2021 Social Responsibility Report

Blackbaud exists to help good take over by powering a global Ecosystem of Good®. We help build a better world alongside customers and the larger social good community, as well as through philanthropy, employee commitments, and operational principles designed to create a sustainable future for all.

Our Commitments

We are proud to share our progress on how we are growing and strengthening the entire social good community, empowering our people, stewarding the environment, and expanding our responsible business practices. Learn more about our key commitments:

- Our commitment to the social good community
  - We are 100% focused on powering and participating in the social good community.
- Our commitment to our people, culture, and DEI
  - We are committed to providing an inclusive workplace environment for our people and encourage them to bring their authentic selves to work.
- Our commitment to privacy and data protection
  - Our customers' data security is mission-critical, and we take our commitment to protecting it seriously.
- Our commitment to climate
  - We are employing strategies that promote energy conservation, clean air and water, and a healthy planet.
- Our commitment to governance and ethics
  - We operate our business with integrity.

Table of Contents

A Message from Blackbaud CEO Mike Gianoni

2021 was a year of perseverance and adopting a "new normal," despite the continued uncertainty of a global pandemic. Organizations and individuals didn't just accept the status quo—they re-imagined what was possible in a now-hybrid world. And Blackbaud was right there with them, enabling impact through our technology, expertise, partnership, and people.

I've seen customers fully embrace digital transformation to advance their missions. For example, Longue Vue House and Gardens in New Orleans increased online reservations from zero to 61% of ticket sales by leveraging the right technology, enabling the organization to improve its guest experience, better engage supporters, and redirect valuable staff time to more meaningful activities. I've witnessed Blackbaud employees around the world serving their communities in vast numbers, participating in our annual Week of Caring, and donating more than 5,500 toys during our 22nd annual holiday toy drive to bring cheer to families in need. And I've been awed by change agents passionately pulling communities together to advance important causes, like 12-year-old Max Woosey of North Devon, U.K., who has attracted worldwide attention and donations totaling nearly GBP 600,000 during his now two-year-long epic journey camping outside to raise critical funds for a local hospice by using the power of JustGiving™.

This past year, we've accelerated innovations in our solutions that allow organizations to increase their impact, like launching Giving Checkout with Complete Cover in the US, so that every dollar raised with JustGiving® from Blackbaud® goes directly to causes. We've doubled down on our commitment to deliver the resources and services that will help customers get the most from their technology investments, such as making our entire Blackbaud University basics eLearning catalog free. And we've continued to provide valuable resources and engage in cross-sector collaborations that advance the entire Ecosystem of Good®, including delivering hundreds of hours of free best practices content during bbcon® 2021 Virtual.

We've listened to our employees, who wanted continued flexibility, and now have a remote-first workforce. In addition to increasing employee satisfaction, this approach allows us to take bigger steps in three key areas: hiring a more diverse workforce, increasing career growth opportunities for employees, and decreasing our environmental footprint. We've already seen an increase in applicants from backgrounds that are historically underrepresented in tech, but our work does not stop there.

I'm proud to share our achievements and priorities, and how we drive powerful impact toward our higher purpose. We are living out our commitments to the social good community, our people, privacy and data protection, and environmental sustainability every

day with a continued focus on transparent reporting of ESG metrics, which I invite you to read about [here](#).

Organizations and individuals didn't just accept the status quo – they reimagined what was possible in a now-hybrid world."

—Mike Gianoni, Blackbaud CEO

Commitment to the Social Good Community

We've always been 100% focused on the social good community, so giving back to the sector and our communities is just part of our DNA. Our singular focus is why the world's largest network of causes, organizations, and donors depend on us; in fact, nearly 150,000 organizations across the globe receive funds thanks to a Blackbaud solution.

Serving Our Customers

Our commitment starts with how we serve customers—nonprofits, K-12 schools, universities, companies, healthcare institutions, foundations, arts & cultural organizations, faith organizations, and individual change agents around the world—who collectively raise, grant, and invest over $100 billion each year.

- **We listen to our customers.** We welcome customers to submit and rank product innovation ideas every day in our Idea Banks, and we review every suggestion. In 2021, our product management and engineering teams prioritized and incorporated 85 customer-submitted ideas into our solutions, which were voted on by more than 6,900 other customers.
- **We are invested in customer outcomes.** Our focus on providing customers with the right training, support, prescriptive insights, and resources is why we achieved a 95% customer support satisfaction rating in 2021.
- **We drive value through partnerships.** We believe that working together with like-minded companies unlocks innovation and allows our customers to do even more with our solutions. That's why we grew the Blackbaud Partner Network by 43% in 2021, making it easy for our customers to access leading technology and services firms, all focused on helping them make a bigger difference.

Serving the Entire Sector

Our commitment to the Ecosystem of Good® doesn't stop with our customers. We provide free resources and engage in cross-sector initiatives that help strengthen the entire social good community, including:

- Providing cutting-edge philanthropic research from the Blackbaud Institute
- Sharing high-impact best practices and insights on the sgENGAGE blog and podcast

- [Supporting The Giving Institute and Giving USA,](#) the longest running and most comprehensive report of its kind
- Recruiting early-stage startups focused on solving problems that matter to the social good community into our Social Good Startup Program twice a year, with an emphasis on working with founders from traditionally underrepresented groups

Serving Our Communities

Philanthropy is integral to who we are as a company. In 2021, we continued to make donations in support of COVID-19 relief and disaster recovery, and we [announced](#) a new multi-year, six-figure gift to Big Brothers Big Sisters of the Lowcountry to build greater equity, social capital, and a stronger, more diverse workforce.

Plus, even with the difficulties presented by another year of the COVID-19 pandemic, more than 70% of our employees volunteered in 2021, and 20% served on nonprofit boards.

"Regardless of location or role, Blackbaud's people are all about giving back. As a company, we join in that spirit through many acts of generosity and service, which—along with our commitment to ESG—are at the heart of who we are as a business serving social good."

—Rachel Hutchisson, Vice President, Global Social Responsibility

Commitment to People and Culture

We believe success comes from prioritizing employees' personal and professional well-being and development, and it can only be realized when we embrace our diverse perspectives and experiences. Our remote-first strategy provides opportunity for all regardless of location. Here, everyone matters, and we are building a culture where people can be their full, authentic selves—because we know that's the environment in which we thrive together.

Attracting Top Talent

As a purpose-driven company, we stand out and attract and retain talented people who have a passion for our customers. We actively embrace diverse perspectives and backgrounds, benefiting our customers, our people, and our communities.

How we're doing:

- 91% of employees say the fact that Blackbaud operates in a socially responsible manner is important to them
- 55% of all new hires in 2021 came from historically underrepresented groups

Investing in Our Employees' Development

We value the skills, depth of knowledge, and individuality that each employee brings to help our customers build a better world. We strive for continual learning and development, pathways for internal mobility, and training.

How we're doing:

- 40% of employees experienced a career progression in 2021
- 99% of employees completed Blackbaud Way training, which teaches individuals how to lead with empathy, relevance, ease, and wow when interacting with colleagues and customers
- 85% of people managers attended Engagement Labs and Creating an Inclusive Culture training

- Employees completed a total of 5,054 LinkedIn Learning courses in 2021, with a top focus on advancing customer service skills

Caring for Employee Well-Being

We care about our people as individuals. We place significant importance on creating an inclusive culture and providing competitive benefits that advocate for the emotional, physical, social, intellectual, and financial well-being of employees and their families.

How we're doing:

- 93% of employees believe their manager cares for their well-being
- We launched #wellbeingwednesdays, a global wellness program with bi-monthly education sessions on anxiety, stress, and depression
- 33% of employees participate in one or more of our affinity groups, enhancing a sense of community and belonging in a virtual and global setting

"At Blackbaud, engaged employees are critically important. We celebrate wins, we fail fast, and we learn every day, which is key in creating a thriving environment where everyone is welcomed, heard, and valued."

—Maggie Driscoll, Chief People & Culture Officer

Commitment to Governance and Ethics

Serving social good requires that we uphold the highest governance and ethical standards across our company. We demonstrate our ongoing commitment to operating our business with integrity through corporate governance guidelines, Board committee charters, codes of conduct for employees and partners, and a safe, efficient ethics complaint process.

Corporate Governance Guidelines

Blackbaud's Board of Directors has adopted formal Corporate Governance Guidelines to enhance our effectiveness, uphold the Board's independence and authority, and to align the interests of directors and management with those of our shareholders and other stakeholders. These guidelines are available in the Investor Relations section of our website.

Codes of Conduct

We require employees to comply with our Code of Business Conduct and Ethics, which includes an emphasis on anti-bribery, anti-corruption, and data privacy practices. Our CEO and certain other executive leaders additionally adhere to our Code of Ethics for CEO and Senior Financial Officers, which includes full and fair public disclosures, internal controls, conflicts of interest, and legal and ethical compliance.

We also expect those we do business with to act ethically and abide by our Code of Business Conduct and Ethics for Suppliers and Business Partners.

Ethics Complaints and Investigations

We make it easy to anonymously report suspected incidents of noncompliance via an independent ethics reporting hotline available to employees 24 hours a day, 7 days a week. We also ensure an efficient and effective ethics complaint, investigation, and reporting process, free of retaliation of any kind for employees who report ethical violations.

Commitment to Data Privacy and Protection

Our customers' trust is a top priority and is embedded in everything we do. We are committed to providing them the confidence that their technology and data are secure and continue to make significant investments in our security program. In fact, we increased the number of dedicated cybersecurity professionals on our team by more than 40% in 2021.

The Foundations of our Security Program

- **Operational security:** We leverage the industry standard CIA Triad Model in conjunction with comprehensive industry control frameworks, compliance regulations, privacy requirements, and best practices, including: NIST CSF, PCI DSS, SOC 1, SOC 2, GDPR, HIPAA, and Cloud Security Alliance.
- **Product security:** Our development teams take part in regular training and use industry-leading tools to build security into our solutions.
- **Incident response:** We monitor the threat landscape 24/7 in coordination with a third-party firm, routinely test our incident response capabilities and preparedness, and maintain proactive relationships with law enforcement.
- **Ongoing landscape analysis:** Our dedicated legal counsel continually evaluates upcoming and changing data privacy regulations and provides thought leadership for our customers on the operational impacts of these regulations and compliance requirements.

It's a Team Effort

Because security is a shared responsibility, we incorporate data and privacy protection education into the customer onboarding and implementation process, supplemented by ongoing resources such as webinars and best practices content, one-on-one consultations with customer success managers, and bbcon® sessions.

For detailed information about our robust cybersecurity and data privacy practices, or to access our security assessments and audits, visit www.blackbaud.com/security.

Commitment to Climate

As the world's leading cloud software company powering social good, we believe we have a responsibility to act in the fight against climate change. That's why Blackbaud is dedicated to proactively protecting the environment beyond our own internal sustainable business practices. Here's how we're doing our part:

Decarbonization

In 2021, we achieved carbon neutrality across our business operations and data centers through a combination of becoming a remote-first workforce, continuing energy efficiency initiatives in our LEED Gold certified headquarters building, and investing in carbon offset projects. We continue to look for new ways to continue reducing our carbon footprint, including working to further integrate and invest in renewable energy.

Responsible Operations

Our remote-first workforce strategy has fast-tracked our goal of minimizing the environmental impact of our operations. Since 2019, we have:

- Reduced our global real estate footprint by 50%
- Reduced the emissions related to the energy required to run our office space by 63%
- Reduced employee commuting emissions by 75%

Philanthropic Partnerships

We are partnering with front-line organizations making a real difference. For example, we've made a multi-year, six-figure gift to support Project Drawdown's efforts to reach educators, students, professionals, and individual change agents interested in climate change globally. Read more about our partnership with Project Drawdown.

Employee Engagement

The passionate members of our sustainability employee affinity group educate and engage their colleagues in environmental efforts and volunteer events.

We are committed to continuing to extend our reach and contributing even more to the global efforts on climate change in 2022 and beyond.

Taking Action

Blackbaud doesn't just power the Ecosystem of Good®—we're an active part of it. Here are a few things we've been doing recently to help build a better world.

Investing in Tech Innovation for Social Good

Blackbaud's Social Good Startup Program is a year-long accelerator designed to support early-stage software companies dedicated to solving problems that matter to the social good community. Since the program's 2019 launch, Blackbaud has supported 33 startups, emphasizing working with founders from traditionally underrepresented groups.

In 2021, the cohort raised more than $45 million, and in January 2022, we welcomed six new startups into the program.

Learn more about these innovative companies.

Growing our Impact on the Social Good Community

In January 2022, Blackbaud announced the acquisition of EVERFI, a global social impact technology leader that enables private, public, and social sector organizations to respond to some of today's most pressing challenges through education and activating community engagement at scale, delivered as a service.

Learn how Blackbaud and EVERFI are strengthening the technology and data-driven impact space, benefiting companies committed to social impact and driving meaningful outcomes that build a better world.

Being Part of the Climate Change Solution

We believe we have a responsibility to act against climate change. We do this in how we operate and through our philanthropy, such as our multi-year, six-figure support for Project Drawdown's climate education efforts to stop global warming and decrease greenhouse gases.

Most recently, Blackbaud achieved carbon neutrality across our business operations and data centers.

Learn more.

ESG Approach

We believe that we will drive long-term sustainable value for all stakeholders by living out our higher purpose of "helping good take over" and operating all facets of our business through a world-class environmental, social, and governance (ESG) program. Our customers, employees, shareholders, and other key stakeholders expect us to take our unique position as the world's leading software company powering social good very seriously, and as such, we make ESG an intrinsic part of our operations.

UN Global Compact and SDGs

In 2021, we took the next step in our journey by joining the [United Nations Global Compact](#) and signing on to its 10 principles that outline the fundamental responsibilities of business for human rights, labor, environment, and anti-corruption.

We also track our impact on the [U.N. Sustainable Development Goals](#). Although we see all the goals as important and interconnected, we align our philanthropic giving to the needs of our communities and employee priorities. We have an ongoing focus on SDG 17, Partnerships for the Goals, through our commitment to share research and resources, participate in cross-sector collaborations, and connect the Ecosystem of Good® through our purpose-built technology.

The top three goals supported by our philanthropic giving in 2021 were:

- SDG 3 – Good Health and Well Being
- SDG 4 – Quality Education
- SDG 16 – Peace, Justice and Strong Institutions

ESG Governance

We have developed a team structure to guide and provide oversight of our ESG initiatives. This includes:

- Executive sponsorship with CEO
- Oversight from the company's board of directors, led by the Nominating and Governance Committee

- An employee-led, cross-functional ESG Steering Committee
- Employee impact teams dedicated to specific ESG workstreams
- Employee affinity groups focused on sustainability and social impact

The Nominating & Governance Committee for Blackbaud's board of directors assists the Board and management in overseeing the company's corporate responsibility and ESG matters, including evaluating the integration of ESG principles into business strategy and decision-making, as well as reviewing reports published by the company on ESG matters.

Blackbaud's ESG Steering Committee is chaired by the vice president of global social responsibility and comprised of designated members from the Executive Leadership Team, as well as other senior leaders. The Committee engages with stakeholders, including employee affinity groups, to determine ESG priorities and is responsible for ensuring that they are adopted throughout the company. The Committee is accountable to the ESG executive sponsor, Blackbaud's CEO.

Stakeholder Engagement

Our commitment to creating shared value for key stakeholders means we routinely seek feedback to inform our business decisions, mitigate risks, and prioritize the strategic initiatives we support.

Here are some of the tactics we use to collect that feedback:

Stakeholders	How We Engage
Customers	• Meetings with customer advisory boards • Regular surveys gauging satisfaction and loyalty, with opportunity for open-ended feedback • Discussions in Blackbaud Community and at events such as bbcon® • Engagement on social media through our LinkedIn®, Twitter®, Facebook®, and Instagram® pages • Outreach via phone, email, and chat
Employees	• Annual employee engagement survey, listening, learning, and acting • Seeking ongoing feedback in company monthly meetings, weekly leadership meetings, and 1:1s with managers
Shareholders	• Conducting quarterly earnings calls and strategy-focused investor sessions • Participating in third-party sponsored investor conferences • Regular, direct 1:1 engagement • Annual shareholder meeting • Surveying the investment community
Community	• Engagement on social media through our LinkedIn®, Twitter®, Facebook®, and Instagram® pages • Collaborations with nonprofit partners • Employee-led philanthropic efforts • Community conversations • Interacting with state and local government leaders through our Government Relations Team

Materiality and ESG Priorities

We conducted a formal materiality assessment in 2021 to identify the economic, social, and environmental topics that are most important to our business and our stakeholders. The assessment included a survey of internal stakeholders across the company, delivered by an independent third party, which asked them to score the topics they deemed most consequential to Blackbaud and its customers.

The priority topics identified through the materiality assessment were grouped into five key "commitments" that will guide Blackbaud's ESG strategy, goals, and alignment of resources.

Our priority ESG focus areas are:

- The Social Good Community
- People, Culture and Diversity, Equity & Inclusion
- Privacy and Data Protection
- Climate
- Governance and Ethics

Learn more about our ESG practices here.

ESG Topics

ESG (environmental, social, and governance) factors are integral to how we operate. We regularly engage with stakeholders—including employees, customers, the community and shareholders—to determine where to focus resources to create shared value.

Environmental

Climate Change:

Blackbaud believes in the importance of a global focus on sustainability and climate change initiatives. Powering good globally includes an obligation to operate our business sustainably. We are committed to doing our part by participating in efforts to truly make an impact in climate change efforts. A key component to our approach is identifying and assessing areas where we can have an impact and developing strategies to target these areas. Although there are a number of environmental risks that are external, as Blackbaud does not own its data centers and has a small facilities footprint, we believe we can have a big impact by collaborating with our stakeholders and business partners and working with our communities.

Key Practices:

- Remain carbon neutral by setting specific long-and-short-term objectives and implementing solutions to mitigate Scope 1, 2, and 3 emissions, including the reduction of energy consumption from non-renewable resources, purchasing renewable energy credits, and high-quality removal offsets that fund reliable, proven initiatives, and partnering with organizations making true climate change impact
- Reduce the amount of waste, both hazardous and non-hazardous, produced at Blackbaud locations by ensuring that all waste is managed in accordance with current regulations and best environmental practices, including following the international guidelines for electronic waste
- Reduce water consumption at all Blackbaud locations by identifying specific water reduction initiatives and raising awareness of the impact of water use
- Encourage Blackbaud's suppliers and business partners to implement and achieve meaningful environmental objectives and targets reflecting our shared goals and values

2021 Impact Metrics

Between 2019-2021, we reduced the emissions related to the energy required to run our office space by 63% and reduced employee commuting emissions by 75%.

Supporting Policies

- Blackbaud's Sustainability Policy
- Code of Business Conduct and Ethics for Suppliers and Business Partners

Renewable Energy:

Through our ongoing real estate portfolio optimization efforts, we have reduced the company's global real estate footprint more than 50% since 2019. With the rollout of our new remote-first workforce strategy, we will continue to optimize our footprint in 2022 and further reduce our Scope 2 footprint. And as part of our optimization program, we have consolidated our Charleston operations into our LEED-Gold certified headquarters building. The physical footprint reduction will result in a significant reduction of scope 2 greenhouse gas (GHG) emissions in future years. Solar panels at the Charleston headquarters building provide more than 12,500 KWH of electricity per month, and we are committed to exploring more ways to increase our use of renewable energy.

Key Practices

- Establish annual sustainability initiatives to reduce our impact on the environment, including science-based targets for electricity use and GHG emissions
- Analyze environmental and sustainability impacts in material business decisions
- Optimize use of renewable energy sources, including evaluating ways to reduce energy consumption from non-renewable sources

Supporting Policies

- Blackbaud's Sustainability Policy

Waste:

Blackbaud is committed to responsible waste management practices, including through recycling, reuse, composting, and proper electronic waste (e-waste) disposal. Our goal is to divert as much waste as possible from landfills, and we educate our employees about our practices and the important roles they play. We follow all international guidelines for the disposal of electronic waste and only use third-party vendors that adhere to sustainable e-waste recycling practices and abide by all laws and regulations for the disposal of e-waste. All computers and electronic equipment designated for removal or disposal are turned over

to our certified third-party vendors so they can be dismantled in a safe manner that allows for the careful extraction of raw materials for reuse in other products.

Key Practices

- Expand waste reduction and recycling initiatives in our facilities
- Leverage third-party vendors committed to sustainable e-waste recycling practices for the disposal of electronic waste
- Follow international guidelines for disposal of electronic waste
- Run a compost program in our headquarters building to ensure all food waste is properly recycled

Supporting Policies

- [Blackbaud's Sustainability Policy](#)
- [Code of Business Conduct and Ethics for Suppliers and Business Partners](#)

Social

Community and Philanthropy:

Giving back is integral to who we are as a company, and we focus on supporting issues that impact our company and our communities. In 2021, we continued to make donations in support of COVID-19 relief and disaster recovery and announced a new multi-year, six-figure gift to Big Brothers Big Sisters of the Lowcountry to build greater equity, social capital, and a stronger, more diverse workforce.

We also engage our employees in philanthropy through our employee giving and volunteering programs and employee-led grant committees that recommend funding for small community-based nonprofits.

Key Practices

- Make philanthropic contributions in support of issues that impact our company and our communities, including disaster relief, climate change, health emergencies such as COVID-19, and education and racial equity
- Support our employees' choice for how they give back by providing a match for employee donations and awarding paid time off for independent volunteer hours
- Sponsor employee-led grant committees to support nonprofit organizations making an impact where our employees live and work
- Participate in community-based initiatives and celebrations in Charleston, SC, and in other cities where Blackbaud has a large employee presence

2021 Impact Metrics

- More than 70% of employees volunteered
- 1 in 5 employees served on a nonprofit board
- 117 grants given to nonprofits by employee-led grant committees

People and Culture

We are building a thriving culture centered around supporting employees professionally and personally and encouraging them to be their authentic selves at work. Our employee engagement strategies are fundamental to how we develop our people and our open company culture.

Key Practices

- Conduct an annual employee engagement survey and integrate feedback into company goals and initiatives
- Gauge employee sentiment with an annual all-employee survey and follow-up pulse survey
- Host monthly live global town hall Q&A sessions with the CEO and other senior executives
- Host quarterly all-hands meetings highlighting financial results, product innovations, and other important company news that feature a customer speaker to further engage employees in our mission

2021 Impact Metrics

- 89% participation in the annual employee engagement survey

Diversity, Equity, and Inclusion

We are committed to integrating diversity, equity, and inclusion strategies throughout the company, empowering our employees to be their authentic selves, and fostering a sense of belonging and community across our employees, customers, partners, and others in the Ecosystem of Good. We've implemented practices to attract, develop, and retain a diverse, high-performing employee base, supported by our remote-first workforce strategy. We know that creating a belonging environment for our employees to do their best work is essential. That's why we take steps to ensure an inclusive workplace that focuses on helping employees feel valued and empowered to succeed.

In September 2020, we hired our first diversity and inclusion officer, whose first major initiative was a wide-ranging survey on employees' experiences and viewpoints around diversity, equity, inclusion, and belonging at Blackbaud. The results of this survey drove our

2021 priorities and will play a key role in ensuring that Blackbaud's steps are relevant and effective going forward.

Key Practices

- Offer 11 employee-led global affinity groups
- Maintain partnerships with Prospanica, Pride at Work Canada, National Black MBA Association, and Women in Tech
- Conduct annual pulse checks on employee sentiment around the company's key DEI focus areas
- Provide on-demand diversity & inclusion training through LinkedIn Learning
- Offer global onboarding program for all new employees, regardless of region or role
- Engage in inclusive recruiting and hiring strategies, including diversity-focused recruiters, diverse candidate slates, structured hiring, using gender decoder tools to remove bias in job postings, and partnerships with historically black colleges and universities and Hispanic-serving institutions
- Recognize Juneteenth as a paid corporate holiday

2021 Impact Metrics

- 55% of all new hires and 48% of hires in our early careers and intern program came from historically underrepresented groups
- One-third of employees belong to at least one affinity group
- Women account for 46% of Blackbaud employees

Talent Development

Our talent development approach at Blackbaud spans the full lifecycle of employees, beginning the moment an employee accepts a position to join the company. We ensure that all employees have opportunities to support their career development through a variety of programs and prioritize internal mobility. Blackbaud's continued growth has provided new opportunities for employees' career paths, with teams led by managers who care and empower their people to innovate and take on new projects.

Key Practices

- Provide career frameworks for managers and individual contributors, so they have transparency into the skills needed for each role level
- Conduct quarterly check-ins to provide employees frequent reflection and discussion on what they are learning, their impact, and their career potential
- Provide access to 13,000 training courses through LinkedIn Learning®
- Host engagement labs to prepare managers to build safety, share vulnerability, create purpose, and focus on performance development

- Offer a global O.N.E (Onboard, Engage, and Network) new hire program, which includes an initial orientation followed by microbursts of learning over employees' first 90 days
- Equip employees to connect, collaborate, and communicate in a digital-first world through a variety of networks including our Together Anywhere program
- Make Insights Discovery® assessment and training available to all employees to help increase personal, team, and leadership effectiveness

2021 Impact Metrics

- All employees received evaluations based on company goals and objectives
- 40% of employees were promoted or moved to new roles internally
- 85% of people leaders completed and recommended at least one Blackbaud Engagement Labs manager workshop
- Employees completed a total of 5,054 LinkedIn Learning courses, with the top three courses taken focused on customer service

Health and Safety

Blackbaud is committed to providing a work environment that is safe, clean, and adheres to city, state, national, and international safety standards and regulations.

Key Practices

- Follow a core safety policy that encourages and lays the foundation for a safe and healthy work environment, ensuring our employees do not violate safety rules or put their health or safety at risk in order to complete a task
- Maintain Operational Emergency Action Plans (OEAP) as part of our overall emergency response system and provide operational preparedness details and emergency response plans and procedures for natural and environmental disasters, as well as other crisis situations that may occur on a Blackbaud site
- Provide training for managers on how to ensure employee safety during emergent situations

2021 Impact Metrics

# of Employee Fatalities Resulting from Operational Accidents per 100,000	0
# Contractor Fatalities Resulting from Operational Accidents per 100,000	0
# Injuries and Illnesses per 200,000 Hours Worked	<1

Supporting Policies

- [Blackbaud's Occupational Health and Safety Policy](#)

Employee Well-Being

We care about our people as individuals. We place significant importance on creating an inclusive culture and providing competitive benefits that advocate for the emotional, physical, and financial well-being of employees and their families…because happy, healthy employees are a key part of building a better world.

We support the holistic overall health and well-being of our employees and their families through our benefits and policies. Our total wellness approach is built on meeting the needs of employees in five key interconnected areas: emotional, intellectual, physical, social, and financial.

Key Practices

- Provide financial wellness programs and benefits:
  - 401k employer match program
  - Quarterly education offerings on financial topics in partnership with Bank of America and Merrill Lynch
  - Corporate banking program in partnership with Bank of America that includes an emergency savings program
  - CommonBond Loan Repayment services for student loan assistance that provides an average savings of $1,500
  - Tuition reimbursement
  - Adoption assistance
  - Legal aid and identity theft protection benefits
- Provide emotional wellness programs and benefits:
  - Virtual education sessions on anxiety, stress, and depression
  - Weekly company-wide wellness communications
  - Gympass®: subscription-based application with fitness and mental health offerings
- Provide social wellness programs and benefits:
  - Employee affinity groups
  - Quarterly all-hands meetings and monthly all-employee meetings featuring Q&A sessions with the executive leadership team
  - Employee-led community grants programs
  - Matching gifts for employee donations to charitable organizations
  - Volunteer for Vacation policy that allows employees to earn PTO for independent volunteer hours

- o Nonprofit board training
- o Culture teams, which connect and engage employees with localized offerings in areas with a concentrated employee base
- o Company Toastmasters® chapter
- Provide health wellness programs and benefits:
  - o 80% -100% of premium costs covered by Blackbaud, depending on salary
  - o Company-sponsored biometric screening program to reduce or eliminate employees' monthly healthcare premium payments
  - o Infertility benefits
  - o Gender confirmation benefits
  - o Gympass®: subscription-based application with fitness and mental health offerings

2021 Impact Metrics

- 93% of employees believe their manager cares for their well-being, according to our 2021 employee engagement survey
- 1/3 of employees belong to at least one affinity group
- 93% of employees participate in the 401k match program

Customer Satisfaction:

Blackbaud Customer Success is centralized in one organization that includes teams for implementation, product adoption, customer success, customer support, training, and professional consulting services. This strategy has helped us better connect and understand customers' needs across the lifecycle, build a trusted advisory status, and increase customer retention.

We have made significant investments to increase how Blackbaud Customer Success helps customers achieve their desired outcomes with solutions and services through robust customer onboarding, post-sale engagement, and a multi-pronged approach to customer support. We also provide a robust training program through Blackbaud University, which offers courses and certifications for Blackbaud products and organizational best practices.

Key Practices:

- Equip customer success managers to serve as customer advocates within Blackbaud, elevating their feedback throughout the company to help inform strategy
- Deliver content that helps drive customer outcomes, including product adoption webinars and thought leadership resources
- Offer a Blackbaud Customer Success digital library with on-demand enablement resources spanning 15 products

- Provide customers free, universal access to Blackbaud University's entire curriculum of recorded Basics eLearning courses and Fundamentals product certifications
- Offer premium education offerings through Blackbaud University, including advanced on-demand classes, instructor-led product classes and best practices workshops, professional-level certifications, and North Star Sessions, a video series featuring sector thought leaders
- Seamlessly transition customers from post-sales to implementation through an onboarding interaction model focused on each customer's desired outcomes
- Offer consulting resources to assist in meeting customers' business objectives during implementation and post-implementation services engagements
- Leverage industry best practices for project delivery with a focus on time to value for our customers

2021 Impact Metrics:

- 70% of customer interactions with Blackbaud Customer Success were proactive
- 100% of customers responding to NPS surveys received a follow-up from a customer success manager
- 95% customer support satisfaction rating
- Recognized with a 2021 Gold Stevie® Award for Contact Center of the Year (Over 100 Seats)—Technology Industry and 2022 Silver Stevie® Award for Front Line Customer Service Team of the Year

Human Rights

Blackbaud's higher purpose is "to help good take over the world." Part of being able to achieve this higher purpose is a commitment to human rights and taking opportunities to promote and uphold our responsibilities to respect human rights across our business. We seek to uphold the highest ethical standards and to engage in practices that enhance the welfare, safety, and well-being of our workforce, business partners, and wider communities. We do not tolerate human rights violations, and our Code of Business Conduct and Ethics sets forth several channels for the reporting of suspected violations without fear of retaliation.

We are committed to maintaining a work environment free of violence, threats of violence, abuse, or hostility while keeping our workplaces and facilities sanitary and free from hazards by following safety, environmental, and health rules and practices. We respect the legal rights of our workforce to associate freely, form and join workers organizations, and collectively bargain where permitted by law.

Key Practices

- Support the human rights principles contained in the United Nations Universal Declaration of Human Rights, Global Compact, Guiding Principles on Business and Human Rights, and the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, and continually develop and review our business practices to uphold our commitment to human rights
- Abide by the U.K. Modern Slavery Act of 2015 and the California Transparency in Supply Chains Act of 2010
- Expect all suppliers and business partners to abide by all laws and regulations of the cities, states, countries, and other jurisdictions in which we operate

Supporting Policies:

- Blackbaud's Human Rights Policy

Governance

Corporate Governance

We have adopted formal Corporate Governance Guidelines to enhance our effectiveness. The Board of Directors adopted the guidelines to ensure it has the necessary authority and practices in place to review and evaluate our business operations as needed and to make decisions that are independent of our management.

Our Board of Directors oversees the company's governance programs, processes, and commitment, while our executive leadership team is charged with implementation, management, and daily oversight. The ESG Steering Committee, an employee-led, cross-functional leadership team, is tasked with setting and implementing the sustainability vision and strategy for the company.

Key Practices

- Continue CEO sponsorship of the ESG Steering Committee
- Rely on ESG oversight from the company's board of directors, led by the Nominating & Governance Committee
- Operate an employee-led, cross-functional ESG Steering Committee
- Form employee impact teams dedicated to specific ESG workstreams

Supporting Policies

- Code of Business Conduct and Ethics of Blackbaud
- Sustainability Policy
- Code of Business Conduct and Ethics for Suppliers and Business Partners

- [ESG Steering Team Charter](#)
- [Corporate Governance Guidelines](#)
- [Charter of Nominating and Corporate Governance Committee](#)
- [Charter of the Audit Committee](#)
- [Charter of the Risk Oversight Committee](#)
- [2022 Proxy Statement](#)
- [2021 Blackbaud 10K Report](#)

Ethics, Transparency, and Compliance

Blackbaud's Code of Business Conduct and Ethics sets out basic principles to guide all directors, officers, and employees and its subsidiaries. Every Blackbaud employee must complete annual training on the Code of Business Conduct and Ethics, including the company's human rights and anti-corruption/bribery policies, which consists of reading, understanding, and affirming compliance. Key parts of the Code include:

- **Reporting and Disciplinary Matters:** Provides remedies and mechanisms for all employees to report violations or unethical behavior, including a toll-free ethics hotline
- **Associations and Collective Bargaining:** Ensures employees can associate freely, form and join organizations, and collectively bargain
- **Human Rights Commitment:** Formally states Blackbaud's support for the human rights principles contained in the United Nations Universal Declaration of Human Rights, Global Compact and Guiding Principles on Business and Human Rights, and the International Labor Organization's Declaration on Fundamental Principles and Rights at Work
- **Anti-Corruption and Bribery Compliance:** Ensures that, under no circumstances, will the Company allow our Board members, officers, employees, or any third party acting on our behalf, to give or receive bribes or kickbacks in order to influence a business outcome or obtain favorable treatment

Key Practices

- Operate under a Code of Business Conduct and Ethics, adopted by the Board of Directors, which applies to all Blackbaud directors and employees
- Operate under an additional Code of Ethics, adopted by the Board of Directors, for Blackbaud's CEO and senior financial officers, including our chief financial officer (CFO), who is our principal accounting officer, our Corporate Controller, or persons performing similar functions
- Hold ethics training, requiring that each employee reads, understands, and affirms compliance with our Code of Conduct

Supporting Policies

- [Code of Ethics for CEO and Senior Financial Officers](#)
- [Code of Business Conduct and Ethics of Blackbaud](#)
- [Code of Business Conduct and Ethics for Suppliers and Business Partners](#)

Risk Management and Oversight

Our relationship with our customers is never more important or more personal than in times of tragedy and disaster. We know that being the best partner also means planning for potential impacts to our own operations and ensuring uninterrupted excellent service. We maintain formalized policies and procedures through the Blackbaud Business Continuity Management Program—modeled after the NIST 800-34 contingency plan for federal information systems. The program strategically equips internal teams to protect, sustain, and recover operations for best assuring the resiliency of the business.

Even in the event of a crisis or disaster, we can ensure unwavering partnership for our customers. Additionally, we recognize our responsibility to assist in lessening the effects of climate change on the environment. Although there are a great number of environmental risks that are external, Blackbaud believes we can still have an impact by collaborating with our stakeholders and business partners and working with our communities as part of our role in effecting positive change. Identified environmental risks include:

- The increase of greenhouse gases (GHG) is associated with an increase in global climate change. Blackbaud is committed to reducing its GHG emissions and its carbon footprint as a step toward mitigating this risk. By converting to a remote-first work force, we have reduced our environmental impact. With most employees no longer commuting to an office, and by reducing our office footprint, we are making more progress toward becoming a zero-waste company and protecting the environment.
- Air, water, and soil pollution, along with improper waste management, can all lead to damaging the agricultural environment. These changes can have a direct connection to the food chain supplies, which can lead to increased hunger throughout the world. Mitigating GHG emissions and improving better waste management through community-based programs can have a positive effect on limiting this risk.
- Weather-related risk impacts of climate change, like severe weather events and changes in global temperatures, can result in negative impacts to our critical infrastructure and living spaces. These risks can have significant global impacts on the economy, as well as regional impacts on corporate facilities and the employees associated with these locations. Changes in Blackbaud's structural footprint, along with a revised, remote-first work force strategy, have helped Blackbaud mitigate this

business continuity risk by dispersing the work force over a widespread area, making it less susceptible to severe weather events. Although our Company's senior management is responsible for management of risk, the Board of Directors and its committees play a significant role in overseeing this function.

Key Practices

Each of the Board committees oversees risks associated with its respective areas of responsibility:

- The Audit Committee oversees risk related to our accounting, tax, financial and public disclosure processes and assesses risks associated with our financial assets
- The Compensation Committee oversees risks related to our compensation and benefit plans, programs, and policies to ensure sound pay practices that do not enable risks that are reasonably likely to have a material adverse effect on our company
- The Nominating and Corporate Governance Committee seeks to minimize risks related to governance structure by implementing sound corporate governance principles and practices
- The Risk Oversight Committee oversees assists in the oversight of:
  - o Blackbaud's risk management, compliance, and control activities as they relate to information technology security
  - o Cybersecurity risks, including cyber risk management practices, adequacy of cyber-insurance, adequacy of an incident response plan, and our ability to respond to a cyber breach
  - o Our systems of operational controls regarding certain legal and regulatory compliance
  - o Compliance with certain legal and regulatory requirements applicable to Blackbaud
- The Risk Oversight Committee communicates to the Audit Committee any matters it identifies that may impact financial reporting

Supporting Policies:

- [2021 Blackbaud 10K Report](#)
- [2022 Proxy Statement](#)
- [Charter of the Risk Oversight Committee](#)
- [Sustainability Policy](#)

Supply Chain

Blackbaud is strongly committed to business ethics and integrity, responsible sourcing, and the safety and wellbeing of workers across all of its supplier relationships, including our vendors and service providers and their respective employees and agents. We are an equal opportunity employer, and our suppliers and business partners also may not discriminate in employment opportunities or practices on the basis of age, sex, race, color, national origin, religion or belief, disability, genetic information, marital or civil partnership status, sexual orientation, gender identity, gender reassignment, gender expression, citizenship, pregnancy or maternity, veteran status, or any other status protected by national, federal, state or local law.

All suppliers and business partners must respect and obey the laws and regulations of the cities, states, countries and other jurisdictions in which we operate, and shall not support or engage in slavery, indentured labor, child labor, or human trafficking in any part of their supply chains. Should we develop knowledge of any unethical or illegal behavior by one of our suppliers or business partners, we will take steps to ensure that the situation is corrected. If the supplier or business partner is unable or unwilling to make the appropriate corrections, we will use our discretion to take disciplinary action, including terminating the business relationship with the supplier or business partner.

We also recognize that there is an opportunity to increase our commitment to sustainability through collaboration with our external stakeholders, and we welcome the opportunity to share ideas on how to achieve common sustainability goals. Additionally, Blackbaud expects all suppliers, business partners, and other external stakeholders to conduct their operations in compliance with all applicable environmental laws and regulations.

Key Practices:

- Abide by the UK Modern Slavery Act of 2015 and the California Transparency in Supply Chains Act of 2010
- Require our suppliers, vendors, and business partners to comply with all applicable laws and regulations for all the work they perform for Blackbaud and include compliance language in our contracts and purchase orders

Supporting Policies:

- [Code of Business Conduct and Ethics for Suppliers and Business Partners](#)

Data Privacy:

Driving social good on a global scale—spanning the public, private, and social sectors—requires a detailed understanding of privacy standards. Blackbaud has dedicated legal counsel who continually evaluate upcoming and changing regulations as they relate to data privacy to ensure we are aligned to these regulations, as well as provide thought leadership for our customers on the operational impacts of these regulations and compliance requirements.

We are committed to providing products and services that enable customers to comply with the privacy laws applicable to them. We tirelessly track and interpret pending legislation and evolve our products to allow customers to protect the privacy of constituents and manage data in a compliant way.

We believe that all organizations should be responsible custodians of personal data and handle it in an ethical and compliant way. We respect individuals' sensitivity to the privacy of their information and offer them ways to control it, including providing transparent privacy notices and allowing them to request a copy of the data we collect or request it be erased.

Key Practices:

- Leverage the industry standard CIA Triad Model in conjunction with comprehensive industry control frameworks, compliance regulations, privacy requirements, and best practices, including: NIST CSF, PCI DSS, SOC 1, SOC 2, GDPR, HIPAA, and Cloud Security Alliance
- Continually evaluate upcoming and changing data privacy regulations and provide thought leadership for our customers on the operational impact of these regulations and compliance requirements
- Ensure that (when applicable) our products and internal processes comply with and enable customers to comply with General Data Protection Regulation (GDPR)
- Ensure that we are compliant with the California Consumer Privacy Act (CCPA)

Supporting Policies:

- [Blackbaud's North America Privacy Policy](#)

Cyber Security:

We have made a significant investment in building a robust cybersecurity program. The program is built on key foundations that include a focus on people, with a strong team of more than 70 full-time employees who bring extensive experience across both the private sector and US government. This is on top of and measured against industry frameworks such as the NIST Cybersecurity Framework (NIST CSF). The program supports compliance activities that produce annual PCI DSS, SOC 1, and SOC 2 Type 2 reports that we make available to all customers.

More tactically, the team manages an extensive set of controls across enterprise and product security. We leverage industry-leading tools to implement anti-virus, intrusion prevention, vulnerability management, cloud security, and event management capabilities, among many others. Our product security team leverages a variety of capabilities, from threat modeling and source code analysis to third-party penetration testing, and we routinely test our incident response activities and maintain proactive relationships with law enforcement.

Key Practices:

- Leverage the industry standard CIA Triad Model (Confidentiality, Integrity, Availability) in conjunction with various industry control frameworks, such as the NIST CSF, PCI DSS, ISO27001, SOC 1, SOC 1 type 2, and others to protect our solutions
- Provide audit reports by request to our subscription customers, their auditors, and our prospective customers, including SOC 2 type 2, SOC 1 type 1, and bridge letters for both SOC 1 and 2 reports, where applicable
- Provide PA-DSS and PCI-DSS attestations of compliance to Blackbaud Internet Services and Blackbaud Payment Solutions
- Maintain Trusted Cloud Provider status with the Cloud Security Alliance, the world's leading organization dedicated to defining and raising awareness of best practices to help ensure a secure cloud computing environment
- Leverage the Cloud Security Alliance's CAIQ-Lite assessment questionnaires to provide transparency regarding the adherence of our products to the CSA Cloud Controls Matrix. These assessments are made available via the Cloud Security Alliance

Supporting Policies:

- [Blackbaud Cyber Security Overview](#)
- [Blackbaud Business Continuity Management](#)
- [Blackbaud Cyber Security Incident Management and Response Overview](#)

- [Blackbaud Cyber Security Program and Policy Framework](#)
- [Blackbaud and the Public Cloud Whitepaper](#)

Innovation:

Blackbaud is committed to innovation to drive significant positive change throughout the social good sector. We intentionally invest in both sustaining and disruptive innovation influenced by analysis, research, and broad-based thought leadership. Our people are empowered to help customers, partners, and the social good community achieve critical impact through innovation.

Key Practices:

- Bring together leading innovators and experts from every type of institution to conduct research, foster diverse perspectives, and collaborate on solutions to the world's greatest challenges through the Blackbaud Institute
- Invest in a cohort of exciting tech startups in the social good industry and provide them with the mentorship and resources needed to succeed through Blackbaud's Social Good Startup Program
- Enable customers, partners, and consultants to accelerate the innovation of Blackbaud SKY solutions through our third-party developer ecosystem, Blackbaud SKY Developer
- Provide an open source UX toolset that allows third-party developers to create customizations and applications with a consistent user experience
- Review and curate more than 20 product idea banks that allow customers to submit ideas, post comments, and vote on product recommendations
- Host an annual Off the Grid 48-hour innovation marathon encouraging employees across the company to innovate on creative new solutions to solve problems in the social good community

2021 Impact Metrics:

- Fast Company's Best Workplace for Innovators 2020 honoree
- Annual analysis of $46 billion in fundraising data and published research
- More than 400 employees participated in Off the Grid program

ESG Metrics and Indicators
GRI

Reference		CY2021	CY2020
GRI 102-1	Organization Name	Blackbaud [2021 Blackbaud 10K Report](#)	
GRI 102-2	Products/Solutions	[2021 Blackbaud 10K Report](#) pg. 3	
GRI 102-3	Location of Headquarters	Charleston, SC [2021 Blackbaud 10K Report](#)	
GRI 102-4	Countries of Operations	[Global Locations](#)	
GRI 102-5	Ownership and Legal Form	[2021 Blackbaud 10K Report](#) pg. 1 [2022 Proxy Statement](#) pg. 3	
GRI 102-6	Markets Served	[Who We Serve](#)	
GR 102-7	Global Employees	3,127	3,130
GRI 102-8	% Female Employees	46%	46%
GRI 102-8	% Male Employees	54%	54%
GRI 102-8	% Female People Managers	46%	44%
GRI 102-8	% Male People Managers	54%	56%
GRI 102-8	% Females in Tech Roles	34%	32%
GRI 102-8	% Males in Tech Roles	66%	68%
GRI 102-14	ESG Commitment from Senior Decision-maker	[CEO Letter](#)	
GRI 102-15	Key Impacts, Risks, and Opportunities	[2021 Blackbaud 10K Report](#) pg. 17-29	
GRI 102-16	Values and Principles	[Code of Business Conduct and Ethics of Blackbaud,](#) [Blackbaud's Human Rights Policy,](#) [2021 Blackbaud 10K Report](#) pg. 1, [Code of Business Conduct and Ethics for Suppliers and Business Partners](#)	
GRI 102-17	Mechanisms for Advice and Concerns	[Code of Business Conduct and Ethics of Blackbaud](#)	

GRI 102-18	Management Approach	Our Board of Directors oversees the company's governance programs, processes and commitment, while our executive leadership team is charged with implementation, management, and daily oversight. Our guiding governance principles can be found in our Code of Business Conduct and Ethics of Blackbaud ,Code of Ethics for CEO and Senior Financial Officers, Code of Business Conduct and Ethics for Suppliers and Business Partners, Corporate Governance Guidelines, and the charters of the various committees of our Board of Directors. These principles provide the building blocks for the many specific policies and procedures by which we operate daily. We are proud of our strong governance and compliance culture and are committed to best practices throughout our organization. 2022 Proxy Statement pg. 18-25 Code of Business Conduct and Ethics of Blackbaud Code of Ethics for CEO and Senior Financial Officers Corporate Governance Guidelines	
GRI 102-18	Governance Structure	2022 Proxy Statement pg. 18 - 25	
GRI 102-19	Delegating Authority	Charter of Nominating and Corporate Governance Committee sect. III (s), ESG Steering Committee Charter	
GRI 102-20	Executive-level Responsibility for Economic, Environmental, and Social Topics	CEO; Charter of Nominating and Corporate Governance Committee Section III (s), ESG Steering Committee Charter	
GRI 102-21	Consulting Stakeholders on Economic, Environmental, and Social Topics	ESG Approach	
GRI 102-22	Composition of the Highest Governance Body and its Committees	2022 Proxy Statement pg. 9-27 Corporate Governance Guidelines	
GRI 102-23	Chair of the Highest Governance Body	2022 Proxy Statement pg. 17	
GRI 102-24	Nominating and Selecting the Highest Governance Body	Charter of Nominating and Corporate Governance Committee, 2022 Proxy Statement	
GRI 102-25	Conflicts of Interest	Code of Ethics for CEO and Senior Financial Officers Code of Business Conduct and Ethics of Blackbaud	

GRI 102-35:	Remuneration Policies	2022 Proxy Statement pg. 35-56	
GRI 102-36	Process for Determining Remuneration	2022 Proxy Statement pg. 35-36	
GRI 102-40	List of Stakeholder Groups	ESG Approach	
GRI 102-41	Collective Bargaining Agreements	As of December 31, 2021, we had over 3,600 employees, none of whom are represented by unions or are covered by collective bargaining agreements 2021 Blackbaud 10K Report pg. 13	
GRI 102-42	Identifying and Selecting Stakeholders	ESG Approach	
GRI 102-43	Approach to Stakeholder Engagement	ESG Approach	
GRI 102-44	Key Topics and Concerns Raised	ESG Approach	
GRI 102-45	Entities Included in the Consolidated Financial Statements	2021 Blackbaud 10K Report exhibit 21.1	
GRI 102-46	Defining Report Content and Topic Boundaries	ESG Approach	
GRI 102-47	List of material topics	ESG Approach	
GRI 102-50	Reporting Period	Jan. 1, 2021, to Dec. 31, 2021	
GRI 102-51	Date of most recent report	April 2021	
GRI 102-52	Reporting Cycle	Annual	
GRI 102-53	Contact Point for Questions Regarding the Report	IR@blackbaud.com	

GRI 103-2	Explanation of the material topic and its Boundary	Our Board of Directors oversees the company's governance programs, processes and commitment, while our executive leadership team is charged with implementation, management, and daily oversight. Our guiding governance principles can be found in our Code of Business Conduct and Ethics of Blackbaud ,Code of Ethics for CEO and Senior Financial Officers, Code of Business Conduct and Ethics for Suppliers and Business Partners, Corporate Governance Guidelines, and the charters of the various committees of our Board of Directors. These principles provide the building blocks for the many specific policies and procedures by which we operate daily. We are proud of our strong governance and compliance culture and are committed to best practices throughout our organization. 2022 Proxy Statement pg. 18-25 Code of Business Conduct and Ethics of Blackbaud Code of Ethics for CEO and Senior Financial Officers Corporate Governance Guidelines	
GRI 206-1:	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	$0	
GRI 302-1:	Energy consumption within the organization	**SCOPE 1:** • 2,369 therms of gas = 13 metric tons of CO2e; • 13 carbon removal offsets procured to neutralize Scope 1 emissions **SCOPE 2:** • 3,888 MWh = 1,211 metric tons of CO2e location based • 147 MWh from on-site solar • 3,742 RECs procured to neutralize Scope 2 emissions (for 0 metric tons of CO2e market based & 100% renewable electricity) **SCOPE 3:** • Co-Lo & Cloud Data Centers = 2,252 metric tons of CO2e • estimated emissions of employees working from home = 450 metric tons of CO2e • 1,395 carbon removal offsets & 1,307 carbon avoidance offsets procured to neutralize all calculated Scope 3 emissions	Office Energy Usage: 7,525 mWh Plan to partner with COLOs and Cloud Services providers in 2021 to determine energy usage.

GRI 302-2:	Energy consumption outside of the organization	**SCOPE 1:** • 2,369 therms of gas = 13 metric tons of CO2e; • 13 carbon removal offsets procured to neutralize Scope 1 emissions **SCOPE 2:** • 3,888 MWh = 1,211 metric tons of CO2e location based • 147 MWh from on-site solar • 3,742 RECs procured to neutralize Scope 2 emissions (for 0 metric tons of CO2e market based & 100% renewable electricity) **SCOPE 3:** • Co-Lo & Cloud Data Centers = 2,252 metric tons of CO2e • estimated emissions of employees working from home = 450 metric tons of CO2e • 1,395 carbon removal offsets & 1,307 carbon avoidance offsets procured to neutralize all calculated Scope 3 emissions	Office Energy Usage: 7,525 MWh Plan to partner with COLOs and Cloud Services providers in 2021 to determine energy usage.
GRI 302-4:	Reduction of energy consumption	50% reduction in energy consumption in offices (2022: 7,525 MWh à 2021: 3,888 MWh) Climate Commitment, Climate Change Topic	
GRI 303-5:	Water consumption	2,046 M3 used at Charleston HQ office; 1,668 M3 used for Charleston HQ irrigation	
GRI 305-5:	Reduction of GHG emissions	50% reduction in GHG emissions in office locations Climate Commitment, Climate Change Topic	
GRI 307-1:	Non-compliance with environmental laws and regulations	$0	
GRI 403-1	Occupational health and safety management system	Occupational Health and Safety Policy	
GRI 403-9:	Work-related injuries	0	
GRI 403-10:	Work-related ill health	0	
GRI 404-2	Programs for Upgrading Employee Skills	People and Culture Commitment, Talent Development Topic	
GRI-404-3	Percentage of employees receiving regular performance and career development reviews	100%	

GRI 408-1:	Operations and suppliers at significant risk for incidents of child labor	0 incidents related to child labor	
GRI 409-1:	Operations and suppliers at significant risk for incidents of forced or compulsory labor	0 Incidents related to forced labor	
GRI 410-1:	Security personnel trained in human rights policies or procedures	100%	
GRI 411-1:	Incidents of violations involving rights of indigenous peoples	0 incidents with violations involving rights of indigenous people	

SASB

Reference		CY2021	CY2020
SASB TC-SI-130a.1	(1) Total Energy Consumed, (2) Percentage Grid Electricity, (3) Percentage Renewable	Scope 1: 2,369 therms of gas = 13 metric tons of CO2e; 13 carbon removal offsets procured to neutralize Scope 1 emissions Scope 2: 3,888 MWh = 1,211 metric tons of CO2e location based; 147 MWh from on-site solar, 3,742 RECs procured to neutralize Scope 2 emissions (for 0 metric tons of CO2e market based & 100% renewable electricity) Scope 3: Co-Lo & Cloud Data Centers = 2,252 metric tons of CO2e; estimated emissions of employees working from home = 450 metric tons of CO2e; 1,395 carbon removal offsets & 1,307 carbon avoidance offsets procured to neutralize all calculated Scope 3 emissions	
SASB 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	2,046 M3 used at Charleston HQ office; 1,668 M3 used for Charleston HQ irrigation	
SASB TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Blackbaud does not currently own and operate data centers. Our operations are strategically dispersed in collocated data centers (COLOs) as well as with cloud service providers. We work closely with our providers on ways to measure and improve our energy footprint.	
SASB TC-SI-220a.1	Policies and Procedures Relating to Behavioral Advertising and User Privacy	Blackbaud Privacy Policy	
SASB TC-SI-220a.2	Number of Users Whose Information is Used for Secondary Purposes	Blackbaud Privacy Policy	
SASB TC-SI-220a.3	Monetary Losses as a Result of Legal Proceedings Associated with User Privacy.	Personal data for which Blackbaud is the data controller is used in accordance with our privacy policy. Blackbaud does not use customers' constituent data consisting of personal data for purposes other than as stated in the BSA.	
SASB 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	$0	

SASB TC-SI-220a.5	Countries Where Core Products Are Subject to Government Monitoring or Censoring	0	
SASB TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	[Blackbaud Form 10-K](#)	
SASB TC-SI-230a.2	Description of Approach to Identifying and Addressing Data Security Risks, Including use of Third-party Cybersecurity Standards	For detailed information about our robust cybersecurity and data privacy practices, or to access our security assessments and audits, visit www.blackbaud.com/security	
SASB TC-SI 330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore		
	% Employees in U.S.	84%	88%
	% Employees Outside U.S.	16%	12%
SASB TC SI 300a.2	Employee Engagement	Our annual survey was distributed in March 2021. The survey results were shared with employees via series of workshops and meetings followed by a pulse survey.	
SASB TC-SI 330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees		
	% Female Employees	46%	46%
	% Male Employees	54%	54%
	% Female People Managers	46%	44%
	% Male People Managers	54%	56%
	% Females in Tech Roles	34%	32%
	% Males in Tech Roles	66%	68%
	% White	80%	82%
	% Underrepresented Minority	20%	18%
	% White People Managers	88%	89%
	% Underrepresented Minority People Managers	12%	11%
	% White in Tech Roles	76%	78%

	% Underrepresented Minority in Tech Roles	24%	22%
SASB TC-SI-520a.1,	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	$0	
SASB TC-SI-550a.2	Commitment to Business Continuity and Risks Related to Operations Disruptions	10-K & Proxy Statement	