



mimecast

**ENVIRONMENTAL, SOCIAL
& GOVERNANCE 2025**

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Letter from the CEO



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

This annual report underscores the progress we've made in all facets of our ESG strategy. This 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.

Marc

Marc van Zadelhoff
Chief Executive Officer

About Us

Mimecast is a leading cybersecurity company transforming the way businesses manage and mitigate human risk.

Its AI-powered, API-enabled connected human risk platform is purpose-built to protect organizations from the spectrum of cyber threats. Integrating cutting-edge technology with human-centric pathways, our platform enhances visibility and provides strategic insight.

By enabling decisive action and empowering businesses to protect their collaborative environments, our technology is designed to safeguard critical data and actively engages employees in reducing risk and enhancing productivity. More than 42,000 businesses worldwide trust Mimecast to help them keep ahead of the ever-evolving threat landscape.

From insider risk to external threats, customers get more with Mimecast. More visibility. More agility. More control. More security.

Our Leadership Team

Mimecast is led by our global Executive Leadership Team. Members can be viewed on our corporate website [here](#).

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

Where We Operate

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

Our Commitment to Shared Value

At Mimecast, we believe that our business success is intrinsically linked to each of our stakeholders being provided with the resources to thrive.

We help protect organizations

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

We strive to 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

True 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, Vision, and Values

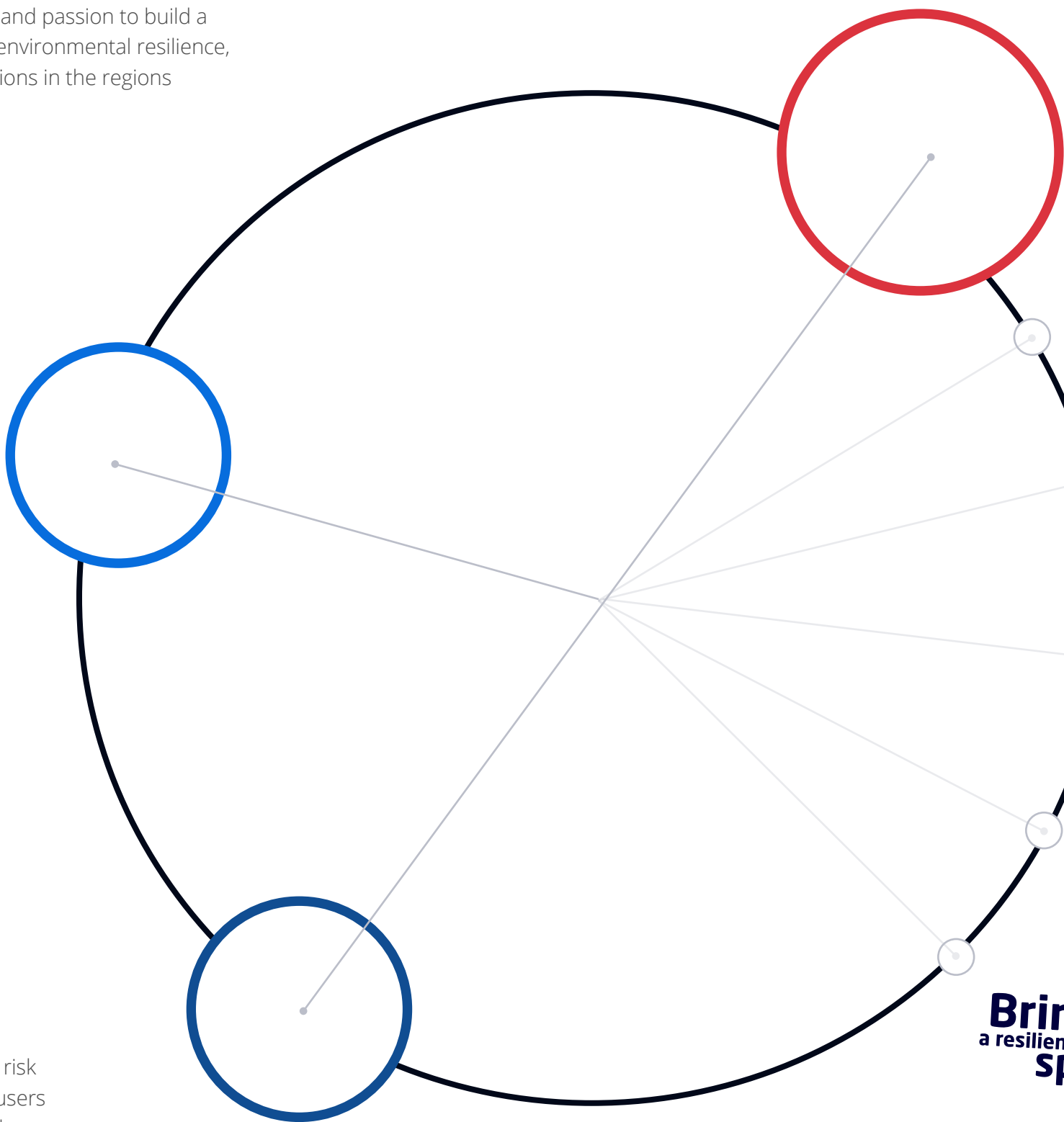
We leverage our people, products, and passion to build a global community and strengthen environmental resilience, empowering and elevating populations in the regions where we operate.

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.



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



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.



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



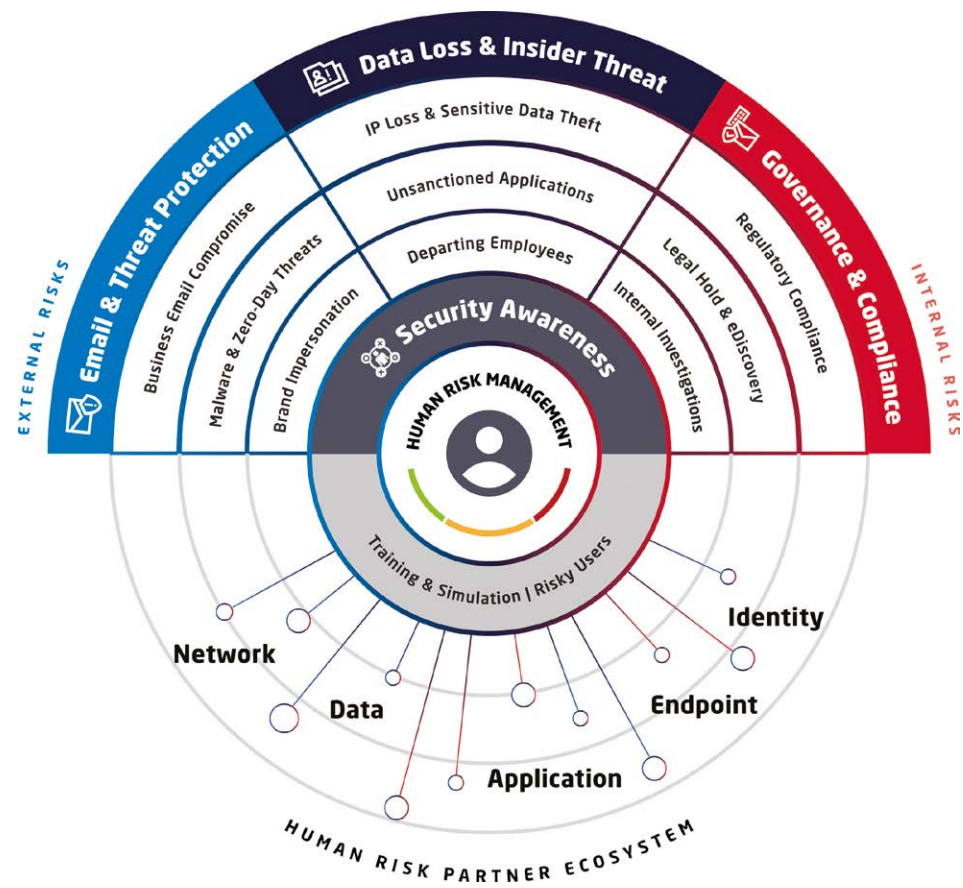
We seek to improve on everything we do. We learn from one another and from our mistakes and take meaningful action to move forward as one.



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.

The Mimecast Platform

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
UN SUSTAINABLE DEVELOPMENT GOALS:
INDUSTRY, INNOVATION, AND INFRASTRUCTURE.



The Human Risk Management Platform

In today's digital landscape, people are both the heart of every organization and its greatest vulnerability. The intersection of humans and technology is where both ingenuity and security threats increase. With a growing number of collaboration tools available and becoming more engrained in our businesses, the human attack surface has expanded significantly. Mimecast's Connected Human Risk Management Platform simplifies securing the human element, empowering security teams to connect the dots between humans and technology.

Email & Collaboration Threat Protection

Email and collaboration tools support the flow of vital business information. They also serve as the point of entry for your most common cyberattacks. As BEC, phishing, brand impersonation, and malware become more advanced, technology must evolve to address these threats - and the human error that opens the door to them. Mimecast's email and collaboration threat protection helps global organizations of all sizes stay ahead of sophisticated attacks through AI-powered detection and adaptive actions.

Data Compliance & Governance

IT, Security, and Compliance teams are challenged by vast amounts of unstructured data inside communication channels which can easily violate organizational policies due to their informal nature. Mimecast offers advanced tools to detect policy violations, support compliance, and expedite eDiscovery and forensic investigations.

Insider Risk Management & Data Protection

Every day, employees misuse sensitive data by sharing valuable files with unauthorized and untrusted recipients and moving intellectual property to unsanctioned apps and personal accounts. Mimecast enables security teams to effectively manage insider risk events without introducing unnecessary complexity or impacting employee productivity.

Security Awareness & Training

To effectively manage human risk, security teams need extensive visibility into the risky actions of all employees. This requires analyzing real indicators of risk – not just metrics from phishing simulations or training engagement. Mimecast's Security Awareness & Training provides organizations with unprecedented visibility and takes a smarter and customized approach to employee training and intervention that delivers real protection.



HUMAN RISK, SECURED.

Environmental Sustainability

UNSDGs:
AFFORDABLE AND CLEAN ENERGY,
RESPONSIBLE CONSUMPTION AND
PRODUCTION, CLIMATE ACTION.

Mimecast is committed to advancing key United Nations Sustainable Development Goals by integrating targeted initiatives across our business and community engagement efforts driving positive impact in areas aligned with our values and expertise.



Mimecast Materiality Exercise

Frameworks

Mimecast referenced the Morgan Stanley Capital International (MSCI) and Sustainability Accounting Standard Board (SASB) frameworks to inform our 2024 materiality assessment. Both frameworks provide industry-specific, financially material, and investor-focused guidance. The frameworks assist with identifying and disclosing the most relevant ESG risks and opportunities to our industry.

Stakeholder engagement

A series of interviews was conducted with carefully selected stakeholders to both test the assumptions of the framework materiality tools, and to discover new areas Mimecast should focus on.

Key findings

Stakeholders identified a broad range of ESG focus areas. Climate change and environmental impact received significant interest. This aligns with the output from the framework materiality tools for Mimecast's sector.

Mimecast identified that the efficient operation of Data Centers (DCs) and Mimecast office facilities, is one of the most significant ways Mimecast can positively influence environmental impact.

Governance and Risk Management

Mimecast manages all material ESG risks—including environmental and social impacts—with the same priority as business growth risks by integrating them into a unified governance structure featuring an ESG council and executive oversight, following the Triple Bottom Line approach (People, Planet, Profit).



Employees Materiality Assessment

Mimecast’s employee materiality assessment demonstrates a well-rounded, inclusive process that captures the voices of employees across all levels and regions. Our employee materiality revealed a clear hierarchy on ESG priorities from the workforce perspective.

The internal materiality assessment engaged employees across all levels, with senior leadership contributing the largest share, demonstrating strong top-down commitment to ESG issues. Mid-level managers and directors also participated robustly, ensuring that insights reflect operational realities and management perspectives. Inclusion of individual contributors and other roles ensured frontline employee voices are heard, supporting a comprehensive and balanced view.

Our materiality assessment serves as a bedrock for the organization to formulate efficient environmental and sustainability-related strategies and initiatives to better meet stakeholder expectations and enhance ESG performance.

The materiality assessment with data center and landlord stakeholders highlighted critical areas of focus particularly around energy efficiency and waste management.

Assessment outcome

Employees rated the following as highly important



Key takeaways

Mimecast employees prioritize Human Rights, Culture & Understanding, and Wellness & Retention as the most material ESG topics.

The assessment reflects a broad organizational and global participation, ensuring diverse employee perspectives.

Environmental sustainability and renewable energy remain important but secondary priorities to our employees.

Strong leadership engagement underscores strategic importance of these issues within Mimecast.

By fostering collaboration with stakeholders and adopting innovative technologies that are more energy efficient, Mimecast continues to improve its environmental stewardship to meet stakeholder expectations.

Environmental Sustainability Policy Statement

We recognize that building global community resilience goes hand in hand with prioritizing environmental sustainability. This year, we continued to take deliberate actions to make our business operations more energy efficient, focusing on reducing our environmental impact and supporting long-term resilience.

Mimecast's Commitment to **Reduce Emissions**

In 2024, Mimecast onboarded a carbon accounting tool that significantly enhances our ability to track and analyze our scope 1, 2, and 3 emissions. This tool provides valuable insights into our emissions data, especially around scope 3, where the majority of our emissions occur. By leveraging this enhanced visibility into our emissions data, we are better positioned to identify targeted reduction opportunities and, to further our sustainability objectives, we are preparing to make a formal commitment to the Science Based Targets initiative (SBTi) within this financial year.

42,231.18
Total metric tonnes CO2e

Our scope 1-3 carbon emissions data for 2024 is set out below, along with a breakdown of the scope 3 categories currently collected, reflecting our commitment to transparency and continuous progress in our sustainability journey.

Greenhouse gas emissions*

Scope 1	191.11 metric tonnes CO2e
Scope 2	1,836.60 metric tonnes CO2e
Scope 3	40,203.47 metric tonnes CO2e

*calculated using the Greenhouse Gas (GHG) protocol standards. Data not independently audited.

Percentage of Scope 3
Emissions by source category

Purchased goods & services
48.57%

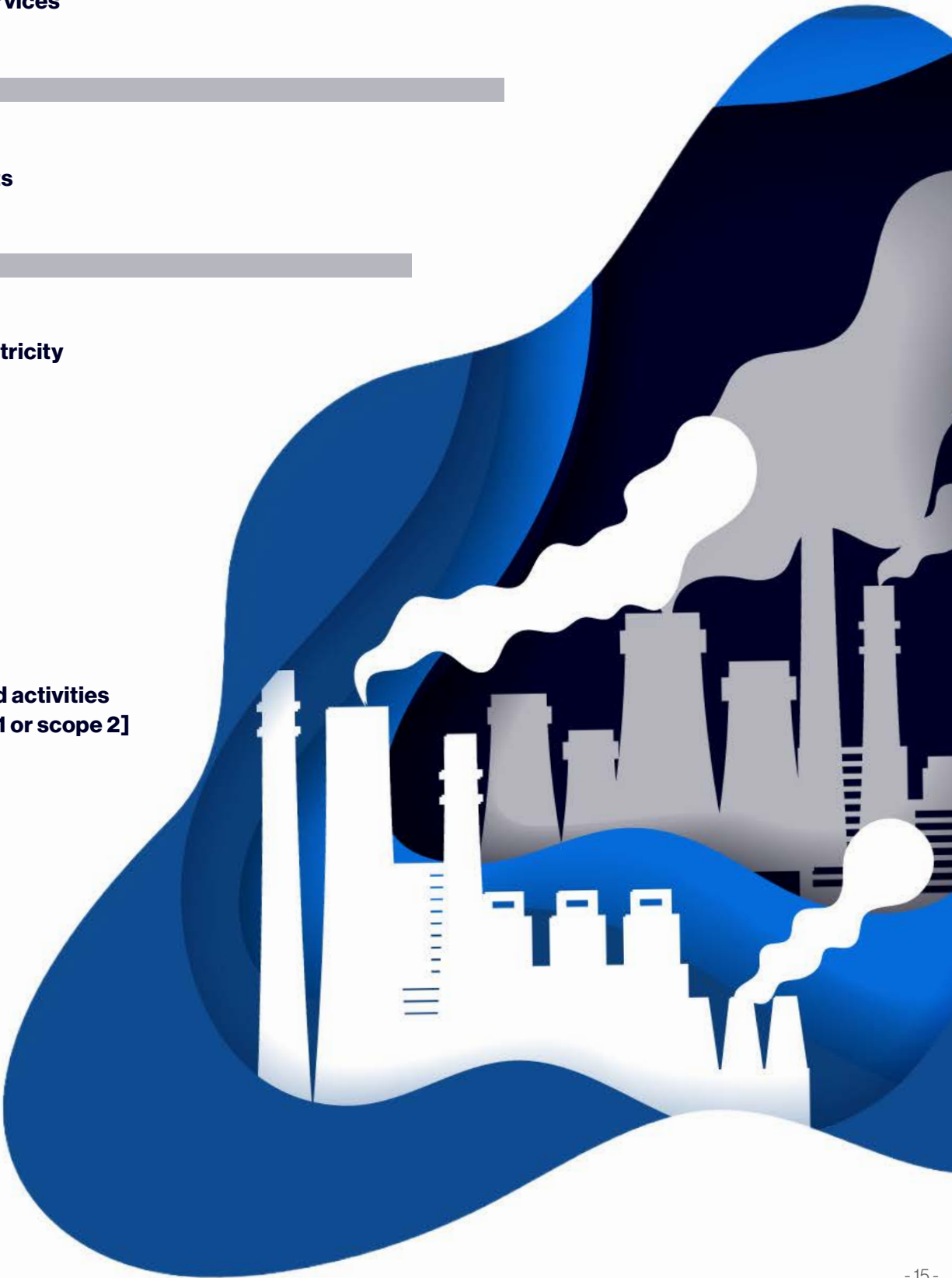
Upstream leased assets
42.55%

Purchased & used electricity
4.35%

Employee commuting
2.39%

Fuel and energy related activities
[not included in scope 1 or scope 2]
1.69%

Other
0.45%





Driving Action Across Our Facilities

Renewable Energy

Mimecast remains committed to exploring ways of increasing our renewable energy usage across our global facilities. Mimecast powers certain facilities with renewable electricity and matches the remainder of our Scope 2 electricity use with Energy Attribute Certificates, supporting the renewable energy market and offsetting our non-renewable consumption.

London
Sydney
Melbourne

Offices supported entirely by renewable energy.

Lexington

76% of the Lexington (US) office's energy is renewable, including 118,257 kWh generated by its rooftop solar array.

Sustainability Initiatives at our Facilities

We achieved notable progress through sustainability initiatives at our London office, working closely with our landlord to support the UK government's ambitious net zero and greenhouse gas reduction targets for 2050. These efforts align with evolving regulations and policies that require organizations to minimize their environmental impact and enhance energy efficiency.

Actions taken

- Replaced two existing roof-mounted chillers with two energy-efficient Air Source Heat Pumps, improving heating and cooling efficiency.
- Reduced lighting levels (LUX), achieving a 20% decrease in energy usage.
- Installed waste weighing scales (in partnership with the landlord's waste management contractor), enabling monthly reporting on segregated waste streams, supporting the development of a new waste management strategy focused on streamlining recycling, avoiding cross-contamination, and reducing general and food waste.
- Reduced the number of multi-function printer/copier/scanner machines from five to two, lowering electrical demand and reducing paper waste.
- Staff energy awareness campaign encouraging behavioral changes around energy savings.
- Upgraded lighting systems at our Lexington office (US) in open-plan workspaces, including the addition of motion sensors and a centralized power-off application to minimize energy use.

Additional near- and long-term initiatives planned for the London office include boiler replacements, hot water system upgrades and pipework modifications, as well as energy savings measures identified in Mimecast's ESOS (Energy Savings Opportunity Scheme) Action Plan submitted to the Environment Agency at www.gov.uk, with Environmental Assessor endorsement in Feb 2025.

While these efforts have primarily focused on our London location, we are exploring the feasibility of replicating some of these energy-saving measures across our other offices globally, reinforcing our commitment to sustainability and operational efficiency.

Sustainability
Initiatives Across
our Data Centers

Our materiality assessment with data center partners revealed that energy efficiency and waste management are top priorities for both Mimecast and its partners. The assessment, conducted through collaborative engagement, identified several actionable initiatives that align with stakeholder expectations and support Mimecast’s broader ESG and climate change objectives.

Energy efficiency

■ Scope 3 Emission Reduction

We have identified a partnership opportunity with one of our Australian data center partners to reduce Scope 3 emissions by optimizing equipment infrastructure through configuration controls.

■ Renewable Energy Transition

Mimecast is relocating racks from a fully grid-reliant data center in South Africa to a site, almost entirely (95%) supported by renewable energy, which is expected to achieve a Power Usage Effectiveness (PUE) of 1.4. This move not only supports Mimecast’s sustainability goals but also aligns with the global objectives of our data center partner and enables future growth in rack infrastructure.

■ Cold Aisle Containment (CAC)

Mimecast subsidized the installation of CAC with a data center partner in the UK, resulting in an annualized PUE improvement of 0.2 over the past year.

Advance monitoring

■ Ekkosense Technology

The deployment of Ekkosense technology in the UK enables live tracking of rack temperatures, optimizing data hall operations and further reducing energy consumption and PUE for this site.

Waste management

■ E-waste Program

Our data center partner in Australia has identified a partnership to implement an e-waste program to support responsible disposal and circular economy principles.

■ Packaging and Delivery Optimization

Mimecast and a data center partner in the UK are exploring improved packaging methods and more efficient delivery options to help reduce environmental impact from on-site waste.

48%

Average renewable
per data center

28%

Fully renewable energy

Renewable Energy
Usage in Mimecast
Data Centers

At Mimecast, we recognize that our data centers account for a significant portion of our energy consumption. To address this, we continue to prioritize the use of facilities capable of leveraging full or partial renewable energy, where feasible, ensuring our data management aligns with our sustainability goals. Additionally, we remain committed to identifying and pursuing new opportunities to further improve energy efficiency and to reduce our environmental impact over time.

Region	Data Center	Annual Electricity Consumption attributable to Mimecast (KWh)	Renewable % per region
United Kingdom	Slough	5 231 145.680	100%
	Woking	8 843 548.000	100%
United States	Waltham	5 638 565.970	19%
	Andover	5 440 930.090	0%
	Minneapolis	53 831.670	100%
	Plano	154 673.280	69%
	SLC5	367 833.610	56%
	HI1	622 575.000	35%
South Africa	Randview	Combined	0%
	Parklands	3 959 510.250	0%
Australia	Alexandria	1 721 439.505	19%
	Macquarie Park	1 387 713.600	0%
Germany	Frankfurt 1	1 063 181.000	59%
	Frankfurt 2	1 127 545.600	100%
Jersey	Queens Road	156 1878.330	33%
	5 Oaks	357 407.290	34%
Canada	Toronto	374 902.710	34%
	Montreal	466 315.900	100%
Average Renewable per Data Center			48%
Fully Renewable			28%

Responsible AI Practices and Environmental Considerations

At Mimecast, we recognize that artificial intelligence capabilities must be developed responsibly, with careful consideration of their environmental impact. Our approach to AI development demonstrates our commitment to environmental stewardship through thoughtful design choices and efficient resource utilization. We deliberately employ smaller, targeted AI models where appropriate, which not only helps reduce our environmental footprint but also delivers more precise, effective solutions for our customers. Our AI infrastructure is optimized through strategic choices in model architecture and computing resources, resulting in significantly lower energy consumption compared to larger, more resource-intensive alternatives. While we continue to innovate and enhance our AI capabilities, we maintain a balanced approach that considers both environmental responsibility and product effectiveness. Looking ahead, we are actively exploring additional optimization opportunities and working with our cloud providers to track and analyze our environmental footprint. This collaboration will enable us to gain deeper insights into our energy usage and emissions specifically linked to our deployment of AI, allowing us to implement targeted strategies for further reduction.

Furthermore, our ISO 42001 certification underscores our commitment to responsible AI innovation and demonstrates our adherence to recognized standards for sustainable practices. By collaborating with our cloud providers and utilizing advanced analytics, we are dedicated to continuously monitoring our impact and making informed decisions that not only improve our operations but also align with the values of our customers and stakeholders.

“Leading the Employee Green Team at Mimecast has been an inspiring opportunity to learn from those, within our community that are dedicated to environmental sustainability. By engaging with our global workforce, we also hope to impact the larger ecosystem of those that interact with our employees every day - Creating a ripple of increased awareness and positive impact.”

Bryan Vermes
Director of Employee Experience & Communications

Employee Awareness Campaigns

Mimecast has expanded global awareness of our environmental efforts. Firstly, in FY25, we launched a comprehensive intranet page that provides an overview of recent actions taken to mitigate our footprint. In addition, in partnership with the Employee Green Team, Mimecast has implemented new digital signage to raise employee awareness of waste streams. By doing so, we seek to minimize the amount of overall waste and maximize our opportunities for composting and recycling.

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.

Green Team in action

- **Sustainable Travel Guidance**
Our Green Team worked with our Procurement and Travel Team to launch greater environmental transparency within our booking platform. Employees can now leverage aviation emissions data and hotel sustainability scores to make more informed and responsible decisions.



ISO 14001 Certified

What ISO 14001 Certification Means for Mimecast

Mimecast’s achievement of a globally recognized standard ISO 14001 certification is testament to its commitment to our continual improvement in environmental management practices. This certification not only helps strengthen our ESG performance but also reinforces our position as a trusted partner for customers, investors, and stakeholders who value responsible and sustainable business practices. By continuing to embed environmental management into our operations, we are helping to build a more sustainable future while delivering long-term value to our stakeholders.

This milestone underscores our commitment to sustainability, environmental stewardship, and aligns our operations with the best practices in environmental management.

This certification serves as a key indicator of our dedication to reducing our environmental impact, addressing climate change, improving operational efficiency and aligning with stakeholder expectations for sustainable business practices.

The ISO 14001 certification has provided a structured framework for managing our environmental responsibilities, contributing to our overarching sustainability goals.

By obtaining this certification, we have achieved

Enhanced Environmental Performance
We have implemented systems to reduce waste, optimize resource consumption, and continue to monitor and seek opportunities to reduce our environmental footprint.

Strengthened Regulatory Compliance
We have improved alignment with environmental laws and regulations, reducing the risk of penalties and enhancing trust with regulators and stakeholders.

Improved Operational Efficiency
We have leveraged cost savings opportunities through better resource management and waste reduction initiatives, aligning with pillars of our ESG strategy.

Increased Stakeholder Trust
We have demonstrated a strong commitment to environmental stewardship, boosting confidence among our customers, investors, and partners who prioritize sustainability.

Future Commitments

Our ISO 14001 certification is not the end of our environmental journey, but rather the foundation for ongoing progress and continuous improvement. For more information, please read our [blog post](#).

Mimecast is committed to

- Setting Key Performance Targets and Metrics during the 2026 fiscal year to track progress on our environmental goals and performance.
- Expanding its environmental initiatives to further reduce our carbon footprint and enhance resource efficiency.
- Collaborating with stakeholders to drive innovation and amplify the positive environmental impact across our value chain.



Corporate Social Responsibility & Philanthropy

UNSDGs:
QUALITY EDUCATION, DECENT
WORK AND ECONOMIC GROWTH,
REDUCED INEQUITIES.



Corporate Social Responsibility 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 upon past successes and further embedding citizenship into our business processes.



Global Community Partnerships

In FY25, we drove forward 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 **\$1.9 million** since the inception of our social impact program.

We continued to prioritize workforce development for communities and the fulfillment of basic needs for young people in underserved communities. In FY26, we will be implementing an agile approach to our social impact programming. Mimecast will transition from global signature charitable partnerships to high-impact, shorter-duration engagements. To operationalize, we're investing in a scalable software solution that brings greater ease to employee volunteerism and further maximizes our community investments.

“Volunteering has always played a significant role in my life, particularly in supporting the youth in my community. Whether I’m working with the youth group at church or dedicating my time to high school theatrical productions, I find great joy in helping to prepare these young minds for the future. I truly appreciate that Mimecast is the only company I’ve worked for that provides such ample opportunities to give back to the communities we live in.”

Josh Insalaco, Principal Customer Success Manager



Employee Volunteerism

Mimecast promotes community engagement within our culture by hosting volunteer events and promoting individual charitable contributions. In FY25, company-sponsored events delivered a new all-time high of 1,300 collective volunteer hours.

Through our paid volunteer leave program, employees volunteered more than 3,400 hours of community service in FY25. In total, the Mimecast community contributed over 4,700 hours to community service last fiscal year.

Community Resilience Month

First established in 2023, Mimecast’s annual volunteer month was created to give Mimecasters an opportunity to have an impact together through multiple community involvement touchpoints.

In FY24, Mimecast contributed 400 hours of group volunteerism globally in the month of July and are pleased to share that we grew this initiative to surpass 600 hours worldwide in FY25. Examples of engagement opportunities include a STEM-focused volunteer event with students from The Tomorrow Trust and meal preparation to provide support to families undergoing treatment for seriously ill children with the Ronald McDonald Foundation.

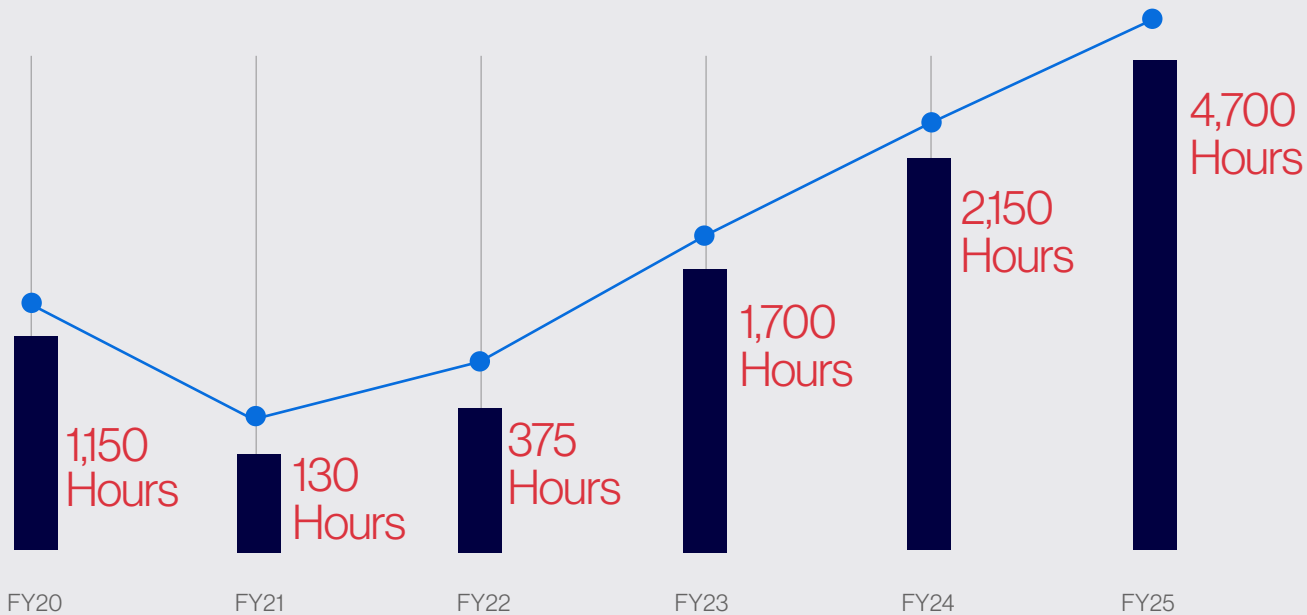
1,300

collective volunteer hours
company-sponsored events

3,400

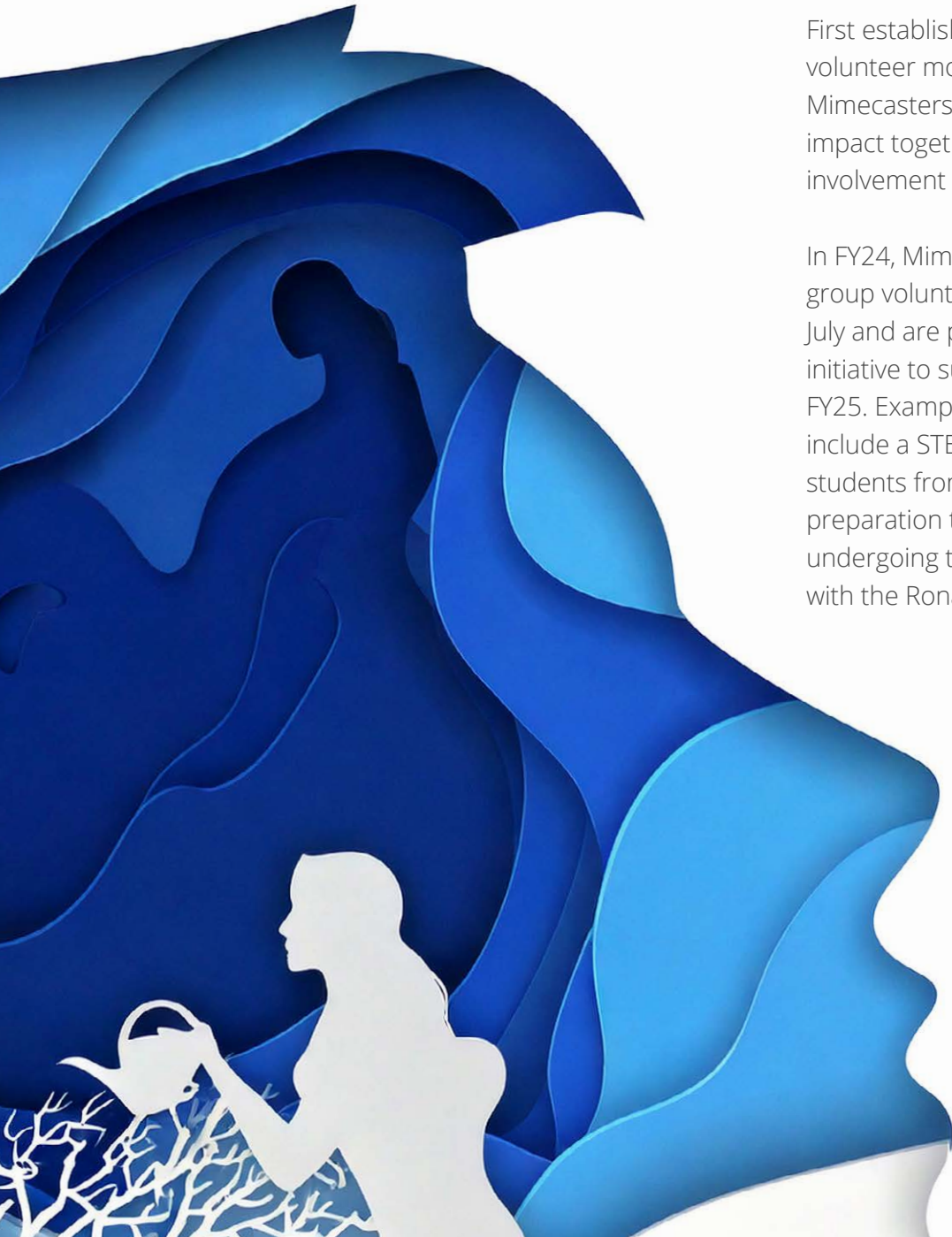
collective volunteer hours
paid volunteer leave program

Timeline: Community volunteer hours



“I’m thankful for the opportunity Mimecast has provided to take volunteering time off. This support has allowed me to engage with Air Search, an organization that offers air observations for local communities. Balancing a full-time job and being a dad often limits my ability to immerse myself in the life of local communities. Thanks to Mimecast’s policy, I was able to step outside my daily life, meet new people, and contribute to a cause I’m passionate about.”

Cristian Ciocau, Licensing & Renewals Representative



Employee Giving

■ 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.

■ 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.

■ 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.



Inclusion & Belonging

At Mimecast, Inclusion and Belonging is not just a program - it's who we are and what we do. It's intrinsic in our culture, the way we engage with customers, and operate our business.

To secure human risk we must first understand and respect human difference. Diverse minds protect against diverse threats, and understanding threat behaviour demands inclusive thinking.

In a threat landscape defined by complexity and unpredictability, Inclusion and Belonging helps us better understand the human layer of cyber risk - enabling stronger protection for our customers, and more relevant, accessible solutions that meet their evolving needs.

Our approach has been systemic and deliberate - integrating inclusive principles into our people processes, leadership engagement, and data-driven governance.

We're now shifting from foundational strategy to focused execution — scaling what works and closing opportunity gaps through action and accountability.

As we look to the future, we're energized by the opportunity to evolve our Inclusion and Belonging strategy alongside our broader organizational transformation - because securing human risk begins with securing human potential.

UNSDGs:
GENDER EQUALITY,
REDUCED
INEQUALITIES,
PEACE, JUSTICE,
AND STRONG
INSTITUTIONS.



At Mimecast, Inclusion and Belonging is not just a program - it's who we are and what we do. It's intrinsic in our culture, the way we engage with customers, and operate our business.

Our Inclusion & Belonging Journey

Over the past four years, Mimecast has turned commitment into action - and action into impact. Our principles of inclusion and belonging are now deeply woven into how we lead, hire, and grow our employees.

Our progress reflects our momentum, shared ownership and meaningful cultural change. We are proud of our progress, not as an endpoint, but as a springboard into the next chapter of our journey.

Women in technical roles

+ 2x

Managers South Africa (People of Colour)

+42%

Entire Workforce South Africa (People of Colour)

+28%

Inclusion and Belonging Strategy Highlights Since FY21

Gender Representation

Our company has stronger diversity than ever before across several representation indicators. The number of women in technical roles has more than doubled, and women now hold around 32% of management positions — reflecting focused progress in key talent segments and a strong sign of growing diversity in decision-making roles.

RSA Ethnicity

In South Africa, approximately 78% of our workforce and 66% of our managers now identify as people of colour — up from around 50% and 24% in FY21 respectively. These gains exceed our representation targets and reflect meaningful progress toward a more inclusive, demographically aligned workforce. Promotion outcomes for African and Indian employees also show positive momentum, pointing to greater equity in career progression.

Promotion Equity

Promotion equity across diversity categories has remained strong globally. Women are continuing to advance at high rates – reflecting more equitable access to growth and development. Notable progress was also seen for Black, Asian, and Indian employees, indicating more inclusive decision-making and evolving calibration practices. While all promotions remain merit based, these trends reflect stronger transparency, access, and fairness across our advancement processes.

U.S. Ethnicity

Promotion equity has slightly improved for Black and Asian employees, contributing to a more balanced and inclusive leadership pipeline.

Retention

Retention of women has improved in alignment with notable representation gains — reflecting stronger engagement and advancement outcomes.

Inclusion & Culture Awareness

Employee perceptions of inclusion have grown more positive, as reflected in our employee survey results. Ongoing dialogue around inclusion and belonging has also increased — suggesting stronger awareness, cultural maturity, and engagement across the business.



Where Challenges Remain

While our progress is meaningful, we recognize that advancing inclusion and belonging is a complex, ongoing journey — one that requires persistence, humility, and continuous recalibration. Along the way, we’ve encountered important challenges and areas where key gaps remain. These are not setbacks, but signals guiding where we must deepen our focus and evolve our efforts.

We want every Mimecaster, regardless of role, region, or identity, to feel a true sense of belonging and purpose in this journey.

■ **Equity in RSA Mobility**

In South Africa, progression outcomes for Coloured employees* have declined despite earlier gains, indicating the need for renewed attention to equity in career development and advancement pathways.

■ **Belonging for All**

While inclusion sentiment has improved overall, our employee survey results show that some groups still report lower scores. It’s essential that this work benefits everyone — not just a few. We want every Mimecaster, regardless of role, region, or identity, to feel a true sense of belonging and purpose in this journey.

■ **Fairness in Performance Processes**

Employee perception of fairness in our performance and promotion processes varies across different groups - highlighting the need for continued investment in transparency and consistency in how we assess and reward our Mimecasters.

■ **Scaling Across the Business**

As our inclusion and belonging efforts continue to mature within our people practices, we see exciting potential to embed it more fully across teams, regions, and functions — unlocking broader impact and making inclusion a shared enabler of our business success.

* In South Africa, “Coloured” refers to a distinct, officially recognized cultural group of mixed ancestry, and is used as a self-identifier and statistical category specific to South Africa’s history, with a meaning that differs from outdated or offensive uses elsewhere.



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.

- PRIDE (LGBTQ+)
- HUES People of Color (Humans Understanding Each Other's Stories)
- Women at Mimecast
- MIMeAbility & Allies (People with Disabilities)
- MimeVETS (Veterans at Mimecast)

5 ERGs with
700+
members

Broad-Based Black Economic Empowerment in South Africa

Our global Inclusion and Belonging efforts are further reinforced through our work in South Africa, as part of our Broad-Based Black Economic Empowerment (BB-BEE) 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 historically disadvantaged groups in the mainstream economy.

Highlights in FY25

Introduced a comprehensive learning pathway for the MSOC team, commencing with CompTIA Security+ certification

Continued investing in a digital upskilling programme for people with disabilities

Introduced a 12-month work experience for two people with disabilities, following their digital upskilling program

Introduced Coursera licences into the Mimecast Graduate Program

Continued to provide upskilling and reskilling opportunities (both internal and external)

Introduced a Mimecast channel partner into the Mimecast Enterprise Development Program

“Our ERGs are all about connection - bringing people together, creating space to be yourself, and finding ways to give back. It’s a simple way to support each other. Mimecast has created both the space and opportunity to allow time to give back and make an impact within the communities.”

Lacey Sayward, Channel Account Manager & Veterans ERG Chair

”

Looking Ahead

As we advance our organizational transformation, we remain deeply committed to embedding inclusion and belonging as a driver of growth, innovation, and collective success. Our focus is on strengthening a culture of belonging that empowers our people, reflects our values, and supports our mission to protect trust in a connected world.



Employee Engagement & Human Capital Investments

Mimecast is committed to providing employees with competitive compensation and benefit packages that drive engagement and overall wellbeing. On a regular basis, we review benefits at both a global and regional scale to identify and act on potential enhancements.

“I’m proud of the investments we continue to make in our Mimecasters. We strive to ensure that we’re strengthening the resilience of each of our employees, while also cultivating a culture where we can all belong. We’re amidst an exciting transformation, and I look forward to seeing all that we achieve as a global community.”

Janet Prosper, Chief Human Resources Officer

Employee Engagement & Wellness

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.

In our most recent survey, completed in the final quarter of FY25:

Overall employee engagement remained healthy with a score of **73 out of 100**

Question on whether employees would recommend Mimecast as an employer remained healthy with a score of **74 out of 100**

Mental Health at Mimecast

Mimecast invests in the mental health of our employees through a range of offerings, including our virtual therapy services via Talkspace and our Employee Assistance Programs. More than 50 Mimecasters are certified Mental Health First Aiders and are available to support employees with their mental wellbeing.

Great Place to Work Certifications and Top Workplaces USA Recognition

UK
South Africa
Australia

Mimecast achieved **Great Place to Work certification** in the UK, South Africa, and Australia. These three key regions encompass most of our employees.

The Great Place to Work® Trust Model© is widely recognized by business leaders, research institutions, and the public as a leading standard for outstanding workplace culture. Their annual research covers thousands of organizations of all sizes and industries across more than 90 countries.

United States

In the United States, Mimecast has been named a **Top Workplaces USA winner** for 2025. This recognition is based on employee feedback collected through the Energage Workplace Survey, which uses industry-leading benchmarks built from data gathered at thousands of organizations.

Enhancements to Global Parental Leave

In FY25, Mimecast invested in enhancements to our parental leave policies worldwide. Paternity, or secondary, parental leave was expanded from four-weeks to eight-weeks. Further, to ensure greater equity in our offering, we introduced a guarantee of commission pay during the 16 weeks of maternity, or primary, parental leave. Mimecast will continue to review our parental leave policies on an ongoing basis to provide employees with financial predictability during a critical life event.

Strengthening US Paid Time Off

Announced in FY25, to be effective FY26, Mimecast increased the paid time off (PTO) balance for US employees by five days. Total annual time off allowances are dependent on employee tenure, with a model designed to reward longer-term contribution to the company:

- Employees with tenure of less than 3 years will now receive **20 days of paid time off**, compared to 15 previously.
- Employees with tenure greater than 3 years will now receive **25 days of paid time off**, compared to 20 days previously.

Launching Global Lifestyle Spending Accounts

Mimecast announced the introduction of a Lifestyle Spending Accounts (LSA) benefit in FY25. This new employee benefit is designed to support overall workforce wellbeing by giving employees the flexibility to invest in the activities, experiences, and resources that matter most to them.

Investing in Learning & Training

Performance Management and Human Capital Delivery

Mimecast's performance management process, including goal setting, mid-year reviews, and end-of-year ratings, is essential for aligning employee development with organizational strategy, fostering a performance-driven culture, and ensuring merit-based recognition, which drives employee engagement, retention, and overall business success.

Mimecast has high adoption to the performance management cycle with:

86% Goal setting adoption

Demonstrates a commitment to employee growth, skill development, and aligning individual contributions with strategic objectives.

Employee Investment Through Career Mobility

Career mobility is essential at Mimecast because it boosts employee engagement and retention by empowering individuals to pursue growth opportunities within the company. This approach helps build a skilled workforce that supports Mimecast's goals and emphasizes internal talent development. In addition to ongoing in-role development, we celebrated 311 internal promotions in FY25.

75% Mid-year adoption

Highlights a commitment to continuous feedback, coaching, and support for employee development.

93% End-of-year adoption

Shows a structured approach to evaluating performance, identifying areas for improvement, and recognizing achievements.

Employee Learning Workshops

Mimecast's learning series, in partnership with high-profile providers like Amazing If and Simon Sinek's Optimism Company, is important as it fosters employee development, enhances skills, and aligns with Mimecast's strategy to build a culture of continuous learning and innovation, driving both individual and organizational growth.

Amazing If - Squiggly Careers

898 participants across 6 workshops

Building a learning mindset, setting personal learning goals, and boosting curiosity. Covered self-coaching using the COACH framework, and put strengths into practice through feedback and career development.

Amazing If - Career Conversations for Managers

165 participants across 2 workshops

Training managers on supporting team members' career development, helping identify strengths, understanding values, and exploring career possibilities.

Optimism Company Power of Why Seminar

606 participants across 2 workshops

- Understanding the Golden Circle concept
- Discovering individual WHY statements
- Peer collaboration for WHY discovery
- Practical application of personal WHY

1,669 attendees across all sessions



Targeted Career Development

Our Mimecast Coaching Program, delivered by BetterUp, supports personal and professional effectiveness and leadership growth. Participants are matched with a virtual career coach and can access on-demand coaching for career development, communication skills, and sometimes wellness.

In FY25, 125 Mimecasters participated, completing 1,049 coaching sessions (692 hours total). On average, each participant attended 8.5 sessions and received 5.6 hours of coaching over 4 months.

Additionally, seven Senior Leaders and Executive Leadership Team Members joined the BetterUp Program in FY25, completing 53 sessions (30 hours total). Each leader averaged 7.6 sessions and 4.3 hours of coaching over a 6-month period.

Self-paced Learning and Development

Mimecast has partnered with third-party provider Coursera to strengthen our professional development offerings. The launch of Coursera at Mimecast, providing over 4,000 hours of learning, is crucial for empowering employees with relevant skills, enhancing career development opportunities, and fostering a culture of continuous learning and growth within the organization.

Employees have participated in 597 unique courses.

- The top three courses::
- 1. Introduction to Cybersecurity Essentials
 - 2. Foundations of Cybersecurity
 - 3. Communication Strategies for a Virtual Age

coaching

125

participants

1,049

Total sessions [692 hrs.]

8.5

Avg. sessions per participant [5.6 hrs. over 4 months]

self-paced

597

Unique Coursera courses completed

Leadership Development

Management Development Program

New managers transitioning from individual contributor to people management

The Management Development Program is a 6-module, virtual offering.

All content offered in this program is developed in alignment with Mimecast’s Leadership Model: Lead, Manage and Coach.

In FY25, **32% of eligible managers participated in this program.**

Topics: Emotional intelligence, giving feedback, coaching leadership, accountability, driving performance.

Leading at Mimecast Program

Managers transitioning from a manager mindset to a leader mindset

The Leading at Mimecast program is a 6-module, virtual offering.

All content offered in this program is also developed in alignment with Mimecast’s Leadership Model: Lead, Manage and Coach.

In FY25, **16% of eligible Leaders participated in this program.**

Topics: Leading inclusive teams, change management, problem solving, and more.

Mbali Phiri, Senior Financial Analyst
“BetterUp Coaching helped me define clear, actionable career objectives. I’ve gained belief in my abilities to pursue challenging opportunities.”

MimecastHER is a global leadership development program, facilitated by Talking Talent, designed to accelerate the growth and career progression of women at Mimecast. Through leadership training, sponsorship, and peer coaching, the program supports gender equity and strengthens the diversity of our leadership pipeline.



Compliance Framework

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.

ESG Governance

Mimecast has developed a comprehensive Environmental, Social, and Governance (ESG) structure. This includes the following governing bodies:

ESG Council

The 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, Facilities and TechOps teams, the Employee Experience & Social Impact team, and third-party consultants to prioritize ESG-related risks and opportunities across the business.

Executive Leadership Team Material Risk Engagement

The Mimecast risk system manages risk in two stages:

Operational risk is 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.

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

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.

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.

Governance and Certification Office (GCO): Responsible for governance, enterprise risk management, technical audits, and framework compliance and certification. The SVP of GCO is accountable for enterprise risk oversight and the efficacy of entity-level risk control design and implementation.

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. Mimecast publishes an Environmental, Social, and Governance Report annually to share our impact.



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 robust vendor onboarding process, requiring all new vendors to undergo prior vetting and approval from key stakeholders, including Security, Finance, Legal, IT and HR, as appropriate. This process ensures that each vendor aligns with Mimecast’s standards for security, compliance, and operational quality. To support this effort, the Vendor Onboarding Hub is available to all Mimecast employees on the company intranet.

In addition, we recognize that sustainability is a shared responsibility. This year, we have incorporated environmental responsibility requirements into our standard vendor agreements and vendor code of conduct. We strive to partner with vendors who share our commitment to reducing greenhouse gas emissions, encouraging them to actively monitor and manage their carbon footprint while adopting strategies aligned with industry best practices. By collaborating with partners aligned with industry best practice and prioritizing sustainability, we strengthen our supply chain while contributing to the shared mission of minimizing environmental impact.

Our Data Protection Officer (DPO)

Our Data Protection Officer (DPO), oversees our compliance with data protection obligations. Our DPO can be contacted at DPO@mimecast.com for any inquiries or concerns regarding Mimecast’s privacy and data protection practices.

Data Protection & Privacy:
A Commitment to Trust and Transparency

At Mimecast, data protection and privacy are at the heart of our business. From implementing rigorous safeguards to providing transparent mechanisms for individuals to exercise their rights, we are committed to earning and maintaining the trust of our customers, partners, investors, and employees. Our approach reflects our belief that responsible data management is fundamental to sustainable and secure business practices.

This commitment is further demonstrated through our proactive management of data security and privacy risks, both for ourselves and our customers. By complying with key data protection regulations in the regions where we operate, we ensure comprehensive safeguards are in place for all data processing activities. These efforts, along with detailed information on our practices, are transparently shared via the [Mimecast Trust Center](#).

These include:

- [Technical and Organizational Measures](#)
- [Processing Details](#)
- [Support Locations](#)
- [Third-Party Sub-processors](#)
- [Transfer Impact Assessment](#)
- [Standard Data Processing Addendum](#)
- [Intercompany Agreement](#)

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, ensuring a reliable mechanism for transferring personal data to the United States. These certifications demonstrate our commitment to providing a level of data protection consistent with EU, Swiss, and UK law. Further details are available [here](#).

Where Mimecast acts as a Data Controller, personal data is handled in accordance with our [Privacy Statement](#).

We understand the importance of empowering individuals to exercise their privacy rights, such as accessing, modifying, or deleting their personal data. To support this, Mimecast has established a clear and efficient Subject Access Request (SAR) process that facilitates compliance with applicable data privacy regulations while respecting individuals’ rights. Through our [dedicated online portal](#), data subjects can easily submit SARs, ensuring both transparency and accessibility in managing their personal information.

In addition to supporting data subjects directly, certain Mimecast products incorporate tools (such as conducting searches, exporting and deleting data) to enable customers to independently manage and respond to SARs related to the personal data that Mimecast processes on their behalf as data processor. Customers can find more information on these tools in the customer administrative console.



Privacy by Design at Mimecast

At Mimecast, we strive to embed privacy into every aspect of our operations and technology, ensuring that personal data is protected while fostering trust with our stakeholders. Our Privacy by Design (PbD) approach aligns with applicable privacy regulations and industry best practices, demonstrating our dedication to delivering innovative cybersecurity solutions that prioritize data protection.

Our comprehensive PbD framework includes systematic data protection risk assessments, detailed documentation of processing activities, and data flow mapping to maintain visibility of personal data throughout its lifecycle. We have integrated privacy considerations into our product development lifecycle, from the earliest stages of design, supported through privacy impact assessments that proactively identify and mitigate risks.

Mimecast takes proactive measures to strengthen privacy protections.

These include:

- Structured vendor privacy evaluations
- Continuous monitoring of privacy controls
- Implementation of robust security measures to protect against unauthorized access, loss, disclosure or misuse

Governance & Risk Management

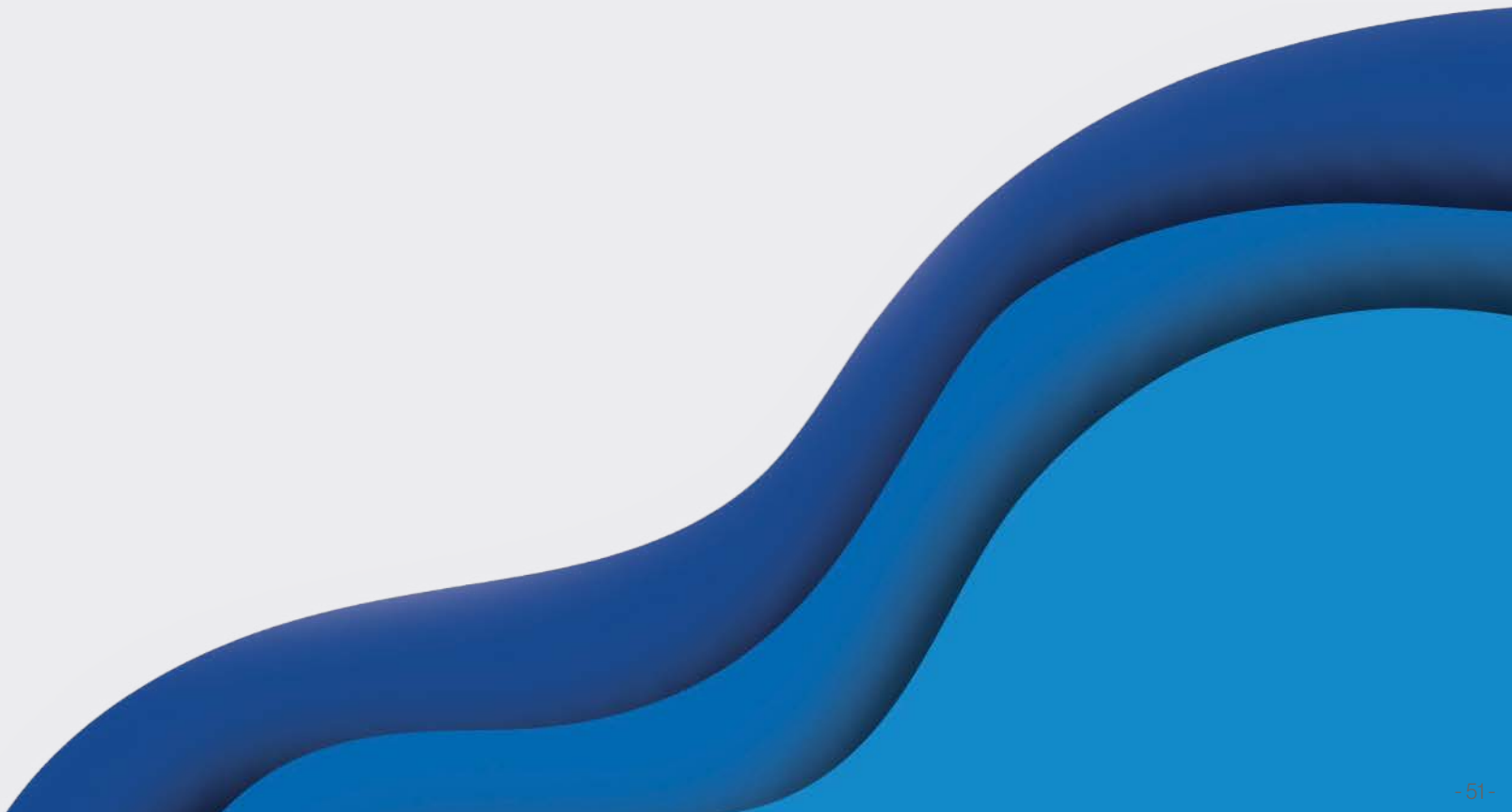
Our privacy program is strengthened by a risk assessment framework that aligns with our broader enterprise risk management strategy, enabling us to evaluate and address data privacy risks alongside other business considerations.

Through our Privacy by Design implementation, we maintain transparency in our data handling practices while adhering to multiple international privacy frameworks, including GDPR, UK GDPR, CCPA, POPIA, and PIPEDA. This comprehensive approach to privacy protection is reinforced by employee training and awareness campaigns, clear documentation practices, and continuous improvement of our privacy frameworks, ensuring that we remain a trusted partner in an evolving digital landscape while maintaining robust standards of data protection.

Key privacy processes:

- Data Protection Impact Assessment
- AI Impact Assessment
- Privacy and AI Risk Assessment Framework
- Privacy Impact Assessment screening embedded in product development process
- Threat Modelling that includes privacy assessments
- Documenting records of processing
- Documenting legitimate interest assessments
- Mapping data flows

Mimecast's PbD approach is not just about compliance — it's about building trust, empowering users, and ensuring that privacy remains at the core of everything we do. To learn more about our privacy practices and how we protect personal data, visit our [website](#).



Responsible AI Governance

Mimecast has solidified its position as a leader in responsible AI innovation, becoming the first cybersecurity company to receive ISO 42001 certification in its role as an AI Developer and AI Provider. This certification, representing the world’s first AI Management Systems (AIMS) standard, underscores Mimecast’s dedication to responsible and ethical AI practices, transparency and accountability. ISO 42001 provides a comprehensive framework for managing AI risks and opportunities across the entire AI system lifecycle from development to deployment as well as continuous improvement.

Achieving this certification is more than a milestone—it is a testament to Mimecast’s commitment to align innovation with accountability. By adhering to ISO 42001, Mimecast ensures that its AI systems are designed to minimize risks, reduce algorithmic biases, and enhance compliance with global regulations and emerging AI laws. This achievement builds on Mimecast’s existing certifications, including ISO 27001 for Information Security, ISO 27701 for Privacy Information, and ISO 22301 for Business Continuity, creating an integrated governance framework that prioritizes trust, transparency, and ethical innovation.

Dedicated AI Platform and Security

Mimecast has established a dedicated AI platform infrastructure to ensure the secure development, deployment and use of AI models. This platform adheres to strict data governance protocols and maintains compliance with global regulatory requirements. Mimecast’s AI-driven technologies are protected through comprehensive security measures and ongoing monitoring to detect and respond to vulnerabilities, ensuring their reliability and trustworthiness.

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

Governance Framework and Responsible AI Practices

At the heart of Mimecast’s AI governance is a robust framework designed to ensure the ethical, responsible, and secure development and use of AI while mitigating potential risks. Central to this framework is the Responsible AI Council which oversees the development and enforcement of governance policies, ensuring transparency, ethics, and safety across all AI applications.

Key elements of Mimecast’s governance framework include:

Guidelines for the Responsible Use of AI

These guidelines, accessible to all employees via the company intranet, outline the ethical and responsible use of AI to enhance productivity while mitigating risks such as data privacy and integrity concerns.

AI Due Diligence

Mimecast incorporates AI-specific due diligence into its vendor onboarding process to ensure compliance with ethical and regulatory standards. Contracts with vendors providing AI functionality include AI compliance obligations.

AI Impact and Risk Assessments Processes

Regular assessments are conducted to evaluate the risks associated with AI systems, ensuring alignment with international standards and emerging regulations.

Training Programs

Mimecast provides training for various business units to ensure AI competency across the organization, empowering employees to uphold ethical AI practices.

Mimecast also collaborates with industry peers as part of its defensive strategy to enhance resilience against AI-driven threats. By sharing insights and best practices, Mimecast strengthens its own systems while contributing to the broader cybersecurity ecosystem.

Certifications

At Mimecast, we are guided by our core values, we collaborate across teams to achieve and maintain industry-leading certifications that demonstrate our dedication to business continuity, information security, privacy, AI governance, environmental responsibility, and data protection. These certifications from independent, 3rd party, assessments reflect not only our rigorous standards but also our proactive approach to evolving security and compliance practices.

We foster a culture of continuous learning and improvement, empowering our people with the knowledge and resources needed to uphold these standards. By delivering transparency and confidence in our internal controls, we ensure our customers and partners know their trust is well-placed. Our resilience and determination enable us to face challenges head-on and adapt to the ever-changing threat landscape, reinforcing Mimecast's leadership in cybersecurity and data protection.

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](#).

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:

European Accessibility Act (EAA) - aligning with **ISO 30071-1**
ISO 30071-1 is an international standard that sets out a code of practice for developing accessible information and communications technology (ICT) products and services. It takes a comprehensive approach by helping organizations integrate accessibility into their policies, processes, and system development, ensuring that ICT solutions are usable by a wide range of people, including those with disabilities and older adults. This standard encourages embedding accessibility throughout the entire lifecycle of ICT products rather than treating it as a checklist item.

Digitale-Versorgung-Gesetz (DVG) - **C5**
The C5 certification, developed by Germany's Federal Office for Information Security (BSI), is a comprehensive security standard that evaluates cloud service providers against strict requirements for data protection, transparency, and risk management. It builds on internationally recognized frameworks like ISO 27001 and the Cloud Security Alliance controls, tailoring these to the specific needs of cloud environments.

CMMC level 2

CMMC Level 2 is a critical benchmark for companies working with Controlled Unclassified Information (CUI), as it signifies adherence to the Department of Defense's stringent security expectations. Achieving this level means the organization has fully implemented comprehensive security controls aligned with recognized federal standards, ensuring strong protection of sensitive government data.



Current Certifications: Where We are Today

ISO 27001: 2022 Certification: Information Security Management System (ISMS)

Mimecast has implemented the ISO 27001 industry standard framework to systematically manage information security risks and ensure the protection of sensitive data. By adhering to the standards set forth in ISO 27001, Mimecast is able to identify potential risks, apply appropriate controls, and mitigate threats effectively, creating a secure environment that safeguards both the company and its stakeholders. This commitment reinforces Mimecast's dedication to maintaining robust levels of information security and trust.

ISO 27701: 2019 Certification: Privacy Information Management System (PIMS)

ISO 27701 extends the ISO 27001 framework to specifically address the management of personal information and compliance with global privacy regulations like GDPR and CCPA. Achieving this certification demonstrates Mimecast's commitment to protecting privacy, enhances trust with clients and partners, and helps reduce the risk of data breaches and regulatory penalties.

ISO 22301: 2019 Certification: Business Continuity Management System (BCMS)

ISO 22301 establishes a robust framework for business continuity management, ensuring that critical operations can continue during and after disruptive incidents, including cyberattacks. By implementing ISO 22301, Mimecast can minimize operational downtime and revenue loss by having clear procedures in place to respond to and recover from unexpected events. This standard enhances organizational resilience and protects sensitive data, and demonstrates a proactive approach to risk management and operational stability.

SOC 2 Type II Attestation Report: Internal Controls for Security, Availability, Processing Integrity, Confidentiality, and Privacy

SOC 2 Type II Attestation Report provides independent verification that Mimecast's security controls are not only well-designed but also operate effectively over time to protect customer data against unauthorized access and breaches across key areas such as security, availability, processing integrity, and confidentiality.

HIPAA/HITECH Compliance Assessment Report: Protection and Security of Patient Information

A HIPAA report shows that Mimecast meets the stringent standards required to protect sensitive health information, known as Protected Health Information (PHI). HIPAA compliance requires robust administrative, physical, and technical safeguards to ensure the confidentiality, integrity, and availability of electronic PHI, helping to prevent unauthorized access, breaches, and data theft.

Cloud Security Alliance (CSA) STAR Level 1: Self-Assessment

Cloud Security Alliance (CSA) STAR Level 1 demonstrates transparency and accountability in Mimecast's cloud security practices. This shows a commitment to robust cloud security and compliance with global standards.

TISAX: AL 3

TISAX Assessment Level 3 (AL3) confirms that Mimecast meets the most rigorous standards for protecting highly sensitive information such as prototypes, critical systems data, and confidential business information. AL3 requires a comprehensive on-site audit by an accredited TISAX provider, ensuring that security controls are not only documented but also effectively implemented and functioning in practice. This level of assurance is often mandated by major automotive manufacturers.

IRAP Assessment Report

An IRAP Assessment Report validates that Mimecast's systems and security controls have been independently assessed against the rigorous standards set by the Australian Government. This assessment, conducted by ASD-endorsed IRAP assessors, helps ensure that Mimecast meets industry best practices and regulatory requirements, which is particularly crucial for working with government agencies and highly regulated sectors.

Incident Response

Mimecast established the Organizational Resilience Committee to oversee activities related to significant events that may impact customer-facing systems and services, as well as unplanned incidents at our global physical locations.

To ensure the continuous availability of critical service components, Mimecast employs various monitoring tools and technologies that operate 24/7. Regular testing is conducted to maintain their effectiveness.

For unexpected regional events, we proactively develop scenario-specific exercises, such as those addressing severe weather patterns linked to climate change. These exercises test our response strategies and are documented within our Business Continuity and Emergency Response Plan. Each region has tailored scenario testing to address its unique risks and responses.

Incident Reporting and Response at Mimecast

Mimecast has implemented a robust reporting mechanism and a coordinated response strategy for addressing identified or suspected incidents related to its data processing, including those involving AI systems. This process encompasses a thorough investigation of reported incidents to assess risks and communication needs.

Additionally, Mimecast documents and tracks remediation activities, ensuring that any necessary escalations are made within the Senior Leadership Team as required. This structured approach not only enhances accountability but also strengthens the overall security posture of the organization.

Mimecast’s Emergency Management Team

At Mimecast, we prioritize clear communication during incidents, which is why we have established a global Emergency Management Team (EMT) operating on a “follow the sun” model. The EMT is led by a technically knowledgeable individual with broad oversight, ensuring effective decision-making and clear communication to both internal and external stakeholders.

EMT members represent all functions within Mimecast and undergo regular training to ensure we have access to the necessary subject matter expert (SMEs) for any unplanned incidents or crises. All customer-impacting incidents undergo a thorough post-incident review to identify the reasons for failure, determine root causes, and implement corrective action plans. This process also includes a review of our Business Continuity and Emergency Response Plan to prevent recurrence.

Incident management policies and procedures stipulate how to prevent incidents and how Mimecast personnel should respond to incidents when they occur.

Mimecast’s Information Security Policy and security awareness training focus on the detection and correction of incidents as they occur. We have robust systems and processes in place to effectively manage security incidents across all environments.

When an incident is detected, an incident ticket is created, detailing the event, including the date, time, nature of the incident, and its impact on user entities. Each ticket is assigned a priority based on the severity of the incident’s impact. A multi-disciplinary team then initiates an investigation to assess the scope and impact of the situation, determining the necessary mitigation actions.

This structured approach ensures that we respond promptly and effectively to security incidents, safeguarding our users and maintaining the integrity of our systems.

Mitigation efforts focus on preventing any further impact to the services. This involves evaluating existing controls, analyzing the event, and ensuring that any necessary notifications are made to regulatory authorities and impacted entities.

Service-impacting events are typically detected through our internal monitoring systems, which continuously oversee facilities, networks, and applications. This proactive approach allows us to respond swiftly and effectively, minimizing potential damage and supporting alignment with regulatory requirements.

Policies

Mimecast currently has the following policies in place which are published on Mimecast's website and/or the company's intranet:

- [Code of Business Conduct & Ethics](#)
- [Comprehensive Privacy Statement](#)
- Employee Privacy Policy
- Global Whistleblowing Policy
- Global Anti-Bribery and Anti-Corruption Policy
- Global Acceptable Use Policy
- Equal Employment and Anti-Harassment Policy
- [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

At Mimecast, upholding the highest standards of integrity and ethical behavior is a shared responsibility for everyone. We are committed to conducting business honestly and fairly in all interactions—with our customers, trading partners, competitors, and each other.

Our Code of Business Conduct & Ethics serves as a cornerstone of our values, providing clear guidance on how employees should navigate interactions, transactions, business opportunities, and compliance with other policies, procedures, or applicable laws and regulations across the regions where we operate.

Concerns raised are taken seriously, reviewed thoroughly, and investigated promptly to ensure appropriate resolution and accountability.

In FY25, Mimecast **onboarded 375 new employees**, all of whom have **completed our basic compliance training**.



Climate-related Risk Disclosures

Mimecast has taken steps to ensure the business, its operations and services to customers remain resilient to increasing unexpected climate change related events, whilst ensuring employee safety. Guided by the recommendations from the Task Force on Climate-Related Financial Disclosures (TCFD), our comprehensive disclosures aims to provide stakeholders with transparency into the organization’s management for climate-related risk and sustainability initiatives aligned with TCFD’s four thematic areas and to demonstrate how we have ensured alignment with the framework by integrating climate-related risks into governance, strategy, risk management metrics, and targets. We continue to evolve our approach through stakeholder engagement and implementation of industry’s best practices.

Governance

The Executive and Non-Executive Board maintains oversight into strategic events, including climate-related risks and opportunities as part of the material risks that may impact Mimecast’s growth objectives

The ESG Council

The ESG Council was established in 2023, chaired by the General Counsel to drive the execution of the environmental, social, governance strategy, integration of climate-related risks and opportunities into business process and reporting material environmental and climate-related issues, including reporting of progress to the board. Other key responsibilities for the ESG Council include reviewing ESG policies, disclosure strategies, and ongoing engagements with senior leaders internally to foster a responsible risk culture. The ESG Council is also responsible for publication of the annual ESG report.

Strategy

Mimecast’s overarching strategy is to retain existing customers and build relationships with new customers to grow our customer base. Our approach to climate change is well aligned to both our strategy and purpose. We recognize the growing importance of addressing climate-related risks and opportunities as part of our commitment to sustainability and fostering resilience amongst our employees, stakeholders and the communities we serve.

Risk management

Assessment of climate-related risks
Climate-related risks are embedded into Mimecast`s enterprise risk management framework to ensure alignment with the overall business strategy. Our adaptive ESG strategy was developed to also address physical and transition risks, focusing on building resilience and mitigating potential impacts.

Climate and sustainability-related risks are identified through a materiality assessment, internally, with relevant senior executives, based on their insight and organizational knowledge of significant risks associated with current business activities. External engagements are conducted with salient stakeholders. Materiality assessments are focused on material concerns that may create uncertainty around strategic profit, people, planet, and environmental objectives. Our material ESG and climate-related risks are consolidated into Mimecast Top Strategic risks; they form part of the regular review and reporting at the ESG council.

Metrics and Targets

Mimecast aims to set measurable key performance targets and metrics for climate-related risks and opportunities as part of its continuous improvement program during the 2026 fiscal year.





Corporate Social Responsibility
Trust center
Careers at Mimecast
News coverage

Contact Us
We welcome the opportunity to engage with the press and talk about our work and our industry. Please contact us at press@mimecast.com.

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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:

- | | | |
|--|--|---|
| Abby's House | Globe Santa | Pemi-Baker Hospice & Home Health |
| ACLU of Washington | Great Dog Rescue NE | PETA |
| After School All Stars - Puget Sound Chapter | Growing Up Without a Father Foundation | Pitchon Lev |
| AIDS Foundation Chicago | Hamilton Food Share | Place a Pup Foundation |
| Al-Ayn Social Care Foundation | Helping Paws Pet Haven, Inc | RAW - Recovery All Ways |
| American Foundation for Suicide Prevention | Hilliard Food Pantry | RE Jewell PTO |
| Animal Rescue League of Boston | Home Base | Read to a Child |
| Anthony Nolan | Huntsman Cancer Institute | Salute Inc |
| Arizona Humane Society | Intercambio Uniting Communities | Seaside Sustainability |
| Arlington EATS | Joseph N. Hermann Youth Center | Second Harvest Heartland |
| Arlington Education Foundation | Let the Animals Live | Second Harvest of Silicon Valley |
| Armenian Relief Society of Eastern USA | Longmont humane society | Share My Sun |
| Asheville Humane Society | Los Angeles Urban League | SHOE4AFRICA |
| Avivo | MATW Project | SOS Children's Villages International |
| Boston Bruins Charitable Foundation | Meals on Wheels | SOSpets |
| Brother Wolf Animal Rescue | Metro Justice | Spaulding Rehabilitation |
| California Community Foundation | Middlesex Valley Food Bank | Speak Up for the Poor |
| California Fire Foundation | Mind | St Ann's Hospice |
| Cancer Research UK | Movember | Stepney City Farm |
| Centre Point | Muddy Paws Rescue | Stichting Maxima's Helden Kerstrit |
| Change With Charvarius | Münchner Tafel e. V. | Stiftung Deutsche Krebshilfe |
| Childrens Miracle Network Hosptials | MVLA Foundation | Sunny Oasis/Pardon Me Rescue |
| Climate Solutions Accelerator | Natick Service Council | Surf For Life |
| Cocotree Kids | NC Disaster Relief Fund | Tedys Team |
| Countryside Elementary School PTO, Inc. | Needham Community Council | The Arbor Day Foundation |
| Crabtree Farms of Chattanooga | Network for Animals | The Bond Between |
| Cradles to Crayons, Inc. | New Hampshire SPCA | The Boston Foundation |
| Crohn's & Colitis Foundation's | Newhouse Wildlife Rescue Corporation | The Fred Hollows Foundation |
| Dana Farber Cancer Institute | Newton MA Impact Inc. | The Little Princess Trust |
| Dignity Matters Inc | Newton South High School PTSO | Tomorrow Trust |
| Direct Relief | North Carolina Community Foundation | Twin Cities Trout Unlimited |
| Disasters Emergency Committee | Northwest Food Coalition | United Way of Asheville and Buncombe County |
| ELATT | Norwood & Brixton Foodbank | Volo Kids Foundation |
| Ellie Fund | Open Door Mission | Wikimedia Foundation, Inc. |
| FamilyAid Boston | Operation Nightwatch | Worcester County Food Bank |
| Feeding America | Or Atid | World Vision Canada |
| Food Bank Singapore | Oxfordshire Animal Sanctuary | Year Up |
| Foodlink | Palestine Children's Relief Fund | YMCA |
| Friends of the Boundary Waters Wilderness | Pasadena Humane Society | |
| Gary Sinise Foundation | PAWS Chicago | |