

PagerDuty

FY25 Impact Report



Cepro Yanesha, a social enterprise supported by PagerDuty grant partner, Beneficial Returns

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About this Report

Our FY25 Impact Report contains information about PagerDuty’s global impact, sustainability, and people programs. The Report highlights our progress in key areas and provides a year-end snapshot of our performance.

Figures and narrative throughout this document are for the 2025 fiscal year (February 1, 2024 through January 31, 2025) unless otherwise noted. All references to dollars are to U.S. dollars unless otherwise noted. Information in this document represents the best information available as of the publication date. Any references to “material” or “materiality” in this document are in line with the Global Reporting Initiative (GRI) Standards and focus on aspects of PagerDuty’s business that have been identified as “material topics” using the GRI definition of materiality through stakeholder engagement and our materiality assessment.

→ For more information, please visit the [PagerDuty Impact Hub](#).

From Our Chairperson & CEO

Jennifer Tejada



PagerDuty's purpose is to empower teams with the time and efficiency to build the future. Our AI-centered Operations Cloud platform delivers measurable and enduring value for our customers, partners, employees, shareholders, and communities. We are deeply committed to supporting the communities we live and work in. Positive impact is embedded in our culture and is a pillar of employee engagement and retention, with employees consistently rating it as a source of pride and motivation.

Over the past year, we expanded our engagement with nonprofits, healthcare institutions, and educational organizations. With the Operations Cloud, our impact customers leverage AI to achieve greater efficiency by streamlining their operations, automating manual processes and delivering on their core missions. In FY25, PagerDuty supported 585 impact customers—up from 479 the prior year—with \$2.2 million in product discounts and donations. In addition, we directly granted \$1.3 million to support global initiatives that improve access to healthcare and sustainability. These nonprofits rely on PagerDuty to expand their reach, impact, and operational maturity.

Demonstrating sustainable business practices remains an important priority for many of our large customers and stakeholders. Last year, the Science Based Targets initiative validated our climate targets and decarbonization roadmap along the 1.5°C pathway of the Paris Agreement. We achieved 100% active annual sourcing of renewable electricity ahead of schedule, and continued to reduce our Scope 1 and 2 emissions, 90% better than our baseline.

We remain committed to sustainable, secure, and responsible business practices as we build durable, profitable growth. To learn more about our progress, I invite you to explore this report and visit our Impact Hub.

With appreciation,

A stylized, handwritten signature in black ink, appearing to read 'J Tejada'.

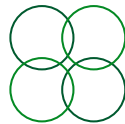
Jennifer Tejada
Chairperson and Chief Executive Officer

FY25 Highlights



585

impact customers¹,
a 22% increase from FY24



\$2.2M

in product discounts and
donations to impact customers



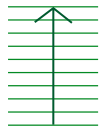
83%

of employees volunteered
and/or donated to a
charitable cause



\$123,800

in matched employee
donations and impact
rewards by PagerDuty



83%

of employees cited that
"PagerDuty's investment in
social impact makes me
proud to work here"



39.7%

of employees
identify as women



Pay equity

within \$0.01 for gender



\$1.27M

in philanthropic
funds deployed

¹ Impact customers include nonprofits, private foundations, nonprofit healthcare, [B Corps](#), and educational institutions.



PagerDuty Japan lakeside cleanup volunteer day

About PagerDuty

PagerDuty, Inc. (NYSE:PD) is a global leader in digital operations management. The PagerDuty Operations Cloud is an AI-powered platform that empowers business resilience and drives operational efficiency for enterprises. With a generative AI assistant at its core, PagerDuty empowers teams to detect and resolve issues in real time, orchestrate complex workflows, and drive continuous improvement across their digital operations. Trusted by nearly half of both the Fortune 500 and the Forbes AI 50, as well as approximately two-thirds of the Fortune 100, PagerDuty is essential for delivering always-on digital experiences to modern businesses. Learn more at www.pagerduty.com.

Our Mission

To revolutionize operations and build customer trust by anticipating the unexpected in an unpredictable world.

Our Purpose

To empower teams with the time and efficiency to build the future.

Our Vision

An equitable world where we transform critical work so all teams can delight their customers and build trust.

Customers

31,000+ free and paid customers run on PagerDuty

Over 1M users on the PagerDuty platform

585 Impact Customers

700+ Integrations

Employees

1,242 Employees as of January 31, 2025

55% in the US, 45% in international locations

Corporate Headquarters:

San Francisco, California

Office Locations:



Atlanta, Georgia



Sydney, Australia



Lisbon, Portugal



Tokyo, Japan



London, England



Toronto, Canada



Santiago, Chile

Global Impact Awards and Achievements



Fortune

[Best Workplaces for Parents™](#), PagerDuty listed as #26 for the small & medium business category

[Best Workplaces for Women™](#), PagerDuty listed as #23 for the small & medium business category

[Best Workplaces in Technology™](#), PagerDuty listed as #24 for the small & medium business category

[Best Medium Workplaces™](#), PagerDuty listed as #56

[Best Workplaces for Millennials™](#), PagerDuty listed as #52 for the small & medium business category

[Best Workplaces in the Bay Area™](#), PagerDuty listed as #14 for the small & medium business category



San Francisco Business Times

[Top 100 Corporate Philanthropists in the Bay Area](#), PagerDuty listed as #67

[Fastest-Growing Middle Market Companies in the Greater Bay Area](#), PagerDuty listed as #32



Anthem Award

Silver [Anthem Award](#) in the category of Impact Report and Bronze in the category of Best Use of Technology



Ragan

Debbie O'Brien, Chief Communications Officer and VP of Global Impact, [honored](#) as a "Bridge Builder" for her success in forging meaningful relationships across our company, and with our customers and external stakeholders

→ Visit our [website](#) for a full list of our awards.

Our Approach

Achieving the Impact Vision

Explore our impact along these topical areas further in our [Impact Hub](#).



People

We build a culture of changemakers, where employees can thrive, grow, and positively impact all stakeholders they partner with.



Platform

We deploy PagerDuty's platform to help nonprofits, B Corps, and higher education organizations deliver on their mission-critical work.



Philanthropic investments

We engage in corporate philanthropy to develop partner-centric, impact-focused relationships.



Planet stewardship

We take responsibility and foster partnerships to create a more equitable world and sustainable future.



Responsible business practices

We embed in our company processes consideration for society, the environment, and all our stakeholders.

Our Impact Vision

To empower mission-driven teams to build a more equitable world and sustainable future.



Pagey with the Golden State Community Foundation

Priority Topics

We conducted a refreshed materiality assessment in FY24 to guide our impact strategy and reporting. The assessment identified the following four priority topic areas:

- **Talent attraction, engagement, development, and talent planning:** Invest in our global workforce to sustain our culture of innovation, teamwork, and belonging.
- **Data security and privacy:** Maintain and strengthen high standards of information security and privacy.
- **Ethics and compliance:** Operate our business ethically and with integrity.
- **Climate responsibility:** Ensure we do our part to protect the environment by promoting ecosystem resilience and climate stability.

Global Impact Program Governance

We have developed thoughtful and effective governance practices to manage our impact program in ways that help accelerate our business strategy and build trust with all our stakeholders.

The Board of Directors and each of its committees oversee different elements of environmental, social, and governance matters at PagerDuty. Our Global Impact team, a cross-functional group embedded in key business functions, leads efforts to align and advance our sustainability and social impact. These efforts are further supported by a Steering Committee, Working Group, and Global Impact Advisory Board. Additionally, our Chief Financial Officer serves as the executive sponsor, providing leadership and guidance for our sustainability, global social impact, and governance efforts.

→ Visit our [Impact Hub](#) for detailed information about how we govern our Global Impact program. Find information about our corporate governance practices and Board of Directors on our [Investor Relations webpage](#).



PagerDuty volunteers in Atlanta



PagerDuty San Francisco volunteers to support Larkin Street Youth Services

Our Platform and Impact

Our Platform

Instability in an organization's digital operations, characterized by downtime and degraded system performance, can severely disrupt its ability to deliver critical services. Whether managing a mental health crisis hotline, coordinating first responders in emergencies, ensuring timely healthcare delivery, or monitoring power grids for medical facilities, reliability, efficiency, and availability are not just important—they are essential. Through our Impact Pricing and Technical Pro Bono programs, we are making the PagerDuty Operations Cloud accessible to mission-driven organizations. This platform helps them focus on their core mission by identifying, automating, and accelerating mission-critical work across digital operations.

"At PagerDuty, we are committed to empowering mission-driven teams with the technology, resources, and support they need to drive meaningful impact. Through our platform, employee engagement initiatives, and philanthropic investments, we've expanded access to our technology for 585 impact customers, provided over \$2 million in product discounts and donations, and facilitated thousands of employee volunteer hours this year. By making resiliency and efficiency more accessible, we're enabling our partners to accelerate their progress toward a more equitable and sustainable future."

**Debbie O'Brien**

Chief Communications Officer
and Vice President, Global Impact

FY25 Global Impact Sales Highlights:**585**impact customers², a 22% increase from FY24**172 hours**in technical pro bono services donated by employees to support 13 organizations³**\$2.2M**

in product discounts and donations to impact customers

Our **Impact Pricing** program ensures that our impact customers, including eligible nonprofits, private foundations, nonprofit healthcare, B Corps², and educational institutions can access our products at an affordable cost. Program benefits include up to five free professional user licenses, discounts on additional products, and expanded onboarding and training resources.

Our **Technical Pro Bono** program connects impact customers and grant partners with expert PagerDuty volunteers—at no cost. By sharing platform best practices and technical expertise, our pro bono teams help these organizations streamline digital systems, improve response times, and strengthen their operational infrastructure, allowing them to spend more time delivering on their missions.

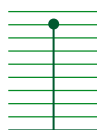
→ See our [Impact Hub website](#) for more information on Impact Pricing, Technical Pro Bono, and stories highlighting how our platform helps impact customers.

Employee Impact

Our Employee Impact program aims to serve the needs of key impact customers, grant partners, and local communities. By providing full-time employees with 20 hours of paid volunteer time off each year and a 1:1 match on their donations, PagerDuty helps employees drive the change they want to see in the world. The program, a long-standing part of our culture and a driver of employee engagement and retention, celebrates employees for contributing their time, expertise, and resources to charitable causes they care about.

Teams across PagerDuty—including the Employee Resource Groups (ERGs) and Community Responders local action networks—collaborate to create a variety of volunteer opportunities and donation campaigns. In FY25, these impact leaders deepened community partnerships with local organizations, addressing student pathways into STEM, food security, mental health, homelessness, youth mentorship, nature conservation, and more.

→ See our [Impact Hub website](#) for stories about our employees giving back to their communities.

FY25 Employee Impact Highlights:**83%**

of employees volunteered and/ or donated to a charitable cause

**83%**

of employees cited that "PagerDuty's investment in social impact makes me proud to work here"

**9,450**

total hours volunteered

**\$123,800**

in matched employee donations and impact rewards by PagerDuty

**~100**

volunteer and fundraising activities hosted by our global social impact champions

² B Corp Certification is a designation that a business is meeting high standards of verified performance, accountability, and transparency on factors from employee benefits and charitable giving to supply chain practices and input materials.

³ Equivalent to \$37,840 based on Benevity hours logged by PagerDuty tech leads and teams, and \$220 standard rate confirmed by Taproot.

Philanthropic Investments

PagerDuty's Impact Fund supports organizations focused on time-critical health, food security, climate technology, and renewable energy. Through a partner-centered approach, we provide unrestricted funding, product credits and discounts, and employee expertise to help advance impactful outcomes. In addition to grantmaking, we deploy Impact Fund capital through numerous giving strategies such as recoverable grants and impact investments in support of our impact vision.

Our **Impact Accelerator** program supports the work of organizations using technology to drive their solution. In FY25, we invested \$600,000 in a cohort of crisis helpline and emergency response organizations working to improve access to timely, critical care, along with \$100,000 for organizations operating at the intersection of healthcare and sustainability. We also hosted our inaugural partner gathering, which provided a forum for deep learning, connection, and knowledge-sharing around challenges they're using our platform to solve—allowing organizations to explore new use cases, exchange best practices, and strengthen their impact.

→ See our [Impact Hub website](#) for stories about how our philanthropic partnerships are driving impact.

FY25 Impact Fund Highlights:



\$1.27M

in philanthropic funds deployed



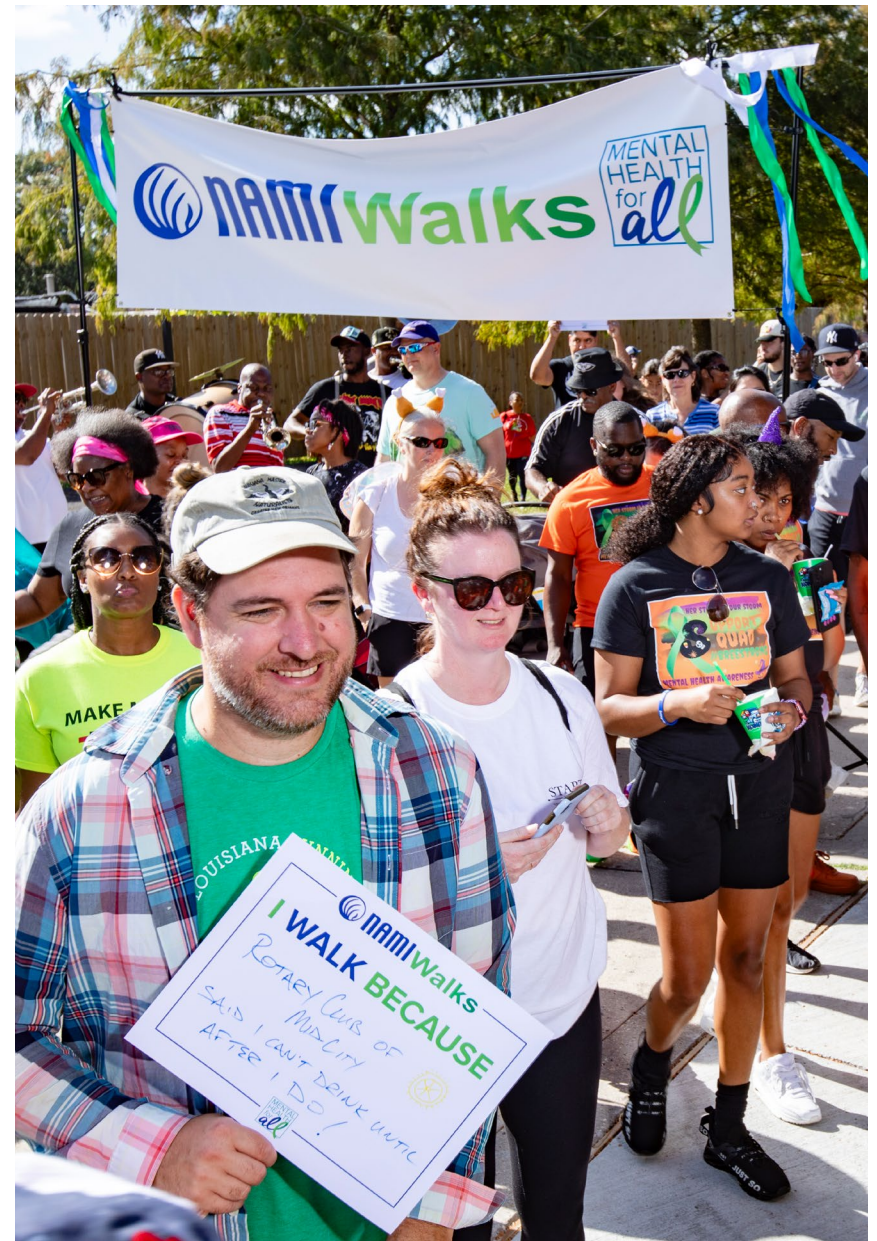
90

Net Promoter Score (NPS) from our partners and grantees



13

organizations funded within our focus areas



NAMI, a PagerDuty impact customer and grant partner



PagerDuty Australia volunteers at OzHarvest

Our People

At PagerDuty, we aim to be a best-in-class career destination. We lead with our purpose, values, and culture as differentiators and drive increased productivity and engagement through an environment where people can learn, grow, and reach their full potential.

We empower employees of all backgrounds to take the lead and participate in global engagement and belonging efforts. We actively engage employees and leadership to shape our company's culture where every employee feels welcome and heard. Through our focus areas of engagement and awareness, we cultivate deeper connections and inspire employees to actively contribute to our company's objectives and respond to the evolving needs of our customers.

Employee Engagement and Retention

Engaged employees strengthen our culture and bring their best to PagerDuty every day. In FY25, 90% of employees participated in our engagement surveys, with over 80% saying they would recommend PagerDuty as a Great Place to Work, which is above the technology company benchmark.

That is why keeping employees informed about how we act on their feedback is so important. To integrate survey feedback into our operations with complete transparency, we launched the Engagement Survey Action Planning communication campaign, giving employees visibility into our action plans and progress. We also maintain regular touchpoints through town halls, internal communications, infographics, and videos.

→ See the [Employee Impact](#) section to learn how our social impact program drives retention and engagement at PagerDuty.

Core Values and Culture

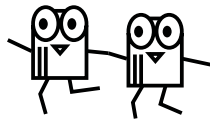
Our corporate culture is built on the core values that drive our success. These values unite us and guide our daily work. Our “Getting Work Done” playbook, which defines company practices and norms—including project management tools such as the Responsible, Accountable, Consulted, and Informed (RACI) model, the Change Management framework, company goal setting standards, and a Decision Making toolkit—brings these values to life. We make our values tangible and accessible to all employees, helping us run together more effectively. Since PagerDuty has currently adopted a hybrid workforce model, these tools allow us to collaborate in-person, remote, and hybrid teams and groups.

Our Values



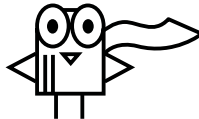
Champion the customer

Start with the customer outcome in mind—delivering value to Enterprise customers by solving their biggest problems.



Run together

Build diverse teams, and relationships that span cultures, perspectives, and communities that amplify our impact.



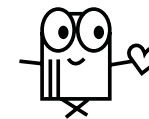
Ack & own

We earn trust by stepping up, delivering on our promises, and prioritizing what matters most.



Take the lead

We are bold. We are the Operations Cloud. We are here to be first—the first to market and the first choice of our customers.



Bring your self

We show up as our best selves, are present in the moment, and create an environment where others can be their best selves too.

Talent Acquisition and Development

We invest in, source from, and market to global communities to build a high-performing and talented workforce that helps us deliver on our business strategy. We prioritize authentic, timely, and fair interactions, as outlined in our [Candidate Promise](#).

To retain and develop exceptional talent, we aim to deliver rewarding global employee experiences. Our people development strategy focuses on fostering a learning culture and offering career growth opportunities. It includes on-demand skills-based learning, leadership training and coaching, and a performance management program featuring quarterly check-ins and ongoing feedback conversations. These initiatives empower employees to lead change, elevate their performance, and identify development opportunities.

Through dedicated focus, intention, and investment, our People Development Team acts as the catalyst for unlocking potential and driving impact for both our employees and PagerDuty.

→ See our [Impact Hub website](#) for additional information on our talent acquisition and development strategy and initiatives.

Benefits and Compensation

Our benefits package prioritizes the health and well-being of our employees, empowering them to thrive both personally and professionally. Our robust total rewards program includes competitive and fair pay, generous paid time off and parental leave, career and leadership development programs, and immediate access to healthcare coverage for employees and their families.

→ Read more about our [benefits](#).

Employee Resource Groups

Our eight employee-run ERGs foster global engagement, professional growth, and a culture of customer advocacy through education, awareness, and celebration. Open to all employees—regardless of their position, department, seniority level, or any other factor—each ERG has a unique charter, ranging from career development to allyship and making meaningful connections.

→ Visit our [Impact Hub website](#) to learn more about the various ways our ERGs contribute to our culture and advance our business objectives.



Illuminate ERG volunteers in San Francisco at the Chinatown YMCA



Beneficial Returns, a PagerDuty grant partner

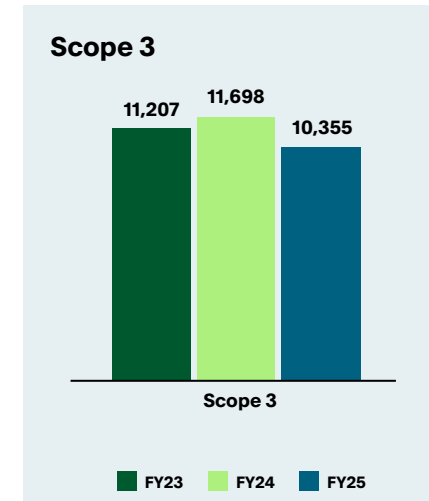
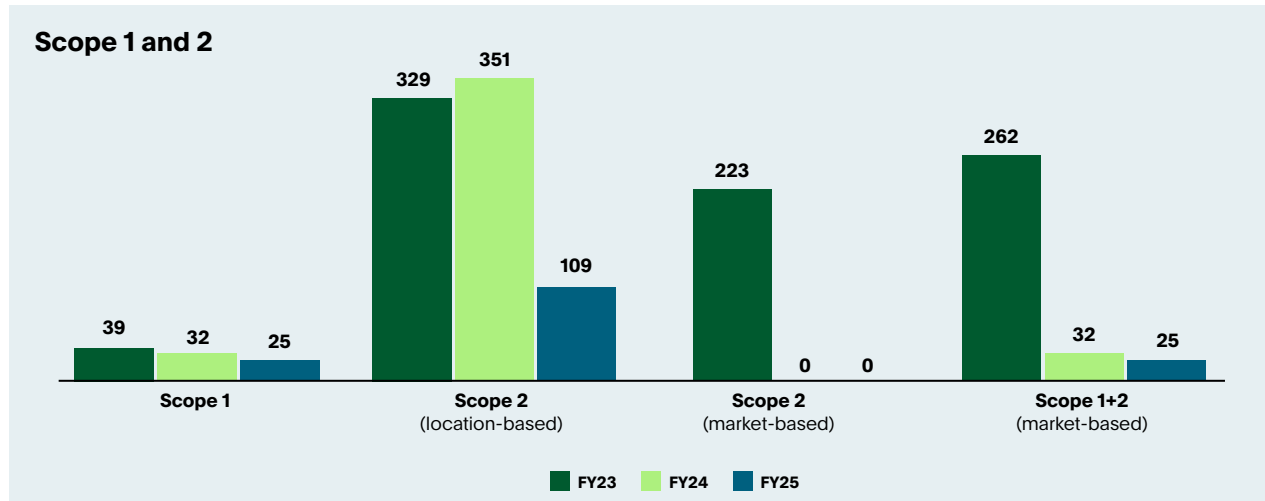
Planet Stewardship

We are dedicated to protecting the planet through responsible environmental stewardship. Companies in the PagerDuty value chain realize business efficiencies by decarbonizing their operations. Numerous PagerDuty customers are focused on decarbonizing our shared activities, which is evident by an increasing focus on sustainability requirements in requests for proposal (RFPs) and annual supplier questionnaires. Given these increasing customer sustainability requirements and PagerDuty's commitment to our customers, investors, and community stakeholders, we developed climate targets and a decarbonization roadmap aligned with the global 1.5°C pathway set by the Paris Agreement.

In FY25, the [Science Based Targets initiative](#) (SBTi) validated our climate targets, aligning PagerDuty's decarbonization roadmap with the global 1.5°C pathway. We committed to the following three climate targets:

1. Reduce absolute Scope 1 and 2 GHG emissions 42% by FY30 from a FY23 base year.
2. Increase active annual sourcing of renewable electricity from 0% in FY23 to 100% by FY30.
3. Reduce absolute Scope 3 GHG emissions 25% by FY30 from a FY23 base year.

Our Scope 1 and Scope 2 emissions are primarily driven by heating and electricity consumption in our offices. We are reducing these emissions through office right-sizing and by purchasing renewable energy. These actions allowed us to match our FY24 electricity consumption with 100% renewable electricity, achieving in FY25 our goal of 100% active sourcing of renewable electricity ahead of our target year of FY30. We have restated our FY24 Scope 2 (market-based) emissions to reflect this reduction in emissions. For Scope 3 emissions, we will focus on key supply chain sources, including purchased goods and services, fuel- and energy-related activities, and business travel. By partnering with suppliers to decarbonize our joint activities, we expect to make significant progress toward our target. For more details, see our [decarbonization roadmap](#).

Greenhouse Gas Emissions (mtCO₂e)^{4,5}

Total GHG Emissions (market-based), mtCO₂e **FY23: 11,469 FY24: 11,730 FY25: 10,380**

→ A detailed breakdown of our Scope 3 emissions categories and additional environmental metrics, including energy consumption, electricity use, and water consumption, is provided in the [Environmental, Social, and Governance data highlights](#) section.

⁴ Conducted in accordance with the GHG Protocol Corporate Accounting and Reporting Standard and Corporate Value Chain (Scope 3) Standard. Prior year emissions have been recalculated with more precise data and emission factors.

⁵ Scope 1 emissions are those from leased offices. Scope 3 emissions are those associated with purchased goods and services, capital goods, fuel and energy-related activities, waste generated in operations, business travel, and employee commuting (both physical commute and remote/telework). To analyze emissions from our purchased goods and services and capital goods, we used a globally accepted, industry-specific, spend-based methodology covering 100% of our total supplier spend.



PagerDuty London social impact day

Responsible Business Practices

Ethics and Compliance

At PagerDuty, integrity is a cornerstone of how we operate, guiding all of our business relationships and practices. [Our Code of Business Conduct and Ethics](#) outlines our expectations for ethical business practices, including the protection of human rights, the prevention of human trafficking, anti-bribery and corruption, anti-discrimination policies, and fair dealing.

All directors, employees, and independent contractors are required to comply with our Code of Conduct and must complete training on the Code of Conduct, ethical business conduct, anti-corruption, anti-discrimination, and anti-harassment. All employees are required to acknowledge that they have received and will comply with our Employee Handbook, which includes links to the Code of Conduct and several other PagerDuty policies. We have specific policies and procedures on whistleblowing, reporting and non-retaliation, human rights, safe workplaces, and other business ethics topics.

Our General Counsel serves as one of our compliance officers and is responsible for the oversight of PagerDuty's business ethics policies and practices. The Audit Committee of the Board exercises authority and oversight of our ethics and compliance programs.

Information Privacy and Security

Privacy and security of information are priorities for PagerDuty. We demonstrate our commitment to security, data protection, and compliance through internal and external security scans and testing, policy updates, and new hire and annual employee security awareness training, complemented by additional role-based security training. We also conduct independent annual third-party audits and have obtained key attestations, including SOC 2 Type II. Additionally, we have achieved FedRAMP® Low Authorization for the PagerDuty Operations Cloud—a key step in PagerDuty's commitment to helping federal government agencies keep mission-critical systems up and running, with fewer resources. PagerDuty's Chief Technology Officer (CTO) and Chief Information Security Officer (CISO) are responsible for, and oversee information security at the company, including data privacy and protection. The Audit Committee of the Board oversees risks associated with cybersecurity, information security, and data privacy. Through regular updates from management, the Audit Committee reviews PagerDuty's information security programs and the company's assessment, management, and mitigation of related risks.

→ An overview of our approach to security, including our certifications, can be found at pagerduty.com/security.

Cybersecurity Incident Monitoring and Reporting

We maintain a variety of monitoring systems to detect and alert us to suspicious or abnormal events as well as incident response processes to properly investigate and remediate incidents. For security incidents, we follow the detect, respond, and recover phases in our Security Incident Response processes and Operational Incident Response processes.

→ Documentation on our Operational Incident Response processes can be found at response.pagerduty.com.

FedRAMP®

The Federal Risk and Authorization Management Program (FedRAMP) is a standardized U.S. government-wide security and compliance program that certifies information security programs for the secure use of cloud services by the federal government. In March 2025, we received FedRAMP® Low Authorization for the PagerDuty Operations Cloud.

→ Read more about our [FedRAMP Low Authorization](#) milestone.

"My primary focus is to fortify our cybersecurity program, ensuring it not only protects our assets but also serves as a cornerstone in our commitment to customer trust and business resilience. In today's digital age, robust security practices are a competitive advantage that drives innovation and customer confidence. I am excited to lead our efforts in advancing our security measures, which are integral to our strategic objectives and overall success in the marketplace."



Pritesh Parekh
Chief Information Security Officer

Sustainability Accounting Standards Board (SASB) Index

The Sustainability Accounting Standards Board (SASB) Standards, now part of the International Financial Reporting Standards (IFRS), are a set of standards designed to guide the disclosure of sustainability information by companies to their investors. The following index maps our disclosures to SASB's 2023 standards for the Software & IT Services sector.

Environmental Footprint of Hardware Infrastructure

TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	Total energy consumed, percentage grid electricity, and percentage renewable included in the data tables (page 22).
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TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Estimated water consumption from real estate footprint included in the data tables (page 22).
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TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	PagerDuty does not own data centers and utilizes third-party cloud services.
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Data Privacy and Freedom of Expression

TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	Privacy Policy
TC-SI-220a.2	Number of users whose information is used for secondary purposes	PagerDuty operates in a business to business (B2B) environment and does not resell the information customers provide as part of using our service.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	In FY25, PagerDuty did not have any material fines or losses as a result of legal proceedings associated with user privacy.

TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	PagerDuty operates in a B2B environment. For information on law enforcement requests please see our Privacy Policy . A variety of laws allow government agencies around the world to request user information for civil, administrative, criminal, and national security purposes. Our Privacy Policy details how we handle these requests. Given these laws and requests, it may be necessary for PagerDuty to disclose personally identifiable information (PII). We may also disclose PII if we determine disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or users. We carefully review each request to ensure it satisfies applicable laws.
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TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	PagerDuty complies with the Foreign Corrupt Practices Act and Export Control Regulations.
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Data Security

TC-SI-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	In FY25, PagerDuty did not have any material data breaches.
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Information Security Practices Security at PagerDuty Acceptable Use Policy Form 10-K Filing

Recruiting and Managing a Global and Skilled Workforce

TC-SI-330a.1	Percentage of employees that require a work visa	Not reported.
TC-SI-330a.2	Employee engagement as a percentage	70% actively engaged employees as defined by our Overall Engagement Score, which is an average of the scores for five engagement questions in our Pulse engagement surveys.
TC-SI-330a.3	Percentage of gender representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees.	Gender representation can be found in the data tables (page 21). We break down these data as follows: senior leadership, defined as VP and above; people managers; and all other employees. We do not separate out technical employees from all employees.

Intellectual Property and Competitive Behavior

TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	In FY25, PagerDuty did not have any material fines or losses as a result of legal proceedings associated with anticompetitive behavior regulations.
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Managing Systemic Risks from Technology Disruptions

TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	We have delivered 99.99% availability to our customers over the past 24 months; total customer downtime was 0.01%. Please refer to our Form 10-K Filing , p.5.
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Please refer to our Form 10-K Filing beginning on p. 12, under the heading "Item 1A. Risk Factors."

Environmental, Social, and Governance Data Highlights

	FY2025	FY2024	FY2023
Engagement, learning, and people development			
Actively engaged employees ¹	70%	75%	77%
Percentage of employees who provided feedback in the Pulse employee engagement survey	91%	91%	90%
Percentage of employees who would recommend PagerDuty as a great place to work	81%	87%	89%
Percentage who shared they are proud to work for PagerDuty	83%	88%	90%
Percentage of global PagerDuty employees that say the company's social impact work makes them proud to work at PagerDuty ²	83%	86%	90%
Total employee volunteer hours	9,450 h	8,760 h	9,000 h
Percentage of employees who participated in volunteering, giving, or employee match	83%	96%	95%
Product donations and philanthropic investments			
Number of Impact Customers ³	585	479	306
Amount of discounts and donations to impact customers	\$2.20 M	\$2.00 M	\$1.20 M
Funding deployed in the current fiscal year	\$1.27 M	\$1.46 M	\$1.25 M
Dollars in pro bono expertise donated ⁴	\$37,840	\$52,650	\$10,725

	FY2025	FY2024	FY2023
Fairness and representation			
Pay equity⁵			
Global gender pay equity	\$0.99	\$0.99	\$1.00
Global workforce demographics			
Percentage identifying as women: entire company	39.7%	38.6%	39.2%
Percentage identifying as women: people managers	45.7%	44.3%	45.2%
Percentage identifying as women: senior leaders (VP+)	45.7%	54.3%	48.6%
Percentage identifying as people with disabilities ⁶	8.3%	7.4%	4.9%
Percentage identifying as veterans (U.S. only) ⁶	1.5%	1.1%	1.7%
Percentage identifying as caregivers to children ⁶	28.4%	28.7%	32.0%
Percentage identifying as caregivers to adults ⁶	6.0%	4.1%	6.3%
U.S. workforce demographics			
U.S. gender			
Percentage identifying as women	45.7%	44.5%	43.7%
Percentage identifying as women: people managers	51.7%	48.7%	47.5%
Percentage identifying as women: senior leaders (VP+)	47.1%	54.3%	47.2%

¹ "Actively engaged employees" is defined by using our Overall Engagement Score, which is an average of the scores for five engagement questions in our Pulse engagement surveys.

² Pulse engagement survey average of the scores for three social impact questions.

³ Impact customers: Product donations and discounts were calculated by adding the ARR (annual recurring revenue) dollar value of product discounts provided to all organizations participating in Impact Pricing.

⁴ Value of pro bono expertise: Based on Benevity hours logged by PagerDuty tech leads and teams, and \$220 standard rate confirmed by Taproot.

⁵ Gender (women to men) pay equity is calculated using a well-known pay equity platform, measuring the weighted pay average for "on target earnings" (OTE):

base salary + any applicable variable pay targets (bonus/commission).

⁶ As voluntarily self-identified by employees.

FY2025 FY2024 FY2023

Environment

Greenhouse Gas Emissions (mtCO₂e)⁷

Scope 1	25	32	39
Scope 2 (location-based)	109	351	329
Scope 2 (market-based)	0	0	223
Scope 1+2 (market-based)	25	32	262
Scope 3	10,355	11,698	11,207
Total (market-based)	10,380	11,730	11,469

Energy Consumption (Gigajoules, GJ)

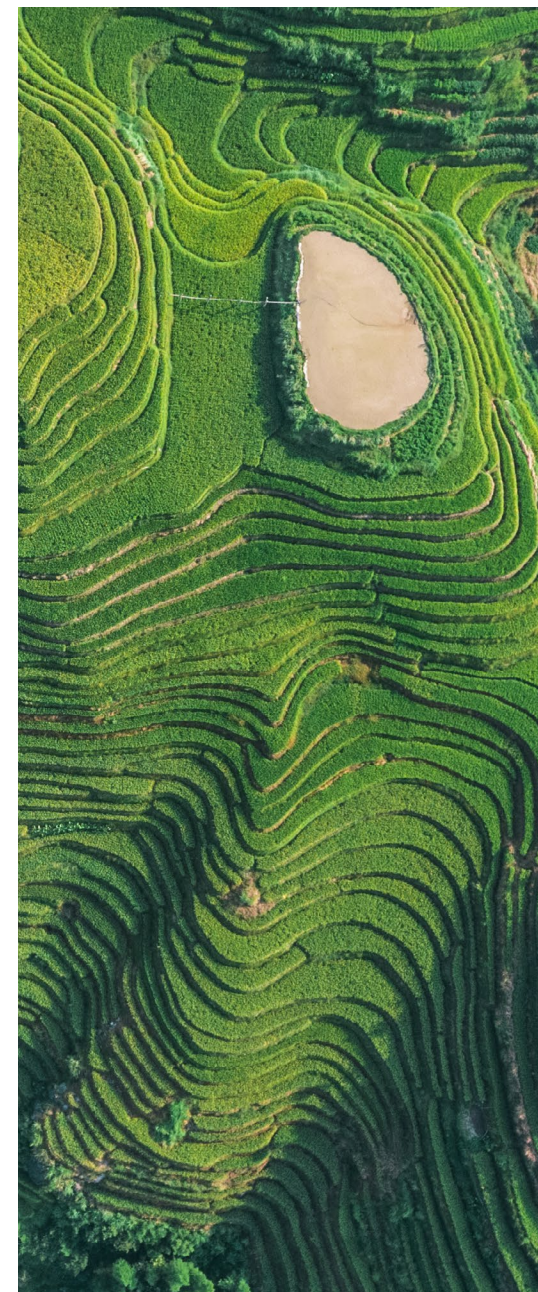
Scope 1	311	510	624
Scope 2	2,162	5,088	5,414
Total	2,472	5,598	6,038
Percentage grid electricity	0%	100%	100%
Percentage renewable energy	100%	0%	0%

Water Consumption (thousands of m³)

Water ⁸	0.91	0.65	0.90
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⁷ Scope 1 includes natural gas and fugitive emissions in all PagerDuty real estate globally, including short- and long-term leases. Scope 2 includes electricity consumption in all PagerDuty real estate globally, including short- and long-term leases. Actual energy consumption is used when available; where unavailable, energy consumption is estimated using the U.S. Energy Information Administration (EIA) Commercial Buildings Energy Consumption Survey (CBECS). Scope 3 includes the following value chain categories: purchased goods and services, capital goods, fuel and energy-related activities, waste generated in operations, business travel, and employee commuting (both physical commute and remote/telework) to/from all PagerDuty real estate globally, including short- and long-term leases, as well as co-working spaces. FY24 figures have been restated from those previously reported following the purchase of renewable energy certificates (RECs) matching emissions resulting from electricity consumption; FY25 figures are stated anticipating continued purchase of RECs matching emissions resulting from electricity consumption. Prior year emissions have been recalculated with more precise data and emission factors.

⁸ Total water (thousand cubic meters), estimated across all PagerDuty real estate globally, including short- and long-term leases, as well as co-working spaces.



All governance data is as of Jan 31, 2025, except as noted below.

Governance

Risk identification and oversight

Executive body responsible for managing business ethics and corruption issues	Board-level committee
Provision of whistleblower protection	Yes

Board Independence and demographics

Percentage independent board members	75%
Percentage of independent committee members	100%
Independent presiding director	Yes
Percentage identifying as women	75%
Non-executive chairperson	No

Board/Management oversight and accountability

Board performance review (self-review or independent review)	Yes
Board and committee evaluation frequency	Annual
Board continuing education program	Yes
Board members are elected and re-elected on an annual basis	No
Board members are elected individually (as opposed to elected by slate)	Yes
Annual Say-on-Pay vote	Yes
Director Change in Circumstances with Resignation Policy	No
Regular meetings of independent directors without management present	Yes
Director service limited to no more than four additional public company boards	Yes

Board committee with environmental, social, and governance oversight	Nominating and Corporate Governance Committee
Code of Conduct for directors, officers, and employees	Yes
Percentage of Board subject to reelection	100%
Material fines or losses as a result of legal proceedings associated with anticompetitive behavior regulations	None

Shareholder governance

Multiple equity classes with different voting rights	No
Percentage required to amend bylaws	67%
Presence of a Poison Pill	No
Presence of a Net Operating Loss (NOL) Pill	No
Dominant shareholder percentage ⁹	11.5 %
Shares outstanding ¹⁰	91,254,100

Data privacy and security

Number of material data breaches	0
Percentage of material data breaches involving personally identifiable information (PII)	0%
Material fines or losses as a result of legal proceedings associated with user privacy	None

⁹ We have based the percentage ownership of our common stock as of March 31, 2025 on information provided by The Vanguard Group, Inc. in a Schedule 13G/A filed on January 31, 2025.

¹⁰ Shares of common stock outstanding as of March 31, 2025.