



2024 Everbridge Sustainability Report



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Legal Disclaimer: This press release contains “forward-looking statements” within the meaning of the “safe harbor” provisions of the Private Securities Litigation Reform Act of 1995, including but not limited to, statements regarding the anticipated opportunity and trends for growth in our critical communications and enterprise safety applications and our overall business, our market opportunity, our expectations regarding sales of our products, our goal to maintain market leadership and extend the markets in which we compete for customers, and anticipated impact on financial results for the full fiscal year 2024. These forward-looking statements are made as of the date of this press release and were based on current expectations, estimates, forecasts and projections as well as the beliefs and assumptions of management. Words such as “expect,” “anticipate,” “should,” “believe,” “target,” “project,” “goals,” “estimate,” “potential,” “predict,” “may,” “will,” “could,” “intend,” variations of these terms or the negative of these terms and similar expressions are intended to identify these forward-looking statements. Forward-looking statements are subject to a number of risks and uncertainties, many of which involve factors or circumstances that are beyond our control. Our actual results could differ materially from those stated or implied in forward-looking statements due to a number of factors, including but not limited to: the ability of our products and services to perform as intended and meet our customers’ expectations; our ability to successfully integrate businesses and assets that we may acquire; our ability to attract new customers and retain and increase sales to existing customers; our ability to increase sales of our Mass Notification application and/or ability to increase sales of our other applications; developments in the market for targeted and contextually relevant critical communications or the associated regulatory environment; our estimates of market opportunity and forecasts of market growth may prove to be inaccurate; we have not been profitable on a consistent basis historically and may not achieve or maintain profitability in the future; the lengthy and unpredictable sales cycles for new customers; nature of our business exposes us to inherent liability risks; our ability to attract, integrate and retain qualified personnel; our ability to maintain successful relationships with our channel partners and technology partners; our ability to manage our growth effectively; our ability to respond to competitive pressures; potential liability related to privacy and security of personally identifiable information; our ability to protect our intellectual property rights, and the other risks detailed in our risk factors discussed in filings with the U.S. Securities and Exchange Commission (SEC), including but not limited to, our Annual Report on Form 10-K for the year ended December 31, 2022 filed with the SEC on February 24, 2023 and other subsequent filings with the SEC. The forward-looking statements included in this press release represent our views as of the date of this press release. We undertake no intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. These forward-looking statements should not be relied upon as representing our views as of any date subsequent to the date of this press release.

The inclusion of information contained in this report should not be construed as a characterization regarding the “materiality” that information in the context of the U.S. federal securities laws, Delaware General Corporation Law, or any other regulatory framework, even where we use words such as “material” or “materiality. Our approach ESG disclosures is informed by impacts on communities, the environment, and stakeholders such as employees, customers, and suppliers, and, therefore, the inclusion of topics in this document does not indicate that such topics are material to the Company’s business, operations, or financial condition.

1. A Message from Our CEO

To All of Our Valued Stakeholders,

We are pleased to present our 2024 Sustainability Report, a thorough overview of our ongoing work towards promoting corporate social responsibility.

The report marks a significant step forward for our Sustainability Program as we unveil our first-ever greenhouse gas (GHG) inventory. This GHG analysis provides a transparent picture of our current environmental impact and lays the foundation for carbon reduction goalsetting. The report also showcases our progress in other key sustainability areas, from climate risk mitigation to strengthening our diversity, equity, inclusion and belonging strategy.

Beyond strengthening our internal sustainability practices, we have continued to support customers in managing their environmental, social, and governance risk. Over the past year, we have engaged with organizations across the globe that seek innovative solutions that enable them to not only survive but thrive in the face of unprecedented challenges such as social unrest, intensifying storms, and risk from cybercrime. In this global context, we at Everbridge remain steadfast in our mission: empowering our customers to bolster their organizational resilience – a commitment we believe also positively contributes to their long-term sustainability.

Substantiating this belief, many of our customers have highlighted the positive impact of Everbridge on their resilience journeys within

their own sustainability reports. We are encouraged by this success and equally committed to discovering new ways to contribute to our customers' sustainability goals. For example, we are actively pursuing avenues to leverage our proprietary technology to visualize historic risk data within our Resilience Insights tool, enabling crisis management and business continuity teams to take proactive steps to mitigate future losses.

Ultimately, the pursuit of sustainability and resilience in the face of our current global environment is more than just a noble ambition; it is an existential imperative. At Everbridge, we strive to mitigate this risk and unlock new avenues for innovation, growth, and a more prosperous future for our people and customers alike.

Sincerely,



David Wagner, President and CEO.
Everbridge, Inc.

2. About Everbridge

Our mission is to keep people safe and organizations up and running.

In a world characterized by complexity and constant change, businesses and communities today face unforeseen disruptions on an unprecedented scale. This rapidly evolving risk landscape demands organizations to be prepared for anything. Everbridge empowers businesses and communities to build resilience – the ability to anticipate, respond to, and recover from challenges quickly. Our solutions help customers handle both digital and physical incidents, keeping your people safe and operations running smoothly.

Our Impact:



Delivering **billions** of critical messages on behalf of enterprise and government organizations each year



Trusted by **6,500 customers** to keep their people safe and organizations running



Proven **358% ROI** from reduced business interruptions, according to Forrester Research



Powering nation-wide early warning systems in **25 countries** across the globe



Recognized as a **leader** in the **Q4 2023 Forrester Wave** in the Critical Event Management space



Acknowledged by **EcoVadis** for good performance within their **sustainability framework**.



Recognized by **G2** as a **leading** brand in incident management



Member of the **UN ARISE** network, fostering disaster resilience in frontline communities

Everbridge Critical Event Solutions

- **Business Operations:** Anticipate and mitigate the impact of disruptions to strengthen business continuity.
- **People Resilience:** Maximize workforce safety, well-being, and productivity wherever people are.
- **Digital Operations:** Minimize the impact of IT service disruptions and reduce unplanned work.
- **Smart Security:** Protect buildings, assets, and people in your physical locations.
- **Public Safety:** Safeguard the public before, during, and after critical events with emergency warning systems.

Our Values

Everbridge is a mission-driven organization with a demonstrated commitment to our employees' success. We've distilled the characteristics that define us into four key values. We call these our "CLIP" values:

- **Customer First:** We always strive to elevate the voice of our customers. We believe exemplary performance is made possible when we turn our attention towards those we serve, both internally and externally.
- **Learning:** We empower others with knowledge and believe in fostering a workplace where employees and teams are fueled by innovation and learning.
- **Integrity:** We do the right thing even when nobody is watching. We behave honestly, and consistently adhere to the highest ethical standards because it's the right thing to do.
- **People:** People are the heart of our mission. We believe in empowering people to create positive change and we celebrate employees as wholly unique individuals, ensuring they can achieve well-being, connection, and fulfillment.

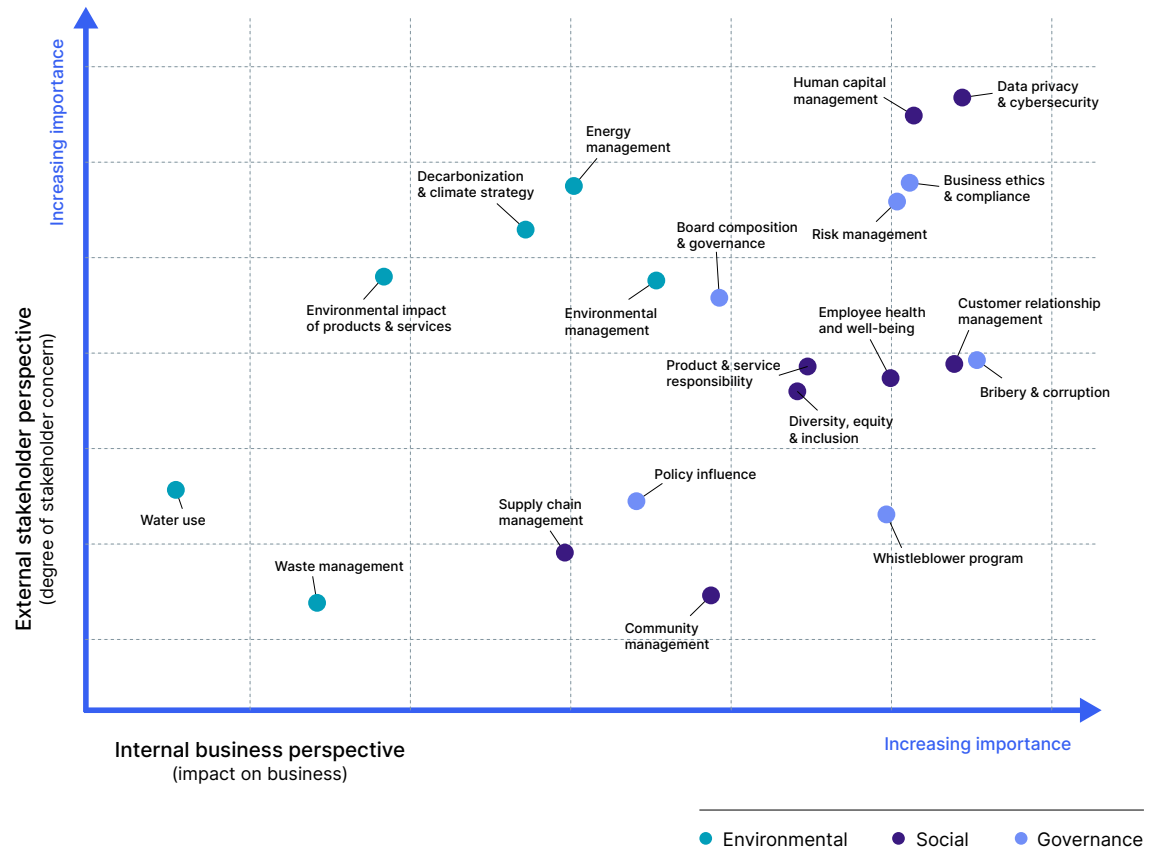
3. Our Approach to Sustainability

Everbridge’s sustainability program comprises of two core pillars: the customer benefits delivered by our platform to governments, citizens and employees, and our internal focus on being an exemplary corporate steward. Our 2024 Sustainability Report seeks to highlight environmental, social, and governance (ESG) impacts that are pertinent to Everbridge’s business.

3a. Sustainability Priorities

We aim to build our sustainability strategy around the key sustainability risks and opportunities that directly impact our business as they relate to our product portfolio, laws and regulations, the interest of our stakeholders, and the well-being of our employees.

To identify these areas, we engaged third party subject matter experts from Nasdaq’s ESG Advisory Team to perform an ESG materiality assessment in 2023. This assessment incorporates feedback from both internal and external stakeholders and indicates the issues of greatest relative importance to Everbridge as an organization. This information has enabled us to identify areas of strength, areas that need improvement, and areas that demand further exploration, all of which have informed our program goals and strategy.



We remain committed to responsibly managing our business and operations to further advance the United Nations Sustainable Development Goals (SDGs). We have identified the following goals where we have opportunity to make the greatest impact given the nature of our business:



SDG 10 - Reduced Inequalities:

A core function of our business is to provide timely and accessible risk intelligence to diverse communities, enabling them to make informed decisions and mitigate the impacts of emergencies, thus reducing disparities in disaster preparedness and response.



SDG 13 - Climate Action:

Everbridge provides early warning systems and actionable risk intelligence that empowers organizations and governments to take proactive steps in response to climate risk events.



SDG 11 - Sustainable Cities and Communities:

Everbridge supports sustainable cities and communities by delivering critical information to local authorities and residents, enabling effective emergency response and city planning, ultimately enhancing the resilience of urban areas to various risks and disasters.



SDG 17 - Partnership for the Goals:

Everbridge collaborates with governments at both local and national levels worldwide, championing thought leadership on the crucial role of early warning systems in effectively responding to climate disasters.

3b. Sustainability Program Oversight

Our Sustainability Program Manager oversees our ESG strategy and disclosures under the supervision of our Chief Legal Officer at the management level and the Sustainability Steering Committee. The Steering Committee ultimately reports to our Executive Leadership Team and Board. Responsibility and accountability extend down to the grass-roots level, where sustainability is embedded into our operations, our employees' day-to-day activities and our culture.

4. ESG Solutions

4a. ESG Solutions for Everbridge Customers

Environmental

Everbridge's Public Safety solutions protect residents, government officials, and visitors across more than 25 countries globally. These solutions play a critical role in nations' climate adaptation and pandemic prevention strategies by offering efficient and effective early warning and preparedness systems. The alerts provided during climate-related disasters, including floods, wildfires, and tsunamis, are vital for enabling citizens to reach safety and protect their material property. Furthermore, maintaining a consistent state of readiness for medical and emergency supplies serves as a fundamental measure in preventing and controlling pandemic surges, as demonstrated in the case of COVID-19.

Additionally, in the past year, we introduced Climate Risk Assessment services aimed at empowering our customers to navigate weather-related risks amidst climate change. These services merge climate scenario analysis with insights from our Best in Resilience practice, identifying future climate vulnerabilities and offering tailored recommendations to mitigate them. By adopting this data-driven approach, companies can make informed investment decisions, fortify their risk mitigation strategies, and confidently disclose their climate risk management processes. Ultimately, this contributes to a more resilient future and enhances their ESG performance.

Social

Everbridge People Resilience Solutions enables organizations with hybrid work environments to protect their people, whether they are working from home, remotely, or on-site. With 24/7 awareness of incidents that affect your people wherever they are, Everbridge's People Resilience Solutions activate responses and resource deployment according to your operating procedures.

Governance

Everbridge's unique suite of solutions supports businesses, executives, and security professionals in upholding "Duty of Care" to keep their people safe, at home, in the office, or traveling and in upholding "Duty of Loyalty" to establish and monitor information systems related to overseeing mission critical risks. The Everbridge critical event management platform supports organizations in staying compliant with local and industry regulations, managing safety and emergency response, and logging all communications and workflows to create a clear audit trail and improve debriefs. Given the increased prevalence of evolving threats, this responsibility has become magnified.



Leader status in Verdantix's Green Quadrant:
Integrated Smart Building Security Software 2023.

[Green Quadrant: Integrated Smart Building Security Software 2023](#)

5. Governance

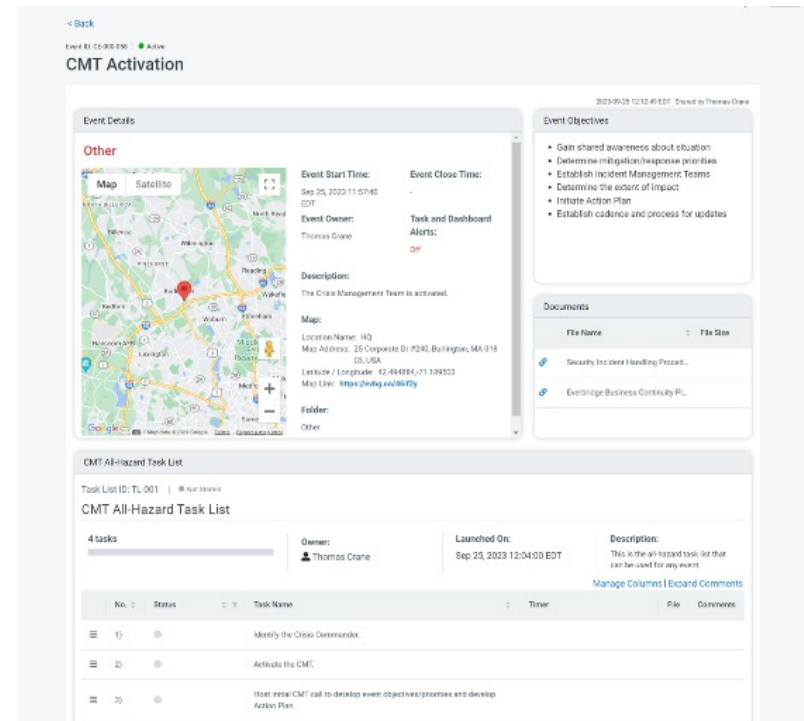
Everbridge believes that doing business with integrity is the only way to do business. We are committed to our uncompromising ethical standards and to setting best practices for our industry. Everything we do is grounded in responsible corporate governance, reporting and business practices that strengthen long-term value for our stakeholders.

Everbridge Policies and Standards

- [Code of Business Conduct](#)
- [Anti-Corruption Policy](#)
- [Whistleblower Policy](#)
- [Code of Workplace Conduct](#)
- [Privacy and Security Resources](#)

5a. Crisis Management

Crisis management is a cornerstone of effective corporate governance. A robust process ensures an organization's ability to withstand disruptions, maintain stakeholder trust, and fulfill its commitment to customers during crises. Everbridge made significant improvements to our crisis management process and developed an official Crisis Management Plan in 2023, fostering preparedness and coordinated action across the business.



The Crisis Management Plan is invoked as the highest escalation point for any type of issue or incident that impacts Everbridge. It complements (and does not negate) other plans and functions, such as regular business continuity.

Our core Crisis Management Team (CMT) consists of cross-functional leadership across the organization including the Chief Information Security Officer, Chief Information Officer, Chief Legal Officer, Chief Marketing Officer and VP of Corporate Communications who report directly to the Chief Executive Officer. During a crisis, this team is responsible for performing an initial risk assessment and assigning a

crisis lead who takes responsibility for leading the group depending on the nature of the crisis. From there, staff subject matter experts and additional leadership will be brought in to support resolution efforts.

Everbridge uses the Crisis Management module within its proprietary CEM platform to facilitate a more efficient recovery process. This solution serves as a central hub for the CMT with features like conference bridge access for team calls, conversation logging, and activity/decision tracking. Dynamic dashboards provide real-time situational awareness, including current objectives, task progress, and centralized access to key documents.

5b. Ethics and Compliance

Our employees receive mandatory business ethics training and are provided with resources to ask questions and report any activities in a secure and completely anonymous environment.

Anti-corruption

Everbridge maintains a robust Anti-corruption Policy as part of our commitment to ethical business practices. The policy provides guidelines and procedures to ensure compliance with relevant anti-corruption laws and regulations in all jurisdictions where the company operates. The policy also establishes clear expectations for our employees, contractors, and business partners, outlining their responsibility to act with integrity and transparency and reject any form of corruption, bribery, or unethical conduct. Training and awareness programs are conducted annually to educate employees about anti-corruption measures and to foster a culture of integrity throughout our organization. We encourage employees to report

any suspected incidents of corruption through confidential reporting channels, ensuring a safe and secure environment for whistleblowing. By adhering to this Anti-corruption Policy, we aim to uphold its commitment to responsible and sustainable business practices. Learn more about our [Anti-corruption Policy](#).

Code of Business Conduct

Everbridge's Code of Business Conduct serves as a cornerstone of our commitment to conducting business with integrity and ethical practices. The code outlines the principles and standards that our employees, contractors, and business partners are expected to adhere to when representing the company. The code promotes a culture of transparency, accountability, and respect, fostering a work environment that values diversity and inclusion. We provide annual training and resources to ensure that all stakeholders understand and comply with the code's provisions. Reporting mechanisms are in place to encourage the reporting of any potential violations, and we guarantee protection against retaliation for individuals who raise concerns in good faith. Learn more about our [Code of Business Conduct](#).

Annual Ethics Training Completion Rate (2023):

 **100%**

5c. Data Privacy and Security Compliance

We are committed to providing our customers and partners with a secure environment utilizing state-of-the-art technologies to safeguard information.

Privacy & Transparency

We value the trust our users place in Everbridge services and our privacy practices. We are committed to providing our customers and users with a secure environment, unparalleled customer service, and state of the art technologies to safeguard their personal information. Everbridge has adopted the policies and practices described in its Privacy Policy as well as any certain policies in individual customer agreements pertaining to the collection, sharing, and disclosure of information. Learn more about [Everbridge’s Privacy Policy](#).

Data Security

Everbridge’s security framework utilizes the comprehensive set of security requirements and controls within U.S. National Institute of Standards and Technology (NIST) Special Publication 800-53 – Security and Privacy Controls for Information Systems. Everbridge has achieved internationally recognized ISO/IEC 27001 certification. In addition, Everbridge has obtained authorization under the Federal Risk and Authorization Management Program (FedRAMP). To maintain these certifications, Everbridge undergoes comprehensive annual audits from an independent third-party assessment organization (3PAO). The 3PAO security assessors verify Everbridge’s compliance in over 150 security and data protection areas within 17 different security categories including access control, incident response, security training, system integrity, identification and authentication,

contingency planning, etc. via various assessment techniques including vulnerability analysis and penetration testing.

More information about our robust security risk management and compliance program is available [here](#).

Privacy and security training metrics (2023):

 **100%**



5d. Business Continuity

Everbridge engages in robust business continuity planning in order to maintain mission-critical business functions:

- Everbridge's Business Continuity policy outlines the steps we will take to prevent and manage potential threats and disruptions to our business.
- Our workforce is equipped to work remotely. Administrative systems that support both internal operations and customer services have been transitioned to the cloud.
- Everbridge has designed the use of its Core Data Center for redundancy and resiliency.
- Everbridge conducts periodic business continuity and data-recovery tabletop reviews for critical services. Additionally, our business continuity team has established a Business Impact Analysis process to better understand risk and build resilience for key business functions.
- The business continuity team leverages proprietary Everbridge solutions to ensure employee safety and keep the business up and running including xMatters, SnapComms, and the CEM platform.

6. Social

Just as our solutions foster resilient communities, Everbridge similarly cultivates a safe, supportive and inclusive environment where our employees can thrive. We are a mission-driven organization with a demonstrated commitment to our employees' success. We invest in the professional and personal growth of our workforce and bring together diverse perspectives to solve complex challenges. Our people build and own the company culture, enforce our values, and fuel our continued innovation and growth.

Everbridge Policies and Standards:

- [Code of Business Conduct](#)
- [Code of Workplace Conduct](#)
- [Human Rights Commitment](#)



6a. Talent Attraction and Development

Employee Development

We are committed to investing in our employees through professional training and development to ensure the highest possible performance for our customers while retaining our employees to grow their careers at Everbridge. We achieve this through several avenues:

- **Skills training within functional teams:** With the support of the People & Culture team, managers and business leaders identify skills gaps within the team and create individual development plans with employees to identify career growth desires. Using these plans, business leaders, managers, and partners may identify internal cross-training opportunities or external conferences or training programs for employees to pursue.
- **Education reimbursement:** Our recognition programs recognize employee commitment to and demonstration of our values and mission. As part of the annual employee values award program, recipients receive a stipend for education reimbursement which may be used to pursue an area of interest related to their role within the Company.
- **High Performance Leadership training:** Everbridge recognizes that employee satisfaction and productivity is directly correlated to manager effectiveness. Our Leading High Performing Teams (LHPT) Program is a deep look at what is required to be a great leader and how to drive teams for success, designed for current people leaders who can put the learning into immediate action.

Employee Engagement

Everbridge conducts an internal annual employee engagement survey to gauge overall employee sentiment. The survey is an opportunity for employees to provide anonymous feedback on topics ranging from leadership and management effectiveness to opportunities for career growth, work-life balance, and diversity, inclusion and belonging efforts. The results of the survey are used to develop our annual corporate and department business plans as well as direct the efforts of the People & Culture team. We look at year-over-year results from the survey to see what is working, where we are making progress, and where we should focus more effort for improvement.

Based on anonymous employee survey responses collected by external parties, we have been recognized for our culture, mission and leadership by Great Place to Work®, a global evaluator of workplace culture. In a survey conducted by Comparably measuring employee sentiment across 70,000 companies, we were for recognized as a Best Company for Company Culture and Career Growth in 2023.

Everbridge's open feedback culture is further reinforced by:











- Annual performance reviews for all permanent employees
- Feedback to People & Culture team
- Employee town halls
- Whistleblower hotline

6b. Employee Wellbeing

Compensation and Benefits

Everbridge designs our employee benefits programs to be affordable and competitive in relation to the market, as well as compliant with applicable laws and practices. We adjust our employee benefits programs as needed based upon regular monitoring of applicable laws and practices and the competitive market. Some of our benefits include:

- Mental Health Support:** This past year, Everbridge rolled out support for employee emotional and mental well-being through the Calm application. Through Calm, employees have 24/7 access to meditations and other self-care resources.
- Flexible work:** Everbridge is a digital-first work environment with work arrangements options that include remote working and flexible schedules, to support a diverse workforce with varied needs and lifestyles.
- Parental Leave:** Everbridge offers up to eight weeks 100% paid medical leave for pregnancy and/or childbirth. Everbridge also offers four weeks of 100% paid parental leave for all parents to bond with a new baby or child.
- Paid Family Leave:** Everbridge offers full-time, US based employees who have been employed for one year up to four weeks 100% paid leave for purposes of caring for the employee's immediate family member.

		
Comprehensive medical, dental, and vision	Short- and long-term disability	Flexible paid time off
		
FSA and HSA accounts	Confidential employee assistance program	Adoption assistance
		
Pet care discount program	Paid volunteer work 2 days annually	Telehealth
		
Basic and voluntary life and AD&D	401K retirement plan 50% match to 6%	

6c. Diversity and Inclusion

Diversity, Equity, Inclusion & Belonging

Our management team is dedicated to Diversity, Equity, Inclusion, and Belonging (DEIB) with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

Overseen by our Diversity, Equity, Inclusion, and Belonging Council, Everbridge prioritizes DEIB efforts to create a workplace that reflects the customers and populations we serve. We demonstrate our commitment by focusing on several key initiatives:

- Diverse Recruitment and Hiring:** We use a variety of talent acquisition strategies to help us attract and create a pipeline of diverse candidates, including our internship program. In 2023, we hired approximately 40 interns across various departments and geographies, representing 40% gender diversity.
- Mentorship programs:** Everbridge has established mentorship programs through our Leading Higher Performing Teams program and ERGs to support the professional growth of underrepresented groups.
- Supplier Diversity:** Everbridge supports a growing ecosystem of minority-owned and led suppliers and partners.

Everbridge Employee Resource Groups

Our organization has a well-established and growing set of Employee Resource Groups (ERGs) that connect various communities within the company. We actively encourage our people to participate in the employee communities as allies and supporters, even if they do not identify as a member of that group.



Women's Alliance	BridgeOut	Military & Veterans	Bridgers of Color
Our Women's Alliance champions the personal and professional development of women at Everbridge while promoting diversity and community.	Our BridgeOut group includes LGBTQ+ and ally employees from across the world. They are passionate about diversity, equity, inclusion, and belonging. The group encourages all employees to be authentic and support and inspire the LGBTQ+ community.	Our Military & Veterans group gives back to the local community through volunteering and to the greater community by participating in disaster relief. The group serves as a resource to veterans, active military members, and employees.	Our Bridgers of Color group promotes diversity, fosters inclusion, and builds alliances with like-minded people and organizations – so employees of all backgrounds feel included.

6d. Human Rights

At Everbridge, we believe a commitment to respecting human rights can be an impetus for social change. Although governments will always play a primary role in determining and protecting basic human rights in their jurisdiction, the private sector must also lead in this area by upholding and promoting human rights. Everbridge is committed to working with governments, industry, consumers, civil society, and our customers to promote human rights. Learn more about our human rights commitment [here](#).

6e. Giving Back

Everbridge offers full-time employees paid time off to participate in community service events. Employees across the globe have used this benefit to support women’s shelters, soup kitchens, youth groups, nature conservancies and more in their communities. In 2023, Everbridge employees contributed 1,175 hours to support charitable organizations in their local communities.

Bridgers volunteering with Women Giving Back in Sterling, Virginia



Bridgers volunteering at the Gunjur Palya Government School in Bangalore, India

Bridgers volunteering at the Mustard Seed Food Bank in Victoria, British Columbia



7. Environmental

Across the globe, both public and private sectors are more concerned than ever about addressing climate change and its associated risks. During severe weather events, enterprises, educational institutions, and government agencies have a responsibility to respond effectively and efficiently to protect people, assets, and facilities from harm. Everbridge’s Public Safety Solutions serve as an efficient and effective early warning system, a crucial component for nations and enterprises to execute climate adaptation strategy; alerting citizens and employees during climate disasters, such as floods, wildfires, and tsunamis, helps ensure they can reach safety and reduce the risk of damage to their material property.

7a. Solutions for Climate Adaptation

Our role in Climate Adaptation through emergency communications software

As Industry Sector Partner of The UN International Telecommunication Union, a leader of EW4ALL, we provide our expertise from experience through global policy papers to accelerate the implementation of the sustainable development goals 13 (Combat Climate Change) and 17 (Partnership for the Goals) by disseminating mobile emergency alerts to keep people safe.

<p>Participating in The World Climate Summit - The Investment COP</p>	<p>United Nations Office for Disaster Risk Reduction (UNDRR) Private Sector Alliance for Disaster Resilient Societies (ARISE)</p>
<p>Since 2021 Everbridge has attended the World Climate Summit, the investment section at the Conference of the Parties (COP). At the 2023 Summit, Everbridge was part of a panel entitled “Ensuring a Climate Resilient Future Through Insurance” in Dubai, United Arab Emirates. Everbridge Chief Security Officer, Tracy Reinhold, took part in the panel addressing ways in which climate risk mitigation can contribute towards sustainability transformation. See Dominic Jones video interview here.</p>	<p>As a member of the UNDRR ARISE network, Ever-bridge works with private and public organizations to promote disaster-resilient communities and economies. More details here.</p> <p>Everbridge’s critical event management platform supports preparedness and response efforts for governments, businesses, and healthcare organiza-tions around the world.</p>

7b. Environmental Management

Climate Strategy

In 2023, in line with the Taskforce on Climate-Related Financial Disclosures (TCFD) recommendations, Everbridge began the process of identifying climate-related risks and opportunities that may directly or indirectly affect the company’s operations and financial performance. As recommended by the TCFD, Everbridge is identifying governance practices and strategies to manage climate-related risks and opportunities with the goal of developing strong climate-risk management procedures and metrics and targets.

For more information, see our [TCFD Index](#).

SaaS Infrastructure

Our infrastructure runs through hyperscale public cloud providers who have sustainability goals we directly benefit from, including the following examples published by our providers. We monitor our cloud provider sustainability reporting and progress.

Example Published Sustainability Goals from Our Cloud Providers

Short term	Medium Term	Long Term
<ul style="list-style-type: none"> 100% renewable energy by 2025 	<ul style="list-style-type: none"> Net-zero emissions by 2030 Water positive by 2030 Zero-waste by 2030 24/7 clean energy by 2030 	<ul style="list-style-type: none"> Net carbon-zero by 2040 Power operations with 100% renewable energy by 2040

To better understand the environmental impact of our SaaS infrastructure, we actively monitor and analyze environmental data provided by our providers related to our cloud usage so we can make informed choices regarding resource allocation and drive efficiency improvements. We are currently implementing strategies internally to reduce our cloud computing footprint, such as the number of hosts we use, which in turn should reduce the impact of our data center usage.

Office and Employee Impact

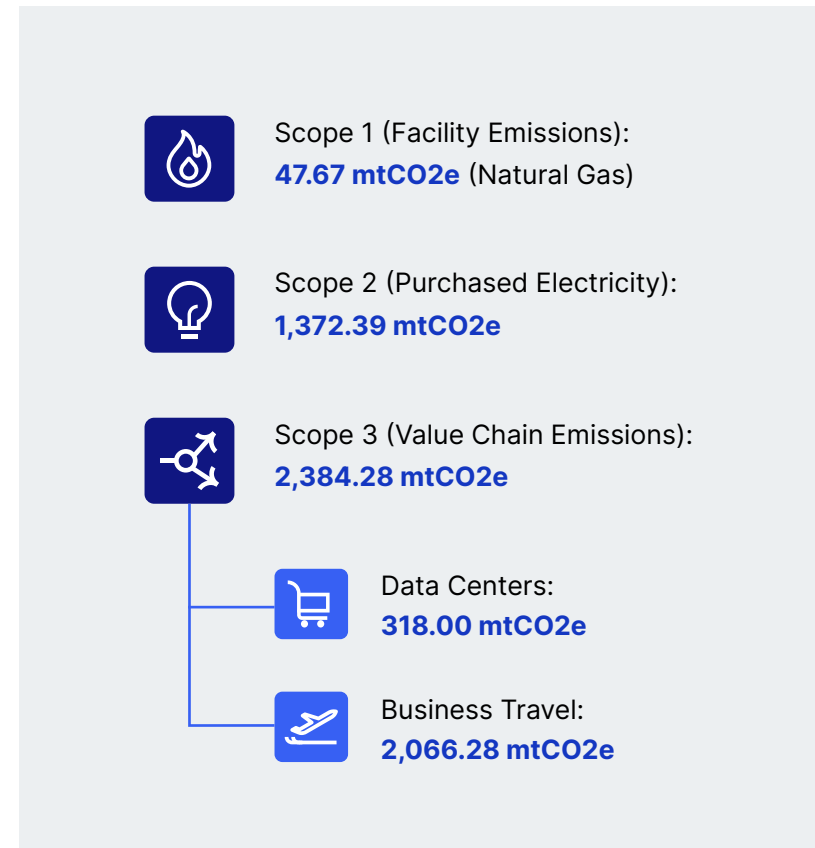
We are committed to reducing our physical footprint as part of a move towards a “digital first” workplace. Our corporate headquarters in Burlington earned LEED gold certification in February 2023.

7c. Greenhouse Gas Inventory

Everbridge is proud to announce the results of our first-ever greenhouse gas (GHG) emissions inventory. In 2023, we partnered with a third-party expert to conduct this comprehensive assessment. Our carbon footprint was calculated using a methodology aligned with the GHG Protocol, a widely recognized standard developed by the World Resources Institute and used by governments and businesses around the world.

This assessment for fiscal year 2023 (January 1, 2023 – December 31, 2023) calculated our GHG emissions, including those from our facilities and business operations (Scope 1 & 2 emissions) as well as relevant activities throughout our value chain (Scope 3 emissions). We used estimates where data gaps existed, and we expect to refine this analysis as our data collection processes mature in future reports, especially as it relates to expanding our measurement of Scope 3 categories.

In 2023, our initial assessment estimated our greenhouse gas (GHG) emissions footprint to be 3,804 metric tons of carbon dioxide equivalent (mtCO₂e). This breakdown details the sources of these emissions.



8. SASB Index

Everbridge is dedicated to conducting business in a responsible manner that considers the impact on its operations, customers, partners, and global communities. The disclosures provided below serve to illustrate Everbridge’s commitment to responsible business practices and reflect our alignment with the SASB Software and IT Services sector framework. We prioritize providing disclosures on the

metrics that are most relevant to our business. In this index, we refer to existing disclosures or respond directly to the metrics. However, we do not currently report on all metrics, and in some cases, we only have partial information available. We are committed to evaluating new developments and adapting our disclosures accordingly.

Code	Description	Response
Environmental Footprint of Hardware Infrastructure		
TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	<p>For fiscal year 2023 (January 1, 2023 – December 31, 2023), we calculated our greenhouse gas (GHG) emissions, including those from our facilities and business operations (Scope 1 & 2 emissions) as well as relevant activities throughout our value chain (Scope 3 emissions). We used estimates where data gaps existed, and we expect to refine this analysis as our data collection processes mature in future reports.</p> <p>In 2023, our initial assessment estimated our greenhouse gas (GHG) emissions footprint to be 3,804 metric tons of carbon dioxide equivalent (mtCO2e). This breakdown details the sources of these emissions:</p> <ul style="list-style-type: none"> • Scope 1: 47.67 mtCO2e (Natural Gas) • Scope 2: 1,372.39 mtCO2e • Scope 3 (Data Centers & Business Travel): 2,384.28 mtCO2e

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	Our sustainability assessment determined that while we recognize the importance of responsible water management, water consumption does not emerge as a priority area based on our specific operational context. We will continue to monitor material environmental impacts as necessary moving forward.
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	See our publication, Unlocking Climate Change Resilience Through Critical Event Management and Public Warning , for information on how environmental considerations are incorporated into our strategic planning for data center needs and operational resilience.
Data Privacy & Freedom of Expression		
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	As is true of most websites, we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We may link this data with other information we collect from users to improve our offered services, marketing, analytics, and site functionality. However, we anonymize the data we link so that users cannot be identified. Refer to our Privacy Notice for more information.
TC-SI-220a.2	Number of users whose information is used for secondary purposes	We work to maintain compliance with the CCPA and GDPR in publishing privacy policies, marketing materials and other statements, including such as compliance with certain certifications or self-regulatory principles, regarding data privacy and security. Refer to our Privacy & Security webpage or Trust Portal for more information.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Refer to Item 3 “Legal Proceedings” in our 2022 Annual Report on Form 10-K for material litigation and regulatory matters.

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	<p>Our company has established a standard protocol for handling requests from law enforcement agencies. We understand that privacy is a fundamental concern for our customers, and we are committed to striking a balance between safeguarding customer privacy and complying with law enforcement demands.</p> <p>More information can be found on our legal page.</p>
TC-SI-220a.5	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	<p>We disclose the following processing locations for our core services: https://www.everbridge.com/about/legal/everbridge-sub-processors/</p>
Data Security		
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	<p>Everbridge maintains a Trust Portal that can be accessed here with comprehensive information on our approach to data security risk, including our adherence to third-party cybersecurity standards.</p>
Recruiting & Managing a Global, Diverse & Skilled Workforce		
TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	<p>Everbridge mitigates potential risks (legal compliance with immigration laws and visa requirements, visa issues, and security concerns) of recruiting foreign nationals and/or offshore employees by conducting background checks on all potential employees and contractors, working with immigration attorneys to help navigate laws and regulations surrounding visas and work authorization requirements and monitoring visa expiration dates, and implementing security policies and protocols.</p>

TC-SI-330a.2	Employee engagement as a percentage	<p>Our annual survey was distributed in August 2023. We achieved a 71% participation rate in the annual survey. The survey results were shared with employees in a global All Hands call and via a series of department meetings & workshops.</p> <p>We have identified 2 global company-wide actions to address feedback and each department has a plan to address feedback at the department level.</p>
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	<p>Please refer to the “Social” section of our Sustainability Report for all of our public disclosed employee demographic data.</p> <p>We do not collect race/ethnicity data of employees outside of the US. The percentage listed is for US employees only. Technical staff includes all US employees under Architecture, Development, Corp IT, Security, Product Management, Quality & Release, and SaaS Ops.</p>
Intellectual Property Protection & Competitive Behavior		
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Refer to Item 3 “Legal Proceedings” in our 2022 Annual Report on Form 10-K for material litigation and regulatory matters.
Managing Systemic Risks from Technology Disruptions		
TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Please see the section titled “Risks Related to Cybersecurity and Reliability” in our 2022 Annual Report on Form 10-K for material risks we have identified surrounding performance, service disruptions and customer downtime.
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Please see the section titled “Risks Related to Cybersecurity and Reliability” in our 2022 Annual Report on Form 10-K for risks related to disruptions of operations.

9. TCFD Index

As part of Everbridge’s inaugural ESG Report, we have detailed our alignment to the Task Force on Climate-Related Financial Disclosures (TCFD). TCFD recommendations are organized into four pillars that allow for a consistent, standardized approach to analyzing climate-related risks and opportunities: (1) Governance, (2) Strategy, (3) Risk Management, and (4) Metrics and Targets. Everbridge’s TCFD

response represents our preliminary efforts towards implementing the recommendations of the TCFD. We anticipate building upon this disclosure in subsequent reporting cycles.

Recommended Disclosure	Everbridge Response
<p>Governance: Disclose the organization’s governance around climate-related risks and opportunities.</p>	<p>Everbridge’s Sustainability Steering Committee, comprised of members of executive and senior management, is responsible for program execution and continuous improvement of sustainability initiatives. The Sustainability Steering Committee meets regularly and discusses a wide range of ESG topics, which includes climate-related risks and opportunities that may materially affect Everbridge. This committee is sponsored by the Chief Legal and Compliance Officer.</p>
<p>Strategy: Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning where such information is material.</p>	<p>Risks: Everbridge conducted a sustainability materiality assessment in early 2023 to identify key non-financial material drivers for the company. Everbridge’s sustainability assessment is holistic in its approach, taking into account the perspectives of key internal and external stakeholders. Key topics assessed include environmental and climate-related topics.</p> <p>As a cloud-based software provider that does not manufacture products directly and that works only from rented office spaces, we carry a minimal carbon footprint. We are not exposed to environmental risks that are typical of industries such as manufacturing, oil and gas, or air transportation. Therefore, we focus our emissions disclosure and reduction strategies on the energy we use to run our Software as a Service (SaaS) infrastructure and our offices.</p>

	<p>Opportunities: Our core solutions assist customers in mitigating climate-related risks to their business and personnel by enhancing organizational resilience. Substantiating this belief, our customers have highlighted the positive impact of Everbridge on their resilience journeys within their own ESG & sustainability reports. We are encouraged by this success and equally committed to discovering new ways to contribute to our customers' ESG goals.</p> <p>For example, this past year, we launched a Climate Risk Assessment aimed at empowering our customers to navigate weather-related risks amidst climate change. These services merge climate scenario analysis with insights from our Best in Resilience practice, identifying future climate vulnerabilities and offering tailored recommendations to mitigate them. By adopting this data-driven approach, companies can make informed investment decisions, fortify their risk mitigation strategies, and confidently disclose their climate risk management processes. Ultimately, this contributes to a more resilient future and enhances their ESG performance.</p>
<p>Risk Management: Disclose how the organization identifies, assesses, and manages climate-related risks.</p>	<p>Everbridge routinely monitors climate risks, such as those related to changes in energy prices and physical consequences of climate change like droughts, rising sea levels, and increased storm severity. We utilize our proprietary technology to gather and analyze alerting trends, enabling us to identify the environmental risks that are most likely to impact our company.</p> <p>Furthermore, we have begun to implement risk management measures, such as climate risk assessments and mitigation plans over various time horizons.</p> <p>For more severe climate risk events, our Crisis Management Plan is initiated which facilitates more effective climate risk management leveraging the Crisis Management module within our proprietary CEM solution. This plan was enhanced by our business continuity team in 2023 – read more in the Governance section of our Sustainability Report.</p>

Metrics: Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.

Everbridge has completed our first gas (GHG) inventory, the results of which have enabled us to better understand the carbon footprint of our operations and value chain.

- **Scope 1 (Facility Emissions):** 47.67 mtCO₂e (Natural Gas)
- **Scope 2 (Purchased Electricity):** 1,372.39 mtCO₂e
- **Scope 3 (Value Chain Emissions):** 2,384.28 mtCO₂e
 - » Data Centers - 318.00 mtCO₂e
 - » Business Travel - 2,066.28 mtCO₂e



About Everbridge

Everbridge, Inc. (NASDAQ: EVBG) empowers enterprises and government organizations to anticipate, mitigate, respond to, and recover stronger from critical events. In today's unpredictable world, resilient organizations minimize impact to people and operations, absorb stress, and return to productivity faster when deploying critical event management (CEM) technology. Everbridge digitizes organizational resilience by combining intelligent automation with the industry's most comprehensive risk data to Keep People Safe and Organizations Running™.

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