mimecast®

ENVIRONMENTAL, SOCIAL, AND GOVERNANCE

2023 REPORT

Contents

Welcome to our ESG Report FY2023

Peter Bauer,
Chief Executive Officer

Welcome to our FY23 Annual Environmental, Social, and Governance Report! Our commitment to global resilience together is core to our values, who we are as an organization and the work we do every day.

For this report, you will find that Mimecast has demonstrated its continued commitment in our community investments, data reporting, and human capital strategy. We understand that our people are our greatest strength, and through their resilience, we're able to build resilience within our communities.

With our digital ecosystem, Mimecast seeks to make the world more resilient for our customers – we apply that same focus on resilience to the way we operate. Our social impact and sustainability strategy is built on a foundation of conducting our business with integrity and to the highest ethical standards, reinforcing data security in our own operations, and building a workforce for the future.

I share my sincere gratitude for your partnership and passion as we build a more resilient world together.

FY21   FY22   FY23

- Eliminate single-use plastics
- Implement universal compost/recycling
- Launch micro-offset campaigns

- Complete ESG Materiality Assessment
- Scope 1 & 2 Carbon Neutrality Commitment
- Launch Partnership with One Tree Planted

- Relaunch Internal Sustainability Team
- Review Facilities Footprint and Impact Reduction Plans

- Donor Advised Fund for Charitable Giving
- Launch DEI Strategy
- Launch CSR Website
- Launch Mimecaster Resilience Fund

- Expand Employee Resource Groups to Support DEI Strategy
- Launch Inaugural Corporate Social Responsibility Report

- Launch Revamped ESG/DEI Website
- Launch Annual Volunteer-Driven Community Resilience Month
- Expanded Investment

- Launch Partnership with Sustainability Roundtable, Inc.

- Launch Global ESG Council
- Introduced a Vendor Code of Conduct
- Revamped Trust Center

- Launch Revamped ESG Report
- Publish Investor Rating
- Updated Code of Business Conduct

In this report, Mimecast presents information on the investments we have made in the areas of corporate social responsibility, environmental sustainability, talent and human capital, diversity, equity, and inclusion, and corporate governance.

As a leader in cyber resilience with an integrated commitment to creating more resilient communities, Mimecast is committed to aligning our sustainability goals with the United Nations Sustainable Development Goals (UNSDGs) and leveraging GRI and SASB as guiding frameworks. For each of our subsequent report sections, we will align our results to specific SDGs.

We stop bad things from happening to good organizations by enabling them to work protected

About us

Since 2003, Mimecast has been helping to stop bad things from happening to good organizations by enabling them to work protected. We empower over 40,000 customers to mitigate risk and manage complexities across a threat landscape driven by malicious cyberattacks, human error, and technology fallibility. Our advanced solutions provide proactive threat detection, brand protection, awareness training, and data retention capabilities evolving workplaces need today. Mimecast seeks to transform email and collaboration security into the eyes and ears of organizations worldwide.

In May 2022, Mimecast was acquired by Permira, taking it private and marking a new era of ownership and transformation. With Permira's resources, network and deep experience scaling global technology companies, we will be better positioned than ever to deliver the innovations that our customers and the world need.

2,000+
Employees in 23 countries

17MIL
End users protected

162MIL
Threats blocked

The product suite

The Mimecast X1 Platform powers the Mimecast Product Suite, by creating a fully integrated system of systems that integrates seamlessly with other technologies — from M365 and Google Workspace to complementary security tools.

Security awareness training & user behavior

Mimecast Awareness Training makes employees an active part of defense with award-winning content, real-life phish testing, user risk scoring, and targeted end-user support.

Enhance and extend protections with:

Web security – designed to protect employees against malicious and inappropriate websites with a 100% cloud-based service that integrates with Mimecast Email Security.

Brand protection – Helps safeguard your digital brand by identifying and blocking brand impersonation attacks exploiting websites similar to your own.

Sustainable Developmental Goals

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Email security & resilience

Mimecast Email Security is designed to block the most sophisticated threats.

Email Security, Cloud Gateway
helps secure even the most complex email environments with highly customizable controls.

Email Security, Cloud Integrated
Offers robust M365 protection that deploys in minutes and is optimized out of the box and requires no MX record change.

Enhance and extend protections with:

Social Engineering Defense & AI Cybersecurity - Empowers users with AI-driven email warning banners surfaced and updated in real time based on risk.

Insider risk protection - Helps prevent attacks from spreading internally and to your supply chain by applying best-practice inspections to internal and outbound email.

DMARC management - Provides comprehensive visibility and control of who sends emails on your behalf by accelerating and simplifying implementation of the DMARC protocol.

Continuity - Keeps email flowing in the face of planned or unplanned downtime.

Message encryption - Securely sends sensitive information with message encryption that's easy to use and simple to administer.

Email incident response - Decreases the dwell time of cybersecurity threats and reduces the burden of threat response and remediation.

Data retention & compliance

Mimecast Data Retention simplifies compliance, reduces the time and cost of e-discovery searches, and preserves data in accordance with selected retention levels.

Enhance and extend protections with:

Compliance & supervision - Reduces the risk and complexity of navigating dynamic corporate and regulatory requirements, while controlling audit readiness.

Archive for Microsoft Teams - Decreases risk with security and compliance controls for Microsoft Teams.

Preserves e-mail data - Ensure email data is preserved and rapidly restores inboxes to a point in time with archiving and data resilience capabilities.

Data migration - Reduces the time, cost, and complexity of shifting away from outdated archive systems by streamlining and accelerating the transfer of legacy data.

Product design principles

The principles of our design system align to our strategy
as we strive to become a leader across all product lines.

We seek to uphold the following principles:

Effortless

We seek to create products that are effortless for people to use.
They can navigate our products and simply get things done.

Empower

Our products empower people to achieve their goals.

Trustworthy

Our products are trustworthy. We believe people can trust the
information (content and interaction) we give them, and we aim
to protect them with no surprises.

Guidance

Our products offer people guidance, so they know what to do
and why.

Accessible & Inclusive

We strive to design products that are accessible and inclusive
so people of different abilities and backgrounds can meet their
needs using our products.
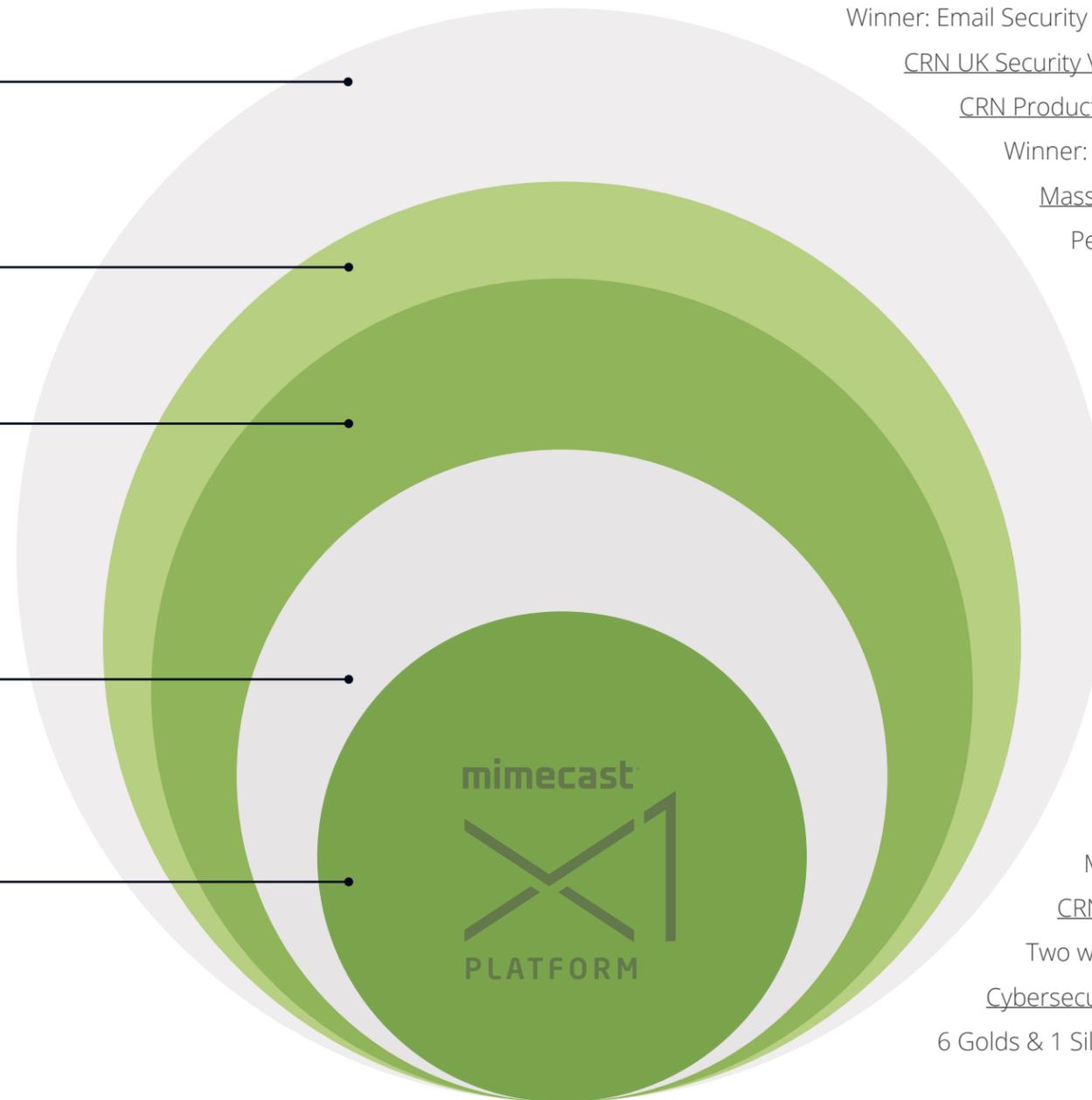
Product awards

Cyber Defense Magazine's Global Infosec Awards

Winner: "Market Leader" for email security and management

Winner: "Most Comprehensive" for security awareness training

Cybersecurity Breakthrough Awards

Winner: Email Security Platform of the Year

CRN UK Security Vendor of the Year

CRN Products of the Year

Winner: Email Security

MassTLC Tech Top 50

Peter Bauer, honoree in the leadership category

ASTORS Homeland Security Awards

Winner: Best Email Security Solution

Winner: Best Phishing Defense Solution

Winner: Email Security

2022 SC Awards Europe

Market Leader: CyberGraph – AI Cybersecurity

The Viddy Awards

Awareness Training won Platinum for
"Non-Broadcast | Short Form Web Videos < 3
Minutes Training Module" category

CRN Women of the Channel

Five winners from Mimecast

XCellence Award by the Channel Company

Midmarket Solution: software

CRN Channel Chiefs

Two winners from Mimecast

Cybersecurity Excellence Awards

6 Golds & 1 Silver

mimecast
X1
PLATFORM

Our Mission, Vision, & Values

We leverage our people, products, and passion to build a global community and environmental resilience, empowering and elevating underserved populations in the regions in which we operate.

"The core of what we do as an organization is protecting customers from threats out in the cyber world. However, as a company, we also focus on making society better, making it more resilient, helping vulnerable populations, and making sure there is representation across the spectrum of humanity. Those are all things that matter to me, so it made it an easy decision to continue my career journey here."
Shellie James, Senior Director of Marketing Communications

Our commitment to shared value

We protect organizations

At the core of our mission is a relentless drive to protect organizations from risks that may compromise their security.

We make the world more resilient

We believe that we have a responsibility to go beyond our products and services to ensure our stakeholders' resilience, which is why we invest time and resources that enable communities to thrive.

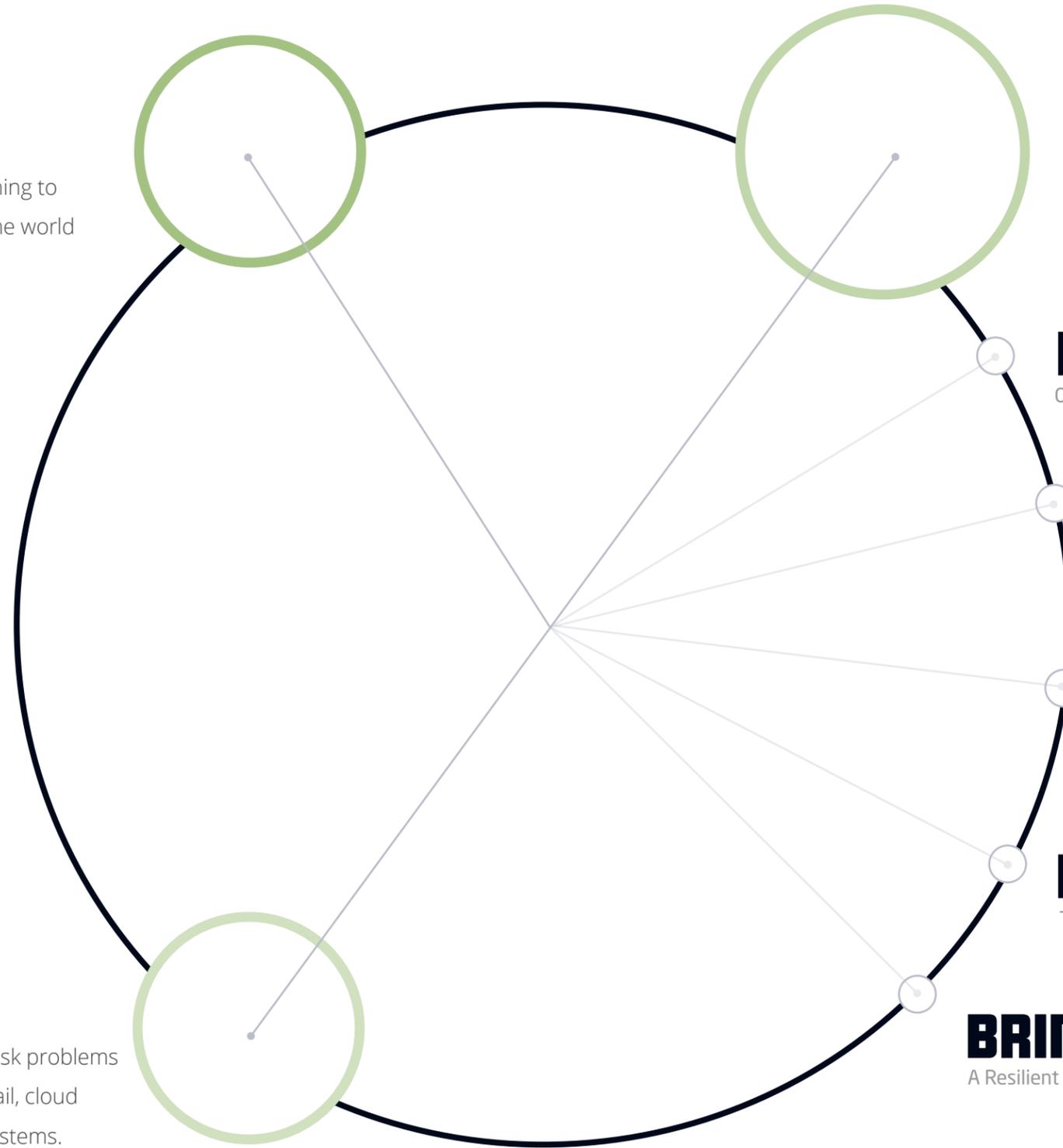### We enable & engage our stakeholders

Shared value requires consistent engagement with our stakeholders, including our communities, our customers, our partners, and our employees. We actively work to identify ways that each of these stakeholders can benefit from one another to create a more resilient world.

Our mission

To stop bad things from happening to good organizations and make the world more resilient.

Our values

Mimecast celebrates a culture of innovation, inclusion, and collaboration through our five core values, the Mimecast Way.

BUILD
Our Company Together

We are one global community. We embrace one another's perspectives and backgrounds in order to succeed as a team.

INVEST
In One Another

We take care of our fellow Mimecasters. We are honest, humble and authentic in all that we do to support our cause and our colleagues.

DELIVER
A Remarkable Experience

We take pride in our purpose. We strive to create legendary customer experiences every single day.

MAKE
Things Better

We seek to improve on everything we do. We learn from one another and from our mistakes and take meaningful action to move forward as one.

Our vision

To solve complex security and risk problems faced by corporate users of email, cloud messaging, and collaboration systems.

BRING
A Resilient Spirit

We were founded with a warrior spirit, showing grit and courage every day by staying focused in the face of adversity, adapting to change, and delivering on ambitious goals.

Environmental Sustainability

Measure, reduce, offset

Mimecast has committed to measuring our collective impact (inclusive of emissions, waste, internal policies) through a full organizational assessment, reducing our impact wherever possible, and offsetting that which cannot be effectively reduced. New for the coming year, we are planning for the implementation of a waste reduction platform to begin setting measurable targets where appropriate.

Environmental, social, & governance council

Mimecast's ESG Council monitors progress towards our sustainability goals. Members of the ESG Council evaluate current-state of related metrics, propose enterprise-wide solutions, and audit for compliance against related policies.

Office sustainability investments

- Mimecast continues to promote recycling and composting program across our global facilities.

- Mimecast's North American headquarters provides free access to electric vehicle plug-in stations as well as dedicated parking for high-efficiency vehicles.

- Mimecast continues to invest in office spaces that prioritize on-site renewable energy sources. In FY2023, Mimecast's rooftop solar configuration in Lexington accounted for more than 120,000 kwH (approximately 10% of total office energy consumption).

Environmental Sustainability Policy Statement

We recognize that our commitment to global community resilience will only succeed with an equally robust commitment to environmental resilience.

This year, we continued to take meaningful steps to ensure more sustainable business operations.

120,000 KWH+

The solar configuration in Lexington accounted for more than 120,000 kWh (approximately 10% of total office energy consumption)

"Mimecast has made remarkable progress toward supporting both community and environmental resilience, and we're just getting started. We will continue to make investments that support a more resilient planet and build a bright future for the communities we have the privilege of operating in. From our customers to our employees to the communities that we serve, we prioritize our ESG efforts because we understand the importance of these investments to all our key stakeholders."

Reed Bundy, Senior Global Director of Employee Experience and ESG

Measuring our progress

The Mimecast carbon neutrality commitment

In FY2023, Mimecast offset our entire operational footprint (Scope 1 & 2 emissions) with third-party certified renewable energy certificates (RECs) and carbon offsets, marking the second straight year of offsetting all Scope 1 and 2 emissions. As part of our year-long effort to aggregate and refine our sustainability data,

we plan to commit to emissions-based reduction targets through the SBT in 2023.

As the company grows, we will continue to explore opportunities to participate in new renewable energy and emission abatement projects beyond our operational footprint as part of our journey to becoming a fully Net Zero Emissions (Scopes 1, 2, and 3) company.

Collaboration with Sustainability Roundtable, Inc.

Mimecast continues to leverage a comprehensive materiality assessment, which ensures that we implement an ESG strategy that aligns with our key sustainability priorities. We are working with a third-party consultant, Sustainability Roundtable, Inc., to continually gather information from key stakeholders across our business.

Sustainable Developmental Goals

7 AFFORDABLE AND CLEAN ENERGY

13 CLIMATE ACTION

We procure renewable energy certificates and high-quality carbon removal offsets to mitigate our entire operational footprint.

Renewable energy usage in Mimecast data centers

As a software company, we recognize that data center efficiency is a major factor in reducing our overall carbon footprint. Three quarters of Mimecast's data centers are powered at least partially by renewable energy, and our operations team continues to work towards bringing cleaner data center solutions online.

Data Centre	Annual Electricity Consumption Attributable to Mimecast (MWh)	Renewable % per Region	Renewable % per DC
Slough (Cyxtera)	4,583	100%	100%
Woking (Telstra)	3,403		
Waltham (Cyxtera)	5,032	67%	100%
Andover (RDX, formerly Navisite)	4,447		33%
Randview (Internet Solutions, NTT)	1,945	0%	0%
Parklands (Internet Solutions, NTT)	3,361		
Alexandria (Equinix)	1,712	11%	0%
Macquarie Park (Macquarie Telecom)	1,613		21%
Frankfurt (Equinix)	729	82%	100%
Frankfurt (eShelter, NTT)	793		63.8%
Queens Road (Sure International)	254	36%	36%
5 Oaks (Sure International)	334		
Minneapolis (Databank)	732	58%	100%
Plano (Databank)	714		16%
Toronto (Cologix)	396	100%	99.6%
Montreal (Cologix)	276		
SLC5 (Databank)	531	66%	30%
HI1 (NTT)	640		71%

Carbon offset project feature

In FY22, Mimecast purchased carbon removal offsets to mitigate climate impact. We prioritize high-quality carbon removal projects that deliver long-term benefits.

The carbon removal offsets support an exotic and indigenous reforestation project, an activity of the Bukaleba Forest Project (BFP), implemented on land within the Bukaleba Central Forest Reserve (BCFR) in the administrative district of Mayuge, Eastern Uganda. The project will establish and manage exotic and indigenous reforestation on approximately 2,061 hectares of degraded shrub and grassland.

Reforestation on
2,061 HECTARES

4.59 MIL KWH
Annual electricity consumption attributable to Mimecast from Data Centers
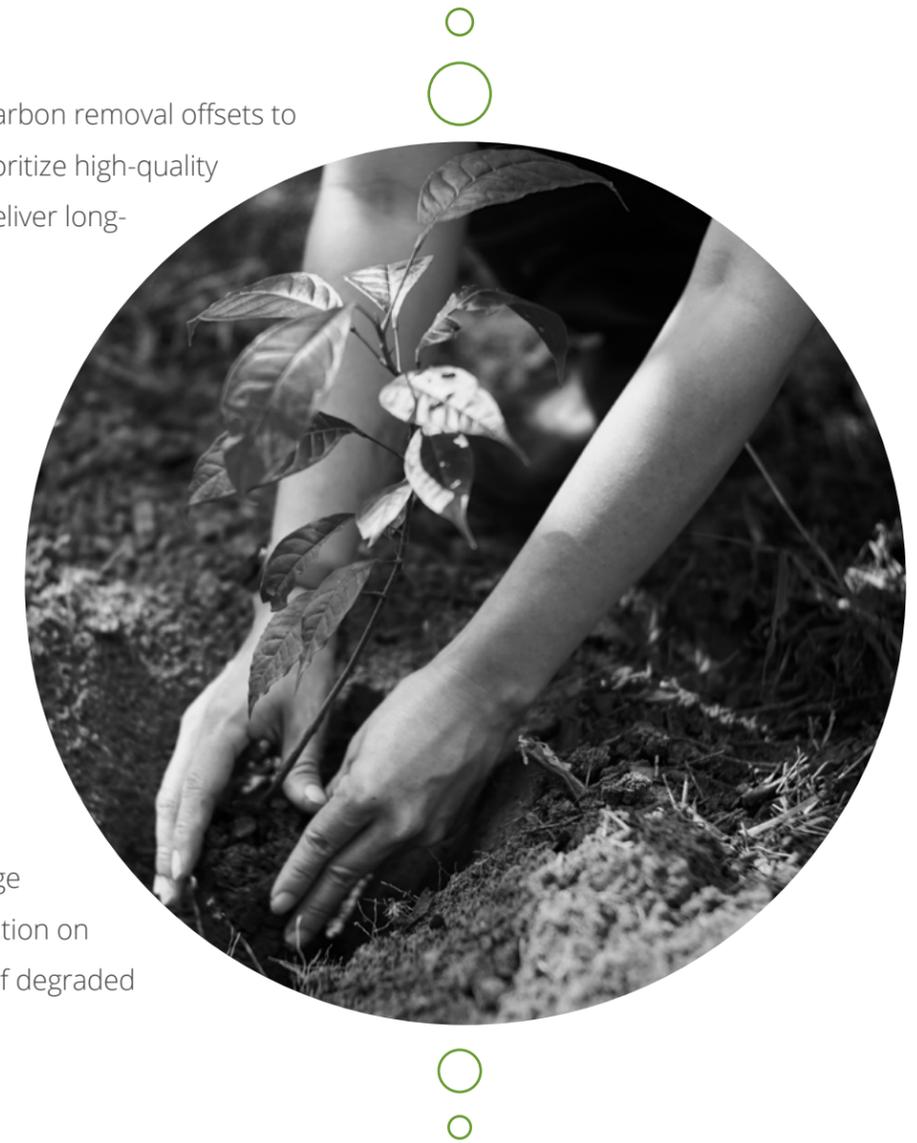
Corporate Social Responsibility

Mimecast is committed to supporting the communities in which we work and live. Through corporate donations, employee gift matching, and volunteerism, we strive to expand our impact alongside our business. Community resilience strengthens our own resilience, and we look forward to embedding citizenship further into our business processes.

Sustainable Developmental Goals

Global community partnerships

In FY23, we celebrated another successful year of our global Corporate Social Responsibility Program. Underpinned by our donor advised fund with the Boston Foundation, corporate grants have now exceeded $1.4 million dollars. In the next fiscal year, we will surpass the $1.5 million dollar threshold.

Our charitable partnerships align with two key areas of focus for Mimecast: Workforce development for underrepresented communities and the resilience of underserved communities. We are proud of the multi-year nature of many of our partnerships as we deepen our community impact.

"Community resilience is something that Mimecast cares about. I think it's incredible that they care about it so much that they give you five paid days per year to go volunteer! It got me thinking of ways that I would want to get involved. Giving back and volunteering are near and dear to me so it's nice that the company aligns with my values as well."

Iris Santiago, Field Marketing Associate, North America

Employee volunteerism & key engagements

Mimecast cultivates a culture of volunteerism and community involvement by hosting employee volunteering events and spotlighting charitable partners. By providing these opportunities, we seek to ease access to community engagement. As a result, in our last fiscal year, volunteers provided more than 1,000 hours of community engagement.

As a result of the COVID-19 pandemic, we experienced a decline in volunteering opportunities and resulting hours contributed. We're proud that, as of FY2023, we have been able to hit a new peak in employee engagement with these activities.

New grants for good program

Mimecast's 'Grants for Good Program' rewards volunteering through an expanded Donation Matching Program. Beginning in FY23, employees are eligible for an additional donation match tied directly to their volunteer service. For every 10 hours that an employee volunteers for a charitable organization, Mimecast will honor their service with a $100 donation to that organization.

Employee donation matching program

All employees are eligible for Mimecast's Gift Matching Program, with 200+ Mimecasters participating in this program in FY23. Mimecast doubled the eligible donation cap from $250 USD (or equivalent local currency) per employee to $500 USD per employee annually. These funds are set aside to boost employee donations to organizations of personal passion.

A list of benefiting non-profits is provided in the appendix of our report.

Volunteer Hours through Company-Sponsored Events

FY20
1,150 HOURS

FY21
130 HOURS

FY22
375 HOURS

FY23
1,700 HOURS

Volunteer Hours through Individual Volunteer Leave Program

1,650 HOURS

3,350 HOURS

Across company-sponsored events and individual volunteer leave, we contributed 3,350 hours to community service

Volunteer Feature

Corporate social responsibility at Mimecast has been built with the support of signature charitable partnerships around the world. We lean in through volunteerism, corporate donations, and other forms of philanthropy while allowing our partners to do what they do best. In the United States, for the second year in a row, Mimecast is supporting its employees in running the Boston Marathon.

This year we have five employees: James Dwyer, Jessie Alibozek, Mike Bird, Jeffrey Peterson, and Eliza DeFusco, each running the astonishing 26 miles. They are fundraising and raising awareness for our signature nonprofit partner, Year Up.

Year Up's Mission

To close the Opportunity Divide by ensuring that young adults gain the skills, experiences, and support that will empower them to reach their potential through careers and higher education.

To prepare for the big day, each Mimecaster has taken a different approach. Eliza, a mom of two young children, blasts Eminem's "Till I Collapse" to get motivated. Jeff runs to Taylor Swift's 1989 album because the beats per minute allow him to sync his breathing tempo with his steps and Jessie can't get enough of her NPR podcasts! James, however, doesn't listen to anything at all. "I started running competitively when I was a kid. We didn't have portable sound devices; I mean, there were Walkmans but that wasn't my thing. I participated in school teams, so there was no need for it", says James.

It's the little things that help keep our Mimecasters prepped. Mike Bird says, "My son turned one at the start of my training and he's started walking, so my legs have had additional miles chasing him and our golden retriever around."

Although training is enjoyable for our Mimecasters, the question remains, how do they do it? Jessie says that on the long run days, she motivates herself with food. Eliza agrees and jokes, "Carbs, carbs, all the carbs. I don't feel guilty because of all the training I do. You need to take care of yourself, get enough sleep, fuel yourself properly, and on the long run days you sometimes just need carbs." Jeff says his guilty pleasure is a fast-food cheeseburger, but since he's also run every single day for 1493 days, it's fair to say he's earned it. For many, running the Boston Marathon on behalf of an organization can seem daunting. For Mimecasters though, it has been a great experience and the support they have received has been instrumental in motivating them to keep going. "I'm posting my Year Up fundraising page on LinkedIn, on Facebook, Instagram, all over the place, and it's so great to have everyone's support," says James.

"Peter Bauer was one of the first people to donate and wish me luck with the race."

"It's cool to connect with people who I normally wouldn't have the opportunity to engage with." Eliza shared, "Something so amazing to me was when I signed up and set up my fundraising page, Peter Bauer was one of the first people to donate and wish me luck with the race."

Two-time marathon participant, Jeff, said that "the opportunity to run last year was honestly life changing, and it was one of the best days of my life. The crowds in Boston are unbelievable and when I crossed the finish line, I knew I wanted to do it again next year."

"Mimecast did a great job in picking a partner (Year Up) that has a material impact in an area that I feel we need to be investing more in as a country," says another returning runner, Mike. "Being able to fulfill a huge goal of mine while also raising money for such a great cause was a no brainer last year and has kept me going during training in year two".
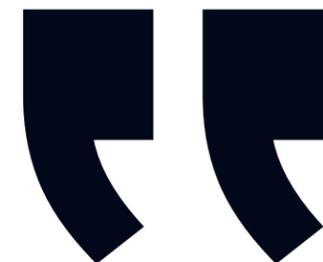
"Ultimately, Mimecast strives to empower its employees to achieve what may have seemed impossible in advancing their careers, wellbeing, and roles within our communities.

"I don't think there are many companies and employees that can say that they have the support that we do here. $10,000 is a large amount of money for an individual to raise but has been made possible because of our co-workers and teams. And the fact that Mimecast has matched this for each of us, just shows how much the company supports us in our journey to get there," says Mike.
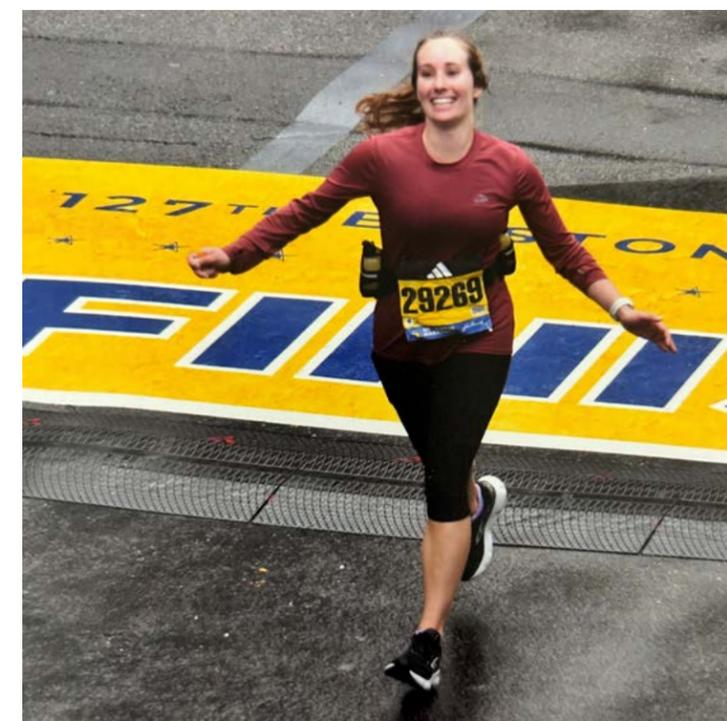
Diversity, Equity, & Inclusion

As a global company, we believe our success rests in the diverse nature of our business and our ability to connect with our employees, customers, and clients from all walks of life. We believe our ability to scale and grow relies in part on our efforts to attract and retain diverse talent.

Diversity, Equity, and Inclusion must be at the heart of how we do things. We know Mimecasters thrive when they can bring their full selves to work, in a welcoming, supportive, and engaging environment, enabling them to do their best work, best teamwork and greatest learning. We are better able to serve our customers when we have diverse perspectives working together to build innovative, world-class products effectively serving the diverse needs of our clients.

Our ongoing commitment to building community resilience through our Social Impact programming is further underpinned by our belief that efforts in creating diverse, equitable, and inclusive communities must go beyond our four walls.

Sustainable Developmental Goals

5 GENDER EQUALITY	10 REDUCED INEQUALITIES	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

"Everyday I'm inspired by the passion and action of our Mimecasters to help weave diversity, equity and inclusion into their everyday actions and our culture. We have come a long way in our journey, with some successes to be proud of, and certainly many challenges to learn from. I remain hopeful we will continue to build an organization that role models inclusion and truly works for everyone."

Jennifer Odogwu, Head of DEI

Priorities

Workforce diversity

Recruit from a diverse pool of candidates to increase workforce representation and diversity of perspective.

Workplace inclusion

Design and deliver strategies that enhance our culture and create a sense of belonging for all Mimecasters, aligned to the Mimecast Way, to increase employee engagement and retention.

Marketplace engagement

Leverage Mimecast's Social Impact Program and identify opportunities to support our under-served, diverse communities externally.

Sustainability & accountability

Equip leaders and employees with the skills and behaviours necessary to understand and operationalise DEI.

Communication & engagement

Empower Mimecasters to own DEI through ongoing Communication, Education and Engagement opportunities.

Build the fundamentals

Continue to build the infrastructure necessary to embed and scale a sustainable, Mimecast-wide approach to DEI.

Principles

Our DEI strategy is informed by an approach that focuses on four key pillars – Career, Culture, Community and Commerce.

This has been a multi-year model for our DEI strategy at Mimecast, leveraging consistency as a means to review progress year-over-year.

Career

Developing a talent attraction and retention strategy that champions the careers of diverse Mimecasters.

Culture

Driving initiatives internally that enhance our culture and create a sense of belonging.

Commerce

Supporting go-to-market and sales functions in the support of diverse communities through our product.

Community

Fostering greater community resilience through partnerships with non-profits that engage with underrepresented communities.

Bringing the four C's model to life

Future builders program

For Director-level and above roles, Mimecast leverages a Future Builders Program where members of our Employee Resource Groups and Global DEI Council participate in the interview process. This program sets us up to have a diverse pool of trained interviewers who actively facilitate discussions on our values and assess for inclusive leadership competencies amongst candidates.

Partner with Massachusetts LGBT Chamber of Commerce (MALGBTCC)

Mimecast is a proud corporate sponsor of the MALGBTCC. Through this partnership, we have focused on developing more inclusive policies, specifically regarding family and compassionate leave. We will continue to leverage the expertise of the MALGBTCC, and other community organizations, to ensure we bring a progressive lens to our people strategy.

Year Up program

Mimecast has leveraged our Year Up partnership to support workforce development and open internship opportunities for students. As of publication, alumni of Year Up have now joined the Mimecast team as full-time employees within our Help Desk/IT and Customer Operations Teams.

ELATT program

Mimecast partners with ELATT UK to support talent across all abilities. This aligns with our internal work, through employee resource groups and core policies, to create an inclusive workforce that prioritizes accessibility.

Human Resources team enablement

In FY23, members of the Human Resources team participated in a Inclusion Learning Pathway to strengthen their DEI fluency. Learning experiences were delivered in partnership with external DEI Training Consultancy, Uplifting Impact, and included a blend of self-assessments, 1-to-1 coaching and group workshops on cultural competency, privilege, allyship and inclusive actions.

Global Diversity Month program

Mimecasters attended workshops to deepen their understanding of key DEI concepts and their applicability to our work. Our flagship event was attended by over 350 employees globally, where our headline speaker, Dr. Eddie Moore, delivered a thought-provoking session on the root causes of inequity and systemic biases. Special guests from our partner organizations engaged in dialogue with members of our Global DEI Council to further discuss the importance of embedding inclusive principles into an organization's ecosystem and supply chain for competitive advantage. Regional events were hosted in our UK, Australian, USA and South African offices for employees to experience in-person discussions on inclusion and belonging.

Recruiting a diverse workforce

Since launching our DEI strategy in FY2022, we have invested in efforts to address representation opportunities across our workforce to better reflect our local communities, with a focus on increasing the representation of Women and People of Color (PoC)* in our employee base. Representation targets were established, and we continue to measure progress toward these targets.

Representation by gender

Global workforce

32.0%
Female

1.6%
^ last year

Leadership

30.5%
Female

2.4%
^ last year

Technical roles

35.4%
Female

17.5%
^ last year

Representation by ethnicity

In the USA

Asian	6.6%	^ 0.5%
Black or African American	4.8%	^ 0.1%
Hispanic or Latino	6.6%	^ 1.3%
Two or More Races	2.7%	^ 0.2%
White	76.9%	0.0%

USA Leadership

Asian	7.0%	^ 1.8%
Hispanic or Latino	1.4%	˅ 0.2%
Two or More Races	1.0%	˅ 0.6%
White	90.1%	^ 6.6%

In RSA

African	53.2%	^ 4.2%
Coloured	9.3%	˅ 1.3%
Indian	9.6%	^ 0.3%
White	27.9%	˅ 2.5%

RSA Leadership

African	23.1%	0.0%
White	76.9%	^ 7.7%

*All data as of March 31, 2023. People of Color as defined by US and RSA government groupings:
US: Individuals who do not identify as White/Caucasian, including American Indian/Alaska Native, Asian, Black or African American, Native Hawaiian or other Pacific Islander, Hispanic or Latino and Two or More Races.
RSA: Individuals who do not identify as White/Caucasian, including African, Colored and Indian.

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

Technical roles exist across different functions and are those that are fundamentally technical in nature, usually requiring advanced training in a specific technical area.

Reporting on gender and ethnicity data helps Mimecast track progress on workforce diversity, but we recognize that our current categorization of gender is binary and our ethnicity categories are those required by U.S. and South African government reports. We understand that these are imperfect categorizations and we are actively working to be more inclusive in our diversity reporting, with the help of our self-identification initiative.

"As an HR team, we're focused on ensuring that everyone understands the role they play in DEI. This doesn't only mean employees of all levels – from leadership down - but our customers, partners and suppliers as well. We're acutely aware that change has to occur at multiple levels – by implementing top down, bottom up and middle out strategies to drive meaningful change. Our Global Employee Resource Groups are key ingredients for driving this change as they are employee-led and allow groups to come together, have honest conversations and voice their opinions. They are central to fostering a culture of respect and belonging. Having qualified and cyber-ready individuals of all backgrounds, who feel welcome, will also help to alleviate the pressure on existing cyber teams. In our quest to improve diversity we're focused on not only hiring more women but retaining them by offering the support they need to thrive."

Carly Stoneman, APAC HR Director

Building a diverse talent pipeline

In FY2023, we continued our partnerships with external organizations such as Professional Diversity Network (PDN) and Circa to support attracting and recruiting diverse talent. Through these partnerships, we have access to a diverse candidate pool, where we can connect with diverse community groups and promote Mimecast as an employer of choice.

Our Talent Acquisition team, in collaboration with Mimecasters, attended and hosted over 20 virtual events and experiences with external partners, universities and colleges to share stories about why a career at Mimecast can provide the opportunity to grow and develop skills and capability in a culture that cares. Some of these included the WomenTech Network; Resilient Coders, University of New Hampshire, MA LGBT Chamber of Commerce, Black Hat and Mass Tech Leadership Council.

Our newly hired Global Employer Brand & Talent Engagement leader ensures we represent the diversity of our Mimecasters in all external facing talent attraction materials, to reach and appeal to as diverse an audience as possible. In collaboration with the Global Head of Diversity, Equity and Inclusion and members of our Employee Resource Goups, we find channels to share their unique experience and perspective with external audiences to help grow our brand and communicate what it's like working for Mimecast. These are promoted globally in relevant campaigns and brand content. A recent campaign to establish the first ever Engineering team in Mississauga Canada, incorporated multiple attraction channels including leveraging these employee videos, reaching an audience of over 16,000 resulting in 30% female and 70% ethnically diverse hires.

Self-identification program

To accelerate our efforts in global DEI, Mimecast launched a new #CountMeIn Self-ID initiative in FY22. For the first time, we expanded the categories for voluntary Self-ID to invite Mimecasters and Applicants to share more about their unique personal identity across sexual orientation, gender identity, ethnicity, and disability status. With data privacy considerations at the heart of #CountMeIn, the initiative was launched in the USA, UK, South Africa, Israel, Germany, Canada and Poland, accounting for 91% of our workforce population.

Through this program, we can better understand the breadth of diversity that exists amongst our workforce and applicant pool whilst implementing targeted solutions to effectively drive the development, retention, and professional growth of our diverse employee base.

We've seen from the steady progress we have made toward increasing the representation of certain underrepresented groups at Mimecast, that sharing demographic data matters. Quite simply, it means we can and will take action.

% of employees who have self-identified*

37.0%	44.1%	13.5%	88.5%
Gender Identity	**Sexual Orientation**	**Disability**	**Race / Ethnicity**

*Based on the countries where self-id is currently enabled

Building an inclusive culture

Global Diversity, Equity, & Inclusion Council to promote accountability

The purpose of Mimecast's Global Diversity, Equity, and Inclusion Council is to build a diverse and representative Mimecast that promotes inclusion and fairness for all employees. The Council meets regularly to review progress toward strategic priorities, plan appropriate interventions, and advise on forthcoming DEI programs.

four ERGs

500+MEMBERS

Employee Resource Groups to drive psychological safety & inclusion

Employee Resource Groups (ERGs) at Mimecast are employee-led groups who come together based on a shared interest in a specific dimension of diversity. Our ERGs are open to all employees and are built on a philosophy that to build a workplace that works for everyone, everyone must build it together.

Our ERGs have been at the heart of delivering thought-provoking initiatives that help foster empathy, awareness, and psychological safety amongst employees.

MIMEability
People with disabilities

Pride
LGBTQ+

Women
At Mimecast

Hues
People of Color

"Being the chair of the MIMEability ERG is about making sure everyone's got a voice and a safe space that they can come to. We're all sharing our stories. We're all trying to make Mimecast a better place, using the ERGs and building a community together."
David McBeth, Customer Success Manager and Chair of MIMEability

Broad-based black economic empowerment in South Africa

Our global Diversity, Equity & Inclusion efforts are further reinforced through our work in South Africa, through Broad-Based Black Economic Empowerment (B-BBEE) transformation.

Mimecast South Africa, is committed to the transformation objectives of South Africa and in this regard, we continue to drive initiatives that:

- allow Mimecasters to further their studies through financial support
- allow Mimecasters to nominate under-privileged individuals from within their communities to either continue their high school studies or further their tertiary studies through financial support
- continually seek to appoint talented employees in accordance with the demographics of SA
- partner with NPOs (e.g., The Tomorrow Trust, Human Doings, etc) to improve the lives of under-privileged children through educational programmes
- continually support small Black-owned businesses through its Enterprise and Supplier Development programs.

"Volunteering is something I truly value and something I was glad to be able to do when I joined Mimecast. I participated in initiatives with our partner, The Tomorrow Trust, including coding with the children on Nelson Mandela Day, helping facilitate the Santa's Shoebox Drive, and organising Christmas parties for the children in the park. It was such a rewarding feeling seeing their excitement when they received their gifts. I felt good knowing that we made a positive impact and made these children smile, even for a short moment."

Shweshwe Mokoena, Talent Acquisition Coordinator

Employee Engagement & Wellness

Employer value proposition:
Alive with Purpose

Being a Mimecaster is something exciting that we want to put into words. It captures the essence of our mission, our values, our history, and our present day. By putting it into a common language, we can all champion our culture through our everyday work.

"We're an energetic, values-led business in an exciting new chapter of growth and transformation, investing in our product, technology, and our people.

We're working tirelessly to create exciting new capabilities, providing our people with unique growth opportunities, as we accelerate real product innovation, market expansion, and with a channel first approach.

We're focused on our mission that matters - stopping bad things happening to good organizations - and driving growth that's good for our people and our business.

We live the Mimecast way, with a culture that cares, striving to build a better business while we build a bigger business - for the benefit of our people, customers, partners, and the wider community."

We think about the Mimecaster journey through 3 pillars:

Mission that matters

This is an energetic, values-led business working towards a big goal. We're ambitious to bring protection to as many companies as possible. To deliver those high standards, we need to be fast decision makers, demanding of ourselves and focused. We are innovative, looking ahead to where the market is going. We know that success isn't easy. We work with hunger, grit, determination, and resilience.

Growth that's good

Global growth means we are expanding opportunities for our people. We support people with structured development, and teams that work with productive, challenging dynamics. We celebrate that we come from all sorts of backgrounds and industries. We push ourselves and each other to be better and are honest about how we can improve.

Culture that cares

This is a purpose-driven community. We are growing for the benefit of our stakeholders - our clients, end users, colleagues, and the wider community. We respect each other, as how you do something is equally important as what you do. We rally when things go wrong, personally and professionally. We strive to create an atmosphere of engagement and respect so we can do our best work.

"It's been incredible to watch how Mimecast's culture has evolved and grown over the years. What brings me the most joy is seeing the alignment of our people strategy and the commitments we make to our Mimecasters. As a company, we are tirelessly devoted to ensuring our employees can do their best work, best teamwork, and greatest learning here."
Bryan Vermes, Global Director, Employee Experience and Internal Communications

Ensuring fairness & transparency

As part of our human capital strategy, Mimecast has invested in a new employee relations role to drive a consistent employee experience that aligns to our core values. This investment strengthens our commitments to both employee wellbeing and DEI.

Under the remit of Mimecast's employee relations lead, employee policies are made easily accessible, undergo a regular review process, and are interpreted in a consistent manner. This is foundational to a comprehensive approach to effectively address workplace issues. Mimecast has positioned employee relations as a center of excellence available to management and employees.

The employee relations lead collaborates closely with Mimecast's DEI leader to facilitate feedback from employee resource groups (ERGs) and take actions that strengthen workplace inclusion. Core human resources processes are additionally reviewed and updated in conjunction with Mimecast's DEI roadmap.

Great Place to Work certifications

Mimecast achieved Great Place to Work recertification the US, UK, South Africa, and Australia. These four key regions encompass a significant majority of our employees.

Business leaders, research institutions, and the public all rely on the Great Place to Work® Trust Model© as the definitive standard of what it means to be a great workplace. Their annual research represents more than 12 million employees from thousands of organizations of varying sizes, industries, maturity, and structures in over 90 countries.

Employee engagement survey

Each year, Mimecast launches an Employee Engagement Survey to continually enhance the experience we provide. This survey, run through a third-party platform, produces results that are benchmarked against other technology companies.

76 employee engagement

Mimecast achieved a 76 out of 100 overall employee engagement score. **This score was an increase from 74 in 2022, which exceeded the technology benchmark.**

83 company purpose

Mimecasters demonstrated great pride in our purpose. Our 83 out of 100 score on company purpose was **three points above the Glint technology benchmark.**

82 community engagement

Employees scored our community engagement efforts at 82 out of 100. **This is 11 points above the Glint technology benchmark.**

"Having a diverse team has created a vibrant culture where everyone wants to contribute to the betterment of the team. Issues are debated, plans are created, and decisions are made based on diverse views and perspectives. There's also noticeably more empathy. Importantly, when people see other people who look like them being successful, it serves as an inspiration to advance their own careers. Finally, diversity impacts whatever is being produced by an organization, so not only does it benefit employees and the company, but it also makes it easier to serve customers."

Siphindokuhle Mazibuko, Director, Business Systems Support

Mimecast benefits

- Global pension/ retirement matching

- Robust health insurance & assistance program offerings

- Generous paid time off

- Compreshensive approach to employee wellness

- Generous parental leave

Employee wellness

Mimecast takes a holistic approach to supporting employee wellbeing. This is aligned to our ongoing investments in talent resilience and strength.

We categorize our wellbeing programs across four key areas.

Physical

Taking care of your wellbeing through regular physical activity, healthy eating and restfull sleep.

Financial

Providing tools that allows Mimecasters financial freedom to enjoy their lives and meet their financial goals.

Lifestyle

Wellbeing benefits allowing Mimecasters to adopt life-long healthy habits to produce optimal health.

Mental

Investing in resources that allow Mimecasters to strenghen their mind and function at their

Focusing on mental wellbeing

A key piece of our strategy is the support of employee mental health. In addition to the foundational support provided in our health insurance and employee assistance program offerings, all Mimecasters are eligible to join Talkspace Virtual Therapy Services. The company covers membership costs for both employees and their dependents.

Mimecast has trained and certified over a dozen employees as Mental Health First Aiders, empowering those employees to provide personal, peer-to-peer support for fellow Mimecasters who may require more immediate mental health support.

Hybrid working model

At Mimecast, office-based employees are given the flexibility to work in the office and remotely. To promote Mimecast's strong culture, office-based employees are generally expected to work from one of our global facilities at a minimum of two days per week.

As an organization, we have found that working in-person:

- Fosters a culture of collaboration, communication, performance and learning.
- Drives innovation and creativity within and between teams.
- Introduces employees to priorities outside of their immediate realm.
- Helps build important interpersonal relationships and connections with one another and our community.

Our working approach does not outline specific days from the corporate level, but instead provides flexibility for each manager and their team to find a schedule that works best for them and allows them to work from home on certain days.
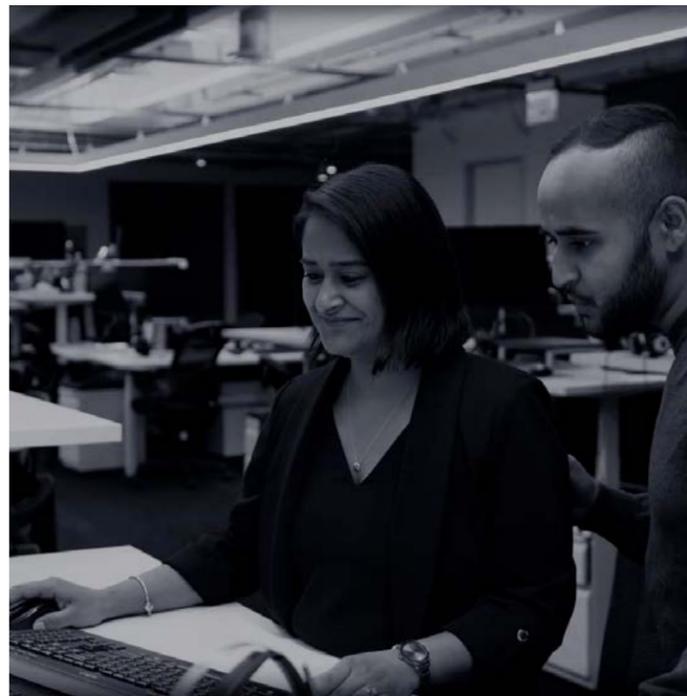
Building connections through world-class intranet platform

To build a modern, flexible, and global workforce, we understand the importance of creating connections across various modalities. That's why we invested a new, world-class intranet provider.

Internally branded as The Bridge, this platform has become a vehicle of transparency, information-sharing, and employee community. Specifically related to our environmental, social, and governance programming, The Bridge launched with a refreshed Diversity, Equity, and Inclusion Learning Hub, a calendar of forthcoming corporate social responsibility events, and a new employee recognition and appreciation page.

"Over the years I have had the opportunity to work with many people in my role - helping, guiding and supporting them. I wanted to build on that, so I decided to become a Mental Health First Aider. As an MHFA, I assist individuals with their challenges, by guiding them to seek out professional help and support from their manager. I want our employees to know that there are others available to help when they're going through a difficult time, so they can be the best versions of themselves."
Wanda Rodrigues, Senior People and Program Partner

Investing in learning & training

Maximizing human capital investments for career outcomes

Employee Investment through Development Plans

Development plans are created as part of the Performance Empowerment process and are reviewed regularly. Managers are encouraged to push forward members of their teams for internal programs to develop their skills and ensure their growth. And employees are encouraged to consider their skills gaps and request any development they feel they need. Mimecast facilitates development both with internal programs and external skills-based training to give employees the best opportunity for growth.

Targeted Career Development

Our Mimecast Coaching Program, delivered by industry-leading coaching organization BetterUp, is offered to facilitate personal and professional effectiveness and leadership capability growth. Participants are matched with a virtual career coach and can access on-demand coaching support ranging from career development, communication skills and in some cases, wellness coaching.

Career Framework and Employee Transparency

Our internal career framework creates transparency on job levels, functional opportunities, and individual roles. With this information, employees are given the tools to advocate to their direct managers and plan for a long-term future within the organization; as well as have a better understanding of promotion requirements and career navigation tools.

Culture of Feedback to Encourage Talent Retention

Mimecast runs a forward feedback process as part of talent and succession planning which focuses on giving employees constructive feedback on their strengths and the areas that they can develop to help with career growth. Mimecast also has a process called 'stay conversations' which are scheduled to take place throughout the year so managers can discuss development, career goals and hear employees' concerns, and to reinforce the importance of their skills to Mimecast.

Leadership development

Management development program

The Management Development Program is a 6-module, virtual offering which focuses on concepts that help new managers make a successful transition from individual contributor to people management.

Topics covered include emotional intelligence, giving feedback, becoming a coaching leader, accountability, and driving performance.

Leading at Mimecast program

The Leading at Mimecast program is a 6-module, virtual offering which focuses on concepts that help managers make a successful transition from a manager mindset to a leader mindset.

Topics covered include leading inclusive teams, change management, problem solving, and more.

All the content offered in these programs are developed in alignment with Mimecast's Leadership Model: Lead, Manage and Coach.

Corporate Governance

Cybersecurity, data protection, & privacy

We take management of our own data security and privacy risks just as seriously as we take the management of those risks for our customers.

Incident response

Mimecast staff who manage customer systems are trained on what constitutes a personal data breach and how to report it. The incident management roles and responsibilities of Mimecast staff, contractors and third-parties are formalized and documented. Mimecast has established an Incident Response Team, which includes regional incident handlers for each territory of operation. Mimecast implements the SANS Institute Six-Step

Incident Response Methodology that covers:

1. Preparation
2. Identification
3. Containment
4. Eradication
5. Recovery
6. Lessons Learned

Certification

At Mimecast, we hold ourselves to high cyber security and privacy standards. We have implemented cyber security and data protection measures that span the technology, operations, and legal aspects of protecting customer data, including Mimecast's obligations as a processor under GDPR. We regularly undertake and maintain numerous certifications and audit reports to provide transparency and communicate internal controls to our customers and partners.

For an updated list of certifications, attestations, and assessments, please see the Trust Center.

Training

Mimecast staff take Information Security Awareness training both as a new starter and through regular reinforcement. All Mimecast employees are enrolled into the Mimecast Awareness Training program and are expected to pass training assessments regularly. Mimecast will implement a new internal cyber resilience performance management goal this year where awareness and compliance trainings need to be completed in a timely manner without escalation to an employees' manager to meet the goal.

Policies

- Comprehensive Privacy Statement
- Global Whistleblowing Policy
- Travel and Expense Policy
- Acceptable Use Policy
- Insider Trading Policy
- Global Anti-Bribery & Anti-Corruption Policy
- Equal Employment & Anti-Harassment Policy
- Modern Slavery Act Disclosure Statement
- Vendor Code of Conduct
- Health & Safety Policies

Details regarding technical and organizational measures and controls implemented by Mimecast to protect the data customers entrust to us as part of the relevant Mimecast service are available here.

View Mimecast's Trust Center for information on related actions.

Reporting

We have adopted a number of mechanisms for employees and other stakeholders to report any concerns and instances of observed or suspected misconduct.

- By phoning:
  the 24-hour confidential Reporting Hotline
- By emailing:
  ComplianceOfficer@mimecast.com
- By writing :
  Chief Compliance Officer c/o Mimecast North America, Inc. 191 Spring Street Lexington, MA 02421 USA

- For all ethics reporting to the Chair of the Mimecast Audit Committee:
  www.mimecast.ethicspoint.com
  AuditCommitteeChair@mimecast.com

Code of business conduct & ethics

At Mimecast, everyone has a personal responsibility to maintain the highest level of integrity and ethical standards as we fulfil our commitments. Every day we work to deal honestly and fairly with our customers, our trading partners, our competitors, and each other.

Our Code of Business Conduct & Ethics reinforces our values and outlines our expectations for how employees should handle interactions, transactions and business opportunities, other policies or procedures, or any applicable law, rule, or regulation.

We review every concern raised, respond promptly and investigate alleged violations as appropriate. Our advanced solutions help provide the proactive threat detection, brand protection, awareness training, and data retention capabilities that evolving workplaces need today. Mimecast solutions are designed to transform email and collaboration security into the eyes and ears of organizations worldwide.

Employees acknowledge the Code of Business Conduct & Ethics annually as well as receive training on the Code and other key compliance-related policies.

100%

All new employees have completed our basic compliance training with the full organization at approximately 95% completion.

In FY22, Mimecast onboarded over 600 new employees and continued to record strong affirmation attainment from these joiners

98%
Acceptable Use Policy

95%
Code of Business Conduct

91%
Equal Employment & Anti-Harassment

76%
Anti-Bribery & Anti-Corruption

Looking Ahead

Mimecast will continue to invest in our Environmental, Social, and Governance-related initiatives in FY24. We will work alongside our external partners to further embed best-practices.

We encourage you to share your feedback and ideas with us on our social media channels, and to plan for our next annual report in 2024.

We thank you for your ongoing partnership and passion as we work together to create a more resilient world.

Corporate Social Responsibility
Trust center
Careers at Mimecast
News coverage

Our Partners & Charitable Recipients

We are proud to support the following organizations through contributions of time, resources, matching gifts, and corporate grant funds, recognizing each organization's tireless efforts to build resilience together:

Action Against Hunger
Adenoid Cystic Carcinoma
Research Foundation Ahimsa
Haven Animal Rescue
Al-Ayn Social Care Foundation
ALS Foundation
Alzheimers Society
American Cancer Society
American Diabetes Foundation
Andover Food Bank
Arrival Education
Autism Australia
Baragwanath Paediatric Burns Unit
Benjamin Franklin Charter School
Boston Red Sox Foundation
Brain Tumor Research
Bread and Roses
Break the Cycle
Bridge to a Cure
British Red Cross
Cardiac Risk in the Young
CARE, Inc.
Caritas International Ukraine
Catholic Relief Services
CBSM Kimili
Cerebal Palsy Alliance
Climate Solutions Accelerator
Companion Pet Rescue
Compassion Australia
Crisis at Christmas
Crossroads Continuum
Dana Farber Cancer Institute / Jimmy Fund
DEC Ukraine Humanitarian Appeal
Dein Sternenkind
Direct Relief
Doctors Without Borders
Dogbox Project
Dogs Trust
Doncaster Foodbank

Door of Hope
Dutch Cancer Society
East London Advanced Technology Training (ELATT)
Emergency Assistance
Foundation Endometriosis
Foundation of America English at Large
Fighting Chance
Food Link
Foodbank Victoria
Foodshare
Freedom Street Rescue
Gary Sinise Fund
Gift of the Givers
Giro555
GiveWell
Global Fund for Women
Global Giving
Great Dog Rescue New England
Greater Boston Food Bank
Guide Dogs for the Blind
Habitat for Humanity
Hajjar Elementary
Harbin Slaughterhouse Survivors
Herren Project
Holocaust Educational Trust
Home Base
Homeless Animals of Romania
Human Doings
International Commitee of the Red Cross International Fund Animal Welfare International Rescue Committee
Island Food Pantry
Jaffa Institute
Joslin Diabetes Center
Kaufman Music Center
Lab Rescue
Leket Israel - National Food
Lichtblick Seniorenhilfe e.V.
Lifeworks at WKU

Lunchbowl Network
Manhood Academy
Massachusetts General Hospital
Massachusetts Wonderfund
MetroWest YMCA
Mimecaster Resilience Fund
Mind
Motor Neurone Disease Association Movember
Mseki Primary School
MSPCA
Münchner Waisenhaus
Munich Hospice
My Room
National Capital Poison Center
Northeast Animal Shelter
Nova Ukraine
NSPCC
One Tree Planted
Operation Elves
Paamonim
Pan Mass Challenge
Pancreatic Cancer Action Network
Parkland Foundation
Pemi-Baker Hospice
Polska Akcja Humanitarna
ReDi School of Digital Integration
Regina Dominican High School
Rescue Ukraine
RescueBox
Rescuing Leftover Cuisine
ReShomile Primary School
Rochester Mutual Aid
Ruyterwacht Seniors
Sahib Kaur Education Trust
Samaritans Purse
Sandy Hook Promise Foundation
Save A Life
Save the Children
Save the Children Australia
Seaside Sustainability
ShelterBox

Silver Lining Mentoring
Smile Train
Sood Charity Foundation
Soul Provider
St. Jude Children's Research Hospital
Starfish Greathearts Foundation
Symphonia for South Africa
Teenage Cancer Trust
The Calm Zone
The Nayamba Trust
The Tomorrow Trust
The Trussell Trust
The Trustees of the Reservation
Three Square
Tierschutz Bad Oldesloe e.V.
Travis Roy Foundation
Trevor Project
Tunnels2Towers
Tutoring Plus of Cambridge
UK Thalassaemia Society
Ulms kleine Spatzen e.V.
UN World Food Programme
UNHCR
UNICEF
Vermont English Bulldog Rescue
Vital Voices Global Partnership
West Indian American Association of Greater Bridgeport Worcester County Food Bank
World Central Kitchen
Year Up
YMCA

mimecast | community resilience