



SUSTAINABILITY, PURPOSE & GROWTH

2024 Environmental, Social, and
Governance Report





ABOUT THIS REPORT

Our fourth annual Environmental, Social, and Governance (ESG) Report outlines our ESG strategy and reports progress on our related targets and initiatives. This report highlights activities and performance during Coupa's 2024 fiscal year running February 1, 2023, to January 31, 2024. However, commentary may also include events and announcements through the time of the report's publication in July 2024.

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MESSAGE FROM OUR CEO

We are helping companies innovate, diversify, and thrive in a complex, rapidly evolving world.

In November 2023, I was honored to become Coupa’s new CEO, because it meant joining a vibrant, global community of customers and suppliers, and carrying the torch for our industry-transforming technology while embracing AI as a positive force. It also meant being part of a culture dedicated to people and the communities where we do business—something reflected in the Coupa Community’s passion to change what it means to thrive as a business and model how purpose can serve the greater societal good.

In our fourth annual Environmental, Social, and Governance (ESG) report, we are excited to share our progress in our ESG strategy centered around four strategic areas: Platform Innovation, Planet, People & Community, and Principles & Ethics. Here are some of the highlights:

Expanding our “margin multiplier effect”

Our commitment to ESG has profoundly impacted not only our long-term growth and success, but also that of our customers, and we’re helping them increase margins. We’re working harder than ever to support the sustainability priorities in their operations and supply chains by weaving new capabilities and reporting into our products. We’re enabling millions of dollars of spend with diverse suppliers; curtailing their carbon emissions through supply chain and transportation efficiencies; and leveraging community-generated AI to help them meet regulatory requirements. These innovations are helping them improve margins while decreasing climate and social risks, ultimately enhancing their values and creating positive change across their businesses and communities.

Protecting our planet

Over the last year, we’ve made headway on solidifying our climate strategy and goals. With our climate targets now validated by the Science Based Targets initiative (SBTi), we’re squarely on the path to net-zero emissions by FY2041—a journey that will involve significant reductions in our own emissions and close alignment with our partners to reduce emissions across our supply chain. Our new Foster City office, which opened in

April 2024—a LEED Gold, Energy Star-certified facility with 100% carbon neutral operations—is a model of our commitment.

Nurturing inclusion

At Coupa, we know that prioritizing Diversity, Equity, and Inclusion (DEI) is vital to creating a culture where everyone thrives and feels a deep sense of belonging. This is why we remain steadfast in our commitment to DEI and to fostering an inclusion-first environment. In 2023, we advanced our DEI strategy through unconscious bias education for our most senior executives; we provided the McKinsey Connected Leaders Academy for employees from underrepresented communities; we continued our robust support of employee resource groups (ERGs); and launched a specialized mentoring program for women in sales and engineering.

And because representation matters, we also focused on increasing our workforce diversity. I’m proud to be part of our notable growth in both women and people of color in our executive and senior leadership teams. As we grow, we continue to emphasize that DEI is everyone’s responsibility, underlining our unwavering faith in the power of inclusion.

Building upon our unique Community

Coupa Cares isn’t just a name for our community engagement program, it’s our statement of commitment to supporting the places where we operate around the world. In our philanthropic work, we create meaningful social and environmental change by promoting environmental justice and building community resilience and sustainability.

In 2023, our impact continued to ripple outward with events throughout Global Impact Week and Earth Month, impacting the people and places that make up our Coupa Community. We also continued to expand our strategic pro-bono projects around the world, such as furthering air quality initiatives in Detroit, Michigan, improving access to healthcare in Pune, India, and building organizational infrastructure for environmental justice organizations in California and climate action initiatives across the EMEA and APAC regions.

I’m honored to share our 2023 results. Coupa is focused on becoming a durable, generational company, one that thrives over the long term as a global business and as an exceptional place to work. Core to that is fully embracing the responsibility we have to future generations, which our ESG strategy ensures we do.

I extend my gratitude to every member of the teams who have been part of the work outlined in this report—and to all in the Coupa Community who are partnering on this journey with us.

Leagh Turner
Chief Executive Officer

OUR 2023 HIGHLIGHTS

\$6 trillion

in global spend data

ESG

capabilities

embedded in spend
management platform

SBTi targets

approved in 2024
Net Zero by FY2041

31%

global workforce are women
↑6% over industry average*



10 million

suppliers in global network
↑5% over 2022

\$8.2 million

Coupa direct spend with
diverse suppliers
↑86% over FY2023

100%

renewable electricity
in operations

5,318
volunteer
hours



\$175 billion

in savings delivered across
3000 customers

16 patents
granted

(101 total issued patents)

↓6%
Scope 3
emissions

over FY2023

679
nonprofits
supported



*Women In Tech Stats: How The Industry Can Provide Equal Opportunities (forbes.com)



ABOUT COUPA



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ABOUT COUPA

Coupa, the margin multiplier company™, helps businesses operate smarter and faster to build profitable and resilient supply chains amid global disruption and increasing pressure on business margins. Founded in 2006, our cutting-edge technology cuts through complexity so companies can control their spending, mitigate risks, and enhance sustainability—delivering tangible value to fuel new growth every day.

2023 Key Highlights



\$6 trillion

in cumulative transactional spend data



3,000

customers



10 million +

buyers and suppliers on our platform

OUR MISSION, VISION & VALUES



Coupa's mission is to help companies create durable, sustainable growth. We achieve this by optimizing their two most important assets: their money and their people. Our vision is to be the pulse of the global economy, supporting businesses in matching supply and demand.

Our culture is built on three core values that guide us every day:



Ensure Customer Success

Obsessive and unwavering commitment to making customers successful in achieving their goals and missions.



Focus on Results

Relentless focus on delivering results through innovation and a bias for action, keeping us accountable to our customers on a daily basis.



Strive for Excellence

Commitment to a collaborative environment infused with professionalism, integrity, passion, and accountability, raising the bar for ourselves and our customers.

OUR OPERATIONS

Coupa is a remote-first company, with employees located throughout the world. Our operations extend across North and South America, Europe, Africa, the Middle East, Asia, and Australia. In 2023, we embarked on a business transformation, consolidating operations to streamline our business model and provide even better service to our customers. This process involved closing some office sites and moving others to new locations. At the end of 2023, our new operational footprint included:



29 offices



16 countries



2,949 employees

OUR PLATFORM

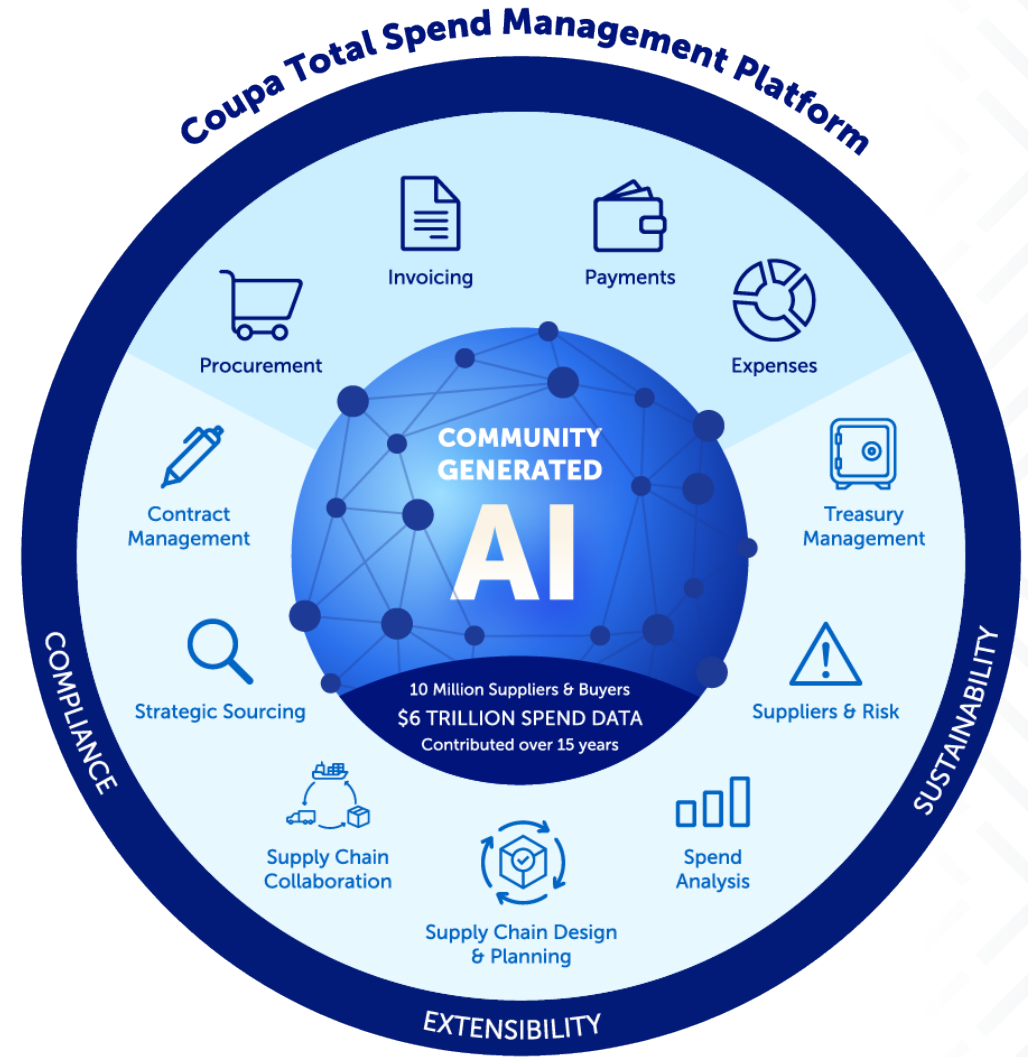
Coupa helps global customers run efficiently, grow effectively, and operate with confidence through its industry-leading, AI-driven total spend management platform.

The Multiplier Impact of Our Platform

- » **Multiplying Sustainability:** Microsoft reduced its CO₂ emissions by 60% by optimizing its hardware supply chain.
- » **Multiplying Efficiency:** Uber recovered \$24.6 million by implementing sourcing efficiencies identified by our platform.
- » **Multiplying Productivity:** AstraZeneca reduced invoice approval times from 60 days to less than 5 days—a 93% improvement and a huge boost in their productivity.
- » **Multiplying Resiliency:** Synchrony Financial improved supplier risk cycle times by 46%, building more resiliency into the business.
- » **Multiplying Growth:** Novo Nordisk freed up €50 million of working capital, which could be reinvested in R&D to fuel growth.

Coupa AI is informed by trillions of dollars of direct and indirect spend data across a global network of 10M+ buyers and suppliers. Our platform features a suite of tools that improve business margins and environmental performance by automating procurement and finance processes, controlling direct and indirect spending, managing supplier relationships, and optimizing supply chain design and planning—all while enhancing ESG regulatory compliance. It helps our customers make the most of their data and employee time by simplifying workflows, improving productivity, and giving predictive and real-time insights; with no coding or change management required.

We are a renowned innovator in the SaaS industry. Our platform received extensive recognition in 2023 and early 2024, including prestigious awards for our solutions from IDC Marketspace, The Hackett Digital World Class Matrix, and the Gartner Magic Quadrant, among others.



ESG STRATEGY & GOVERNANCE

Coupa is committed to addressing the environmental, social, and governance (ESG) aspects of our business with accountability and sound oversight to build trust across our operations. Our core values underpin our approach and have helped us develop a framework, strategy, and system of oversight to guide our efforts.

ESG Framework

Coupa's commitment to operate sustainably, equitably, and ethically underpins the framework for our approach to ESG management and strategy.



PLATFORM INNOVATION

APPROACH:

We empower our Coupa Community by applying our total spend management platform to help businesses reduce their environmental footprint, increase social impact by diversifying their supply chain, mitigate ESG risk, and make every dollar spent more effective, equitable, and sustainable.

MATERIAL TOPICS:

Total Spend Management, Supply Chain Impacts



PLANET

APPROACH:

We reduce our environmental impact by pursuing science-based climate targets and applying conservation, renewable energy, environmental justice, and sustainable innovation practices across our operations to help us achieve net zero by FY2041.

MATERIAL TOPICS:

Carbon Emissions, Energy, Water, Waste



PEOPLE

APPROACH:

We support our employees by fostering an environment of growth and opportunity, providing resources and flexibility for health & wellness and by sharpening our focus on diversity, equity, and inclusion. We also provide opportunities for our employees to strengthen communities by engaging in volunteerism, philanthropy, and strategic employee pro bono service.

MATERIAL TOPICS:

Diversity, Equity & Inclusion, Talent & Culture, Employee Health & Wellness, Community Engagement



COMMUNITY

APPROACH:

We provide opportunities for our employees to strengthen communities by engaging in volunteerism, philanthropy, and strategic employee pro bono service.

MATERIAL TOPICS:

Diversity, Equity & Inclusion, Community Engagement



PRINCIPLES & ETHICS

APPROACH:

We apply strong governance practices across our operations to ensure a safe, secure, and ethical work environment and engage stakeholders in operating in a just and equitable manner.

MATERIAL TOPICS:

Data Responsibility, Risk Management, User Privacy, Intellectual Property, ESG Communications & Transparency, Human Rights

ESG Material Topics

To focus our ESG efforts and determine where we can have the greatest impact, we have thoughtfully and thoroughly identified the topics that are most relevant to our business and community. In 2023, we partnered with a third party and embarked on our second ESG materiality assessment. To facilitate the process and create tangible results, we followed the following steps:

1. ADHERE TO LEADING FRAMEWORKS:

We reviewed reporting frameworks such as the Global Reporting Initiative (GRI) Standards, the Sustainability Accounting Standards Board (SASB) framework, and the Task Force on Climate-Related Disclosures (TCFD) to identify potential material issues.

2. INCORPORATE STAKEHOLDER INPUT:

We solicited authentic, thoughtful feedback from customers, peer companies, employees, and members of our Executive Leadership Team through interviews, questionnaires, and external stakeholder research and analysis.

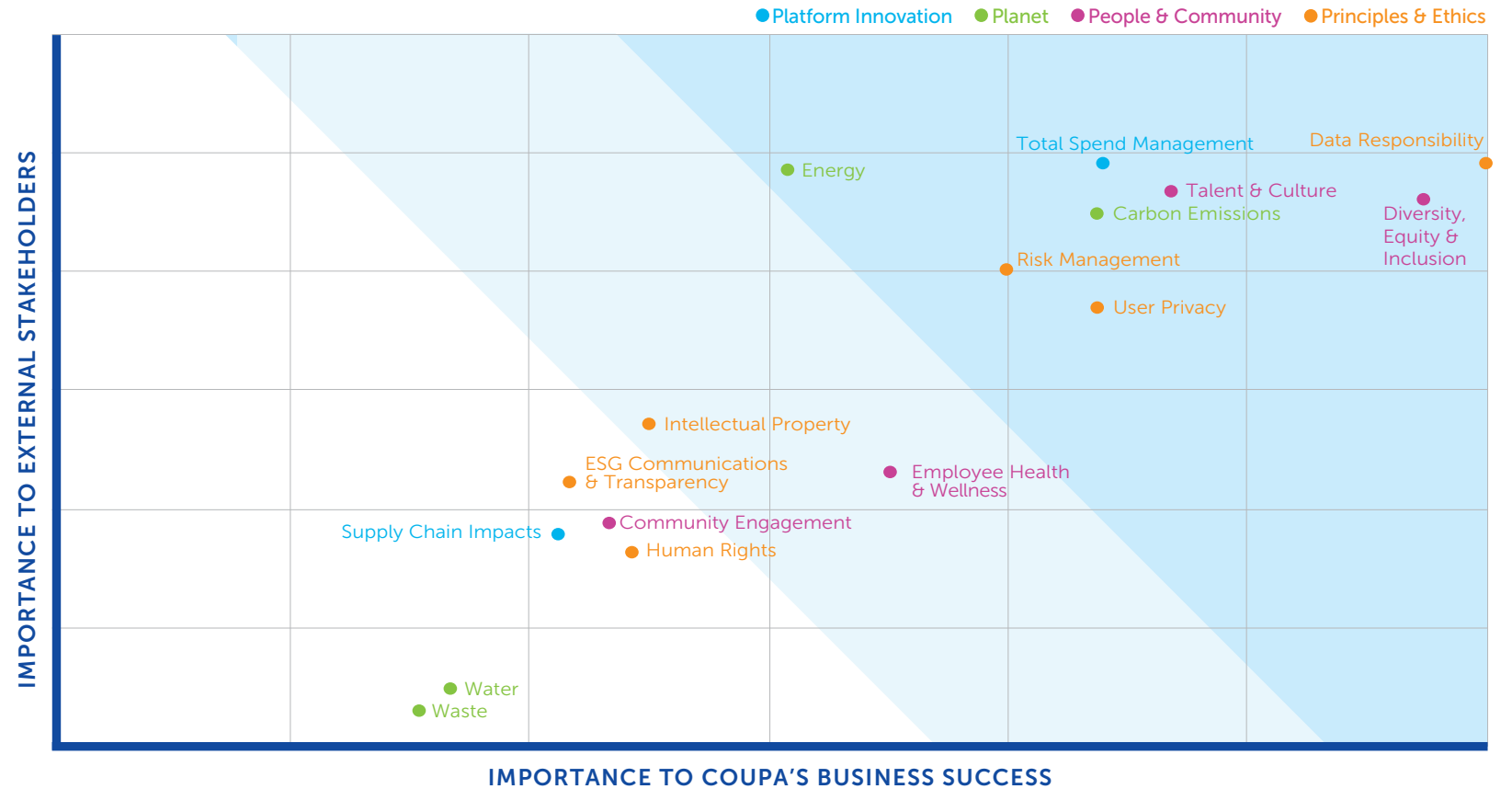
3. SCORE STAKEHOLDER INPUT:

We scored, assessed, and prioritized the potential material ESG issues from both a qualitative and quantitative standpoint.

4. DEVELOP A TIERED SUMMARY MATRIX:

We developed a new matrix of Coupa's material ESG topics, which ranked topics as high, medium, and low impact based on their effect on Coupa's business and on where we can make the greatest impact on society.

The results of this 2023 assessment have played an important role in integrating ESG into our business strategy, operations, and communications, emphasizing our ongoing commitment to focus on ESG topics with the most material impact on our company and stakeholders.



Note: In this matrix, which was originally published in our 2023 ESG Report, "Sustainable BSM" has been updated to "Total Spend Management." This update reflects a change in Coupa terminology, not an update to our materiality assessment or topics.

ESG Governance

Coupa views ESG as a company-wide priority. Our strong ESG governance structure ensures we integrate our ESG strategy into key areas of the business and evolve our programs to meet customer demands and regulations. Our Vice President of ESG oversees our focus areas and our reporting mechanisms. Members of our cross-functional ESG Executive Steering Committee and ESG Working Group align to implement the program strategy across our business and global locations.



“Together with our employees, customers, and the Coupa Community, we are committed to meaningful ESG impact. We are proud of our 2023 advancements and look forward to our continued collaboration with key stakeholders, including Thoma Bravo.”

—Gina Tesla, VP, Sustainability and Social Impact



WE SUPPORT

Since 2020, Coupa has been committed to the UN Global Compact corporate responsibility initiative and its principles in the areas of human rights, labor, environment, and anti-corruption.

Reporting Frameworks

Our commitment to robust ESG reporting keeps us accountable for our performance. We follow the internationally recognized frameworks of GRI and SASB. We also support the Ten Principles of the United Nations Global Compact (UNGC) on human rights, labor, environment, and anti-corruption. We are committed to integrating the Ten Principles and the United Nations Sustainable Development Goals (UN SDGs) into the strategy, culture, and day-to-day operations of our company. In 2023, we submitted to the Carbon Disclosure Project (CDP) for the first time.



ESG Industry Peer Groups and Memberships





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PLATFORM INNOVATION

Coupa is responsible for more than just our financial success; we are committed to meeting our company's and our partners' ESG goals. Coupa's AI-driven platform offers customers proven pathways to drive durable, profitable growth while maintaining responsible environmental stewardship, ethical decision-making, and fair supplier practices. Sustainability is embedded across our total spend management platform—helping companies reduce their carbon footprint and Scope 3 emissions, improve diverse sourcing, and reduce ESG risks across their supply chains.



2023 Key Highlights



ESG

product capabilities



28

industry recognitions, including as a leader in Gartner's inaugural Source-To-Pay Magic Quadrant



30

customer and partner sustainability collaborations through Inspire conferences and Community Advisory Boards

SUSTAINABLE PRODUCT CAPABILITIES

Our Coupa platform offers a variety of capabilities that businesses can customize to help them reach their ESG goals. Coupa's proprietary, community-generated AI is trained on a \$6 trillion global economic dataset across a network of 10 million suppliers and buyers. Our AI enables customers, suppliers, and partners to collaborate and share information, uncover insights, and benchmark their progress against others in their industry.

Our platform incorporates ESG data into spend and supply decisions, enabling businesses to reduce environmental impacts, support diverse suppliers, increase supply chain sustainability and transparency, stay compliant with increasing regulations, and advance positive change.

Environmental Capabilities

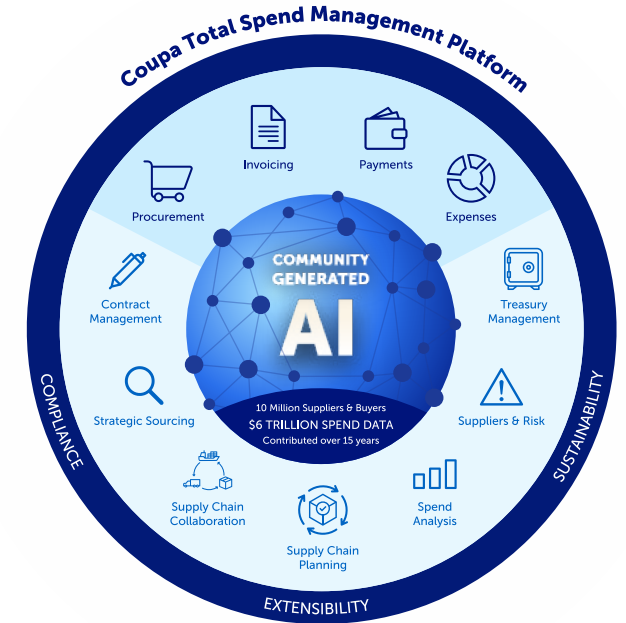
- » Optimize sourcing and logistics to reduce emissions*
- » Analyze fleet electrification scenarios*
- » Improve demand forecast to reduce waste using Machine Learning algorithms
- » Estimate Scope 3 emissions for Purchased Goods & Services category using our Spend Analytics Dashboard*
- » Recommend sustainable product alternatives
- » Enable electronic-only payments

Social Capabilities

- » Ensure diverse suppliers are included in proposals*
- » Increase sourcing and spend with diverse suppliers*
- » Benchmark diverse spend against peers*
- » Analyze Community supplier diversity data
- » Analyze Tier 1 diverse spend
- » Access Tier 1 diversity certification forms
- » Access Tier 2 collection and reporting capabilities
- » Improve payment timeliness for small diverse suppliers
- » Increase access to healthcare by optimizing networks

Governance Capabilities

- » Analyze ESG supplier risks (e.g., human rights and environmental) prior to contracting
- » Create vendor risk templates and reports that align with ESG regulations
- » Include risk and climate clauses in contracts



"We are proud to help our customers meet their ESG goals through new product capabilities, enabling them to spend with diverse suppliers, reduce carbon emissions, and meet regulatory requirements."

—Fang Chang, Chief Product Officer

*Enabled with AI.

Supply Chain Sustainability

As global pressure on our natural resources increases, businesses are pressured to reinvent how they source materials, simultaneously balancing cost, consumer demands, and profitability. While some organizations focus simply on meeting compliance and regulatory requirements, others are moving beyond these basics and making sustainability a competitive advantage.

Coupa's Supply Chain Design & Planning solution, powered by Llamasoft, collects data and calculates environmental impact to improve supply chain and supplier operations. It takes a digital footprint of an entire supply chain to create a baseline from which companies can structure their approach to improving supply chain efficiency and sustainability. For example, Coupa's comprehensive analytics, which uses AI optimization, can help reduce emissions by switching to more efficient transportation modes or swapping to more sustainable suppliers.

Organizations have the visibility to monitor their entire supply chain in one place, allowing them to manage complex tradeoffs, seamlessly make changes to their supply chain, and respond to geopolitical events without impacting demand or profitability. Coupa also helps organizations react to unforeseen circumstances by running what-if scenarios that provide valuable insights for short- and long-term planning.

For example, Coupa enables organizations in food & beverage and retail grocery industries to better predict demand for their products, while optimizing supply, by taking into account the shelf life of perishable products. This enables organizations to not only capture any possible demand upside opportunities, but also minimize food supply waste.





→ To learn more, see [6 Ways to Increase Supply Chain Sustainability](#)

We have created a guide for our customers to help them identify opportunities to improve sustainability within their supply chains. The guide focuses on six specific actions:

- » Optimize your supply chain network to reduce environmental impact
- » Create a circular economy to reduce waste going into landfills
- » Source and purchase environmentally friendly materials and packaging
- » Better predict demand and align supply to optimize inventory levels
- » Hold suppliers accountable with performance standards and contract terms
- » Extend sustainability goals to indirect spend processes

Improving Healthcare with OptiDx Supply Chain Technology

In collaboration with FIND, the global alliance for diagnostics, and the US Agency for International Development (USAID) Global Health Supply Chain Program, Coupa continues to develop and maintain OptiDx, an open-access, user-friendly web tool. OptiDx assists low- and middle-income countries in improving their diagnostic testing networks. This is part of a broader effort to achieve universal health coverage goals and elevate patient care standards. OptiDx utilizes Coupa's supply chain digital twin technology, enabling users to investigate a variety of network scenarios using our leading optimization algorithms, improving the cost-effectiveness of health systems and promoting better access to diagnostic services.

In 2023, we witnessed the transformative power of OptiDx in Kenya, where an integrated diagnostic network optimization (DNO) assessment was carried out, focusing on enhancing testing accessibility for three diseases: HIV, tuberculosis, and human papillomavirus. The results were promising. For instance, network recommendations from the project showed that an optimized network design could increase coverage of demand for tuberculosis testing in remote northern areas from 77% to 96%.

As we move into 2024, we are excited to continue using OptiDx to drive improvements in global health outcomes. By leveraging our innovative supply chain solutions, we are committed to continue helping our partners make diagnostic services more accessible and cost-effective.

An optimized network design could increase coverage of demand for tuberculosis testing in remote northern areas of Kenya from 77% to 96%

Supplier Diversity

Coupa helps its customers increase supplier diversity using our database of more than two million suppliers and data from more than 130 certification data sources. We provide customers with data and analysis that enables them to visualize the diversity of their supply base and spend, identify diverse suppliers, analyze supplier diversity by spend category, and uncover opportunities to make progress on their ESG commitments, while also driving greater savings. Our software capabilities help customers manage their supplier diversity programs and include SIM (part of RPM and RPMA), Analytics, Sourcing, Insights, and Contracts.

Our supplier diversity outreach services are designed to support our customers' internal teams in driving Tier 1 and Tier 2 supplier outreach activities, including securing and uploading updated certificates and diverse spend data into the platform. Our supplier outreach specialists assist customers with contacting suppliers and monitoring requests, freeing customer teams to focus on the strategic development of their programs.

Supplier Diversity at Coupa

We define diverse suppliers as those owned by minorities, women, veterans, members of the LGBTQ+ community, and people with disabilities. Using Coupa's supplier diversity dashboard, we track diversity among our own suppliers, chart our spend patterns, and compare our performance to peer companies. **Our FY2024 spending with diverse companies was \$8.2 million, representing 3% of our total spend, with 5% suppliers certified as diverse.** As part of our commitment to increasing supplier diversity, we plan to use Coupa's Supplier Information dashboard to help non-certified suppliers obtain certification and upload proof of certification to our platform. Once they are certified, we will then broadcast their new status in our platform to help them increase brand awareness, broaden their reach, and grow their businesses.

ESG Risk & Governance

Coupa and our customers are facing ever-increasing legislative pressure, including anti-bribery and anti-corruption compliance and global regulations such as the Corporate Sustainability Due Diligence Directive (CS3D) and the German Supply Chain Act (LkSG). Our platform helps customers mitigate third-party risks and ensure supply chain transparency. Our platform has preconfigured questionnaires for LkSG and the Norwegian Transparency Act and will continue tracking developments on CS3D to see what additional capabilities we can add to the Coupa platform.



Wawa Improves Supplier Diversity Tracking with Coupa

Wawa is a privately held company with stores along the eastern seaboard offering freshly prepared foods, beverages, and fuel services. Wawa began working with Coupa in 2023 to improve its supplier diversity program and enrich its supplier records with diversity data. **Coupa helped Wawa create a centralized database for diversity information, enabling the company to report on percentages of diverse spend flowing not just through Coupa, but through all of Wawa's operations.** The company now has a repeatable process in place to gather this information, allowing Wawa to merge its Enterprise Resource Planning (ERP) supplier number and spend data with Coupa's diversity metrics. Wawa has also trained its Sourcing team to use Coupa's Diversity Dashboard, adding custom roles so users can access all features relevant to their jobs.

PARTNERSHIPS & COLLABORATIONS

To help our customers break down silos, improve ESG performance, and future-proof their businesses against risk, Coupa hosts an App Marketplace.

The Coupa App Marketplace offers solutions from Coupa's partner ecosystem that allow Coupa users to access certified, pre-built apps that will help them quickly adapt to evolving business conditions. The Coupa App Marketplace has solutions across nearly 20 categories including Business Intelligence, Contracts, IT Management, Travel & Expense, bringing our partners' expertise into the Coupa platform. All applications in the Coupa App Marketplace are certified by a team of solution experts, which means customers can trust the applications' reliability, performance, and security.

Coupa's Strategic ESG Investments

We have made several strategic investments in startups that are doing transformative work in areas relevant to Coupa, including those with strong ESG value propositions. Two of the companies in which we have invested focus on advancing ESG priorities related to supply chain management and the circular economy.

INTEROS is a leading supply chain risk intelligence company that delivers advanced lifecycle supply chain risk management to help businesses reinvent how they manage their supply chains and relationships—mitigating hidden threats, capturing new opportunities, and building resilience.

RHEAPLY offers a cloud-based resource exchange technology application that connects supply and demand partners in order to reuse reclaimed and surplus materials, helping businesses reduce the likelihood of unnecessary purchases, avoid embodied carbon, and catalyze the circular economy. In Q3 of 2023, Rheaply

helped its customers save over \$1 million in replacement costs, while diverting almost 275,000 kg of waste from the landfill or incineration and avoiding the release of approximately 120,500 kg of carbon.

Coupa App Marketplace





CUSTOMER COLLABORATION

Over the last year, we continued to expand our sustainability offerings, developing new AI-driven innovations and forging additional partnerships to further our customers' ESG goals.

Key to our progress is the thought leadership offered by our ESG Community Advisory Boards, with which we host regular roundtables, design sessions, and ESG user groups to pinpoint the capabilities that our customers need most to address emerging demands. This collaboration has been instrumental in the continual growth and advancement of our platform. In 2023, we hosted two Advisory Board meetings at our Inspire customer conferences with 30 customers in attendance to discuss topics including supplier diversity, sustainability, carbon emissions, and governance.

This Advisory Board collaboration and the work of our internal innovation team resulted in new capabilities added new capabilities to the Coupa platform in 2023. We also continued our groundbreaking work to leverage AI and machine learning to serve our customers' needs, expanding our AI capabilities even further.



PLANET



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PLANET

Coupa is committed to doing our part to protect the planet we all call home. We have launched innovations and initiatives across the company to reduce our impacts and create positive change—transforming how we do business. We have set science-based climate targets to reduce our environmental impact and reach net-zero emissions.



2023 Key Highlights



FY2041

Validated Science Based Target to achieve net zero by FY2041¹



CDP

Submitted our first CDP questionnaire



100%

of global electricity sourced from renewable sources

¹Coupa's science-based targets were approved by the Science Based Targets initiative in July 2024.

CLIMATE STRATEGY

We recognize that climate change poses an existential threat to humanity and to all other life on earth.

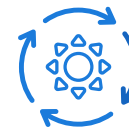
To highlight our commitment to decreasing and mitigating our climate impact, Coupa has developed a climate strategy based on the following pillars:



Achieve net zero emissions by FY2041 across our operations and value chain



Power our facilities with 100% renewable electricity to decrease our Scope 2 emissions



Empower employees to contribute to positive change through our Coupa Green employee group



Integrate climate strategy into business operations to minimize climate risks



Report progress toward science-based targets in our ESG Report and CDP questionnaire



Commit to environmental justice through strategic partnerships with non-profit organizations

Climate Targets

To support our progress in addressing climate change, we have established near-term and long-term climate targets across our operations and value chain and have developed a long-term roadmap to ensure we hit key milestones. Our targets are based on our FY2023 carbon emissions baseline, which we developed in partnership with Watershed, a climate platform. This baseline encompasses Scope 1, Scope 2, and all relevant Scope 3 emission categories and is used to measure our progress toward our targets.

While our targets were being verified by the Science Based Targets initiative in early 2024, we amended our near-term Scope 3 targets to better align with our business activities and create more opportunities for environmental efficiencies within our operations. This included changing from a Scope 3 near-term supplier engagement target and a business travel target to a Scope 3 intensity target.

Over the last year, teams across Coupa dove into our baseline emissions to pinpoint operational focus areas, established internal strategies to reduce emissions, and made progress toward our near-term targets. To continue this progress in 2024, we will continue to evaluate and implement renewable energy strategies for our operations and will lay the groundwork to conduct a climate scenario analysis aligned with the Taskforce on Climate-related Financial Disclosures (TCFD).

The teams' insights will also inform our development of a climate transition plan in 2024. This plan will include communicating with our suppliers that have the most significant emissions, evaluating our business travel policies to reduce related emissions, developing guides for remote employees to reduce emissions at home, and furthering our strategies to decrease facility-related emissions.



Our Science Based Climate Targets



SBTi Target 1

Continue active annual sourcing of 100% renewable electricity through FY2031

Strategy: Procure renewable electricity through on-site renewables or Energy Attribute Certificates

FY2024 Progress:

100%

renewable electricity sourced

SBTi Target 2

Reduce absolute Scope 1 & 2 GHG emissions 85% by FY2031 from FY2023 base year

Strategy: Conduct energy audits and implement energy efficiency projects across our global facilities; identify long-term renewable energy sources

FY2024 Progress:

28%

increase

SBTi Target 3

Reduce Scope 3 emissions 52% per million USD value added by FY2031 from a FY2023 base year¹

Strategy: Collaborate with suppliers to reduce their emissions; support sustainable commuting and travel options

FY2024 Progress:

6%

increase

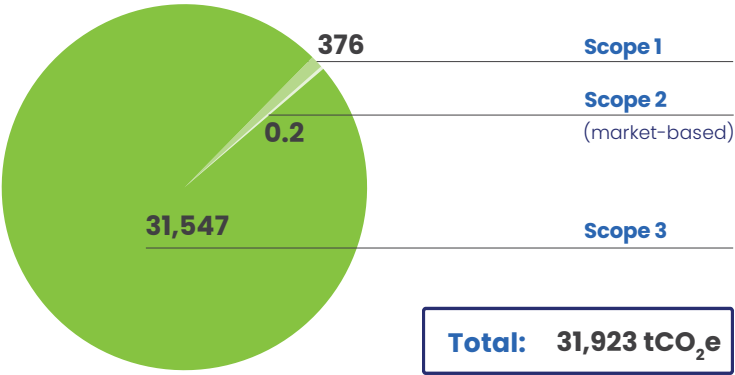
SBTi Long-term target: Achieve **net zero** emissions by FY2041

¹FY23 base year: 62 MT CO₂e/ million USD value added. FY24: 66 MT CO₂e/million USD value added.

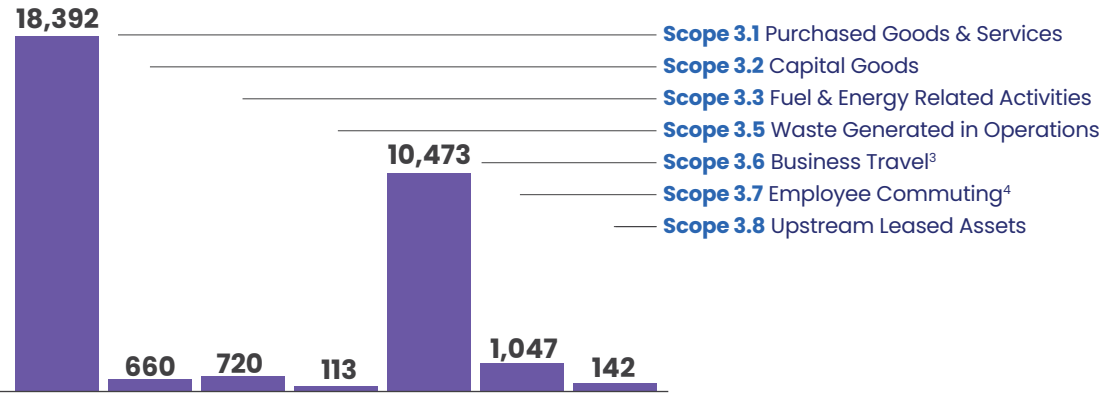
Progress to Net Zero

Our overall emissions increased 3% in FY24 compared to our FY23 base year. This is due to an increase in emission factors for business travel and an increase in energy use. We saw a decrease in our employee commuting emissions with to more employees becoming designated as fully remote and in-office employees being on hybrid work schedules. While business travel decreased in FY24 with fewer flight miles traveled, we saw an 11% increase in business travel emissions. This increase is attributed to the updated 2023 DEFRA emissions factors being significantly higher than 2022 DEFRA emission factors for long haul, short haul, and domestic flights. If we would have utilized the 2022 DEFRA emission factors to calculate FY24 data, we would have seen a 35% reduction in flight emissions.

FY24 Carbon Emissions (MT CO₂e)



FY24 Scope 3 Emissions Breakdown (MT CO₂e)



(1) Data for Fiscal Year (FY) 2024 runs from February 1, 2023 to January 31, 2024.

(2) Coupa purchased Energy Attribute Certificates (EACs) in 2022 and 2023 to reduce market-based emissions.

(3) Hotel stays are deemed optional emissions by the GHG Protocol and not included in this total. Hotel stays were 1,086 Mt CO₂e in FY24.

(4) Homeworking emissions are deemed optional emissions by the GHG Protocol and not included in this total. Homeworking emissions were 2,147 Mt CO₂e in FY24.

FY23 total Scope 3 emissions were: 31,656 MT CO₂e.

Total values may not sum up perfectly due to rounding.

Methodology: Watershed's emissions methodologies are verified by third parties and calculate emissions based on spend or usage depending on the activity type. For spend-based emissions, Watershed uses vendor-specific emission factors when available.

SUSTAINABLE WORKPLACES

Coupa implements sustainable practices across our global facilities, ensuring responsible operations in our current locations, in addition to expanding our operations sustainably.

Our commitment to creating sustainable workplaces goes beyond our facilities, touching every aspect of the workday, from commuting to the office to attending Coupa-sponsored events to pursuing community-based projects. We are determined to make a positive difference everywhere we operate. (For information about our Planet-related volunteerism and partnerships including Earth Month activities, please see the [Community chapter](#).)

Energy and Emissions

Reducing energy use and associated emissions is a material topic for our business and a key strategy in furthering our progress on combatting climate change. Our efforts in this area cover both our office locations and our leased data storage centers.

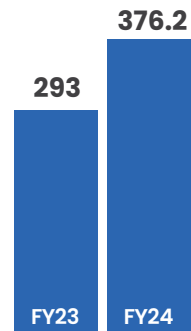


Total Electricity Consumption (MWh)



100%
Renewable electricity

Scope 1 & 2 market-based emissions (MT CO₂e)





Our Offices

As our current office space is leased, we work closely with the owners of our buildings to track our energy use and improve energy efficiency. These efforts include installing smart lighting and occupancy sensors, controlling heating and air-conditioning by area, and sourcing onsite and offsite renewable energy. When evaluating new facility leases, we take into account sustainability features including onsite energy generation and sustainable commute options.

Our new Foster City office opened in April 2024, replacing our current San Mateo office. This LEED Gold, ENERGY STAR certified mixed commercial space features 100% carbon neutral operations through strong energy efficiency practices, onsite and offsite renewable

energy, and verified carbon offsets. Additionally, our lease provider at our Dublin facility is now procuring 100% of the office electricity from onsite and offsite renewable sources.

Data Centers

Data centers are essential to our business operations. We primarily work with Amazon Web Services (AWS) to manage our data through their data centers, and we continually work to reduce and consolidate our AWS server footprint to lower our data center-related emissions. We have an internal group dedicated to optimizing resources by monitoring usage and right-sizing or removing components to ensure efficiency. Whenever we acquire companies that use physical data centers, we move these operations to the cloud to improve energy efficiency.



“Establishing a climate strategy and receiving validation of our climate targets from the Science Based Targets initiative was integral to meet our investor, customer and employee expectations”

—Kellie McKelvey,
Senior Manager, Sustainability

Waste and Water

We prioritize initiatives to reduce waste and water consumption at our facilities. We have recycling stations set up in all offices and, where feasible, we provide composting bins in kitchen areas. To reduce waste at its source, we have stocked kitchens in our European offices with reusable plates, bowls, cutlery, and lunch containers. Our UK offices also provide TerraCycle bins to collect soft plastics, such as plastic bags and wrappers.

As a software company, we also strive to recycle and repurpose all our computer and IT equipment to avoid contributing to the global e-waste problem. For example, we work with

Revivn Technologies and Lenovo India to responsibly dispose of our laptops. These recycling partners donate or repurpose functioning laptops, depending on their condition and age.

We also address waste production by identifying avenues to reuse or donate furniture and office supplies whenever we move out of or retrofit our offices. In 2023, our Sweden office donated excess furniture and office supplies to the Red Cross, while our Dublin office donated excess furniture to small, local businesses.

Although our operations are not water intensive, we are committed to reducing water use across our offices. Our new

Foster City location is a model of this commitment, with water efficiency features throughout the facility, including low-flow water fixtures, leak detection devices, native and drought-tolerant landscaping, and irrigation timers to help us conserve water.

Additionally, we work with our data center providers to ensure water conservation measures are implemented in their operations. For example, AWS, has committed to being water positive by 2030, returning more water to communities than they use in their operations.

Employee Commuting and Travel

Coupa is a remote-first company. For employees that do commute to the office, we promote sustainable transportation options by providing electric vehicle (EV) charging stations at our offices in Germany, Sweden, and some U.S. locations, including our new Foster City office. Foster City is located next to a public transportation hub and offers secure bicycle storage. Our Bogota office also provides storage for bicycle commuters, in addition to electric bicycle and scooter charging stations. Looking forward, we are working to develop a sustainable travel guide to encourage employees traveling to the office or to external work meetings to select the most sustainable travel options.

Composting at Coupa

To reduce waste in our operations, many of our facilities have instituted composting services. These programs have been successful in taking food scraps out of the waste stream, while utilizing biodegradable tableware to further reduce our environmental impact. Our Dublin office introduced a new composting program in January 2024, which will be expanded later in the year to include compostable plates, coffee cups, and lids in dining facilities and at events. Our Bogota office will also kick off a composting program, Mas Compost Menos Basura, in 2024 and the location's lunch provider will start delivering food and drinks in reusable containers that are returned to the provider.



In 2023, **13,074 lbs** of e-waste were collected across our global facilities

Sustainability at Coupa Inspire

Our annual Coupa Inspire conferences are an opportunity to bring our community together to gain insights from each other and unlock new levels of business performance, profitability, and growth. They also offer an opportunity to put our sustainability commitments into practice. We work hard to minimize waste through digital signage, an attendee app, sustainable swag, and on-site recycling. We offset emissions from attendees' travel to the events and have also developed sustainability criteria for our partners and exhibitors to follow.

Building on lessons learned in 2022, our 2023 Coupa Inspire conferences in Las Vegas and London further embedded sustainability practices into event operations. Using [TRACE](#) by Isla, a leading carbon management tool for large events, we collected carbon emissions data for venue energy usage, catering, event waste, attendee travel, and hotel stays. We also incorporated more vegetarian options into meal selections to decrease the carbon footprint of our food offerings.

Sustainability highlights from our Inspire Americas event included a keynote titled "How to Accelerate Performance and Unlock

Purpose," which explored how ESG teams can work more closely with procurement and finance teams to reach business goals. It also addressed how Coupa's innovations can empower our community to democratize diversity in their supply chain and drive sustainability at scale.

Sustainability highlights from Inspire EMEA included offering swag notepads made from old clothing—and for every notebook purchased, the notebook provider Linney donated one to a child in need. **We hosted 5K runs at both events, raising \$5,000 for Junior Achievement of Southern Nevada and £5,000 for the Change Please Foundation.**



446

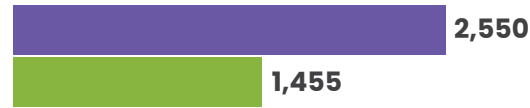
meals donated to food banks during Inspire Americas

COUPA Inspire

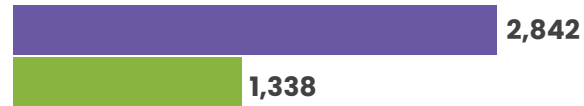
Inspire Americas
Aria Resort, Las Vegas

Inspire EMEA
London ExCeL

Attendees



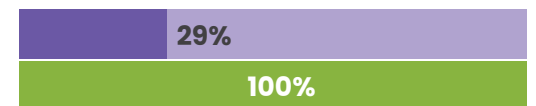
Total carbon footprint (MT CO₂e)



Carbon footprint per attendee (kg CO₂e)



% of renewable energy used by event venue



Venue sustainability features;



LEED Gold
certified



Zero Waste to Landfill
and Net Zero Carbon
Events Pledge



Donated 10K

to Save the Children's Effects of Climate Change on Future Generations program



SUPPLIER ENGAGEMENT

Our FY2023 baseline assessment determined that 95% of our emissions came from our value chain, with 54% directly tied to our suppliers. To decrease these Scope 3 emissions, we are committed to helping our suppliers reduce their environmental footprints.

In 2023, we used the Watershed platform to map our top 100 most emissions-intensive suppliers, and in 2024, we will establish our supplier engagement strategy. This will include notifying our largest suppliers of our science-based targets and providing resources and education on ways they can track carbon emissions and establish climate targets. Going forward, we will also make sustainability a core factor in our evaluation of new suppliers.

CLIMATE RISK MANAGEMENT

To responsibly manage our business risks, Coupa must consider risks associated with climate change, including extreme weather events. To achieve this, key teams across Coupa work together to ensure we are incorporating risk analysis and planning at our facilities, within our supply chain, and within our communities. In 2024, we will further deepen these efforts to integrate climate and other ESG-related risks into our Enterprise Risk Management (ERM) program. For more information on our Risk Management approach, see the [Principles & Ethics chapter](#).



PEOPLE



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- 39 Learning & Development
- 42 Health & Wellness

PEOPLE

At Coupa, we are committed to creating a collaborative environment infused with passion, integrity, and growth. To achieve this, we support our employees and communities with inclusive and equitable business practices and programs, provide meaningful opportunities for learning and connection, and offer our employees benefits that support their lives, families, and futures. In this way, we inspire our people to stay, grow, and build our company together.



2023 Key Highlights



3 new ERGs
established



McKinsey Leadership
Development Program launched



113 new managers
completed the Manager
Development Program

CULTURE & ENGAGEMENT

Our culture is founded on our people and their commitment to our core values.

We value authenticity, a bias for action, and personal and professional development. We are passionately committed to inclusion and equity, to recognizing one another, and to highlighting employees with exceptional performance. We also acknowledge the importance of supporting our people as our company continues to evolve by nurturing honesty, awareness, and trust as we all grow together.

Navigating Change, Building Connection

Over the past 15 years, change has been the one constant at Coupa. This was never truer than in 2023, when Thoma Bravo acquired Coupa. To ease this transition, we provided two important programs through our internal Coupa University education platform. “Navigating Coupa’s Next Chapter” helped employees maintain their engagement during the transition by providing insight into the impact of change on individuals and teams and fostering resilience through greater self-awareness. Complementing this program, “Leading through Coupa’s Next Chapter” was offered to managers at all levels around the globe to guide them in how to support their teams during significant change, while acknowledging the unique challenges they faced as managers. We also hosted dozens of forums to discuss the impact of change on our teams and provided access to several LinkedIn Learning courses to help employees navigate challenges.

Coupa Speaks Survey

In March 2024, Coupa launched a new employee survey, Coupa Speaks, to help us evolve our core values, ensure they resonate with every Coupa employee, and guide us toward our new vision. This survey offered employees a chance to make a real impact on the foundation of our company culture by soliciting honest, anonymous input that will further our efforts to create an environment where everyone can find success, be engaged, and feel a strong sense of belonging.

Our Employee Awards

All employees across the company are eligible for quarterly MVP awards, which recognize commitment to our core values, and our biannual Leadership Awards, which celebrate outstanding leaders who cultivate the talent and potential of their colleagues.

As part of our enhanced rewards and recognition program offerings in 2023, our India Leadership Team developed the monthly Standout Performer Award

and quarterly ExtraMile Award to recognize employees for their significant achievements and to acknowledge outstanding individual contributions leading to business success.

Our Excellence Club program enables functional leaders to celebrate exceptional performance and commitment within sales and services colleagues. This year, we evolved the program to further celebrate the achievements of our colleagues while weaving equity through the process. We allowed employees to nominate non-sales colleagues to attend Excellence Club. Nominees were based on those who made remarkable differences at Coupa, while demonstrating our core values.



Workplace Awards

In 2023, Coupa ranked 15th on India’s prestigious **Great Mid-size Workplaces®** list by the Great Place to Work organization. We allowed employees to nominate non-sales colleagues to attend Excellence Club. Nominees were based on those who made remarkable differences at Coupa, while demonstrating our core values. This impressive achievement reflected our unwavering commitment to fostering an exceptional work culture and creating an environment where our employees can thrive, innovate, and flourish. We were also featured among India’s **Best Mid-Size Workplaces for Women 2023: Top 100**. This important recognition was based in part on women comprising at least 10% of our workforce, and female employees providing at least 70% positive feedback on the Trust Index™ assessment. We also received **Great Place to Work Certification™ 2022–2023** award for our U.S., UK, Ireland, Germany, and India operations.

DIVERSITY, EQUITY & INCLUSION

Advancing Diversity, Equity & Inclusion (DEI) across our culture and business operations is one of Coupa's core commitments.

We work hard to nurture belonging for all our employees, knowing that their diverse backgrounds and experiences enrich our culture, further our creativity, and create meaningful connections between each other. We also know that an authentic and strategic approach to DEI helps us maintain a healthy company culture, attract the best talent, and continuously improve. When our team better reflects the communities we serve, our business is stronger.

Our DEI strategy prioritizes an organizational commitment to DEI and rests on three pillars:

» **TALENT:** We build our talent pipeline through targeted outreach and equitable hiring practices. We strive to hire, develop, promote, and retain employees across all demographic groups to build a Coupa Village that is inclusive, diverse, and represents the communities where we do business.

» **WORKPLACE:** We nurture an equitable and inclusive culture of belonging as both a moral and strategic priority. Our leaders and employees consistently model behavior that reflects our shared commitment to DEI to create an inclusive environment where everyone feels welcomed, respected, and valued.

» **MARKET & COMMUNITIES:** We create DEI success by supporting our suppliers, customers, and communities, and forge partnerships with nonprofits in underrepresented communities, leading by example and making DEI explicit through our actions and words.



"At Coupa, our employees are at the heart of ESG, driving inclusion, innovation, and sustainability across our operations. Together, we are dedicated to making a positive impact and ensuring a sustainable and inclusive future for all."

—Susan Tohyama,
Chief Human Resources Officer



DEI Metrics

In 2023 and early 2024, we experienced notable growth in the number of women and people of color within our leadership ranks, particularly with our first female CEO and the addition of several women of color to the Senior Leadership Team.

Coupa Diversity Metrics	FY22	FY23	FY24
Global Workforce Gender			
Female	30%	31%	30.5%
Male	70%	69%	69.5%
U.S. Workforce Gender			
Female	32%	34%	35%
Male	68%	66%	65%
Global Leadership Gender *			
Female	19%	22%	22%
Male	81%	78%	78%
U.S. Workforce Race/Ethnicity			
American Indian or Alaska Native	0.3%	0.3%	0.2%
Asian	22.4%	21.7%	24.3%
Black	2.9%	3.7%	3.6%
Hispanic/Latinx	4.4%	4.5%	5.2%
Native Hawaiian or Other Pacific Islander	0.2%	0.2%	0.2%
Two or More Races	2.9%	3.3%	3.2%
White	64%	63.3%	62.3%
Did not disclose	2.8%	3%	1%
% New Hires			
Female	35%	31.5%	30.2%
Male	65%	68.5%	69.8%



In 2023, Coupa was recognized by Women Impact Tech as one of the top 100 companies fostering a thriving workplace for women in tech.



“At Coupa, fostering Diversity, Equity, and Inclusion isn’t just the right thing to do, it’s a strategic imperative. A diverse and inclusive workforce unlocks innovation and creativity, allowing us to better understand and serve our customers and communities.”

–Zach Logan, *Director of Diversity, Equity & Inclusion*

Expanding DEI

To foster inclusive leadership and further build our welcoming and diverse culture, in 2023 we offered several opportunities for our colleagues to develop their skills and enhance their perspectives.

In partnership with Greatheart Consulting, we hosted **Unintentional Bias workshops** for over 50 Senior Vice Presidents and Vice Presidents to learn how to identify and mitigate the subtle biases that impact our decision-making process and workplace culture.

Our **Inclusive Leadership Workshops**, facilitated by Coupa's DEI team, also delved into unconscious bias and provided actionable mitigation strategies.

- » These workshops engaged nearly 200 employees in interactive sessions and practical exercises to equip them with tools to recognize and address their own biases, helping create a more equitable and inclusive workplace and ensuring diverse perspectives are valued and integrated into decision-making processes.
- » We also asked all new employees to participate in a LinkedIn Learning Unconscious Bias course to gain awareness of this important topic.

We launched our inaugural **Inclusive Leadership Cohort** for current and emerging leaders, carefully selected from across the business.

- » This group received anonymous feedback on their inclusive leadership traits from peers, direct reports, and other colleagues, enabling them to identify strengths and actionable areas for growth.
- » It also provided personalized assessments, coaching, and in-depth learning from workshops focused on core inclusion skills. This innovative learning, empowered each participant to become extensions of our DEI team and bring inclusive leadership to their organizations.

We introduced the pioneering McKinsey Connected Leaders Academy, a professional development program designed by McKinsey & Company to cultivate leadership skills among diverse talent.

- » The Academy focused on fostering inclusive leadership and equipped participants with the insights and strategies needed to excel in senior roles. It offered tailored learning experiences, networking opportunities, and mentorship to support the advancement of underrepresented groups in corporate leadership.



Employee Resource Groups

Our global Employee Resource Groups (ERGs) are integral to building a sense of belonging, fostering inclusion, and supporting diversity at Coupa. They offer a safe space for employees to connect around affinities such as race, ethnicity, religion, gender identity, or veteran status. Run by employees, our ERGs are the many cultures and identities our employees represent.

Our ERG Talent Ambassador Program offers prospective employees a unique opportunity to gain insights into our ERGs, inclusive culture, and DEI initiatives. Through partnerships with ERG members, candidates delve into the core of our organization to help them make an informed decision about their potential role and fit within our diverse and inclusive community.

Our ERGs offer educational resources for employees and sponsor numerous events throughout the year for people to connect with and learn from each other. ERGs often partner up to offer specialized trainings and networking opportunities, sponsor community service projects, or recognize commemorative days and months throughout the year that honor the diverse identities that make up our Coupa Village.

We also launched two new ERGs in 2023—enCourage, to support our global veterans, active military members, and their allies, and Coupa Exceed, which serves Asian Pacific Islander (API) employees, the API community, and allies—and in early 2024, we launched ABLE, which serves the disabilities and abilities community and allies.



“Empower has added excitement, creativity, and leadership opportunities that have complemented and enhanced my overall Coupa experience. I have loved working with people from all over the world toward positive outcomes and feeling like we’re making an impact on people’s livelihood and happiness.”

—Kristi Gay, Training & Education, Sr. Manager and Coupa Empower Chair

“Hosting events with help from teams across Coupa opened up an opportunity to get involved, create Coupa-wide impact as an early career professional, and support the API community at Coupa.

—Alex Moon, AI Trainer Engineering and Vice Chair of Coupa Exceed





Mission

Break down barriers to women's success by creating a community of individuals and organizations working together to unleash the impact of women in business

2023 Highlights

- Launched a Women's Leadership Mentoring project tailored for women in Sales & Engineering (see [Mentoring & Coaching](#) section).
- Sponsored "NetSuite Women Who Mean Business" event in Australia with over 150 attendees where women shared their experience of breaking barriers.
- Engaged in community service in Colombia, Dublin, India, Melbourne, and multiple U.S. locations.



Mission

Support our LGBTQ+ community by inspiring connection, inclusiveness, and diversity.

2023 Highlights

- Hosted Drag Queen bingo and Drag Queen trivia events.
- Advocated for the inclusion of pronouns on job applications.
- Organized events during Juneteenth (with Coupa Exceed) and Hispanic Heritage Month to explore the intersectionality between the LGBTQ+, Black/ African American, and Hispanic/ Latino communities.



Mission

Foster an environment where every individual, regardless of ability, feels valued, supported, and empowered to thrive. Promote awareness, break down barriers, and celebrate the unique strengths and perspectives of people with disabilities and their allies.

2023 Highlights

- Planned events for World Down Syndrome Day, Brain Injury Awareness Month, and Autism Acceptance Month.
- Held a neurodiversity learning session with Mentra to educate employees about neurodiversity and develop measures Coupa could take to increase representation from the neurodiversity community.



Mission

Give API employees, the API community, and allies the resources and support to exceed their own expectations and reach their fullest potential.

2023 Highlights

- Celebrated Lunar New Year with a virtual event to learn the history of the holiday and participate in a Dragon's Breath exercise to honor our ancestors.
- Fostered inclusivity and embraced diversity during Ramadan with helpful tips on how to support Muslim coworkers during their fast.



Mission

Uplift and expand the underrepresented community at Coupa.

2023 Highlights

- Hosted Black History Month events focusing on inclusivity and financial literacy.
- Co-hosted an intersectionality event for Juneteenth with Coupa Illuminate to explore Black/ African American and LGBTQ+ experiences.



Mission

Support global veterans, active military members, and allies to encourage veteran employment, enable veterans to achieve their full potential, and create a safe space for veterans to share their experience and create community.

2023 Highlights

- Announced the formation of this new ERG in February 2024.
- Hosted a Women in Military Leadership Panel (with Coupa Empower) featuring a Rear Admiral, two Captains, and a Colonel to celebrate Women's History Month.

DEI Partnerships

We strengthen our DEI commitment by building partnerships with other organizations and developing projects to build inclusion and advance equity. Last year, we launched the GenderCool Learning Exchange, empowering employees to deepen their understanding of the transgender community and Gen Z by working closely with a GenderCool Champion. Over the course of 12 weeks, we shared knowledge about working at Coupa and in turn learned about the needs of transgender youth and how to make our work environment more inclusive.

We also hosted the World 50 Inclusion & Diversity Innovation Roundtable, which included Heads of DEI from Fortune 100 companies. The group engaged in strategic volunteerism to support our Equal Air Project, which focuses on environmental justice for marginalized communities. Additionally, we proudly sponsored the Black Men in Tech conference, amplifying our presence and recruitment efforts within the Black/ African American community.



Pay Equity

We are committed to ensuring our employees of all genders and races are paid equitably. Each year, we conduct an internal pay equity analysis to identify disparities related to gender and/or race. The analysis focuses on statistically significant gaps in compensation among groups of employees that are in similar roles based on skill, effort, and accountability. If we identify gaps, we address them, ensuring that Coupa's compensation philosophy and practices lead to equitable pay outcomes.



LEARNING & DEVELOPMENT

Our core value, **Strive for Excellence**, encompasses our commitment to personal and professional growth. We prioritize employee education and support our employees in completing tens of thousands of hours of learning and development every year through both formal training and internal mentoring and coaching.

IN 2023:



64,631

total training hours



1,013

professional coaching hours

Education & Training

Onboarding

Our employees' development journey begins in our six-month onboarding program, which is comprised of self-guided e-learning activities, live workshop events, role-specific bootcamps, and enablement activities. Throughout onboarding, we teach new Coupa employees about our fundamental values and how they inform our relationships with customers and partners. During the first week at Coupa, new employees take the Coupa Colors self-assessment to

learn about their communication and personal working styles, allowing them to build more effective communication strategies through respect, flexibility, and authenticity.

Additionally, new employees can participate in the Buddy Program to help ensure a successful transition onto our team. Buddies are experienced and engaged team members who orient new hires to our core values, culture, and team environment, and provide information, resources, and introductions during their first three months.

Coupa Kickstart—a four-meeting series that is part of all new hires' onboarding journey—introduces team members to other new hires, accelerates their integration and connections in the company, and defines success metrics in their new roles.

Learning Platforms

As employees determine their unique development journey, they turn to CoupaU—a platform with online tutorials, instructor-led courses, and certification programs. CoupaU also hosts workshops and provides professional and personal development opportunities for employees, including access to LinkedIn Learning courses.

Manager Development Programs

Based on feedback from recently promoted managers, in 2023 we divided the Manager Development program into Manager Essentials and Manager Excellence programs, further incorporating key management tenets and organizational knowledge. Manager Essentials, a two-month introductory e-learning program, covers topics such as the managerial mindset and the importance of emotional intelligence. The four-month Manager Excellence module that follows helps new managers improve skills in self-management, team building and team support, and business management topics via

workshops and practical exercises. **In 2023, 113 recently promoted managers completed these two programs.**

The CoupaU Aspiring Managers program introduces motivated potential managers to the life and responsibilities of the manager role through a combined curriculum of e-learning and a live workshop. Interested participants can self-enroll in the e-learning module year-round and live workshops are offered twice a year per region.



113 recently promoted managers completed Manager Development programs



Coupa Inventor Program

The Coupa Inventor Program provides a structure to further Coupa's strong portfolio of patents and recognize the inventors by providing financial and social rewards. All employees can participate by submitting invention disclosures and receive rewards upon filing of a patent application and upon issuance of a patent. Ireland, Germany, and India operations.

“Building a network, meeting new people, and learning about diverse backgrounds open up the door to having more broad conversations and understanding people’s experiences. The Mentorship program gave me the opportunity to self-reflect on my story and allow me to support other individuals in having conversations that brought up vulnerability at times.”

–Alison Barrett, Vice President, Global Account Development Representative

Mentoring & Coaching

Coupa supports formal and informal mentorship programs for both mentors and mentees to develop new ways of thinking and working and to draw on each other’s past experiences to address current challenges.

Our six-month global LevelUp Mentorship Program pairs mentors and mentees from different functions for optimized organizational exposure and provides them with a comprehensive Mentorship roadmap to guide their development journey. In addition to the regular bi-annual program, **LevelUp mentors provided support in onboarding 75 new managers in 2023.**

We also invest in our leaders by offering exclusive 1:1 coaching. Our Executive Team nominates key performers from their respective organizations to receive unlimited access to professional coaching over a six-month period. Participants have

a safe space to privately explore growth opportunities in both their personal and professional lives.

In 2023, our Empower ERG launched a pilot mentoring program for women in sales and engineering to help them develop key relationships in the field and grow into leadership roles. Empower worked with the Ten Thousand Coffees (10KC) platform to thoughtfully match pairs and to customize the program to meet the distinct goals of the group. In total, **79 participants across both sales and engineering functions took part in the pilot, with 100% of participants giving a positive rating for the conversations that took place and 84% expressing interest in ongoing connections.**



79 employees participated

participated in Women in Sales & Engineering mentoring program





HEALTH & WELLNESS

From physical and mental health and wellness to workplace safety, the health of our workforce is a top priority at Coupa.

We comply with relevant laws and regulations, track injury and illness rates, provide a global health program for business travel, and have broad emergency and disaster recovery plans in place.

Our comprehensive, competitive global benefits and programming promote employee satisfaction, health, and well-being. In 2023, they included:

- » **INSURANCE:** We provide employees with insurance options that support well-being for themselves and their families. Our offerings include health, life, accident, sickness, and disability insurance, in addition to Flexible Spending Accounts (FSAs). We also provide services to help employees coordinate care, review the cost of procedures, and find providers.
- » **EMPLOYEE ASSISTANCE:** We support employees with access to top-rated emotional support clinicians, work-life solutions, legal guidance, and financial resources.
- » **DISCOUNTS:** Through partnerships, we secure discounts for employees on goods and services like gym memberships, food services, rental cars, telecom services, and more.

- » **FLEXIBLE WORKPLACE:** For many positions, we provide employees with opportunities to work from wherever they feel they can do their best: at home, in a Coupa office, or from a remote workspace, fostering a more inclusive work environment for our employees.
- » **VIRTUAL WELLNESS:** We offer monthly webinars on topics related to benefits or wellness and online courses in mental health and resilience.
- » **VOLUNTEERING & GIVING:** Every year, employees are granted 40 hours of Volunteer Time Off (VTO), a \$500 donation match to designate for a nonprofit recipient of their choice, and \$10/hour of their volunteered time can be directed to a registered nonprofit of their choice.

Supplemental benefits for our U.S.-based employees include:

- » **FAMILY SUPPORT:** We help families prepare for changes in their lives, such as the birth of a child or transitioning back to work after a break.
- » **LEGAL ASSISTANCE:** We help employees find firms that can counsel them on life decisions, such as creating wills, transferring property, or buying a home.
- » **STUDENT LOAN ASSISTANCE:** We aid employees with support in furthering their education by teaming up with local providers and offering monthly stipends toward student loans.
- » **VIRTUAL FITNESS:** Through our insurance provider, we support employees with virtual wellness resources like on-demand fitness programs to help stay healthy at home.

In 2023, we improved access to our Employee Assistance Program (EAP) portal—a major accomplishment that enabled all employees globally to have individual rather than shared access.

Looking forward in 2024, our health and wellness efforts will focus on comprehensively understanding the needs of our workforce and transitioning from a regional to a globally coordinated approach to addressing those needs. We will also work to benchmark our programs against similar-sized companies in the tech industry to ensure alignment with industry standards, while considering cultural norms in each country. This holistic approach aims to seamlessly integrate wellness into our organizational culture on a global scale.



Supporting Mental Health at Coupa

We know that mental health matters and have taken extra steps to support our employees and equip their managers to make sure everyone has the resources they need to thrive. Employees can reach a confidential counselor at any time, in any country, in any language through our Global Employee Assistance Program (EAP). We also have a library of recordings and recaps of past mental health events, a collection of learning articles for Supporting Managers, and learning modules on LinkedIn Learning covering Mental Health and Psychological Safety. In addition, employees can join our internal Slack channels [#AlwaysLearning](#) and [#WellnessWarriors](#) to connect and share tips and takeaways with each other. Germany, and India operations.





COMMUNITY

WELCOME
TO
OZHARVEST
COUPA

IN THIS SECTION

46 Coupa Cares

COMMUNITY

At Coupa, we believe in the power of service for social impact. Whether we are engaging in company-wide, global volunteerism events, lending our strategic insights to nonprofits, or providing time and space for employees to volunteer and support the causes they care most about, we remain dedicated to real impact.



2023 Key Highlights



5,318 hours volunteered



28% of employees participated in Coupa Cares programs



769 organizations supported

COUPA CARES

Our Coupa Cares program gives employees opportunities to contribute their time, talent, and expertise to address global and regional issues and create meaningful social impact.

We seek opportunities to engage in key areas, including environmental sustainability and justice, sustainable supply chains, and community resiliency through employee volunteerism, strategic grantmaking, and pro bono service. We also partner with our Employee Resource Groups (ERGs) to pursue service projects that further their missions. Many Coupa Cares initiatives are made possible through supplier proceeds generated by [Coupa Advantage](#).

Global Impact Week

In 2023, Coupa employees engaged in our second annual Global Impact Week, pursuing opportunities to support organizations and initiatives in communities where we operate around the world. These events brought team members from across the company together, including members of our leadership team, highlighting the week's importance to our culture and corporate priorities. Volunteer events throughout the week included:

- In **Pune, India**, volunteers worked with the Seva Arogya Foundation's Arogyavardhan Program to collect feedback from patients to understand their challenges in accessing necessary healthcare and identify treatment

options. Other Pune-based projects included reading books with underprivileged children at a local school, collecting plastic waste in Aundh, and planting trees at Arai Hills, a natural area that is the highest point in the city.

- In **Boca Raton, FL**, a group of Coupa employees sorted, packed, and distributed food and meals for [Feeding South Florida](#) and [Boca Helping Hands](#), two nonprofits that address food insecurity in addition to providing workforce training and other supportive services. Boca Raton projects also included a donation drive to aid victims of domestic abuse and making cards for children in hospitals.





2023 Global Impact Week Highlights

63 events

15 countries

505 employees volunteered more than 1,346 hours

125 nonprofit organizations supported

- In **Bogota, Columbia**, food insecurity was also a key focus, with employees volunteering at [Bogota's Food Bank](#) (Banco de Alimentos de Bogota) to prepare food for distribution to other local organizations. Other volunteers spent time bathing, brushing, and walking rescued dogs at the [Doggy in Home Foundation's](#) shelter.
- In **Karlsruhe, Germany**, employees volunteered at [Heimstiftung Karlsruhe](#), an organization that provides support and social services for children and young people ages 6 to 21 that are struggling with challenges in their home settings. Volunteers engaged with young people through fun leisure activities and educational work support.
- In **San Mateo, CA**, our volunteers worked with [The HEAL Project](#) to teach children gardening skills and where their food comes from. Other employees helped prepare, package, and distribute food at [Samaritan House](#) and distribute food to families in need at the College of San Mateo through [Second Harvest of Silicon Valley](#). Other regional projects included at Coyote Point Recreation Area.
- In **Japan**, volunteers participated in

two outdoor clean-up projects at Katase Higashihama Beach in Fujisawa and Arakawa Riverside in Tokyo to help restore the natural environment.

- **Coupa Challenge:** Coupa volunteers around the world participated in the Coupa Challenge on October 19th—a self-guided running or walking event to raise money to support local nonprofits in the places where we operate. In total, 238 employees completed 1,355 miles, with Coupa Cares donating \$10 for every mile to a designated nonprofit.

In addition to hands-on volunteerism, we focused on charitable giving throughout the week.



Earth Month

Our Coupa Green employee group brings together employees dedicated to creating positive environmental change in our workplace. Group members educate and inspire their coworkers to reduce their footprint and advance sustainable actions through on-site events, virtual opportunities, and educational campaigns. In April 2023, Coupa Green led many Earth Month activities to focus our community on the urgency of climate change and protecting the health of our planet. Twelve events brought together over 100 Coupa volunteers across the U.S., Singapore, Colombia, Ireland, England, and Germany to make our communities more sustainable. Projects included:

- Partnering with [The Nature Conservancy](#) by planting 3,700 trees around the world in support of its Plant a Billion Trees campaign.
- Employee-led tree planting events in Bogota (20 trees planted) and Ann Arbor in partnership with [The Greening of Detroit](#) (8 trees planted).
- Beach and marine clean-ups in Singapore, Chicago, and Seattle, which collected over 150 pounds of trash.
- Garden, farm, and plant-focused projects in Austin, San Diego, and San Mateo.
- Local park clean-ups in Dublin, Reading, Solihull, and Ettenheim.
- A Climate and Women Webinar featuring [Solar Sister](#), a non-profit organization that invests in women entrepreneurs to drive clean energy strategies in off-grid communities across Africa, centering local women in the rapidly growing clean energy sector.
- Virtual volunteering opportunities with [The Great Global Cleanup](#) or a self-selected outdoor clean-up project to engage our remote workforce.



12 events with 100 volunteers

across U.S., Singapore, Colombia, Ireland, England and Germany

Environmental Justice

Air pollution and climate change-related extreme weather disproportionately impact low-income and underserved communities around the globe, which are often least equipped to prepare for or mitigate related impacts.¹ Addressing these inequities and working toward environmental justice are core to Coupa's integrated sustainability strategy, incorporating ESG and Diversity, Equity and Inclusion (DEI) components throughout. Our approach to these challenges includes our signature Equal Air Project focused on air quality in underserved communities. This includes:

- Creating strategic partnerships with environmental organizations that provide underserved communities with clean energy and resources.
- Selecting carbon offset projects that directly support climate justice initiatives.
- Supporting nonprofits and social enterprises working directly with communities in need through employee pro bono service and strategic volunteerism.

Purpose in Action

Throughout the year, Coupa creates new opportunities for volunteer service, working with organizations to support healthy air, sustainable waste management, and global health. In 2023, we expanded our pro bono services to new geographies, employed new models of engagement, and experienced increased average hours of participation from each employee.

Detroit, Michigan

As part of our Equal Air Project, Coupa teams developed recommendations to help [JustAir](#)—a Michigan-based nonprofit working to improve air-quality with a data-based approach—launch a community green-collar workforce to deploy and manage air monitors. Coupa's support helped enhance JustAir's operations, strengthen the startup's value proposition as the leading community air quality platform, and solidify JustAir's position as a model for community-driven smart city technology.



40 hours Volunteer Time off
given to employees annually

¹The climate crisis disproportionately hits the poor. How can we protect them? [World Bank Group](#)

“As a fellow Pledge 1% company, Salesforce was excited to team up with Coupa to provide pro bono expertise to nonprofits working to further environmental justice. This type of joint initiative brings meaningful contributions to our communities, while broadening the expertise of our employees. Everybody wins!”

—Emily White, Senior Director, Philanthropy at Salesforce

“Cross-company projects are a great way to bring together the skills and resources of different companies to help nonprofits achieve their goals. I learned that even small actions can create an impact and that working together toward a common goal can be incredibly rewarding.”

—Audree Hall, Talent Brand Attraction Program Manager at Coupa

Pune, India

[SWaCH](#) is India’s first wholly owned cooperative of self-employed waste collectors and other urban poor, providing front-end waste management for the citizens of Pune. In 2023, Coupa teams worked with SWaCH to deliver an information management solution for its thrift store initiative, V-Collect, to track inventory, sales data, and pick-up requests from citizens. This work enabled scaled growth and job creation, increasing the benefits for waste pickers and supporting V-Collect’s expansion to new geographies.

Coupa teams also provided marketing tools to help [Uplift Mutuals](#)—a flagship program for the Uplift India Association—position its new products, such as emergency health financing and health savings for events not covered by private insurance or government policies. The

teams’ contributions helped Uplift compete in the health insurance market, enabling more individuals in poverty to manage their health expenses.

San Mateo, California

Coupa teams partnered with colleagues from Salesforce to help nonprofits Acterra, Sustainable Silicon Valley, and Rise South City improve their impact, with a specific focus on supporting their activities related to environmental justice. Coupa and Salesforce teams dedicated 1,000 hours over a full week to develop problem-solving methodologies that will prepare these organizations to face future issues. Deliverables at the end of the week included market plans, expansion of donor engagement, and partnership building.



Photography courtesy of Nasdaq, Inc.

Helping Acterra Amplify Impact

A team of Coupa and Salesforce joined forces to tackle a crucial challenge for Palo Alto-based nonprofit Acterra: finding the right website translation tool tailored to Acterra’s needs and community. With the goal of seamlessly translating the website into multiple languages—specifically Chinese, Spanish, and Vietnamese—and ensuring user-friendly functionality for both visitors and internal administrators, Coupa and Salesforce volunteers thoroughly researched and meticulously compared solutions to determine which service would best suit Acterra’s needs. Since implementing EasyLing, the resulting recommendation, Acterra has experienced a significant improvement in website accessibility across diverse linguistic backgrounds, expanding its inclusivity and engagement across different communities.

From breaking language barriers with this website translation project to researching and designing Acterra’s User Personas, [Coupa and Salesforce’s unique collaboration](#) has positively influenced Acterra’s marketing and communications efforts, aiding in its mission to bring people together to create local solutions for a healthy planet.

Coupa Supports Samaritans Ireland

At Coupa, we strive to be the change in supporting health for our fellow employees and the communities we serve. In honor of Mental Health Month in May, our Coupa Dublin Team raised nearly \$4,000 for Samaritans Ireland—the only charity in Ireland that offers emotional support 24 hours a day, 365 days a year for people experiencing loneliness or emotional distress. This donation was raised through Coupa Cares giving opportunities and events, including a 126 km hike, bake sale, and raffle. Coupa also hosted representatives from Samaritans Ireland at our Dublin office to highlight the importance of mental health and how the organization supports those in need.



EMEA and APAC

Our Coupa teams worked virtually with the following nonprofit partners from the EMEA and APAC regions to provide essential professional support:

» Helped [ACREST](#) transform its operations, from communications and financials to Customer Relationship Management (CRM) and task management. Volunteers created a digitalized toolkit of operating procedures to tackle challenges efficiently, mitigate internal miscommunication, and serve stakeholders with increased transparency.

» Enhanced [Ecogenia's](#) organizational vision by developing a corporate outreach package to enhance its brand, save valuable staff time, and establish a robust pipeline of potential corporate donors, with the ultimate goal of fostering meaningful corporate partnerships.

» Worked with [Energy Act for Ukraine Foundation](#) to evaluate and refine its operational structure and job descriptions, identify necessary skill sets, and develop a hiring timeline to fill open roles. This support helps facilitate the Foundation's growth and expedites the development of its solar projects, ensuring the seamless functioning of vital public services in Ukraine.

» Developed an enhanced marketing package for [Sensor.Community](#) to improve how it communicates its brand and mission and incorporates it into each organizational platform, scaling up Sensor.Community's visibility, outreach, and ability to serve more local groups.

Charitable Giving

Our global giving strategy supports nonprofits that focus on health, environmental justice, and community resiliency. Coupa makes direct donations to organizations in these fields through two primary channels:

1. Up to \$500 match for employee donations to registered nonprofit organizations
2. \$10 per hour of employee time volunteered at a nonprofit of their choice

In 2023, \$365,664 was donated by employees and Coupa to organizations across the communities where we live and do business.



PRINCIPLES & ETHICS

IN THIS SECTION

54 Risk Management

55 Ethics & Compliance

56 Data Responsibility



PRINCIPLES & ETHICS

To ensure secure, equitable, and ethical business practices and work environments, we uphold strong governance practices throughout our operations.



2023 Key Highlights



16 patents granted



Artificial Intelligence

Established AI Committee and AI Guidelines



C5

Received C5 Certification

RISK MANAGEMENT

To respond to ever-evolving threats and a complex regulatory environment, our risk management processes must keep pace.

Through our global Enterprise Risk Management (ERM) program, we identify, prioritize, manage, and monitor business risks across many dimensions including cybersecurity, climate change, critical incidents, and third-party vulnerabilities. Our ERM program team meets quarterly with executive management to review threats and discuss disclosures.

In 2023, we continued to enhance our ERM program by operationalizing our subcommittee processes. The committees meet monthly with core business partners to assess risks, consult on remediation plans, and mature our control posture. The subcommittees, which have ESG team and ESG Working Group members, include Vendor & Supply Chain, People & Safety, Legal & Privacy, and Tech Services. Each subcommittee follows a standardized score and assessment process to ensure a deep understanding of our risks, allowing us to take a strategic approach to monitoring and mitigating risks. Through these subcommittees, ESG risks are tracked and maintained on the ERM risk register, which is shared with our leadership team.

In 2023, we implemented a more robust product assurance and customer risk review, including scorecard improvements for each product. Each product scorecard provides product managers with risks and controls they should prioritize in the product roadmaps.

Managing Artificial Intelligence

With the rapid acceleration of generative AI, Coupa, like all businesses, is challenged with managing the unprecedented pace of disruption. We recognize that companies that leverage AI successfully could gain a competitive advantage, while those that do not are likely to fall behind. Coupa is deeply engaged in establishing a formal capability for managing AI and the use of data, including creating AI guidelines that address high-level strategic planning, policy development and addendums, education, AI vendor evaluation, progress oversight, and management and mitigation of regulatory risk.

Our enterprise-wide Generative AI & Data Usage Committee will continue to serve as a main governance mechanism for finalizing and enforcing related policies and decisions, in addition to educating and supporting colleagues on the proper implementation of AI solutions to address business needs.

In 2023, we created AI guidelines that outline high-level guidance, key considerations, and relevant policy addendums. In 2024, our AI Committee will further mature the AI governance process and implement the National Institute of Standards and Technology (NIST) AI Risk Management Framework to ensure customer data protection and continued implementation of ethical solutions as we expand our product portfolio.

Protecting Intellectual Property

We create new and unique capabilities that give our customers, partners, and suppliers increased visibility, insights, and solutions to manage their spend. To protect this intellectual property,

we pursue patents and copyrights, and register trademarks and domain names in jurisdictions around the world. We require that all employees, contractors, and other third parties adhere to confidentiality and proprietary rights agreements, and strictly control access to and distribution of our software and data.

In 2023, Coupa was granted 16 U.S. patents, increasing our total issued patents to 101. This achievement reflects our commitment to building the most innovative platform on the market to help businesses with total spend management.



16 U.S. patents granted
to Coupa in 2023

ETHICS & COMPLIANCE

A firm commitment to ethical behavior and compliance with all relevant laws and regulations underpins our culture and approach to business operations.

These expectations are formalized in our [Code of Conduct](#), Employee Handbook, and [Global Anti-Corruption and Bribery Policy](#). All employees are certified to our Code of Conduct, and we train every in-scope employee on anti-corruption and bribery practices. To ensure accountability, we have developed a mechanism for employees to confidentially submit complaints and concerns about questionable behavior, and we review submissions against an objective set of compliance standards.

We also expect that the same standards of ethical and compliant behavior are applied at every link in our global supply chain. In 2024, we will update our [Supplier Code of Conduct](#) to strengthen policies on human rights, prevention of modern slavery, law abidance, and anti-corruption practices. Our suppliers must abide by our Supplier Code of Conduct in order to work with us.

Human Rights

Coupa is committed to upholding human rights throughout our operations and supply chain. We prioritize high standards regarding basic human rights, freedom of association, safe and healthy work environments, rights to privacy, wages and benefits, child labor, and forced labor. In addition to our own commitment, we ask all vendors and subcontractors to align with these standards.

As part of our efforts to support human rights, Coupa releases an annual [Modern Slavery Statement](#) that outlines our commitment to continually monitor and manage our supply chain and operations to avoid human trafficking and other potential abuses. We also reference our stance on Modern Slavery in our Code of Conduct and Supplier Code of Conduct, and we support our customers in minimizing human rights risks in their supply chain. Additionally, as a signatory of the United Nations Global Compact, the world's largest corporate sustainability initiative, we align with the Compact's Ten Principles, including protecting internationally proclaimed human rights. In 2024, we will continue to evaluate ways to further incorporate human rights monitoring into our supply chain.



DATA RESPONSIBILITY

Protecting our company and customers' privacy is essential to our business operations and success.

To ensure this, we have built a privacy and security architecture with mechanisms that proactively address threats, maintain technology continuity, and minimize the risk of disruptions. Together, these components create a privacy and security infrastructure that seamlessly protects customer data, thwarts potential cyberattacks, and keeps our operations running smoothly.

Data Protection

Data protection is essential in our industry, which relies on collecting and analyzing large quantities of data to provide insights on procurement, payments, and supply chain management. The Coupa Information Security Management System (ISMS) and the Privacy Information Management System (PIMS) protect consumer and partner data processed on our total spend management platform, monitor and report risks, and inform customers and other stakeholders about our approach to security and privacy. We also follow industry best business practices and principles, including data anonymization, privacy and compliance by design, and data minimization. In alignment with Asia-Pacific Economic Cooperation (APEC), Privacy Recognition

Processors (PRP), and the ISO standards for PIMS and ISMS, we identify quarterly and annual objectives and report progress annually.

Coupa's comprehensive Security Awareness and Training program ensures our employees understand emerging threats and current data protection protocols, while properly maintaining our high security standards. All employees complete information security, privacy, phishing, and data protection training annually. We also ensure that our third-party contractors go through a rigorous security onboarding review. This security awareness and training program is managed company-wide through our e-learning system and complemented with monthly newsletters, internal blogs, and recognition of Cybersecurity Awareness Month in October.

In 2023, we added a Secure Data Handling course to our employee training portal, which offers details on internal data-sharing options and additional information to assist employees with daily data-handling tasks. We also put new restrictions in place on outgoing email file-sharing to increase security. These new protocols and training strengthen our collective knowledge and implementation of secure data handling practices.



"There's no more important mission than keeping Coupa's data safe. We have built a rigorous privacy and security program to protect our customers' data."

—Ken Ricketts, Chief Risk & Information Security Officer

Cyber Security Month

In keeping with our commitment to cyber vigilance, employees across the company participated in various Cyber Security Month activities and contests throughout October. This year, we launched a new "Find the Bug" contest, tasking employees with identifying and reporting bugged pages on our employee intranet. Our Coupa colleagues also engaged in our Slack channel, #nomoresecrets, sharing articles and engaging in candid discussions on security topics. At the end of the month, we selected a Cyber Month champion, who spearheaded cybersecurity with their spirited engagement all month.

User Privacy

With our global footprint, Coupa and our customers are subject to privacy laws across many jurisdictions. To ensure regulatory compliance for our customers and in our own operations, we have an ISO27701 and APEC PRP certified [Global Privacy Program](#) that is based on the following core principles:

1. Support our customers' compliance efforts and reflect the international footprint of our customers' and our own operations
2. Align with trusted and tested data privacy and governance frameworks to ensure robustness of our privacy efforts
3. Go beyond the legal obligations and meet the expectations of broader groups of stakeholders

Our Global Privacy Program aligns with the following laws and regulations:

- EU General Data Protection Regulation (GDPR)
- California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Federal Risk and Authorization Management Program (FedRAMP)
- Virginia Consumer Data Protection Act (VCDPA)



- Colorado Privacy Act (CPA)
- Utah Consumer Privacy Act (UCPA)
- Connecticut Data Privacy Act (CTDPA)
- Canada's Personal Information Protection and Electronic Documents Act (PIPEDA)
- Privacy laws in the United Kingdom, South Africa, India, China, Singapore, Japan, Australia, Mexico, Colombia, and Brazil

We monitor regulatory developments in data privacy and adjust our Global Privacy Program accordingly to reflect new laws and regulations that impact us or our customers. Our formal design review before every major software release includes a privacy review to ensure the product complies with the principles of privacy by design and privacy by default.

Certification Programs

Audit frameworks are an important way to protect data, provide reliable services, and manage data privacy. Coupa upholds these priorities by maintaining a robust third-party audit program and internal audit schedule for all our products. Over the last decade, we have expanded our audit program from three annual audits on one product in 2015 to **21 audits across 13 product offerings** in 2023, increasing visibility and trust in our products. Coupa maintains certifications for the following frameworks:

- » ISO27001
- » ISO27701
- » SOC1
- » SOC2
- » HIPAA/HITECH
- » ITAR
- » PCI
- » TISAX
- » FedRAMP
- » APEC PRP
- » SWIFT
- » C5

The C5 standard (Cloud Computing Compliance Controls Catalogue) was created by Germany's Federal Office of Information Security and consists of 17 objectives covering topics including business continuity management and product safety and security. We completed our first C5 assessment in 2023, strengthening our position, not only in Germany but across the EU market, as a trusted total spend management platform. The products that are in-scope for Coupa's C5 Report include:

- Coupa Procure to Pay (P2P), Reports, Supplier Information Management (SIM), Invoicing, InvoiceSmash, Procurement, Coupa Supplier Portal (CSP), Expenses, Data Insights, Coupa Pay, and Coupa Spend Analysis
- Contract Lifecycle Management Standard and Advanced (CLMS/CLMA)
- Coupa Strategic Sourcing (CSO)

Secure Cloud Operations & Infrastructure

Coupa ensures tight operating system–level security by minimizing access points to our production servers and disabling or removing unnecessary users, open ports, and processes. Our employees do not have direct access to production equipment, databases, or customer data, except when needed for system management, maintenance, or backup. We control access to Coupa networks, applications, and information systems through multi–factor authentication. We perform access reviews every quarter to ensure appropriate access and segregation of duties.

Coupa takes our responsibility for the security of our platform seriously. Our responsibility begins with identifying the right Infrastructure as a Service (IaaS) providers since they are responsible for physical security, network security, and data at rest. During our annual supplier review process, we require providers to complete compliance certification programs, which allows Coupa to validate their security controls.

Secure Software Development & Coding

The Coupa Secure Software Development Lifecycle (SSDLC) ensures that Coupa customers enjoy the highest standards of quality, security, and innovation in their use of our products. Our SSDLC is an agile software development model that establishes guidelines and controls to ensure Coupa code is deployed free of known security vulnerabilities that could expose customer data.

Due to the rapid pace of development, security is a major focus during each step of our development process—design, develop, test, and release—and we continuously develop and deliver new features and bug fixes across the platform.



Coupa's SSDLC process:

- Supports best business practices and industry standards, such as the Open Web Application Security Project (OWASP), throughout the entire software lifecycle. Design and peer reviews are completed for all features and functional changes, including security sign-off.
- Uses a software version management mechanism to govern the use of software and tools in the development process.
- Includes extensive code testing and analysis using Static Application Security Testing (SAST), Software Composition Analysis (SCA), and Static Authenticator Scanning (SAS). These tools statically analyze application code during development to identify potential security issues.
- Leverages dynamic code analysis, using a vulnerability scanner to review code in our software development pipeline. All deployed code changes must undergo this automated set of tests.
- Implements SCA tooling including updated security scans for vulnerability dependency and open source licensing checks.

In the Quality Assurance (QA) certification process, manual and/or automated checks are validated to certify code changes and manual penetration testing is completed by an internal team and a third party.



APPENDIX

IN THIS SECTION

60 ESG Scorecard

61 SASB Index

63 GRI Index

ESG SCORECARD

Focus Area	Metric	FY2024
Platform Innovation	Total Spend with Diverse Suppliers (Coupa Direct Spend) ¹	\$8.2 million
	% of Spend with Diverse Suppliers (Coupa Direct Spend) ¹	3%
	% of Suppliers Certified as Diverse (Coupa Direct Spend) ¹	5%
Planet	Scope 1 Emissions	376 MT CO ₂ e
	Scope 2 Emissions (market-based)	0.2 MT CO ₂ e
	Scope 2 Emissions (location-based)	1,514 MT CO ₂ e
	Scope 3 Emissions—Purchased Goods & Services	18,392 MT CO ₂ e
	Scope 3 Emissions—Capital Goods	660 MT CO ₂ e
	Scope 3 Emissions—Fuel & Energy Related Activities	720 MT CO ₂ e
	Scope 3 Emissions—Waste Generated in Operations	113 MT CO ₂ e
	Scope 3 Emissions—Business Travel ²	10,473 MT CO ₂ e
	Scope 3 Emissions—Employee Commuting ³	1,047 MT CO ₂ e
	Scope 3 Emissions—Upstream Leased Assets	142 MT CO ₂ e
	Scope 3 Emissions intensity per million USD value added	66 MT CO ₂ e
	Total Scope 3 Emissions	31,547 MT CO ₂ e
	Total Electricity Consumption	3,968 MWh
	% of Renewable Electricity	100%

Focus Area	Metric	FY2024
People	Global Workforce Gender	Female 30.5% Male 69.5%
	U.S. Race/Ethnicity Breakdown:	
	American Indian or Alaska Native	0.2%
	Asian	24.3%
	Black	3.6%
	Hispanic/Latinx	5.2%
	Native Hawaiian or Other Pacific Islander	0.2%
	Two or More Races	3.2%
	White	62.3%
	Did not disclose	1%
Community*	Total Volunteer Hours	5,318 hours
	Total Donations made by Coupa Cares and Coupa Employees	\$365,664
	Total % of Employee Participation in Coupa Cares programs	28%
Principles & Ethics*	# of US Patents Granted to Coupa	16

* These KPIs reflect Calendar Year 2023: January 1, 2023– December 31, 2023

¹ Our 2023 ESG Report included nonprofit organizations in our reported supplier diversity data. We have updated our methodology used in this report to reflect the removal of nonprofit organizations from this data. Our updated FY23 supplier diversity data for Coupa direct spend is: Total spend with diverse suppliers \$4.4 million; 2% of spend with diverse suppliers; and 3% of suppliers certified as diverse.

² Hotel stays are deemed optional emissions by the GHG Protocol and not included in this total. Hotel stays were 1,086 Mt CO2e in FY24.

³ Homeworking emissions are deemed optional emissions by the GHG Protocol and not included in this total. Homeworking emissions were 2,147 Mt CO2e in FY24.

SASB—SOFTWARE & IT SERVICES

Table 1. Sustainability Disclosure Topics & Metrics			
Topic	Accounting Metric	Code	Response
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	Pages 23-25
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	Our facilities are leased, and information on water usage is currently not available from our lease providers. Page 27 outlines initiatives being conducted to reduce water usage.
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	Pages 15 and 26-27
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	Pages 56-58
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Page 57
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	As a private company, this is confidential information and cannot be reported publicly in this year's report.
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Pages 54 and 56-58

SASB—SOFTWARE & IT SERVICES (continued)

Table 1. Sustainability Disclosure Topics & Metrics			
Topic	Accounting Metric	Code	Response
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	Employee engagement as a percentage	TC-SI-330a.2	We launched a new employee survey in 2024, Coupa Speaks. We will report our engagement metrics in future reports.
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	Page 34
Intellectual Property Protection & Competitive Behaviour	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations	TC-SI-520a.1	As a private company, this is confidential information and cannot be reported publicly in this year's report.
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Pages 54-55

Table 2. Activity Metrics		
Accounting Metric	Code	Response
(1) Number of licenses or subscriptions, (2) percentage cloudbased	TC-SI-000.A	As a private company, this is confidential information and cannot be reported publicly in this year's report.
(1) Data processing capacity, (2) percentage outsourced	TC-SI-000.B	As a private company, this is confidential information and cannot be reported publicly in this year's report.
(1) Amount of data storage, (2) percentage outsourced	TC-SI-000.C	As a private company, this is confidential information and cannot be reported publicly in this year's report.

GRI INDEX

General Disclosures		
	GRI Standard	Response
GRI 2: General Disclosures 2021	2-1 Organization details	Coupa Software Incorporated: 950 Tower Lane 20th Floor, Foster City, CA 94404, USA
	2-2 Entities included in the organization's sustainability reporting	This report includes Coupa Software Incorporated
	2-3 Reporting period, frequency and contact point	Pages 1 and 68
	2-4 Restatements of information	Page 60 includes a restatement for Supplier Diversity metrics.
	2-5 External assurance	This report was not externally assured
	2-6 Activities, value chain, and other business relationships	Pages 5-11
	2-7 Employees	Pages 31-42
	2-8 Workers who are not employees	We choose not to disclose this information.
	2-9 Governance structure and composition	Page 10
	2-10 Nomination and selection of the highest governance body	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	2-11 Chair of the highest governance body	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	2-12 Role of the highest governance body in overseeing the management of impacts	Page 10
	2-13 Delegation of responsibility for managing impacts	Page 10
	2-14 Role of the highest governance body in sustainability reporting	Page 10
	2-15 Conflicts of interest	None
	2-16 Communication of critical concerns	Page 55

GRI INDEX (continued)

General Disclosures		
	GRI Standard	Response
GRI 2: General Disclosures 2021	2-17 Collective knowledge of the highest governance body	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	2-18 Evaluation of the performance of the highest governance body	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	2-19 Remuneration policies	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	2-20 Process to determine remuneration	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	2-21 Annual total compensation ratio	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	2-22 Statement on sustainable development strategy	Page 2
	2-23 Policy commitments	Page 55
	2-24 Embedding policy commitments	Page 10
	2-25 Processes to remediate negative impacts	Page 55
	2-26 Mechanisms for seeking advice and raising concerns	Page 55
	2-27 Compliance with laws and regulations	Page 55
	2-28 Membership associations	Page 10
	2-29 Approach to stakeholder engagement	Page 9
	2-30 Collective bargaining agreements	We may have and/or allow for collective bargaining agreements per local laws.

GRI INDEX (continued)

GRI Standard		Response
Material Topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Page 9
	3-2 List of material topics	Page 9
Customer Privacy (Coupa Material Topic: Data Responsibility)		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 57
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	As a private company, this is confidential information and cannot be reported publicly in this year's report.
Customer Privacy (Coupa Material Topic: User Privacy)		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 57
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	As a private company, this is confidential information and cannot be reported publicly in this year's report.

GRI INDEX (continued)

GRI Standard		Response
Economic Performance (Coupa Material Topic: Total Spend Management)		
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 13-19
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	201-2 Financial implications and other risks and opportunities due to climate change	Page 22
	201-3 Defined benefit plan obligations and other retirement plans	As a private company, this is confidential information and cannot be reported publicly in this year's report.
	201-4 Financial assistance received from government	As a private company, this is confidential information and cannot be reported publicly in this year's report.
Employment (Coupa Material Topic: Talent & Culture)		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	
	401-3 Parental leave	
Training and Education (Coupa Material Topic: Talent & Culture)		
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 39-41
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Page 39
	404-2 Programs for upgrading employee skills and transition assistance programs	Pages 39-41
	404-3 Percentage of employees receiving regular performance and career development reviews	100% of employees are eligible to receive performance reviews annually based on hire date

GRI INDEX (continued)

GRI Standard		Response
Diversity and Equal Opportunity (Coupa Material Topic: Diversity, Equity, and Inclusion)		
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 33-38
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Page 34
	405-2 Ratio of basic salary and remuneration of women to men	As a private company, this is confidential information and cannot be reported publicly in this year's report.
Non-discrimination (Coupa Material Topic: Diversity, Equity, and Inclusion)		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 33
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	As a private company, this is confidential information and cannot be reported publicly in this year's report.
Security Practices (Coupa Material Topic: Risk Management)		
GRI 3: Material Topics 2021	3-3- Management of material topics	Pages 54-56
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Pages 54-56

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