



**ENVIRONMENTAL, SOCIAL & GOVERNANCE | 2024**

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**Marc van Zadelhoff**  
Chief Executive Officer

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## ESG REPORT 2024

Welcome to our Annual Environmental, Social, and Governance (ESG) Report. Mimecast's commitment to global resilience and sustainability is core to who we are and the services we provide to our customers every day.

This report demonstrates that we have furthered our investments in the communities in which we operate, including enhanced data reporting and a focus on our human risk strategy. Our social impact and sustainability framework 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 am proud of the progress Mimecast has made and look forward to working with our stakeholders on another successful year ahead.

## About Us

Since 2003, Mimecast has helped stop bad things from happening to good organizations by enabling them to Work Protected. We empower more than 40,000 customers to help mitigate risk and manage complexities across a threat landscape driven by malicious cyberattacks, human error, and technology fallibility. Our advanced solutions are designed to provide 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.

### Our leadership team

The Mimecast Board of Directors can be viewed [here](#); Peter Bauer, Ryan Lanpher, Pierre Pozzo, Gavriella Schuster, Marc van Zadelhoff, Michail Zekkos, and Christopher Dollase (Secretary).

### Where we operate

Mimecast locations may be viewed [here](#). Mimecast is privately owned by Permira, a global private equity firm focused on transformational growth. Mimecast has headquartered in London with 14 offices around the globe.

## 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 that we operate.

### 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 and 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 vision

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



## 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.

### **BRING**

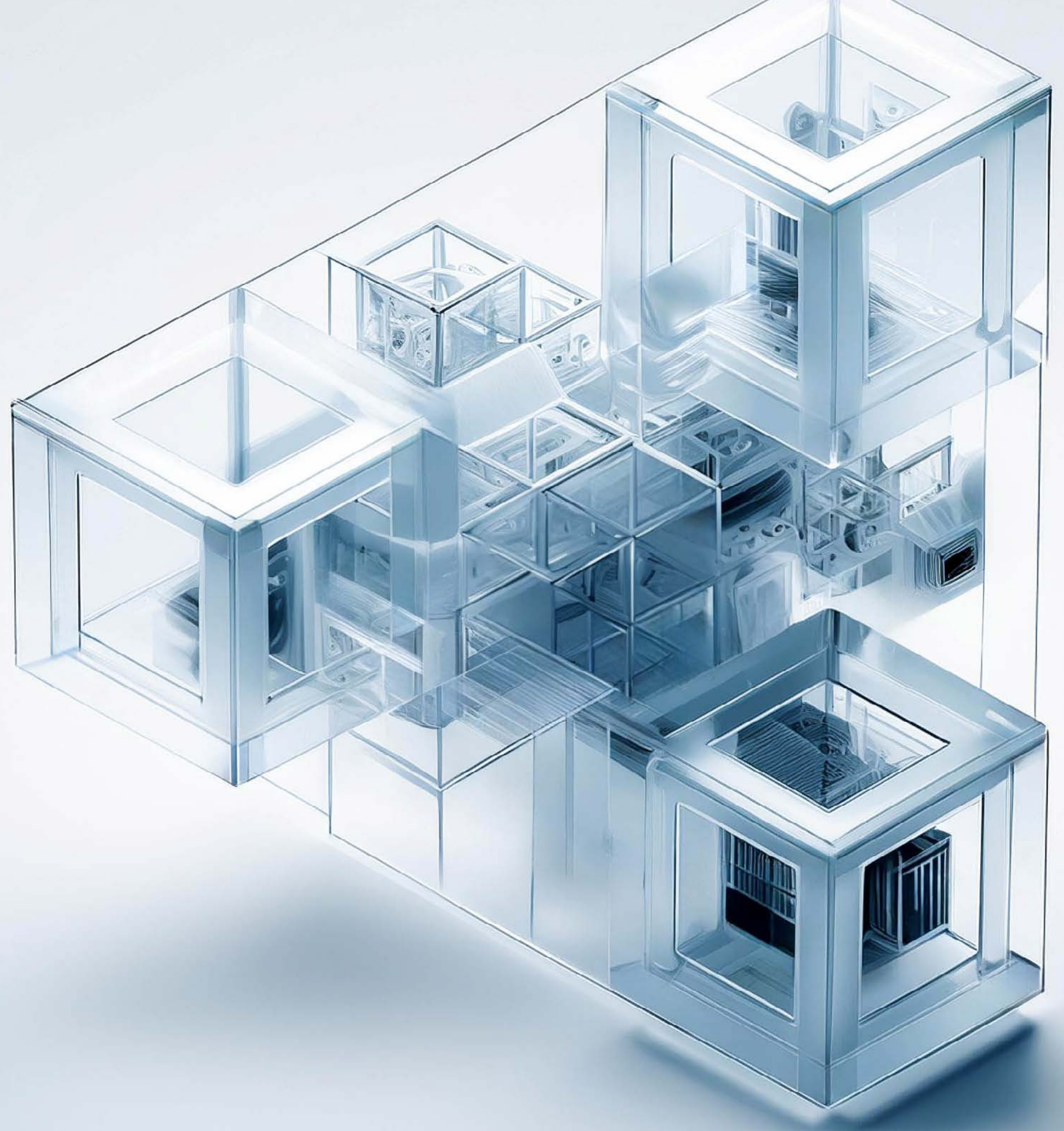
A Resilient Spirit

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.

# Our Platform

Mimecast provides security for the collaborative world with an AI-powered, API-enabled platform built to protect businesses from a broad spectrum of cyber threats, including phishing, malware and business email compromise.

More than 42,000 businesses globally rely on Mimecast for collaboration security, human risk management, and cloud archiving.



PROTECT COLLABORATION

## Advanced Security

**AI-Powered Email & Collaboration Security** - Mimecast's AI-driven security solutions are designed to counteract even the most sophisticated cyber threats.

**Email Security Cloud Gateway** - Secure even the most complex email environments with highly customizable controls.

**Email Security Cloud Integrated** - Robust M365 protection that deploys in minutes and is optimized out of the box and requires no MX record change.

### Enhance & extend protections with:

**Protection for Microsoft Teams, SharePoint & OneDrive** - Defend against malicious content in your most widely used collaboration tools. Protects with a single, easy-to-manage offering, allowing customers to keep key collaboration tools secure without burdening teams.

**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** - 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.

SAFEGUARD DATA

## 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 & 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.

MITIGATE RISK

## Human Risk Management & Awareness Training

Mimecast Security Awareness Training makes employees an active part of defense with award-winning, realistic and effective training that includes phishing simulations and risk scoring. Mimecast's Security Awareness Training inspires a culture of risk awareness with the industry's most engaging content. In early 2024, Mimecast furthered our commitment to managing human risk by acquiring Elevate Security.

More than 42,000 businesses globally rely on Mimecast for collaboration security, human risk management, and cloud archiving.

# Environmental Sustainability

Mimecast is committed to aligning our sustainability goals with the United Nations Sustainable Development Goals (SDGs).

We are currently mapping out short and long-term environmental sustainability targets to reflect our ongoing commitment to a more resilient planet.

**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.



## Employee Environmental Sustainability ("Green") Team

The purpose of the employee-led Green Team is to support Mimecast's environmental resilience strategy through information sharing, employee engagement, and community partnerships. In FY24, awareness and training workshops were held on the topics of "Getting Started with Sustainability," "Composting 101," and "Lowering Digital Carbon Footprint." These sessions were attended by over 150+ Mimecasters worldwide.

In FY24, Mimecast's Green Team spearheaded two key initiatives that they will continue to build out in FY25 and beyond:

### Travel guidance

Our Green Team has partnered with our internal Procurement Team to explore the creation of sustainability-focused travel guidance for employees, including sustainable hotel options, alternative travel methods, and low-emissions suggestions.

### Pension alternatives

Mimecast will provide employees in certain regions with the option to invest their pensions in sustainable alternatives. We believe that this program will provide a meaningful way for employees to directly influence the role of sustainability in public markets.

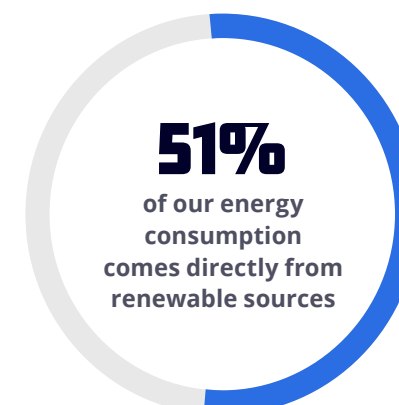
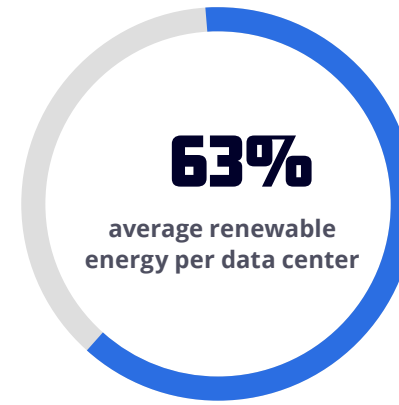
## Renewable Energy Usage in Data Centers

At Mimecast, we recognize that our data centers represent a significant percentage of our energy usage. As a result, Mimecast continues to seek facilities that can manage our data with full or partial renewable energy.

		Renewable % per region	Annual electricity attribute to Mimecast
<b>United Kingdom</b>	Slough	100%	100%
	Woking	100%	
<b>United States</b>	Waltham	100%	74%
	Andover	33%	
	Minneapolis	100%	58%
	Plano	26%	
	SLC5	56%	64%
	HI1	71%	
<b>South Africa</b>	Randview	0%	0%
	Parklands	0%	
<b>Australia</b>	Alexandria	6%	16%
	Macquarie Park	19%	
<b>Germany</b>	Frankfurt 1	100%	82%
	Frankfurt 2	63.8%	
<b>Jersey</b>	Queens road	36%	36%
	5 Oaks	36%	
<b>Canada</b>	Toronto	99.6%	100%
	Montreal	99.6%	

fully renewable energy  
per data center

**35%**



## Reducing Emissions

Rather than rely on offsets, Mimecast has spent the past twelve months focusing on measures to reduce our collective footprint and derive power from more sustainable sources. Mimecast remains committed to decarbonizing our operations and powering all global facilities using renewable power.

Mimecast's London office is certified 100% renewably powered and our Lexington office derived 109,685 kWh from its rooftop solar array in 2023. Overall, 51% of Mimecast's energy consumption comes directly from renewable sources.

We are currently refining our position on Scope 3 emissions, particularly in our supply chain, before we complete our consultation on engaging with the Science Based Targets Initiative (SBTi).

With strengthened data visibility from the onboarding of a newly acquired carbon accounting platform, Diligent. We are currently collating, reviewing and validating auditable data across all **Scopes** to set near-term and long-term emissions reduction targets.

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 company.

### GREENHOUSE GAS EMISSIONS

Scope 1 - direct (metric tonnes Co2e)

**509.8**

Scope 2 - indirect (metric tonnes Co2e)

market-based

**2,162.40**

location-based

**883.00**



## Facilities Enhancements with ESOS Audit

In line with its obligations under the Energy Savings Opportunity Scheme, Mimecast completed its Phase 3 energy assessment in January 2024 to identify any energy and cost savings opportunities in its UK leased premises. Mimecast's entire 1FA development was awarded BREEAM 'Very Good' status upon completion, and all of Mimecast Services Limited's UK data centers are powered by renewable energy in London.

The ESOS audit carried out for Phase 3 identified a significant reduction in energy consumption since Phase 2 (2019) from 5,250,646 kWh to 2,785,151 kWh, which was largely the result of moving to the new premises in London in late 2019.

As part of its action plan, Mimecast will review recommendations to further save energy and achieve carbon reduction in its UK premises, as well as the feasibility of replicating these measures in other Mimecast locations.

**ESOS PHASE 3 - ENERGY CONSUMPTION**

**2,785,151 KWH**

**ESOS PHASE 2 - ENERGY CONSUMPTION**

**5,250,646 KWH**

## Updating Materiality Assessment

With the support of external parties, we have completed an initial review of material risks around financial controls, cybersecurity, and regulatory compliance.

Given our product and geographic expansion, and considering other relevant market factors, we are currently in the process of updating this materiality assessment to further identify actual and potential impacts, assess the significance of the impacts, and prioritize those that are most significant. This will be inclusive of environmental impacts and related actions.

**ADDITIONAL ACTIONS:**

**Recycling & composting**

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

**Office spaces**

Mimecast continues to invest in office spaces that prioritize on-site renewable energy sources and energy efficient office features such as low-flow fixtures, natural light, and motion sensing lighting in conference rooms and common spaces.

**Electric vehicle charging**

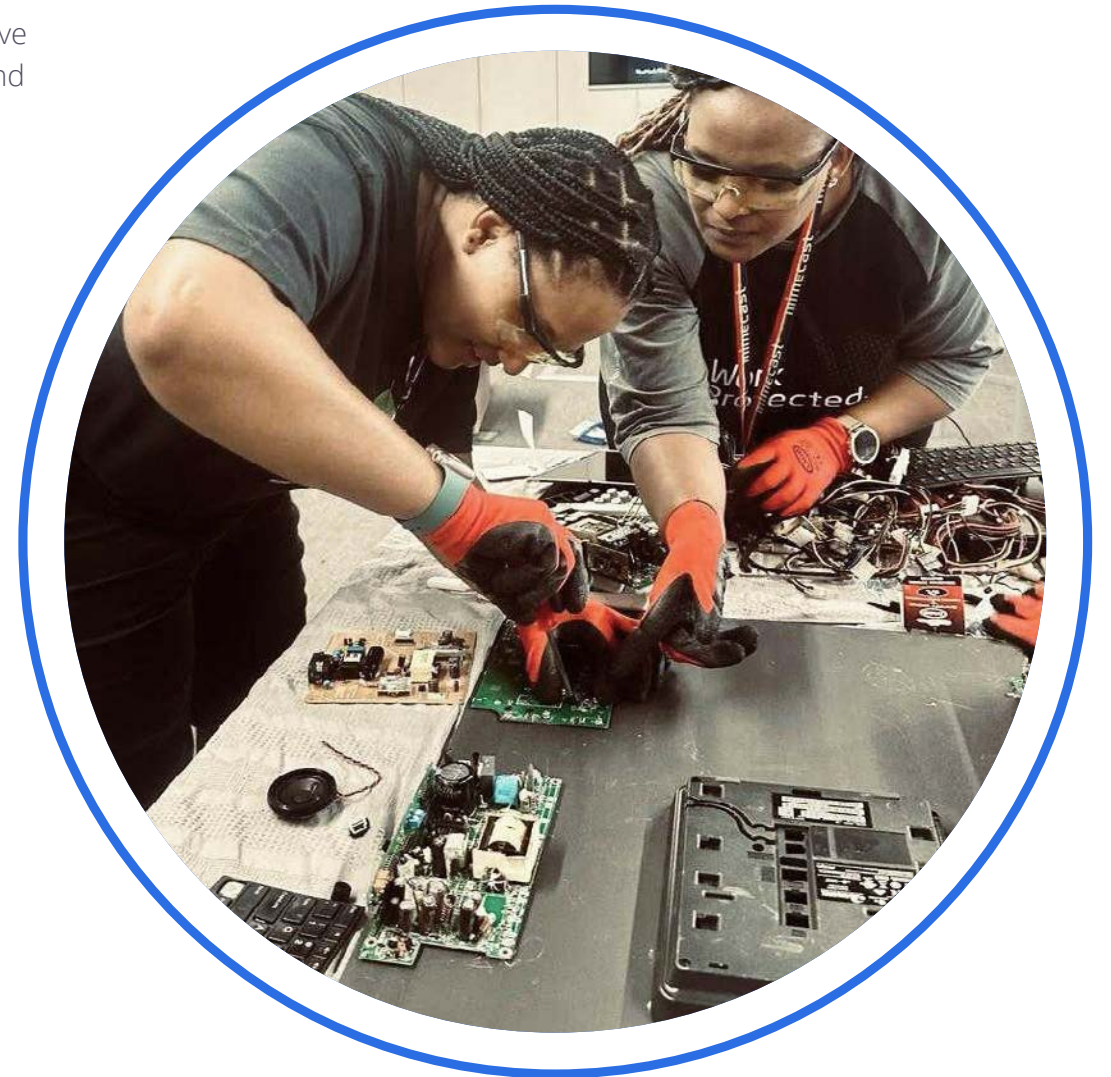
Mimecast's North American headquarters is a LEED Gold Certified building and provides free access to electric vehicle plug-in stations as well as dedicated parking for high-efficiency vehicles.

Electronics recycling in South Africa

Mimecast partnered with You Made This, an art-based initiative centered on raising public awareness and engagement around the issues of electronic waste. Through this partnership, hundreds of South African employees participated in the #iMadeThis workshop.

This initiative served as a creative platform for employees to engage hands-on with eWaste, transforming used technology into art and, more importantly, into a conversation about sustainability.

By spotlighting the importance of sustainable practices, proper eWaste disposal, and the potential for creative repurposing, the #iMadeThis workshop serves as a model for future corporate sustainability initiatives.



Mimecast is exploring further recycling opportunities for hardware used for business operations.

# Corporate Social Responsibility & Philanthropy

## POLICY STATEMENT

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 social impact alongside our business. Community resilience strengthens our own resilience, and we look forward to building on past successes and further embedding citizenship into our business processes.



## Global Community Partnerships

In FY24, we oversaw another successful year for Mimecast's Corporate Social Responsibility Program. Underpinned by our donor advised fund with the Boston Foundation, corporate grants have now exceeded \$1.7 million dollars since the inception of our social impact program.

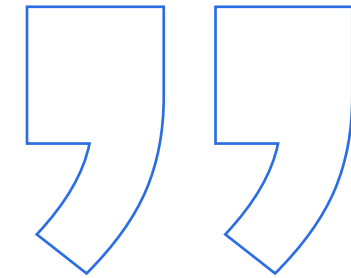
We continue to prioritize workforce development for underrepresented communities and the fulfillment of basic needs for young people in underserved communities.

By aligning our corporate grants with non-profits that have on-the-ground experience within these communities, we maximize our impact and seek to deliver high-impact programming.

In FY25, Mimecast will complete a comprehensive review of all philanthropic programming to ensure scalability with the company's global expansion.



“I’ve been proud to join Mimecast in community giving. By joining volunteering events, we can collectively build a safer, more resilient future, empowering young individuals and organizations to withstand challenges together.”



**Sashiv Maharaj, Managed Services Engineer**

**\$1.7 MILL +**

Corporate grants since the inception of our social impact program

## Employee Volunteerism

Mimecast promotes community engagement within our culture by hosting volunteer events and promoting individual charitable contributions.

Through our paid volunteer leave program, employees contributed at least an additional 2,750 hours of community service in FY24. In total, the Mimecast community contributed nearly 5,000 hours to community service last fiscal year.

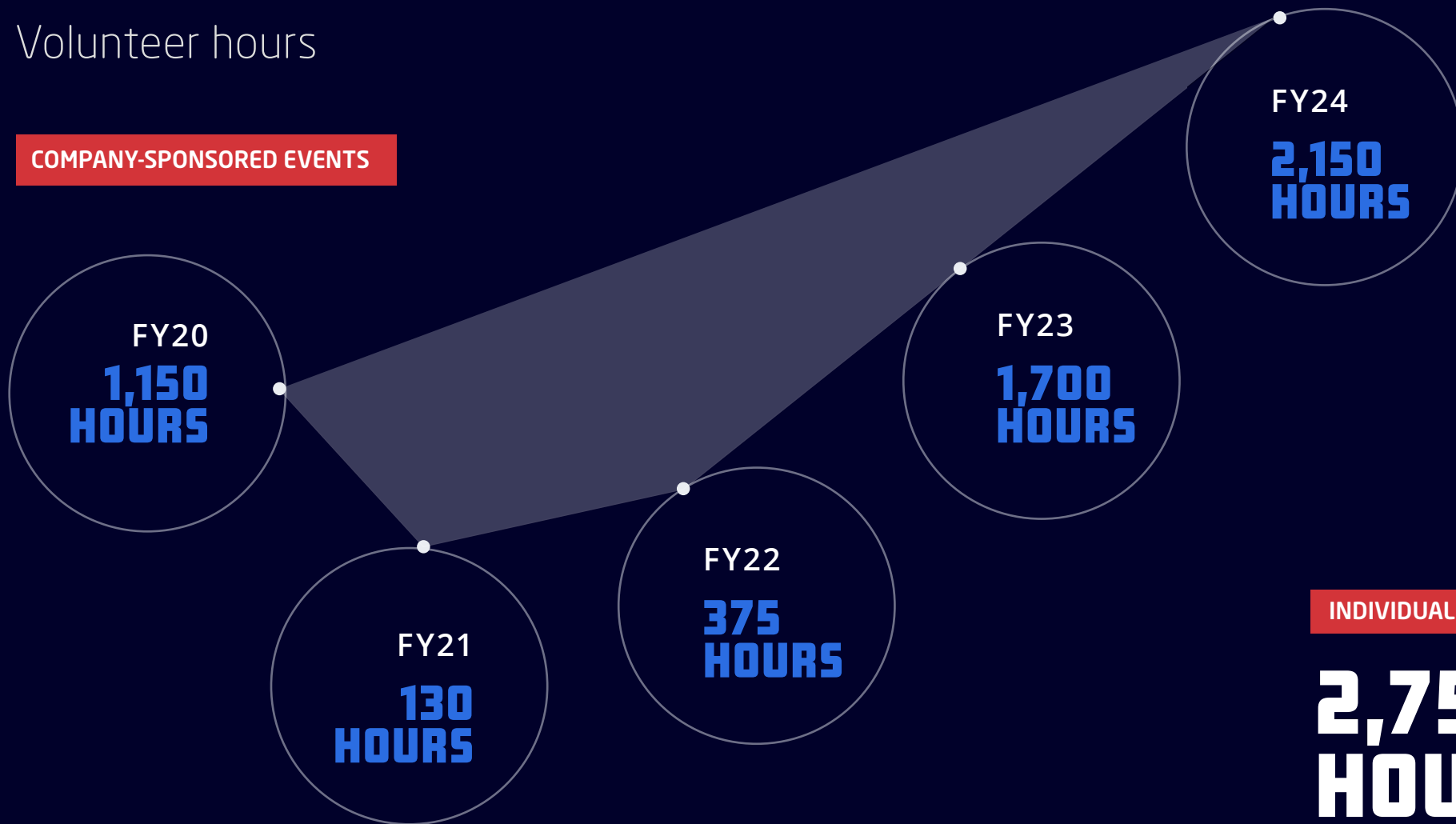
TOTAL HOURS

**4,900  
HOURS**

Across company-sponsored events and individual volunteer leave

## Volunteer hours

COMPANY-SPONSORED EVENTS



INDIVIDUAL PAID LEAVE PROGRAM

**2,750  
HOURS**



## Community Resilience Month

In July of 2023, Mimecast hosted our inaugural Community Resilience Month. To be recognized annually, Community Resilience Month was established to give Mimecasters an opportunity to have an impact together through multiple community involvement touchpoints.

### HIGHLIGHTS FROM THESE EVENTS INCLUDE:

- more than 300 backpacks prepared for students in Lexington and London
- more than 150 care packages and 150 food packs filled in Dubai for workers
- an event dedicated to environmental conservation in Tel Aviv
- hundreds of Australian farmers supported through care packages in Melbourne
- our first group volunteering event in Singapore to help address food insecurity.

“Our continued and rapid growth in company volunteerism underscores our values-driven culture and commitment to our communities. I’m proud of the global Mimecasters for leading with compassion and heart.”

**Bryan Vermes, Director of Employee Experience and Communications**

## Employee Gifting

### Grants for Good program

Mimecast’s ‘Grants for Good’ Program rewards volunteering through an expanded Donation Matching Program. 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 in the employees’ name to that organization.

### Employee Donation Matching program

All employees are eligible for Mimecast’s Gift Matching Program. Mimecast provides an eligible donation cap of \$500 USD per employee annually. These funds are set aside to boost employee donations to charities of personal passion.

Mimecast employees are provided with opportunities where donation matches are doubled at various time periods throughout the fiscal year, including for disaster relief and other causes. A list of benefiting non-profits is provided in the appendix of our report.

### Volunteer paid time off

As part of our commitment to connecting employees with our community, Mimecast provides five (5) paid days off for Mimecast employees to volunteer with the charity of their choosing.



**5 DAYS**

**\$100**

**\$500**

paid leave for employees to volunteer

donation to a charity for every 10 hrs employee volunteers to that charity

matching gift allowance per employee

# Diversity, Equity & Inclusion

Through FY24, Mimecast continued to build on the Diversity, Equity, and Inclusion (DEI) groundwork and foundations that we laid out over the past four years. Our company remained agile and committed to our DEI journey in a year that saw businesses navigate economic uncertainty and social change.

As a global company, we value diversity and prioritize connecting with employees, customers, and clients from all walks of life. Our commitment includes hiring, developing, and retaining high-performing, innovative staff with diverse backgrounds and experiences.



# Mimecast's Top Diversity, Equity, and Inclusion Priorities



## Marketplace engagement

**Leverage Mimecast's social impact program and identify opportunities to support our under-served, diverse communities externally.**

Spearheaded by our Women & Allies Employee Resource Group (ERG) in South Africa, Mimecast donated over 9,000 packs of sanitary pads to school-aged girls to help address a prevalent issue of menstrual poverty in the country. A significant number of South African girls miss school every month because they do not have access to sanitary products, impacting their academic performance and mental wellbeing. Mimecasters in South Africa - and colleagues from our offices across the globe - rallied behind the cause, removing an average of 14,340 missed school days for the year.



## Build the fundamentals

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



## Communication and engagement

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

Mimecast's PRIDE Employee Resource Group facilitated an internal session on LGBTQ+ terminology. The purpose of this session was to provide employees with guidance on respectful language and create a space for shared learning.



## 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.**

In FY24, Mimecast's Global Accessibility Lead undertook a comprehensive audit of Mimecast's approach to accessible technology, identifying key areas of opportunity for enhancing accessibility and inclusion within Mimecast's core processes and products. As a result of the findings, we have begun to develop an Accessibility Product Framework that will guide our Product and Engineering Team at each stage of the product lifecycle to ensure Mimecast and the technology we are building is accessible to everyone - including our colleagues and end users with disabilities, neurodiverse conditions, and long-term health conditions.



## Sustainability and accountability

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

This year we are pleased to have launched a quarterly virtual career series, named "Career & Connection for Women", continuing our investment in offering targeted development opportunities for our female Mimecasters. Sessions were developed and facilitated in partnership with internal and external experts, addressing topics relevant to women in the workplace including career navigation, presence and impact and strategic networking, allowing attendees to access the tools they need to build successful careers.



## Workforce diversity

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

We are pleased to have formed a new partnership with Jopwell, a leading US diversity sourcing platform dedicated to connecting employers to over 100,000 Black, Latinx, and Native American candidates located in our target locations including Boston and Canada. By leveraging Jopwell's expertise, we will be better positioned to attract and connect with top talent from diverse backgrounds and welcome them into Mimecast.



## Workforce Diversity

Our company has stronger diversity than ever before across several representation indicators. \*

Since launching our Global DEI strategy in 2021, we continue to address representation opportunities across our workforce to better reflect the diversity of our local communities, with a focus on increasing the representation of women and People of Color (PoC)\* in our employee base.

We have learned that it requires a consistent and intentional approach to build a workplace that is representative of the communities around us – one that takes time, accountability, and cross-company collaboration.

We are proud of the progress we have made toward many of the global gender and ethnicity goals in South Africa, but aware we have much more work to do globally. Specifically, increasing the ethnic diversity in our US region remains a clear priority.

All data as of March 31, 2024.

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.

\* People of Color as defined by US government groupings: 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.

\*\* As defined by local government categorizations, coloured refers to members of multi-racial / mixed-heritage ethnic communities in South Africa.

## Representation by gender



### GLOBAL WORKFORCE

**67.0%**

Male

**32.9%**

Female

### Leadership

**69.9%**

Male

**29.7%**

Female

### Technical roles

**60.5%**

Male

**39.5%**

Female

## Representation by ethnicity

### In the USA

Asian	6.7%
Black or African American	3.6%
Hispanic or Latino	6.6%
Two or More Races	2.4%
White	77.6%

### USA Leadership (Director +)

Asian	6.1%
Hispanic or Latino	2.7%
Two or More Races	1.4%
White	88.4%

### In South Africa

African	56.0%
Coloured**	8.6%
Indian	11.3%
White	24.1%

### South African Leadership (Director +)

African	21.4%
White	78.6%

## Data Highlights

### Representation by gender

#### Global

**+1.1%**

32.9%

Our global workforce at Mimecast now includes 32.9% (+1.1pp FY23) women, **the highest representation since launching our Global DEI Strategy in FY21.**

#### Technical roles

**+3.8%**

39.5%

Women now represent 39.5% (+3.8pp FY23) in technical roles, **surpassing our FY25 goal of 35% ahead of time.**

#### Management

**+2.9%**

31.2%

Women in management roles, **a crucial leadership pipeline**, have steadily increased to 31.2% (+2.9% since FY23).

#### Global leaders

**-0.5%**

29.7%

The representation of women among global leaders at Mimecast was slightly lower at 29.7% compared to the previous year (-0.5%)

#### New hires

**+18.1%**

40.8%

In Q3 FY24, global female hires reached 40.8%, marking the highest percentage for the full fiscal year and an impressive increase from FY23 (+18.1%)

#### Promotion rate for women

**+20.5%**

18.2%

We're pleased with the equitable outcomes in our global promotions, where women were promoted at 20.5% rate, slightly surpassing men at 18.2% rate.

For more details on Mimecast's gender equality progress, see our annual Pay Gap Reports for **United Kingdom** and **Australia**.

### Representation by ethnicity

#### South Africa

Employees of color represent 75.9% of our South African workforce, and 46.5% of employees at Management level in the region, with continual growth in these areas year-over-year.

#### North America

We have seen a discouraging decline in the representation of employees of color in the US region, representing 19.3% (-1% FY23), partly driven by a decline in FY24 hires amongst this group. We acknowledge this as a priority area and are hopeful in the interventions we are putting in place through FY25 to help address this gap.

## Diversity Data Collection Program

Mimecast has expanded the categories for voluntary disclosure of diversity data to invite Mimecasters and job 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 this program, the initiative is live 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.








## Building an Inclusive Culture

### 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.

In FY24, we celebrated the launch of our Veterans ERG, which supports members of our team that have served in the armed forces worldwide. Our ERGs have been at the heart of delivering thought-provoking initiatives that help foster empathy, awareness, and psychological safety amongst employees.

	<b>Veterans</b> People who served
	<b>MIMEability</b> People with disabilities
	<b>Women and Allies</b> Women and Allies Mimecast
	<b>Pride</b> LGBTQ+
	<b>HUES</b> People of Color

**700+ MEMBERS**

## Broad-based black economic empowerment in South Africa

Our global diversity, equity, and inclusion efforts are further reinforced through our work in South Africa, through the Broad-Based Black Economic Empowerment (B-BBEE) framework. This framework (which is aligned to the Employment Equity Act and the Skills Development Act) aims to transform the South African economy by ensuring meaningful participation of people of color in the mainstream economy.

Mimecast South Africa is committed to the transformation objectives of South Africa and in this regard, on an annual basis.

### WE DRIVE ACTIONS THAT:

- Continually seek to attract, appoint, and retain talented Mimecasters in accordance with the demographic representation of South Africa, as defined in the Regulations of the Employment Equity Act and the Commission of Employment Equity Report
- Encourage qualifying Mimecasters to further their studies through the provision of bursaries for vendor-certified certifications and degrees through registered universities and colleges
- Encourage Mimecasters to nominate qualifying under-privileged individuals from within their communities to either continue their high school studies or further their university/college studies through financial support
- Partner with qualifying non-profits, such as, the Tomorrow Trust, to improve the lives of under-privileged children through educational programs, with a specific focus on Science, Technology, Engineering and Math (STEM) education
- Continually support small Black-owned and Black women-owned businesses through the Mimecast Enterprise and Supplier Development programs
- Introduce people of disabilities to a digital internship which covers Microsoft 365 certifications, CompTIA IT Fundamentals and a virtual global apprenticeship
- Support the Youth Employment Services initiative by sponsoring 30 unemployed youths to obtain a 12-month quality work experience at approved businesses
- Provide Mimecast with an opportunity to run a graduate programme that consistently results in an absorption rate above 50% annually.

**“Veterans offer so much as a consequence of their mentality, maturity, training, and experiences, whether it’s to Mimecast specifically or to society. At Mimecast, we value our Veterans community. We recognize what they can achieve, and we do our best to create an environment where they can.”**

Michael Paisley, Chief Security and Resilience Officer

# Employee Engagement & Human Capital Investments

## Employee Engagement

### Certifications and recognitions

Mimecast achieved **Great Place to Work** certification in the UK, South Africa, and Australia. These four key regions encompass most of our employees. Business leaders, research institutions, and the public all rely on the Great Place to Work® Trust Model© as a key standard of what it means to be a great workplace. Their annual research represents thousands of organizations of varying sizes, industries, maturity, and structures in over 90 countries.

In the US, Mimecast has been recognized by **Top Workplaces USA** for 2024. Top Workplaces is based on employee feedback results captured by the Energage Workplace Survey. The research-backed engagement survey is driven by the industry's most robust benchmarks built on data captured from employees at thousands of organizations.



### Employee engagement survey

Each year, Mimecast launches an Employee Engagement Survey to continually enhance the experience we provide.

This survey, run through employee engagement platform Glint, produces results that are benchmarked against other technology companies.

**82** intent to stay

Our 82 out of 100 score on intent to stay was **seven points above the Glint technology benchmark.**

**75** employee engagement

Mimecast achieved a 75 out of 100 overall employee engagement score. **This score was consistent with our score in 2023.**

**82** community engagement

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

# Employee Wellness

## Wellness philosophy

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:

### 01.

#### Financial

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

### 02.

#### Lifestyle

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

### 03.

#### Physical

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

### 04.

#### Mental

Investing in resources that allow Mimecasters to strengthen their mind and function at their best.



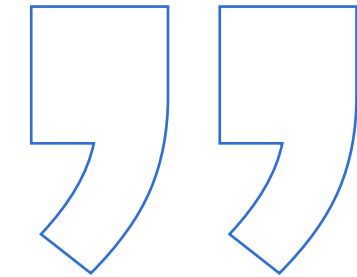
## Mental wellbeing

### Talkspace virtual therapy services

A core facet 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 and their dependents are eligible to join Talkspace Virtual Therapy Services. Through this program, all Mimecasters are eligible to receive dedicated, one-to-one virtual therapy services at no additional cost.

### Mental health first aiders

Mimecast has trained and certified nearly two 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 and personalized mental health support. We will continue to expand this cohort of trained Mimecasters in FY25 across all our regions.



“I suffered a major episode of anxiety and depression eight years ago. Being able to talk openly about it from the outset enabled me to focus on my therapy and recovery. Many people, especially men, do not feel comfortable talking about mental health, so if I can help to guide, encourage and support any of my fellow Mimecasters to seek professional help and take that first step, then I’ll be very happy. I feel very privileged to have had the opportunity to become a Mental Health First Aider at Mimecast and I can’t recommend this program highly enough.”

**Dave Burford, Talent Acquisition Director and Mimecast Mental Health First Aider**

# Investing in Learning & Training

## Employee investment through development plans

During Mimecast's Performance Empowerment process, employees are encouraged to complete development goals. In FY24, 91% of employees submitted development goals.

These goals are reviewed throughout the year with particular focus during mid-year and end-of-year performance conversations. The subsequent discussions provide managers with information to proactively support employees' attendance to internal and external development and learning opportunities.

**91%** Of employees submitted development goals

## Feedback processes to drive retention

As part of our talent and succession planning cycle, Mimecast facilitates a "Forward Feedback" process which focuses on giving employees constructive feedback on their strengths and the areas that they can develop to help with career growth.

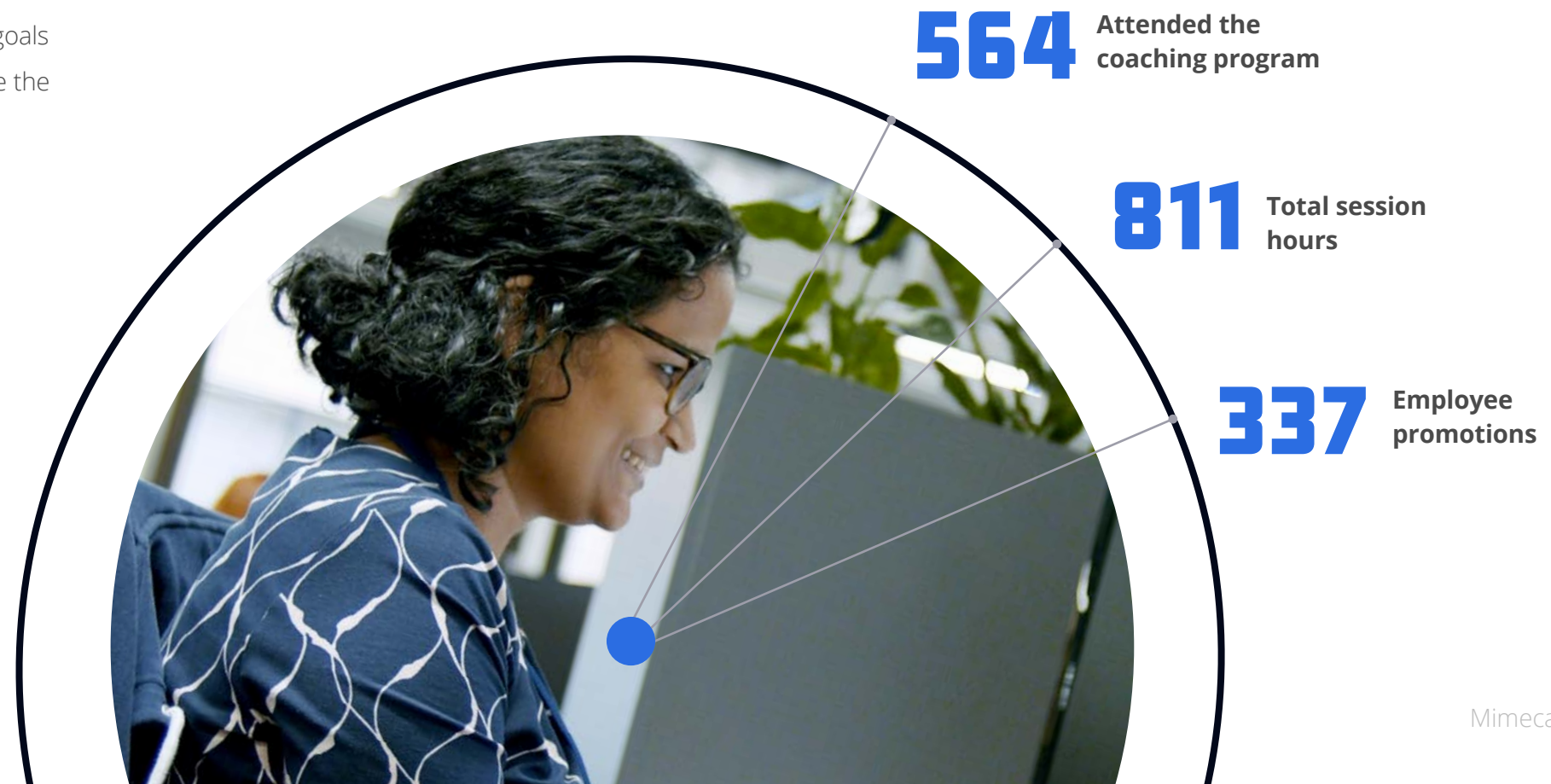
In addition, Mimecast conducts "Stay Conversations", which are scheduled to take place throughout the year, so managers can discuss development and career goals with key talent to reinforce the importance of their skills to Mimecast.

## Career framework and employee transparency

Mimecast has published an internal career framework to build 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.

## Targeted career development

Our Mimecast Coaching Program, delivered by industry-leading 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. To date, 564 Mimecasters have participated in this program, totaling 811 session hours. Each participant has on average 10 sessions. In addition to this in-role development, in FY24, we promoted 337 employees internally.



## 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. In FY24 alone, 37% of eligible managers participated in this program.

#### Topics covered :

- emotional intelligence
- giving feedback
- becoming a coaching leader
- accountability
- driving performance

**37%**  
in FY24

### 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. In FY24, 45% of eligible Leaders participated in this program.

#### Topics covered :

- leading inclusive teams
- change management
- problem solving
- and more

**45%**  
in FY24

Development programs align with Mimecast's leadership model: lead, manage, and coach

## MimecastHER Program

In FY24, we launched our flagship Women in Leadership program, MimecastHER, which is facilitated by coaching and an external third-party consulting organization. The program is designed to support the following topics: Authentic Leadership; Building Beliefs & Confidence; Courageous Conversation; Powerful Presence & Impact; Strategic Networking.

#### SUPPORTING MIMECAST AND OUR FEMALE MIMECASTERS TO:

- Drive our talent development and diversity, equity and inclusion strategy by investing in our female leaders to build a future-ready organization
- Facilitate the advancement, engagement and retention of our female talent.
- Establish an active community for female leaders



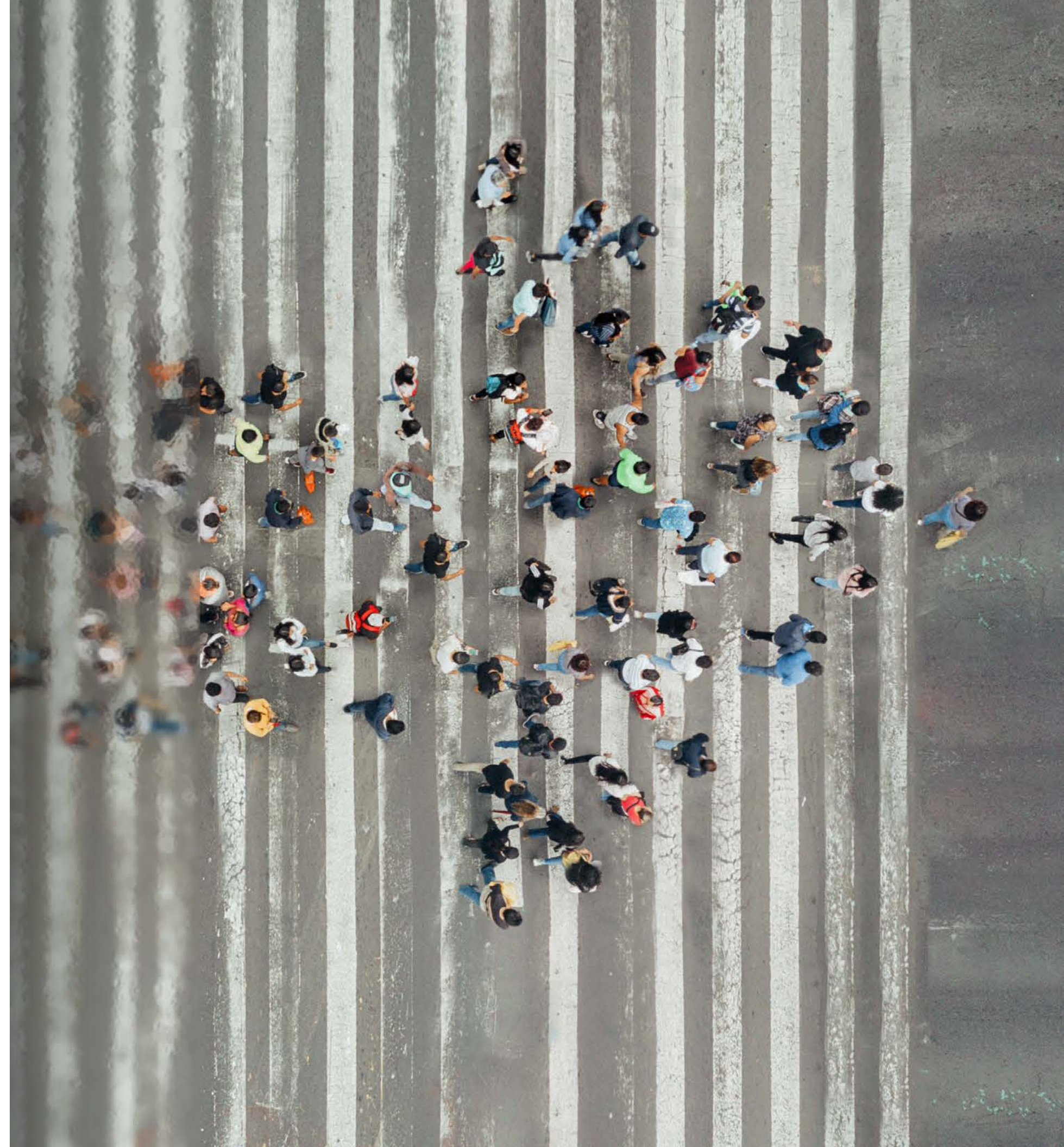
# Compliance Framework

## 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. We comply with our data protection obligations in the regions that we operate, including but not limited to, the GDPR, the UKGDPR and the CCPA (as amended) and have implemented various safeguards surrounding our processing activities which are published on the [Mimecast Trust Center](#), including: [Mimecast's Technical and Organizational Measures](#), [Processing Details](#), [Support Locations](#), [Third-Party Sub-processors](#), [Transfer Impact Assessment](#), and [Standard Data Processing Addendum](#).

Mimecast North America, Inc. has also self-certified under the EU-US Data Privacy Framework, the Swiss-US Data Privacy Framework, and the UK extension as a reliable mechanism for personal data transfers to the United States from the European Union, Switzerland, and United Kingdom, ensuring data protection that is consistent with EU, Swiss and UK law. Further information may be found [here](#).

Where Mimecast acts as a Data Controller, personal data is handled in accordance with [Mimecast's Privacy Statement](#). Data Subjects can raise a Subject Access Request via [Mimecast's dedicated online portal](#). Mimecast's Data Protection Officer (DPO) is Michael Paisley, and he can be contacted at [DPO@mimecast.com](mailto:DPO@mimecast.com)





# Certifications

## CURRENT CERTIFICATIONS

### where we are today

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.

The list of certifications, attestations, and assessments achieved by Mimecast includes the following certifications which are valid at the date of publication. For an updated list, please see the [Trust Center](#).

- ISO 22301: 2019 Certification: Business Continuity Management System (BCMS)
- ISO 27001:2022 Certification: Information Security Management System (ISMS)
- ISO 27701: 2019 Certification: Privacy Information Management System (PIMS)
- SOC 2 Attestation Report: Internal Controls for Security, Availability, Processing Integrity, Confidentiality, and Privacy
- HIPAA/HITECH Compliance Assessment Report: Protection and Security of Patient Information
- CSA STAR Level 1: Self-Assessment
- TISAX: AL 3
- IRAP Assessment Report

## UPCOMING CERTIFICATIONS

### where we're headed

In the next 12-24 months, Mimecast is reviewing and taking action to align to the following certifications, attestations, and assessments:

- ISO14001: Environmental management system
- AI governance framework, policy and committee
- ISO 42001:2023 AI Management System
- ISSB S1 Adoption
- ISO30071: Accessible Products

Within the next five years, Mimecast is in the process of aligning to the following certifications, attestations, and assessments:

- ISO 9001: Quality management
- ISO 50001: Energy efficiency
- ISSB S1 and S2 adoptions

We regularly maintain numerous certifications and audit reports to provide transparency and communicate internal controls to our customers and partners.

## Artificial Intelligence

Mimecast strives to be at the forefront when it comes to new technologies and strategies for defending against a relentless set of adversaries. This includes leveraging Artificial Intelligence (AI), which we incorporate across every layer of our solutions, wherever the technology is the right choice to neutralize more threats, maximize our customers' defenses, and support their security and IT teams.

We recognize the potential for offensive use of AI by bad actors, which can create significant regulatory and reputational risks. As such, it is important that the exploration, development, and use of AI is conducted in a responsible, ethical, and compliant manner.

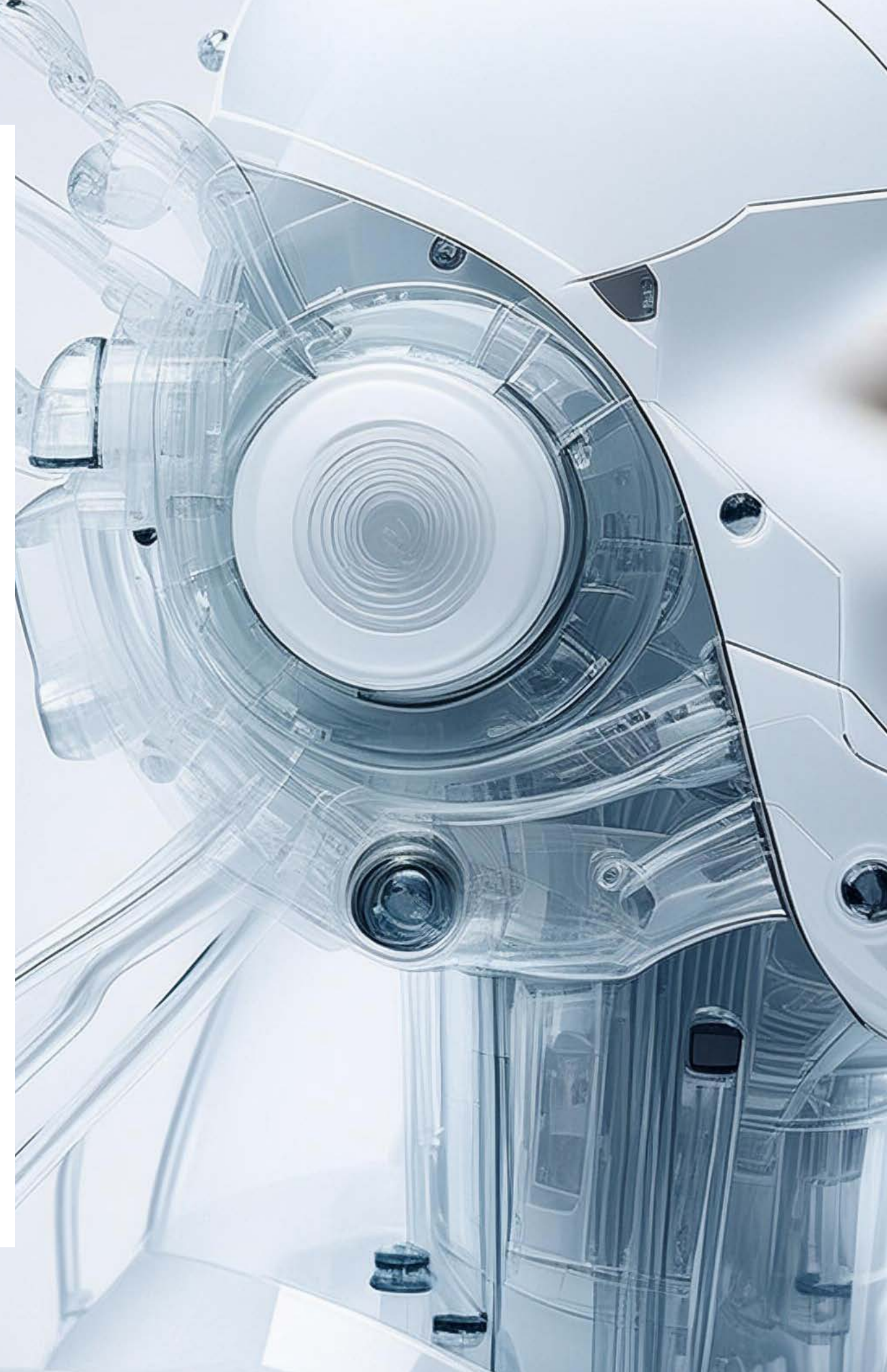
With this in mind, Mimecast continually evaluates and strengthens its governance around the use of AI, including the implementation of the following:

- Guidelines for the Responsible Use of AI available to all Mimecasters on the company intranet. These Guidelines describe the responsible and ethical use of AI to increase productivity while mitigating certain risks inherent with this rapidly emerging technology, including data privacy and integrity

- AI due diligence into our vendor onboarding process
- AI inventory and risk assessments
- Trainings for various business units

As a trusted partner within the cybersecurity ecosystem, Mimecast also collaborates with industry peers as part of our defensive strategy to develop solutions which are resilient against AI-driven threats. We protect our AI-enabled services by implementing security measures and ongoing monitoring to detect and respond to vulnerabilities, so our AI-driven technologies remain reliable and trustworthy.

Find out more about how Mimecast is leveraging AI in the services we offer to our customers by visiting our [website](#).



## Incident Response

Mimecast established the Organizational Resilience Committee to oversee all activities and actions associated with capturing significant events and conditions that could impact customer-facing systems and services.

Mimecast uses various monitoring tools and technologies to ensure that critical components for the delivery of services are continuously available. The monitoring tools are operational 24 hours a day, seven days a week, and 365 days a year, and periodic testing is done to ensure they remain effective.

The **Information Security Policy and security awareness training** address the detection and correction of incidents as they arise. Mimecast has systems and processes in place for detecting and managing security incidents. Incident management policies and procedures address incidents in all of Mimecast's environments. When an incident is identified, an incident ticket is created with the details of the event, including the date and time the incident occurred, the nature of the incident, and how the incident impacts user entities. The ticket is assigned a priority based on the severity to the user entity, and then a multi-discipline team initiates an investigation to assess the scope and impact of the situation and to determine the actions necessary for mitigation.

In the event of any failure that impacts a production service, Mimecast activates the **Business Continuity and Emergency Response Plan**. All serious customer impacting incidents require thorough investigation to understand the reasons for failure and how to prevent re-occurrence through the implementation of a corrective action plan. Incident management policies and procedures stipulate how to prevent incidents and how Mimecast personnel should respond to incidents when they occur.

Mitigation includes the prevention of any continued loss of data or services, valuation of existing controls, an analysis of the event, and the required notifications to regulatory authorities and/or impacted entities. Service-impacting events may be detected by internal monitoring systems that monitor facilities, networks, and applications. In addition, user entities and users may directly report events.

## Policies

Mimecast currently has the following policies in place:

- **Code of Business Conduct & Ethics**
- **Comprehensive Privacy Statement**
- Global Whistleblowing Policy
- Global Anti-Bribery and Anti-Corruption Policy
- Global Acceptable Use Policy
- Equal Employment and Anti-Harassment Policy (aligned to Diversity, Equity, and Inclusion Programs outlined within this report)
- **Modern Slavery Act Disclosure Statement**
- **Vendor Code of Conduct**
- Health & Safety Policies
- Guidelines for the Responsible Use of AI

## Whistleblowing/Reporting

We have adopted several 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**
- For all ethics reporting to the Chair of the Mimecast Audit Committee:
  - **Reporting Platform**
  - **AuditCommitteeChair@mimecast.com**
- By writing to our Chief Compliance Officer c/o Mimecast North America, Inc. 191 Spring Street Lexington, MA 02421 USA

## Code of Business Conduct & Ethics Reporting

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

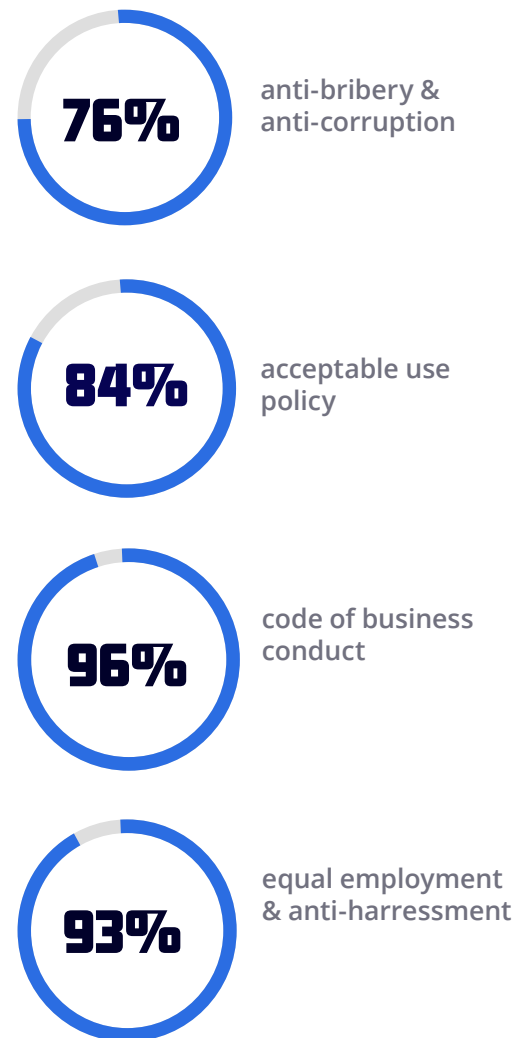
business opportunities, other policies or procedures, or any applicable law, rule, or regulation in the regions where we do business. We review every concern raised, respond promptly and investigate alleged violations as appropriate.

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



In FY24, Mimecast onboarded over 600 new employees and continued to record strong affirmation attainment from these joiners.

### COMPLETION RATES:



## Corporate Governance

### Board independence

The Mimecast Board includes a majority of independent non-executive directors. Meeting two to four times annually, the Board has overall responsibility over ESG matters. This ensures effective oversight and decision-making for the company.

### 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.

### Vendor risk management

Mimecast has implemented a vendor onboarding process where onboarding of new vendors requires prior vetting and approval from various Mimecast stakeholders, including, where appropriate, Security, Finance, Legal, IT and HR. The Vendor Onboarding Hub is available to all Mimecast employees on the company intranet.

Mimecast is currently developing an enhanced Vendor Due Diligence Process which incorporates tailored screening questions around specific ESG-related topics, enabling Mimecast to more effectively identify and mitigate various risks associated with poor environmental practices, social issues, and governance standards. By partnering with vendors who prioritize sustainable and ethical practices, this will contribute to Mimecast's long-term business stability and resilience.

## ESG Governance

These governing bodies are a core facet of Mimecast's implementation of a consolidated Environmental, Social, and Profit Corporate Governance Management System that brings together growth, sustainability material risks, and governance into our core business processes.

### ESG Council

The newly expanded ESG Council is made up of senior leaders from across the organization, representing key ESG-specific functional areas (Human Resources, Legal, and Governance). Mimecast's General Counsel serves as executive sponsor of the ESG Council. The ESG Council meets regularly and works in collaboration with internal and external stakeholders, including executive leaders, the Employee Experience & Social Impact team, and third-party consultants to prioritize ESG-related risks and opportunities across the business.

### Specialist Risk Functions Information Security

Responsible for the implementation and authorization of security policies, controls and procedures, security-focused strategic direction, security awareness, and technical security activities such as penetration testing, secure design of systems, technical audits of hardware and software, and code review at an operational level. The Chief Security and Resiliency Officer (CSRO) is directly accountable for security and organizational resilience oversight and the efficacy of security control design and implementation.

### Assurance, Risk and Control (ARC)

Responsible for governance, enterprise risk management, technical audits, and framework compliance and certification. The Vice President of ARC is accountable for enterprise risk oversight and the efficacy of entity-level risk control design and implementation.

### Executive Leadership Team Material Risk Engagement

There is a dedicated team of operational risk management professionals with functional expertise, working within an enterprise risk architecture designed to detect, analyze, manage, and communicate known and emerging risks to senior decision makers quickly and accurately.

#### THE MIMICAST RISK SYSTEM MANAGES RISK IN TWO STAGES:

## 01.

### OPERATIONAL RISK

Managed within each function by subject matter risk professionals with functional executive oversight. Operational risks are escalated to the enterprise risk management system when additional resources are required to manage the risk, or the impact is assessed to have a material effect on the broader enterprise.

## 02.

### ENTERPRISE RISK

Focused on material concerns that may create uncertainty around strategic profit, people, and planet environmental objectives and is drawn from various sources including regulatory requirements, annual executive materiality exercises, external stakeholders, escalated operational risks, and market events.



## Our Partners and 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:

- |  |  |                                     |   |
|--|--|-------------------------------------|---|
| 42K 4 Veterans Australia                           | East School Parent Association                         | Mdzananda Animal Clinic             | Remember Us                                 |
| Addenbrooke's Charitable Trust                     | Ellie Fund   | Medecins Sans Frontiers             | Rotaract OpElves                            |
| Arrival Education                                  | Encititas Education Foundation                         | Medical Aid for Palestinians        | Round Rock Band Boosters                    |
| Association for Frontotemporal Degeneration        | English at Large                                       | Michael J Fox Foundation            | Samaritans                                  |
| Benjamin Franklin Cummings Institute of Technology | ERAN   | Mini's Bulldog Rescue Club          | Save the Children                           |
| Big Brothers Big Sisters of Eastern Massachusetts  | Eshel Chabad   | Miracle League of Plymouth          | Save the Children Australia                 |
| Birch Tree Montessori School                       | Fifty Forward  | MNDA                                | Sayagi U Ba Khin Memorial Trust of MA, Inc. |
| Birthday Wishes                                    | Food Bank Rockies                                      | Motor Neurone Disease Association   | Seacoast Rotary Club                        |
| Boston Children's Hospital                         | Food Bank Singapore                                    | Movember                            | Share My Sun                                |
| Boston Public Schools                              | French Community Fund                                  | Mseki Primary School                | Shelterbox USA                              |
| Bridge Between                                     | Gary Sinise Foundation                                 | Muencher Tafel                      | SKT Welfare                                 |
| Cancer Council                                     | Globe Santa  | NAMI                                | SOS Pets                                    |
| Catching Lives                                     | Good Shepherd Food Bank                                | Natick Service Council              | Sri Sathya Sai Baba Centre of Toronto-York  |
| Catholic Relief Services                           | Goodera  | National Multiple Sclerosis Society | Stand with Us                               |
| CBSM Kimili  | Greater Boston Food Bank                               | National Yiddish Book Center        | Starlight Childrens Foundation              |
| Cheshire Home for Disability                       | Greenpeace Fund  | Network for Animals                 | Stepney City Farm                           |
| Chicago Police Memorial Fund                       | Hawaii Community Foundation                            | Noble Gift                          | Sue Ryder Leckhampton Court School          |
| Climate Solutions Accelerator                      | Healing Abuse Working for Change                       | Notre Dame Cristo Rey High School   | The Change Foundation                       |
| Colombia Aldeas Infantiles                         | Holy Family Academy                                    | One Step Beyond                     | The Hackney Foodbank                        |
| Combined Jewish Philathropies                      | Home Base  | One Ummah Charity                   | The Red Sox Foundation                      |
| Concern World Wide                                 | Israel Guide Dog Center                                | OneDay                              | The Tomorrow Trust                          |
| Countryside Elementary School                      | Jersey Hospice Care                                    | Oxfordshire Animal Sanctuary:       | The Vacteri Network, INC                    |
| Cradles to Crayons                                 | Jewish Family & Children's Service                     | Packing donations baskets           | Thirsty for Change – GoFundMe               |
| Cure Alzheimer's Fund                              | Khalsa Foundation                                      | Palestine Children's Relief Fund    | Tunnel to Towers Foundation                 |
| Dana Farber Cancer Institute                       | KHOJA SHIA ITHNA-ASHERI MUSLIM COMMUNITY OF BIRMINGHAM | Pan Massachusetts Challenge         | Unicef                                      |
| Deity  | Krebskanke Kinder                                      | Partners for Possibility            | UNRWA                                       |
| Dementia Act                                       | Last Hope K-9 Rescue                                   | PEF Israel Endowment Funds          | Woodrock Animal Rescue                      |
| Doctors without Borders                            | Latet  | Pelotonia                           | World Vision                                |
| DougieMac  | Lunchbowl Network                                      | Pemi-Baker Hospice & Home Health    | Year Up                                     |
| Drought Angels                                     | Mad Mutts  | Penny Appeal                        | Zaka World                                  |
| Duvedevan Foundation                               | Madeline Parish and School                             | Pitchon                             |   |
| East London Advanced (ELATT)                       | Massachusetts General Hospital                         | Red Nose Day                        |   |
|  | Maui Food Bank   |                                     |   |