



2023

ESG Report

Connected Transparency for a Better World



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A Letter From Our CEO



Michael Farlekas
President and CEO | e2open

In last year's report, I noted that e2open's most valuable contribution to the improvement of our world is our team and connected supply chain platform's proven ability to reduce the cost of goods, waste, and emissions for the thousands of clients we serve every day. As we issue our report for fiscal year 2023, we believe that is our most valuable contribution to the world. Nations and trading blocs have implemented or proposed new expectations for global businesses—expectations that require unprecedented levels of transparency and connectedness across supply chains. Many of the world's largest organizations, including our clients, have deepened their own voluntary commitments to improving their environmental and social impacts.

Although we believe the major disruptions of the Covid-19 pandemic are behind us, we have emerged as a world more aware than ever of how interconnected and interdependent we truly are. Geopolitical tension, uncertain economic conditions, and supply constraints continue to complicate business across the world. Data shows global emissions have not yet been curbed enough to avoid the worst impacts of climate change—impacts that gain more global awareness and urgency each year. And news reports this year have helped highlight the crucial role supply chains can play in the protection of human rights. We are proud to say many of our clients are leaders in sustainability and the protection of human rights, and it is a privilege to be with them on this journey.

This year, we continued to weave more environmental, social, and governance (ESG) principles into our platform, enhancing our clients' ability to meet their own high standards and those of regulators. These include capabilities to better understand the ESG policies, priorities, and performance of suppliers at any tier or stage. We worked on advancing solutions for traceability

to help ensure human rights are maintained at every stage of making, moving, and selling goods. This year, we strengthened our own policies to make our positions and expectations clearer to team members and suppliers. We also laid the groundwork for an initiative to gather broader information regarding the diversity of our own suppliers in order to provide transparency.

Yet there is still more to do. Supply chains have always been mission-critical, as have the technology and people that drive them. Now more than ever, supply chains are positioned at the point of greatest opportunity to safeguard access to crucial goods and services that enhance our quality of life, and to strengthen the network of ecosystems that allow us all to thrive. We are committed to playing our part as an enabler of this endeavor, and I am thrilled and grateful to work with the talented people of e2open, as well as with our clients, to move as one toward a sustainable future.

About This Report

Supply chains are an integral part of the sustainability puzzle, encompassing all materials and processes involved in making, moving, and selling goods and services. This report illustrates how we bring our purpose and vision for inclusive and responsible business to life. As our operating principles reflect, we are committed to clear and transparent ESG reporting. We continuously reassess the aspects of our business that are material to our stakeholders to provide greater levels of transparency. We have prepared this report in accordance with the Global Reporting Initiative (GRI) standard core option. We also used other recognized frameworks to inform the content of this report, including the Sustainability Accounting

Standards Board (SASB) standards for Software & Information Technology (IT) Services as highlighted in our SASB Index. We have noted areas of our business that correspond to United Nations Sustainable Development Goals (UN SDGs). We continue to integrate information into our SEC filings and investor communications. Details about e2open’s operations and financial statements are available on our [investor site](#), and additional information can be found on our company [ESG website](#), which includes our disclosures, policies, commitments, and data as appropriate. Future reports will be published annually following our fiscal year filings.

Scope and Boundaries

This report covers data and metrics for E2open Parent Holdings, Inc. (NYSE: ETWO), referred to as “e2open,” for its fiscal year 2023 (FY23) which encompasses March 1, 2022, through February 28, 2023, unless otherwise noted. The baseline year, when applicable, reflects FY22 reported data. Our FY23 report spans all e2open sites worldwide, including data centers, and presents relevant information as available. Greenhouse gas (GHG) calculations reflect best practices and align with GHG Protocol, the leading international standard for the segmentation and measurement of emissions. For areas in which data was limited or not available, we used modeling methodologies and described them in the relevant section.

Sustainable Development Goals

Given the central role supply chains play in global economic development, our role as a leading global supply chain technology company makes it incumbent on us to innovate toward achieving the UN SDGs. Our ESG strategy highlights alignment with several SDGs, and our reporting will continue to evolve to include specific metrics and progress where possible.



About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 420,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 13 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. **Moving as one.™**

Mission and Purpose

Our mission is to build the most comprehensive and capable end-to-end global supply chain software ecosystem combining networks, data, and applications to deliver enduring customer value.

Our purpose is to improve quality of life by enabling the most cost-effective and environmentally sound production and distribution of goods and services.

Mission and purpose are aspirational—it is everyday decisions that get us there. We uphold the following core operating principles and values as the foundation for achieving our mission and purpose.

Operating Principles

- Be Prepared
- Build Relationships on Trust and Respect
- Be Direct and Transparent
- Learn and Operate with Intensity
- Make and Meet Commitments Reliably
- Always Add Value
- Own the Results

Values

- Empathy
- Integrity
- Inclusion
- Collaboration
- Decisiveness
- Aspiration
- Innovation

e2open by the numbers

Revenue FY23

\$652M

Team members

4,000+

Network partners

420,000

Transactions annually

13 billion

Status

**ISO 27001
Certified**

ESG and Our Stakeholders

In an era where information can be sent across the world instantly—and physical packages almost as quickly—we all depend on the smooth flow of data and materials. Our interconnectedness has never been more tangible than it is now. We all share a responsibility to protect and enrich our planet and communities. Today, global, connected supply chains have the power to drive meaningful change and move as one toward collective action and a future that will improve the quality of lives across the world.

E2open solutions help create the connectedness and transparency needed to reduce the cost of goods, sustain thriving communities, and promote a healthy planet.

As an industry leader that provides the connected supply chain platform with the largest network, e2open is working collaboratively with our industry to improve the world. We help connect corporate goals to decision-ready data and enterprise technology solutions aligned with sustainability best practices, environmental stewardship, and socially responsible behaviors and governance. Individually, we all have the power to make impacts. Moving as one, however, we have enormous potential to help create and support resilient, safe, and more sustainable business across the world.

Materiality and Our Stakeholders

In early 2022, as part of our ongoing ESG journey, we worked with an independent third party to conduct a materiality assessment. This assessment evaluated 22 ESG topics and engaged key stakeholders to identify the areas that are most relevant and material to our business. These topics help inform the issues we report on, those we present to the board of directors, and how we prioritize action. Key stakeholders engaged in the assessment included management, team members, investors, clients, partners, peers, and industry groups. Based on the results of the materiality assessment, we have established priorities and initiatives (highlighted below) that create value for our stakeholders in the form of transparency and measurable results. To help ensure we continuously calibrate our disclosures and initiatives to meet stakeholder needs, we plan to assess the materiality of various ESG topics on a regular 2-3 year cadence.

We believe connecting and unifying global supply chains provides a route for transparency and meaningful change.

We believe that the world’s supply chains and the technology and people that drive them present an opportunity for e2open to play a leading role in helping to promote and support positive, lasting change in our communities and for the planet. The journey is not one that happens overnight, and change will be incremental. Through engaging our stakeholders and using our materiality assessment as a foundation, we’ve identified the following pillars and key priorities that align with our ESG focus areas: Platform, Planet, People, Policy. Some of these are focus areas for our own operations, and some are focus areas within our platform of supply chain technology solutions.

Key ESG Topics

 Environmental	 Social	 Governance
<ul style="list-style-type: none"> • Climate Change and GHG Emissions • Energy Efficiency and Renewables • Solid Waste/E-Waste • Environmental Impacts of Products and Services 	<ul style="list-style-type: none"> • Diversity, Equity, and Inclusion • Human Rights • Training and Education • Employee Health and Wellness • Social Impacts of Products and Services 	<ul style="list-style-type: none"> • Network and Data Security • Privacy

Key Pillars	Priorities/Initiatives	Alignment with UNSDGs
 <p>Platform</p>	<p>Leverage innovation and technology to enable world-class supply chain efficiencies that reduce emissions and waste, conserve natural resources such as water, and improve lifecycle management</p> <p>Respect and advocate for human rights in the supply chain</p> <p>Protect and secure data and infrastructure</p>	   
 <p>Planet</p>	<p>Minimize the impact of our own activities and supply chain with a focus on renewables, carbon emissions reduction and movement toward net zero, and reducing waste (specifically e-waste)</p> <p>Promote environmental stewardship through conservation of natural resources and organizational activities</p>	 
 <p>People</p>	<p>Champion diversity, equity, and inclusion through focused recruiting and retention efforts, team member resource groups, training, and awareness activities</p> <p>Build a culture that enables talented individuals to meet their full potential through training and development, team member recognition, and engagement</p> <p>Support and help communities thrive through philanthropy and volunteer activities</p>	   
 <p>Policy</p>	<p>Improve accountability and transparency</p> <p>Maintain high ethical standards at all times</p> <p>Integrate ESG elements into business strategy for continued growth</p>	



Platform: Transparency Required, Connectedness is Key

ESG performance has emerged as a key factor in the cost of capital and access to capital as the finance industry has placed significant pressure on corporations to measure, disclose, and improve their performance and mitigate risks. Regulatory pressure is another immediate driver for most companies' ESG-related disclosures, and that pressure grew significantly in FY23. New requirements and proposals related to the environmental and social impacts of companies' extended operations were introduced in North America as well as the European Union and elsewhere. Regulators placed particular emphasis on human rights abuses such as forced labor as well as environmental impacts from greenhouse gas emissions, including those in Scope 3. Though these rules differ in breadth and focus, all are pushing companies in the same direction—toward deep visibility, data gathering, and collaboration throughout their extended value chains. This focus on end-to-end transparency, connectedness, collaboration, and decision making throughout the supply chain is uniquely met by technology such as e2open's—a network to bring together trading partners for collaboration and data sharing in one place, and a platform that helps the world's biggest companies transform that data into actionable insights and execute decisions from end-to-end.

Regulations across the world are pushing companies in the same direction: toward broader connectedness, deeper transparency, and greater collaboration throughout their supply chains.

More Transparency to Combat Forced Labor

One of the most significant ESG-related laws implemented in FY23 is the Uyghur Forced Labor Prevention Act (UFLPA) in the United States. The act is, in essence, an import ban on any product made wholly or partially in the Xinjiang region of China, an area the US government has alleged human rights violations by the Chinese government against the Muslim minority Uyghur population. The UFLPA went into force in June 2022 with strict guidelines that took many companies off guard. Specifically, it shifts the burden of proof from US Customs and Border Protection (CBP) to companies themselves. It effectively redefines the concept of corporate due diligence, changing it from "reasonable care" to "proof positive." In practice, to fully meet the requirements laid out by CBP, companies must be prepared to produce broad and deep documentation, including:

- Documentation that they have adequate internal processes and systems in place to detect forced labor and correct or offboard any suppliers that are connected to it
- Documentation regarding the entire supply chain as far back as the raw materials, and proof of the chain of custody of all materials and components connected to specific shipments—a step that explicitly requires mapping of all tiers of the supply chain
- Documentation about the social policies and practices of all suppliers, such as whether all workers are paid
- Documentation that all suppliers and trading partners connected to the import have been screened to ensure none are on the list of entities explicitly banned under the UFLPA



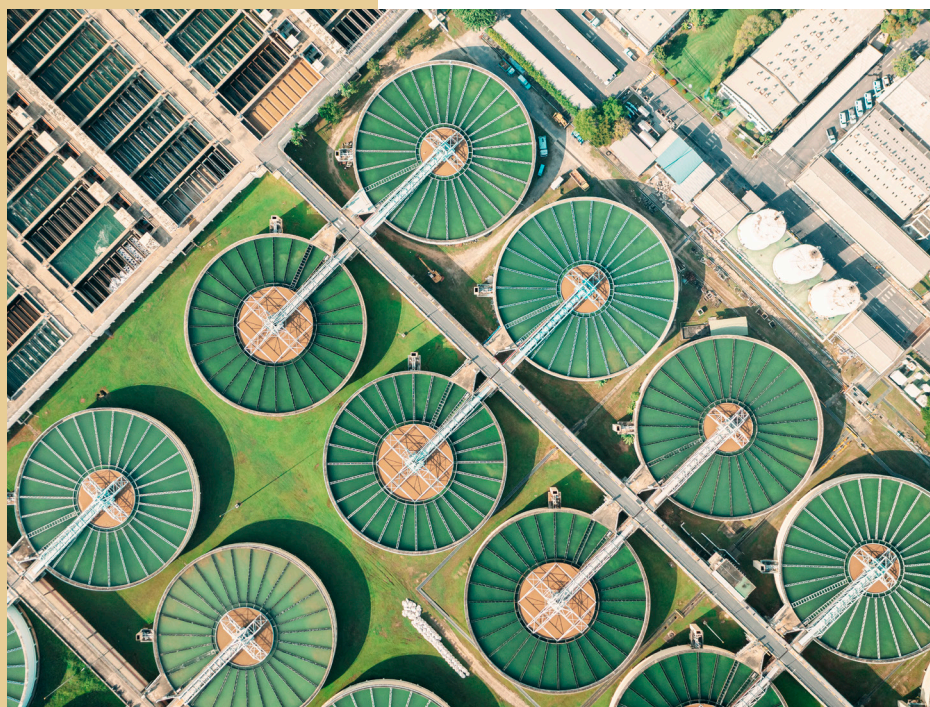
Notably, the UFLPA does not ask for generic supply chain information gathering. Rather, it envisions very deep, granular data gathering and collaboration with all suppliers and the ability to tie specific suppliers to specific import shipments. In a business environment in which many companies cannot even identify their indirect suppliers, the UFLPA treats unknowns as unacceptable for companies seeking access to US markets.

In late 2022, the European Union proposed a similar import ban to combat forced labor. The proposal would build upon the principles of the UFLPA and expand the scope to any product made anywhere in the world, not just in Xinjiang. It would also create a data-sharing apparatus among EU member states in an effort to ensure the world's largest single market is one into which products connected to forced labor cannot enter.

More Transparency to Manage Risks and Environmental Impact

In response to pressure from the investment community, the US Securities and Exchange Commission (SEC) indicated in late 2021 they were considering a requirement that companies disclose aspects of their greenhouse gas emissions. Initial reports mentioned that companies might have to disclose emissions that were material to their business. In the minds of many, this would create a de facto Scope 3 disclosure requirement. Throughout 2022 and into 2023, the SEC has been accepting feedback and refining the idea. A formal guideline was not announced during our FY23 but is expected imminently. If adopted, the Scope 3 disclosure requirements would mirror the proposed requirements in the EU that corporate leaders have already been preparing to be phased in under the Corporate Sustainability Reporting Directive (CSRD).

In early 2023, a group of California state senators introduced a proposal, called Climate Corporate Data Accountability Act, which would require broad emissions disclosures. The act would require any company that operates in California and generates more than \$1 billion in annual revenue to disclose their emissions, including those in Scope 3. If approved, these requirements would apply to around 5,400 companies. One significant element of the California proposal is that it would include privately held companies, so its impact could be broader than the proposed SEC requirements. Due to California's status as the world's fifth-largest economy in terms of GDP, these disclosure requirements could have enormous implications.





Platform to Enable Connectedness and Transparency

Across the world, the regulatory trajectory is arcing toward new levels of disclosure and mitigation of ESG risks and impacts within supply chains. By far, these regulations place the most weight on GHG emissions and human rights issues such as forced labor, though other topics such as water use, deforestation, and circularity of materials have also been scrutinized in FY23.

Many of the world's biggest companies have already committed to making voluntary disclosures regarding aspects of their risks and impacts and are developing plans to measure and reduce their impacts in a data-driven way. According to a [report released by The Conference Board](#) in November 2022, 73% of S&P 500 companies tied executive compensation to ESG performance the previous year (up from 66% the year before that). Remarkably, the number that specifically held executives responsible for greenhouse gas emissions goals nearly doubled—approximately one-fifth of these companies now incentivize executives partially on the basis of emissions. This data reveals that ESG and sustainability performance continue to grow as mainstream corporate priorities with decision makers and budgets tied to them.

One of the barriers to the achievement of ESG goals is the opaque nature of complex supply chains, with many tiers of supply and varying levels of technical sophistication. Factors like this make it challenging to orchestrate the activities and data involved in making, moving, and selling products. Enabling deep supply chain network building, collaboration, and data gathering requires integrated technology that spans business processes and tiers of supply, transportation, and distribution. Our technology serves as a way to facilitate this work and presents a wealth of opportunities for making incremental improvements toward a future free from supply chain-related human rights violations and harmful environmental impacts.

The work is broader than simply controlling corporate risk and liability. Sustainable practices help companies capture market share and drive growth. They provide new opportunities as products are redesigned around sustainable materials, and circular business models with “as-a-service” elements transform global economies from the bottom up and the top down. Interactions between makers and buyers will move from transactional to relational, with ongoing touchpoints as consumers become suppliers in the circular economy.

A Connected Architecture to Enable Collaboration

Our unique vision for helping clients achieve ESG and sustainability goals starts with a supply chain business network that spans the end-to-end value chain. These connections provide companies with a means to directly collaborate with all their ecosystem partners—no matter what tier, region, or level of technical sophistication. The connected supply chain offers the power to take individual decisions and actions and expand them to any scope and scale. This breadth of connectedness is noteworthy because the inherent disconnectedness and lack of visibility into sub-tiers within supply chains are often cited as obstacles and risks for many organizations. A supply chain with a network at the core reduces these obstacles. In addition, centralized data collection, aligned decision making, and orchestrated processes across sub-tier partners have the potential to improve efficiency, collaboration, data sharing, and record-keeping, which are becoming essential tools for organizations to reliably track and report ESG-related risks and impacts. With an eye on the future, e2open combines end-to-end solutions with a network that elevates what is possible as it relates to climate, social responsibility, and so much more.





Embedded Sustainability to Drive Positive Outcomes

Once organizations connect to ecosystem partners to source, make, move, and sell products, two-way communication and information sharing are critical to business success. Supply chains are extraordinarily complex, with tens of thousands of interdependent, time-sensitive decisions being made daily. Historically, companies have organized their supply chains to balance two things: cost and service. As companies work toward balancing optimal levels of cost and service, sustainability has emerged as the third factor. This is why we believe sustainability must be an important component of applications and workflows that manage these business processes. Over time, each action is then exponentially perpetuated through the supply chain, creating win-win scenarios for companies, our communities, and our planet.

Since most emissions arise through the supply chain, tools to measure and reduce them will be key to these organizational goals. Many of these same tools are key to human rights-focused ESG regulations that rely on end-to-end supplier mapping and collaboration, placing supply chain management squarely in the void between companies and the achievement of their financial, reputational, geopolitical, economic, social, and climate goals. We are committed to developing technology and global business architecture that helps drive these changes for a better world.



Connected Transportation to Help Business and the Planet

As just one example of how we are leveraging the power of a connected platform to help reduce waste and make supply chains more sustainable, we offer our clients network-based tools to reduce the empty miles they travel when distributing goods. Here's how it works: ocean carriers typically own the containers that shippers lease to move inventory around and get goods to market. Truckers carry these containers from port to their destination, where the products are unloaded from the container.

In a disconnected world...

... the trucker then must carry the empty container back to port. At the same time, a different shipper located just a few miles from where the trucker unloaded the first load must have an empty container brought to them from port to be loaded. This disconnected scenario creates two empty hauls, higher costs for shippers, and lower return on assets for ocean carriers and truckers alike. It also dramatically increases the fuel and emissions required to keep economies moving and reduces port efficiency as operators must move and store empty containers unnecessarily.

In a connected world...

... with shippers, truckers, and carriers working together on one collaboration platform, truckers can make one outbound trip from port, unload, then travel a short distance to where a shipper is ready to load the empty container. The truck can then return to port fully loaded with a shipment for export. We've built the connectedness and technology to enable these parties, whose business processes are interdependent, to operate in a more sustainable, faster, and more cost-effective way. In 2022, we began inviting drivers to provide data regarding the number of empty hauls that were avoided through this improved collaboration. In FY23 alone, we estimate that more than 1.83 million empty trips have been prevented.



Planet



Planet

We all have a responsibility to protect and enrich our planet together. As the engines of business, supply chains play an outsized role in this activity. E2open is doing our part by driving sustainability through every aspect of our business while providing a connected software platform that helps companies enhance visibility, sustainability, and resiliency through their global supply chains. It's action today for a better tomorrow.



Sustainability at e2open

We adhere to the classic understanding of sustainable business laid out by the **United Nations**: “meeting the needs of the present without compromising the ability of future generations to meet their own needs.” In many ways, this tension between short-term and long-term visioning reflects the continual balancing act supply chains perform. Technology enables progress, and with the rapid acceleration of climate change in recent years, we recognize that it is important to understand our environmental impacts, though comparatively minor, and make balanced decisions to reduce them. Due to the nature of our business, our environmental impact is minor and not material. However, to provide greater transparency, we’ve chosen to disclose aspects of our impact. We will continue to look for ways to reduce it even further in proportion to our operations. Our focus remains on our corporate purpose: improving quality of life by enabling the most cost-effective and environmentally sound production and distribution of goods and services.

Sustainability Policy and Climate Risk

For many, climate change is already a felt reality. We believe it is our responsibility to contribute to the efforts to mitigate the effects of climate change. By identifying smart ways to reduce our footprint and help our clients to do the same, adhering to compliance and regulatory requirements worldwide, and adopting a responsible environmental approach that applies throughout our value chain, we are doing our part.

E2open strives to identify and manage environmental impacts in all areas of our business. This effort includes climate change considerations as part of our ongoing risk management process as well as evaluation criteria for our offices and data centers. As we embed environmental stewardship into our business practices, it is an ongoing journey. As such, we are working to evaluate and set targets and goals for the future. Our **Sustainability and Climate Change Policy**, which applies to e2open and all our businesses and subsidiaries worldwide, as well as our suppliers and vendors, affirms our commitment to sustainability and the mitigation of climate change impacts in our operations and through our solutions.

Sustainable Procurement and Supplier Diversity

Our operations and procurement decisions impact environmental and social conditions in our industry and across the global supply chain. We are proud to conduct business in an ethical and transparent manner and in accordance with all applicable legal obligations. To support this, e2open conducts a robust and comprehensive

compliance evaluation of new e2open suppliers and vendors that includes record-keeping accuracy, anti-corruption and ethical practices, data privacy, conflicts of interest, human rights and fair labor practices, and other requirements and standards. E2open performs supplier/vendor attestations based on risk, with a keen focus on data and information security practices to help ensure compliance.

Just as diversity is important within our own workforce, we view it as an important aspect of our supplier relationships as well. In addition to our supplier management policies and best practices, there are opportunities to improve supplier diversity. In early 2022, as part of our onboarding, we began to ask new suppliers for diversity status, which includes these categories: women-, Native American-, veteran-, LGBTQ-, and minority-owned businesses, as well as disadvantaged business enterprises. Currently, we are collecting this information for US-based, non-public suppliers. Beginning in 2023, we will expand this information gathering across all US-based, non-public suppliers during the requalification process, which is typically done on an annual basis. We also plan to begin gathering diversity information from our international suppliers by asking if they are a woman-owned business. This information will help us understand and work to improve the diversity within our supplier base.

We also have policies related to our suppliers to help ensure alignment and compliance with the updated sustainability best practices in our Ethics and Conduct Policy for e2open Suppliers. All new suppliers are required to sign or comply with an equivalent code of their own and demonstrate that the practices and principles are flowed down throughout their own supply chain.



Energy and Greenhouse Gas (GHG) Emissions

Our energy and emissions sources consist of data centers (cloud and co-location), our offices, team member commuting, and corporate purchasing activities. While energy and emissions from our global offices are not material, we continue to understand and minimize impacts as we partner with property owners and management in our leased facilities to encourage and implement best practices. These include energy-saving lighting, efficient heating and air conditioning systems, water conservation, waste, and other sustainable measures. Many of our leased office buildings meet rigorous green building standards and designations for operational efficiency, including Leadership in Energy and Environmental Design (LEED), Indian Green Building Council (IGBC), and other reputable certifications. This, along with commute distance, access to transit, and available talent are all considerations for our offices. We utilize a combination of data centers and cloud-based systems to host our software. A number of considerations determine the locations and arrangements for our data centers, including geography, climate, technical competence, telecommunication access, power diversity, and talent. In FY23, we continued to optimize our data center space, offering software hosted via co-location facilities, public cloud, and the remainder being client-hosted by choice. Utilizing cloud-based solutions allows us to quickly scale and deploy software and adapt to dynamic business conditions. As such, data processing capacity varies.

Energy

Offices

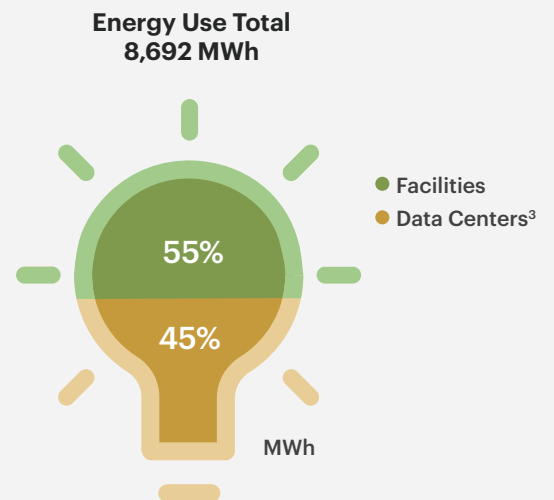
At the end of FY23, we operated 26 offices worldwide, which is a decrease of 27% over the prior year as we rationalized our footprint. Some of our leased facilities were underutilized during the fiscal year, and some we only retained for the first few months. Despite that, we have still included those facilities in our data modeling for the months they were leased to us. Our reported global energy consumption data covers available raw data from eight of our key locations, leased by e2open, which accounts for more than half of our total office footprint. This data was calculated utilizing best practices, normalized, and applied across the organization. As we progress in our ESG journey, our data sets and depth of data availability will continue to improve. Energy consumption in our leased facilities is approximately 4,784 MWh (17,224 GJ). Most energy is derived from electricity from the grid, with some levels of energy utilizing natural gas and diesel fuels. Availability and utilization of renewable energy varies by location and utility provider.

Data Centers

With more than 1600¹ solution instances of e2open software and operational needs in FY23, our data centers used approximately 3,907 MWh (14,066 GJ) of energy. This data utilizes available co-location data center energy. One of our providers, Equinix, represents a significant portion of our co-location data center energy utilization, of which 100% is certified as renewable. Energy data for public cloud was not included but is discussed and covered as part of our Scope 3 data in the section on GHG emissions. Our total energy for facilities and included data centers is 8,692 MWh (31,290 GJ)² as summarized below.



E2open Bangalore office



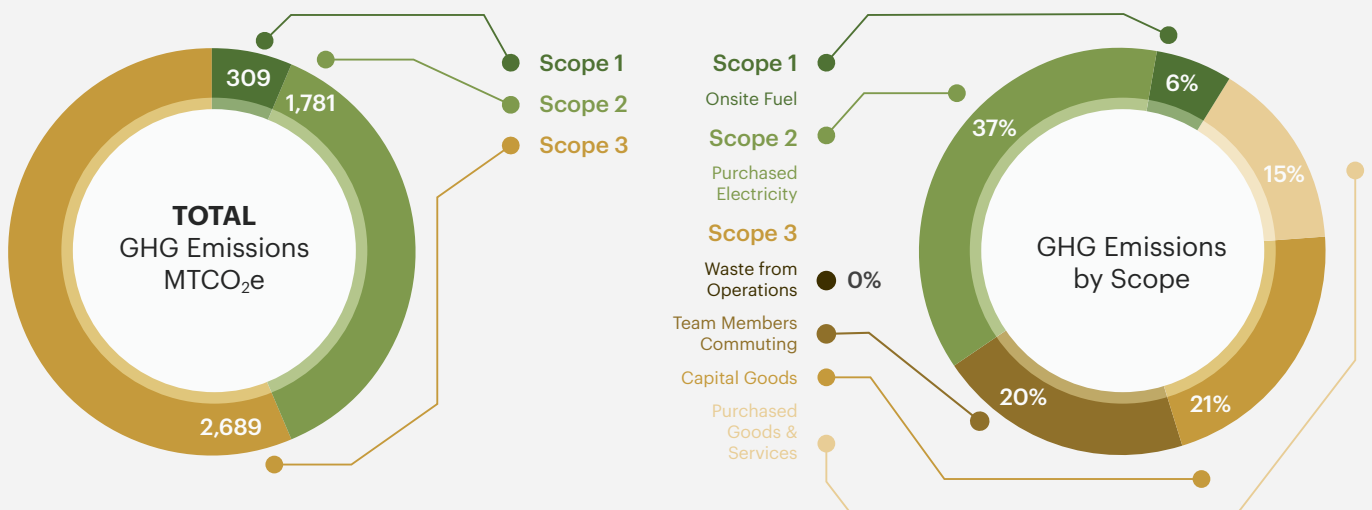
¹ This number does not include BluJay or Logistyx.
² MWh sum for data centers and facilities is higher due to rounding.
³ Co-location data centers



GHG Emissions

Starting in FY21, e2open began calculating GHG values for the company that covered Scope 1 and Scope 2 emissions collectively, with limited data availability. We have since evolved this approach using raw data obtained for the following categories: onsite fuel consumption (Scope 1), purchased electricity (Scope 2), purchased goods and services (Scope 3), capital goods (Scope 3), waste generated in operations (Scope 3), and team member commuting (Scope 3). Since FY21 data was fully modeled and FY22 information is based on raw data (though it includes some modeling), we will use FY22 as the benchmark year moving forward unless otherwise specified. Calculations for emissions included aggregated raw data for fuel and purchased electricity at representative office locations, cost and quantities of goods, e-waste certificates, and supporting raw data. The data was normalized by modeling it using best practices accepted as part of the GHG protocol. For FY23, e2open’s total calculated GHG emissions from all scopes is 4,779 MT CO₂e, and our GHG Intensity is approximately 1 MT CO₂e per full-time employee. This includes Scope 1, Scope 2, and several Scope 3 categories. Scope 3 emissions account for approximately 56% of our overall reported emissions. Categories included in our Scope 3 calculations for this report include purchased goods and services, capital goods, team member commuting, and waste generated from operations. To calculate Scope 3 emissions for purchased goods and services along with capital goods, we used GHG Protocol best practices for estimating emissions based on spend, purchased categories, and quantities. Scope 3 data also includes emissions data provided by public cloud providers. Employee commuting is estimated based on Quantis calculations and headcount for the fiscal period as well as real data gathered throughout the year showing how often employees came to the office instead of working remotely. For Scope 3 waste generated from operations, we measured e-waste, which is a key component of our operations and data centers. More details on waste can be found on the following page. Related emissions from this is 0 MT CO₂e as decommissioned data centers and associated waste is 100% recycled and certified as such for compliance. Our distribution of offices and team members scales in relation to the business. Our methodology continues to evolve with data availability and granularity and as we work to make it more representative of our unique business. We will continue to evaluate and incorporate direct data from more of our facilities as feasible and address additional material Scope 3 categories to improve data and reporting in the future.

GHG Emissions for e2open



Emissions data for representative public cloud data centers with Azure and AWS is included in Scope 3 reporting. Percentages do not equal 100% due to rounding.



Water

We recognize that water usage and sourcing are important aspects of corporate responsibility. More and more people across the world are experiencing water insecurity. Water consumption in our leased office spaces is typical of daily consumption for similar office spaces and not material to our operation. We will continue to partner with our property owners to work on conservation measures and provide training for team members to help preserve this important natural resource. During the FY23 reporting period, we collected water usage data from facilities where it was available and modeled it across the operation. Utilizing a combination of raw and modeled data we calculated the water consumption as part of our facilities to be approximately 2,265 cubic meters.

Waste and E-Waste

Our goal is to divert waste from landfills by reusing or recycling whenever possible. Our routine operations generate modest amounts of ancillary waste, primarily from typical operations in an office setting. Our headquarters building in Austin, Texas, recycled 1.13 tons of office waste in FY23, and our Davenport office recycled .75 tons. Combined, this represents the equivalent of saving 35 trees. Every office is equipped with recycling bins and recycled shredding containers for use by team members and visitors. A major source of waste is the debris generated by the refurbishment of our office spaces. To minimize that waste, we not only work to reuse materials, but also have built relationships to facilitate the donation or reuse of materials where possible in the community. Debris and other waste are disposed of in accordance with industry standards and applicable laws and regulations. In addition, our operations do not generate significant or material amounts of hazardous waste. We place a priority on reusing electronics internally, and we aim to divert electronics and hardware away from landfills by reusing or recycling these materials. However, when our office electronics, telecommunications equipment, and other hardware reach the end of their lifecycles, we have procedures in place for disposal that are safe, secure, and socially responsible. In the reporting period, we recycled 100% of the e-waste that was part of the decommissioning activities of data centers. This e-waste includes telecommunication equipment.



People



People

E2open's team members are the heart of the company. Our diverse and inclusive work environment supports ingenuity and creative problem-solving focused on doing what's right in business, in our communities, and for our planet.

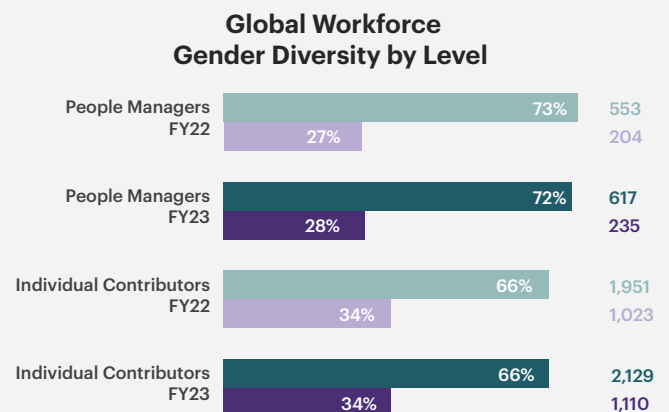
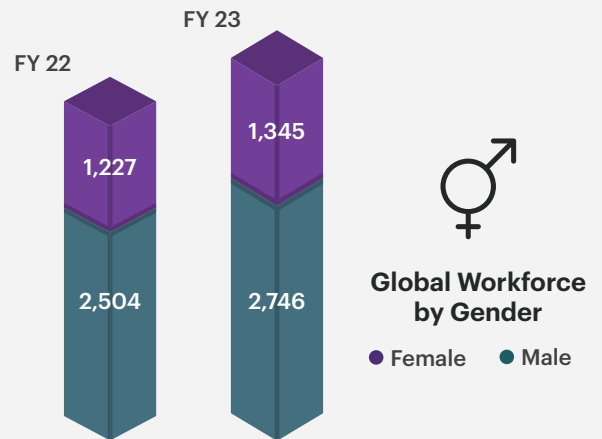
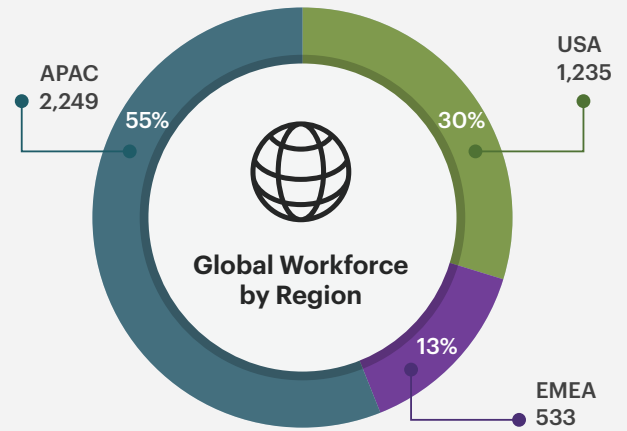


Global Workforce Demographics

We believe that our common strength builds upon and includes all our individual differences. That’s why we’re working to promote a culture of transparency, inclusivity, and trust. It’s one where the diversity in our teams reflects the range of experiences, backgrounds, and perspectives that helps us discover new ways of working and fuels innovation. We want team members to know that, for anything they aspire to be, their ambition lives here. Our strategic approach to talent includes:

- Fostering an environment that delivers enriching team member experiences and empowering team members to have a voice and achieve their greatest potential
- Enhancing workforce planning and talent capability
- Hiring and retaining team members committed to delivering excellence to our clients and each other

Our global workforce increased 9% in FY23 compared to FY22, attributed to normal organic growth of the business. As shown in the figure on this page (Global Workforce by Region), more than half of our team members (55%) are located in the APAC region, approximately 30% are located in North America, and the remainder are in EMEA. This does not include independent contractors. E2open’s total number of employees grew in each region in FY23. In terms of the diversity of our team members, global gender diversity remained flat at 33% year over year, however our gender diversity for people managers increased slightly year over year, with females comprising 28% of people managers. Diversity among individual contributors stayed flat at 34% female. Our global workforce is comprised of mostly full-time team members (98%).



Note: Global workforce numbers shown above do not include contractors.



Culture

Our team is made up of talented individuals who are the backbone of our success. Whether team members are remote working or working from one of dozens of offices located in North America, EMEA, and APAC, we strive to create a fun, spirited environment that rewards innovation and collaboration at all levels. At the center of our organization are our operating principles and values, which were created to not only shape our culture and how we treat each other, but also to support our team members in delivering the best possible solutions to our clients. The evolution of our culture is a vital component of our overall business strategy; as we grow, our culture grows along with it.

Team Member Engagement

An integral part of our culture and our success, team member engagement drives performance. It is important to make sure our team members are kept up to date on global initiatives. In FY23, we conducted seven all-hands meetings with an average attendance rate of 69%. These meetings shared cross-departmental updates and companywide announcements and opened up an ongoing dialogue for questions and answers. E2open team members find these meetings to be a useful source of information and engagement. To further support engagement, we continue to promote our internal social platform, Yammer, to connect our worldwide team. This platform allows team members to connect on personal and professional topics, knowledge-share, and engage with leaders and colleagues. During FY23, we grew participation on the platform by 40%.

We use a framework called e2-Connect to encourage continual, open, and interactive communication between team members and their managers, allowing individual needs to be recognized and met and company goals to be supported. This allows each team member and manager to establish a professional development plan that facilitates personal team member growth while advancing our strategy. In FY23, approximately 98% of team members and managers participated in performance review and goal setting sessions through e2-Connect—a significant increase from 75% participation the prior year.

To strengthen connections among our team members, we continued to grow our internal social media platform usage, this year by 40%.

In FY23, we launched several new initiatives aimed at employee engagement. First, we created an internal communications department to begin developing even more robust engagement and transparency among our workforce. We launched a new employee resource group, called e2Unite, to promote engagement for remote workers. We also conducted an all-employee survey to gauge various aspects of employee sentiment. 78% of team members took the survey and results showed e2open enjoys an employer net promoter score (eNPS) of 16, which is considered good. Finally, we launched a program called e2immersion. E2immersion is typically held every two months for new hires and provides detail on e2open's values, mission, and history and allows them an opportunity to hear from various department heads about what each team at e2open does to help give each team member a successful start to their career with us.





Team Member Innovation at e2open

To foster innovation at the company, we host our annual e2opennovation contest. Through this competition, we encourage team members—individually or in teams—to develop innovative, useful, cost-saving, and cutting-edge solutions and concepts that will benefit clients, the company, and/or fellow team members. This global competition is open to everyone and not only allows our teams to showcase their talents, but also exemplifies our drive to create value for our clients. The contest begins at the beginning of each calendar year, and the results of FY23’s contest are not yet finalized. This year’s competition, which began in early 2023, included two categories:



Move the Needle: Innovation that advances our three-year strategic goals



Hidden Gems: Innovation that showcases work over the past year that elevates e2open and our clients

A total of 54 ideas were submitted in FY23. One interesting aspect of the contest this year is that teams can form around ideas, not just pre-existing relationships. Team members across the world from one another can join innovation teams based on topics that interest them and begin collaborating with colleagues in other departments whom they may never have met before. This brings together the individual passions and knowledge bases of our diverse workforce to develop ideas that are good for business and good for the world.

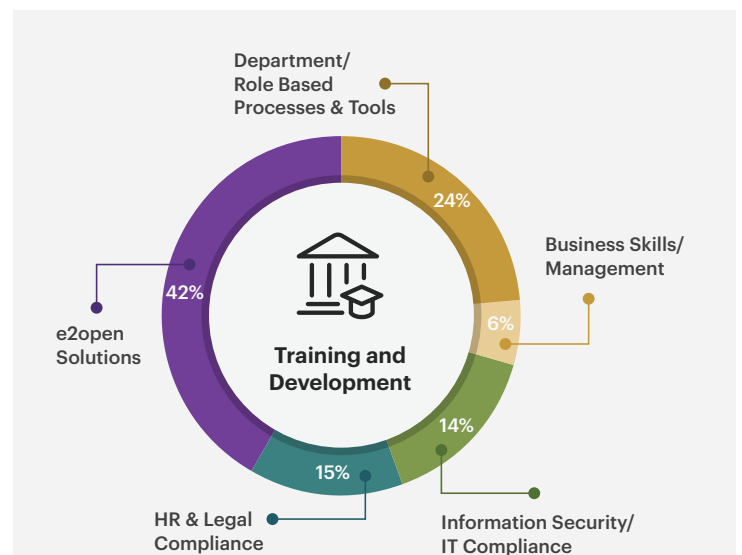
This year, our innovation contest was designed so that team members from across the world could find others with similar ideas and develop them together.

Training and Development

We recognize the training and development of our team members as the keystone to our success and long-term growth. We endeavor to make sure that every team member’s experience with learning is increasingly meaningful, personalized, and productive.

We manage the entire learning cycle with our state-of-the-art learning hub, e2open University. Our emphasis on onboarding, role-based training, and career development is underpinned by the careful curation of training content and role-based enrollments to position every team member for success from day one. Our learning hub helps us understand how we’re progressing, how team members are interacting with the content, the amount of time spent in courses, course ratings, and many other data points. We iterate on our e2open University learning framework on a quarterly basis to enhance the user experience and provide value for our team members. This year we grew our training library by nearly 50% to include more than 1,100 titles, with training delivered as on-demand e-learning, instructor-led classroom, and online instructor-led. Just over half are courses that focus on e2open solutions. We’re also creating content specific to roles, departmental processes, departmental tools, and business skills. Our manager and leadership training is available immediately for team members hired into people-leader roles and/or upon promotion into a people-leader role. All team members are required to complete annual or semi-annual compliance

training that includes sexual harassment, discrimination, bystander intervention, diversity and inclusion, cyber security awareness, data security, phishing attack identification, and additional legal compliance topics. In FY23, team members participated in 128,246 hours of training, an average of 31 hours per team member annually. This is an increase of around 29% year over year.



Percentage of total training hours spent per category.



Team member well-being and benefits

As our work culture evolves, we transform with it. Our goal is not only to meet the current needs of our team members but also to anticipate and provide for their future needs. Along with offering flexible work options, we invest in our team members' health and wellness because we know that our people are our greatest asset. Our competitive Total Rewards philosophy includes the following for most team members:



1 FIXED BASE PAY

2 GENEROUS PAID TIME OFF

3 VARIABLE INCENTIVE PLAN AND EQUITY

4 PENSION PLANS/401K

5 PAY FOR PERFORMANCE

6 TRAINING AND CAREER DEVELOPMENT

7 HEALTH BENEFITS

8 NO MEETINGS FRIDAY AFTERNOONS

9 PAID PARENTAL LEAVE

10 WELLNESS BENEFITS (TEAM MEMBER ASSISTANCE PROGRAM)

11 TEAM MEMBER REFERRAL BONUS PROGRAM

12 FLEXIBLE WORK OPTIONS

Safety, Health, and Environment

The health and safety of our team members is of the utmost importance to us. We adhere to leading health and safety standards throughout our offices. In FY23, with the significant disruptions of the pandemic behind us, we began to invite employees back to an office setting for in-person collaboration. We have a global Safety Committee which meets on a regular basis to monitor global health and safety issues and provide guidance.

Human Rights

Our [Human Rights Statement](#) reflects our dedication to the preservation of basic rights and human dignity in our workplace. This includes strictly prohibiting behaviors such as forced labor, human trafficking, and modern slavery. Through our [Supplier Code of Conduct](#), we flow down these principles to our supplier network. Moreover, as a supply chain software company, we help our clients recognize and preserve human rights within the supply chain through the solutions we offer.

Diversity, Equity, and Inclusion

We pursue diversity, equity, and inclusion (DEI) at all levels in our workforce. We are committed to honoring each unique voice, and we provide an open and inclusive environment that welcomes the diversity of individuals, thoughts, and ideas. Inclusion is one of e2open's values and is central to our corporate identity. Our operating principles include an emphasis on continuous learning, which indicates the open-mindedness and curiosity that are core to what we value as a company. Collaboration among team members with varied experiences and perspectives generates engagement, innovation, and deeper insights that lead to excellence for our team members, our clients, and the communities we serve. Given our leading role within the technology space, we understand that we have a responsibility to progress in all aspects of diversity. Diversity, equity, and inclusion are critical to success, and we will continue to work to support diverse representation across our entire organization.



E2open Women’s Inclusion Network (e2WIN)

In FY23, we continued to champion diversity in the workplace with the e2open Women’s Inclusion Network (e2WIN), which was launched the previous year. The mission of e2WIN is to create a gender-equal community that inspires and empowers everyone and helps build a more equal and inclusive workplace. It is open to anyone, no matter their gender identity.

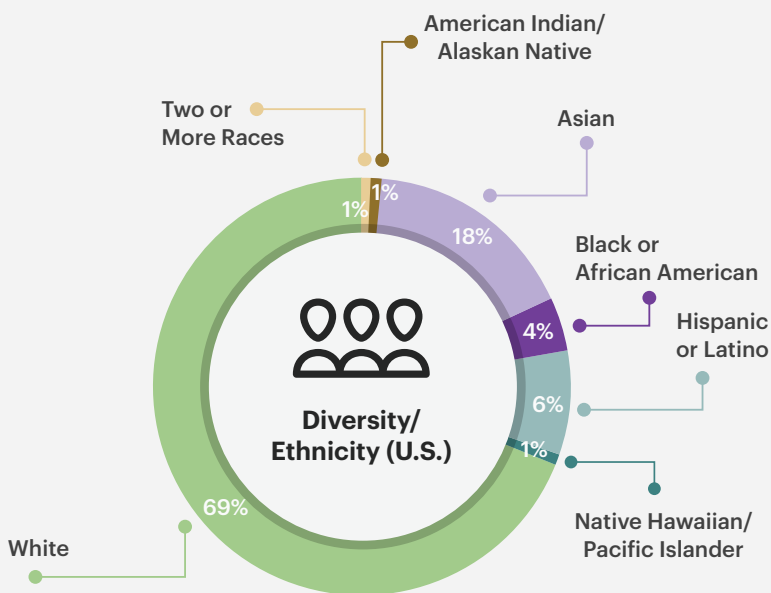
The objectives of e2WIN are to:

- Provide unparalleled support to propel professional development at e2open
- Allow more opportunities for our team members to connect with each other to grow their support network
- Increase attraction, retention, and promotion of women at e2open



Diversity in Ethnicity

We operate globally, and approximately 70% of our workforce is located outside the United States, primarily in the Asia-Pacific region. Due to legal and other barriers, it is not always feasible to obtain diversity statistics from these countries. However, the chart below shows ethnic diversity demographics for our US-based workforce.





Community

We want our team members to feel empowered and to take pride in e2open by supporting efforts to give back to the communities where we live and work. We recognize the weight of the social, economic, and environmental challenges faced by our communities, and we are committed to helping solve them through a long-term contribution of our time, skills, and resources. This year, our teams found new ways to give back. We are proud of the volunteer and charitable contributions of our team members around the world. The following highlights some of these efforts.

Community Outreach and Betterment



American Red Cross

Working Toward Earthquake Relief in Turkey

Our hearts went out to the many impacted by the powerful earthquakes that affected Turkey and Syria in February 2023. E2open employees donated funds for relief, and e2open matched those contributions in addition to making a contribution through the Red Cross.

THE **JOY OF SOX**



Providing Socks to the Unhoused

When the cool autumn weather arrived, e2open employees in the United States participated in a sock drive through [The Joy of Sox](#), an organization whose mission is to provide socks to unhoused individuals across the country. Collectively, US-based offices were able to provide nearly 400 pairs of socks.



water for people
EVERYONE • FOREVER

Safeguarding Water and Hygiene Access

During our ESG survey in FY23, our stakeholders expressed a desire for e2open to be involved in causes that support human services and health and wellness. Just like food, shelter, and clothing, water is essential for thriving communities. E2open and our employees donated nearly \$15,000 to [Water for People](#) during our annual giving campaign.



Bread for Those Less Fortunate

In September 2022, team members in Hong Kong joined a volunteer service named **Bread Runner**. They collected surplus bread from a bakery at night near closing time and delivered it to the organizer’s collection point to be distributed to those less fortunate.

Sharing Smiles in India

The India corporate social responsibility (CSR) committee conducted a “Share a Smile” donation drive across all India locations in October 2022. The idea was to drive this initiative before Diwali, which is known as the festival of lights, in order to share happiness with less fortunate children. Our employees made significant donations, and some volunteered to spend time personally connecting with the kids.



Providing Home-Cooked Meals in New Zealand

Our team in Christchurch, New Zealand volunteered to prepare a home-cooked meal for visitors to the city’s Ronald McDonald House, which exists as a place for families to stay when traveling for children’s medical treatment. This human touch helps provide a sense of normalcy for families during difficult times. The team also made a donation to the Cancer Foundation for Daffodil Day in New Zealand.





Policy



Policy

Our governance structures, policies, and processes serve team member, client, and community needs. They're also designed to promote a culture of accountability and ethical conduct across our company while supporting our commitment to address global challenges through our core business.



Governance

We're committed to the highest standards of integrity in everything we do. We view good governance as essential to creating and preserving value for our shareholders and other stakeholders. Not only is e2open accountable, but we also hold our suppliers, partners, and vendors to the same high standards. We worked to maintain these standards in FY23 as laid out below.

Board of Directors

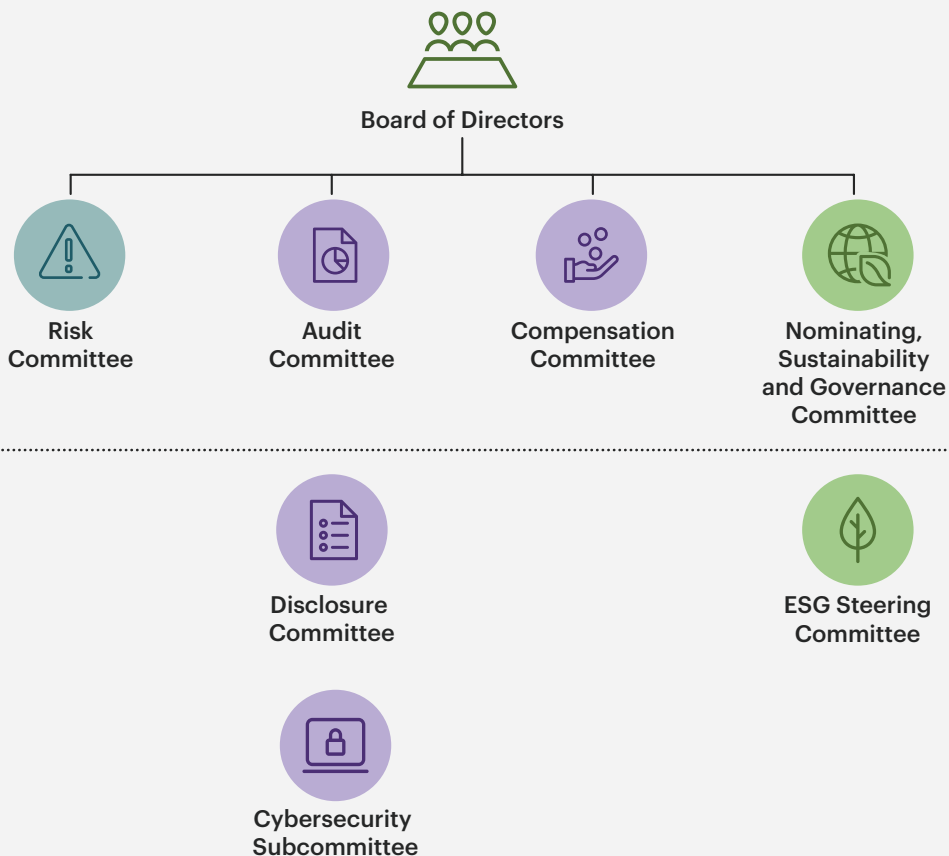
Our highest governance body is our Board of Directors, consisting of eight independent directors and our CEO. The Board has four committees, each with its own charter document:

- [Audit](#)
- [Compensation](#)
- [Nominating, Sustainability, and Governance \(NSG\)](#)
- [Risk](#)

To bolster our emphasis on ESG, in FY22, what was formerly the Nominating Committee added "sustainability" to its remit and updated its name accordingly. Its charter was updated to specifically delegate authority to this committee to quarterly review our ESG strategy, metrics, and reporting.

The NSG Committee comprises four independent members. The committee met four times in FY23 with 100% attendance. The NSG Committee provides oversight of ESG topics and reviews these topics quarterly as presented by the ESG Steering Committee, which is made up of cross-functional leaders from across the organization. The Board and the NSG Committee value diversity of backgrounds, experience, perspectives, and leadership in different fields when identifying board nominees. As set forth in our [Corporate Governance Guidelines](#), the NSG Committee, acting on behalf of the Board, is committed to actively seeking women and minority candidates from the candidate pool. As noted in our Proxy Statement, three of our nine Board members (33%) are women or come from a diverse background.

Governance Structure





Ethics and Compliance

With the sensitive information we handle every day, it is imperative that we operate ethically and transparently to earn the trust our clients expect and deserve. Ethical management of e2open starts from the top with our Board of Directors, with behavior expectations outlined in our Corporate Governance Guidelines. Our [Code of Conduct](#) highlights our commitment to ethical behavior, policies, and values. All directors, officers, and team members are required to understand the code and comply with its terms, which include the following:

- Honest and ethical conduct
- Full, fair, accurate, timely, and understandable disclosures in reports and documents we file
- Total compliance with all applicable government laws, rules, and regulations
- Accountability for adherence to the [Code of Conduct](#)
- Prompt reporting of code violations, either directly to appropriate authorities or as outlined in our [Whistleblower Policy](#)

It is intended that all team members certify compliance with the [Code of Conduct](#) upon hiring and annually thereafter. In addition, we abide by comprehensive anticorruption policies and procedures and only work with partners and suppliers that share our commitment to doing business with integrity. Our operations span the globe, so it is crucial that we stay abreast of the various evolving legal compliance requirements in every area where we do business. To fulfill these responsibilities, our Audit Committee is tasked with maintaining free and open communication between itself and the third-party auditor, internal auditor, and e2open executive leadership team to make sure everyone is aware of their responsibilities. Management is responsible for preparing financial statements and determining that they are complete, accurate, and in accordance with generally accepted accounting principles, as well as for establishing satisfactory disclosure controls and internal control over financial reporting. The independent auditor is responsible for auditing e2open's financial statements and the effectiveness of the company's internal control over financial reporting. Members of our internal and outside counsel are responsible for assuring compliance with laws and regulations and the company's corporate governance policies.





Data and Information Security

E2open and our third-party providers have implemented extensive security measures to help protect against the risk of loss, misuse, and alteration of any information under our control. These measures include using encryption, limiting team member access, conducting company-wide cybersecurity training, and implementing industry-standard controls such as firewalls and secure environments for personally identifiable information (PII). Our Information Security Incident response process is certified to the International Organization for Standardization (ISO) 27001 standard and undergoes SSAE-18 SOC 1/SOC 2 audit reviews. In FY23, there were no material data breaches. We stand behind our Corporate Security Policy, which protects all proprietary and confidential information belonging to our clients. This policy addresses information classification, information security procedures (electronic and hardcopy), limited disclosure procedures, physical facility access, and general security awareness and enforcement. We have developed and continue to follow strict security policies and guidelines with all our third-party data hosting facility providers. In addition, we have deployed industry-standard client authentication and user verification procedures to limit access to client information to only those who are authorized.

Product Quality and Service

E2open consistently monitors the service availability (an average) and effectiveness of our solutions. Our clients received an average of 99.97% uptime in FY23 and often exceed contracted uptime requirements. We make Service Level Agreement (SLA) commitments and issue subscription credits when we miss our SLA commitment. In FY23, we issued two SLA credits.

Client Privacy

Protecting the privacy of our users, the entities they represent, and visitors who only interact with us online is always a high priority. We conduct annual privacy training for all our team members and maintain ongoing compliance with the General Data Protection Regulation (GDPR). Our [Privacy Policy](#) describes how we collect, use, share, and secure the personal information users provide when accessing our websites and services. We do not perform any behavioral advertising and do not sell or datamine personal user data for secondary purposes. However, we do utilize publicly available information to email prospective clients. We fully comply with TRUSTe Privacy Certification regarding the collection, use, and retention of personal information transferred from the European Union (EU), Switzerland, and the United Kingdom to the United States.

Risk Management

E2open has a process in place to identify and manage entity-wide operational, strategic, information technology and systems, legal and compliance risks, and financial risks. ESG and climate-related risks are included in such risk categories. Management performs quarterly updates to rank risks, identify mitigation programs and controls, and align on the treatment of risks. Treatment of risk may include acceptance, mitigation, or avoidance to bring the risk to an acceptable level. Management formally documents this assessment and reviews it with the Risk Committee of the Board of Directors on a quarterly basis to align on risk assessment and treatment plans.

Our clients received
an average of 99.97%
uptime in FY23





Appendix

The following pages highlight e2open's responses for our ESG Disclosures.

GRI Disclosure

The GRI Index on the following pages indicates the location of each GRI disclosure within this report, on our company's website, or other e2open reports where information can be found.

All data is for e2open's fiscal year 2023 from March 1, 2022, through February 28, 2023, unless otherwise noted and in accordance with the GRI Standards: Core option and reported with available data and information.

Indicator Name	Indicator Number	2023 Response
GRI UNIVERSAL STANDARDS 2021		
GRI 2: GENERAL DISCLOSURES 2021		
1. The Organization and its Reporting Practices		
Organizational details	2-1	Name of the organization: E2open Parent Holdings, Inc. Location of headquarters: 9600 Great Hills Trail #300E, Austin, Texas 78759 Location of operations: 10-K pg. 38 Ownership and legal form: 10-K pg. 5, 11
Entities included in the organization's sustainability reporting	2-2	This report covers E2open Parent Holdings, Inc.
Reporting period, frequency, and contact point	2-3	Reporting period: March 1, 2022 to February 28, 2023. Frequency: Annual Reporting Contact point: Daniel Smith, Director of Sustainability and ESG, daniel.smith@e2open.com
Restatements of information	2-4	There were no restatements of information during the reporting period.
External assurance	2-5	Our ESG Report has not been externally assured.
2. Activities and Workers		
Activities, value chain, and other business relationships	2-6	This information can be located in our 10-K pg. 6,7.
Employees	2-7	This information can be located in our 10-K pg. 12, 13. See pg. 18-19 of our 2023 ESG Report.
Workers who are not employees	2-8	As of February 28, 2023, e2open does have workers that are not employees.
3. Governance		
Governance structure and composition	2-9	Our governance structure is discussed in our Proxy Statement , pg. 21-32.
Nomination and selection of the highest governance body	2-10	This information can be located in our Proxy Statement , pg. 21-32.

Indicator Name	Indicator Number	2023 Response
Chair of the highest governance body	2-11	This information can be located in our Proxy Statement , pg. 14, 21, and 32.
Role of the highest governance body in overseeing the management of impacts	2-12	See pg. 27 in our ESG Report. This information can also be found on pg. 12-15 of our 10-K and e2open's Proxy Statement pg. 26.
Delegation of responsibility for managing impacts	2-13	See pg. 27 in our ESG Report. This information can also be found on pg. 26 of our Proxy Statement and pg. 4 of our Corporate Governance Guidelines . Please also see our NSG Committee charter .
Role of the highest governance body in sustainability reporting	2-14	This information can be located in our Proxy Statement pg. 26 and pg. 27 of our 2023 ESG Report.
Conflicts of interest	2-15	This information can be located on pg. 17 of our Code of Conduct .
Communication of critical concerns	2-16	Critical concerns and other information are presented to the Board at least on a quarterly basis, based on the content and subject matter.
Collective knowledge of the highest governance body	2-17	This information can be located in our Proxy Statement pg. 13-20.
Evaluation of the performance of the highest governance body	2-18	This information can be located in our Proxy Statement pg. 37.
Remuneration policies	2-19	This information can be located in our Proxy Statement pg. 27, 40-52.
Process to determine remuneration	2-20	This information can be located in our Proxy Statement pg. 27, 40-52.
Annual total compensation ratio	2-21	This information can be located in our Proxy Statement pg. 62-63.
4. Strategy, Policies and Practices		
Statement on sustainable development strategy	2-22	Our sustainability strategy can be found on pg. 6-7 of our 2023 ESG Report.
Policy commitments	2-23	Our Policy commitments can be found on pg. 26-29 of our 2023 ESG Report. See our Governance Documents page for publicly posted policies.
Embedding policy commitments	2-24	E2open's leadership team and Board of Directors oversee the development of the company's policies as well as their implementation across company activities.

Indicator Name	Indicator Number	2023 Response
Processes to remediate negative impacts	2-25	See pg. 13 in our 2023 ESG Report. Our goals and targets are under evaluation.
Mechanisms for seeking advice and raising concerns	2-26	Various reporting tools are available for reporting any concerns our employees may have. Please refer to our Code of Conduct and Ethics pg. 4. Also see our Whistleblower Policy and our Ethics and Business Conduct Policy for e2open Suppliers .
Compliance with laws and regulations	2-27	In FY23, e2open had no significant instances of non-compliance with laws and regulations.
Membership associations	2-28	In FY23, e2open participated in the following industry organizations aligned with our product offering. The following organizations are a sample of organizations in line with ESG related topics: <ul style="list-style-type: none"> • American Apparel and Footwear Association • Council for Supply Chain Management Professionals • International Compliance Professionals Association • Women in International Trade – N. California • National Customs Brokers & Forwarders Association of America • Others
5. Stakeholder engagement		
Approach to stakeholder engagement	2-29	See pg. 6 in our 2023 ESG Report.
Collective bargaining agreements	2-30	In FY23, no employees were covered by collective bargaining agreements.
GRI 302_ Energy 2016: This Material topic covers e2open's material topic - Energy Efficiency and Renewables		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics. Please see pg. 14 of our 2023 ESG Report for information about energy efficiency and renewable energy.
302-1 Energy Consumption Within the Organization	302-1	Please see pg. 14 in our 2023 ESG Report.
302-3 Energy Intensity	302-3	Our FY23 energy intensity is 8GJ/FTE and includes scope 1 and 2 energy sources. Please see page 14. in our 2023 ESG Report for more information.
302-5 Reductions in Energy Requirements of Products and Services	302-5	Please see pages 13-14 of our 2023 ESG Report.

Indicator Name	Indicator Number	2023 Response
GRI 305 Emissions 2016: This Material topic covers e2open's material topic - Climate Change and GHG Emissions		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics. Please see pg. 13-15 of our 2023 ESG Report for information about climate change and GHG emissions.
Direct (Scope 1) GHG Emissions	305-1	Our FY23 direct (Scope 1) GHG emissions were 309 MT CO ₂ e. See page, 15 of our 2023 ESG Report.
Energy Indirect (Scope 2) GHG Emission	305-2	Our FY23 indirect (Scope 2) GHG emission were 1,781 MT CO ₂ e. See page, 15 of our 2023 ESG Report.
Other Indirect (Scope 3) GHG Emissions	305-3	Our FY23 other indirect (Scope 3) GHG emissions were 2,689 MT CO ₂ e. See page, 15 of our 2023 ESG Report.
GHG Emissions Intensity	305-4	Our FY23 emissions intensity was 1 MT CO ₂ e/FTE. See page, 15 of our 2023 ESG Report.
GRI 306_ Waste 2020: This Material topic covers e2open's material topic - Solid Waste/ E-Waste		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics. See pg. 16 in our 2023 ESG Report for information about waste and e-waste.
Waste diverted from disposal	306-4	See pg. 15-16 of our ESG Report for information about waste recycled by e2open.
Waste directed to disposal	306-5	Information on waste disposed is not available at this time.
GRI 308_ Supplier Environmental Assessment 2016: This Material topic covers e2open's material topic - Environmental Impacts of Products and Services.		
Management of material topics	3-3	See pg. 22 in our 2023 ESG Report for information about Employee Health and Wellness, Training & Education.
New Suppliers That Were Screened Using Environmental Criteria	308-1	We do not screen suppliers using environmental criteria at this time. E2open requires all medium- and high-risk vendors, based on internal designation criteria, to sign e2open's Supplier Code of Conduct .
Negative environmental impacts in the supply chain and actions taken	308-2	We are not aware of any negative environmental impacts in our supply chain.
GRI 403_ Occupational Health and Safety 2018: This Material topic covers e2open's material topic - Employee Health and Wellness, Training & Education.		
Management of material topics	3-3	See pg. 22 in our 2023 ESG Report for information about Employee Health and Wellness, Training & Education.
Occupational Health and Safety Management System	403-1	Please see pg. 22 of our 2023 ESG Report for information about health and safety.

Indicator Name	Indicator Number	2023 Response
Hazard Identification, Risk Assessment and Incident Investigation	403-2	We have a global Safety Committee that meets regularly to monitor global health and safety issues and provide guidance. Please see pg. 22 of our 2023 ESG Report.
Occupational health services	403-3	Please see pg. 22 of our 2023 ESG Report.
Worker participation, consultation, and communication on occupational health and safety	403-4	E2open has a global safety committee that meets monthly as well as safety procedures for office-based work available to employees.
Worker Training on Occupational Health and Safety	403-5	We have limited risk of work-related injuries and do not have training on Occupational Health and Safety.
Promotion of worker health	403-6	E2open provides health benefits to our employees and promotes wellness through activities and internal campaigns.
Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	403-7	E2open does not have prevention or mitigation measures related to health and safety impacts linked to business relationships.
Work-Related Injuries	403-9	While we have limited risk of work-related injuries, we have policies for reporting work-related injuries.
Work-related ill health	403-10	E2open provides both short- and long-term disability benefits as well as general medical benefits to assist our employees in the case of ill health.
GRI 404_ Training and Education 2016: This Material topic covers e2open's material topic - Training and Education.		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics. Please see pg. 20 of our 2023 ESG Report for information about team member training.
Average Hours of Training Per Year Per Employee	404-1	Please see pg. 20 of our ESG Report.
Programs for Upgrading Employee Skills and Transition Assistance Programs	404-2	Please see pg. 20 of our 2023 ESG Report for information on training and development.
Percentage of employees receiving regular performance and career development reviews	404-3	In FY23, 98% of employees participated in performance review and goal-setting sessions. Please see pg. 19 of our 2023 ESG Report.
GRI 405: Diversity and Equal Opportunity 2016: This Material topic covers e2open's material topic – DEI.		
Management of material topics	3-3	See pg. 24-25 in our 2023 ESG Report for information about Social Impacts of Products and Services.
Diversity of governance bodies and employees	405-1	Please see pg. 22-23 of our 2023 ESG Report for diversity information.

Indicator Name	Indicator Number	2023 Response
Ratio of basic salary and remuneration of women to men	405-2	This information is not available at this time.
GRI 406: Non-Discrimination: This Material topic covers e2open's material topic – Non-discrimination.		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics.
Incidents of discrimination and corrective actions taken	406-1	We have not documented any incidents of discrimination in FY23.
GRI 408: Child Labor: This Material topic covers e2open's material topic - Human Rights		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics. See pg. 22 of our 2023 ESG Report for information about human rights.
Operations and suppliers at significant risk for incidents of child labor	408-1	All new vendors and existing vendors are regularly screened against e2open's internal Restricted Party Screening tool to ensure that they are not on any sanctions lists, including sanctions related to violations of labor laws.
GRI 409: Forced Labor: This Material topic covers e2open's material topic - Human Rights		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics. See pg. 22 of our 2023 ESG Report for information about human rights.
Operations and suppliers at significant risk for incidents of forced or compulsory labor	409-1	All new vendors and existing vendors are regularly screened against e2open's internal Restricted Party Screening tool to ensure that they are not on any sanctions lists, including sanctions related to violations of labor laws.
GRI 410: Security Practices 2016: This Material topic covers e2open's material topic - Network and Data Security, Privacy		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics.
Security personnel trained in human rights policies or procedures	410-1	Please see e2open's Human Rights Statement and Ethics and Business Conduct Policy for e2open Suppliers for more information regarding human rights.
GRI 411_ Rights of Indigenous Peoples 2016: This Material topic covers e2open's material topic - Human Rights		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics.
Incidents of violations involving rights of indigenous peoples	411-1	We do not have any documented incidents of violations involving the rights of indigenous peoples.
GRI 413_ Local Communities 2016: This Material topic covers e2open's material topic - Social Impacts of Products and Services		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics.
Operations with local community engagement, impact assessments, and development programs	413-1	See pg. 24-25 of our 2023 ESG Report for information about community engagement.

Indicator Name	Indicator Number	2023 Response
Operations with significant actual and potential negative impacts on local communities	413-2	We do not have any operations that we identify as having any significant negative impacts on local communities.
GRI 414_ Supplier Social Assessment 2016: This Material topic covers e2open's material topic - Human Rights, Social Impacts of Products and Services		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics.
New suppliers that were screened using social criteria	414-1	While e2open does not publish this information, we do evaluate all new suppliers based on their commitment to human rights.
Negative social impacts in the supply chain and actions taken	414-2	We are not aware of any negative social impacts in our supply chain in FY23.
GRI 418: Customer Privacy 2016: This Material topic covers e2open's material topic - Network and Data Security, Privacy		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics.
Substantiated complaints concerning breaches of customer privacy and losses of customer data	418-1	This information is not available at this time.
Extra Material Topics		
GRI 206: Anti-competitive Behavior		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics.
Legal Actions for Anti-Competitive Behavior, Anti-Trust, And Monopoly Practices	206-1	E2open does not have any current or pending legal actions related to anti-competitive behavior, anti-trust, or monopoly practices.
GRI 205: Anti-Corruption		
Management of material topics	3-3	Please see pg. 6 in our 2023 ESG Report for information regarding e2open's management practices of our established material topics.
Operations assessed for risks related to corruption	205-1	We have not identified any operations with risks related to corruption.
Communication and training about anti-corruption policies and procedures	205-2	E2open requires annual compliance training for FCPA, GDPR, and our Codes of Conduct and Ethics.
Confirmed incidents of corruption and actions taken	205-3	E2open had no incidents of corruption in FY23.

SASB IT Services and Software Standard

The following table highlights e2open’s responses to the metrics outlined in the Sustainability Accounting Standards Board (SASB) Index for the Software & Information Technology (IT) Services.

Sustainability Accounting Standards Board (SASB)			
Topic	Accounting Metric	Code	FY23 Response
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed (2) percentage grid electricity (3) percentage renewable	TC-SI-130a.1	See pg. 14 in our 2023 ESG Report for information about energy.
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	See pg. 16 in our ESG Report. Our water data has continued to be modeled based on limited facility data. E2open does lease facilities in high baseline water stress areas (India).
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	See pg. 13-14 in our 2023 ESG Report.

Sustainability Accounting Standards Board (SASB)

Topic	Accounting Metric	Code	FY23 Response
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	Please refer to our Privacy Policy .
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	We do not have any users whose information is used for secondary purposes. (0)
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	This information can be located in our 10-K pg. 39.
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	We do not disclose this information due to its sensitive nature.
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.5	In FY23 there were no instances of product censorship due to government required monitoring.
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	In FY23, e2open experienced no material data breaches.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	This information can be located in our 10-K pg. 24.

Sustainability Accounting Standards Board (SASB)

Topic	Accounting Metric	Code	FY23 Response
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	Please refer to pg. 18 of our 2023 ESG Report for information about global workforce demographics.
	Employee engagement as a percentage	TC-SI-330a.2	See pg. 19 in our 2023 ESG Report for information about team member engagement.
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	Please refer to pg. 23 in our 2023 ESG Report. Racial/ethnic data is available for U.S.- based employees only. Segmentation reported as People Manager and Individual Contributors at this time is gender diversity only.
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-SI-520a.1	In FY23, there were no monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations.
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	Please see pg. 29 of our 2023 ESG Report. In FY23, we issued two SLA (Service Level Agreement) credits. There were two notable service disruptions: one for 465 minutes, and one for 65 minutes. Average downtime was 0.03%
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	This information can be located in our 10-K pg. 9, 15-17, 26-28.
Activity Metrics	(1) Number of licenses or subscriptions, (2) percentage cloud-based	TC-SI000.A	See pg. 14 in our 2023 ESG Report.
	(1) Data processing capacity, (2) percentage outsourced	TC-SI000.B	1) Computing power varies and is tracked for physical and virtual operations. Data processing capacity varies depending on environment. 2) No processing of client transaction data is outsourced
	(1) Amount of data storage, (2) percentage outsourced	TC-SI000.C	This information is not available at this time.



RESG231

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