



# 2025 ESG Report

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## Introduction from Craig Saks

Welcome to Bottomline's 2025 ESG Report. As we reflect on another year of progress, I am proud of how our team continues to advance our mission as the trusted global payments partner by helping financial institutions and businesses modernize the way they pay and get paid. Our commitment to responsible growth, innovation, and positive impact remains at the heart of what we do.

We believe that by offering market-leading business payment solutions, our customers can realize greater and more meaningful outcomes for their organizations. This conviction shapes how we create and deliver our services, always striving to benefit them. It fuels our ongoing commitment to growth, improvement, and adaptation.

This year, we strengthened our ESG program through continued executive-level sponsorship, saw best-in-class participation and results through our annual People Pulse survey, and deepened our engagement with partners and communities. We made measurable strides in reducing our environmental footprint, including a fifth consecutive year of lower UK emissions and expanded carbon emission reporting across five geographies. Our ongoing commitments to optimizing energy use, partnering with leading infrastructure providers, and giving back to our communities were supported by more robust sustainable company practices.

Today, Bottomline is owned by Thoma Bravo, the world's largest software-focused investor, with over \$181 billion in assets under management. Our people, located in more than 31 countries across the globe, remain our greatest asset. With over 2,500 employees serving over one million businesses worldwide, we foster a culture of collaboration, inclusion, and excellence. Our recognition programs, refreshed policies, and global wellness initiatives prioritize every team member feeling valued and empowered to contribute.

Strong governance underpins our success. We maintain rigorous standards for data protection, compliance, and ethical conduct. Our ESG activities are supported by independent audits and industry-leading certifications. Our Artificial Intelligence (AI) strategy is focused on responsible innovation, with new governance frameworks and policies to guide our adoption of emerging technologies. Our collective effort, including those above, has helped Bottomline remain in the first quartile in ESG performance among all Thoma Bravo portfolio companies.

Looking forward to 2026, we remain encouraged by our achievements and dedicated to ongoing improvement. We will continue focusing on our hybrid working model and office evolution, find additional ways to share the positive impact our teams make throughout the year, and continue to ensure our AI usage is safe and ethical. Together, we will keep building a more sustainable, equitable, and resilient future for our customers, colleagues, and communities.

Thank you for joining us on this journey.



**Craig Saks**  
CEO



## About This Report

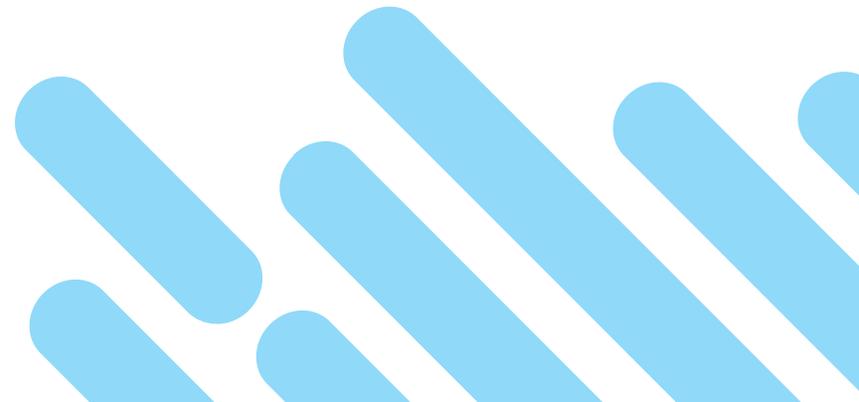
This report details our progress as we continue to reimagine business payments with modern, connected solutions that transform the way businesses pay and get paid. Bottomline believes in the responsibility to operate in an environmentally and socially responsible manner, consistent with and subject to applicable law.

### Reporting Period

Our last annual report was published in April 2025 reporting on calendar year 2024. Unless otherwise noted, this report covers initiatives from the calendar year ending December 31, 2025 and key milestones in early 2026. Emissions factors are reported for fiscal year in alignment with our financial reporting.

### Assurance

Bottomline's ESG Steering Committee reviewed the information in this report. We engaged CLS Energy Ltd as an independent third party to verify and provide limited assurance on our fiscal year 2024 and 2025 greenhouse gas emission (GHG) data. This verification included an evaluation of Scope 1 GHG emissions, Scope 2 GHG emissions (location-based), and Scope 3 covering Operational Waste (Category 5), and Business Travel (Category 6).



## About Bottomline

### Guiding Principles



#### DELIGHT CUSTOMERS

Customer delight is at the heart of who we are. It informs all we do, from bringing product innovation to our customers before they ask for it (or think of it) to making sure every interaction exceeds their expectations.



#### EXCELLENT EXECUTION

We foster an environment that provides clear direction on what is most important along with the tools and resources to deliver those priorities on time. We are committed to doing what we promise.



#### WORK WITH AND FOR EACH OTHER

We know we can't do it alone. The most effective teams come together to accomplish great work by leveraging each other's strengths and rallying around one another to be successful.



#### CREATE AND GROW SUSTAINED BUSINESS VALUE

Our business model and plan are designed to grow the business and its value for years to come.

### Bottomline At A Glance

**1 Million**

businesses using Bottomline

**\$16+ Trillion**

in payments moved annually

**36+ Years**

payments experience

**Top 3**

Swift services provider

**90**

Fortune 100 U.S. companies use Bottomline solutions

**50%+**

UK direct debit/credit transactions processed by Bottomline

**2,500+**

employees

Source: [Bottomline.com](https://www.bottomline.com)  
<https://www.bottomline.com/us>



2024 Outstanding Platform Implementation for Digital CX



2024 Best in Class Commercial ePayables Scorecard



2025 Cross-Border Payment Company of the Year Award



SPARK Matrix 2025: Insider Risk Management Ace Performer Winner (Leader)



Best Overall Fintech Software in Banking (Winner)



2025 Bottomline Customer Service Department of the Year (Financial Services)

## Better Environment

Our technology connects and supports the global economy by enabling digital business payments and processes, while reducing environmental impact for us and our customers. By transitioning paper-based tasks to digital formats, streamlining payment and transaction processes through automation, and enhancing the way businesses interact with their financial institutions, our solutions enable customers to minimize their consumption of natural resources.

Since being acquired by Thoma Bravo in mid-2022, Bottomline has transitioned to a global functional operating model, which led to a realignment of our organizational structure. As part of this transformation, we adopted a hybrid working environment and made reductions in our office footprint. These changes have streamlined our energy consumption and minimized our impact on the environment. We have taken a deliberate approach to evaluating the sustainability of our office locations, ensuring that they align with our commitment to environmental responsibility. Through these initiatives, we have continued to make measurable improvements in our environmental impact across the regions where we operate, including ongoing enhancements at our Theale office.

Most of our climate impact relates to a small number of specific areas that are energy-dependent, such as gas and electricity usage in our operational sites and business travel.

For multiple years, Bottomline has committed to accurate measurement and monitoring of our environmental impact through transparent reporting of our Scope 1-3 emissions in this annual report. In addition, we voluntarily report annually to the international non-profit CDP (formerly known as the Carbon Disclosure Project) against their Climate Change and new optional Water Security questionnaires.

### Our Operations

Bottomline operates under a hybrid working model to balance our digital-first philosophy with opportunities for in-office collaboration and team building. As of February 2026, our operational footprint included:



**11**  
Offices



in **8**  
Countries

Our Employees are located across the following countries:



**2500+**  
Employees

- AUSTRALIA
- GERMANY
- INDIA
- KOSOVO
- SINGAPORE
- UNITED KINGDOM
- CANADA
- FRANCE
- ISRAEL
- LEBANON
- SWITZERLAND
- UNITED STATES

## Our Impact

We made further strides in 2025 to enhance our measurement and transparency at important operational locations. Our carbon emission reporting now includes five geographies – UK, US, Switzerland, Kosovo and India – and establishes an updated baseline for absolute emission comparison moving forward.

CLS Energy Ltd works with us to collate, assess and deliver our GHG reporting, which provides us with an independent assessment and third-party verification on our emissions totals.

- Bottomline’s emissions for our UK, US and Switzerland locations decreased by 9% from FY24 to FY25.
- In FY25, UK emissions improved for the fifth consecutive year to 95.45 tons CO2e. While Scope 1 emissions rose due to a new London office using gas

energy and an HVAC leak in Theale, energy efficiency improvements at Theale - such as HVAC adjustments, boiler efficiency updates, and BMS upgrades - delivered annual kWh savings and lowered Scope 2 emissions.

- US FY25 saw a slight uptick in electricity usage, but all other sources and total emissions reduced year over year.
- Swiss FY25 emissions increased due to more business travel and increased electricity consumption but continues to have a very small absolute carbon footprint.
- The two newly tracked geographies - Kosovo and India – represent engaged workforces for our company. Scope 2 electricity usage is the primary driver of carbon emissions in these locations which is consistent across all Bottomline locations.

FISCAL YEAR	SCOPE	GEOGRAPHY					Total
		UK	US	Switzerland	Kosovo	India	
FY24	Scope 1 (Tn CO2e)	0	216.26	0	n/a	n/a	216.26
	Scope 2 (Tn CO2e)	104.50	189.01	0.12	n/a	n/a	293.63
	Scope 3 (Tn CO2e)	21.94	28.69	2.37	n/a	n/a	53
	Total Scope (Tn CO2e)	126.44	433.96	2.49	n/a	n/a	<b>562.89</b>
	Total Energy (kWh)	627,734	2,039,044	55,246	n/a	n/a	2,722,024
	Energy from Renewable (kWh)	50,780	-	-	-	-	50,780
FY25	Scope 1 (Tn CO2e)	3.55	218.16	0	0	21.72	243.43
	Scope 2 (Tn CO2e)	89.01	165.16	0.89	288.56	299.50	843.04
	Scope 3 (Tn CO2e)	2.89	26.23	3.89	0.03	0.30	33.34
	Total Scope (Tn CO2e)	95.45	409.47	4.78	288.59	321.52	<b>1,119.81</b>
	Total Energy (kWh)	494,067	1,956,143	53,878	321,860	322,821	3,157,769
	Energy Renewable (kWh)	49,996	-	-	-	-	49,996

## More Sustainable Working Practices

Our Future of Work philosophy affirms Bottomline’s commitment to being a high-performing, digital-first global organization. Our offices are designed to foster collaboration, team building, and purposeful engagement, serving as hubs for problem-solving and customer interaction. We encourage local attendance on designated days to maximize the benefits of in-person connection, while continuing to support remote work arrangements to ensure every team member can contribute meaningfully. This approach enables us to optimize our office footprint and energy use, and to implement initiatives—such as food waste prevention programs—to drive positive change every day.

We believe that keeping sustainability an integral part of our operations benefits our community, business, and partners. Additional ways we have continued to drive sustainable and mindful initiatives at our offices include:



Hosting multiple food drives in Portsmouth where over **100 pounds** of food were collected and donated to the local food pantry, GATHER.



We consistently comply with local regulations on waste disposal and recycling across all locations.



At our owned and operated EMEA HQ in Theale, additional sustainable steps are taken to improve our impact on the environment, including the **generation of 49,996 kWh renewable energy** through our rooftop solar panels. Additionally, our cleaning products are **COSHH compliant** and handled appropriately in the care of our cleaning company.



Making a greater effort globally to use suppliers **prioritizing sustainable packaging** for necessary office supplies.

Our ongoing focus is to ensure that office spaces are right-sized and fit for our distributed teams, while evolving our practices to meet the changing needs of our workforce. We will continue to invest in office hubs and technology, support our people where they work, and give back to communities in which we operate.



## Community Involvement

Bottomline’s food waste prevention program revolves around our “Community Involvement” Pillar of Giving. In the Portsmouth, NH office any leftover food from our catered client meetings, major in-office meetings or events like our All-Hands Calls are collected and packaged for The Portsmouth Community Fridge. This organization is 100% volunteer run where food is dropped off to outdoor fridges, with several locations near our Corporate Headquarters. The Portsmouth Community Fridge’s slogan is “Take what you need, leave what you can” and it provides our local community members struggling with food insecurity a safe and dignified experience to feed themselves and their families. In 2025, Bottomline donated thousands of individually packed meals to these fridges.

The data centers we use deploy a host of green technologies, which include:

- ✓ **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 speed and power draw to match lower system loads.

## Data Center Footprint

Bottomline currently uses eight data centers across the US, UK, Switzerland and Singapore. This structure results from a three-year effort to consolidate and reduce our data center usage globally. We partner with some of the world's best data center providers who design, build, and operate with high energy efficiency standards including:

- **Using renewable energy and low carbon energy**
- **Prioritizing local sources of energy**
- **Choosing new or recently built energy sources**
- **Seeking favorable renewable energy policies when vetting new data centers**

**Bottomline's global data center partner, Equinix, operates with 96% renewable energy coverage globally, aiming for 100% clean energy through additional PPAs and green projects. Their efficiency metrics for Power Usage Effectiveness (PUE) improved since 2023 and Water Usage Effectiveness (WUE) averaged 0.95 m<sup>3</sup>/MWh across data centers. Equinix has a long-term goal to achieve climate neutrality by 2030.** (Source: Equinix)

### Accreditations:

- UK facilities are fully ESOS compliant (government-backed Energy Saving Opportunity Scheme)
- Bottomline LTD (Global) and Sarl (Switzerland): Committed Badge from EcoVadis
- SKA Rating of Gold for Bottomline's EMEA HQ in Theale, UK (RICS environmental rating)



## Better Society

As we enter the new year, our commitment to being a leading provider of business payments remains stronger than ever. Nearly one million businesses worldwide trust us as their global payments partner, and our One Bottomline team reflects the diverse regions we serve. Our transformation of business payments is powered by our people—their expertise, innovation, and dedication drive everything we do. That’s why we continue to attract, develop, and retain top talent across the communities and geographies where we operate.

We strive to be an employer of choice by offering policies and programs that support our people and strengthen our communities. These initiatives reinforce our culture and embody the guiding principles and core values we hold dear—values shaped by the voices of our global team. Together, we are building a future where progress and purpose go hand in hand.



### 1 Million

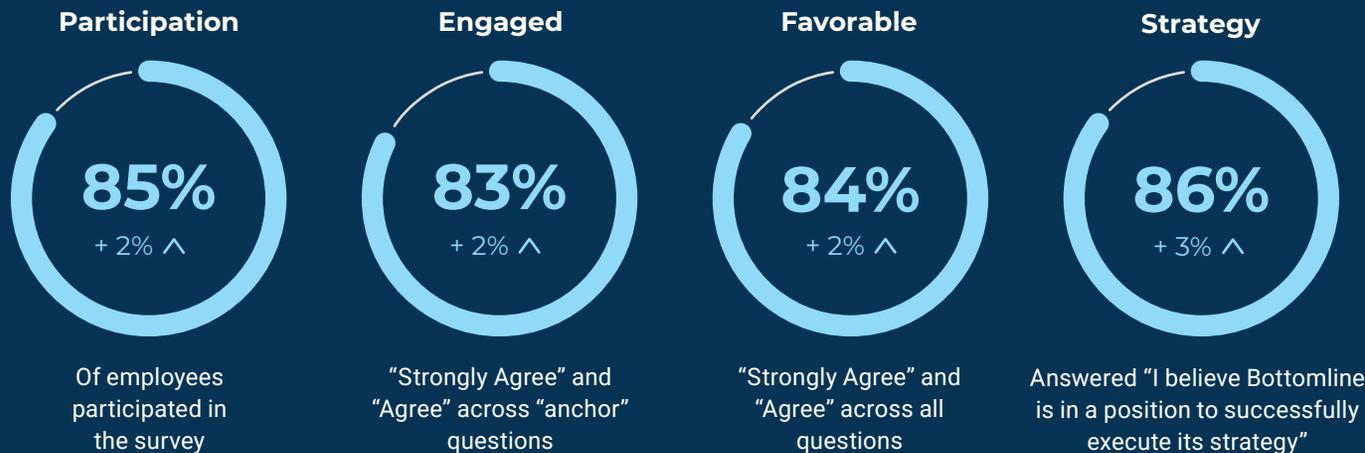
**businesses worldwide** trust us  
as their global payments partner

## Investing in Our People

In 2025, we launched the second iteration of our refreshed People Pulse survey—a formal annual opportunity to hear employee thoughts and perspectives. This year, we achieved best-in-class participation, with 85% of employees sharing their feedback—an exceptional engagement rate that increased from last year’s already outstanding score. These results show that Bottomline employees across the globe continue to praise their colleagues, company culture, and the work that drives our collective success.

The insights from this survey directly shape our strategic priorities for the coming year. As always, the voices of our employees guide the evolution of our organization and the way we work, ensuring Bottomline remains an employer of choice and a leader in business payments.

In response to insights from our People Pulse Employee Engagement Survey, we introduced Leadership Lesson roundtables designed to strengthen manager capability. Each session drew more than 150 leaders, coming together to deepen understanding in key focus areas, learn practical strategies from peers, and foster open, collaborative dialog to support more confident and effective leadership.



## Global Wellness for Bottomline Team

Our commitment to employee well-being continues to anchor our global benefits strategy. Guided by our Global Benefits Philosophy, we prioritize the well-being of employees and their families across all regions, while also fitting within company budgets. In 2025, we advanced this philosophy through meaningful enhancements around the world, including:

Together, these initiatives reflect our ongoing effort to deliver a globally consistent, locally relevant benefits experience that supports the well-being of every employee.



### United States

Introduced more efficient medical benefits partners to improve access, experience, and value for employees. We also strengthened benefits education and engagement through monthly promotions designed to increase awareness and utilization.

### United Kingdom and Kosovo

Delivered regular benefits education programming—quarterly sessions in the UK and annual sessions in Kosovo—to ensure employees remain informed and supported.

### Switzerland

Harmonization of benefit offerings across entities, promoting greater equity and consistency in employee coverage.

### India

Expanded program offerings for preventive care to support long-term well-being and reduce emerging health risks. Annual education sessions further supported employee understanding and engagement.



## A Welcoming Environment

Our One Bottomline team reflects our global footprint, with colleagues working across locations around the world. In 2025, Bottomline enhanced its Global Fair Treatment, Respect, and Workplace Conduct Policy to expand global coverage relating to discrimination, harassment, bullying, and victimization. This policy is complemented by the Bottomline Code of Ethics, which was updated in September 2025. Together, these policies reinforce our expectation that everyone acts with integrity, professionalism, and respect. We are committed to maintaining a workplace where people are treated fairly and with dignity, employment decisions are made based on individual qualifications and performance, and all colleagues are able to work, grow, and contribute to Bottomline's success.



## Supplier Diversity

For the last several years we have stayed committed to supporting suppliers of all different diversity attributes. We maintain transparency in our reporting through leveraging the Supplier.IO module within our procurement system. In FY25, our spending with suppliers classified as "Small SDB" remained steady and, while resources dedicated to this initiative remain modest, Bottomline continues to recognize the value of engaging small, disadvantaged businesses as part of our broader procurement strategy.





## Recognition Programs and Elevate Awards

Recognition moments help our people see how they contribute to Bottomline's success, and they remind us of the values and guiding principles that drive us. The Kudos Recognition Program and Elevate Awards, inaugurated in 2023, applaud the outstanding work our team members do globally to drive collaboration, innovation, and achieve extraordinary results.



### Kudos Recognition Program

We know our strength comes from the dedication and passion of our incredible team members, and it is important we celebrate them. We introduced Kudos, a peer-to-peer recognition program, as a way for team members to express their appreciation for their colleagues.

Since launching in December 2023, Kudos has received over 1,000 global submissions from all functions, showcasing the amazing work happening across the company.



### New Global Service Recognition Program

In addition, Bottomline celebrates key employee service milestones during each global All Hands meeting, spotlighting individuals who have reached specific tenure achievements. This recognition honors individual accomplishments while fostering a culture of belonging, dedication, and motivation across the company. In early 2026, Bottomline introduced a new global recognition program that includes rewards for recognized milestones. This enhanced approach reflects Bottomline's commitment to valuing the contributions of the global team and further elevates the experience of being recognized for service and dedication.

## Elevate Awards

The awards are comprised of six company awards, which include five individual awards and one team award. The first four individual awards align with one of our guiding principles. In 2025 Bottomline has added the AI Impact Award to honor vision, ingenuity, and impact in AI innovation. The Above & Beyond team award aligns with all four guiding principles. Since the launch of the program in September 2023, we have received more than 1,500 nominations from across all functions within the company and across 13 countries.



### Collaboration Champion

The Collaboration Champion Award aligns with our Guiding Principle - Work With & For Each Other. We know we can't do it alone. The best ideas, innovations and solutions come from creative minds coming together, teams that feel supported and celebrated and rally around one another to create great work. The recipient of this award is a genuine champion of our guiding principles and company culture. A role model who works to build trusting relationships and foster collaboration, who effectively brought a team together to create momentous impact.



### Difference Maker

The Difference Maker Award aligns with our Guiding Principle - Create & Grow Sustained Business Value. Our business model and plan are designed to grow the business and its value for years and decades to come. The recipient of this award creates and delivers on an innovative idea that is driving business growth in line with our strategy and business plan.



### Above & Beyond

The Above & Beyond Award is for the team that embodies all our Guiding Principles. The team or collaborative group that garners this award demonstrates a can-do attitude, working with and for each other, breaking down barriers and initiating fast solutions to drive impact and deliver outstanding results for Bottomline.



### Customer Delight

The Customer Delight Award aligns with our Guiding Principle - Delight Customers. Customer delight is at the heart of who we are. It informs all we do from bringing product innovation to our customers before they ask for it (or think of it) to making sure every interaction exceeds their expectations. The recipient of this award goes above and beyond to anticipate our customers' needs. The recipient brings a customer-centric approach to every stage of the value chain and delivers results for our customers.



### Excellence in Action

The Excellence in Action Award aligns with our Guiding Principle - Excellent Execution. We foster an environment that encourages open communication among all levels of our team by encouraging team members to lead from where they stand and be role models regardless of title or seniority. The recipient of this award delivers an extraordinary result and has executed with excellence: collaborates quickly to solve problems and remove dependencies to achieve outcomes; takes ownership of the opportunity; and drives value and impact.



### AI Impact

The AI Impact Award recognizes vision and impact in AI Innovation. This is for an individual or group that excels in using artificial intelligence (AI) to drive meaningful change and efficiency. The recipient of this award is a bold thinker who harnesses AI to solve complex problems, unlock new opportunities, or elevate the way we work.

## Our Causes and Contributions

Since 2024, Bottomline has managed the global Site and Community Ambassador Program with consistent support from teams and leaders across multiple locations. This initiative plays a key role in enhancing employee engagement, driving community impact, and fostering cultural inclusion worldwide, serving as an integral component of our ESG strategy. Focused on “Coming Together with Purpose,” the program creates intentional experiences designed to strengthen team relationships and cultivate a unified One Bottomline culture. Feedback from our recent Pulse Survey confirms that employees deeply value opportunities to share informal moments and celebrate together.

As stewards of global well-being, we are committed to responsible corporate citizenship within the countries, cities, and communities where we operate and where our teams reside. The Site and Community Ambassador Program is structured around three fundamental priorities: Giving Back, Supporting Wellness, and Enabling Education. Supported by an overarching global framework, each site develops a tailored roadmap featuring semi-annual anchor events, monthly social activities, and ongoing community engagement opportunities, including holiday observances, wellness initiatives, and cultural events. Inclusive options are available to ensure remote employees can participate fully. These collective efforts advance diversity, promote well-being, and reinforce social responsibility in alignment with our ESG objectives. Additionally, for the second consecutive year, we launched Give Back Month, a global community involvement initiative focused on strengthening and supporting local communities.

[bottomline.com](https://www.bottomline.com)



## Global Give Back Month

Through pillar initiatives like Give Back Month held in December 2025, Bottomline employees are encouraged to use their Volunteer Paid Time Off hours to volunteer locally and give back to the communities where we live and work. This past year, efforts to give back spanned combatting food insecurity, promotion of community health, hospital patient support, civic engagement, and animal welfare. Bottomline volunteers delivered at least 86 hygiene kits and 50 warmth kits for the unhoused and those in transitional housing, organized donations at food pantries across the globe, and provided 175+ gifts and handmade holiday cards to hospitalized children. As a company, we adopted four families local to our Portsmouth, NH office and donated 100+ gifts of toys, household supplies, gifts cards for groceries and gas, and more. Among many others, we worked with local and globally recognized charitable organizations below and countless activities and events to support our communities.

In addition to teams gathering to give back in the month of December, throughout 2025 individuals used their Volunteer Paid Time Off hours at animal shelters, food pantries, working as a volunteer firefighter for their community, supporting voter registration efforts and civic engagement, and led as coaches, organizers and troop leaders for diverse groups in their local communities. These initiatives drive our One Bottomline team to think globally and act locally, to create time and space in support of our beliefs, to demonstrate intention, and to share our impact.



### Giving Back

Respond to and meet the specific needs of our communities in times of crisis and where need or hardships exist.

*Food drives, Angel Tree donations and like activities*



### Supporting Wellness

Focus on improving the wellness of our teams and our communities.

*Wellness programs, community blood drives and like activities*



### Enabling Education

Seek opportunities to bridge gaps and remove barriers in educational environments, including those that support technology education.

*School supply drives, STEM education opportunities and like activities*

## Give Back Month – Activities Around the Globe

Bottomline worked with local and globally recognized charitable organizations and participated in countless activities to support our communities.

### UK

- ✓ Royal Berkshire Hospital

### KOSOVO

- ✓ HANDIKOS

### SINGAPORE

- ✓ Food from the Heart

### UNITED STATES

- ✓ Autism Charlotte
- ✓ Cardz for Kidz
- ✓ East Stroudsburg Softball Little League
- ✓ End 68 Hours of Hunger
- ✓ Foster Care Support Foundation
- ✓ GATHER - Portsmouth
- ✓ Greater Seacoast Community Health Center

- ✓ Maine Needs
- ✓ Mid-City Mutt Mama's
- ✓ Powered by People
- ✓ Second Story, Vienna, VA Chapter
- ✓ Tabitha Way Food Pantry, Saratoga Springs, Utah
- ✓ Tenafly Fire Department

### INDIA

- ✓ Blood Donation Camp – will impact over 200 estimated lives
- ✓ Seed Ball Activity – 50+ volunteers prepared 2,500 seed balls
- ✓ Yoga Mat & School Bag Distribution – 38 yoga mats and 150 school bags to 2 towns
- ✓ Joy of Gifting – 76 employees contributed to over 150 Kids
- ✓ Health Camp at Uthanur support

## Better Governance

We are unwavering in our commitment to strong corporate governance that begins with leadership and extends across every level of our global organization. Governance is embedded in our Corporate Governance Policies, ESG framework, Risk Management Framework, Compliance & Regulatory Oversight, Code of Ethics, and our Data Security policies - forming the foundation and guidelines of how we operate. As steward of trillions of dollars in payments annually, we understand that our customers entrust us with their most critical financial data. That demands excellence, transparency, and accountability, and we take this responsibility seriously. Our reputation, regulatory compliance, and long-term success depend on it.

### Our Corporate Governance Approach



Overall corporate governance is based on ownership by Thoma Bravo, one of the largest software investors in the world with a **40+ year history and over \$181bn in assets under management.**



We have a Board of Managers responsible for providing **strategic oversight, approving major decisions, and monitoring management performance.** The board is made up of Thoma Bravo leadership and Bottomline Executives.



Bottomline has a comprehensive Enterprise Risk Management (ERM) framework to **ensure risks are identified, assessed, and mitigated effectively.** Supporting this framework are governance policies and standards, Risk and Audit Committees and risk management processes.



As a global company, we **adhere to, and are audited by, global and local regulators** and participant organizations.



## Laws and Regulations

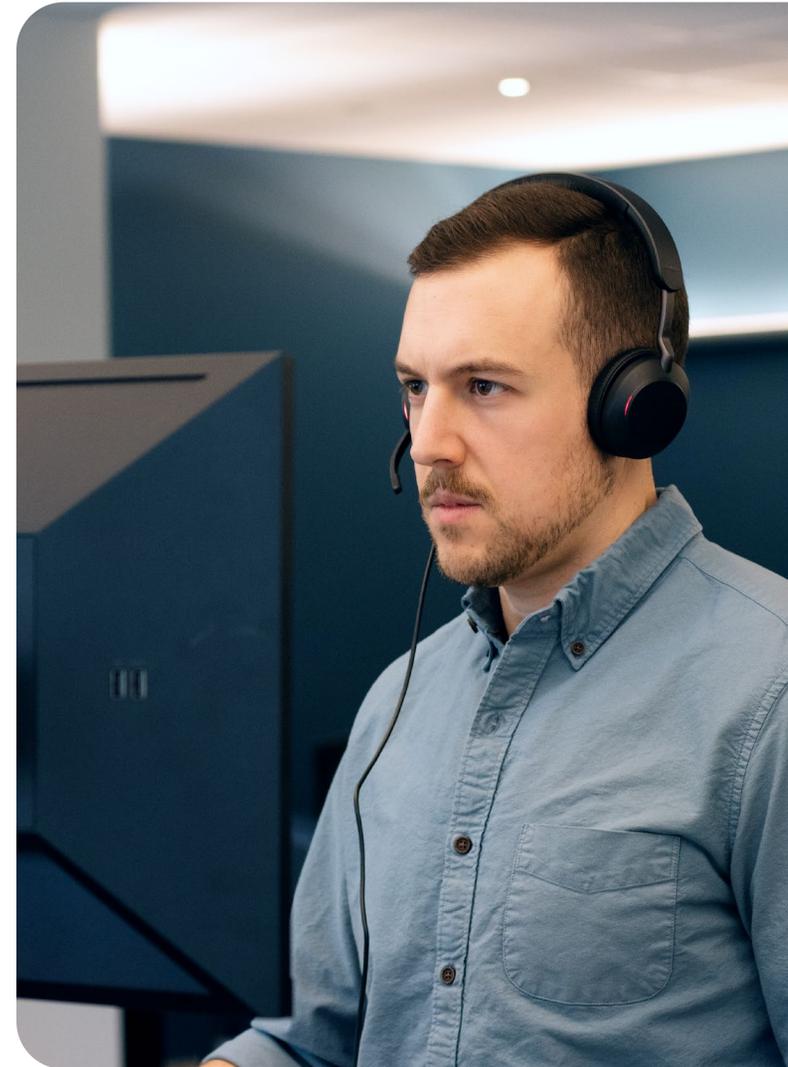
Bottomline's global footprint and nature of the services require us to comply with numerous security and privacy related regulatory and industry standards.

### Global



## Data Protection and Information Security

- Bottomline holds ISO 27001, PCI DSS, SOC 1 and SOC 2 accreditations and complies with FCA, BACS, SWIFT, and SIC requirements where applicable.
- Bottomline's cybersecurity team is responsible for risk governance. We carry out 40+ internal audits and risk assessments and 75+ External Audits on an annual basis, reporting the findings to our Board Audit Committee (Board of Managers) and Audit and Risk Committee (Executive Team, General Counsel, and CISO). We are independently audited by certified audit firms and various regulatory bodies.
- Bottomline participates in the US/Swiss, US/EU, and the US/UK extension to the Data Privacy Framework program. In addition, the Bottomline group operates an intercompany data transfer framework that utilizes the EU, UK, and Swiss standard contractual clauses, ASEAN model contractual clauses and transfer risk assessments, where required.
- We have data centers in the UK, US, Switzerland and Singapore, ensuring data is hosted locally wherever possible.
- Globally Bottomline has security policies addressing the security of personal data, complying with standards and laws including, but not limited to, the European Union's General Data Protection Regulation (GDPR), and CCPA/CPRA.
- Employee Training - Bottomline provides annual and on-going employee training on data protection policies and best practices.
  - New team members receive their first training during onboarding.
  - All team members go through on-going targeted training and annual comprehensive training on security and compliance requirements.
  - Team members governed by EU, UK, Swiss, or US data protection obligations are required to undergo specific data protection training programs.



## Our ESG Governance Structure



Board of Managers receive updates annually through the Executive Leadership Team.



ESG Steering Committee has executive level oversight and responsibility of our ESG Program. The ESG Program Lead engages this group quarterly, at minimum, for strategic discussion and progress against initiatives.



ESG Program Lead runs the program strategy as a prioritized and key company-wide effort and advances ESG priorities through everyday initiative management.



Informal working groups consisting of additional stakeholders across the business are assembled as needed.



Formal subject matter experts meet monthly with the ESG Program Lead to facilitate specific initiatives within dedicated Functions.



### Work With and For Each Other:

We are committed to providing a work environment free of discrimination and harassment on the basis of race, color, national origin, sex, gender, or any other category. We give equal employment opportunity to all individuals.

## Sustainability Ratings & Rankers

Bottomline reports to all mandated regulations in the countries in which we operate, including ESOS and SECR in the UK.

We carry out several voluntary reports annually to showcase our commitment to transparency since establishing our ESG program formally in the last several years. Currently, these include EcoVadis where we hold a Committed Badge and CDP (Carbon Disclosure Project) where we comply annually with Climate Change and optional Water Security themes.

Thoma Bravo annually evaluates the stewardship of its companies across a set of responsible growth and governance metrics. Our 2025 scorecard concluded with a superior, portfolio-leading assessment of Bottomline's ESG posture.

In December 2025, we established our first public ESG Policy to support our commitment to the ESG program and its role in the success of our business.

## Ethics and Compliance

- Our Code of Ethics is issued to all employees and reviewed annually. It sets out our legal and ethical standards of behavior and underpins our commitments to human rights, respectful treatment of others, and lawful operations. Employees are required to acknowledge their understanding of, and commitment to comply with, the code's principles in their everyday business activities. We investigate all reports of misconduct and do not tolerate retaliation against individuals who raise concerns in good faith. In September 2025, Bottomline completed its annual Code of Ethics review and employee acknowledgement, reinforcing consistent application of the code and related policies across the organization. Our belief is simple: do the right thing – act with integrity and build trust in everything we do.
- We abide by our 2023 Supplier Code of Conduct, which underscores our expectations of suppliers and establishes minimum standards that they must meet to ensure that working conditions are safe, workers are treated with respect and dignity, and business operations are environmentally responsible and conducted ethically.
- In 2025, Bottomline made updates to key compliance policies and programs as part of its ongoing governance practices. These included updates to the Global Health & Safety Policy, Whistleblower Policy, and internal Employee Handbooks, alongside enhancements to global compliance training to support consistent messaging across the organization. During the year, Bottomline also introduced a Global Employment Vetting Policy, establishing a global standard that reflects our commitment to lawful and responsible employment practices.

## Committing to the Responsible Use of AI

Our One Bottomline AI strategy is to leverage AI as a business multiplier - enhancing how we accelerate customer delight through product innovation, and for our enterprise through smarter, faster operations. The ever-evolving role of artificial intelligence in business productivity, compliance, and innovation demands a governance framework to ensure its adoption is compliant, ethical, and secure. We acknowledge the sustainability challenge of AI and are focusing on leveraging AI for improved efficiency in a responsible and safe manner. Bottomline has established policies, standards and an AI governance structure to meet those objectives including, but not limited to, documentation around acceptable use policies and governance and oversight. In 2025, Bottomline has focused on continuing to explore innovative opportunities to leverage AI, such as through our new embedded AI agent, Bea, introduced to transform treasury and cash management for the office of the CFO. We will continue to constantly assess and evolve our monitoring and enforcement of our AI use policies and standards.



## Looking Ahead

As we embark on a new year, we are inspired by the strides we have made across our environmental footprint, social impact, and governance posture.

We remain committed to continuous improvement and recognize the opportunities ahead. Our strategies, actions, and dedication will keep developing as our journey progresses. In the coming year, we will prioritize the following key areas:

- We will elevate *How We Work* by advancing effective management practices for a distributed environment, building on and evolving our Future of Work philosophy and driving greater office-based culture where appropriate.
- We will increase the storytelling of the incredible causes and contributions made through our community activities. This will further showcase the positive impact our company and employees influence year-round.
- Artificial Intelligence (AI) will continue to play an important role in improving productivity, compliance, and innovation. We will further our internal training, highlight efficiency wins, and continue bringing a best-in-class product to our customers while ensuring safe and ethical practices in accordance with our AI policies and governance program.



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