

**2023 CSR REPORT:**  
OUR PURSUIT OF PROGRESS



20  
23

---

# TABLE OF CONTENTS

1. A MESSAGE FROM OUR CEO	5
2. ABOUT SMARTSHEET	6
3. OUR APPROACH TO CSR	8
4. DRIVING MEANINGFUL CHANGE	10
5. EMPOWERING OUR PEOPLE	14
6. CARING FOR COMMUNITIES	22
7. SUPPORTING THE PLANET	26
8. ACTING WITH INTEGRITY	28
9. OUR JOURNEY: WHAT'S NEXT	30





# 1

## A MESSAGE FROM OUR CEO

Smartsheet was founded on the strongly held belief that the old ways of managing work weren't enough to meet the needs or expectations of modern markets or the workforce. This belief guided our growth from a Pacific Northwest startup with a big idea to the global company we are today.

Our mission is to empower anyone to drive meaningful change. When we started Smartsheet on the shores of Lake Washington, I had no idea how far we would go and all the amazing potential we would help unlock for people and organizations. What I did know from the beginning was that our work could have a positive impact on people, our communities, and our world.

Values only matter when they are put into action. With this Corporate Social Responsibility (CSR) report, we're putting our stake in the ground of who we are, what we stand for, where we want to go, and how we're going to get there. This includes our approach to sustainability and the environment, diversity, equity, and inclusion, and our social impact, as well as the ways that we are accountable to our shareholders and each other.

In our relentless pursuit of progress, we've set ambitious goals for ourselves. And we're holding ourselves accountable. For example, our leaders, from the VP level and above, have base compensation elements dependent on the performance of our diversity, equity, and inclusion (DEI) initiatives. And, with its long-term commitment to use 100 percent renewable energy in its global infrastructure, we're proud to partner with Amazon Web Services for the majority of our cloud computing services. Improvements in how we deliver the Smartsheet service is fundamental to reducing our carbon footprint.

We are in the business of empowering our customers to drive meaningful change in everything from the health of our communities to the impact we have on the environment. Roche Diagnostics leveraged Smartsheet at the onset of the COVID-19 pandemic to enable efficient tracking and distribution of diagnostic and antibody tests in the U.S., allowing them to get where they were needed most. Partners of the Americas' Cacao for Development Project has enabled thousands of Colombian farmers to transition to more sustainable agricultural practices for a variety of crops with apps and automated data processes built using Smartsheet.

Through our CSR initiatives, we also support nonprofits that are driving meaningful change globally and in their local communities. One example is DeadlyScience, a nonprofit that provides Aboriginal and Torres Strait Islander youth in remote schools across Australia with STEM resources and mentoring. The DeadlyScience team is a remarkable representation of the changemakers we aim to empower around the world. As a global organization, we have a unique privilege and opportunity to make a lasting positive impact in local communities like those DeadlyScience serves.

We've accomplished so much with team members who drive and support each other to seize opportunity and achieve the best results for our customers and our company. I am deeply grateful for their dedication and commitment to this work.

In laying the foundation of our CSR strategy, we recognize that we live in a dynamic world and each step forward will reveal new opportunities for growth, change, and improvement. We are committed to sharing our progress and learnings along the way.

**The past few years have shown us that change is the only constant – and everyone can play a role in driving meaningful change.**



**MARK MADER**  
CEO | SMARTSHEET

# 2

## ABOUT SMARTSHEET

Smartsheet was founded in 2005 to empower human achievement. Since then, we've enabled individuals and the organizations they represent in 190 countries to become high achievers by creating innovative work management solutions, mobilizing a passionate and diverse global team, and making a positive impact in communities where we live and work.

Our platform has revolutionized business operations for countless organizations by enabling them to work faster, better, and more effectively every day. We're proud to power nonprofit organizations, small businesses, and more than 80 percent of Fortune 500 companies around the world. Our game-changing platform is redefining the possibilities of work management and empowering people to do amazing things.

Together, our values create "The Smartsheet Way," which is the way we conduct ourselves, both as a company and as individuals.

### Mission

We exist to empower anyone to drive meaningful change.

### Vision

Smartsheet was founded with a vision of empowering human achievement. Together we are creating the dynamic platform to empower everyone, everywhere, to change the way the world works.

### Values

- **Seizing Opportunity:** We're comfortable getting uncomfortable, because we know that if we're not continuously improving, we're falling behind.
- **Winning With Integrity:** We love to win but not at all costs. We always strive to act with honesty and transparency and do the right thing, even when it's hard.
- **Prioritizing "We" before "Me":** We work together as one team in service of our mission, and celebrate the big and small successes of each other and our customers along the way.
- **Pursuing Progress:** We believe deeply that better, fairer, and further is always possible. We work in progress and empower others to do the same—for individuals, for business, and for society.

## OUR BUSINESS FOOTPRINT

### Physical office locations

- Bellevue, USA
- Boston, USA
- Sydney, AU
- London, UK
- San Jose, CR

### Operating locations

- USA
- United Kingdom
- Germany
- Japan
- Australia
- Costa Rica

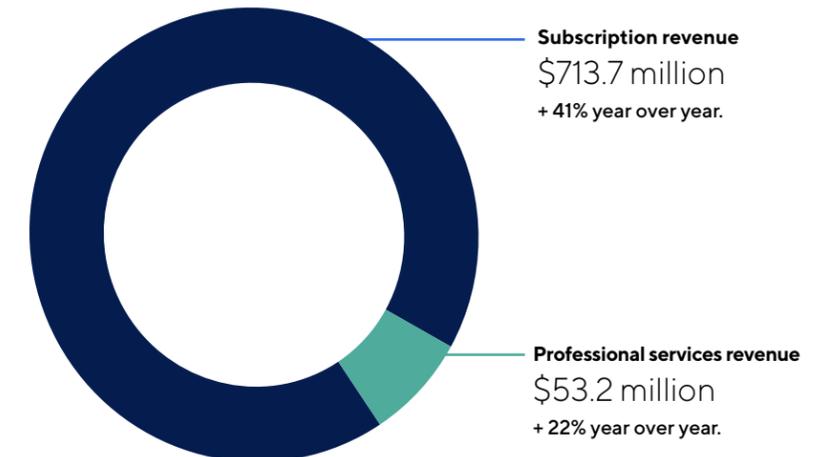
### Total global employees: 3,191

- 2,676 in United States
- 280 in Europe
- 130 in Asia Pacific
- 105 in Americas other than the United States

## REVENUE

Below is a snapshot of Smartsheet financial results for the fiscal year February 1, 2022 – January 31, 2023.

**Total revenue**  
**\$766.9 million**  
**+ 39% year over year.**



## Operating Losses Decreased

**GAAP operating loss was (29)% of total revenue, or \$(221.6) million, compared to (31)% of total revenue, or \$(170.0) million, in fiscal 2022.**

**Non-GAAP\* operating loss was (5)% of total revenue, or \$(36.0) million, compared to (6)% of total revenue, or \$(34.2) million, in fiscal 2022.**

\*To supplement our consolidated financial statements, which are prepared and presented in accordance with U.S. generally accepted accounting principles ("GAAP"), we provide investors with certain non-GAAP financial measures, including operating loss, net loss, net loss per share, free cash flow, and calculated billings. For a full reconciliation for each non-GAAP financial measure to the most directly comparable financial measure stated in accordance with GAAP, please see our 2023 Annual Report and Exhibit 99.1 to our Current Report on Form 8-K filed March 14, 2023

## Cash Flow

**Net operating cash flow**  
**\$23.6 million**  
compared to \$(3.5) million in fiscal 2022.

**Free cash flow**  
**\$9.8 million**  
compared to \$(20.8) million in fiscal 2022.

# 3

## OUR APPROACH TO CSR

Smartsheet is committed to harnessing the power of our people, resources, and technology to support causes that reflect our company's vision of empowering human achievement. Our global team has a shared passion to positively contribute to the communities where we're present.

Our people are the heart of our business, so when we set out to formalize our CSR strategy, we engaged our employees to better understand what they care about and value. Their input contributed to shaping our approach to CSR and our focus areas, and drives the actions highlighted throughout this report.

Our approach to CSR is underpinned by our relentless **pursuit of progress**.

In ceaselessly striving to make our product better for our customers, we're also constantly improving our own business to be better for our planet, our people, and our communities.

## THE PURSUIT OF PROGRESS: THE SMARTSHEET APPROACH TO CSR



DRIVING  
MEANINGFUL  
CHANGE



EMPOWERING  
OUR PEOPLE



CARING FOR  
COMMUNITIES



SUPPORTING  
THE PLANET



ACTING WITH  
INTEGRITY





## DRIVING MEANINGFUL CHANGE



We're committed to consistently empowering our customers to make a positive difference, both within their own business and out in society. For 18 years, we've succeeded in making work matter for our customers through our products and services. We're continuing to evolve our work in this area beyond our product offerings, to underpin our community engagement, volunteerism, and marketing initiatives as well.

One way we make work matter is through our Pro Bono Consulting Volunteer Program, which pairs Smartsheet team members with nonprofit and charitable organization customers as consultants who can help them get the most out of Smartsheet products. Through free, single-day workshops, called 1 Day Sprints, the Smartsheet team listens and learns, then designs and builds simple Smartsheet solutions to streamline the organization's processes.

We've made tremendous progress in the past year and look forward to continuing to share this part of our journey.

### SPOTLIGHT ON SMARTSHEET **Sponsor X**

As an official sponsor of the McLaren Formula 1 Team, Smartsheet receives a prominent logo placement on its cars, on one of the world's largest stages. Our sponsorship is an incredible opportunity for visibility, which made us wonder: could we leverage it in our quest to change how the world works?

The answer was yes. In 2022, we launched a new sponsorship program, rooted in the idea that we could use our platform to celebrate what we believe in: work that matters. We called this initiative **Sponsor X**.

First at the 2022 Australian Grand Prix, we replaced our logo on the McLaren F1 cars with a local nonprofit, **DeadlyScience**, which provides Aboriginal and Torres Strait Islander youth with STEM resources, science books, and early reading material in over 100 communities across Australia. We took all the media and marketing support we would normally use to promote our company—from logo placement on the car to our web presence and social media posts—and directed it in support of the DeadlyScience organization.

A few months later, at the United States Grand Prix in Austin, Texas, we replaced our logo on the McLaren F1 cars to amplify the work of **The Hidden Genius Project**, a nonprofit that trains and mentors Black male youth in technology creation, entrepreneurship, and leadership skills to transform their lives and communities.

In addition to those investments, we provided DeadlyScience and The Hidden Genius Project with free licenses to Smartsheet software and training—which will help ensure their long-term success. With Smartsheet helping run their programs, DeadlyScience and The Hidden Genius Project can chart their vision so their work can be even more impactful. And maybe, most importantly, they'll be able to devote nearly all of the funds they raise to their mission, not operations or overhead.



# DRIVING MEANINGFUL CHANGE



## CUSTOMER SPOTLIGHT Roche Diagnostics

At the onset of the COVID-19 pandemic, global biotech leader Roche Diagnostics needed a robust technology solution to manage demand prioritization, distribution, use and results reporting for its newly developed COVID-19 diagnostic tests. Poised to be first-to-market with a federally approved high-throughput COVID-19 diagnostic test in the U.S., Roche anticipated its existing processes and platforms would not be able to keep up with exploding demand. The Roche team also recognized it didn't have the right in-house expertise to build the solution they envisioned. They'd been using Smartsheet for a few years, so the team reached out.

Collaborating with Smartsheet, Roche was able to develop and implement an accurate, flexible, and fast solution in just three days.

The impact of this solution and partnership has extended beyond addressing the COVID-19 crisis. As a result, Roche has also started to transform its culture to become more agile and innovative. The Smartsheet platform has helped the company communicate more effectively across teams, even as its workforce remains distributed and more employees are working remotely.



## CUSTOMER SPOTLIGHT Partners of the Americas

For more than 55 years, **Partners of the Americas (POA)** has been implementing cutting-edge, multimillion-dollar programs to solve global challenges like climate change and economic inequity in developing countries. Its Cacao for Development program (C4D) aims to encourage Colombian farmers to grow cacao and other complementary crops to create a more resilient system that can truly provide a living income while delivering ecosystem services such as carbon sequestration. With the support of Smartsheet and a \$25 million investment from the USDA, POA developed digital tools to train 5,500 beneficiaries, 30 percent of whom are women, and more than 18,000 indirect beneficiaries. Smartsheet then created customized Cacaograms charts—aka Gantt charts—to help ensure participants take care of their crops year round. These are also used to transmit and gather data from mobile devices, which contributes to the most comprehensive database for cacao growing in Columbia.



## CUSTOMER SPOTLIGHT Special Olympics International

Smartsheet helps Special Olympics integrate project data and communications in a central place while providing visibility for leaders and across the organization.

One of the platform's major uses within the organization is event management. According to Laura Jones, Special Olympics' Director of Project Management, the Smartsheet platform is critical for planning the **World Games**, the Olympic-equivalent event for participants with intellectual disabilities. When the program was disrupted by the COVID-19 pandemic, Smartsheet provided Special Olympics with the means to create a structure for planning and execution, allowing it to plan for an uncertain future. This work proved invaluable; today, it's still using those systems to efficiently plan and manage the World Games.

In addition to event management, the Special Olympics uses Smartsheet to provide employees with a simplified means of internal communications and cross-team collaboration. By doing so, Smartsheet saves the Special Olympics time and money, giving its people better visibility into what their colleagues are doing through real-time information sharing. The data generated from this collaboration feeds into dashboards that keep leaders informed of progress in real time. Other features like automation and templates save everyone time by speeding the setup of new projects with standardized approaches, making it easier to track and measure success.





## EMPOWERING OUR PEOPLE



At Smartsheet, we strive to enable our employees to reach their full potential by nurturing a supportive, respectful culture that cares about wellbeing—both in and outside the workplace. To do this, we're:

- **Centering Our Values:** Our values and core competencies guide our onboarding program, employee resource groups (ERGs), ongoing education opportunities, and the way we work together.
- **Committed to Pay Equity:** We strive to ensure that all employees—regardless of gender, race, and age—are paid fairly and equitably.
- **Offering Robust Benefits:** We've designed our benefits to be supportive and inclusive while driving value for our employees by focusing on competitive and equitable measures.
- **Leveraging Diversity, Equity, and Inclusion:** Smartsheet is committed to diversity, equity, and inclusion (DEI) in service of our strategic pillars: our People, Culture, Practices, and Markets.
- **Creating a Culture of Belonging:** We're fostering a culture of belonging rooted in respect for all people. We believe that by celebrating diversity of voices and experiences, and by creating equitable opportunities for our team, customers, and communities, we enable people to do and be their best.

Since 2020, Smartsheet has executed a robust employee listening strategy, including an annual survey to measure how employees feel about their work and work environment. Survey results are benchmarked against previous years and industry trends. The survey has three main goals:

- Track and measure culture;
- Provide actionable feedback to managers and leaders directly from employees; and
- Tie to other metrics to identify areas of strength and opportunity.

In 2022, the survey collected positive feedback from employees on the new measures we've implemented, including quarterly performance reviews and expanded learning and development programs.

90% of employees are proud to work at Smartsheet.\*

90% of employees recommend Smartsheet as a great place to work.\*

\*Results based on employees who responded to the Smartsheet 2022 employee engagement survey

## A MESSAGE FROM OUR VICE PRESIDENT OF DIVERSITY, EQUITY, AND INCLUSION

As I reflect on my time as part of the incredible Smartsheet team, I recognize how much we've grown and how much more progress we have to pursue together. It's not lip service to say that diversity, equity, and inclusion (DEI) is a strategic pillar on which Smartsheet grows its business. In order to empower anyone to drive meaningful change, our team must represent multiple experiences, backgrounds, and perspectives, reflecting the diversity of those we seek to serve and support. Our mission contains multitudes, and so our team must too.

Our job, every day, is to work to close the gap that exists between our DEI mission statement and the way we show up today. We're driven by the tension that exists between where we aspire to be and where we are in this moment, and we know that change happens only when we try and when we hold ourselves accountable to building a better future together.

Our team is always learning, and we're not afraid to make mistakes, because we know that progress is not found in perfection but in action.

One of the most important, powerful things we can do as we pursue progress is center people in their own narratives.

We approach this work as a garden to be tended. Rather than implementing a quick fix that won't last long term, through consistent cultivation and nurturing, there is always something beautiful growing. I'm proud of the work that we've done to ensure employees have communities to belong to and channels to share their voices and experiences. These communities extend across every team and around the globe, connecting our employees and their experiences. 2022 was a foundational year for Smartsheet; in addition to early programmatic work, we've invested in strengthening our leadership and employee DEI acumen. You can't improve something that you don't have the language to talk about, and we've made progress toward a shared knowledge.

**I am committed to the outcomes DEI can power for our business, our people, and our communities. We're just beginning to see the impact this work can have on the world around us, and I look forward to continuing our journey.**

**AMELIA RANSOM**  
VICE PRESIDENT OF DIVERSITY, EQUITY, AND INCLUSION



# EMPOWERING OUR PEOPLE

## Creating a Culture of Belonging

We're actively working to create a culture of belonging rooted in respect and opportunity for all people. To support this vision, we have a comprehensive, five-year strategy to increase representation throughout our business.

In FY23, we focused on the following areas, supported by multiple strategies and tactics to ensure broad, organizational success:

- **Driving and action accountability** by setting DEI goals to improve representation of people of color and women and gender minorities within individual department annual plans, executive compensation, and supporting mechanisms.
- **Engaging champions of belonging** by formalizing ERGs to support employee communities and their experiences, expanding our DEI committee composed of employees from our markets around the world to amplify and support DEI initiatives across our global regions, and supporting departmental DEI working groups.
- **Intentionally creating space to support the different ways people learn** and ensure learning is continuous and embedded in our ways of working. This includes the introduction of our Talent Advisory Board, a cross-functional group responsible for vetting our Talent programs to ensure adoption across all teams at Smartsheet.
- **Change management and communications** to bring people along with us on our journey toward cultural transformation, in hopes of instituting transparency as we bring about changes in our DEI evolution and capturing feedback along the way.

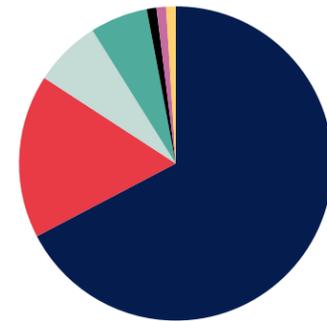
## Our Global DEI Committee

In 2021, we launched a Global DEI Committee, a cross-functional, cross-level, and cross-regional group of employee volunteers who help amplify and activate our DEI strategy. Members are invited to apply every April through an open application process. Applications are reviewed by our DEI leadership team before being selected and formalized in May for an 18-month term on the committee.

The committee is able to activate on the Smartsheet DEI values with intention, choosing partners and initiatives that align with each local team's priorities and values. Some of the committees' initiatives have included providing resources and support for neurodiverse employees and facilitating high school mentorship programs.

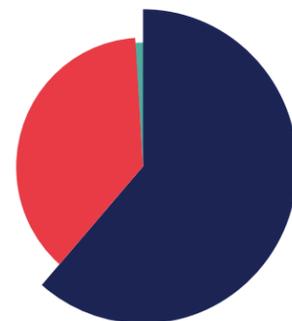
The committee also works to curate DEI development trainings and resources. In support of the committee's efforts, our DEI and People and Culture teams recently invested in a more robust library of trainings. Looking ahead, we're committed to making these trainings as productive as possible and are actively evaluating how they're facilitated.

## DEI Progress



### Employee Representation: Race/Ethnicity\*

- White: 68%
- Asian: 17%
- Hispanic/Latinx: 7%
- Black: 6%
- Two or more races: 1%
- Alaska Native/Native American/Indigenous: less than 1%
- Native Hawaiian/Pacific Islander: less than 1%



### Employee Representation: Gender\*

- Men: 62%
- Women: 38%
- Gender Minorities: less than 1%

\*Data represents responding Smartsheet global employees who choose to self-identify.

### Women compose

38%  
of our workforce.

### People of Color compose

32%  
of our workforce.

### Women & Gender Minorities compose

36%  
of leadership positions, meeting our FY23 goal.  
(\*Leadership means employees at the level of Director, and its equivalents, or above.)

### People of Color compose

18%  
of leadership positions, meeting our FY23 goal.  
(\*Leadership means employees at the level of Director, and its equivalents, or above.)

\*Data represents responding Smartsheet global employees who choose to self-identify.



# EMPOWERING OUR PEOPLE

## SPOTLIGHT

### Women in Tech Regatta Seattle

The Women in Tech Regatta works to drive positive change and innovation for women in tech and workplace diversity. The Regatta is a weeklong event with 50+ sessions across seven topic areas, and the 2022 event drew more than 1,000 women and allies in attendance. In 2022, Smartsheet was honored to support the event as a Bronze Sponsor, represented by 24 team members. Five speakers represented Smartsheet on five panels discussing hybrid work and collaboration, leadership, employee vulnerability, combating gender norms in the workplace, and best practices for remote teams. The Regatta offers an invaluable opportunity for collaboration and networking, and a platform for Smartsheet DEI leaders to share insights.



## Employee Resource Groups

Centering our values means showing up for each other. As part of creating a culture of belonging, we've built programs that contribute to a supportive environment, including our ERGs and committees.

We began formalizing our ERGs in January 2022 as one way to support communities within our organization and their experiences. Our ERGs connect directly to our mission to empower anyone to drive meaningful change. Dedicating these spaces for employees to connect with those who share similar backgrounds, interests, or experiences is an important part of celebrating diverse perspectives and creating an inclusive culture where everyone feels valued, supported, and engaged.

Each of these groups is employee-led, is sponsored by executives, and has its own purpose, goals, and community guidelines that align with our DEI strategy. Additionally, each ERG has a budget to advance initiatives and engage communities.

We deploy a twice-yearly ERG-specific survey to channel insights from our employees back to our leaders and have invited members of our People and Culture team to join each ERG leadership team to further support our members. These initiatives allow us to consistently consider and take action in response to feedback. The Smartsheet leadership team is consistently engaged on these results.

As of January 31, 2023, we had seven established ERGs with over 500 total members representing the following groups:

- Asian/Pacific Islanders
- Black
- Hispanic/LatinX
- Military
- Parents and Caregivers
- LGBTQIA+, or The Rainbow Collab
- Women and Gender Minorities



As part of our Corporate partnership with Out in Tech, our LGBTQIA+ ERG The Rainbow Collab co-sponsored a virtual Pride event on June 2, 2022, bringing together the community for discussions on DEI initiatives.



AI  
Q  
I  
A  
+



# EMPOWERING OUR PEOPLE



## SPOTLIGHT AfroTech Conference

AfroTech is the largest series of multicultural tech experiences in the United States, bringing together engineers, venture capitalists, recruiters, technologists, and culture enthusiasts from all over the world to exchange ideas and build a strong Black tech community.

In partnership with The Hidden Genius Project, an organization that trains and mentors Black male youth in tech, Smartsheet sponsored the AfroTech 2022 conference and sent 11 representatives from the Black @ Smartsheet ERG, four Geniuses, and three recruiters to the event.

Our investment empowered our ERG representatives, Geniuses, and recruiters to engage in impactful personal development, share Smartsheet stories, learn alongside colleagues, build community, and invest in future tech talent. Collaborations with organizations like AfroTech are crucial to combatting inequities through education and empowerment—and Smartsheet is committed to continually investing with this impact in mind.



*"I truly appreciated having the opportunity to meet fellow colleagues in-person, and share this memorable experience with each other. It was so inspiring to hear the stories of Black creatives in the industry speak about how they're making an impact in tech. After attending these sessions, I felt confident knowing that I could apply these learnings to my own practice as a professionally growing designer at Smartsheet."*

**Tarrea Tolbert, Product Designer, User Experience**

## Flexibility and Equity in Our Workforce

We offer employees competitive pay and an industry-leading suite of benefits to support their lives outside the office. We analyze pay equity annually, and we've committed to using an external company to conduct a pay equity assessment during our next fiscal year.

We provide a variety of leave and time-off programs to support our employees' various life events; this includes family expansion, personal medical needs, giving back to the community, and general wellbeing to recharge.

When the COVID-19 pandemic hit in 2020, we transitioned to a fully remote work environment to safeguard the health of our employees, their families, our customers, and the community at large. Using our own platform to enable collaborative work across locations, we continue to operate primarily in a remote capacity, which also allows us to expand our talent pool and offer employees flexibility in how they work.

## Employee Training and Professional Development

Smartsheet is committed to helping employees reach their full potential by providing robust training and professional development opportunities. We work with individual employees to create customized development tracks to ensure they're taking steps to meet their personal and professional goals. To bolster this progress, we have an in-house mentorship program, allowing mentors to harness insights to train junior staff. Additionally, we bolster continued professional development by offering job training, sponsoring conference attendance or paid certifications, hosting lunch-and-learns, and setting aside dedicated time for employee learning.

Smartsheet is committed to helping employees reach their full potential by providing robust training and professional development opportunities.





## CARING FOR COMMUNITIES

We believe in blooming where you're planted, and we care deeply about our impact on the communities in which we work and operate. We strive to be active members of our communities, and we do this by:

- Partnering with local organizations that contribute to the wellbeing of the community;
- Ensuring nonprofit accessibility to our tools and services through targeted discounts; and
- Giving back through our work, our product, our time, and our skills, including providing employees with paid volunteer time off to focus on projects that align with their personal values.

Our goal is to enable the good work that's already being done in communities. In 2022, we provided targeted discounts totaling nearly \$1.5 million to nonprofit customers.

We look forward to continuing this journey by strengthening our current partnerships and building new ones.

## Employee Volunteerism

Our volunteer efforts are employee-driven. In 2022, employees around the world organized large-scale service opportunities and donated more than 1,000 volunteer hours.

Our internal initiative Smartsheet Gives oversees annual contributions to nonprofit organizations that focus on causes meaningful to our business, customers, and communities. Paired with an employee matching campaign, Smartsheet Gives has donated more than \$100,000 to nonprofit organizations since 2021, including:

- *Asian Pacific Islanders at Smartsheet* partnered with the **National Alliance for Filipino Concerns (NAFCON)**, a collective of Filipino organizations and individuals supporting Filipino communities in the US by creating resources and community to foster culture and heritage, education, and more.
- *Black at Smartsheet* partnered with **Why Not You Foundation**, founded in 2014 to fight poverty through education by supporting students' equal access to education opportunities.

- *Hispanic & Latin at Smartsheet* partnered with **Latinas in Tech**, a nonprofit organization aiming to create a tech industry inclusive of Latinas by providing them with the resources, opportunities, and community they need to be innovators and leaders.
- *Military at Smartsheet* partnered with **Stop Soldier Suicide** to support their mission to reduce service member and veteran suicide.
- *Parents and Caregivers at Smartsheet* partnered with **Rainbow Families** to support LGBTQIA+ families across Australia to create a network for parents and carers, their children, and future parents and caregivers.
- *The Rainbow Collab* partnered with **Mermaids UK** to support transgender, nonbinary, and gender-diverse children and young people until their 20th birthday, as well as their families and caregivers.
- *Women and Gender Minorities* partnered with **Play Like a Girl**, a nonprofit working to level the playing field for girls in science, technology, engineering, and mathematics.

### SPOTLIGHT



## The First Residence: A Partnership Between Smartsheet, The Seattle Kraken, and Climate Pledge Arena

Smartsheet is an official presenting partner of the Climate Pledge Arena, the most progressive, responsible, and sustainable arena in the world and home to Seattle's local National Hockey League team, the Seattle Kraken. By way of this partnership, we sponsored The First Residence, a new residency program for Native American artists developed to elevate Indigenous artwork and storytelling at the arena. The residency's first exhibition, "The Salmon People," was curated by Matika Wilbur in collaboration with renowned Puyallup artist Shaun Peterson. The groundbreaking installation blended Coast Salish illustration into an immersive world that playfully beckons the audience to think of themselves as relatives to the Salmon People and, in turn, consider the human impacts on salmon habitats and climate change.



# CARING FOR COMMUNITIES

## SPOTLIGHT

### ENGAGE Volunteer Service Project

Each year we host our signature customer conference, ENGAGE, to create space for customers to connect with each other and learn more about Smartsheet products. Since its inception, ENGAGE has been staffed by Smartsheet employees and is a special time of year for our customers to spend time in person with our team. In 2022, we wanted to do things a bit differently by incorporating a service component to bring our commitment to communities to life in a new way.

During ENGAGE 2022, we invited both customers and employees to participate in a street cleanup in Seattle. In total, 44 Smartsheet customers, 28 employees, and three members of our executive team volunteered their time to pick up over 400 pounds of trash across six districts. The event marked the beginning of a new ENGAGE tradition, and we hope to grow participation in the coming years.

This inaugural volunteer event provided a unique opportunity for Smartsheet customers and employees to give back to the city and connect with one another, a rare opportunity in our increasingly digital workforce. One customer said that though “We were strangers at the start of this endeavor and burgeoning friends by the end ... the impact it had was profound for those involved .... It is summed up in the idiom, ‘actions speak louder than words.’”



*“Smartsheet encourages volunteering, they celebrate it ... it’s part of the company culture, in the DNA of the company.”*

**Tony Simmons, Director, Customer Success**



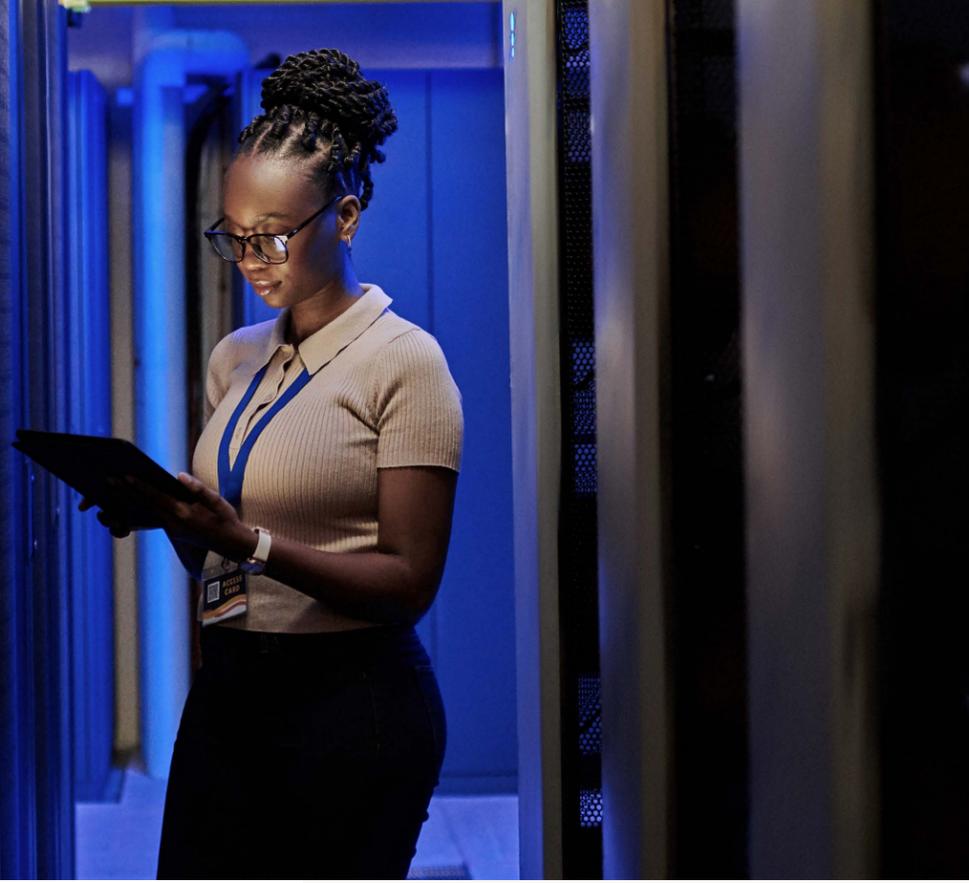
## SPOTLIGHT

### Employee Volunteerism in Costa Rica

In January 2022, we officially launched operations in Costa Rica—once underway, the team quickly actioned our commitment to giving back, including partnering with a local food bank and nonprofit organization **Lifting Hands**, and supporting a holiday celebration at a local at-risk community.

In September 2022, the Costa Rica team partnered with local NGO **Green Wolf** to volunteer at a local low-income school to teach students about the importance of bees and pollination. Together, they learned from Green Wolf’s experts and cleaned up the school’s outdoor space, removing more than 120 pounds of waste to plant 75 mango trees and 50 pollinator plants.





## Sustainable Operations

At our five physical office locations, we are committed to continually limiting our energy consumption, reducing the amount of waste we create, and improving our recycling and composting habits. In our US offices, we've partnered with Canteen, which operates on a strong **sustainability platform**, to provide our break room water, coffee, and snacks across our office locations. We've also partnered with **ERI**, a certified and trusted ITAD provider and electronics recycler, to recycle all IT equipment and batteries.

In 2020, we established our partnership with Steelcase, an organization committed to improving product sustainability, transparency, and optimization from design and material selection through end of use to promote the full use of resources and reduce waste. We have Steelcase products in 50,000 square feet of our offices. We also strive to repair or reuse Smartsheet-owned furniture to reduce waste.

Our company is largely remote eligible, reducing our need for physical office space capacity, electricity, and transportation. Additionally, we provide employees with resources, including stipends, to encourage the use of public transportation or for other transportation-related costs. Our real estate selection process further prioritizes proximity to mass transit.

At each of our offices, we continue to look for and incorporate ways to be more environmentally responsible.

## Choosing Sustainable Partners

We're committed to partnering with vendors that share our commitments and values, including when it comes to their own environmental impacts. This commitment directly informs our business practices, spanning travel, cloud computing, and more.

We primarily use airlines with robust and aggressive environmental initiatives. Additionally, our travel management company provides emissions-related flight information upon booking, guiding our employees to more sustainable options and comprehensive, on-demand reporting. Our rideshare partners equally provide sustainability reporting insights.

Amazon is on a path to use 100 percent renewable energy by 2025. In 2021, Amazon achieved 85 percent renewable energy use. Because of this, Amazon Web Services is our partner of choice for a majority of cloud computing services and office supplies.

## SUPPORTING THE PLANET

Given our five regional hubs in four countries and more than 3,000 employees globally, reducing our environmental impact is a worldwide mission. As the company has expanded its global reach, we have continued to maintain a culture of mindfulness regarding the impact of our operations on the planet. We are still at the beginning stages of our sustainability journey and working to better understand our impacts. One way we're doing that is by conducting a third-party carbon assessment to determine our carbon footprint. We are excited to share these results in our next CSR report.



Smartsheet HQ:  
City Center Bellevue



Boston Office



Sydney Office

We set out to lease buildings that are Leadership in Energy and Environmental Design (LEED), National Australian Built Environment Rating System (NABERS), or Energy Star certified.



# 8

## ACTING WITH INTEGRITY

From leadership to employees to vendors to suppliers, we expect everyone to act honestly and be accountable. We can't "Win With Integrity" without acting with it in everything we do. We're committed to doing the right thing, even when it's hard. Sound governance practices, ensuring cybersecurity for our customers and corporate data, data privacy, and effective supply chain management are critical to acting with integrity.

### Board of Directors

Smartsheet leadership is committed to continually evolving, ensuring new and diverse perspectives are uplifted in efforts to chart our best path forward at both board of directors and senior leadership levels to ensure a strong corporate governance profile.

To accomplish this, our board and its committees conduct annual self-evaluations, using results to assess board member expertise and effectiveness, determine qualifications for future board members, and make recommendations on board actions and membership. The board also regularly reviews Smartsheet governance policies to ensure they are necessary and support the desired long-term outcomes and visions for the company and its shareholders. Our board is guided by Smartsheet Corporate Governance Guidelines, and directors are required to adhere to a code of conduct. Additionally, each board committee has adopted a charter to guide their responsibilities. More information on each of these documents can be found [here](#).

### Nominating and Corporate Governance Committee

These board and committee self-evaluations help inform new board member selections. The Nominating and Corporate Governance Committee of the Smartsheet board meets quarterly and evaluates and recommends new members for election when necessary. New board member selections are guided by predetermined qualifications, covering expertise, diversity, and experience requirements like viewpoint, education, and skills. The Nominating and Corporate Governance Committee conducts periodic reviews and recommends adjustments to board structure and evaluation criteria where appropriate. The committee also receives quarterly updates related to our efforts to actively hold ourselves accountable to being good custodians of the planet.

When selecting new board members, Smartsheet considers diversity an important factor. In evaluating the diversity of board candidates, characteristics like race, gender, and national origin, among other factors, are taken into account. Thirty percent of our board members are women, and 30 percent represent racial or ethnic minority groups.

### Compensation Committee

Additionally, our board members, through the board's Compensation Committee, help set the company's compensation strategy. To promote sound governance and compensation principles, the Compensation Committee applies a pay-for-performance philosophy for executive compensation. Executive compensation is heavily weighted toward long-term equity incentives, which correlates with long-term shareholder interests. The Compensation Committee regularly reviews best practices in compensation to inform and administer our executive and overall compensation programs.

### Audit Committee

The Audit Committee of the board ensures appropriate accountability and oversight for accounting, financial reporting, and internal control matters, and further provides oversight for Smartsheet cybersecurity and privacy initiatives. In addition to serving key roles in Smartsheet compliance and governance protocols, these items are important in building customer trust.



### Cybersecurity

Cybersecurity is paramount across the information technology (IT) industry but even more so for software-as-a-service solutions like Smartsheet. Our customers rely on Smartsheet to house their sensitive information and data safely and securely, and they depend on our underlying data protection controls to ensure they can collaborate effectively. We have built secure systems and protocols and continue to enhance enterprise-grade security that our customers can trust.

Smartsheet Information Security Steering Committee (ISSC) is the governing body of our security program. The ISSC meets regularly and includes stakeholders from Smartsheet legal, compliance, IT, internal audit, and security teams. Additionally, new employees are required to complete mandatory security training and all employees are required to complete annual training and role-specific training as applicable.

### Privacy

At Smartsheet, privacy is a critical component of building and maintaining trust with our customers and stakeholders. Smartsheet is committed to respecting individual privacy rights and treating personal data with the utmost care. To accommodate the privacy needs of all stakeholders, Smartsheet has adopted a global approach to privacy that applies universal best practices, regardless of where data is processed.

To ensure this approach is successful, Smartsheet uses globally recognized standards of data protection as the foundation of its privacy program. Smartsheet is certified to ISO 27001:2013, ISO 27018:2019, and ISO 27701:2019, certifications carried out by an independent third-party auditor. By maintaining these certifications, Smartsheet demonstrates its commitment to meeting international standards for privacy and data protection. More detailed information on Smartsheet privacy practices is available on our website [here](#).

### Vendor and Supply Chain Policies

We ask our vendors to agree to our code of conduct and publish **specific vendor requirements**. We're currently working to establish a formal supplier diversity program. Our goal is to prioritize diverse suppliers and increase diverse supplier engagement in the future.

# 9

## OUR JOURNEY: WHAT'S NEXT

Smartsheet is committed to prioritizing CSR, infusing its principles into our cultural identity and into "The Smartsheet Way." This report provides a foundation for this work to create a shared culture of responsibility among our employees, stakeholders, and the world.

We look forward to continuing to provide transparency into our pursuit of progress via annual reporting.

Certain information set forth herein may be "forward-looking information." Except for statements of historical fact, information contained herein may constitute forward-looking statements. Forward-looking statements are not guarantees of future performance and undue reliance should not be placed on them. Such forward-looking statements necessarily involve known and unknown risks and uncertainties, many of which are and will be described in Smartsheet filings with the US Securities and Exchange Commission, and these risks and uncertainties may cause actual performance and financial results in future periods to differ materially from any projections of future performance or results expressed or implied by such forward-looking statements. Although forward-looking statements contained herein are based upon what Smartsheet believes are reasonable assumptions, there can be no assurance that forward-looking statements will prove to be accurate, as actual results and future events could differ materially from those anticipated in such statements. Smartsheet undertakes no obligation to update forward-looking statements except as required by law.

**For questions on Smartsheet CSR activities,  
please contact [esg@smartsheet.com](mailto:esg@smartsheet.com)**

