



# Corporate Social Responsibility & Sustainability Report 2021



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## Letter from the CEO

We are proud of what we do and how we do it and the positive impact that has on our communities and planet.

Bottomline's mission is helping companies and financial institutions worldwide make complex business payments simple, smart and secure. We achieve that mission by providing technologies that transform paper payments and manual processes through automation and digitization. Whether it's turning paper checks into electronic payments or replacing paper-based account opening and onboarding with online capabilities, our work with customers has a positive impact on the environment and our planet.

We are committed to supporting our communities through active engagement and charitable donations. We support a wide range of charitable causes and initiatives that support the communities in which we live and work across the globe. From our original founding team of six people in Exeter, New Hampshire to the global company we are today, supporting our communities is and always has been central to who we are and how we operate.

We are pleased to share our 2021 Corporate Social Responsibility and Sustainability Report, which highlights elements of our corporate and employee-led charitable giving and community support along with our global sustainability efforts.

We are proud of all our company and the BT Team does to make a difference and be a positive force for good every day.

**Rob Eberle**  
CEO

### Guiding Principles



**Delight customers**



**Innovate, communicate, win and grow**



**Work with and for each other**



**Do the right thing**



**Create and grow sustained business value**



**Be a company of which all can be proud**



# Sustainability

The core of Bottomline's business is to help organizations transition from paper-based to electronic payments and digital experiences, which has a significant environmental impact. Our physical locations offer both single-stream recycling and electronic recycling. We aim to further shrink our footprint through the use of recycled materials during construction and renovation processes. We also use sensed lighting, regulated HVAC systems, energy-saving appliances, windows and doors, as well as furnishings and carpet made with recycled materials. On-site water purification systems help to reduce the number of plastic bottles used. Sustainability is a way of life at Bottomline, and we exemplify it through our products, customer interactions and employee engagement.





## Digitally Transforming Business Processes

Bottomline's solutions are inherently green because they transform manual, paper-based process into automated and digital ones, which support the elimination of paper and related resources. By automating accounts payables and receivables, providing a platform for online account opening and capturing patient data and registration via mobile devices, we remove the need for physical, non-renewable resources to complete those transactions.

Digital processes also cost less than manual ones. According to a 2020 Ardent Partners report, automated electronic invoice to payment processes cost 80% less on average than their manual paper-based counterparts and are 74% faster. Additionally, automation delivers operational efficiencies such as fewer supplier inquiries, fewer redundancies and inaccuracies, and better security.

FOR EVERY TON OF DOCUMENTS NOT PRINTED, YOUR ENVIRONMENTAL IMPACT IS REDUCED BY SAVING<sup>1</sup>:



**17**  
trees



**3**  
cubic yards of  
landfill space



**380**  
gallons of oil



**4000**  
kilowatts of energy



**7000**  
gallons of water

<sup>1</sup><https://www.usi.edu/recycle/paper-recycling-facts/>



Bottomline is committed to protecting the environment. We lead by example through sustainability programs at our physical locations, digitizing business transactions where possible and through extensive recycling efforts. By providing cloud-based business automation solutions, we also help our customers lessen their carbon footprint. We also delight in recognizing their efforts to do so.

Launched in 2009, the Bottomline Think Green Award highlights organizations that reduce paper use in their payment, invoice and transactional document processes through our solutions. Recipients demonstrate how partnering with Bottomline helps them achieve their 'green' initiatives. These solutions include digitally transforming business processes such as legal case management, end-to-end payment processes, patient registration, account opening and converting paper checks to electronic payments.




#### 2020 THINK GREEN AWARD RECIPIENTS



## Data Centers

**Bottomline provides software solutions for more than 600,000 corporate entities, 1,400 financial institutions, 250 insurance carriers and 1,500 healthcare organizations across more than 90 countries.**

When you consider the breadth of our customer base, our cloud-based model has a significant impact on reducing the environmental footprint of these organizations over traditional IT hardware and software. By sharing computing resources among our customers, we achieve enormous economies of scale, especially when it comes to carbon and energy consumption. We partner with some of the world's best in terms of managing our data centers. Our industry partners design, build and operate with high energy efficiency standards and with a long-term goal of using 100% clean and renewable energy by following these practices:

-  **Utilize renewable and low carbon energy**
-  **Prioritize local sources of energy**
-  **Choose new or recently built energy sources**
-  **Seek favorable renewable energy policies when vetting new data centers**

### **Our data centers deploy the following green technologies:**

**Adaptive control systems** to reduce power consumption and increase cooling capacity with active airflow management using intelligent, distributed sensors and innovative control policies.

**ASHRAE thermal guidelines** are referenced in our newest facilities to optimize interior temperatures. This efficiency reduces power consumption for cooling while maintaining a safe operating temperature for computing equipment.

**Cold/hot aisle containment** uses physical barriers to reduce the mixing of cold air in data center supply aisles with hot air in the exhaust aisles resulting in lower energy consumption and more efficient cooling.

**Energy-efficient lighting systems** in our data centers use motion-activated controls to reduce energy consumption and ambient heat from operating lights.

**Variable frequency drives** in the chillers, pumps and fans of HVAC systems to save energy by automatically reducing a motor's speed and power draw to match lower system loads.



## Green Facilities

At Bottomline, we strive to operate as efficiently as possible with the least amount of negative environmental impact.

During remodeling initiatives, our environmental commitment is to see that 95% of material from demolition is diverted from landfills and is instead sorted and recycled or donated to non-profit organizations.

Since regulating our building temperatures emits greenhouse gasses, we aim to maximize efficiency with the following measures:

- ✓ **Zone occupancy sensors to minimize system usage**
- ✓ **Variable frequency drive fans to more accurately modulate airflow with space demands**
- ✓ **Return air ducts for more efficient and accurate movement of conditioned air and return airflow**
- ✓ **Web-based building control system to monitor for HVAC optimization**



Bottomline achieved the Ska Rating of Gold for design and development of its new Theale office, which serves as the company's EMEA Headquarters. The SKA rating tool is a Royal Institution of Chartered Surveyors (RICS) environmental rating system designed to assess and compare the environmental performance of fit-out projects for office buildings in the UK.

Properly insulating our buildings also makes a big difference in heating costs. We use bio containing spray foams (sugar or soy-based) with 9% renewable content to seal large diameter internal roof drain piping systems passing between floors, where cold column conditions are created. We've capped the columns to prevent a "chimney effect" and minimize infiltration. We eliminate air and temperature leaks by sealing all penetrations, joints and openings in exterior walls, demising walls, concrete floors and decks above.







We install LED and other environmentally friendly and energy-efficient lighting solutions throughout our locations. We further aim to limit energy consumption by taking the following measures:

- ✓ **Using occupancy sensors that automatically shut lights off in unoccupied rooms**
- ✓ **Light-harvesting technology dims lights in areas where natural light adequately illuminates the occupied area**
- ✓ **Limiting work surface lighting levels to 35 foot-candle**
- ✓ **Restricting lighting to less than one watt per square foot**
- ✓ **Installing LED lights where technology is proven (walkway downlights)**
- ✓ **Integrating building controls system for automatic activation/shut-off of lighting**
- ✓ **Installing photo sensors to activate exterior pole light operation only when needed**
- ✓ **Using audio/video systems with low wattage LED monitors that contain reduced levels of mercury**

Recycled material content is a particular consideration when selecting furniture vendors. For instance, we provide Knoll Life Chairs for our employees. Not only do these chairs offer superior comfort and ergonomic support, they are constructed mainly from recycled materials, low VOC paints and adhesive, and have returnable packaging for reuse. The chairs themselves are also recyclable. Knoll Life Chairs are:

- ✓ **GREENGUARD Indoor Air Quality Certified**
- ✓ **Children and Schools Certified**
- ✓ **Manufactured using clean technologies in the Knoll LEED® Gold and ISO 14001 Certified Lubin Building, where energy use is offset with electricity generated by wind power**

## Recycling

Bottomline has well-established recycling efforts at our facilities around the globe. We implement single-stream recycling wherever available allowing recyclable paper and mixed containers to go into the same receptacle. All employees also have a single-stream recycling bin right at their desk.

Improperly disposed of electronics can negatively affect the environment and cause public health concerns. At Bottomline, we instituted a recycling drop-off area for batteries, CFL light bulbs, computer equipment, cell phones, ink cartridges and other items. These are disposed of in environmentally safe and secure disposal facilities specifically designed for electronic waste.

## Electric Vehicle Charging Stations

As a part of Bottomline's ongoing commitment to sustainability, Electronic Vehicle (EV) charging stations are available at our U.S. and EMEA corporate headquarters. Charging stations are available to employees on a first-come, first-served basis.







## Philanthropy & Charitable Giving

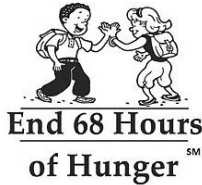
Our BT Cares initiative provides a platform for Bottomline and its employees to participate actively in the communities where we work and live. We're committed to supporting community efforts and working hard to make a positive difference. This commitment is evident by the number of employees volunteering at local events and making donations to local charities. Giving back is the backbone of the people and culture at Bottomline.



### GRANITE STATE AWARD

Bottomline is a proud recipient of the Granite State Award. The award is given by the University of New Hampshire and was presented to Bottomline in recognition of its long-standing record of outstanding community support.





## Care for Communities During COVID-19

### FEEDING CHILDREN

When the pandemic hit in early 2020, the financial impact on families was quick to follow. To lessen that impact and ensure children had food on their tables, Bottomline donated \$100,000 to Gather and End 68 Hours of Hunger. The donation assisted in providing meals to children impacted by school closures due to COVID-19.

Bottomline was the first Charter Sponsor of End 68 Hours of Hunger, an organization created to confront the approximately 68 hours of hunger that some school children experience between the free lunch they receive in school on Friday afternoon and the free breakfast they receive in school on Monday morning.

For 200 years, Gather has been serving residents facing hunger in our headquarters' communities. The agency was founded in 1816 by a small group of women committed to feeding the families of fishermen. Today, Gather is committed to ending local hunger through collaboration and leadership.

### HELPING BANKS HELP SMALL BUSINESS

Small businesses bore the brunt of non-essential business, COVID-19-related closings. As the U.S. government and Congress acted to provide relief to small businesses, the "Paycheck Protection Program" was born as part of the CARES Act. However, many banks and credit unions anticipated a struggle to administer the loans. Bottomline's Digital Banking team mobilized to help the nation's financial institutions provide program loans to small businesses. In a matter of days, we provided banks with a simplified, SBA-compliant loan application platform to accept applications and access our existing online small business account opening platform. Those solutions were made available to any bank needing them at no cost.

# 1,800+

small business loan  
applications processed

# \$120M

originated through the  
platform

### GLOBAL PARTICIPATION

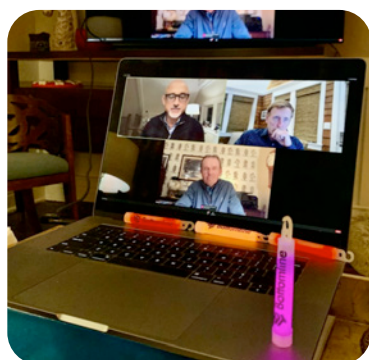


**Singapore Cancer Society** - Bottomline sponsored the charity's Race Against Cancer Virtual Run. Employees from around Singapore participated and presented a check of raised funds in person.

**La Thune du Coeur** – Geneva employees donated Bottomline funds supporting the distribution of food and supplies to people living on the street.

**Mind** – Bottomline employees across the UK raised donations for Mind charity's Mental Health Awareness Week.





# GlobalGiving

## Coronavirus Relief Fund

### AFP 2020 – VIRTUALLY TOGETHER

As a sponsor of the annual event hosted by the Association of Financial Professionals (AFP), Bottomline hosted customers from 61 different organizations for a family-friendly virtual comedy hour and 'night in' hosted by Chicago's Second City comedians.

In keeping with the conference's Virtually Together theme, we introduced a social media challenge that encouraged the audience to share pictures of their families holding glowsticks that were a part of the 'night in' package sent to attendees. If the goal of 100 social interactions was reached, Bottomline would donate \$10k to GlobalGiving's Coronavirus Relief Fund.

We greatly surpassed our target by generating more than 750+ social interactions. Bottomline donated the funds to the GlobalGiving Coronavirus Relief Fund, an organization that supports the front lines of the pandemic.

# 61

customer organizations

# 750+

social media interactions

# \$10k

donated to GlobalGiving's  
Coronavirus Relief Fund



# RACE FOR A CAUSE

## 2020 VIRTUAL 5K

### Global Race for a Cause

The Bottomline annual Race for a Cause, run globally and virtually in 2020, raises funds for beneficiaries in the communities our employees live and work around the world.

Our commitment to our communities and doing good for others has never been more important than it is today. Through the generous donations of our sponsors and participants, this event raised funds to support:

**CASA**, United States

**End 68 Hours of Hunger**,  
United States

**Fei Yue Community  
Services**, Singapore

**Gather**, United States

**Mission Australia**,  
Australia

**NHS Charities Together**,  
United Kingdom

# \$51,500

raised from sponsorships and participation  
shared across 6 charities globally

# 80%

of participants were from Bottomline

# 7

countries were represented in  
this global event





## Charitable Contribution Committee

To serve people and families in need, as well as to enhance the quality of life by contributing to arts, civic and environmental groups within our communities, Bottomline's Charitable Contribution Committee allocates a portion of company funds every year to various charities in many of the communities where we live and work.

**Below are some of the charities to recently receive donations from this committee:**

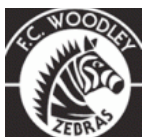
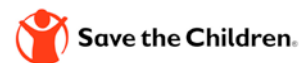
Great Bay Services	Krempels Center Road Race
Haven	Waypoint
The Check Mission	Childrens Hospital At Dartmouth
Safe Harbor Recovery	The Maine Adaptive Fund
NH State Association of Letter Carriers	The Waysmeet Center
NH Food Bank	Marshwood Lacrosse
Waysmeet Center - Cornucopia	Make a Wish
So Portland Food Cupboard	Alzheimer's Association
Better Lives fka Providence Intown Churches Association	Strawbery Banke Museum
Methodist Church Food Bank	Seacoast Area Bicycle Riders
Nashua Soup Kitchen	Big Brothers Big Sisters
Footprints Food Pantry - Southern Maine	RoboKnights
North Fulton Community Charities - Alpharetta	Prescott Park Arts Festival
Seacoast Area Bike Routes	Methodist Church food bank
Yoga in Action	Pathways School
Special Olympics	Victoria's Victory Foundation
Dover Youth Baseball	The Drake House
Elwyn Foundation	Nashua Soup Kitchen
Feeding My Starving Children	Mayhew Program
	Plates for Change
	Richie McFarland Childrens Center



## Bottomline for Good Around the Globe

Our charitable giving efforts cross borders and communities where we live and work.

A representation of organizations Bottomline supported globally in 2020:

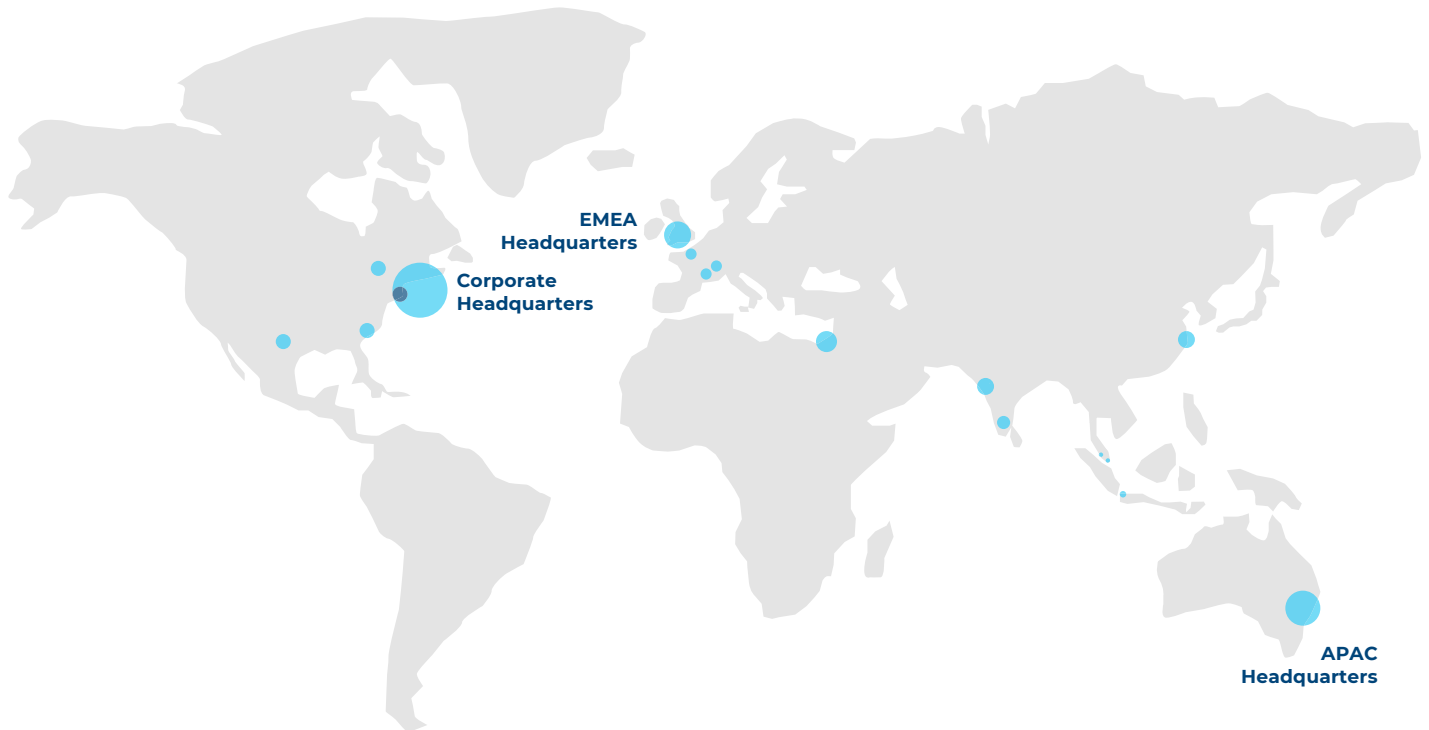


## Team Member Choice Charitable Giving Program

Bottomline's Team Member Choice Charitable Giving Program allocates funds to charities chosen entirely by our employees and donated on their behalf. Bottomline donated to nearly **500 unique charitable organizations** in 2020 through this program. This chart represents where our employees chose to donate.







Connect with us



#### About Bottomline

Bottomline (NASDAQ: EPAY) makes complex business payments simple, smart and secure. Corporations and banks rely on Bottomline for domestic and international payments, efficient cash management, automated workflows for payment processing and bill review, and state of the art fraud detection, behavioral analytics and regulatory compliance solutions. Thousands of corporations around the world benefit from Bottomline solutions. Headquartered in Portsmouth, NH, Bottomline delights customers through offices across the U.S., Europe, and Asia-Pacific.

For more information, visit [www.bottomline.com](http://www.bottomline.com)

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