

VERINT®

ENVIRONMENTAL SOCIAL & GOVERNANCE REPORT 2024

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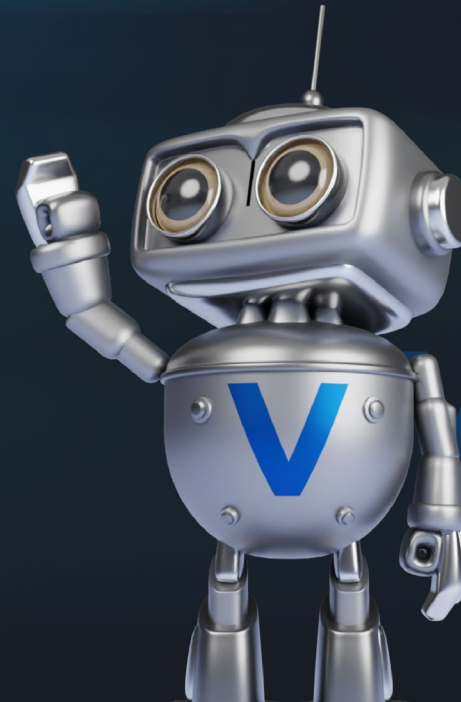
INTRODUCTION

We are pleased to present Verint's latest Environmental, Social & Governance ("ESG") report.

In this report, you will learn about our commitment to conducting business in an ethical manner and to working towards a better future. We believe that our efforts to fulfill this commitment contribute to our objectives of creating value for our stakeholders, including stockholders, employees, customers, partners, the communities in which we work, and the global community at large, and of helping make the world a better place, and we look forward to our next steps on this journey.

ABOUT US

Verint® is a leader in Customer Experience ("CX") Automation, serving a customer base that includes more than 80 of the Fortune 100 companies. The world's most iconic brands use the Verint Open Platform and our team of AI-powered bots to deliver tangible *AI Business Outcomes, Now™* across the enterprise.



OUR CORE VALUES

We have five core values that inform how we operate and the way we conduct our business:

1 | 

The **integrity** to do what's right

2 | 

The **innovation** to create leading solutions for real-world challenges

3 | 

The **transparency** that fuels mutual trust and productive, collaborative working relationships

4 | 

The **humility** to view our successes as milestones in our journey, and our mistakes as opportunities for improvement

5 | 

A **passion** for making our customers and partners successful

These values are at the heart of our business activities, engagements, and relationships with stakeholders.



ABOUT THIS REPORT

The purpose of this report is to share information about our ESG program, including our efforts and progress relative to our ESG priorities, which is based on the nature of our business and operations, management's assessment of our key ESG risks and opportunities, and input from our stakeholders.

The corporate governance & nominating committee of our Board of Directors has responsibility for overseeing our overall ESG program and related ESG risks and opportunities. Management has also established an ESG working group comprised of members from our Legal, Risk & Compliance, and Finance functions. This group, assisted by contributing members from other functional areas, has general responsibility for the management of our ESG program under the supervision of our Chief Administrative Officer and our General Counsel.

The report is written with reference to the Sustainability Accounting Standards Board ("SASB") standard for our industry (Software & IT Services). We also provide supplemental information based on our ESG priorities, the Greenhouse Gas ("GHG") Protocol, the Global Reporting Initiative ("GRI") Standards, and the Task Force on Climate-Related Financial Disclosures ("TCFD") (now monitored by the International Financial Reporting Standards ("IFRS") Foundation). We review these ESG reporting frameworks and standards to understand their areas of focus for companies in our industry. This report does not profess compliance with these standards.

Unless otherwise indicated, this report generally covers information for our global operations as of January 31, 2025, or for our fiscal year ended January 31, 2025 ("FYE 25"), as applicable.

OUR ESG PRIORITIES

We use a variety of means to identify our key ESG risks, determine our ESG opportunities and priorities, and help guide and further develop our ESG program.

- Our senior management periodically participates in an ESG materiality assessment. The assessment is a useful tool for helping us to prioritize ESG issues and build our ESG program.
- Our ESG working group regularly evaluates our areas of ESG focus, including performing periodic industry benchmarking analyses to understand and assess the ESG risks, opportunities, and priorities identified by our peers in the software and technology industry.
- We review a number of the major ESG reporting frameworks and standards, including SASB, TCFD (IFRS S1/S2), and GRI, to understand their areas of focus for companies in our industry.

Based on the foregoing, we consider the issues listed in the following Priorities Table to be our primary ESG priorities. We address each of these subjects in this report, in addition to other supplemental information we believe may be useful to our stakeholders.

ESG PRIORITIES TABLE

ENVIRONMENTAL	GOVERNANCE
<div>Energy use & GHG emissions</div>	<div>Ethical conduct</div> <div>Legal & regulatory compliance</div> <div>Data privacy</div> <div>Information / cybersecurity</div> <div>Artificial intelligence ("AI")</div> <div>Risk management</div>
SOCIAL	
<div>Talent development & inclusion</div> <div>Employee well-being</div> <div>Community involvement & giving</div>	



ENVIRONMENTAL

ENVIRONMENTAL

We aim to engage in business practices that reduce our environmental impact. As of January 31, 2025, based on a qualitative assessment of our current operations and supply chain, we have not identified climate-related risks reasonably likely to have a material impact over the next 12 to 24 months. This assessment may change as methodologies, regulations, or our footprint evolve. While we have not adopted specific emissions targets or goals, we proactively monitor and assess our environmental impact through our ESG program and identify and take steps to reduce our energy consumption and emissions.





ENVIRONMENTAL PROGRAM

As part of our environmental sustainability program:

- Nearly all of our product offerings are available in the cloud, which may reduce energy usage compared to traditional on-premises deployments. Our multi-tenant cloud offerings result in sharing computing resources among many customers, where we can achieve economies of scale, and may result in a reduction of energy consumption and carbon emissions.
- Nearly all of our product development and testing is done in the cloud. Some customers may experience lower energy consumption when migrating comparable workloads to our cloud-delivered solutions; impacts vary by configuration, utilization, and data center efficiency.
- In FYE 25, we completed our efforts to fully transition both our internal data centers and our external cloud operations to third-party cloud service providers, enabling us to leverage technology partners to provide best-in-class data center and cloud services at scale.
- We seek to reduce our carbon footprint by partnering with cloud service providers that have a commitment to reduction of carbon emissions or net-zero targets.
- We work to optimize our cloud platform and cloud product offerings by improving central processing unit usage and reducing resource consumption.
- For our deployments that are on-premises or hybrid, we typically fulfill the software electronically via download (as opposed to shipment of physical media).

- 
- We have implemented a hybrid work model and have reduced our office footprint around the world, thereby reducing our office electrical consumption and emissions associated with employee commutes to and from Verint office locations. For our remaining offices, we strive to reduce energy consumption, such as through the use of motion sensor light switches, smart thermostats, and the configuration of computers and monitors to enter sleep mode when not in use. Our Hong Kong and India offices are also located in buildings that have green certifications under local standards.
 - Where appropriate, we encourage virtual rather than in-person meetings, in part to

reduce greenhouse gas emissions associated with travel.

- We are certified for the ISO 14001 Environmental Management Standard in our Columbia, Maryland location.
- We encourage our suppliers to operate in an environmentally responsible manner.
- We provide our employees with recycling opportunities in many of our offices.
- As we continue to understand environmental risks and opportunities in an evolving landscape, we will continue to develop and enhance our programs, where beneficial.

GHG EMISSIONS

For FYE 25, we have improved upon our FYE 24 GHG inventory by reviewing and incorporating emissions across additional scope 3 categories. In our FYE 25 calculation, we have preliminarily identified Category 11 - Use of Sold Products as our most material source of emissions, as this category relates to the use of our software by customers. In subsequent inventories, we will continue to refine our approach to estimating these figures. The following summarizes the GHG emissions for FYE 25.

SCOPE	GHG EMISSIONS (METRIC TONS CO ₂ e)
Scope 1	460
Scope 2	1,210
Scope 3	88,310 ¹
Category 1 – Purchased Goods and Services	17,660
Category 11 – Use of Sold Products	58,300
Other Scope 3 Categories	12,350 ²

(1) Incorporates direct use phase emissions vis-à-vis our customers.

(2) Includes Categories 2, 3, 4, 5, 6, 7, 8, 9, 12, and 15.

(3) Supplemental guidance for Scope 1 and 2 includes, but is not limited to: The Climate Registry, U.S. Energy Information Administration, EPA Screening method, and EPA Fuel Economy.

(4) Emissions factors for Scope 1 and Scope 2 are sourced from: EPA GHG Emissions Factor Hub, UK DEFRA, Carbon Footprint, DEWA from Climatiq, European Data Emissions Factors, Australian Government Emissions Factors and Canadian Government Website.

(5) Emissions factors for Scope 3 are sourced from: The US EEIO Supply Chain Greenhouse Gas Emissions, EPA GHG Emissions Factor Hub, IEA Upstream Life Cycle Emission Factors, U.S Life Cycle GHG Petroleum, UK DEFRA, EPA emissions Factors Hub, The Canadian Government for Canada (Ontario was used), The Australian National Greenhouse Accounts Factors for Australia, The UK Defra for the United Kingdom, Climatiq for Mexico & Latin America – General, Climate Transparency Report for Africa, Southeast Asia, North Asia, China, the IPCC for Israel (for Israel & middle east), Bulgaria (For eastern Europe), Uzbekistan, Denmark (For Scandinavia), Austria (For Central Europe), The Climate Registry for Malaysia and Pakistan , The Carbon Footprint from carbonfootprint.com for all other locations.

Verint does not currently purchase renewable energy credits, purchase power agreements, guarantees of origin, or carbon offsets. Additionally, we do not select utility providers based on supplier specific emissions rates.

The table on this page reflects the data we have collected or that is available to us for the applicable reporting period and may not represent the totality of our emissions in any given scope or category. In some areas, estimations were used to fill any known gaps in the data we were not able to collect and/or to supplement collected data.³

We believe that the estimates employed are appropriate and reasonable; however, due to inherent uncertainties in making estimates and assumptions, actual results could differ from the original estimates, which have been rounded for simplicity. Our FYE 25 GHG inventory was prepared in alignment with the guidance of the GHG Protocol Corporate Standard, Scope 2 Guidance, and Scope 3 Corporate Value Chain Standard. We report Scope 2 location-based emissions using location specific grid emissions factors and present Scope 3 broken down by its relevant categories.^{4&5} Scope 3 Categories that are not included are not relevant to Verint. We do not currently obtain third-party attestation for these figures. GHG results involve estimation uncertainty (notably for Scope 2, Scope 3 Category 1 purchased goods/services and Category 2 capital goods); point estimates may vary with updated supplier data.

WATER UTILIZATION

Verint's primary usage of water is for restrooms and kitchenettes, including for drinking and for cleaning, in all of our offices, and for water-based cooling in one office. Additionally, two of our offices participate in grey water recycling programs in their local areas.

We seek to partner with cloud hosting providers who are committed to the reduction of water usage in cooling their data centers.

WASTE ELECTRICAL & ELECTRONIC EQUIPMENT COMPLIANCE

Under the Waste Electrical and Electronic Equipment ("WEEE") Directive and implementing regulations, when customers within our EMEA region buy new electrical and electronic equipment from us they are entitled to send old equipment back to us for recycling under certain circumstances, such as at end of life.

E-WASTE DIVERSION PROGRAM

We have implemented an e-waste diversion program, which includes, among other things, unrepairable product and competitor products that we have replaced. We estimate that this program prevented approximately 1.0 metric ton of e-waste from being disposed of in landfills during FYE 25. The amount can fluctuate from year to year depending on a number of factors, including the customer contracts we have in place for relevant hardware products in a given reporting period and one-time events. Our e-waste diversion program in the U.S. is ISO 14001 certified.



SOCIAL



OUR GLOBAL WORKFORCE

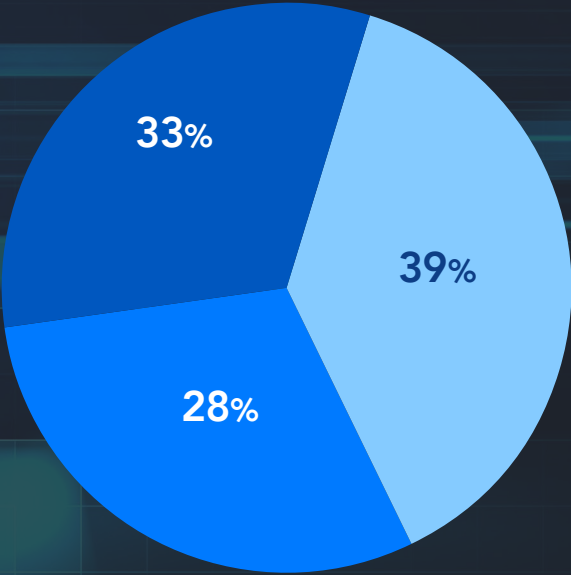
Verint is headquartered in Melville, New York, and has approximately 17 offices worldwide, in addition to a number of on-demand, flexible coworking spaces. In locations where we maintain physical offices, we encourage local employment and the hiring of local managers. Working hand in hand with local communities to foster job creation, our goal is to support local economies and create ecosystems of employees rich in technical and professional knowledge from which we can recruit.

Our globally distributed workforce and hybrid work model has enabled us to be resilient, agile, and flexible in operating our business, supporting our customers, and recruiting the best new talent available to us, irrespective of location.

As of January 31, 2025, our worldwide team was comprised of approximately 3,800 employees, plus a few hundred contractors. Our employees are located in more than 35 countries across three regions.

Our overall employee attrition rate has been consistent with or below industry average for the past several years.

PERCENTAGE OF TOTAL EMPLOYEES BY LOCATION



- Americas
- EMEA
- APAC

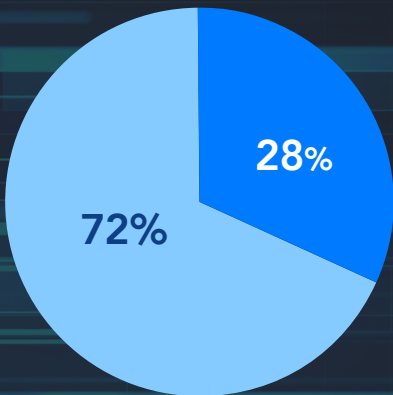
OUR PEOPLE

Our recruiting, retention, and promotion programs focus on the best and most qualified talent available to us across the globe.

As of January 31, 2025, on a global basis, females represented approximately **28%** of our employee base and **26%** of our leadership roles.

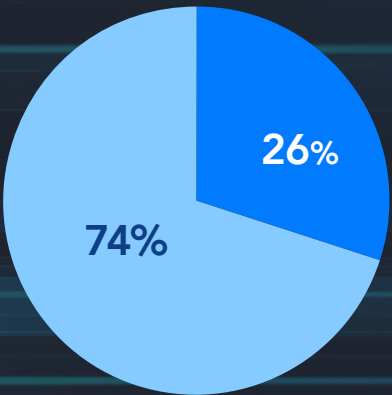
As of January 31, 2025, approximately **30%** of our U.S. workforce was comprised of minorities.

GLOBAL GENDER



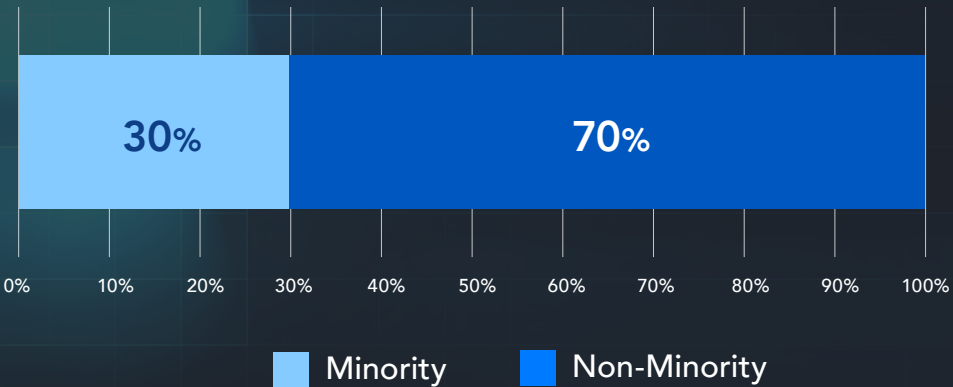
Female Male

LEADERSHIP GENDER



Female Male

U.S. MINORITY & NON-MINORITY





We build and maintain relationships with colleges and universities that offer innovative and highly technical coursework that develops the expertise needed for success in our industry. Participating in recruiting programs for interns and new graduates from such schools helps us to build a pipeline of qualified new talent.

Our Together@Verint Council focuses on promoting an environment that attracts and retains the best talent, values participation and collaboration, educates our employees, and encourages innovation.

The council currently has several initiatives underway and works in part through several employee resource groups which are focused on, among other things, activities driving awareness and an inclusive culture.

BOARD COMPOSITION

Our Board of Directors is currently comprised of nine directors, including three female directors, one of whom identifies as African American. The composition of the current Board reflects a variety of business and professional experience, skills, background, and age among our directors.



EMPLOYEE WELLNESS, DEVELOPMENT & ENGAGEMENT

We are focused on employee engagement and wellness by providing programs that focus on mental health, financial and physical wellness, and tools to improve work life balance. We also provide a company-paid employee assistance program that provides for over 200 learning opportunities for our employees' personal and professional growth and other initiatives focused on providing employees with a toolkit of professional development options.

Our company-paid benefits, such as our maternity and parental leave program in some countries, and subsidized benefits, competitive paid time off programs, flexible work schedules, and family-friendly environment are key in recruiting and maintaining high-caliber talent globally.

We recognize differences in family composition and our tiered U.S. and EMEA benefit plans provide options for employees in a variety of family circumstances, including domestic partner benefits, adoption assistance, and fertility assistance.

Our hybrid work model gives employees the flexibility to work from a Verint office or from a remote location, such as their homes. To facilitate this flexibility, we provide our employees with the resources that they need in order to work in a remote environment, including, in most cases, a full technology stack comprised of a laptop, monitors, and other accessories. Additionally, we launched collaboration sites, partnering with a global provider for coworking space, that allow employees from all over the world to reserve local collaboration/office space as needed to work with their colleagues in person. We have also invested in converting our offices into high-tech collaboration sites for employees to work with colleagues and teams in person as needed. The ability to work remotely or at a collaboration site provides more work life balance and is a benefit of our hybrid work model.



We make efforts to listen to the voice of our employees. We periodically conduct employee surveys and, where possible, use the feedback received from those surveys to drive certain initiatives. In 2024, we conducted the Great Place to Work® survey, to assess employee satisfaction in key areas, from credibility and respect to fairness and inclusion, and received certification in the majority of our eligible countries.

Additional feedback we received included requests for additional development and collaboration opportunities.

Approximately **80%** of our global employees participated in the survey, and according to survey results, nearly **94%** of our employees stated they felt welcome joining the company.

Continuous learning and the professional development of our employees are key factors in our success. All our employees are afforded the opportunity to take part in our training programs, with the ability to focus their learning on the skills and knowledge that are most relevant for their professional development. We offer thousands of training courses through multiple channels of learning, including Verint Academy, technical skills training, online training offerings through our employee assistance program and wellness applications, mentorship sessions and leadership coaching, and traditional classroom and external training engagements assigned by leadership for personal and professional development.

Our global hackathons provide an opportunity for teams of employees to be mentored in areas of innovation to build skills and partake in developing day-to-day real-time solutions to real-time opportunities within their department. Verint Academy also provides employees with extended learning options for additional soft skills, and technical and professional training in a self-service model. Our learning and development options also include mental, physical, and financial health trainings in addition to professional development.

Our vWellness Platform promotes employee engagement through global employee challenges, a social platform for employees to build relationships and share events across the globe, as well as company-designed initiatives like our “Peer to Peer” recognition program, our Tour de Verint global step challenge, and our Verint’s Got Talent event.

Our fast-paced, challenging,
and collaborative work
environment nurtures
professional growth and
offers a wide array of career
advancement opportunities.

Our workforce planning tools provide managers with a framework for thinking strategically about the talent our company requires to achieve our business goals. We provide tools to prepare people managers with extended resources, such as our Manager Engagement Playbook and Manager Coaching Cue Activities, that support managers in day-to-day real-time activities that make work meaningful to our employees. We conduct annual performance reviews for all of our employees, which include an opportunity for employees to discuss career development with their managers and design an Individual Development Plan.



COMMUNITY INVOLVEMENT & GIVING

We seek to give back to the communities in which we live and work. In 2005, we launched the Verint Next-Generation Program, which engages our employees around the globe in projects that benefit children in need.

As part of the program, our employees have engaged in various community activities, including supplying food pantries, participating in blood drives, collecting clothing and school supplies, building playgrounds, cleaning parks and planting gardens. We are also proud to support our employees' community service activities with programs for donating employee time to qualified children's organizations and matching grants. In 2024, we held a Global Day of Giving Event, where hundreds of our employees across the world came together to participate in charitable, environmental, and community events. For FYE 25, Verint and our employees donated over \$540,000 to charitable organizations through our various programs, with more than 2,400 of our employees supporting approximately 100 events for non-profit organizations in our local communities benefiting approximately 150 charitable organizations across the globe.

HUMAN RIGHTS & LABOR PRACTICES

We have adopted a Global Human Rights Policy and maintain policies and procedures to comply with the UK Modern Slavery Act and the Australian Modern Slavery Act in an effort to ensure that our practices are in line with relevant human rights and labor standards.

We seek to ensure that neither our own business practices nor those of our suppliers involve any form of slavery, forced or involuntary labor, or human trafficking. We also seek to ensure that neither we nor our suppliers employ individuals below the legal age of employment. See "Supply Chain / Third-Party Responsibility" below for more information on our expectations for our suppliers.





GOVERNANCE

ETHICAL CONDUCT & OVERSIGHT

We view sound corporate governance and ethical conduct as essential to the success of our business and our ability to create value for our stakeholders. We believe that enduring economic success is inextricably linked to ethical business conduct and responsible corporate citizenship.

We understand that a company is only as ethical as its employees. We believe that the most important and effective way to communicate the importance of ethics and compliance to our employees is to set an effective “tone at the top,” starting with our Board and senior management. We seek to accomplish this by:

- Modeling ethical behavior at the Board and management team level, as well as adopting an open and responsive approach to concerns that are raised by others.
- Communicating about ethics and compliance issues frequently, seriously, and openly at all levels of the organization.
- Building and maintaining a strong governance and compliance infrastructure for the company.



We keep our Board and its committees informed of our compliance activities several times a year as part of scheduled updates, and more frequently where necessary. The Board and its committees are actively involved in setting compliance priorities, evaluating the company's assessment of its risks, opportunities, and control environment, and overseeing progress on risk mitigation activities.

- Our corporate governance & nominating committee has general responsibility for overseeing our overall ESG program and related ESG risks and opportunities, including with respect to environmental / climate change factors. This committee is also responsible for assisting the Board in establishing our corporate governance guidelines, overseeing the Board's operations and effectiveness, and identifying, screening, and recommending qualified candidates to serve on the Board. Pursuant to the corporate governance &

nominating committee charter, the Board undertakes an annual performance evaluation of itself and its committees, including with respect to skills and composition. The committee is also responsible for officer succession planning and related risk management.

- Our audit committee assists the Board in its oversight of our compliance with all applicable laws and regulations, which includes oversight of the quality and integrity of our

financial reporting, internal controls, and audit functions, as well as general risk oversight, including primary oversight of cybersecurity risk management and disclosure.

- Our compensation committee is responsible for setting our compensation philosophy, oversight of compensation and human capital risks, approving compensation arrangements for our executive officers, and administering our stock incentive compensation plans for all our employees.

COMPLIANCE PROGRAM

We have adopted a broad corporate governance and compliance program, which includes policies and procedures, training, systems, and tools in a number of key legal areas.

We are firmly committed to maintaining strong corporate governance and compliance programs informed by best practices, and we periodically review our policies and procedures to ensure they are up to date with regulatory requirements.

We are also committed to maintaining a strong control environment and to making effective controls an integral part of our routine business practices, with checks and balances in place to help us address issues before they become larger problems.

We require our employees to act in compliance with all applicable laws and regulations and to maintain a high level of ethical conduct in their dealings with customers, suppliers, and other stakeholders.

We conduct periodic audits or assessments of our programs.

CODE OF CONDUCT

All of our employees, officers, and Board members are required to comply with our Code of Conduct. Our Code of Conduct clearly articulates our core values, describes our policies and procedures, and provides our people with guidance on important ethics and compliance issues, including a framework for making good decisions and instructions for communicating areas of concern.

Our Code of Conduct covers the following areas:

- Ethical and legally compliant business conduct, including in dealings with customers, suppliers, and competitors
- An inclusive and fair work environment, including equal opportunity in hiring and promotion practices
- A safe and healthy work environment
- A zero-tolerance policy for unlawful discrimination or harassment or for workplace violence
- Prioritization of company business and activities during working hours and proper conduct during off hours
- Protection and safeguarding of company assets and resources, both tangible and intangible (including intellectual property), customer information, personally identifiable information, and responsible use only for designated proper purposes
- Securing the company's physical and electronic assets and systems, and its product offerings
- Proper handling of actual or potential conflicts of interest
- Compliance with applicable laws, including prohibition on bribes or other improper payments, adherence to applicable import / export requirements, and prohibition on insider trading
- Rules and guidance on gifts and entertainment from / to third-parties
- Accurate record keeping and public disclosure
- Authorized and coordinated public statements or disclosure
- Reporting concerns



ANTI-BRIBERY / ANTI-CORRUPTION ("ABC")

As a global organization, Verint is committed to complying with all applicable laws in the countries in which we operate including, importantly, laws concerning public or private bribery and corruption. We prohibit the giving, offering, or receiving, of anything of value, if intended for unlawful purposes. This includes a prohibition on corrupt payments of all kinds, including facilitation payments.

We also expect our third-party partners to share our commitment to uphold the highest ethical standards in this regard. See "Supply Chain / Third-Party Responsibility" below for more information on our expectations for our suppliers.

Our ABC program includes:

- Risk-based third-party due diligence procedures and screening
- Employee ABC training
- ABC contractual requirements and representations from third-parties with whom we do business

TRADE COMPLIANCE

We have a trade compliance program that is designed to ensure that we and our counterparties comply with all applicable export and import laws, rules, and regulations.

Our trade compliance program includes:

- Screening of transaction counterparties
- A process for product classification (for import / export)
- Periodic employee trade compliance training
- Contractual requirements and representations from third-parties we do business with
- Sanctions compliance

DATA PRIVACY

The use of our solutions and the operation of our business involve the collection, storage, and transmission of data, including data belonging to our employees, customers, and partners, some of which constitutes personal data.

Verint understands the importance of handling information assets, respecting the rights of individuals, and compliance with data privacy laws.

When we obtain personal data for our own business purposes, for instance through our marketing or business development activities or otherwise from business persons or entities with whom we do not have an agreement which regulates the use of personal data, our Global Privacy Notice explains how we collect such personal data, the purposes for which data is used, and our compliance procedures. For example:

- Where we collect personal data from such third-parties, we are clear this is with consent or another legal basis, and we outline the purposes for which personal data will be used.

- We do not knowingly process data about children.
- We do not sell data we have acquired for marketing purposes.
- We do not sell personal data.

Verint's policy and practice is to only use data in accordance with the primary purposes for which it was lawfully obtained. The Global Privacy Notice also explains how to contact us in the event of concerns or questions regarding privacy rights.

For our recruiting efforts, Verint provides job applicants with a privacy notice that describes how we collect, process, and store their personal data.

With respect to our customers and partners, we act in a limited capacity as an appointed service provider and may process personal data on a customer's or partner's behalf under our customer and partner agreements. When appointed as a service provider, we will enter into an appropriate written agreement which details the purposes for which we collect and process data from the relevant counterparties.



When we contract with third-parties for the provision of goods or services to us, we undertake privacy assessments as part of our due diligence and ensure that appropriate contractual measures are put in place, including measures designed to satisfy our requirements under relevant privacy law.

In addition to our Global Privacy Notice, we maintain internal policies and procedures relating to data privacy, including:

- Regional employee privacy policies
- General Data Protection Regulation ("GDPR") policies for customer and employee data
- Global information security
- Incident management

In addition to our regional employee privacy policies, we have published a global worker privacy policy, which applies to our current / former employees, temporary staff, independent contractors, or contingent workers. The policy outlines our efforts to safeguard and protect the data of our workforce and let them know how we collect, process, use, store, and share their information for business purposes.



Our data privacy compliance program also includes the following measures:

- Monitoring applicable privacy regulations and how we comply with differing laws and standards across our global operating footprint.
- Regular consultations with leading international privacy advisers to determine how evolving information regulations impact our business functions and customer operations.
- Establishment and administration of privacy and information security policies and procedures for the collection, storage, processing, and maintenance of personal data.
- Use of specialized technology tools to strengthen our compliance activities and assist us in mapping, monitoring, and benchmarking our data processing activities.
- Data privacy and data protection training, including the identification and reporting of incidents which may compromise personal data, for our employees.
- Maintaining professional accreditation for our privacy specialists (including our Global Privacy Office and DPOs) such as the IAPP Certified Information Privacy Professional accreditation (CIPP/US, CIPP/E & CIPP/M).

Our Global Privacy Office function resides within our Legal department, which reports to senior management and ultimately to our Board.

The Global Privacy Office seeks to ensure the appropriate oversight and expertise are provided on global privacy laws and requirements.

We have also established regional Data Protection Officers tasked with helping us understand and take the necessary steps to comply with the range of evolving data privacy and protection laws applicable

to the numerous jurisdictions in which we operate. Verint does not typically receive law enforcement requests for user information. In the event such a request is received, our usual practice is to refer the law enforcement agency to the relevant customer or vendor organization. Our products or services do not incorporate government-required monitoring, blocking, content filtering, or censoring.

Our solutions are designed to help our customers comply with their own privacy compliance requirements. For example, our solutions enable selective access rights, rectification, erasure, and data portability.

INFORMATION / CYBERSECURITY

Verint takes steps to protect our data and third-party data we receive from our customers through the implementation of technological and organizational measures designed to reduce the risk from cybersecurity threats, including data theft or destruction.

Our cybersecurity program is designed to assess, identify, and manage material risks and vulnerabilities to our security posture, including prioritizing and remediating cybersecurity risks.



Our program calls for, among other things:

- Incorporation of cybersecurity in our overall enterprise risk management processes, including periodic enterprise risk assessments and tools used to track and monitor risks.
- Regular reviews of cybersecurity risks and mitigation efforts specifically.
- Use of software and hardware tools and services to help safeguard our systems and product offerings.
- Maintaining internationally recognized certifications or conformance standards for certain products and services which we publish as the Verint Certification Product Matrix.
- Assessments designed to help identify cybersecurity risks to our critical systems, information, products, services, and our broader enterprise IT environment.

Our cybersecurity program also includes:

- The adoption of best practice frameworks for our cybersecurity program, including but not limited to SOC 2, PCI-DSS, ISO 27001, NIST CSF, and NIST 800-53.
- Certifications or conformance for applicable products and services, including SOC 2, PCI-DSS, ISO 27001, and HIPAA.
- The adoption of best practices frameworks by applicable partners, including SOC 2 and FedRAMP.
- Experienced personnel with certifications that include Certified Information Systems Security Professional (CISSP), Certified Information Systems Management (CISM), and Certified Information Systems Auditor (CISA).
- Independent third-party verification of risk management standards for portions of our products and services, with planned expansion in the future.

As part of our adherence to the foregoing security frameworks:

- We maintain a dedicated security operations team to monitor our back office and customer facing cloud environments 24x7x365.
- We make use of industry-leading cybersecurity tools and services for real-time security monitoring, vulnerability management, and threat intelligence.
- We encrypt data at rest and in transit.

We use least privilege access methodology.

- We maintain internal controls, including for identity and access management and logging.
- We maintain policies and procedures relating to information security, including for incident management and business continuity.

We conduct regular vulnerability assessments on our infrastructure and solutions.

- We maintain emergency response procedures which are tested at least annually.
- We maintain backups and disaster recovery plans which are tested at least annually.
- We conduct employee information security testing at least quarterly with compulsory re-training required as determined by testing outcomes.
- Any data breaches or law enforcement issues associated with cybersecurity, or other material legal proceedings, are disclosed in our U.S. Securities and Exchange Commission ("SEC") filings where required.



ARTIFICIAL INTELLIGENCE

AI: Empowering Our Customers

Verint's solutions empower our customers with market-leading AI technologies, which can be configured to address each customer's priorities and unique challenges. Our Open Platform enables our customers to make use of AI anywhere within our solution portfolio.

Our Verint DaVinci™ AI tools are designed to augment the human workforce, to increase productivity, and to improve process outcomes. Verint DaVinci enables people and AI-powered agentic bots to work together to deliver faster and better experiences and tangible business outcomes.



Commitment to Responsible & Ethical AI Practices

We work to use and develop AI technology in an ethical and responsible manner to create trustworthy AI. For AI-enabled offerings, we maintain documented testing, human-in-the-loop review, incident channels, and model update controls. We are implementing processes to comply with the EU AI Act where applicable. We have adopted the following principles regarding our use of AI:

- Deploying AI only for appropriate uses.
- Using AI responsibly, securely, and in compliance with privacy and other regulations.
- Working to ensure AI operates in a fair and safe manner.
- Designing AI to be controlled and accountable to people.
- Deployment of AI in Verint's regional secure cloud environments.

These principles inform our commitment to developing AI technology responsibly and ethically. They are incorporated into our company culture and are ingrained in the processes used to deliver the technologies and solutions we provide to our customers. Please see the Verint Responsible & Ethical AI Whitepaper on our website for more information.

Appropriate: Using AI Appropriately for Our Solutions

Verint works to limit potentially harmful applications as we design and deploy AI technologies. We review the AI technologies we deploy, their use cases, and the related risks. Verint also evaluates how the AI technology will scale across billions of interactions and global deployments to help ensure the AI technology we offer can provide the value we intend.



Secure, Private & Compliant

AI technologies are often exposed to large amounts of personal data, raising issues related to data privacy and security. Verint designs and develops AI technologies using research and development best practices.

Verint works to develop its AI systems in compliance with applicable laws and regulations and designs such systems in a manner that allows compliant use by customers. This includes respecting third-party intellectual property rights in the design and development process.

Verint also supports the adoption of data protection and privacy regulations to address risks associated with AI, as well as the implementation of safe data handling practices, and undertakes annual policy reviews and updates to keep pace with changes.

As AI development and utilization continues to evolve, we monitor the regulatory environment to keep abreast of laws and how their mandates may impact the delivery of our solutions, such as the Regulation (EU) 2024/1689 of the European Parliament and of The Council ("EU AI Act").

Verint seeks to adopt internationally recognized standards as part of its development and deployment of AI such as ISO 42001.

Fair: Building AI to Avoid Unfair Bias

AI algorithms and datasets can reflect and/or reinforce biases. Verint understands that distinguishing fair from unfair biases is not always simple and may differ across cultures and societies. We seek to avoid the use of our AI solutions resulting in bias based on race, color, religion, sex, age, national origin, genetic information, disability, veteran status, and any other classification or characteristic protected by applicable laws. We are aware of commonly known biases that may be present in

AI systems, such as data bias, algorithmic bias, and confirmation bias. We periodically review, evaluate, and address AI-generated outputs during the development process for potential biases and inaccuracies. We address bias or accuracy issues reported through our Incident Management System as a bug/defect. We use AI systems provided by vendors with transparent methodologies and documentation to better understand their decision-making processes. We document and communicate any identified biases and mitigation efforts.

Accountable to People: Delivering Trusted Output that Is Accountable to People

The AI technologies and use cases Verint offers provide appropriate opportunities for assessments, relevant transparent explanations, and value. Our AI technologies allow for appropriate human direction and control. This helps to manage risks related to ethical use cases, unintended consequences, and transparency, and provides mechanisms to help alleviate misinformation and manipulation.

BUSINESS CONTINUITY MANAGEMENT

Verint recognizes the critical role of Business Continuity Management ("BCM"), and has established resources and guidelines designed to ensure the availability of Verint business functions and services to customers and partners in the event of emergency or other operational disruption.

Our BCM efforts focus on maintaining continuity in the delivery and support of our products, as well as traditional back-office support functions, in the event of an emergency or disruption. The BCM efforts also include robust IT backup and recovery processes. Verint has put in place the infrastructure, policies, and procedures to allow employees to work remotely.

We also require our key suppliers and subcontractors to define and maintain their own business continuity management plans and to make them available to Verint for review upon request.

We have not historically experienced material performance issues, material service disruptions, or material customer downtime in our cloud-based product offerings.



SUPPLY CHAIN / THIRD-PARTY RESPONSIBILITY

Compliance Matters

In addition to our Code of Conduct, we have an established Third-Party Code of Conduct which outlines our expectations of suppliers and third-party partners regarding, among other things:

- Compliance with relevant laws and regulations, including anti-bribery and anti-corruption
- Protection of human rights and fair and non-discriminatory labor practices
- Prohibitions on the use of child and forced or involuntary labor
- Protection of the environment
- Provision of equal opportunities to employees
- Workplace conditions and employee health and safety
- Management of conflicts of interest
- Information security and protection of data
- Use of Verint's technology and electronic assets
- Record keeping

In addition, we have adopted a Conflict Minerals Policy designed to comply with applicable SEC rules regarding the reporting of responsible sourcing of certain minerals, which we expect our suppliers to follow. We conduct annual supply chain due diligence in furtherance of this policy and to support our annual conflict minerals report filed with the SEC.



Supplier Management

Verint's supplier management program is designed to maximize the value of our key supplier relationships while mitigating risks. Key elements of the program include:

- Supplier prioritization – Assessing each supplier's business impact versus the difficulty of moving to an alternative provider
 - Supplier qualification – A vetting process based on sound and responsible business practices and in compliance with regulatory and customer commitments
- Supplier performance management – A measurement system which tracks performance against contractual obligations, stakeholder expectations, and strategic goals
 - Supplier relationship management – A series of value creating strategies to foster mutually beneficial partnerships
 - Enhanced supplier risk management – Assessing the overall risk level and mitigating the risk by applying a series of reviews, assessments and actions



TRAINING

Verint has a broad corporate compliance training program that consisted of five core topics for FYE 25:

- Code of Conduct
- Information Security, AI & Data Privacy
- Anti-Bribery / Anti-Corruption
- Insider Trading
- Global Trade Compliance

We deliver training to thousands of employees around the world each year and work to achieve completion by all employees.

We have also offered stand-alone trainings in AI and other key areas, including Anti-Harassment.

REPORTING CONCERNS

Verint has an open-door policy in which we encourage open communication, feedback, and discussion about any questions, problems, suggestions, or other matters of importance to an employee. We actively encourage our employees to report issues or concerns to their managers, human resources, the legal department, or members of senior management.

We also maintain an Ethics Help Line where employees, stockholders, vendors, suppliers, customers, and others can submit issues or concerns, including potential violations of the Code of Conduct or other policies, 24 hours a day, 365 days a year, online or via phone, with a link available on our public website. Reporters may request that helpline reports be sent directly to the audit committee of our Board.

ANTI-RETALIATION POLICY

We believe it is essential that our employees feel empowered to raise concerns with the expectation that these concerns will be promptly reviewed and appropriately addressed, and that they will not be subject to retaliation as a result. As such, Verint prohibits retaliation in any form against any employee by another employee or the company.

RISK MANAGEMENT

The Board and its committees take an active role in overseeing the assessment and management of our risks.

The Board believes an effective risk management system will:

- Timely identify the material risks that we face
- Ensure communication of necessary information with respect to material risks to senior executives and, as appropriate, to the Board or relevant committees
- Facilitate implementation of appropriate and responsive risk management strategies consistent with our risk profile
- Integrate risk management into our decision-making

The Board and its committees regularly receive information regarding our financial position, capital structure, operations, strategy, compensation, compliance and governance activities, information / cybersecurity, and risk management from senior management. During its review of such information, the Board and its committees discuss, review, and analyze risks associated with each area, as applicable.

- The audit committee oversees management of financial and compliance risks, including with respect to financial reporting and related information systems, credit and liquidity, cybersecurity, legal compliance, potential conflicts of interest, and related party transactions.
- The compensation committee discusses, reviews, and analyzes risks associated with our compensation plans and arrangements, including human capital risks related to recruiting, retention, and attrition. The committee also receives updates on trends and developments in compensation and related matters from its independent compensation consultant at least annually.
- The corporate governance & nominating committee oversees risks associated with our overall governance practices, including regarding the operation of our

ESG program, the leadership structure of our Board, and succession planning for our directors and officers. The committee oversees and receives updates on corporate governance and public company legal matters from internal and external counsel on a regular basis throughout the year and receives periodic reports from management on our ESG program. As of January 31, 2025, based on a qualitative assessment of our current operations and supply chain, we have not identified climate-related risks reasonably likely to have a material impact over the next 12 to 24 months. This assessment may change as methodologies, regulations, or our footprint evolve, see 'Forward-Looking Statements' on page 45. We have not adopted specific emissions targets or goals, however, we continue to monitor this area as one of our ESG priorities.

The full Board is regularly informed about the activities of its committees through committee reports and other communications, as well as participation in committee meetings by non-committee member directors from time to time.

The Board also oversees risk management and compliance generally, including information security / cybersecurity, on which it receives reports at least quarterly in tandem with the audit committee.

The quarterly briefing on information security and cybersecurity includes information about our information security systems and tools, policies and procedures, security events, testing, audits, risk areas, and mitigation plans.

Under the oversight of the Board, we have also undertaken a number of enterprise risk assessments over the years and have implemented policies, procedures, and programs designed to help manage the risks to which we are exposed in our business and to align risk-taking appropriately with our efforts to increase stockholder value. For example, we conduct a quarterly survey process encompassing hundreds of employees which seeks to ensure that material information about our operations, finances, and compliance activities is effectively conveyed to senior management on a timely basis.

BOARD INDEPENDENCE

Our Board is currently comprised of nine members, eight of whom are independent directors. All of our standing Board committees are comprised solely of independent directors.

STOCKHOLDER ENGAGEMENT

We engage in frequent and extensive stockholder engagement to learn what issues are important to our stockholders.

It is and has been our practice for many years to engage with our investors on a regular basis. Each year, we typically meet with well over a hundred investors as part of our investor relations program, during which we make ourselves available to discuss, subject to the limitations of applicable securities law, any subject our stockholders wish to raise with us, including matters of strategy, capital allocation, corporate governance, and executive compensation. We believe this program of regular stockholder engagement has been productive and provides an open exchange of ideas and perspectives for both management and our stockholders.

In addition to our regular, year-round investor relations program, we have historically conducted proactive outreach each fall to substantially all of our large stockholders, with the direct participation of our compensation committee chairman.



AWARDS & RECOGNITION

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

AUS

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

CANADA

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

CHN

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

DE

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

HKG

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

HUNGARY

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

IDN

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

IRELAND

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

ISRAEL

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

INDIA

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

JAPAN

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

MKD

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

SG

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

UK

Great Place To Work[®]

Certified

SEP 2024-SEP 2025

USA

ADDITIONAL INFORMATION

Verint® (NASDAQ: VRNT) is a leader in Customer Experience ("CX") Automation, serving a customer base that includes more than 80 of the Fortune 100 companies. The world's most iconic brands use the Verint Open Platform and our team of AI-powered bots to deliver tangible AI Business Outcomes, Now™ across the enterprise.

VERINT®
The CX Automation Company™

Learn more at [Verint.com](https://www.verint.com).

Our Code of Conduct and many of our other corporate governance or compliance policies are available on the corporate governance page of our website.

Additional information about our Board of Directors, our stockholder engagement efforts, and our executive compensation, including CEO pay ratio and pay-for-performance, is included in our annual proxy statement.

Our ESG team can be reached at ESG@verint.com.

Forward-Looking Statements

This report may contain "forward-looking statements" within the meaning of the U.S. federal securities laws, including the Private Securities Litigation Reform Act. These statements relate to, among other things, our expectations, predictions, views, opportunities, plans, strategies, beliefs, and statements of similar effect relating to Verint Systems Inc. These forward-looking statements are not guarantees of future performance and they are based on management's expectations that involve a number of known and unknown risks, uncertainties, assumptions, and other important factors, any of which could cause our actual results to differ materially from those expressed in or implied by the forward-looking statements. When used in this ESG Report, the company's press releases, and oral statements made by the company's representatives, the words or phrases "expects," "plan" or "plans," "intend," "target," "aim," "commit" or "commitment," "believe," "are expected to," "estimate," or similar expressions are intended to identify forward-looking statements. Such statements are subject to certain risks and uncertainties that could cause actual results to differ materially from historical results and those anticipated or projected and Verint Systems Inc. makes no guarantee that it will meet or follow, the anticipated goals, targets and approaches set forth in the forward-looking statements. Factors that could cause Verint's actual results to differ materially from those described in the forward-looking statements include the necessity of technological advancements; data quality and availability; the evolution of consumer behavior and demand; the business decisions of our clients, who are responsive to their own stakeholders; the need for thoughtful public policies; the potential impact of legal and regulatory obligations; market conditions and the challenge of balancing short-term emissions reduction targets with the need to facilitate food security and affordability.

The forward-looking statements contained in this report are made as of the date of this report and, except as required by law, Verint assumes no obligation to update or revise them, or to provide reasons why actual results may differ. For a more detailed discussion of how these and other risks, uncertainties, and assumptions could cause Verint's actual results to differ materially from those indicated in its forward-looking statements, see Verint's filings with the SEC.

This report does not cover all the information about our business. The terms "material" and "materiality" as used in this report and our materiality assessment may differ from the concept of materiality under securities laws and as used in the context of filings with the SEC. Our approach to inclusion of disclosures in this report is informed by leading sustainability frameworks and is different from disclosures included in mandatory regulatory reporting, including under SEC regulations. While this report describes events, including potential future events, that may be significant, any significance does not necessarily equate to the level of materiality of disclosures required under law, including U.S. federal securities law and the inclusion of information or references in this report, including the use of "materiality" or similar terms, should not be construed as a characterization regarding the materiality of such information to our financial results or that such information is necessarily material to investors or other stakeholders for purposes of U.S. federal securities laws.

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SASB CONTENT INDEX (Software & IT Services)



Company: Verint Systems Inc.
Reporting Period: February 1, 2024 to January 31, 2025, or as of January 31, 2025 (unless otherwise indicated)

The table below provides cross-references to where our ESG-related disclosures aligned (in whole or in part) with SASB can be found across our website, including our most recent Annual Report on Form 10-K and Annual Proxy Statement.

We are providing supplemental information in this index based on the Sustainability Accounting Standards Board (“SASB”) standard for our industry (Software & IT Services). This index does not profess compliance with this standard.

All disclosures, including metrics and other statements, information, and data set out in Verint’s ESG Report and/or the SASB Index below are estimates based on available data at the time of collection.

Selected Topic	SASB Code	Metric	Disclosure	Location
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Total Electricity Consumption: approx. 10,650 <i>gigajoules</i> . Percentage Grid Electricity: 100%. Percent Renewable: 0%. The renewable portion of the electricity grid mix is outside the control or influence of Verint.	2024 ESG Report – Environmental, GHG Emissions
	TC-SI-130a.2	1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Our water usage consists of water for restrooms and kitchenettes, including for drinking and for cleaning, in all of our offices, and for water-based cooling in one office.	2024 ESG Report – Environmental, Water Utilization
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	As part of our environmental program, we seek to mitigate our carbon footprint by partnering with cloud service providers that have a commitment to reduction of carbon emissions or net-zero targets. We seek to partner with cloud hosting providers who are committed to the reduction of water usage in cooling their data centers.	2024 ESG Report – Environmental, Environmental Program 2024 ESG Report – Environmental, Water Utilization

Selected Topic	SASB Code	Metric	Disclosure	Location
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	Verint's Global Privacy Notice explains how we collect personal data, the purposes for which data is used, and our compliance procedures. The Global Privacy Notice can be accessed via Verint's website.	2024 ESG Report – Governance, Data Privacy Verint Global Privacy Notice
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	Verint's policy and practice is to only use data in accordance with the primary purposes for which it was lawfully obtained.	2024 ESG Report – Governance, Data Privacy
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Any data breaches or law enforcement issues associated with cybersecurity, or other material legal proceedings, are disclosed in our SEC filings where required.	2024 ESG Report – Governance, Information Security / Cybersecurity
	TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Verint does not typically receive law enforcement requests for user information. In the event such a request is received, our usual practice is to refer the law enforcement agency to the relevant customer or vendor organization.	2024 ESG Report – Governance, Data Privacy
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Our products or services do not incorporate government-required monitoring, blocking, content filtering, or censoring.	2024 ESG Report – Governance, Data Privacy
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Any data breaches or law enforcement issues associated with cybersecurity, or other material legal proceedings, are disclosed in our SEC filings where required.	2024 ESG Report – Governance, Information / Cybersecurity
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Our cybersecurity program is designed to assess, identify, and manage material risks and vulnerabilities to our security posture. A description of our program can be found in the body of our ESG report.	2024 ESG Report – Governance, Information / Cybersecurity

Selected Topic	SASB Code	Metric	Disclosure	Location
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.2	Employee engagement as a percentage	We periodically conduct employee surveys and, where possible, use the feedback received from those surveys to drive certain initiatives. In 2024, we conducted the Great Place to Work® survey and received certification in the majority of our eligible countries. Approximately 80% of our global employees participated in the survey, and according to survey results, nearly 94% of our employees stated they felt welcome joining the company. Please refer to the body of our ESG report for more information.	2024 ESG Report – Social, Employee Wellness, Development & Engagement
	TC-SI-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	As of January 31, 2025: Board of Directors: 30% (Female); 70% (Male); approx. 90% (White); approx. 10% (African American or Black) Global Employees: 28% (Female); 72% (Male) Leadership Roles: 26% (Female); 74% (Male) U.S. Employees: 30% (Minority); 70% (Non-Minority)	2024 ESG Report – Social, Our People FYE 2025 DEF14A (Proxy) – Board Composition FYE 2025 DEF14A (Proxy) – Our People
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Any material legal proceedings are disclosed in our SEC filings where required.	2024 ESG Report – Governance, Information / Cybersecurity
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	We have not historically experienced material performance issues, material service disruptions, or material customer downtime in our cloud-based product offerings.	2024 ESG Report – Governance, Business Continuity Management
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	A detailed description of our identified risk factors, including those related to our business continuity, can be found in our SEC filings. We provide an overview of our Business Continuity Program and how we address certain business continuity risks in the body of our ESG report.	2024 ESG Report – Governance, Business Continuity Management FYE 2025 Form 10-K – Part I Item 1A. Risk Factors

Selected Topic	SASB Code	Metric	Disclosure	Location
Activity Metric	TC-SI-000.B	(1) Data processing capacity, (2) percentage outsourced	In FYE 25, we completed our efforts to fully transition both our internal data centers and our external cloud operations to third-party cloud service providers, enabling us to leverage technology partners to provide best-in-class data center and cloud services at scale.	2024 ESG Report – Environmental, Environmental Program
	TC-SI-000.C	(1) Amount of data storage, (2) percentage outsourced	In FYE 25, we completed our efforts to fully transition both our internal data centers and our external cloud operations to third-party cloud service providers, enabling us to leverage technology partners to provide best-in-class data center and cloud services at scale.	2024 ESG Report – Environmental, Environmental Program

GRI CONTENT INDEX

Statement of use:

Verint Systems Inc. has reported the information cited in this GRI content index for the period February 1, 2024 to January 31, 2025, or as of January 31, 2025 (unless otherwise indicated) with reference to the GRI Standards.

We are providing supplemental information in this index based on the Global Reporting Initiative (“GRI”) Standards. This index does not profess compliance with these standards.

The table below provides cross-references to where our ESG-related disclosures aligned (in whole or in part) with GRI can be found across our website, including our most recent Annual Report on Form 10-K and Annual Proxy Statement.

All disclosures, including metrics and other statements, information, and data set out in Verint’s ESG Report and / or the GRI Index below are estimates based on available data at the time of collection.

GRI 1 used: GRI 1: Foundation 2021

Selected GRI Standard	GRI Standard Title	Disclosure	Location
GRI 2: General Disclosures 2021	2-1 Organizational details	Legal Name: Verint Systems Inc. Traded on NASDAQ: VRNT Headquarters: 225 Broadhollow Road, Melville, NY, 11747 (as of the publication date of this ESG report) The countries where we have our primary operations are listed in our Form 10-K each year. For FYE 25, these countries were: United States, United Kingdom, India, Israel, Indonesia, and Australia.	2024 ESG Report – Social, Our Global Workforce FYE 2025 Form 10-K – Cover Page FYE 2025 Form 10K – Part I Item 1A. Risk Factors
	2-2 Entities included in the organization’s sustainability reporting	Unless otherwise indicated, this report generally covers information for our global operations as of January 31, 2025, or for FYE 25, as applicable.	2024 ESG Report – About This Report FYE 2024 Form 10-K – Part II, Item 7. Management’s Discussion and Analysis of Financial Condition and Results of Operations
	2-3 Reporting period, frequency and contact point	Reporting Period: February 1, 2024 to January 31, 2025, or as of January 31, 2025 (unless otherwise indicated) Frequency: Annual Point of Contact: esg@verint.com	2024 ESG Report – About This Report

Selected GRI Standard	GRI Standard Title	Disclosure	Location
GRI 2: General Disclosures 2021	2-4 Restatements of information	None.	
	2-5 External assurance	Our report is reviewed internally and by several external advisors, but we do not currently engage a third-party to provide external assurance. We may undertake such an external review for future reports.	2024 ESG Report
	2-6 Activities, value chain and other business relationships	Information about our activities, value chain, and other business relationships is described in the body of our ESG report and in our SEC filings.	2024 ESG Report – Our Core Values FYE 2025 Form 10-K – Part I Item 1. Business
	2-7 Employees	As of January 31, 2025: Global Employees (Total): approx. 3,800 plus a few hundred contractors Global Employees (Gender): 28% (Female); 72% (Male) Global Employees (Region): 39% (Americas); 33% (EMEA); 28% (APAC)	2024 ESG Report – Social, Our Global Workforce 2024 ESG Report – Social, Our People FYE 2025 Form 10-K – Part I Item 1. Business
	2-9 Governance structure and composition	Verint’s Board of Directors currently includes three standing committees: audit; compensation; and corporate governance & nominating. More information about our Board, its committees, and our corporate governance policies can be found on the leadership and corporate governance sections of our website.	2024 ESG Report – Governance, Ethical Conduct & Oversight 2024 ESG Report – Governance, Risk Management Verint website – Corporate Governance Verint website – Leadership
	2-10 Nomination and selection of the highest governance body	Candidates for our Board of Directors are nominated each year by the incumbent directors based on the recommendation of the corporate governance & nominating committee. Stockholders may also propose director candidates in compliance with the terms of our bylaws and applicable SEC rules. The composition of the current Board reflects a variety of business and professional experience, skills, gender, and age among our directors. We do not have a classified Board and all directors stand for re-election annually.	2024 ESG Report – Governance, Risk Management Corporate Governance & Nominating Committee Charter – Responsibilities 2024 ESG Report – Social, Board Composition Verint website – Leadership

Selected GRI Standard	GRI Standard Title	Disclosure	Location
GRI 2: General Disclosures 2021	2-11 Chair of the highest governance body	Dan Bodner, Verint's CEO since the company's inception in 1994, serves as Chairman of the Board of Directors.	Verint website – Leadership
	2-12 Role of the highest governance body in overseeing the management of impacts	Our Board of Directors and its committees actively oversee the assessment and management of our identified risks. The corporate governance & nominating committee has general responsibility for overseeing our overall ESG program and related ESG risks and opportunities, including with respect to environmental / climate change factors.	2024 ESG Report – Governance, Ethical Conduct & Oversight Verint website – Corporate Governance
	2-13 Delegation of responsibility for managing impacts	Our corporate governance & nominating committee has responsibility for overseeing our overall ESG program and related ESG risks and opportunities. Management has also established an ESG working group comprised of members from our Legal, Risk & Compliance, and Finance functions. This group, assisted by other contributing members from other functional areas, has general responsibility for the management of our ESG program under the supervision of our Chief Administrative Officer and our General Counsel.	2024 ESG Report – Governance, Ethical Conduct & Oversight 2024 ESG Report – About This Report
	2-14 Role of the highest governance body in sustainability reporting	The corporate governance & nominating committee oversees risks associated with our overall governance practices, including regarding the operation of our ESG program, and the leadership structure of our Board, and succession planning for our directors and officers. The committee oversees and receives updates on corporate governance and public company legal matters from internal and external counsel on a regular basis throughout the year and receives periodic reports from management on our ESG program.	2024 ESG Report – Governance, Risk Management
	2-15 Conflicts of interest	The audit committee of our Board of Directors is responsible for overseeing financial and compliance risks, including with respect to financial reporting and related information systems, credit and liquidity, cybersecurity, legal compliance, potential conflicts of interest, and related party transactions.	2024 ESG Report – Governance, Risk Management
	2-16 Communication of critical concerns	Consistent with our company values of transparency and integrity, our employees are expected to promptly report any situation that may constitute a violation of law or our Code of Conduct and company policies. Employees may raise such concerns with their manager, our Human Resources, Legal Departments, or other members of senior management. We also maintain an Ethics Helpline where employees, stockholders, vendors, suppliers, customers, and others can submit issues or concerns. Reporters may request that helpline reports be sent directly to the audit committee of our Board.	2024 ESG Report – Our Core Values 2024 ESG Report – Governance, Reporting Concerns Verint website – Corporate Governance
	2-17 Collective knowledge of the highest governance body	Details regarding our Board members' qualifications can be found on our website and in our SEC filings.	Verint website – Leadership FYE 2025 DEF14A (Proxy) – Proposal No. 1

Selected GRI Standard	GRI Standard Title	Disclosure	Location
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	Pursuant to the corporate governance & nominating committee charter, the Board undertakes an annual performance evaluation of itself and its committees, including with respect to skills and composition.	Corporate Governance & Nominating Committee Charter – Responsibilities Corporate Governance & Nominating Charter – Corporate Governance Guidelines, V. Evaluations of the Board and its Committees
	2-19 Remuneration policies	Details regarding our Director and Executive Officer compensation policies and processes can be found in our SEC filings.	FYE 2025 DEF14A (Proxy) – Director Compensation FYE 2025 DEF14A (Proxy) – Executive Compensation
	2-20 Process to determine remuneration	Details regarding our Director and Executive Officer compensation policies and processes can be found in our SEC filings.	FYE 2025 DEF14A (Proxy) – Director Compensation FYE 2025 DEF14A (Proxy) – Executive Compensation
	2-21 Annual total compensation ratio	For the year ended January 31, 2025, the ratio of CEO compensation to that of the median employee (as defined under applicable SEC rules) was 110:1.	FYE 2025 DEF14A (Proxy) – Executive Compensation
	2-22 Statement on sustainable development strategy	We aim to engage in business practices that reduce our environmental impact.	2024 ESG Report – Environmental
	2-23 Policy commitments	A number of our policies addressing our commitments regarding responsible business conduct are publicly available on our website: Verint Code of Conduct Verint Third Party Code of Conduct Anti-Corruption Policy UK Modern Slavery Act Statement Conflict Minerals Policy	Verint Code of Conduct Verint Third Party Code of Conduct Anti-Corruption Policy UK Modern Slavery Act Statement Conflict Minerals Policy
	2-24 Embedding policy commitments	The Verint Code of Conduct details the expectations and requirements that we set out for our employees, officers, and Board.	2024 ESG Report – Governance, Code of Conduct

Selected GRI Standard	GRI Standard Title	Disclosure	Location
GRI 2: General Disclosures 2021	2-25 Processes to remediate negative impacts	The Verint Code of Conduct, along with other established policies, procedures, and requirements help to mitigate our risks.	2024 ESG Report – Governance, Code of Conduct
	2-26 Mechanisms for seeking advice and raising concerns	Consistent with our company values of transparency and integrity, our employees are expected to promptly report any situation that may constitute a violation of law or our Code of Conduct and company policies. Employees may raise such concerns with their manager, our Human Resources, Legal Departments, or other members of senior management. We also maintain an Ethics Help Line where employees, stockholders, vendors, suppliers, customers, and others can submit issues or concerns, including potential violations of the Code of Conduct or other policies, 24 hours a day, 365 days a year, online or via phone, with a link available on our public website. Reporters may request that helpline reports be sent directly to the audit committee of our Board.	2024 ESG Report – Our Core Values 2024 ESG Report – Governance, Reporting Concerns Verint website – Corporate Governance
	2-27 Compliance with laws and regulations	Any material legal proceedings are disclosed in our SEC filings where required.	2024 ESG Report – Governance, Information / Cybersecurity
	2-29 Approach to stakeholder engagement	Feedback from our various stakeholders helps inform and drive our strategies and priorities. Our stakeholders include our employees, customers, partners, and investors. An overview of our stockholder engagement efforts is described in the body of our ESG report, with more details available in our SEC filings.	2024 ESG Report – Governance, Stockholder Engagement FYE 2025 DEF14A (Proxy) – Proposal No. 3 FYE 2025 DEF14A (Proxy) – Executive Compensation
	2-30 Collective bargaining agreements	Our employees in the United States are not covered by any collective bargaining agreements. In some cases, our employees outside the United States are automatically subject to certain protections negotiated by organized labor in those countries directly with the government or trade unions, or are automatically entitled to severance or other benefits mandated under local laws.	FYE 2025 Form 10-K – Part I, Item 1. Business
GRI 3: Material Topics 2021	3-1 Process to determine material topics	The ESG priorities listed in our ESG report were informed by feedback from our internal stakeholders, benchmarking against our industry peers, and review of selected ESG reporting frameworks and standards, including GRI.	2024 ESG Report – Our ESG Priorities

Selected GRI Standard	GRI Standard Title	Disclosure	Location
GRI 3: Material Topics 2021	3-2 List of material topics	Please see the ESG priorities listed in our Priorities Table. A number of these ESG priorities align with the following GRI Topics: GRI 205: Anti-Corruption GRI 302: Energy GRI 305: Emissions GRI 401: Employment GRI 404: Training and Education GRI 418: Customer Privacy	2024 ESG Report – Our ESG Priorities
	3-3 Management of material topics	Each of our ESG priorities and the list of GRI Topics is managed as described in our ESG report.	GRI Index
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	As part of our compliance program, we conduct periodic audits or assessments to identify and mitigate our risks.	2024 ESG Report – Governance, Compliance Program
	205-2 Communication and training about anti-corruption policies and procedures	Verint’s Code of Conduct and Anti-Corruption Policy directly address the issue of anti-bribery and corruption as well as the expectations that we have for our employees to act in compliance with all applicable laws and regulations and Verint policy concerning these matters. Additionally, all employees are assigned a broad suite of compliance training annually, which includes a training module on anti-bribery and corruption.	2024 ESG Report – Governance, Compliance Program 2024 ESG Report – Governance, Code of Conduct 2024 ESG Report – Governance, Anti-Bribery / Anti-Corruption “ABC” 2024 ESG Report – Governance, Training
	205-3 Confirmed incidents of corruption and actions taken	Any material legal proceedings are disclosed in our SEC filings where required.	2024 ESG Report – Governance, Information / Cybersecurity
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Any material legal proceedings are disclosed in our SEC filings where required.	2024 ESG Report – Governance, Information / Cybersecurity

Selected GRI Standard	GRI Standard Title	Disclosure	Location
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Total Electricity Consumption: Approx. 10,650 gigajoules.	2024 ESG Report – Environmental, GHG Emissions
GRI 303: Water and Effluents 2018	303-5 Water consumption	Our water usage consists of water for restrooms and kitchenettes, including for drinking and for cleaning, in all of our offices, and for water-based cooling in one office.	2024 ESG Report – Environmental, Water Utilization
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	460 MTCO ₂ e. This reflects the data that we have collected or that is available to us for the applicable reporting period and may not represent the totality of our emissions in any given scope or category. In some areas, estimations were used to supplement the data we collected. We believe that the estimates employed are appropriate and reasonable; however, due to inherent uncertainties in making estimates and assumptions, actual results could differ from the original estimates, which have been rounded for simplicity.	2024 ESG Report – Environmental, GHG Emissions
	305-2 Energy indirect (Scope 2) GHG emissions	1,210 MTCO ₂ e. This reflects the data that we have collected or that is available to us for the applicable reporting period and may not represent the totality of our emissions in any given scope or category. In some areas, estimations were used to supplement the data we collected. We believe that the estimates employed are appropriate and reasonable; however, due to inherent uncertainties in making estimates and assumptions, actual results could differ from the original estimates, which have been rounded for simplicity.	2024 ESG Report – Environmental, GHG Emissions
	305-3 Other indirect (Scope 3) GHG emissions	88,310 MTCO ₂ e ⁶ This reflects the data that we have collected or that is available to us for the applicable reporting period and may not represent the totality of our emissions in any given scope or category. In some areas, estimations were used to supplement the data we collected. We believe that the estimates employed are appropriate and reasonable; however, due to inherent uncertainties in making estimates and assumptions, actual results could differ from the original estimates, which have been rounded for simplicity.	2024 ESG Report – Environmental, GHG Emissions

⁶ Incorporates direct use phase emissions vis-à-vis our customers

Selected GRI Standard	GRI Standard Title	Disclosure	Location
GRI 306: Waste 2020	306-4 Waste diverted from disposal	Approximately 1.0 metric ton of e-waste was diverted from being disposed of in landfills during FYE 25.	2024 ESG Report – Environmental, E-Waste Diversion Program
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Our overall employee attrition rate has been consistent with or below industry average for the past several years.	2024 ESG Report – Social, Our Global Workforce
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	We offer a number of company paid and subsidized benefits, competitive paid time off programs, and flexible work schedules. Our U.S. benefit plans provide options for employees in diverse family circumstances, including domestic partner benefits, adoption assistance, and fertility assistance.	2024 ESG Report – Social, Employee Wellness, Development & Engagement
	401-3 Parental Leave	We offer a company-paid maternity and parental leave program in some countries.	2024 ESG Report – Social, Employee Wellness, Development & Engagement
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Verint has a broad corporate compliance training program that consisted of five core topics for FYE 25: Code of Conduct; Information Security, AI and Data Privacy; Anti-Bribery / Anti-Corruption; Insider Trading; and Global Trade Compliance.	2024 ESG Report – Governance, Training
	404-2 Programs for upgrading employee skills and transition assistance programs	We offer thousands of training courses through multiple channels of learning, including Verint Academy, technical skills training, online training offerings through our employee assistance program and wellness applications, mentorship sessions and leadership coaching, and traditional classroom and external training engagements assigned by leadership for personal and professional development.	2024 ESG Report – Social, Employee Wellness, Development & Engagement
	404-3 Percentage of employees receiving regular performance and career development reviews	We conduct annual performance reviews for all of our employees which include an opportunity for employees to discuss career development with their managers and design an Individual Development Plan.	2024 ESG Report – Social, Employee Wellness, Development & Engagement

Selected GRI Standard	GRI Standard Title	Disclosure	Location
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	As of January 31, 2025: Board of Directors: 30% (Female); 70% (Male); approx. 90% (White); approx. 10% (African American or Black) Global Employees: 28% (Female); 72% (Male) Leadership Roles: 26% (Female); 74% (Male) US Employees: 30% (Minority); 70% (Non-Minority)	2024 ESG Report – Social, Our People FYE 2025 DEF14A (Proxy) – Board Composition FYE 2025 DEF14A (Proxy) – Our People
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	We seek to ensure that neither we nor our suppliers employ individuals below the legal age of employment. Our Code of Conduct and Third Party Code of Conduct prohibit the use of child labor.	2024 ESG Report – Social, Human Rights & Labor Practices 2024 ESG Report – Governance, Supply Chain / Third-Party Responsibility
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	We seek to ensure that neither our own business practices nor those of our suppliers involve any form of slavery, forced or involuntary labor. Our Code of Conduct and Third Party Code of Conduct prohibit the use of forced or compulsory labor.	2024 ESG Report – Social, Human Rights & Labor Practices 2024 ESG Report – Governance, Supply Chain / Third-Party Responsibility
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Any material data breaches or law enforcement issues associated with cybersecurity, or other material legal proceedings, are disclosed in our SEC filings where required.	2024 ESG Report – Governance, Information / Cybersecurity

TCFD (IFRS S1 / S2) CONTENT INDEX

The International Sustainability Standards Board (ISSB) has issued a Climate-Related Disclosures (IFRS S2) standard intended to provide investors and other capital market participants with consistent, comparable, and decision-useful information about climate-related risks and opportunities. IFRS S2 has incorporated the TCFD framework and other industry-based metrics to enhance transparency and accountability.

We are providing supplemental information in this index based on the Task Force on Climate-Related Financial Disclosures ("TCFD") standards (now monitored by the International Financial Reporting Standards ("IFRS") Foundation). This index does not profess compliance with these standards.

The table below provides cross-references to where our ESG-related disclosures aligned (in whole or in part) with IFRS S2 can be found across our website, including our most recent Annual Report on Form 10-K and Annual Proxy Statement.

All disclosures, including metrics and other statements, information, and data set out in Verint's ESG Report and / or the TCFD (IFRS S1 / S2) Index below are estimates based on available data at the time of collection. In our response to each high-level prompt, we have attempted to address the more detailed prompts specified in the S1 and S2 frameworks (which more detailed prompts have not been recited below for improved readability and to avoid unnecessary redundancy in our responses).

Selected ISSB Reference	TCFD Disclosure Description	Disclosure	Location
GOVERNANCE			
IFRS S2-6(a)(ii)	Describe the governance bodies responsible for the oversight of sustainability / climate-related risks and opportunities.	<p>Our Board and its committees are actively involved in setting compliance priorities, evaluating the company's assessment of its risks, opportunities, and control environment, and overseeing progress on risk mitigation activities. Our corporate governance & nominating committee has general responsibility for overseeing our overall ESG program and related ESG risks and opportunities, including with respect to environmental / climate change factors.</p> <p>The corporate governance & nominating committee is responsible for identifying, screening, and recommending qualified candidates to serve on the Board. Pursuant to the corporate governance & nominating committee charter, the Board undertakes an annual performance evaluation of itself and its committees, including with respect to skills and composition.</p> <p>We keep our Board and its committees informed of our compliance activities several times a year as part of scheduled updates, and more frequently where necessary. The corporate governance & nominating committee receives updates on corporate governance and public company legal matters from internal and external counsel on a regular basis throughout the year, including with respect to ESG trends and developments, and periodic reports from management on our ESG program.</p> <p>As of January 31, 2025, based on a qualitative assessment of our current operations and supply chain, we have not identified climate-related risks reasonably likely to have a material impact over the next 12 to 24 months. This assessment may change as methodologies, regulations, or our footprint evolve, see 'Forward-Looking Statements' on page 45. We have not adopted specific emissions targets or goals, however, we continue to monitor this area as one of our ESG priorities.</p>	2024 ESG Report – Governance, Ethical Conduct & Oversight
IFRS S2-6(a)(iii)			2024 ESG Report – Governance, Risk Management
IFRS S2-6(a)(iv)			Corporate Governance & Nominating Committee Charter – Responsibilities
IFRS S2-33			Corporate Governance & Nominating Committee Charter – Corporate Governance Guidelines, V. Evaluations of the Board and its Committees 2024 ESG Report – Environmental

Selected ISSB Reference	TCFD Disclosure Description	Disclosure	Location
GOVERNANCE			
IFRS S1- 27(b)	Describe management’s role in the governance processes, controls and procedures used to monitor, manage and oversee sustainability / climate-related risks and opportunities.	<p>Our corporate governance & nominating committee has responsibility for overseeing our overall ESG program and related ESG risks and opportunities. Management has also established an ESG working group comprised of members from our Legal, Risk & Compliance, and Finance functions. This group, assisted by other contributing members from other functional areas, has general responsibility for the management of our ESG program under the supervision of our Chief Administrative Officer and our General Counsel.</p> <p>We are also committed to maintaining a strong control environment and to making effective controls an integral part of our routine business practices, with checks and balances in place to help us address issues before they become larger problems.</p> <p>We use a variety of means to identify our key ESG risks, determine our ESG opportunities and priorities, and help guide and further develop our ESG program. Our senior management has participated in a materiality assessment. The assessment is a useful tool for helping us to prioritize ESG issues and build our ESG program. We perform periodic industry benchmarking analyses to understand and assess the ESG risks and priorities identified by our peers in the software and technology industry. We review a number of the major ESG reporting frameworks and standards, including SASB, TCFD (IFRS S1/S2), and GRI to understand their areas of focus for companies in our industry.</p>	<p>2024 ESG Report – About This Report</p> <p>2024 ESG Report – Governance, Compliance Program</p> <p>2024 ESG Report – Governance, Our ESG Priorities</p>

Selected ISSB Reference	TCFD Disclosure Description	Disclosure	Location
STRATEGY			
IFRS S1-29(a-e) IFRS S2-9(c) IFRS S2-10(a) IFRS S2-10(c) IFRS S2-11 IFRS S2-13 IFRS S2-14(a) IFRS S2-33	Describe the sustainability / climate-related risks and opportunities that could reasonably be expected to affect the entity's prospects, business model or value chain, strategy, decision making, financial position, or climate resiliency.	As of January 31, 2025, based on a qualitative assessment of our current operations and supply chain, we have not identified climate-related risks reasonably likely to have a material impact over the next 12 to 24 months. This assessment may change as methodologies, regulations, or our footprint evolve, see 'Forward-Looking Statements' on page 45. We have not adopted specific emissions targets or goals. We do, however, seek to monitor and assess climate-related risks through our ESG program, and to identify ways in which we can mitigate that risk and minimize our impact on the environment.	2024 ESG Report – Environmental

Selected ISSB Reference	TCFD Disclosure Description	Disclosure	Location
RISK MANAGEMENT			
IFRS S1-43(a-c) IFRS S2-25 IFRS S2-26 IFRS S2-27 IFRS S2-28	<p>Describe the entity's processes and related policies used to identify, assess, prioritize and monitor sustainability / climate-related risks and opportunities.</p> <p>Describe the extent to which and how the processes for identifying, assessing, prioritizing and monitoring sustainability / climate-related risks and opportunities are integrated into and inform the entity's overall risk management.</p>	<p>Under the oversight of the Board, we have undertaken a number of enterprise risk assessments over the years and have implemented policies, procedures, and programs designed to help manage the risks to which we are exposed in our business and to align risk-taking appropriately with our efforts to increase stockholder value.</p> <p>We use a variety of means to identify our key ESG risks, develop our ESG opportunities and priorities, and help guide and further develop our ESG program. Our senior management periodically participates in an ESG materiality assessment. The assessment is a useful tool for helping us to prioritize ESG issues and build our ESG program. We perform periodic industry benchmarking analyses to understand and assess the ESG risks and priorities identified by our peers in the software and technology industry. We review a number of the major ESG reporting frameworks and standards, including SASB, TCFD (IFRS S1/S2), and GRI to understand their areas of focus for companies in our industry.</p> <p>We monitor sustainability-related risks in a number of ways. For example, we use specialized technology tools to strengthen our compliance activities and assist us in mapping, monitoring, and benchmarking our data processing activities. We maintain a dedicated security operations team to monitor our back office and customer facing cloud environments 24x7x365. We make use of industry-leading cybersecurity tools and services for real-time security monitoring, vulnerability management, and threat intelligence. We are committed to using and developing AI technology in an ethical and responsible manner. We have adopted the following principles regarding our use of AI: deploying AI only for appropriate uses; using AI securely and in compliance with privacy and other regulations; working to ensure AI operates in a fair and safe manner; and designing AI to be controlled and accountable to people.</p> <p>We collect and measure climate-related data where feasible, including GHG emissions, water utilization, and e-waste. We collect and measure operations-related data, including regarding data breaches, law enforcement issues associated with cybersecurity or other material legal proceedings, performance issues, and service disruptions. We measure employee attrition, and assess employee engagement and wellness. We screen third-parties with whom we transact or engage for products / services to assess related risk. We track employee training, among other inputs and parameters.</p> <p>As of January 31, 2025, based on a qualitative assessment of our current operations and supply chain, we have not identified climate-related risks reasonably likely to have a material impact over the next 12 to 24 months. This assessment may change as methodologies, regulations, or our footprint evolve, see 'Forward-Looking Statements' on page 45. We have not adopted specific emissions targets or goals or made use of scenario analysis in this area, however, we continue to monitor this area as one of our ESG priorities.</p> <p>We continue to enhance our processes in all of the areas covered by our ESG report as part of our ESG program.</p>	<p>2024 ESG Report – Governance, Risk Management</p> <p>2024 ESG Report – Our ESG Priorities</p> <p>2024 ESG Report – Governance, Information / Cybersecurity</p> <p>2024 ESG Report – Governance, Artificial Intelligence</p> <p>2024 ESG Report – Governance, Business Continuity Management</p> <p>2024 ESG Report – Governance, Training</p> <p>2024 ESG Report – Environmental, GHG Emissions</p> <p>2024 ESG Report – Environmental, Water Utilization</p> <p>2024 ESG Report – Environmental, E-Waste Diversion Program</p> <p>2024 ESG Report – Social, Our Global Workforce</p> <p>2024 ESG Report – Social, Employee Wellness, Development & Engagement</p>

Selected ISSB Reference	TCFD Disclosure Description	Disclosure	Location
METRICS AND TARGETS			
IFRS S1-46 IFRS S1-47 IFRS S2-29(a) IFRS S2-29(b) IFRS S2-29(d) IFRS S2-32 IFRS S2-33 IFRS S2-35 IFRS S2-36(e)	Describe the entity's sustainability / climate-related (GHG emissions) metrics and targets.	<p>We collect climate-related data where feasible. In our 2024 ESG report, we have disclosed several climate related metrics including certain estimated GHG emissions, and certain consumption and utilization data. We do not currently purchase renewable energy credits or carbon offset credits.</p> <p>Scope 1: 460 MTCO₂e</p> <p>Scope 2: 1,210 MTCO₂e</p> <p>Scope 3: 88,310 MTCO₂e⁷</p> <p>This reflects the data that we have collected or that is available to us for the applicable reporting period and may not represent the totality of our emissions in any given scope or category. In some areas, estimations were used to supplement the data we collected. We believe that the estimates employed are appropriate and reasonable; however, due to inherent uncertainties in making estimates and assumptions, actual results could differ from the original estimates, which have been rounded for simplicity.</p> <p>As of January 31, 2025, based on a qualitative assessment of our current operations and supply chain, we have not identified climate-related risks reasonably likely to have a material impact over the next 12 to 24 months. This assessment may change as methodologies, regulations, or our footprint evolve, see 'Forward-Looking Statements' on page 45. We have not adopted specific emissions targets or goals or made use of scenario analysis in this area. We do, however, seek to monitor and assess climate-related risks through our ESG program, and to identify ways in which we can mitigate that risk and minimize our impact on the environment.</p>	<p>2024 ESG Report – Environmental</p> <p>2024 ESG Report – Environmental, GHG Emissions</p> <p>2024 ESG Report – Environmental, Water Utilization</p>

⁷ Incorporates direct use phase emissions vis-à-vis our customers.