



SASB REPORT 2024



www.nimblework.com



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Introduction

NimbleWork is a SaaS products firm founded by a group of serial entrepreneurs in 2002. We are Headquartered in Cupertino, California, USA, and have offices in Bangalore and Mumbai, India. We have customers worldwide, with over a million users of our products. Our users come from various industries, including consulting, professional services, enterprise IT organizations, and companies from multiple verticals, including Automotive, Healthcare, Financial Services, Public Sector, Hi-tech, and Telecommunications.

What we do

We are a leading provider of collaborative AI-enabled Enterprise Agility, Work Management, and Project Management products and solutions to teams and organizations to “Humanize Work” and deliver work and projects effectively and successfully. Our products help technology teams such as Corporate IT, ISVs, IT services, consulting, and general business functions like Marketing, Recruitment, HR, Procurement, Legal, etc.

Our ESG Strategy

NimbleWork’s ESG strategy is built on the vision of initiating and supporting ESG initiatives within and outside the company. We believe in responsible and ethical business practices that benefit our planet, environment, employees, customers, partners, investors, and borrowers.

As a SaaS Technology Product company, we will focus on decreasing emissions and ensuring sustainable access to our products and services for our customers. We will also support a diversified workforce, ensure the security and privacy of our customer data, and proactively manage and mitigate all risks that may impact the delivery of our products and services to our customers.

This is our first ESG report under the Sustainability Accounting Standard Board framework. We will continue this journey by reporting under different frameworks in the coming years to ensure our sustainable activities and participation in forming a better and more sustainable world.

Letter from CEO

*A. V. Sridhar - Co-founder,
President & CEO - NimbleWork*



Dear valued stakeholders,

The impact of human activities on the Earth is a pressing issue that affects the planet's natural systems and resources. Overusing natural resources such as water, minerals, and forests is leading to scarcity and putting pressure on the planet's ability to sustain life in the long term. Therefore, we must take immediate and decisive action to address these issues and protect the Earth for future generations.

As NimbleWork, Inc.'s CEO, I proudly announce our commitment to implementing a comprehensive Environmental, Social, and Governance (ESG) program. We recognize the importance of balancing economic growth with our planet's and the broader community's well-being, and we are committed to taking meaningful action to address these issues.

Our ESG goals include reducing carbon emissions by 50% within the next five years, improving gender diversity within our organization, developing a sustainable vendor ecosystem, increasing transparency through regular sustainability reporting, investing in local communities, and committing to ethical business practices.

Not just the above initiatives but Nimble, our newly designed product family, follows the theme of Humanizing Work, which will substantially impact the lives of our customers/users.

We understand that achieving these goals will be challenging. Still, we are committed to making progress and continuously improving our performance by regularly engaging with our stakeholders to gather feedback and ideas for improvement.

By taking a leadership role on ESG issues, we can create value for our shareholders, employees, customers, and communities. We are excited to bring this journey together and look forward to working with all of you to create a more sustainable and equitable future for all.

ESG Goals

1

Reduce carbon emissions by 50%

Within the next five years, through renewable energy and energy efficiency investments.

2

Increase gender diversity

Within the company, by implementing training programs and establishing gender diversity metrics for hiring and promotions.

3

Robust sustainability program

Develop and implement a robust sustainability program for our vendors, including regular audits and vendor scorecards.

4

Increase transparency

By publishing regular sustainability reports, including environmental, social, and governance performance information.

5

Invest in local communities

By supporting education and workforce development programs and committing to fair labor practices.

6

Commitment to ethical business practices

Establish a company-wide commitment, including a code of conduct and regular training on compliance and anti-corruption measures.

7

Improve our ESG goals

Continuously review and improve our ESG goals, measuring progress through regular reporting and stakeholder engagement.

Metric and Disclosures Environment

Environmental Footprint of Hardware Infrastructure

Energy consumption

Our total energy consumption in FY24 was 248.64 (FY23: 254.70, FY22: 237.76, FY20: 219.04, FY19 527.00) Giga joule(GJ). We have decreased our energy consumption by 45% since 2019.

In 2021, as a part of the strategy, we went to the work-from-home mode to decrease Greenhouse gas emissions. As a result, we reduced our emission from FY21:61 Metric Ton Carbon Dioxide equivalent (MTCO₂e) to FY22: 51 MTCO₂e (almost 10% of total annual consumption).

We are committed to continually improving the energy efficiency of our offices by taking up various goals in the next several years. These will include the following -

- Purchasing electricity we use from renewable sources.
- Enable our customers who use our products to reduce their carbon emissions.
- Take up Net Zero goal to reduce scope three emissions.
- Take the initiative to raise awareness amongst our employees so they can take action to reduce energy consumption and other resource use.
- Take the initiative to support Sustainable Development Goals (SDGs).

In response to the COP26 UN Climate Change Conference, Glasgow, on the climate crisis, we are committed to reducing the impact of our activities on the environment. As an IT company, we believe that Digitalization is the key to saving energy, and we are on our way to achieving our goals.

Note: The provided data is for the total electricity purchased directly in the office during the reporting period, as we don't have any other sources for energy consumption. During the year, 100% of the total energy consumed was provided via the grid.

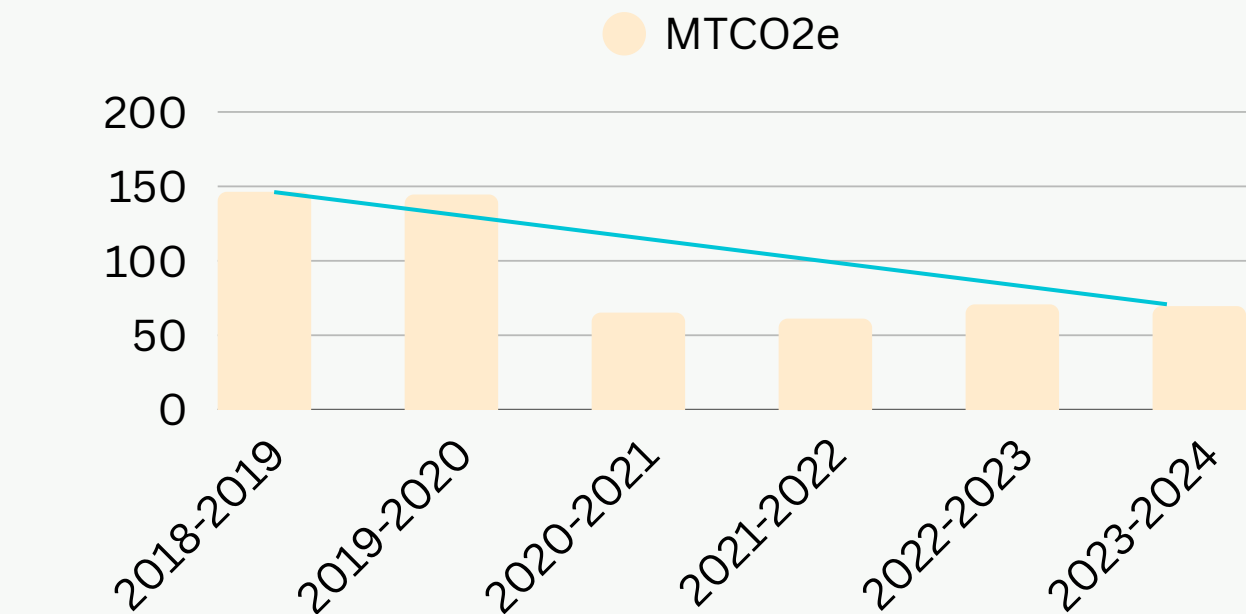
Metric and Disclosures

Environment

Environmental Footprint of Hardware Infrastructure

Energy consumption

Code & Topics	2024	2023
TC-SI-130a.1a Total energy consumed (in GJ)	248.64	254.70
TC-SI-130a.1b Percentage grid electricity	100	100
TC-SI-130a.1c Percentage renewable	0	0



Metric Ton Carbon Dioxide equivalent (MTCO2e)

Metric and Disclosures

Data Privacy & Freedom of Expression

Description of policies and practices relating to behavioural advertising and user privacy

NimbleWork Privacy Policy

<https://www.nimblework.com/about/privacy-policy>

As a technology company, we understand the importance of data privacy and believe everyone has a right to privacy wherever they live. We are committed to protecting the privacy of our users whose information is collected and stored using NimbleWork's Platform through our website or Apps.

Our privacy management policy is based on the US Office of Management and Budget "Guidance for Implementing the Privacy Provision" of the E-government Act of 2002, including the use of Privacy Impact Assessments (PIAs), including CCPA, COPPA, and CAN-SPAM ACT 2003, applied in all branches.

We always protect our clients' right to privacy. Therefore, we respected local data protection and privacy laws in our framework. But at the same time, we must comply with legal orders from national authorities, including law enforcement.

Metric and Disclosures

Data Security

Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards

NimbleWork approach to Data Security - SOC2/ISO27001:2022/GDPR/EU-US DPF
<https://trust.nimblework.com>

- We continuously conduct Vulnerability assessments on our AWS-hosted servers using AWS Inspector and remedy any issues found within the specified time limits of our SLAs.
- We have a Risk Management policy in place. Our Risk assessment focuses on security risks to protect Confidentiality, Integrity, and Availability (CIA). Moreover, we maintain a Risk Register with appropriate risk treatment. Proper procedures (Avoidance, Reduction, Transfer, and Retention) to conduct risk assessments have been defined according to ISO 27001 compliance standards. Moreover, Business Continuity and Disaster Recovery (BCDR) tabletop exercises are performed regularly to tackle real-time security incidents that could affect the CIA or lead to a data breach.
- We have mandated Zero Trust Network Access (ZTNA) for every resource access, and Multi-Factor Authentication (MFA) is enabled on all AWS accounts. Encryption is mandatory on all layers; at-rest and in-transit have been implemented. All communication between server clients and services for the products have been configured to use TLS v1.2 and above.

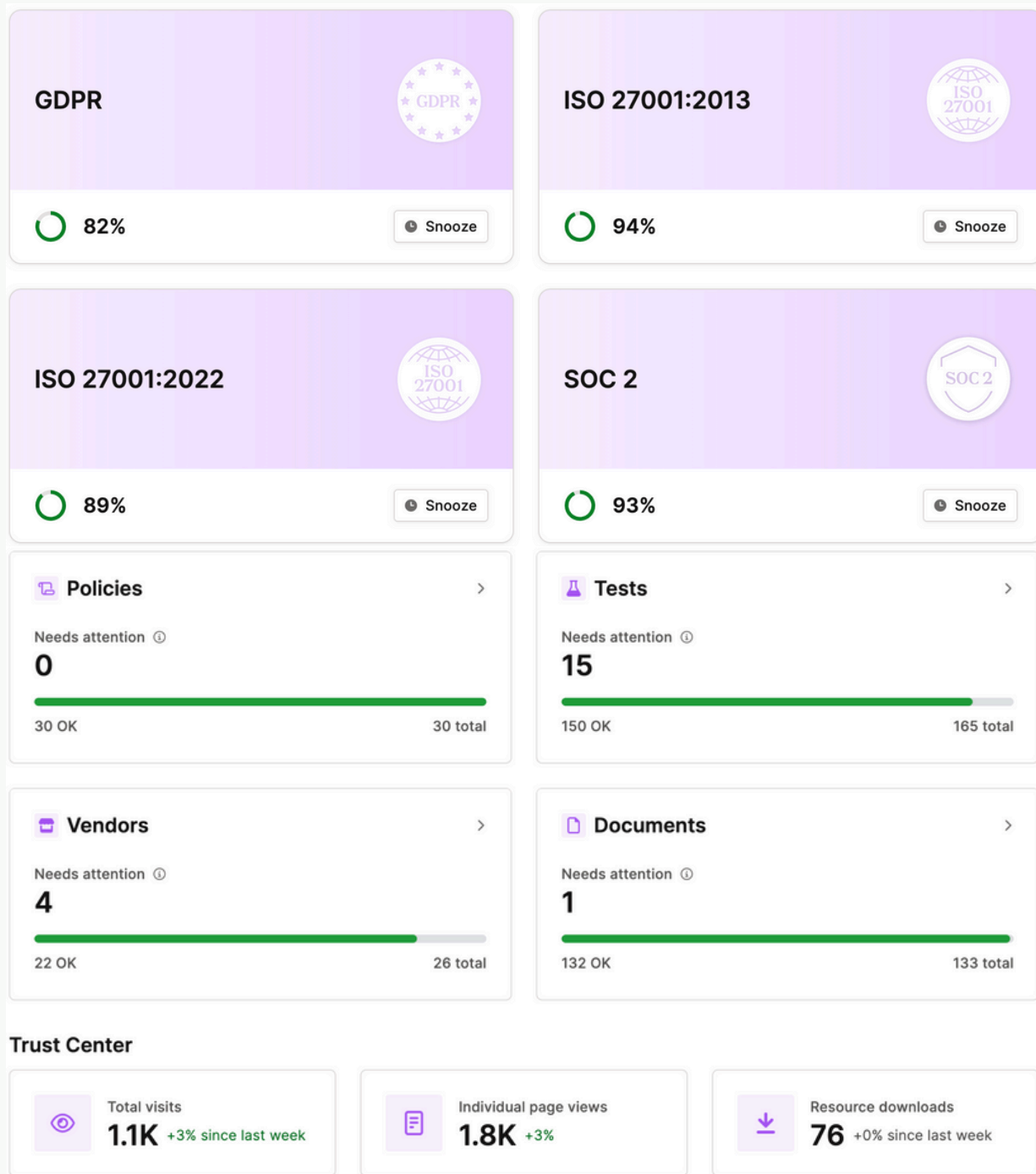
Note: As a SaaS technology company, we deal with a lot of data and software daily, so we are subject to cyber threats. NimbleWork offers enhanced user protection, with each layer of data secured in the cloud with world-class hosting and encryption solutions at rest and in transit.

A snapshot of our Data Security management environment is available on the next page.

Metric and Disclosures

Data Security

Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards



Metric and Disclosures

Policies and programs for fostering equitable employee representation across its global operations

NimbleWork is an equal opportunity employer and does not make employment decisions based on race, ethnicity, gender, or other protected characteristics.

The company has its code of professional conduct and human rights statement to meet its responsibility to respect human rights and ensure professional behaviour in the office or during work. HR is responsible for distributing the codes to the employees and contractors.

NimbleWork is committed to enabling a comfortable work environment for its employees and giving them the right to speak, ask questions, seek advice, raise issues, discuss ideas, and report any misleadings or allegations of non-compliance with laws. In addition, employees can report suspicions of misconduct to their managers and Human Resources without any fear of retaliation.

NimbleWork's code of conduct supports the company's mission and vision. Employees must avoid conflicts of interest or any other illegal situation while carrying out their work-related responsibilities. In addition, employees must be honest and trustworthy concerning their business dealings and obey relevant laws and policies formed by the company to ensure the integrity of the workplace.

NimbleWork supports an Open Door Policy, which enables employees to talk openly with their immediate senior and executives on work-related matters.

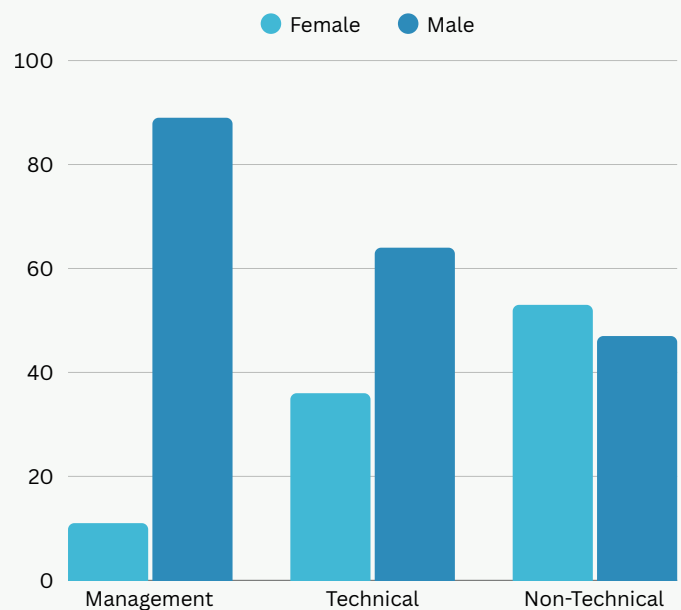
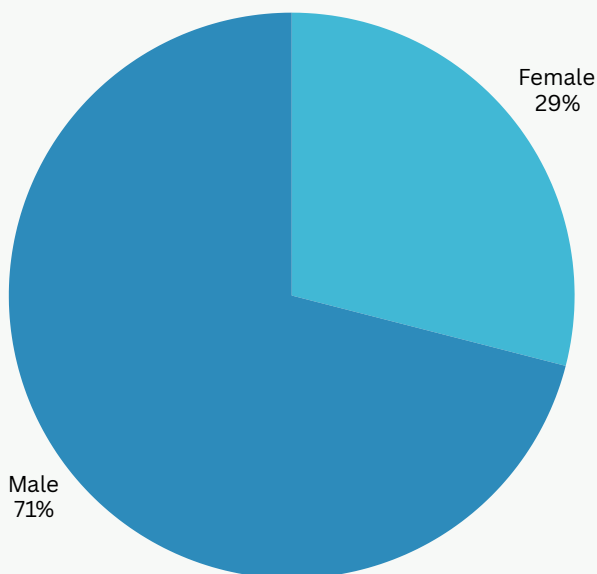
NimbleWork is committed to providing fair compensation to its employees. We regularly review our pay practices to avoid disparities or partiality across genders or races and ensure compensation according to potential, job level, function, location, performance, etc.

Metric and Disclosures

Recruiting & Managing a Global, Diverse & Skilled Workforce

Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees

Employee category	Female	Male	Not disclosed
Management	11.11%	88.89%	0%
Technical	35.71%	64.29%	0%
Non-Technical	53.12 %	46.88%	0%



Metric and Disclosures

Recruiting & Managing a Global, Diverse & Skilled Workforce

Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees

Headcount as of December 31, 2024

The data represents full-time employees of NimbleWork. Non-employees (such as non-payroll consultants) and temporary employment workers (such as interns) are excluded from the analysis. The following employee categories are used: (1) management, (2) technical staff, and (3) all other employees or non-tech.

Management includes the Executives/Senior-Level Officials, Vice Presidents, and Managers who plan, direct, and formulate policies, set strategy, and provide the overall direction of enterprises/organizations for the development and delivery of products or services within the parameters approved by boards of directors or other governing bodies.

Technical staff includes employees categorized in the (Computer & Engineering staff)

All other employees include those not classified as management or technical staff. According to our data representation, the Company has 30% female and 70% male full-time employees categorized in different departments.

NimbleWork is an equal opportunity employer and does not make employment decisions based on race, ethnicity, gender, or other protected characteristics. Our hiring procedure is mostly talent-based.

NimbleWork considers different factors, including business growth and related new openings, successful recruitment of diverse applicants, and turnover – which will play critical roles in whether or not the Company achieves its goals. It provides fair pay to our employees accordingly.

Metric and Disclosures

Number of performance issues and service disruptions;

Business continuity risk status and mitigation steps taken

Status: No outages were reported in 2023.

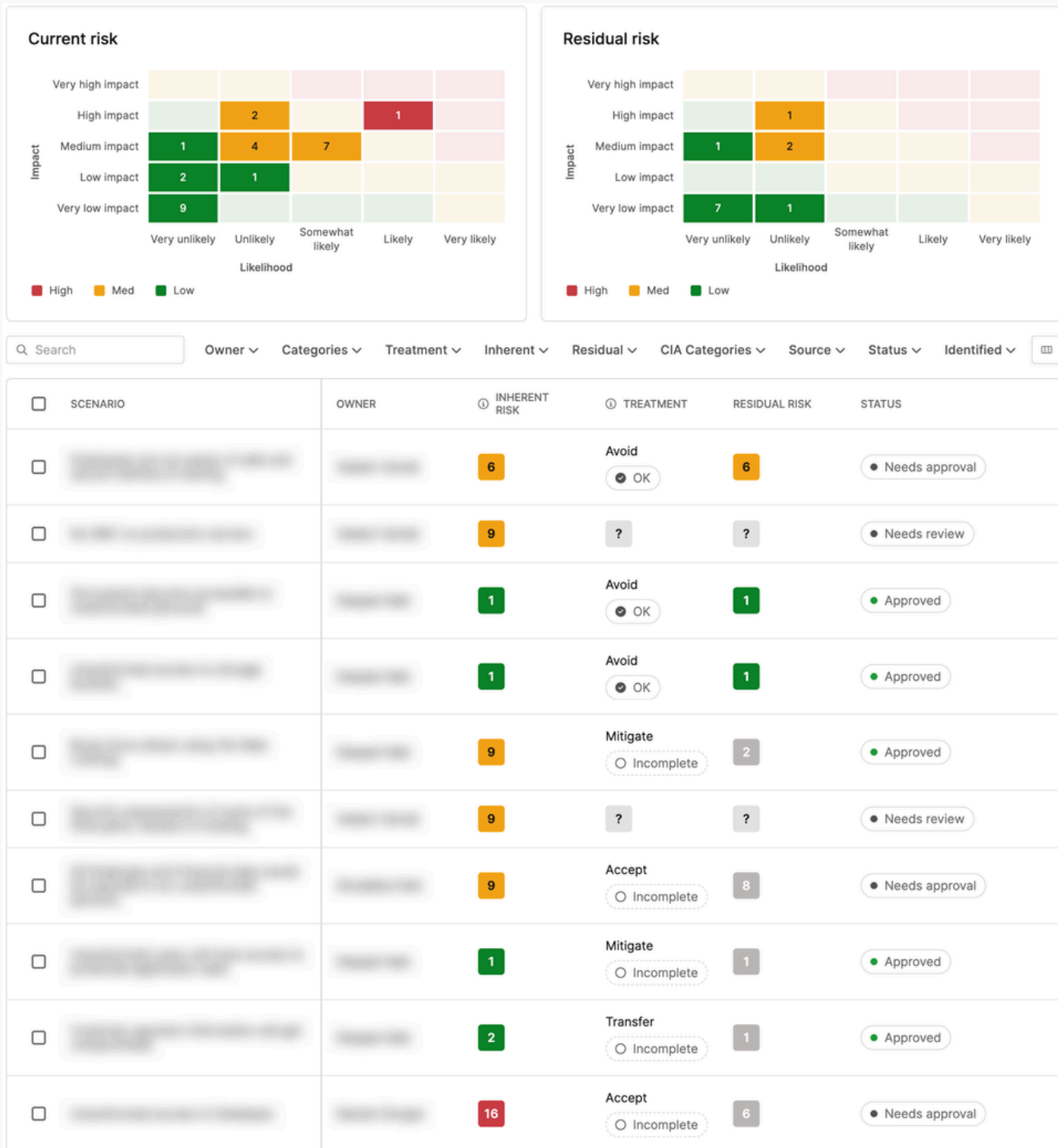
- Business Continuity and Disaster Recovery (BCDR) tabletop exercises are conducted regularly to identify the risks that could affect continuity, and then appropriate action items are identified to treat those risks.
- The risk register is maintained to record the risks and treat them. These risks have populated the result of risk assessments, BCDR tabletop exercises, Customer tickets, and Vulnerability assessments.
- The company used AWS cloud. The Cloud Service provider delivers SLAs as per the agreement.
- Risk management is used where risk assessments are conducted, appropriate risk ratings are marked in the risk register, and risk treatment is provided to reduce the impact and likelihood.

Business Continuity and Disaster Recovery Plan is available for customers to download at: <https://trust.NimbleWork.com/>

Metric and Disclosures

Data Security

Business Continuity Risk Tracker (As on Dec 2023)



Category - Quantitative
Code - TC-SI-550a.1 & 2

Conclusion

At NimbleWork, we recognize that sustainability is essential to the long-term success of our business. Therefore, we are committed to reducing our environmental footprint, promoting social responsibility, and maintaining strong governance practices.

To achieve these goals, we have developed a comprehensive sustainability strategy that focuses on three key areas:

- **Environmental Stewardship:** We are committed to reducing our environmental footprint by minimizing our energy consumption, reducing waste, and promoting sustainable practices throughout our operations.
- **Social Responsibility:** We believe that businesses are responsible for contributing to the well-being of the communities in which they operate. We are committed to promoting diversity, equity, and inclusion within our workforce and partnering with organizations that support social causes.
- **Governance:** We are committed to maintaining the highest corporate governance and ethical standards. We have established robust policies and procedures to operate transparently, ethically, and responsibly.

Learn more about us at:

- Website: <https://www.nimblework.com>
- Security page: <https://trust.nimblework.com>

Feel free to contact us at eco-samaritans@nimblework.com if you want to share any feedback, suggestions, or questions.