



Corporate Social Responsibility & Sustainability Report 2022

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Letter from the CEO

Supporting community is central to who we are and how we act. That's been the case since our founding team of six began a journey through which we've become a global company with customers around the world. We are proud of what we do and how we do it and the positive impact our efforts have on our communities and planet.

Bottomline helps companies and financial institutions worldwide make complex business payments simple, smart and secure. We do that by automating the manual and digitizing the physical. Adopting automation and digitization across the payments and cash lifecycle allows our customers to reduce reliance on physical transactions and actions, as well as the energy consumption and costs associated with them. Working to delight customers through modern business processes also has a positive impact on the environment and our planet.

We are pleased to share our 2022 Corporate Social Responsibility and Sustainability Report. It highlights many of our employee-led and corporate giving activities as well as how we're advancing our global environmental sustainability efforts.

We are proud of our company and all the Bottomline team does to be a positive force for good and to make a difference 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. For every ton of documents not printed 7,000 gallons of water and 380 gallons of oil are saved. Seventeen trees and three cubic yards in a landfill are saved, as well as 4,000 kilowatts of energy. Sustainability is a way of life at Bottomline. We contribute to carbon reduction across the planet through our market-leading products.



Digitally Transforming Business Processes

Bottomline's solutions are inherently green. 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 SAVING¹:



17
trees



3
cubic yards of
landfill space



380
gallons of oil



4000
kilowatts of energy



7000
gallons of water

¹<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 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.





2021 THINK GREEN AWARD RECIPIENT - PARCELFORCE



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:

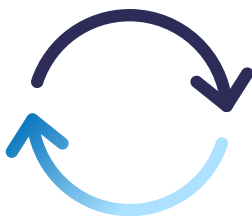
Adaptive control systems to reduce power consumption and increase cooling capacity with active airflow management using intelligent, distributed sensors and innovative control policies.

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:

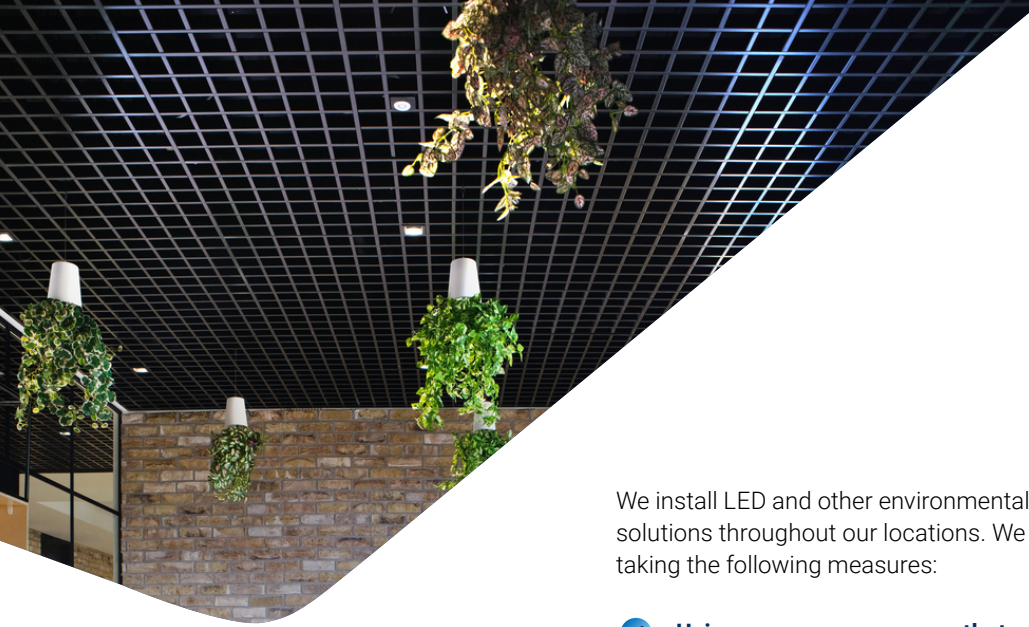
- ✓ **Zone occupancy sensors to minimize system usage**
- ✓ **Variable frequency drive fans to more accurately modulate airflow with space demands**
- ✓ **Return air ducts for more efficient and accurate movement of conditioned air and return airflow**
- ✓ **Web-based building control system to monitor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





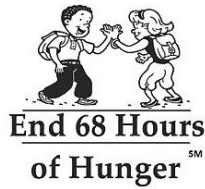
Philanthropy & Charitable Giving

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.



Caring for Communities

FEEDING CHILDREN

Caring for our communities starts with making sure that families are fed. As such, Bottomline has a long history of corporate and employee led donations to hunger-relief charities around the globe.

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.



GLOBAL PARTICIPATION

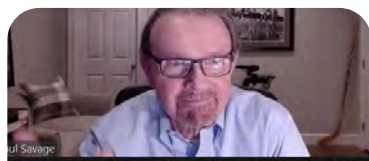
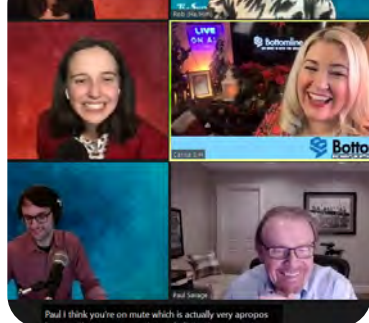
Bottomline is an annual sponsor for Singapore Cancer Society's Race Against Cancer Run since 2019.

In 2021 we participated in the virtual run. Bottomline's Singapore managing director of operations presented a check to the Singapore Cancer Society of donations raised.



HUMANITARIAN RELIEF RESPONSE FOR UKRAINE

The Bottomline team includes 120 team members who work with and for us through a Ukraine-based technology partner. To ensure the safety, security and well-being of our team members, and their families, Bottomline's actions have included \$50,000 in donations to Ukraine relief organizations supporting the communities where our teams live.



Working Together to End Hunger

BOTTOMLINE'S BIG NIGHT IN

For the second year in a row, Bottomline virtually hosted customers for a family friendly comedy hour where The Second City comedians performed one of their world-renown improv skits. Multiple organizations participated virtually in what was an interactive, entertaining and unconventional night of networking.

As a way to give back to the community, we held a social media challenge that encouraged the audience to post pictures from the evening in an effort to raise funds for Feeding America. With the generous help of our customers, we surpassed our goal and donated \$10,000, equating to 100,000 meals.

21
customer organizations

100+
social media interactions

\$10k
donated to Feeding America

RACE FOR A CAUSE

VIRTUAL 5K 2021

Global Race for a Cause

The Bottomline annual Race for a Cause, run globally and virtually in 2021, 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:

Association de Médiatrices Interculturelles AMIC,
Switzerland

OrangeSky, Australia

Fei Yue Community Services, Singapore

Shoqata Bëmirëse Jetimat e Ballkanit, Balkan Orphans,
Kosovo

New Hampshire Charitable Foundation, United States

NHS Charities Together,
United Kingdom

\$37,400

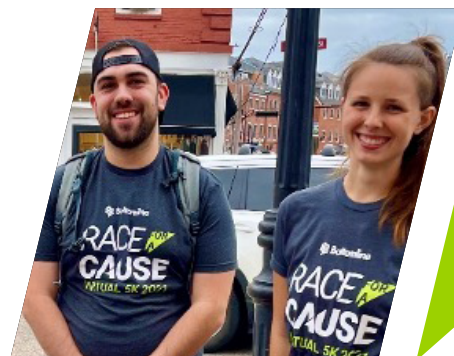
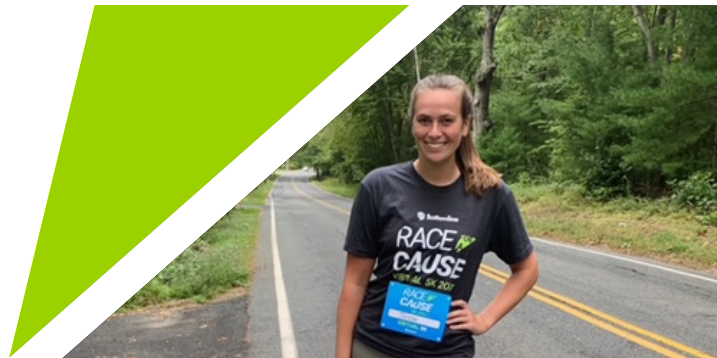
raised from sponsorships and participation shared across 6 charities globally

85%

of participants were from Bottomline

10

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	Habitat for Humanity
Safe Harbor Recovery	The Maine Adaptive Fund
NH State Association of Letter Carriers	Marshwood Lacrosse
NH Food Bank	Black Heritage Trail
Waysmeet Center - Cornucopia	Newmarket Robotics
So Portland Food Cupboard	Strawbery Banke Museum
Better Lives fka Providence Intown Churches Association	Bicycle Coalition of Maine
Methodist Church Food Bank	Big Brothers Big Sisters
Nashua Soup Kitchen	Pro Portsmouth
Footprints Food Pantry - Southern Maine	Prescott Park Arts Festival
North Fulton Community Charities - Alpharetta	Methodist Church food bank
Seacoast Area Bike Routes	Saint Patrick Academy
Yoga in Action	Victoria's Victory Foundation
Special Olympics	NHSPCA
Dover Youth Softball	Mayhew Program
	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 2021:



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 **445 unique charitable organizations** in 2021 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

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