experiences, identify positive aspects and explore opportunities for improvement. Leveraging insights gathered through our annual Employee Engagement and periodic Pulse surveys, we formulate actionable plans at various organizational levels, diligently tracking and reporting progress.

In our most recent Pulse survey conducted in 2023, we focused on key priority areas, resulting in positive outcomes. The overall engagement score remained at 78%, consistent with 2022, with robust participation from 83% of our workforce. Action plans initiated in response to the Employee Engagement survey, particularly addressing Alignment with Goals, garnered favorable scores. Notably, 93% of survey participants affirmed understanding how their contributions align with Informatica's goals. Management-specific questions saw a 1% increase from the previous survey and surpassed the external Tech benchmark by 2%, indicating that employees feel their managers genuinely care about their well-being, provide useful feedback on performance and keep them informed about organizational happenings.

Across the survey, 15 out of 16 questions matched or exceeded the Tech benchmark, reinforcing our industry-leading scores in critical categories.

## Health and Wellness

We strive to **offer equitable global benefits**, aligned with local market practice and competitive with our industry peers. We are committed to ensuring our benefits evolve with the ever-changing landscape to attract, hire and retain top talent.

Where applicable, all employees (except interns) are eligible to participate in retirement plans, which may include a generous employer-matching contribution. Generally, all full-time employees are eligible for health, income protection and wellness benefits.

Our global internal wellness program is focused on our four Wellness Pillars – Physical, Emotional, Financial and Social. This program aims to be inclusive of different stages and approaches to well-being. Employees may participate in the following activities throughout the year:

- Local wellness events that focus on a different Wellness Pillar
- Educational seminars that support all four Wellness Pillars
- Fitness challenges that encourage people to be more active
- Volunteer opportunities that support our Do Good value and enhance social engagement

To better meet the changing needs of employees and their families, we provide a comprehensive, company-funded global Employee Assistance Program (EAP). This program offers no-cost expert mental health support for our employees and their eligible family members through coaching sessions, therapy sessions, crisis and emergency services and a full spectrum of self-guided mental health and resiliency resources. Our employees completed more than 1,500 mental wellness sessions in 2023.

## 2023 Informatica Sustainability Report

We are committed to the health and safety of our employees and their families. We recognize that providing our teams with the flexibility to connect with colleagues during coordinated days in the office and working remotely where appropriate is critical for supporting their mental and physical well-being. All of our offices are currently open and meetings include virtual technology for those joining from other locations. In 2023, we implemented a global hybrid work structure to foster collaboration and flexibility, empowering individual teams to determine their own days in office.

In 2023, we recognized a gap in our global benefits – breast exams were not included in preventive care or covered by insurance in India, unlike other Informatica locations. To address this, we organized our first-ever breast cancer onsite screening camp across our India offices. This initiative, available to employees and spouses, underscores how deeply our values resonate with us and emphasizes that employee wellness is a way of life at Informatica.

In 2023, Informatica introduced the UK Mental Health First Aid Programme as part of our ongoing commitment to prioritize employee health and well-being and destigmatize mental health.

Two employees underwent accredited Mental Health First Aider (MHFA) training through MHFA England, contributing to our enhanced support framework.

### Development

At Informatica, we value continuous learning and career growth that foster both personal and professional development. Employees can access a broad spectrum of learning opportunities, including live Career Development Series workshops, regular webinar series and online programs offered through Coursera, LinkedIn Learning and Lessonly. We also offer customized in-person and online trainings that support both organizational learning initiatives and those related to specific business-unit needs. During 2023, our employees completed more than 54,000 courses for over 100,000 training hours.

For those new to leading at Informatica, we offer Manager Orientation, preparing leaders to manage their teams effectively. Our Manager Enablement Portal and ongoing training provide resources for thought leadership and application of current best practices for leading teams, including Informatica's own Leadership Behaviors. For more experienced leaders, Signature Leadership Development Programs are tailored to each layer of the organization. More than 57% of our leaders have increased their capabilities through engagement, coaching and curriculum.

Informatica is committed to thoughtful leadership succession planning to identify and develop talent for future roles. In April of 2023, we conducted an annual review of our leadership bench strength and assessed readiness for successor roles. The plan was presented to the Executive Committee and Board of Directors and resulted in key outcomes and actions around developing future leadership talent in critical roles.

# 2023 Informatica Sustainability Report

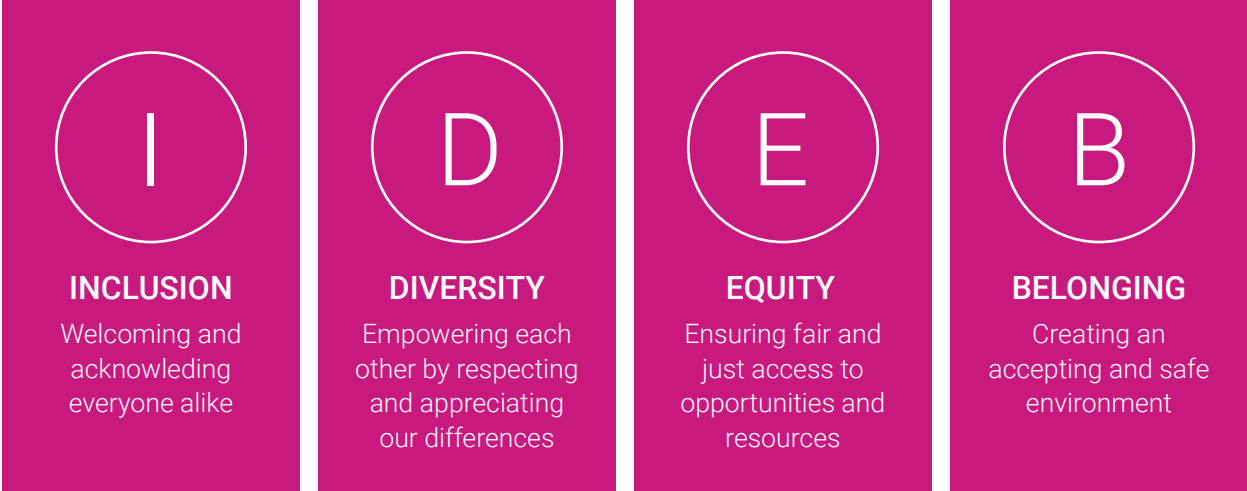
Total courses/assignments completed by employees in 2023	Total training hours for 2023
54,366	110,161

Top 10 Online Courses	Top 10 Instructor-Led Courses
Essentials of Team Collaboration	Insights Discovery
Coaching New Hires	Manager Mondays
Being a Good Mentor	Dealing with Change
The 5 Conversations That Deliver Accountability & Performance	Communication Skills
Using Feedback to Drive Performance	Presentation Skills
Python for Data Science, AT & Development	Putting Customers First
What is Generative AI?	Conflict Resolution
Introduction to Microsoft Azure Cloud Services	Influencing Skills
AWS Cloud Technical Essentials	Negotiation Skills
Generative AI with Large Language Models	Emotional Intelligence



## Inclusion, Diversity, Equity and Belonging

Inclusion, Diversity, Equity and Belonging or IDEB is our strategy for living our DATA values and a daily commitment by each employee.



<b>I</b> <b>INCLUSION</b> Welcoming and acknowledging everyone alike	<b>D</b> <b>DIVERSITY</b> Empowering each other by respecting and appreciating our differences	<b>E</b> <b>EQUITY</b> Ensuring fair and just access to opportunities and resources	<b>B</b> <b>BELONGING</b> Creating an accepting and safe environment
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At Informatica, our IDEB strategy manifests through numerous initiatives and programs, starting with the first day of onboarding for every new employee and continuing throughout the year, with monthly events and IDEB-related messaging to internal and external audiences.

We support an increasingly wide range of forums designed to enable deeper discussions and catalyze action. In 2023, our monthly Awareness, Allyship and Action (AAA) meetings were especially important in helping employees process the impacts of global events and laws passed across the globe that restricted the rights of women, people of color and members of the LGBTQ+ community.

From our C-Suite to individual contributors, employees from around the globe attended these personal story-telling sessions. Topics in 2023 included challenges women face in the workplace, coping with distressing events, managing caregiver stress, personal finance and emotional wellness. Feedback from the meetings underscores the impact they are having across our company.



## Employee Feedback

“So honest and real, I felt like I was sitting in a room with the three of you.”

“I appreciate the work behind the scenes to pull this off while working and balancing your lives.”

“The chat was alive with comments on your advice and gratitude for your vulnerability.”

“We are very lucky to have leaders like you at the company that walk the walk and help us all see what we can be.”



# 2023 Informatika Sustainability Report

## Making a Difference for Each Other

In 2023, we launched a new Employee Inclusion Group (EIG) called Parents & Caregivers Connection (PCC), bringing our total to six global EIGs.



Open to all employees, our EIGs offer curated content, engaging events and activities, shareable social media posts and an ever-expanding library of branded Zoom backgrounds. EIGs enable employees to support their communities and show their allyship during the year, internally and externally.

These groups, led by volunteer employees and advised by volunteer executives, drive a continuous calendar of events that provide connection, education, support and cultural understanding.

In 2023 the Informatika Black Resource Group (IBRG) launched an internal podcast called “A Seat at the Table” to share glimpses into employee’s professional and personal lives. The podcast “celebrates our unique identities and cherishes the qualities that make us stand out” and is another foundational component to creating a culture of inclusion, belonging and cultural awareness.

Also in 2023, we made it a priority to send EIG leaders and members to professional conferences. Multiple members of the Women in Technology and Women in Security groups attended the Grace Hopper Conference, where a member gave a keynote entitled “A Thank You Letter to My Younger Self.” Members of IBRG attended Afrotech and one noted, “I left Afrotech 2023 with a renewed sense of purpose and an unwavering belief in technology’s incredible potential.” Their reflections on the event were validation that conferences aren’t just about learning or networking; they’re also about igniting the passion that drives innovation and propels both the individual and the company forward.

While we are focused on making big differences in the world on a large scale, we also realize that a small pebble can create big ripples. To celebrate PRIDE in 2023, we held a discussion on “The Modern Family” where employees and executives told personal stories of challenges they have overcome either being parents of children in the LGBTQ+ community or members. After the meeting, one employee wrote a compelling letter to IDEB to explain how that event had impacted his family.

## “The Modern Family” Discussion

"My second oldest child is transgender and we happen to live in a state that hasn't traditionally been supportive of transgender individuals, let alone transgender youth."

"**Informatica**, through their support of diversity, has enabled me to connect to my child in ways I never imagined before. Informatica's openness and commitment to inclusivity have enabled me and my wife to identify with and become allies to someone who holds such a special place in our hearts – our own child."



**The Journey Continues**

In 2023, Informatica continued to make IDEB a priority and increased our investments in our program throughout the year.

We engaged the professional DEI consulting firm Paradigm to perform a comprehensive DEI maturity assessment. The results will give us actionable recommendations and resources to further strengthen and evolve our IDEB strategy and inclusive culture in 2024.

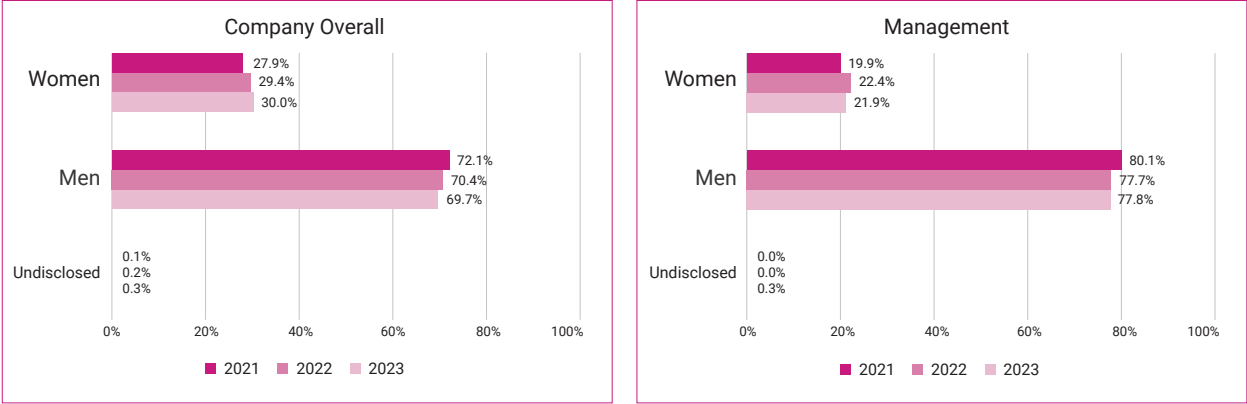
Within just three years of Amit Walia assuming the role of CEO and hiring a global lead for IDEB, Paradigm ranked Informatica’s DEI maturity as “Leading” (only one category below the top “Innovating”) and we earned multiple diversity-related awards based on reviews from our employees.

Our dedication to IDEB isn’t an add-on to our corporate strategy; our values and our foundational strategy for living them guide our daily decisions and behaviors. We are resolute in our mission to make Informatica not just a great place to work, but also a resilient, innovative and inclusive company that makes a positive difference in the world and for each other.

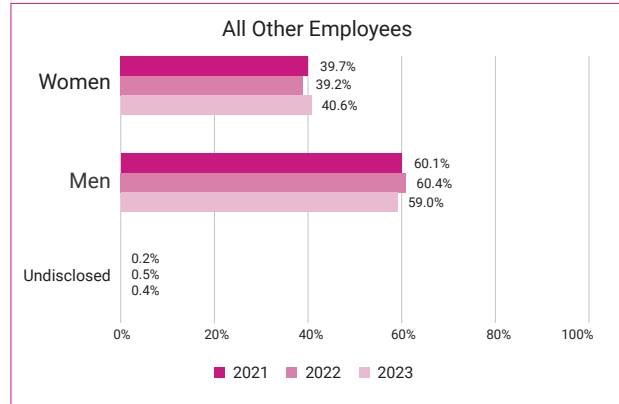
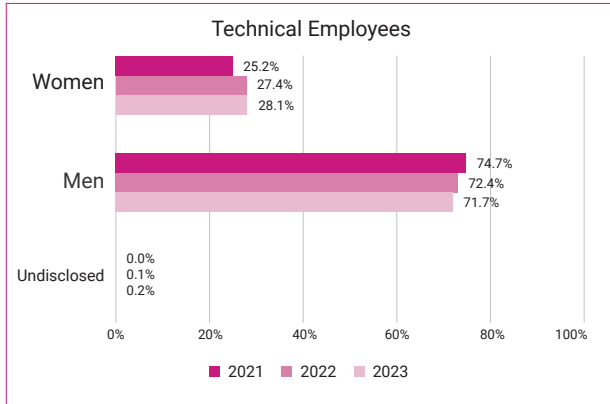
**Our Workforce by the Numbers**

We remain dedicated to a talent attraction and career development approach that identifies employees and candidates with the right mix of talent and experience to position us for continued long-term success. That approach is fueled by our drive toward inclusivity and belonging, through which we gain valuable insights to make our teams, company, and products better. Analyzing metrics in this area helps us take concrete actions to attract a diverse group of highly qualified internal and external candidates, including for senior roles.

**Global Gender Representation**



### Global Gender Representation (cont.)



### Ethnic Representation

Company Overall	2021	2022	2023
American Indian or Alaska Native	0.3%	0.4%	0.2%
Asian	37.1%	36.9%	40.3%
Black or African American	2.1%	2.5%	2.3%
Hispanic or Latinx	4.5%	4.2%	4.1%
Native Hawaiian or Pacific Islander	0.3%	0.3%	0.2%
Undisclosed	4.8%	5.3%	4.5%
Two or More Races	1.7%	1.9%	1.8%
White	49.2%	48.7%	46.1%

Technical Employees	2021	2022	2023
American Indian or Alaska Native	0.3%	0.4%	0.3%
Asian	51.5%	52.7%	58.0%
Black or African American	2.5%	2.7%	2.4%
Hispanic or Latinx	3.1%	2.9%	2.9%
Native Hawaiian or Pacific Islander	0.0%	0.0%	0.0%
Undisclosed	4.6%	6.0%	5.6%
Two or More Races	1.0%	0.8%	0.8%
White	36.9%	34.6%	30.2%

Management	2021	2022	2023
American Indian or Alaska Native	0.0%	0.0%	0.0%
Asian	36.7%	36.1%	37.6%
Black or African American	0.0%	0.5%	0.5%
Hispanic or Latinx	2.6%	2.4%	2.4%
Native Hawaiian or Pacific Islander	0.3%	0.2%	0.0%
Undisclosed	5.3%	5.9%	6.2%
Two or More Races	1.1%	1.2%	0.5%
White	54.1%	53.7%	52.7%

All Other Employees	2021	2022	2023
American Indian or Alaska Native	0.3%	0.4%	0.4%
Asian	17.4%	16.1%	18.7%
Black or African American	2.7%	3.6%	3.3%
Hispanic or Latinx	7.6%	7.0%	7.1%
Native Hawaiian or Pacific Islander	0.6%	0.6%	0.7%
Undisclosed	4.9%	3.9%	3.1%
Two or More Races	3.0%	3.7%	4.0%
White	63.4%	64.6%	62.9%

### Global Female Hiring Rate

Year (data as of last day of year)	Female Hiring Rate
2023	32.6%
2022	31.8%
2021	30.3%

Data as of December 31 for each year

Management includes both Technical and Non-Technical roles from the Associate Director and above  
 Technical Employees includes all technical roles from Sr. Manager level and below  
 All Othe Employees includes all non-technical roles from Sr. Manager level and below

## Labor Practices and Employee Welfare

We operate ethically, creating an environment where our employees are treated with respect and dignity and where they can contribute and be productive in a work environment that is free of discrimination and harassment of any type. We approach our business relationships with the same rigor, building relationships that are grounded in integrity and mutual respect.

### Protecting Human Rights

While governments have the primary responsibility for protecting and upholding the human rights of their citizens, we recognize our responsibility to do our part in respecting human rights in our business. We also know that we have an opportunity to reach beyond our doors and take a strong position of opposing slavery, human trafficking and child labor. We extend those expectations to our suppliers and partners with our Supplier Code of Conduct and Partner Code of Conduct.

Our commitments are clearly spelled out in our [Human Rights Position Statement](#) and manifested in our Code of Business Conduct and policies, standards and practices. We further bring this to life through our DATA values and ongoing training with our team members.

### Equal Opportunity and Respect in the Workplace

We do not tolerate any form of harassment or discrimination within the workplace and this commitment to equal opportunity employment applies to everyone involved in our operations – employees, vendors, customers and candidates for employment. Harassment or discriminatory conduct based on a characteristic protected by applicable law, such as race, color, ancestry, caste, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, results of genetic testing, service in the military, veteran status, or other characteristic protected by applicable law, is prohibited. We require our employees to report any instances of and will thoroughly investigate suspected violations of this prohibition; and we protect those who report in good faith or aid in investigation of any misconduct with a robust anti-retaliation policy.

### Position on Child Labor, Modern Slavery and Human Trafficking

We prohibit the use of child labor across our organization. We do not employ any individuals below the age of 18 years. We take a zero-tolerance approach to any form of modern slavery, including servitude, human trafficking, forced or bonded labor, in our workplace and supply chain. Simply put, no employee is made to work against their will, or subject to corporal punishment or coercion of any type related to work. For further information about our position on modern slavery and human trafficking, please see our [statement](#).

### Privacy Statement

We respect the confidentiality of information with which we are trusted. We set clear expectations for all employees and business partners about collecting, sharing, storing, transferring and disposing of personal data in order to protect privacy. Find additional details about our approach to data privacy below in [“Business Model and Innovation.”](#)

# 2023 Informatica Sustainability Report

## Health and Safety in the Workplace

We will not tolerate violence or threats of violence and we take reasonable measures to provide a safe and healthy workplace for our team members. We comply with applicable safety and health laws and regulations, as well as internal requirements that are outlined in our policies and practices. We also ensure our employees have meal and rest breaks where required by law and do not exceed the maximum number of permissible hours worked.

## Labor Relations

We are dedicated to creating a workplace that respects and values all employees and maintains an environment of open and direct communication. We strive to develop mutually rewarding relationships with employees through fairness, trust and integrity. We respect freedom of association without fear of reprisal, intimidation, or harassment.

## Fair Pay and Benefits

Pay and Benefit programs are reviewed annually against market data globally to ensure we are market competitive in each country. Our goal is to be in line with or ahead of organizations that are of similar industry, size and competition for talent as we are. In addition, our pay for performance philosophy encourages and rewards proven results and excellence ensuring employees are rewarded based on their level of performance. We actively monitor our pay rates across jurisdictions in compliance with gender pay gap laws and general good practices. On the whole, our pro-active approach ensures that our employees are paid at least and typically well above a living wage in all locations in which we operate.

In 2023, Informatica took the final steps of our transformation to an AI-powered cloud company. To that effect, we implemented instances of global restructuring in 2023 designed to enable the company's long-term success. Consistent with our Values, we worked through the process with the utmost compassion and respect for our impacted employees— including providing them with a wide range of resources to support their transition such as compensation packages, options for health insurance and outplacement & career support.



# Environmental Sustainability

We recognize that to maximize long-term business success, we must be responsible consumers of the resources we use and do our part in ensuring respect for the world we share with our stakeholders. That recognition drives our approach to fostering environmental sustainability in what we do—an approach that manifests in several aspects of our operations.

## Energy Management & Renewable Energy and Greenhouse Gas (GHG) Management: Doing our Part to Address Emissions

Climate change is one of the greatest threats to humanity. We recognize that we have a responsibility to our stakeholders—our shareholders, our customers, our employees and our communities—to pro-actively identify steps we can take to manage our GHG footprint to foster more sustainable growth. Our GHG management approach involves numerous efforts to reduce our environmental impacts and increase our use of more sustainable, efficient options.

In the pursuit of our environmental goals, we continue to improve efficiency throughout our physical infrastructure, including the two buildings we own, the 26 offices we lease and the five data centers we rely on. This focus on efficiency comes into play through multiple efforts. We have made strides in making our business operations more efficient and sustainable in 2023:

- **Sustainable Energy:** Two of our offices and two of our contracted datacenters run on 100% renewable energy as of the end of 2023. Additionally, our Redwood City headquarters is moving forward with an installation of a 1.4MWh/y solar array currently estimated for completion in 2025. We project that the addition of this solar energy source will 100% offset grid energy consumption at this location.
- **Data Center Migration and Server Virtualization:** In alignment with our cloud strategy and sustainability philosophy, we initiated server migrations from Quincy, WA to our Austin, TX data center, which boasts zero carbon emissions for its Scope 1 & 2 emissions. We completed this migration in early 2024. Additionally, we prioritize server virtualization, which increases efficiency and reduces energy consumption compared to individual physical server use.
- **Car Leasing:** We updated our car leasing requirements applicable to employees with company-provided vehicles to permit only hybrid and electric vehicles for new leases. Consequently, the number of Diesel and Gasoline cars at the end of their leases decreased by 33 and 6, respectively, while the count of hybrid and electric vehicles increased by 8 and 1, respectively.
- **Electric Vehicle Charging:** We have installed or approved the installation of 61 additional charging stations across both our owned and leased offices, bringing the global total to 85. Notably, 24 stations at our Redwood City headquarters are powered by 100% GHG-free and renewable energy and in 2023, 61 new Redwood City-based drivers were added, resulting in a total of 156 employee-owned electric vehicles using the charging system.



# 2023 Informatica Sustainability Report

- **New Air Conditioning for Headquarters Elevator Mechanical Rooms:** The new units are significantly more efficient in terms of mechanical cooling, resulting in a 22% reduction in electrical load draw. Moreover, these units employ economizers that utilize outdoor air when the temperature is suitable, reducing the need for mechanical cooling and cutting electrical load by 90%.

We are committed to continuing the journey we're on. We are keenly focused on identifying efficient paths to leveraging data and technology to robustly quantify a more comprehensive GHG footprint. As reflected both in our overview of our CDP disclosure and in SASB-aligned disclosures in the appendix, we have increased the coverage of our emissions calculations during 2023, and we are publicly disclosing energy consumption figures for a broader set of offices than in last year's report. We anticipate that over the coming year, we will expand our measurement capabilities even further, and as we do so, our CDP and SASB-aligned disclosures will paint an even more accurate and comprehensive picture of our energy usage across our global operations.

By maturing our emissions measurement process, we will be in a strong position to ensure robust and timely compliance with evolving regulations across the jurisdictions in which we operate; to more meaningfully engage with our key stakeholders around their expectations; and most importantly, to identify opportunities to better and more sustainably achieve our long-term business objectives, including through potential movement to an increasingly optimal mix of energy sources.

## Recycling and Waste Management

Our commitment to sustainability extends to recycling and waste management practices, where we actively participate and push for eco-friendly programs.

- **Composting and Recycling:** We are proud to take part in composting and recycling programs in locations where local waste service providers offer these services. Specifically, we have 9 offices with composting and 11 offices with recycling programs in place. In offices equipped for composting, we provide compostable tableware to reduce landfill waste.
- **Reusable Tableware:** Across our offices, we also offer washable tableware as an eco-conscious alternative. Currently, 20 out of 27 of our offices have adopted this practice. To further encourage its use, we have installed dishwashers in 19 of these locations, making it convenient for employees to opt for reusable tableware.
- **Global E-Waste Program:** To address the proper disposal of electronic waste (e-waste), we have implemented a global e-waste program. This program ensures that all generated e-waste is recycled in an environmentally responsible manner, preventing electronic components from ending up in landfills and reducing our environmental impact.

## Environmental Management

As we continue to evolve our approach to energy management, GHG management and waste and recycling, we remain alert for other opportunities we have to foster a more environmentally sustainable operating model. For example, we look for opportunities to more efficiently use water resources, such as by leveraging automated faucets in 9 of our offices and incorporating water-efficient dishwashers into several of our offices' kitchens. We also remain vigilant about various regulatory and other obligations designed to protect the health and safety of our many stakeholders, including against risks created by environmental hazards.

We strive to take an appropriately holistic, comprehensive approach across these many complementary topics. Certain of our key environmental efforts are most effectively accomplished through cross-functional collaboration and we continue to look for opportunities to utilize a common, unified framework to foster increasingly coordinated planning, execution and monitoring. We believe that as we continue to mature our overall approach to and governance around how we drive sustainable growth, we will continue to see advances in not just what we do, but how we do it.



## Customers and Community

Our sustainable business growth would be impossible without our incredible customers and the communities in which we live and work. We recognize that it's a business imperative to foster healthy, mutually beneficial relationships with these key stakeholders. We are invested in helping our customers and communities build their own sustainable futures and to the shared successes from which we all benefit.

### Our Sustainable Solutions

We are focused on building products that enable our customers to manage and use their data both at the highest levels of efficiency and with peace of mind that their personal and business data is secure. Simply put, our products by their very nature enable customers to operate sustainably.

Our focus on enabling efficiency creates opportunities for customers to manage how their use of our products impacts the environment. Our consumption-driven business model—under which customers pay only for the data management activities in which they engage—provides customers with increasing transparency into how they are using Informatica's products, allowing them to prioritize the most important use cases. We have also deployed an optimization and FinOps capabilities engine that enables customers to identify discrete, actionable opportunities to reduce computing workload and balance those computing workloads between servers running on different platforms and/or cloud service providers. Both of these features can be used by conscientious customers to increase efficiency and, ultimately, to optimize resource use in their data processing and analysis activities.

Fundamentally, our product development and improvement efforts utilize efficient programming and architecture, leading-edge algorithms and data storage techniques and right-sized computing infrastructure. This ultimately reduces the amount of energy that would be required by our customers for similar data processing and analysis utilizing less efficient processes and higher-powered end-user hardware. Additionally, our AI-powered capabilities increasingly automate and speed data management tasks, thereby increasing efficiency and reducing workloads associated with redundant processing, data sets, reports and maintenance of unused data assets. And at a basic level, our cloud-based data management can allow customer teams to spend less resources and generate less paper waste than they would without broad access to consolidated, electronic data.

Our impact on our customers' ability to operate sustainably goes beyond environmental impact. We understand how critical information security and privacy are to businesses. We implement security and privacy as foundational design principles for Informatica's Intelligent Data Management Cloud (IDMC). IDMC leverages industry best practices for data protection with broad support for global regulatory and compliance requirements, including support for our customers' compliance obligations through a shared responsibility model. IDMC embeds security within the infrastructure stack and throughout the accessing and processing of data and embeds optional features that enable customers to further enhance data protection. We continue to enhance our customers' ability to tailor their approach to security and in 2023 alone, we developed and rolled out features that enable customers to better manage and create their own security keys and encryption credentials and to use our IDMC product through a private connection to their own public cloud instances, rather than via the public internet. This focus on continued vigilance is a result of our defense-in-depth approach to security. Additional detail can be found below within the ["Data Privacy and Protection"](#) section.

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Many of our products and services include data transmission and cloud-based data storage. Thousands of customers, including many of the world's largest enterprises and institutions, trust us with their data by using these products and services. This trust is based on the maturity of our privacy and data protection practices and on our corporate culture that regards privacy as both a fundamental value and a key competitive differentiator.

Our cloud products are available globally, providing our customers with data residency choices which are often required when customers are subject to data storage and transfer regulations. We provide points of delivery (PODs) in North America (U.S. West, U.S. East, Canada), Europe (Ireland, Germany and France), the United Kingdom, the United Arab Emirates and the Asia Pacific region (Australia, Singapore and Japan).

We process personal data solely as needed to operate, monitor and improve our products and services; to provide and enhance security; to comply with our legal obligations; and to manage our business. We do not sell or share personal data.

## How We Help Customers Pursue their own Sustainability Strategy: IDMC for ESG Sustainability

In 2023, we also rolled out a solution specifically designed for customers to quickly and efficiently scale up and track progress of their sustainability programs: **IDMC for ESG Sustainability**, which ties together and supplements a suite of our capabilities.

This offering leverages Informatica's unique combination of capabilities. It allows sustainability-focused internal teams to consolidate and unify diverse data from multiple sources, a key requirement for measurement of sustainability-related goals. It also automates adherence with customers' internal policies and controls designed to maximize data quality and to help ensure that measurements are both robust and auditable. By leveraging these (and other) capabilities and building on top of our existing, leading-edge data management products, we help customers give greater assurance to their own stakeholders that sustainability-related metrics and disclosures will meet the same high data quality standards as other key business metrics, from financial disclosures to market analysis. Data quality is built in from the start.

Our sustainability solution, however, goes beyond our other product offerings to bring to our customers additional sustainability-specific external data, including sustainability ratings. By giving our customers the ability to enhance their own data with these additional sources, our sustainability solution empowers customers to quickly glean new insights into, make data-driven decisions about and measure impact of specific actions to achieve their sustainability objectives. This broader effort is showcased in our enhancement of our supply chain management product, Supplier 360, a part of the broader sustainability solution. Customers can now seamlessly and confidently add externally generated sustainability performance indicators to more traditional supplier metrics like spend and criticality. The enhancement allows customers to more deeply analyze their supply chain based on both sustainability and other business objectives. Performance indicators that our customers can now leverage, included within our sustainability solution, include Dun & Bradstreet's ESG Intelligence ratings. In addition, we have enhanced our customers' ability to seamlessly incorporate other sustainability-relevant data that they are already collecting, like suppliers' own emissions measurements and diversity metrics, into their analysis.

## 2023 Informatica Sustainability Report

Deeper analysis is not the only capability that we bring to our customers. We also continue to enhance our solutions' interoperability with other market-leading software and services providers to enable more seamless reporting of the robust metrics that our IDMC products enable customers to create. We are doing this in two ways. First, we have forged deep partnerships with providers with complementary capabilities, such as through our collaboration with Workiva for ESG reporting. Through these partnerships, we arm our partners with a deep understanding of how to maximize the value of Informatica's IDMC for ESG Sustainability solution and we build API and other connectors that greatly reduce the workload on customers' internal technical teams. Second, we continue to ensure that our solutions' output can "talk to" other leading sustainability software providers, even where we have not forged formal partnerships.

Both new and existing customers, including several who are already utilizing our sustainability solution, have expressed excitement about the opportunities created by the solution. We are optimistic that this excitement will only grow as we continue to enhance our capabilities and as more and more businesses, ever-mindful of evolving regulations and stakeholder expectations, continue move toward more mature, data-driven measurement of sustainability strategy. Our optimism is not without solid grounding; multiple external projections predict a rapidly expanding addressable market for sustainability software and other solutions that will continue to grow well into the billions in USD. We are eager to continue to magnify our impact on a wide range of stakeholders by empowering our customers to better realize their sustainability aspirations.



## Customer Stories: Product Impact

An early adopter of Informatica's sustainability solution observed that "Data enablement is key to our ESG initiatives."

This customer, a global renewable energy company seeking to bolster its capabilities around its supply chain, recognized that **Informatica** can help solve data challenges across complex organizations—in its case, across 80 different legal entities in 31 different countries.

Enablement, it found, was just one piece of the puzzle. "You can enable data but if you don't govern it, you don't get trusted and high-quality data, and that is key for us."



## Digital Inclusion

Another key value proposition of all Informatica products is their innate ability to democratize data access—to ensure that key business and personal data can be easily and reliably leveraged at all levels of our customers' organizations, by individuals with varying circumstances and skillsets, for a virtually limitless range of purposes. Our products enable inclusion both in terms of how they are used and the insights they empower our customers to uncover.

Our CLAIRE GPT product, currently in private preview with anticipated general availability date in Q2, is an excellent example of how we demonstrate our commitment to and help our customers realize the full benefits of digital inclusion. CLAIRE GPT is an interface that enables anyone within a customers' organization to glean insights from their organization's data using natural language. CLAIRE GPT can be deployed by clients to foster an inclusive work environment in numerous respects. For example, less experienced users, or those less comfortable with data integration, analysis and manipulation, can be far more confident in exploring and preparing data that might otherwise seem less accessible; users can interact with their data using natural language; and perhaps most importantly, by broadening the pool of users—many of whom will bring their own diverse perspectives and unique life experiences—the insights that can come from data managed by Informatica products are likely to expand.

In addition to CLAIRE GPT, our cloud-based products by their very nature enable inclusivity by breaking down barriers created by physical distance or mobility limitations. Simply put, our cloud products can be used by many types of data consumers including non-technical users, anywhere—from home offices to regions of the world with limited connectivity infrastructure. For example, business users can easily find and access data through an intuitive data marketplace and citizen integrators can connect a myriad of data sources using a no-code user experience with AI-powered recommendations.

We also continue to take pro-active steps to help make our product guides and related documentation accessible to a broader user base, including those with vision, hearing and certain physical and neurological disabilities. As we continue to update our self-help and product guidance materials both within our products and on our comprehensive documentation portal, we routinely test these materials against one of the industry-leading standards for accessibility, the Web Content Accessibility Guidelines (WCAG). When we identify actionable opportunities for improvement, we make changes to our materials to keep us aligned with WCAG 2.1, at the "AA" level for most of our guidance materials. This year, we will also begin investing in a comprehensive effort to align certain of our flagship products to WCAG 2.2, at the "AA" level. In practice, this will ultimately mean that as our effort advances over the coming years, an even broader array of individuals within our customers' organizations will be able to more fully participate in and benefit from the ability to leverage their organizations' data. In addition to these broadly focused efforts, we continue to work to identify and minimize the occurrence of biased language within our products and guides.

# Artificial Intelligence and Machine Learning

We have introduced this discussion as a reflection of our recent and continuing advancements in product development in artificial intelligence (AI) and machine learning. Informatica aims to use AI functionality to enhance our SaaS offerings, drive innovation and provide our customers with more efficient, intelligent and sustainable services. This addition to our sustainability report underscores our commitment to transparency and continuous improvement.

Many Informatica products and services feature technology that enables our users to process information with an increasing degree of autonomy. At Informatica, we understand the profound impact of AI that makes this automation possible and we guide our AI development with an ethical, responsible and comprehensive set of principles. These principles are designed to ensure that the AI technologies we create and deploy are developed and used in a way that respects human rights, contributes to societal benefits including sustainability, upholds privacy and security, prioritizes transparency and explainability and strives for inclusivity and diversity. Our commitment also extends to not designing AI for deployment in ways that can potentially cause harm or undermine the values that we stand for. These principles include enhanced human productivity; data security and accountability, transparency and explainability; delightful user experience; democratization of AI; and bias mitigation. Our AI Working Group, which includes executive representatives of R&D, Product Management and Legal, reviews new product AI features and use cases and directs internal policies and enablement for responsible AI governance.





## Thinking Broadly About Sustainability

Our designation of our AI principles is complemented by healthy internal discussions around AI. Among the highlights of those discussions:

In 2023, the Informatica Black Resource Group hosted a discussion around identifying and reducing bias in AI. Open to all employees, the discussion was led by an external author and CEO, equipping Informaticans with concrete examples of how bias can arise and tools to address and minimize that bias.



## Philanthropy and Volunteerism

Guided by our DATA values, corporate citizenship holds a significant place at Informatica. We prioritize the well-being of people—our employees, customers, partners and those in need within our local communities and the global landscape.

At Informatica, we encourage everyone to contribute their experiences, talents and resources to support those in need. In 2023, our Corporate Philanthropy efforts, including “Informatica Involved,” “Next 25” and “Days of Joy,” showcased our dedication to addressing local and global challenges, such as access to education, housing and food insecurity, social equity and other important causes. “Days of Joy,” for example, is an annual year-end effort through which Informatica encourages our employees to take a break, celebrate and share some fun. In 2023 our themes were Giving and Connecting. Our regional offices participated in onsite activities and fundraising to support local charities. In addition, Informatica and our employees donated to three selected large-scale charities dedicated to feeding children: Save the Children, No Kid Hungry and Akshaya Patra.

We also significantly expanded our engagement in localized, impactful initiatives. Guided by our core values of “Do Good” and “Act as One Team,” teams across our global footprint continued to discover ways to positively impact the communities we are a part of. Several key examples of our many regional efforts include:

### North America

- **Next 25 Initiative** — In partnership with The Public Education Foundation, Informatica's Next 25 program is a 7-year commitment focused on preparing underrepresented middle school students for careers in science, technology, engineering and math (STEM). The program provides academic support, one-on-one student engagement and activities designed to close the opportunity and access gap for the students. In 2023, we hosted two “Genius Camps,” bringing the cohort together in person for a day featuring discussion topics of empowerment, career and personal coaching and guest speakers.

### India

In 2023, our dedicated CSR program in India, Informatica Involved, recognized every opportunity for public philanthropy as a chance to make a difference. These grassroots efforts included the following:

- **Continued support of the annual Run for Disadvantaged Youth:** Teams fundraised for the Tata Consultancy Services (TCS) World 10K Run Bengaluru race and all donations went to three non-government organizations (NGOs) focused on education and empowerment of 1000 underprivileged children.
- **Supported underserved seniors with vision care:** Over 8 million underprivileged senior citizens suffer from vision problems in Karnataka. Our teams partnered with HelpAge India Foundation to support 1500 cataract surgeries to restore the vision of older patients.

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## Germany

In 2023, our teams in Germany supported several important initiatives:

- **"Girls" Day** – Future Prospects for Girls – an event for female students aged 10 years and older to explore professions and subjects of study with less than 40% representation by women.
- **Sponsorship for ADV Böblingen**, – An educational institute for IT training for practitioners in the Stuttgart region.
- **Caritas Stuttgart** – We collected and donated 3,100 € to support families who were affected by the devastating earthquake in Turkey and Syria.

## UK

- **Brett Foundation Christmas Giving Tree** – Employees purchased gifts for local children in need. This may be the only gift these children receive. In 2022 The Brett Foundation delivered 5,000 presents in the Maidenhead & Windsor area.
- **Wycombe's Women Aid** – In recognition of International Women's Day, employees donated to a local women's refuge.
- **McMillan Coffee Morning** – Run by the Sports & Social Club (S&SC), employees donated to MacMillan, a renowned Cancer charity in the UK.

## Poland

- **Szlachetna Paczka** is one of the largest social programs in Poland, connecting people who want to help with those who need support the most. Employees volunteered their free time organizing donations, buying necessary items, packing them and delivering them to a warehouse from which they went to a family in need.

## Ireland

- **Grow Your Own Plants Initiative** – Employees hosted an environmental awareness initiative that included learning how to pot flowers, rewild garden space and grow their own herbs.
- **Awareness Walks** – Throughout the year employees organized three lunchtime walks to raise awareness and support for Mental Health Awareness Week, Pride Month and Breast Cancer Awareness Month.

## Customer Stories: Product Impact

Our contribution to our global community is not limited to our own efforts—our customers use our products to magnify their contributions to communities in need, as well.

Feeding America has highlighted how it uses **Informatica** products to better execute their mission of supporting 200 food banks with 60,000 distribution points, better enabling information sharing between those food banks, Feeding America and others to serve millions of people facing food insecurity.



# Business Model and Innovation

Our approach to driving sustainable business growth is reflected in many of our core, behind-the-scenes business operations. We are committed to standing up and continuously improving corporate infrastructure and operations that maximize the significant value of our innovation, our brand and our products—and proactively mitigate risks. This commitment is apparent across our organization and it is especially important in how we address several key topics.

## Data Privacy and Protection

The security and privacy of customer data is a critical objective across our business. We adopt best practices from frameworks such as the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF) to manage our information security program to protect Informatica and our customers' data security and privacy. Our top priorities include pursuing broad utilization of security and risk management best practices, together with maintaining compliance and discovering opportunities to improve program efficiency and enable innovation.

### How we protect our data and our customers' data

Informatica has adopted specific security framework elements, processes and controls derived from known industry standards such as NIST and the International Organization for Standardization ("ISO") that apply to the types of data processed and stored by Informatica, the industry and regulatory environment in which we participate, and the geographic locations in which we conduct business.

The transparent approach to managing data protection requires an agile, interdisciplinary methodology that spans across:

- **The entire data lifecycle** – acquisition, use, storage and disposal.
- **Internal teams and external partnerships with complementary objectives** – product management and engineering, user support, sales and marketing, finance, risk and compliance and security technology vendors.
- **Multiple control domains** – technical, administrative and legal.

Three principles govern our information security program to earn and maintain customers' trust:

1. Maintain a safe, secure and compliant ecosystem for customer data.
2. Provide Informatica and our customers with a trustworthy environment in which to conduct business.
3. Consistently monitor applicable security controls, attain and renew relevant certifications and maintain regulatory compliance.

# 2023 Informatica Sustainability Report

Our information security program focuses on the following areas:

- Application and infrastructure security to protect core and supporting infrastructure and applications through protective controls and proactive reviews.
- Identity and access management through onboarding, transfer, termination and regular reviews.
- Incident response through a dedicated security operations center (SOC), in-house response capabilities, simulation exercises and security investigation and forensics partnerships.
- Information protection by managing data in storage and in transit based on its sensitivity to preserve confidentiality, integrity and availability.
- Threat and vulnerability management through continuous monitoring, research and testing throughout the software development lifecycle.
- Supply chain risk management by appropriate classification, measurement and the treatment and monitoring of supplier ecosystems.
- Training and awareness enabled by a dedicated governance, education and standards function.
- Business continuity and disaster recovery through plan development, testing and improvement.

Our security risks are addressed through the application of security controls and associated risk treatment plans, and the acceptance and management of residual risks. Oversight and governance of our risk management processes is exercised by the Security Risk Management team. Our security program is audited annually by AICPA-authorized auditors against HIPAA/HITECH, SOC 1, SOC 2 and SOC 3 attestation standards.

Informatica cloud products and our enterprise have also attained other industry-specific compliance such as GxP/CGMP (Current Good Manufacturing Practices), U.K. Cyber Essentials Plus, Spain's Esquema Nacional de Seguridad ("ENS") certification and U.S. Government Federal Risk and Authorization Management Program (FedRAMP) Moderate Level designation. Informatica is currently pursuing the ISO27000 series of international standards, which represents our continued commitment to comprehensive information security and privacy practices.

Visit <https://trust.informatica.com> for the latest list of compliance standards we support.

To strengthen our cybersecurity awareness and to protect Informatica from continuously evolving security threats, we offer our staff several resources to build our resilience against security attacks, including newsletters and videos, security challenges and simulations and department-specific training.

## How we ensure respect for individuals' privacy rights

As the global leader in enterprise cloud data management, we are committed to honoring individuals' rights to privacy and to the protection of personal data. This commitment is embraced throughout our organization and is reflected in the way we design and configure our products and services and how we conduct our business.

Our data privacy program is designed to comply with all applicable privacy laws in the jurisdictions in which we operate, including the General Data Protection Regulation, the California Consumer Privacy Act as amended by the California Privacy Rights Act, HIPAA/HITECH and other local and international laws. We train all employees on privacy annually, with additional training based on employee roles. We publish a transparency report relating to data requests from law enforcement and national security authorities and provide information on the measures we deploy to raise the level of data protection throughout our enterprise. We also prioritize data privacy compliance outside our company with appropriate contractual obligations, diligence and audit guidelines with our vendors and partners.

We process personal data solely as needed to operate, monitor and improve our products and services; to provide and enhance security; to comply with our legal obligations; and to manage our business, including communicating with employees, applicants, actual and prospective customers, partners and vendors. We do not use personal data for purposes unrelated to those in the privacy notice presented at the time of collection or at the time of the first communication. We do not sell or share personal data.

We maintain data privacy guidelines for marketing and sales development. These guidelines instruct our marketing and sales personnel in responsible and effective collection and use of business contact and other personal data, including the lawful bases for data collection and processing, sources from which data may and may not be collected, tracking individuals' opt-in and opt-out status and storage and retention policies.

We ensure that our marketing and sales personnel are trained annually on data privacy compliance and we received 100% completion for the data privacy training in 2023. We generally implement data privacy compliance policies on a worldwide basis and much of the training focuses on these global policies. Informatica also adopts regional approaches to email marketing and telemarketing, where consistent with governing law and our business goals.

## Binding Corporate Rules

Informatica is proud to announce that our Controller and Processor Binding Corporate Rules (BCRs) were approved by the European Data Protection Board and were integrated into our operations in 2023. The BCRs facilitate transfer of personal data through the Informatica enterprise. The Controller BCRs cover Informatica's privacy program for personal data relating to our employees and business contacts. The Processor BCRs cover our privacy program for personal data that we process on behalf of our customers. The successful approval of our BCRs indicates recognition of Informatica as one of the international organizations most committed to the robust and rigorous protection of personal data.

## Governance and key teams involved in protecting data and privacy

Informatica operates mature data privacy and security governance programs designed to honor data subject rights, meet contractual and regulatory obligations and protect against security breaches and incidents. The programs are administered by multiple functions with defined responsibilities and lines of reporting.

Our Global Security Organization (GSO) is overseen by our Chief Information Security Officer, who is under the directive of the Board Audit Committee and reports directly to our Chief Information Officer. GSO supports our compliance with standards and contractual obligations relevant to cybersecurity and good risk governance. Our Product Development organization's product security lead coordinates with GSO to support cybersecurity risk management within our products.

Our Governance, Risk Management, Compliance and Privacy Protection team, which reports through GSO, is responsible for developing, implementing and leading a cybersecurity strategy with our overall Enterprise Risk Management program by evaluating and monitoring business and data protection risks, issues and opportunities with an emphasis on continuous monitoring and process improvement.

Operational teams throughout the organization are responsible for identifying and testing for potential risks, including partnerships with by third-party firms. They are also responsible for assessing and managing their risks in accordance with our Data Protection and Business Resiliency Risk Management Policy to provide data protection assurance.

Our Chief Privacy Officer, who reports on privacy matters to the Audit Committee, and our worldwide network of local privacy officers help ensure that we are promptly aware of regulatory changes and implement new policies responsively throughout our enterprise. The Privacy team provides guidance on strategic initiatives in addition to performing tasks such as negotiating privacy-related agreements, fulfilling data subject requests and analyzing proposed processing activities.

Collectively, these teams take a holistic approach to identify, prioritize and address data security and privacy risks. Our information security strategy supports our business mission and vision by working to identify, prioritize and manage risks while enabling safe innovation. Our senior management emphasizes privacy and security and remains in close communication with these teams.



## Business Continuity and Risk Management

### Business Continuity Program

Our customers rely on our ability to deliver and maintain our products and services with minimal interruption. Our global teams are fully engaged in robust business recovery programs and exercises throughout the year to keep this goal front and center. Our Business Continuity Program (BCP) is organized to respond to and recover from disasters and/or outages with varying impacts including loss of key personnel, loss of a facility, loss of key vendors, loss of IT systems and/or network outage. Our BCP aligns with industry standards such as ISO and NIST - designed to address both regulatory and customer contractual requirements while providing best-in-class services.

One of our core activities includes an annual Information Technology Disaster Recovery (ITDR) exercise. Participating teams respond to a specific scenario which includes failover application testing at the designated disaster recovery site, followed by a failback to the original production site. Additionally, the ITDR Team includes the Security Operations Center in its annual drill to recover in-scope systems to strengthen this relationship and process.

The program ensures that business leadership receives regular readouts of program metrics, testing schedules, results and after-action reports - all designed to support an iterative approach that promotes learnings and consistent improvement. Every business unit has an assigned resource to manage both strategic direction and response activities for their business unit with guidance from dedicated Business Continuity staff.

### Enterprise Risk Management

We have a robust Enterprise Risk Management (ERM) program overseen by our Internal Audit team. The implementation of ERM at Informatica is intended to further engage and focus management in the identification, evaluation, mitigation and reporting of the most significant risks to the Company's operations which may inhibit its strategic, financial, operational, compliance and/or other business goals. The program consists of both annual assessments and ongoing mitigation and monitoring for assurance that we are identifying and evaluating important risks associated with our business operations.

Our ERM program has a defined risk governance structure, starting with our Enterprise Risk Management Committee (ERMC). The ERMC consists of representatives from key business units – including Finance, Sales, Products, Strategy, Legal, Information Technology and Human Resources – and has responsibility for overall program oversight and governance. The Vice President of Internal Audit reports and presents the top risks summary to the Audit Committee of the Board on a quarterly basis.

Process owners have primary responsibility for identification, prioritization and mitigation design and deployment for risks associated with their processes.

# Intellectual Property and Competitive Behavior

We respect intellectual property rights we procure and protect our own intellectual property in a manner that is fair and in conformity with our obligations under law, including restrictions on anticompetitive behavior. We implement these principles by:

- Performing legal, security and architectural approval and ongoing compliance oversight for product design and development, including the incorporation of open source and other third-party technology.
- Supporting open-source communities by contributing our own proprietary code where appropriate.
- Utilizing our active patent-filing program to disclose our core innovations in data integration, analytics and data protection to the public while helping ensure that our investments in those innovations are protected during the patent period.
- Using copyright and trademark registrations to protect only the primary intellectual property and source designations of our products.
- Requiring personnel to acknowledge annually our Code of Business Conduct and setting expectations with suppliers through our Supplier Code of Conduct, both of which emphasize the importance of complying with antitrust laws and avoiding anticompetitive behavior.
- Working to succeed in the marketplace through fair and free competition.

# Supply Chain Management

## Supplier Sustainability Efforts

As our sustainability efforts continue to develop, we seek to extend our expectations and values to our suppliers to drive sustainability in all parts of our business and reduce the environmental impact of goods and services received from our suppliers. Informatica's Supplier Code of Conduct is posted externally on our website and outlines our fundamental policies and expectations of our suppliers. Within this [Supplier Code of Conduct](#) is our expectation that suppliers adhere to sustainable procurement practices and be in full compliance with applicable environmental laws and directives. We encourage our suppliers to seek to recover, recycle, reclaim and reuse resources; minimize waste discharge; and decrease or eliminate any detrimental effects from the waste they do discharge. We also request that they reduce resource and energy use wherever possible.

Highlights of our supplier sustainability program in 2023 include:

- Performed supplier onboarding assessments for all vendors that required an information security review which is a key element for supplier sustainability. Supplier onboarding assessments gauge a variety of factors about a supplier's maturity and involve multiple teams.
- 100% of Procurement Managers completed the Sustainable and ESG Supply Chains training course, which covers topics on keeping your organization's supply chains ethical, sustainable and competitive.

# 2023 Informatica Sustainability Report

## Supplier Diversity Efforts

Our employees, customers and partners come from diverse backgrounds across the globe. We extend similar expectations to promote and encourage an increased diverse representation from historically underrepresented groups within our supplier portfolio. We recognize supplier diversity as an important component of our overall business and track annual spending for the procurement of goods and services with small businesses and businesses owned by women, minorities, veterans, LGBTQIA+ people and individuals with disabilities. We have a team in place within procurement who manages and supports Informatica's supplier diversity program.

Highlights of our supplier diversity efforts in 2023 include:

- Created and distributed Annual Supplier Diversity Reports to internal business requestors to educate and increase visibility of diverse suppliers in major categories of spend.
- Procurement managers led discussions about supplier diversity during annual Category Management meetings to encourage use of and present data on spend from diverse suppliers
- Utilized internal dashboards to report on and track increases in spending with diverse suppliers.
- Performed quarterly Tier II reporting for eleven customers in 2023, up from eight customers in 2022, which allows our customers to recognize the effect of their spending with diverse suppliers within their supply chain.
- As of December 2023, 11.81% of all procurement-managed spending in 2023 was made with diverse suppliers.
- 100% of Procurement Managers completed the Supply Chain Foundations: Supplier Development and Diversity training course, which covers topics on working with and developing suppliers who are owned, managed, or controlled by traditionally under-represented groups.



## A Broad View of Supplier Sustainability

We are cognizant of our ability to incorporate our sustainability strategy beyond our traditional suppliers. This year, we opted to invest some of our assets in a money market fund that contributes a percentage of fees paid to charitable causes. These investments saw a returns equal to those from our more traditional investments—a win-win-win for us, for our financial services provider, and for the broader global community.



## Governance and Leadership

We also recognize that sustainable growth is hampered without strong leadership and a well-functioning structure designed to ensure effective, focused engagement with multiple stakeholders—including with our employees around the imperative of integrity, ethics and compliance and with the outside world.

### Board Independence and Diversity

The gender diversity of our Board, comprised of 30% women, reflects the value we place on having diverse backgrounds and experiences at every level. In addition, our Board is comprised of 40% independent directors who help bring impartial and objective perspectives to the oversight of the company.

### Business Ethics & Compliance

Our sustainable business growth is enabled by our firm commitment to conducting business ethically and in full compliance with myriad applicable laws and standards. As a publicly traded company operating across the globe with customers representing dozens of industries, we are subject to numerous regulations and standards pertaining to the conduct of business, effective corporate governance, corporate disclosure and securities trading. Our high ethical standards—the cornerstone of which are our DATA values—flow directly from these requirements, complemented by the high expectations our customers have of us and we have for one another. We implement and reinforce our commitment to ethics and compliance in several ways.

#### Code of Business Conduct and Our Policies

**Informatica's Code of Business Conduct** clearly articulates and outlines high-level guidance implementing our commitment to conduct business with the highest degree of honesty, integrity and ethical behavior, fostering personal and collective accountability. Our Code applies to all Informatica officers, employees and directors and provides some of our fundamental policies on business conduct. Every employee is expected to know and live by the Code and required to review and acknowledge compliance with it annually.

Complementing our Code is a robust set of policies and procedures that we maintain to guide our employees in meeting legal and customer requirements and the Code's high standards. Our Legal team, as well as other functions with compliance responsibilities, is responsible for ensuring that regulatory requirements, as they evolve over time, are understood and managed by the responsible business units. Each business unit incorporates regulatory requirements into applicable policies, procedures and standards and makes those documents, along with our Code of Business Conduct, available to Informatica personnel through our corporate intranet. Managers are responsible for knowing and doing their part to ensure compliance with the Code of Business Conduct and our policies and to work closely with the Legal and Corporate Compliance teams to escalate to senior management situations that may require special attention.

# 2023 Informatica Sustainability Report

In addition, we have adapted our business ethics guidance specifically for partners and suppliers through the **Partner Code of Business Conduct** and **Supplier Code of Business Conduct**, to which we expect these third parties to adhere.

All employees at every level are required to complete annual training on Informatica's Code of Business Conduct addressing, among other topics, anti-corruption compliance, rules around gifts and business courtesies, fair competition, conflicts of interest and how to report concerns. Our annual training also covers several of our key corporate policies and other compliance topics, including anti-harassment, data privacy, information security, insider trading and, for certain employees, sanctions and export controls and ethical use and development of artificial intelligence. In addition, all employees are required to attest annually that they understand and agree to adhere to key policies. One hundred percent of our employees completed their annual Code of Conduct training and policy attestation in 2023.

## Leadership & Operationalization

Our cross-functional Corporate Compliance Programs Committee (CCPC), comprised of leaders throughout the enterprise, meets quarterly to help raise awareness and ensure efficient collaboration between different functions in operationalizing our commitment to ethics and compliance. The CCPC brings together business leaders and others with expertise in and accountability for numerous compliance topics, including anticorruption compliance, sanctions and export controls, data privacy, cyber security, employment law and human resources and sustainability.

The CCPC process is managed by our Corporate Compliance team within the Legal Department. The Corporate Compliance team is staffed by lawyers and compliance professionals with deep subject matter expertise and significant experience standing up and leading corporate compliance programs. In addition to managing the CCPC, the team is accountable for managing annual training in collaboration with other subject matter experts; managing the annual policy update process for many of our policies; and designing and driving implementation of key compliance-related controls in coordination with functional teams across the corporate enterprise.

## Whistleblower Policy & Addressing Misconduct

One key way in which we implement our philosophy of shared and individual accountability is by requiring all employees to escalate concerns about possible violations of our Code of Business Conduct, Company policy or the law. Employees may escalate their concerns to any member of leadership, Human Resources, or Corporate Compliance, or through our Ethics Hotline. Employees have the option to report their concerns anonymously through the hotline and no matter how concerns are raised, we are committed to preventing and have zero tolerance for retaliation.

## 2023 Informatica Sustainability Report

When concerns are raised, they are handled by legal and other professionals experienced in investigating allegations of misconduct. Investigation responsibility is shared between our Corporate Compliance and Human Resources team according to written procedures designed to facilitate independent and comprehensive investigations. A subcommittee of our CCPC meets quarterly to analyze investigation findings and related data and significant findings and concerns are escalated to the appropriate levels of management.

We have strengthened this process with a [Whistleblower Policy](#), which clearly spells out situations in which employees can raise concerns without fear of harassment, discrimination or retaliation. This policy requires reporting of (1) questionable accounting, internal accounting controls or auditing matters, (2) the reporting of fraudulent financial information, (3) fraud against shareholders, securities fraud, mail or wire fraud, or bank fraud, (4) violations of the rules and regulations of the Securities and Exchange Commission applicable to the Company or (5) known or suspected violations of the Company's Code of Business Conduct. The Policy applies broadly to Informatica directors, officers, employees, consultants, contractors, agents or other service providers (for example, auditors or attorneys) in any location and it clearly explains multiple avenues available for raising complaints, including by reporting directly to the chair of the Audit Committee of the Informatica Board of Directors.

## Stakeholder Engagement and Government Relations

At Informatica, we are committed to one another and to our key external stakeholders—customers, partners, suppliers and investors—all of whom are integral to our business. That commitment manifests, in part, through consistent and informative engagement with these stakeholders.

We believe that shareholder engagement remains a key driver of our continued success. We regularly engage with our top shareholders through an active shareholder engagement program led by management and the board of directors. Through our engagement, we solicit shareholder views on business strategy, corporate governance, environmental and social initiatives and material issues. Our engagement with shareholders reflects our efforts to promote data transparency, adopt best practices and incorporate applicable market feedback.

Our engagement is proactive and reactive for stakeholders and the public. We strive to take a collaborative, transparent approach to articulating and explaining both relevant developments within Informatica and Informatica's position on relevant external occurrences. Our communications are guided by internal procedures that call for timely, decisive dissemination of information to ensure that our stakeholders are well informed. This proactive approach to engaging with the outside world is complemented by a commitment to responding to inbound questions and feedback through agile internal collaboration among relevant internal business people.

We also recognize the importance of our interactions with government institutions around the world and work hard to ensure all government engagement is undertaken responsibly and transparently. We require approval from the Chief Legal Officer or Chief Financial Officer for any funds or assets used for, or contributed to, political campaigns or political purposes. This includes any contributions made directly or through intermediaries (such as political action committees, non-profit advocacy organizations or industry associations) anywhere in the world. We did not make any such contributions in 2023.

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Our **Code of Business Conduct** and **Anti-Corruption Compliance Policy and Guidelines** help employees understand the complex rules and regulations that apply to offering gifts and other things of value to government employees, officials and representatives. We provide employees with clear, actionable guidance about circumstances under which gifts, travel and entertainment may be appropriate through the Code and policy, as well as through annual training and other awareness programs. In addition, employees have easy access to the Corporate Compliance team, who answers questions about proposed business interactions and provides guidance about proper interaction with government and non-government customers and other third parties.

Lobbying activities are similarly highly regulated and therefore scrutinized at Informatica. To the extent we engage third-party representatives for government relations work, we prohibit contingent fees and commission, referral fee or other incentive programs on any transaction involving a public sector end user or customer (including public higher education, healthcare, tax and/or utilities). Employees are responsible for understanding when their activities may be legally considered lobbying in a particular jurisdiction. We did not engage any lobbyists for any particular political issue or pending legislation in any jurisdiction in 2023.

In addition to setting guardrails to prevent potential misconduct, we also proactively engage in the policymaking process where appropriate. For example, we are a member of BSA/The Software Alliance, a trade association and policy advocate for the global software industry. Our Chief Legal Officer has served on the group's Board since 2018.





# Appendix 1 - Sustainability Disclosures and Assessments

## EcoVadis Highlights Summary

For the past eight years, we have participated in the EcoVadis third-party sustainability assessment, which measures our performance in four major areas: environment, ethics, labor and human rights and sustainable procurement. Our scores in each of the individual areas are above average for all other software providers they assess. In 2023 we received an overall score of 50, which is in the bronze category, showing our commitment to protecting the environment and people through our business practices. Highlights of our assessment results can be found on our [website](#).

## CDP Report Summary

In 2023, we submitted our second formal response to CDP, a global non-profit that runs an environmental disclosure system for companies, cities, states and regions. Our response was for FY2022 and included Scope 1 and Scope 2 emissions reporting for our office spaces in 18 different country locations. As an IT software and services company we monitor and evaluate ways to mitigate potential climate-related risks.

# Appendix 2 - SASB Index: Software and IT Services

We have elected to report under the SASB: Software and IT Services Standard. SASB connects businesses and shareholders on the financial impacts of sustainability. We do not currently disclose all metrics included in the standard for our sector, but we intend to continue to evaluate them in the future. All data is for the fiscal year ending December 31, 2023 and for Informatica Inc. and its subsidiaries, except where otherwise noted.

SASB Topic	Accounting Metric	Item Code	Response	Page # / URL
<b>Environmental Footprint of Hardware Infrastructure</b>	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	TC-SI-130a.1	(1) 23,700 total energy consumed (GJ) (2) 87% of grid electricity Infrastructure (3) 34% renewable  This information covers energy consumed in four offices: Redwood City, Bangalore, Chennai and Hyderabad.  Our 2022 disclosure covered energy consumed in Redwood City.	Pages <b>23-24</b>
	(1) Total water withdrawn (2) Total water consumed (3) Percentage of each in regions with high or extremely high baseline water stress	TC-SI-130a.2	We do not track any water related metrics as it is not considered a priority sustainability topic for our business.	NA
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	The information technology team is responsible for ensuring that we efficiently manage energy consumption in our leased data centers. We evaluate our data center vendors for proper limiting of loss — either to getting power to or cooling our equipment. This includes hot and cold aisle separation, efficient cooling systems and consistent monitoring of hot spots through infrared scanning. We primarily work with vendors that have ISO 14001 certification.	NA

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SASB Topic	Accounting Metric	Item Code	Response	Page # / URL
<b>Data Privacy and Freedom of Expression</b>	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.1	Please see the Data Privacy and Protection area provided in the report.	<a href="#">Informatica Privacy Policy</a> Pages 36-39
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Informatica does not use personal data for purposes unrelated to those in the privacy notice presented at the time of collection or at the time of the first communication.	NA
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	We were not a party to any legal proceedings related to user privacy issues in 2023.	NA
	(1) Number of law enforcement requests for user information (2) Number of users whose information was requested (3) Percentage resulting in disclosure	TC-SI-220a.4	We did not receive any requests for user information from any law enforcement agency in 2023.	NA

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SASB Topic	Accounting Metric	Item Code	Response	Page # / URL
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering or censoring	TC-SI-220a.5	<p>Generally, without a license, Informatica may not provide access to its software (including any download of non-public documentation), provide its services, or export when it knows that its software or services are intended for access from or transmission, shipment, or other provision to any of the following prohibited countries: Cuba, Iran, Syria, North Korea and Specific Regions of the Ukraine (Crimea, Donetsk and Luhansk).</p> <p>In addition to the prohibited countries subject to general embargoes, there are several other countries or regions for which there are lesser sanctions in place that are administered by the U.S. Department of Commerce's Bureau of Industry and Security (BIS), OFAC, or both, as follows:</p> <p>Afghanistan, The Balkans (all countries included), Belarus, Burma (Myanmar), Central African Republic, China (specific entities and Chinese Military Companies), Democratic Republic of the Congo, Ethiopia, Hong Kong, Iraq, Lebanon, Libya, Mali, Nicaragua, Russia, Somalia, South Sudan, Sudan and Darfur, Ukraine/Russia, Venezuela, Yemen and Zimbabwe.</p>	<p>A complete and up to date list of prohibited countries and other sanctions programs can be found here:</p> <p><a href="#">Sanctions Programs and Country Information   Office of Foreign Assets Control (treasury.gov)</a></p>
<b>Data Security</b>	<p>(1) Number of data breaches</p> <p>(2) Percentage that are personal data breaches</p> <p>(3) Number of users affected</p>	TC-SI-230a.1	We did not experience any material data breaches, including those that might include PII in 2023.	NA
	Description of approach to identifying and addressing data security risks, including use of third party cybersecurity standards	TC-SI-230a.2	Please see the Data Privacy and Protection area provided in the report.	Pages 36-39

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SASB Topic	Accounting Metric	Item Code	Response	Page # / URL
<b>Recruiting and Managing a Global, Diverse and Skilled Workforce</b>	Percentage of employees that require a work visa who are: foreign nationals and located offshore	TC-SI-330a.1	69.5% of employees are located offshore	NA
	Employee engagement as a percentage	TC-SI-330a.2	Our 2023 engagement score was 78%, 5% above the tech benchmark of 73%. See Employee Engagement section for details.	Page 11
	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	See Investing in Our People	Pages 18 - 19
<b>Intellectual Property Protection and Competitive Behavior</b>	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-SI-520a.1	We did not experience any monetary losses as a result of legal proceedings in this area in 2023.	NA
<b>Managing Systemic Risks from Technology Disruptions</b>	Number of: (1) performance issues (2) service disruptions (3) total customer downtime	TC-SI-550a.1	In 2023, our cloud products were available for customers > 99.9% of the time.	Additional information can be found on the <a href="#">Informatica Intelligent Cloud Services Status</a>
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	See Business Continuity section for details.	Page 40

## About Us

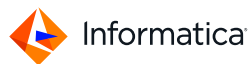
Informatica (NYSE: INFA) brings data and AI to life by empowering businesses to realize the transformative power of their most critical assets. When properly unlocked, data becomes a living and trusted resource that is democratized across your organization, turning chaos into clarity. Through the Informatica Intelligent Data Management Cloud™, companies are breathing life into their data to drive bigger ideas, create improved processes, and reduce costs. Powered by CLAIRE®, our AI engine, it's the only cloud dedicated to managing data of any type, pattern, complexity, or workload across any location — all on a single platform.

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## Where data & AI come to



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