

The background of the entire slide is a high-angle, night-time photograph of the Earth from space. The planet's curvature is visible at the bottom, with a dense concentration of city lights glowing in the lower half. The upper half of the image is a deep, dark blue space filled with numerous small, bright stars.

**opentext™**

# Corporate Citizenship Report **FY21**

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# About This Report

**At OpenText, we believe in harnessing the power of technology for the greater good. Today, the world is facing unprecedented challenges, from a global pandemic to sweeping economic volatility, global poverty, and environmental degradation. Yet, in the midst of all this disruption lies the possibility for an inclusive, socially just, and environmentally sound future.**

Last year, we launched our first Corporate Citizenship Report, which reflected our culture and outlined our commitments to our employees, customers and stakeholders. This year, we are reporting on our progress, as well as outlining our priorities, practices and ambitions as we continue to evolve our program.

Unless otherwise noted, our FY21 Corporate Citizenship Report:

- Covers our 2021 fiscal year (July 1, 2020 to June 30, 2021),
- Represents an enterprise-wide view covering all OpenText subsidiaries and operations globally,
- Presents data current as of June 30, 2021, and
- All funds are reflected in US dollars.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option, accompanied by a GRI Index table at the end of the report. Having signed on to the United Nations Global Compact (UNGC) in 2018, we have also included our UNGC “Communication on Progress” in the Appendix.

In addition to GRI and UNGC, this report is informed by global best practices and frameworks including the Sustainability Accounting Standards Board (SASB) Materiality Map: Technology and Communications Sector, the Task Force on Climate-related Financial Disclosures (TCFD), as well as Environmental, Social & Governance (ESG) rating and ranking agencies.



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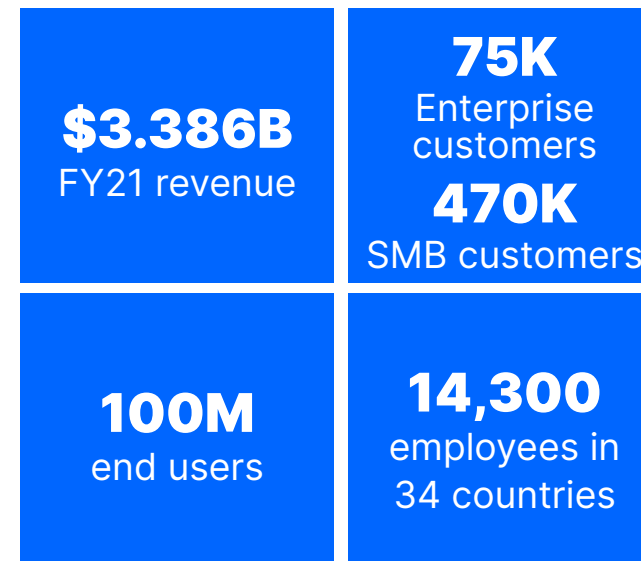
# About OpenText

Incorporated in 1991, OpenText, The Information Company, enables organizations to gain insight through market-leading information management solutions, powered by OpenText Cloud Editions. The comprehensive OpenText Information Management platform and services provide secure and scalable solutions for global companies, small and medium-sized businesses (SMB), governments and consumers around the world.

Our software and services empower digital businesses of all sizes to become more intelligent, secure and connected. With a complete and integrated portfolio of Information Management solutions, we enable organizations to master modern work, power modern experiences, digitize their supply chains and strengthen their cyber resilience.

[Learn more in our 2021 Annual Report](#)

## By the numbers



### AMERICAS

Global headquarters  
Waterloo, Canada

**6,800**  
employees

**\$2.069B**  
FY21 revenue

### EMEA

Regional headquarters  
Munich (Grasbrunn), Germany

**2,600**  
employees

**\$1.032B**  
FY21 revenue

### APAC

Regional headquarters  
Sydney, Australia

**4,900**  
employees

**\$285M**  
FY21 revenue

# CEO Message

**This year, OpenText is celebrating our 30th anniversary. As I look back on our history, I am amazed at how far we have come, and how bright the future is. From a project at the University of Waterloo to create the first online version of the Oxford English Dictionary, OpenText has become the global market leader in Information Management—a market worth \$84B and growing.**

At the heart of our company has been our customers, our employees and the culture that brings us together. We are all global citizens. At OpenText, we believe that information and knowledge make businesses and people better. That is why we strive to be the leading cloud-based Information Management company in the world, empowering companies of all sizes to become more intelligent, connected and secure. While this past year has been challenging in many ways, the global pandemic has only strengthened our purpose and fueled our determination to build an inclusive environment where enthusiastic, skilled, and diverse employees thrive.

OpenText has always upheld high standards of ethics, integrity and corporate citizenship, and last year we launched our first corporate citizenship report to further elevate these priorities in our culture and business practices. In it, we committed to supporting our employees, customers and communities throughout the pandemic, as well as doing more to support Equity, Diversity and Inclusion (ED&I), continuing to improve our environmental footprint and supporting a culture of Tech for Good.

Over the past year, we have made important strides in each of these areas. We have also continued to improve our approach to corporate citizenship by defining our top priorities and strengthening both our Supplier Code of Conduct and our Human Rights Statement. In this year's report, we will highlight our achievements, and also discuss where we need to do more, and how we plan to get there.

OpenText products are also making a significant impact around the world. Whether that is enabling life-saving work to continue remotely, reducing paper-use through digitization, stopping ransomware attacks or helping police forces to identify criminals— the work that we do every day continues to be a source of incredible pride.

This past year has made it even more clear that companies need to play a leading role on issues ranging from diversity to human rights and the environment. We are excited to share our vision and action plan for how we can strengthen our people, products, purpose and planet in the coming years.



# CEO Message

## Our COVID-19 Response

Throughout the COVID-19 pandemic, we have been committed to ensuring the safety and well-being of our employees, supporting our customers and investing in our communities.

Employee health, safety and wellness have been our top priority throughout the pandemic. We moved to remote work in March of last year, and our employees have the option to continue working from home until January 2022. We have also established the \$3M OpenText Employee Relief Fund to support employees in the event of financial hardship due to the pandemic, organized a vaccination campaign for our employees in India, and have worked with local leadership to make sure that our insurance and benefits cover tests and vaccinations in all of our global locations.

We have also taken a holistic approach to employee well-being by providing access to health and wellness consultants, hosting regular online events to keep employees engaged and informed about our response to COVID, and sharing expert advice through discussions with a wide range of guest speakers.

Throughout the pandemic, we have also continued to provide our customers with the same 24x7 support that they have come to expect. By fully leveraging the OpenText Cloud and our investments in digital infrastructure we have been able to continue innovating, developing new products and helping our customers to respond to the pandemic. This includes helping companies

transition to modern work, re-working supply chains so that customers could remain competitive, and supporting the documentation of clinical trials to combat COVID-19. Our technology is also protecting enterprise systems, SMBs and consumers from ransomware and online scams, which became even more important with the proliferation of endpoints as employees worked from home.

OpenText has a long-standing tradition of volunteerism and supporting the communities in which we live and work. In 2020, we took that commitment to the next level by launching our OpenText Voyager Fund to address the most pressing needs in OpenText communities. For our first project, we chose to combat food insecurity by supporting food banks around the world. In total, we donated \$1 million USD to food banks in 21 countries to supply over four million meals to those in need.

We believe those in a position to change the world for the better, should. The Voyager Fund provides us with an amazing opportunity to support our communities in new ways, and to build an even stronger and more engaged company.

## Equity, Diversity, & Inclusion

The social and racial unrest of 2020 increased our resolve to improve our own efforts around diversity. In a series of town halls, we brought together black and brown colleagues to hear their perspectives, which was a truly eye-opening experience. While I was grateful to hear that the OpenText culture has largely been an inclusive one, we also heard about specific areas that we could strengthen, and areas where we could do more. In response, we expanded our Equity, Diversity and Inclusion (ED&I) program, creating a dedicated team led by a new Director of ED&I reporting to our VP, Talent Acquisition and ED&I.

The focus of this program is on supporting and developing under-represented minorities, with a strong emphasis on gender, race and black communities. There are five strategic pillars to our ED&I approach: Awareness, Hiring & Development, Civic Action, Power of Business, and Analysis & Governance. For each pillar, we have impact teams composed of passionate volunteers that drive focused initiatives, and all employees are encouraged to participate in our ED&I programs.

We remain passionate about a work environment that is inclusive of everyone, regardless of culture, national origin, race, color, gender, gender identification, sexual orientation, family status, age, veteran status, disability, class, caste, or religion. We firmly believe in the power of diversity and the ability of multiple backgrounds and points of view to contribute to a stronger whole. The technology industry as a whole must be an inclusive one.



# I CEO Message

## Environment

Over the past year, the world's attention has been focused on the pandemic and our response to it. While that is understandable, the environmental challenges we face have not gone away, and climate change remains a fundamental challenge that we need to address urgently. As a tech industry leader, OpenText has both an obligation and an opportunity to take action to mitigate our environmental impact and help our customers do the same.

We have recently reaffirmed our commitment to the Ten Principles of the United Nations Global Compact, and we are continually integrating these principles into our business strategy, culture and operations. This includes setting goals for improvements to our own environmental performance, and helping our customers to improve their environmental performance by enabling modern work, digitizing paper-based processes and creating greater visibility into supply chains so that purchasing decisions can be based on ethical and sustainability ratings.

## Looking ahead

I see so much cause for optimism in the years ahead. The growing complexity of global disruptions will continue to test our resilience — yet now we know that together, we are capable of overcoming seemingly insurmountable challenges.

With the pandemic, we saw scientific communities working together to develop safe and effective vaccines in record time. These breakthroughs in research could also lead to advances that may combat other diseases. The reduction in travel led to less pollution, giving us a glimpse of what could be with a commitment to reducing carbon emissions. The global social justice reckoning is leading to much-needed reforms to improve our businesses and institutions at all levels.

We have also seen amazing acts of kindness and generosity, of people supporting their neighbors and communities coming together. As we move through the pandemic, we all must amplify our roles as corporate citizens. In work and in life, our mindset determines our path to service, satisfaction and success, and I envision a future that is more abundant, more purposeful and more sustainable. Ultimately, we want to create a better future for all — and OpenText will be contributing to this goal.

At the beginning of the pandemic, we told our employees that we were *Tous Ensemble* or *All Together*. We meant it, and we look forward to continuing to work together for the next 30 years to support our employees, customers and communities to bring about positive change.

*Tous Ensemble. All Together.*



**Mark Barrenechea**  
CEO and CTO



# What We Value

**Our success is founded on the belief that information and knowledge make businesses, people and the planet better. Information has the potential to inspire innovation, promote inclusivity, and motivate technology for the good.**

We believe that information can change the world, and we are passionate about delivering compelling innovations to our customers, creating an environment where skilled and diverse employees thrive, and delivering shareholder value.

Our corporate citizenship program plays an integral role in achieving our goals and ambitions. To operate globally for the long term, we must ensure that our employees, communities, and countries prosper—including the environment. We understand that corporate citizenship is the foundation of a responsible business and giving due consideration to environmental, social, and governance (ESG) factors that can affect our Company's long-term performance. When these three vectors are aligned, not only do we operate more efficiently as a business, but we are better positioned to face the challenges ahead and make a greater contribution to society.

As we unite and act in support of our beliefs and aspirations, our actions are guided by core values that inspire us to achieve higher levels of performance. These values inform how we work, both through our culture and our practices.

## Our Belief

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Information and knowledge makes business and people better

## Our Aspiration

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To be the leading cloud-based Information Management company

## Our Strategy

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Empower digital businesses of all sizes to become more intelligent, secure and connected

## Our Passion

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Deliver compelling innovations that provide our customers a competitive advantage

An inclusive environment where passionate, skilled, and diverse employees thrive

We create value through growth, profitability, and capital efficiency

## Our Values

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Be deserving of trust

We sweat the details

The unexpected wow

We aim high

We, not I



# Our Approach

**Our approach to corporate citizenship requires that we evolve to meet the needs of all our stakeholders while engaging with opportunities in the world around us.**

We continue to lean into the strength and foundation of our core values and culture, combined with an understanding of what is most important to both our internal and external stakeholders, to move us forward. Our corporate citizenship governance framework sets out a structured approach to pursuing and managing activities to meet these objectives across the Company.

## Corporate Citizenship Governance Framework

<b>Corporate Governance and Nominating Committee</b>	Oversight and authority to consider matters regarding sustainability and corporate citizenship Stays informed of ESG trends, risks, and opportunities, and reports on ESG matters to the Board
<b>Executive Sponsor</b> <b>Executive Vice President, Chief Legal Officer and Corporate Development</b>	General oversight responsibility with respect to matters of sustainability and corporate citizenship Advises Executive Leadership Team on strategy and significant issues Responsible for reviewing and approving the OpenText Corporate Citizenship Report
<b>Corporate Citizenship Steering Committee</b>	Operationalizes corporate citizenship strategy at the business unit level Identifies corporate citizenship opportunities in the business Comprised of cross-functional senior leaders from across the business who meet on a quarterly basis
<b>Corporate Citizenship Team</b>	Leads development and implementation of corporate citizenship strategy Measures program progress Produces corporate citizenship reporting and oversees communications
<b>Corporate Citizenship Working Group</b>	In addition to the levels in our governance framework, a working group comprised of the VP Corporate Citizenship, VP Corporate Communications, VP General Counsel & Corporate Secretary, and SVP Investor Relations meet on a weekly basis to assess trends, review plan progress, and discuss opportunities for new reporting disclosures.
<b>Corporate Citizenship Champions</b>	Global representatives at the site level who help to implement corporate citizenship awareness and employee engagement programs



## Gordon Davies

Executive Vice President, Chief Legal Officer and Corporate Development

“As we continue our corporate citizenship journey, we are embracing the opportunity to build a better future --for our people, for the planet, and for businesses. We are proud of the positive impact we’re making, especially in our communities with the launch of the OpenText Voyager Fund to reduce worldwide food insecurity and vaccination clinics for our teams and their families in India.

Our globally diverse Steering Committee helps drive our corporate citizenship strategy and ensures we’re making the most meaningful impact worldwide. It’s powerful to see what can be achieved in the pursuit of doing good while doing well.”

# Our Approach

## Program priorities

As a global organization committed to corporate citizenship, we understand the need to align our operations under the common focus of sustainability. In Fiscal Year 2021, our Corporate Citizenship team defined its priorities by establishing a set of topics to guide its strategy and programs. These topics set a baseline against which we can monitor potential risks and opportunities and identify emerging issues that could affect future business success and stakeholder relationships.

The process we undertook in this prioritization exercise was informed by the Global Reporting Initiative's (GRI) Principles for Defining Report Content and included research, surveys, workshops, and analysis.

## Steps in prioritization exercise

### 1. Topic Identification

Based on internal and external sources, we identified a range of priority topics in the context of environmental, social, and governance issues that could impact our business and stakeholders, and could influence the decisions, actions, and performance of our organization.

#### Internal Sources:

- Business priorities and objectives
- Enterprise risk assessments

#### External Sources:

- Customer requests for ESG information
- Best practice standards and frameworks
  - Global Reporting Initiative
  - CDP
  - SASB indicators for our sector
  - TCFD
  - UN Sustainable Development Goals
- Key ESG surveys and rating agencies
  - Bloomberg
  - ISS ESG
  - MSCI
  - S&P Global CSA
  - Sustainalytics
- Customer surveys
- Industry peers

### 2. Topic Prioritization

Our Corporate Citizenship Steering Committee, with representation from 18 cross-functional leaders across the business, engaged in a prioritization exercise facilitated by the VP, Corporate Citizenship.

### 3. Validation

Based on input and feedback from the Steering Committee, our Chief Executive Officer, Chief Financial Officer, and Chief Legal Officer reviewed and validated the results within the context of our corporate strategy to finalize our top priorities.

## Corporate Citizenship Priorities

### Data Privacy & Information Security

- [OpenText Privacy Policy](#)
- [GDPR commitment](#)
- [Information Security Management Approach](#)

### Equity, Diversity & Inclusion

- [Employment Equity & Diversity Policy](#)
- [Accommodation Policy](#)
- [Respect in the Workplace Policy](#)
- [Workplace Harassment & Discrimination Policy US](#)

### Culture & Human Capital Development

- [Training for Professional Development Policy](#)
- [Global HR Learning & Development](#)
- [Recognizing OpenText Voyagers](#)

### Financial Performance

- [Investor Engagement & Reporting](#)
- [Financial Reports](#)
- [OpenText Corporate Giving Program](#)

# Stakeholders

**Understanding and addressing the expectations of our stakeholders is an integral part of our approach to corporate citizenship. Feedback and insight have always been fundamental to building successful relationships. In everything we do at OpenText, we aspire to establish relationships that build trust, convey mutual respect, and support our efforts to create shared value.**

As we continue to evolve our corporate citizenship program, we will advance our level of engagement with internal and external stakeholders on corporate citizenship related issues. Whether it is through meetings, surveys, industry presentations, digital events, or other interactive initiatives, we continue to actively gather feedback from and collaborate with our key audiences. By listening to all our stakeholders, we are better equipped to meet or exceed expectations and help fuel sustainable growth.

Stakeholder	How we engage		
Employees	Biannual global employee pulse survey and periodic wellness surveys	Regular team meetings and 1:1s	Monthly live-streamed Quarantine Chronicles
		Career Days	Quarterly live-streamed Q&A with CEO & CTO
Customers	Annual engagement conference	Product advisory councils and forums	Monthly e-newsletter, alerts, and advisories
	Innovation labs	Customer communities and user groups	Relationship survey: Net Promoter Score program
	Transactional CSAT surveys		
Investors	Strong commitment to regular, transparent, and active communication with shareholders and potential investors	Regular quarterly earnings conference calls that any shareholder can access on the corporate website	Annual Report and Management Information Circular
	Regular meetings between management and shareholders, including large institutional shareholders	Business strategy updates	Investor Relations website
		Annual General Meeting (AGM) of Shareholders	
Communities	Site Leaders empowered to engage and understand the needs of the local community	Ongoing dialogue with local charities to ensure impact	Corporate Citizenship Champions drive volunteer and fundraising initiatives
Suppliers	Dialogue promoting fair agreements	Best practice engagement supporting supply chain efficacy	Supplier Code of Conduct
Industry Analysts	Annual Summit event to educate on product strategy	1:1 meetings with executives	Meetings, inquiry calls, surveys, briefings

# External Partnerships

**Building a better world requires collaboration across companies, sectors, and borders. OpenText has joined various industry initiatives to help accelerate progress and impact.**



OpenText signed on to the UN Global Compact (UNGC) Network Canada as a Participant in November 2018 to demonstrate our commitment to sustainability and the UNGC's Ten Principles. The 17 Sustainable Development Goals (SDGs) set by the United Nations are a universal call for action to end poverty, protect the planet, and ensure that all people are able to enjoy peace and prosperity. Through our participation we are gaining a deeper understanding about how innovative technologies can disrupt climate change and accelerate progress on all of the Sustainable Development Goals.



EcoVadis is a trusted third-party provider of business Corporate Social Responsibility (CSR) ratings. Many of our customers use EcoVadis to assess their suppliers. OpenText currently has a Bronze rating and is above the industry average in all four scoring categories.



OpenText is a member of the Boston College Center for Corporate Citizenship, the largest member services organization dedicated to advancing corporate social responsibility and the corporate citizenship performance of companies.



CEO Mark J. Barrenechea was appointed to the 30% Club Advisory Committee. The 30% Club Canada enlists board chairs and CEOs to work towards achieving better gender balance at both board and senior management levels. The goal is for 30% of board seats and executive roles to be held by women by 2022.



OpenText is a member of the Environmental Paper Network's Paper Calculator Power User Program. Power Users are investing in solutions to create transformational change by ensuring that paper production and use contributes to a clean, healthy, just and sustainable future for life on earth.



OpenText is a global supporter of Catalyst, an organization whose mission is to accelerate progress for women through workplace inclusion. Catalyst, a global non-profit, partners with leading companies to build workplaces that provide pioneering research, practical tools, and solutions to remove barriers and drive change for women in the workplace.



CDP Global is an international non-profit organization that runs the global environmental disclosure system. Our annual CDP submission outlines how OpenText manages the risks and opportunities presented by climate change and discloses our key environmental impacts.

# COVID-19 Response

**In March of 2020, we implemented Project Shield as a business continuity plan to ensure we could maintain safe and effective operations throughout the pandemic. Project Shield continues to be active, ensuring a safe environment for OpenText employees, customers, partners and communities.**

## The objectives of Project Shield:

### 1. Build and maintain global situational awareness

- a. Analyze key COVID-19 related data to support executive decisions
- b. Make strong connections with OpenText leaders around the world to respond swiftly to local changes
- c. Monitor ongoing changes to governmental health orders
- d. Deliver regular executive and employee communications

### 2. Pandemic and post-pandemic policy development and implementation

- a. Anticipate and implement key policies

### 3. Manage safe return to workplace

- a. Phased reopening of offices
- b. Daily case protocol management
- c. Drive future of workplace standards

As the world continues to respond to COVID-19, health and safety remains the top priority of Project Shield. Here are some of the ways that OpenText responded to the global impact of COVID-19:

- We established the OpenText Employee Relief Fund to support employees in the event of financial hardship incurred because of the pandemic
- With phishing and ransomware attacks on the rise, we offered all OpenText employees our market-leading security software for home use
- We donated \$1M USD to foodbanks in 65 communities where our employees live and work
- We conducted surveys with employees to gauge how they were adapting to their new work environments, determining whether they had the tools they needed to be effective, and checked in to monitor their overall well-being
- We promoted virtual volunteering opportunities to encourage employees to use their three paid volunteer days
- We contracted nutritionist Leslie Beck to share weekly emails on healthy eating goals, tips, and recipes
- We contracted personal trainer and health consultant Joe Holder to share a weekly workout video and wellness newsletter
- We developed the OpenText self-screening app to promote the health of all employees and their work environments
- We continue to provide uninterrupted 24x7 support to our customers, leveraging the OpenText Cloud and our digital infrastructure
- CEO & CTO Mark Barrenechea delivers regular town halls to keep employees updated and engaged, guest speakers included an infectious disease expert
- We routinely ensure that all offices are adequately stocked with safety and personal protective equipment (PPE), to meet safety and sanitization requirements
- We actively look for opportunities to support our employees financially, for example by providing reimbursements for our India employees to get vaccinations and tests
- Recognizing that the pandemic would endure and abate at different rates around the world, we extended our voluntary telework policy for employees to January 2022



## Chris Mak

Vice President,  
Program Management Office, CLO

**“Project Shield is a comprehensive program of staying situationally aware about the impact of the pandemic on OpenText around the world, and activating the appropriate policy response, protocol, process and/or communication.**

**Every workday for over 16+ months, my team has a standing morning meeting in which we review statistics of new daily COVID-19 cases and news in each of the countries around the world where OpenText resides.**

**This is not just a statistical exercise, it's a strong affirmation of OpenText's tremendous commitment to our employees and customers, and our geographical footprint around the world.”**

# I COVID-19 Response

## Supporting our colleagues in India

To help our 3,000 employees in India through the COVID-19 pandemic, OpenText launched a comprehensive vaccination drive along with several support measures. As part of our internal support system, OpenText formed a team of volunteers made up of staff dedicated to organizing the vaccination programme and catering to employees' and employee family members' needs for emergency assistance—including hospitalization, medication and oxygen. An internal online community with support resources keeps employees informed about the vaccine roll-out and support options.

For the convenience of OpenText's Indian employees, the majority of whom continue to work remotely, the vaccination program was spread across multiple locations. The vaccination drive covered OpenText employees and up to five family members. OpenText has been using its own products and technologies including AppWorks, Exstream and iHub to manage vaccination drives, registrations, scheduling, employee communication and reporting.



## Isaac Rajkumar

Managing Director India, and  
Senior Vice President of Engineering

**“We are committed to creating an environment where our employees can bring their best selves to work and we are optimistic that these efforts, combined with the recent Voyager Fund donations made to the Bengaluru and Hyderabad chapters of United Way, will help in supporting our employees and communities through this crisis.”**

# Business Conduct

**Our business is built on the foundation of trust. To maintain our Company's position as a market leader, it is crucial for us to earn the trust of our customers, employees, investors, suppliers, and the communities in which we operate. Gaining that trust starts with conducting our business to the highest standards of ethics and integrity.**

## Doing what's right

We are committed to conducting our business ethically and in compliance with the letter and spirit of all applicable laws and regulations. Our Code of Business Conduct and Ethics outlines our expectations; and all employees, officers, directors, vendors, contractors, and partners are expected to comply with them. We review the Code of Business Conduct and Ethics annually to ensure that it remains robust and addresses evolving risks and circumstances. On an annual basis, employees are required to complete training and their certification indicates an understanding of and compliance with the OpenText Code of Business Conduct and Ethics.

Other initiatives in support of our ethics framework include risk assessments that focus on topics such as fraud, corruption, and tax evasion laws.

OpenText has implemented a number of programs and activities in order to help prevent, identify, and root out any potential corruption or fraud. Our internal audit team routinely, at least annually, conducts country risk assessments and anti-corruption audits, which periodically result in improvements to our Anti-Corruption Compliance Program, including increased resourcing, monitoring, and training on corporate policies.

We have a number of channels to communicate and report possible violations including a 24-hour compliance hotline service. We are committed to maintaining a workplace in which employees, officers, and directors can raise concerns on a confidential basis, free from discrimination, retaliation, or harassment, anonymously or otherwise.

## Respect for human rights

Our [Human Rights Statement](#), which we further expanded in FY21, outlines our commitments including:

- providing a workplace that is free of harassment and discrimination, and in which all staff treat each other with respect,
- achieving a workplace free of barriers that may prevent employees from being able to perform their work to the best of their ability, and
- providing a working environment that is inclusive of everyone regardless of culture, national origin, race, colour, gender, gender identification, sexual orientation, family status, age, veteran status, disability, religion, or any other basis protected by applicable laws.

Respect for human rights is embedded in our Code of Business Conduct and Ethics and reflected in our labor policies which address the fundamental conventions of the International Labour Organization (ILO). Specific commitments include taking action against human trafficking, child labor, and forced labor in our operations and supply chain. We have multiple processes and systems in place to identify and report human rights issues, which are available to all employees, directors and officers of OpenText.

We also have a robust background check policy and recruitment process to ensure that people working for us are of legal age and have legal status. In the workplace, OpenText is dedicated to creating an environment where every employee is safe, treated with dignity and respect, and afforded equal opportunities to succeed. Our annual Code of Business Conduct and Ethics training covers human rights issues and is proactively communicated to employees and included in annual compliance training. Additional training is provided in specific regions or countries where legally required. See our People section to learn more about our labor practices.

# I Business Conduct

## Tax Management and Governance

Tax is an important interrelated component of our overall Environmental, Social and Governance (ESG) responsibility and sustainable long-term performance. Our tax planning activities align with OpenText's business model with a view to enhancing value in a sustainable manner for our shareholders.

OpenText is committed to accurate and timely tax compliance. OpenText exercises internal controls over processes for tax compliance, planning, tax payments and financial reporting of tax and assesses their effectiveness on a quarterly basis. Our internal processes also regularly evaluate, manage and monitor tax risks. We reflect implications of tax risk in our consolidated financial statements as required by applicable Generally Accepted Accounting Principles (GAAP). We fully comply with disclosure requirements pursuant to financial reporting standards and applicable tax laws and regulations. We also comply with the requirement to prepare the Country-by-Country Report (CbyCR) for the consolidated group. Our interactions with tax authorities are performed with openness, professional integrity and respect.

Development of and adherence to tax management principles is the responsibility of senior leadership within the organization. The senior leadership provides regular updates to, and receives guidance from, the Chief Executive Officer on tax matters, and reports quarterly to the Audit Committee of the Board of Directors, as well as OpenText's full Board of Directors on any material tax developments to ensure appropriate oversight.

## Sustainable Procurement and Ethical Supply Chain

We hold our suppliers to the same high standards to which we hold ourselves. In keeping with our newly expanded [Supplier Code of Conduct](#), we expect 100% of our suppliers to behave responsibly, ethically and sustainably. Our expectations apply to supplier environmental responsibility, upholding human rights, integrity, and fair and honest dealings. To the extent reasonably possible, we will not knowingly engage with suppliers (including their supply chain) that are likely to cause adverse social and environmental impacts. We prioritize suppliers who demonstrate that they have embedded sustainability within their products, their operations and their supply chains.

We have a central procurement team that manages the procurement of goods and services in accordance with our organization's procurement policies and formal tendering procedures. RFPs now include sustainability criteria, including whether suppliers report on their social and environmental performance, have public commitments and goals, and whether they have third-party sustainability certifications corporate-wide or specific to the products/services they supply to OpenText.

We have also implemented a supplier risk monitoring solution which monitors our suppliers against various government sanctions, violations (including labor, health and safety, ethical/

regulatory, or environmental), and financial/ credit risks. As part of our review, we also receive corporate social responsibility ratings for our top tier suppliers. Active monitoring of our top suppliers provides us with a means to further ensure that they are compliant with relevant legislation and key elements of our Supplier Code of Conduct. Suppliers identified as having a higher risk are requested to provide additional information to ensure they have social and environmental policies and practices in place to mitigate.

## Supplier Diversity

OpenText is committed to equity, diversity and inclusion within its supply chain and believes diversity contributes to innovation. We welcome and encourage diverse suppliers, including minorities, women, lesbian, gay, bisexual, transgender, disabled and veteran-owned business as suppliers and subcontractors.

We expect all of our suppliers to conduct themselves in a manner consistent with the OpenText Supplier Code of Conduct and to have in place their own internal policies and practices to promote equity, diversity and inclusion across their organization and supply chain.



## Madhu Ranganathan

Executive Vice President,  
Chief Financial Officer

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**“The priorities of our Corporate Citizenship program are well aligned with our business strategy and are demonstrated throughout our operations. An example is our newly expanded Supplier Code of Conduct that reflects our commitment to promote positive environmental and social impacts in service operations and in the acquisition of products throughout the business.”**

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# I Business Conduct

## Enterprise Risk Management

In the pursuit of OpenText's strategic objectives, the Company is exposed to a number of risks, some of which impact the entire technology industry while others are unique to our operations. Our Enterprise Risk Management (ERM) program drives the identification, analysis, and management of risk across OpenText.

The Board has overall responsibility for risk oversight. The Board is responsible for overseeing management's implementation and operation of enterprise risk management, either directly or through its committees, which report to the Board with respect to risk oversight undertaken in accordance with their respective charters.

At least annually, the Board reviews with management the risks inherent in the business of the Company (including appropriate crisis preparedness, business continuity, information system controls, cybersecurity, disaster recovery plans, and environmental social and governance (ESG) matters), the appropriate degree of risk mitigation and risk control, overall compliance with and the effectiveness of the Company's risk management policies, and residual risks after implementation of controls.

### Risk identification

Through a combination of both a formal risk methodology and managements' involvement in daily operations, risks are identified/logged and profiled.

Management considers risks that can arise from both external and internal factors including the following:

#### 1. External Factors

- Technological developments
- Changing customer needs or expectations
- Competition that could alter marketing or service activities
- New legislation and regulation that could force changes in policies and strategies
- Natural catastrophes, including extreme weather events caused by climate change, that could lead to changes in operations or information systems
- Economic changes that could have an impact on management decisions

#### 2. Internal Factors

- Significant changes in policies, processes, or personnel
- Potential for fraud, including incentives and pressures for employees and fraud opportunities
- Disruption in information systems processing
- The quality of personnel hired and methods of training used
- Changes in management responsibilities

### Risk analysis and mitigation

Once the significance and likelihood of risk have been assessed, management considers how the risk should be managed. Risk assessment reviews are performed as a component of routine management meetings where risks are analyzed through strength, weakness, opportunity, and threat (SWOT) analysis by members of executive management. Risk Mitigation includes identifying, selecting, and developing activities to adequately address risks. The organization has documented policies and procedures to guide personnel throughout this process.

## Business Continuity

OpenText engages in business continuity planning to prepare for, prevent, and recover from potential threats to our Company. Through our Business Continuity program, we have developed a plan to ensure our ability to meet the following goals:

1. Ensuring the safety and well-being of employees
2. Reducing operational downtime during an incident
3. Prioritizing function recovery order within predefined timeframes
4. Managing and facilitating resource allocation before, during, and after an incident/event
5. Minimizing financial, operational, employee, reputational, legal, and contractual impacts
6. Delivering organizational resiliency

OpenText has established a Business Continuity Committee to support our goals for the sustained advancement of business continuity management and program oversight. Local offices have a representative on the Core Emergency Response Team who is responsible for providing localized knowledge of employees, facilities, and events at their location.

Our program and plans follow an all-hazards approach with a focus on identifying single-point failures and assigning the resources required to ensure continued operations, regardless of the incident or event. This enables OpenText to maintain operations during various unforeseen events.

# Data Privacy & Information Security

**Data is at the center of everything we do, and protecting it is a key mandate. Our customers count on us to anticipate and actively manage all information security and data privacy risks. The success of every one of our stakeholders depends on this.**

## Upholding best practices

For decades OpenText has maintained industry best practices for incorporating data protection and privacy into our day-to-day activities as defined by our ISO 27001:2013 Global Information Security Management System.

OpenText complies with all applicable privacy standards, including GDPR and those set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union and the United Kingdom and/or Switzerland to the United States. OpenText has certified to the U.S. Department of Commerce that it adheres to the Privacy Shield Principles.

## A dedicated approach to data protection

- The Chief Information Security Officer oversees the Company's information security program.
- The Vice President, Data Privacy and Compliance is also the OpenText Chief Data Privacy Officer, and is appointed to oversee our privacy program.

- We have appointed a Data Protection Officer and a Global Privacy & Compliance Officer to manage and oversee data requests.
- All OpenText employees complete mandatory security awareness and privacy training on joining the Company and annually thereafter, or as required by law or to meet customer required compliance obligations.

## Privacy as a fundamental right

OpenText is committed to protecting the personal information of customers, employees, channel partners, suppliers, and other stakeholders. We have initiated a variety of methods and controls to ensure that we know what data we are collecting and processing, and we protect that data appropriately. We maintain one global privacy management program and control framework which meets the most stringent requirements in the world as applicable to our Company and our industry, including the General Data Protection Regulation (GDPR).

As mandated by data protection legislation, all processing activities are recorded, and risk assessments are performed for all high-risk activities. For more information on our commitment to GDPR, visit: <https://www.opentext.com/about/copyright-information/gdprcommitment>.

OpenText has defined a Security Incident Response Process (SIRP) that governs and directs our response to Information Security Incidents. If an Information Security Incident is believed to involve the unauthorized access of personal information, the SIRP will invoke the Privacy Incident Response Process (PIRP).

The PIRP provides guidelines to ensure an incident is appropriately received, reviewed, recorded, and resolved in a timely manner. In addition, it provides guidelines on how to determine if an incident is a privacy breach and whether notification to the customer, authorities and/or data subjects is required. The PIRP is activated when a privacy incident has been identified and reported to the Global Privacy and Compliance Team.



## Renee McKenzie

Senior Vice President,  
Chief Information Officer

**"Our business depends on managing and securing our customers' data responsibly. In an ever evolving and highly active threat landscape, this is our number one priority so our customers can focus on serving their users, employees, and investors. As a data-driven company, privacy is the responsibility of everyone on our team. It goes beyond our mandatory security and privacy training for employees; it's about creating a culture of awareness, accountability, and belief that we are the first line of defense."**

Information about our commitment to privacy rights is available on the OpenText website:

→ [Privacy Policy](#)

→ [GDPR](#)

# I Data Privacy & Information Security

## Information Security

As we move into inhabiting both virtual and physical spheres, accelerated by the global pandemic, we are guided by five essential technologies: Cloud, Edge, Security, Application Programming Interface (API) Services, and Data and Artificial Intelligence (AI). The Cloud plus the Edge have become top priorities due to widespread decentralization, work from anywhere, 5G, and global connectivity. From the cloud to our API services to AI, the information contained in these platforms must be secure.

Without a secure and trusted platform, nothing else matters, which is why we have a robust Information Security Risk Management Methodology in place.

## Management approach, methodology, and certifications

As the world is becoming increasingly connected, cyberattacks are becoming more dynamic, difficult to predict, and on the rise. In the face of rising cyber risks, our customers depend on us to continuously deliver the intended operational outcomes.

The OpenText Information Security Risk Management Methodology is part of the Company's overall risk management strategy. It supports our ISO 27001:2013 Information Security Management System and other compliance requirements. Our information security risk strategy applies to both corporate and commercial data. As well, information security risk is evaluated and managed when OpenText data assets are hosted or transacted by a third party.

## Risk framework and methodology

- 1 Define information security policy
- 2 Identify primary and secondary data assets
- 3 Select security controls
- 4 Implement security controls
- 5 Assess the effectiveness of security controls (based on threats/vulnerabilities)
- 6 Determine risk treatment/complete risk acceptance as required
- 7 Implement risk treatment and reassess as required
- 8 Monitor security controls for changes that would impact risk exposure

The OpenText Information Security Management System (ISMS) executive steering committee is composed of the OpenText CEO & CTO, Chief Information Officer, and Chief Information Security Officer.

As part of this committee, their role is to report information security matters to the Board of Directors and/or the Audit Committee of the Board on a quarterly basis, including in relation to cybersecurity strategy, current risks, and any current cybersecurity issues.

On an ongoing basis, senior management demonstrates leadership and commitment with respect to the information security management system by:

- Following up on actions from previous management reviews
- Ensuring the integration of ISMS requirements into the organization's operational processes
- Ensuring that the resources needed for the ISMS are in place
- Communicating the importance of effective information security management and conforming to the ISMS requirements
- Ensuring that the ISMS achieves its intended outcome(s)
- Directing and supporting persons to contribute to the effectiveness of the ISMS
- Promoting continual improvement
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

OpenText's Information Security Program is based on ISO 27001 and NIST (National Institute of Standards and Technology) standards. OpenText is ISO 27001 certified for particular commercial services and platforms. The Company has detailed technical and organizational security measures in place which are used in the provision of services.

## Incident management

We have sophisticated incident response processes in place which are tested annually, including through consultation with third parties to help ensure industry best practices. The incident management process is fully measured and documented. Incident information is considered confidential unless we are required to disclose in accordance with applicable laws.

## Employee training and awareness

Internally, OpenText runs a continuous cybersecurity awareness campaign with employees. Employee training and awareness is disseminated through emails, videos, posters, and internal social media platforms. Employees are trained to be vigilant of suspicious activity and are provided with means to report incidents for analysis by the Security Operations team. Training is mandatory, and employee accounts are disabled if training is not completed. All contractors with access to our data must also complete the training. The OpenText global information security team also routinely runs mock exercises to further pressure-test internal awareness and adherence. We recognize the importance of being resilient at home and have offered our leading Webroot security software to all employees for home use.

# Our People

**OpenText employees live and work in 34 different countries around the world. With so many cultures to celebrate, we've always known the power of diversity and that multiple points of view and opinions make us stronger. We are committed to maintaining a working environment that is inclusive of everyone, regardless of culture, national origin, race, color, gender, gender identification, sexual orientation, family status, age, veteran status, disability, caste, class, or religion. In FY21, we responded in new ways to increase our focus on equity, diversity and inclusion.**

## Equity, Diversity & Inclusion

The social and racial unrest in 2020 touched us deeply and increased our resolve to focus on diversity and inclusion. To this end, we put Equity, Diversity, and Inclusion (ED&I) front and center in a very intentional way. Our focus is on supporting and developing under-represented minorities, with a strong emphasis on gender, race, and Black communities.

There are five strategic pillars to our expanded ED&I approach: Awareness, Hire & Develop, Civic Action, Power of Business, and Analysis

& Governance. Within the pillars we've created volunteer Impact Teams to address priority initiatives.

Our new ED&I department and mandate is organized for success and operates within a broader organizational framework. Sponsored from the top, CEO & CTO Mark Barrenechea leads the ED&I Steering Committee with representation by the Chief Legal Officer, Chief Human Resources Officer, VP Talent Acquisition & ED&I, VP Organizational Effectiveness & Rewards, VP

Corporate Citizenship, and our Director of ED&I. Under the Steering Committee, an ED&I Council helps provide leadership and contributes to the planning of impact team initiatives.

All OpenText employees are encouraged to participate in our ED&I programs and initiatives.

## 1. Awareness

### Employee Affinity Groups

**BEE (Black Empowerment)** – BEE is made up of more than 130 OpenText employees and 10 nationalities across the Black diaspora. The BEE community aims to connect and unite Black colleagues around the world and create an environment in which members can support one another both personally and professionally.

**LGBTQ+** – Led by a passionate team of employee volunteers, the OpenText LGBTQ+ community is an internal network of LGBTQ+ employees and allies that aims to create a space where everyone can proudly contribute to a work environment that is colourful and diverse. Members of this community meet regularly and connect on Microsoft Teams and Yammer. Most recently, the Community played a key role in the planning and execution of OpenText's Pride Month celebrations in June – complete with a global speaking event and a virtual Pride parade.



## Susan Hailey

Vice President, Global Talent Acquisition & Equity, Diversity & Inclusion

**“Our culture and values are the foundation of everything we do. Everyone is responsible for supporting and promoting our ED&I aspirations on a global level. Our people leaders play a vital role in ensuring team members are supported, celebrated, respected, and given equitable access to opportunity. The new ED&I manager training we launched this year provides the tools and insights to support these aspirations and fosters a stronger workplace at OpenText.”**

# | Our People

## 1. Awareness (cont'd)

**WIT (Women in Tech)** - In FY21, OpenText expanded the Women in Technology (WIT) program with the introduction of our WIT Affinity Group. Since its inception, this group has evolved into a robust community with representation across every continent from over 600 participants.

The WIT Affinity Group offers a forum for OpenText women and allies to connect, get inspired, and accelerate growth and career development. Participants have access to complimentary learning opportunities such as webinars, leadership workshops, interactive panel discussions, and an internal social platform to share ideas, stories, and resources.

Achieving a more balanced proportion of men and women in our workforce reflects our fundamental belief that inclusion and diversity leads to more innovation and better business outcomes. Today, the OpenText global workforce is composed of 29% women, 25% women in management roles, and 33% women as board members.

OpenText understands the importance to lead beyond our industry and be reflective of society. We believe in equal opportunity for all, and with this in mind, we work hard to ensure that our open positions are accessible and desirable to all who are interested in applying, regardless of gender.

Our commitment to women in tech extends to our participation in the Grace Hopper Celebration, the world's largest gathering of women in technology in both North America and India. Over recent years, we have sent more than 60 OpenText delegates to the conference and engaged in meaningful sponsorship opportunities. Members of our WIT community volunteer their time to support the Grace Hopper Celebration and have taken to the stage to share their own unique stories, experiences, and insights with attendees.

## Training

We believe that we are all responsible for supporting and promoting our ED&I aspirations on a global level and that leaders play a key role in ensuring their team members are supported, celebrated, respected, and given equitable access to opportunities. New ED&I training for managers was designed and delivered to provide the tools and insights to support these aspirations and foster a stronger workplace at OpenText.

## Celebrations

The rich diversity of the world is reflected in the global OpenText community, and there are many ways for employees to participate in our global and regional activities. We celebrate special holidays and honor significant dates, such as Dr. Martin Luther King Jr. Day, Black History Month, Pride Month, International Women's Day, Holi, Juneteenth, Mental Health Awareness Month, and more. Additionally, on important dates like these, our ED&I Awareness Team comes together to organize guest speakers and publish a variety of inspiring and educational resources.



## OpenText Global Gender Profile

**29%** Women make up 29% of OpenText's global workforce

**25%** Women make up 25% of OpenText's management roles

**33%** Women make up 33% of OpenText board members

# I Our People

## 2. Hire & Develop

### Mentorship

The high levels of interest from the WIT employee affinity group led to the launch of a new Women in Technology Mentorship Program last fall. With incredible uptake, we are now scaling the initiative to accommodate more participants going forward.

### Recruitment

Expanded advancements in recruitment are being made with a focus on sourcing diverse candidates, participating in diverse career fairs, and implementing diverse sourcing tools. Examples of new partnerships include:

- WomenHack
- MentorAbility Canada
- Hiring our Heroes

We are committed to improving representation across our workforce and endeavour to exceed the industry average by making our leadership positions geographically flexible and striving to interview minority groups for every open leadership opportunity.

We take a holistic approach to making OpenText a great place to work by creating a work environment in which employees want to stay, grow, and thrive by fostering a safe and inclusive space for all employees. We believe in equal opportunity for all, and with this in mind, we work hard to ensure that our open positions are accessible and desirable to all who are interested in applying.

## 3. Civic Action

At OpenText we endeavor to help build a better world with a strong commitment to the communities where our employees live and work. As part of our ED&I journey, we are committed to reviewing charitable opportunities with an ED&I lens.

In 2020, we launched the OpenText Voyager Fund to address key needs in our communities. Our next initiative will concentrate on student internships for underrepresented minorities with the goal of creating sustainable employment opportunities.

## 4. Power of Business

Understanding how we can impact ED&I progress by how we innovate is another part of how we can make a difference. This impact team focuses on nurturing diversity in the cloud developer community.

The group also considers how to identify and remove bias from products and innovations with the goal of contributing to a more inclusive society.

We will also focus on reviewing our sustainable procurement practices to identify opportunities for improvement and enhance commitments to supplier diversity as part of our Supplier Code of Conduct.

Making sure that the content that we create is inclusive and addresses a diverse audience is important. This impact team is creating a best practice guide for our content creators which will be broadly shared and has also recorded a webinar called Inclusive Guidelines for Marketing Content.

## 5. Analysis & Governance

ED&I touches programs and policies across the organization. To ensure we do not overlook opportunities to thoughtfully expand or enhance existing programs, this impact team focuses on reviewing our programs and policies, with an ED&I lens, to make recommendations to improve and/or expand. This team also drives data analysis of our diversity to help inform our EDI strategies and measure effectiveness.

These areas of focus will continue to evolve as we reach our goals and identify new opportunities for change.

## Responsive and responsible leadership

Engaged managers and leaders make OpenText a great place to work. That leadership is reflected in our open-door policy, with leaders at all levels being readily accessible to employees. We expect our leaders to set the tone at the top as role models for our values and overarching people promise to do the right things, the right way, together. Our focus is on creating management tools that bring our values to life and help every employee shine. The OpenText Management Training Program was launched to develop our leaders' abilities to coach employees, manage their teams for maximum effectiveness, and deliver on company priorities. The program is required for people leaders at all levels in the organization including those who are newly hired, recently promoted, or who have joined OpenText through an acquisition.

### Program content includes:

- Interviewing and talent selection
- Diversity and inclusion
- Compensation planning
- Performance management
- Employee career development planning
- Creating a culture of recognition

# I Our People

## Continuous learning

Employees join OpenText for continuous learning, experience, and credentials that shape their careers and impact our industry. Chart Your Course is our commitment to provide current and prospective employees with opportunities to explore, learn, and chart exciting career paths. We enable our digital workforce with leading technology that allows employees to work, collaborate, and stay connected with ease. From powerful content management solutions like OpenText™ Core Share and OpenText™ Content Suite to real-time collaboration tools like Microsoft® Teams and Lucidspark® Whiteboard, employees have everything they need to maximize their work routines in fun, creative, and innovative ways. To support a culture of continuous learning and development across our global organization, OpenText offers an annual education reimbursement program that is available to all employees, including those who work part time, and is renewable each fiscal year. We provide up to \$3,000 per employee in Canada and the U.S., adjusted in other countries based on cost of living.

This program aligns with our commitment to support internal development, equal opportunity, and mobility across all of our geographies, regardless of an employee's role, function, or location.

We have designed the education reimbursement program to meet the needs of all personalized development goals through programs that range from technical to business skills. Past recipients of this program have leveraged this support to obtain their MBA, then have gone on to be promoted to our Senior Leadership Team.

Our recruitment teams work closely with local schools and organizations around the world to promote our co-op positions and support recent graduates as they start their career journeys at OpenText.

We recently launched a new graduate recruitment program called Finance Academy, which opened up ten full-time opportunities for university graduates in finance. All successful candidates receive direct mentorship support and several job rotation opportunities within their roles at OpenText.

We are also proud to have successful co-op programs in India (300+ interns annually) and Canada (40+ interns annually) and we are currently expanding this program across the United States.

## Performance Management

Setting annual performance goals is a key part of success at OpenText, both individually and collectively as a company. We believe that we are all more successful when we are moving in the same direction and communicating our joint progress along the way. In that effort, Open Text leverages our online Talent Central for employees to manage and track their goals throughout the year, and for managers to connect with their employees throughout the year to discuss performance, review progress, and refine goals.



## Kristina Lengyel

Executive Vice President,  
Customer Solutions

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**“OpenText has more than 3,000 experienced Information Management professionals ready to support our customers in executing their digital transformation. Our efforts spent in attracting, retaining, developing, and empowering our people creates a corporate culture where they thrive, which gives us a true competitive advantage.”**

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# Our People

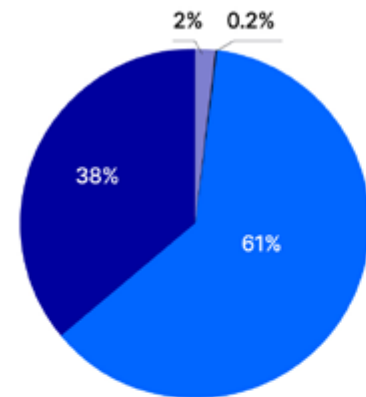
## Workforce by contract and region

Contract Type	Americas	EMEA	APAC	TOTAL
Permanent	6,741	2,619	4,761	14,121
Temporary	65	18	103	186
<b>Total</b>	<b>6,806</b>	<b>2,637</b>	<b>4,864</b>	<b>14,307</b>

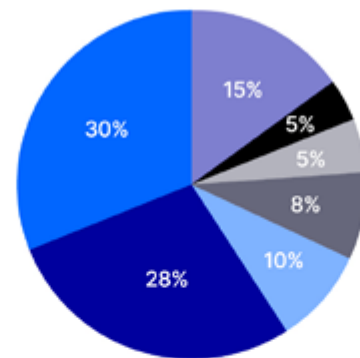
## Diversity of workforce by age group

Age Group	Employees	% of Employees
Under 30	2,429	17%
30-50	8,434	59%
51+	3,444	24%

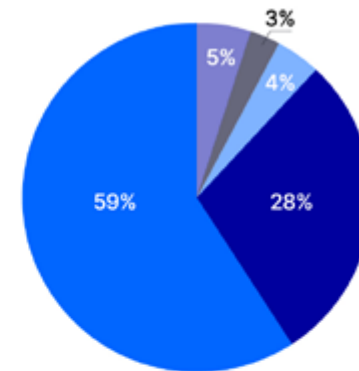
## Workforce by region and country\*



- US
- Canada
- Brazil
- Other Latin America



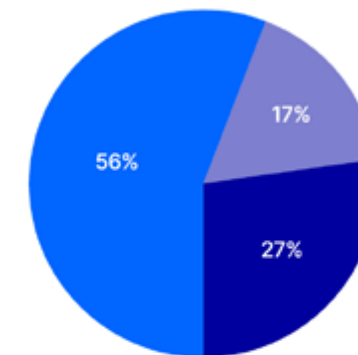
- Germany
- UK
- Ireland
- France
- Netherlands
- Finland
- Other EMEA



- India
- Philippines
- Japan
- Australia
- Other APAC

\* Percentage values are rounded and may not total 100%

## Canadian workforce ethnicity



- Not a Visible Minority
- Visible Minority
- Not Declared

Understanding the diversity of our employees lays an important foundation for our Equity Diversity and Inclusion agenda.

In Canada today, employees are invited to share on a voluntary basis their visible minority status. Based on our workforce as of June 30, 2021, 27% of our Canadian employees identify as a visible minority. An internal review of pay across common jobs indicated no systematic pay gaps based on visible minority status.

We will strive to make improvements in the voluntary collection of our employee demographic data, as appropriate and subject to applicable legal constraints in various jurisdictions, in FY22. We will leverage these advances in the reporting of demographic information to report additional metrics. We commit to publicly reporting additional Canadian and U.S. workforce racial demographics, including pay statistics, in our FY22 Corporate Citizenship Report.



# I Our People

## Our benefits

Across the Company, we offer a wide variety of group benefits including medical, life, and disability benefits, which are designed to protect employees and their dependents against financial hardship due to illness or injury. We also have regional Employee Assistance Programs in many countries which provide 24/7 confidential counselling, support, and access to resources for employees and their families.

Benefit programs are customized to support employees and their families based on the market practices in the country of employment. Our benefits include, but are not limited to:

### Benefits at a glance

Medical dental and vision coverage	Global employee assistance program	Pension contributions
Education and professional membership assistance	Patent incentive program	Home and auto insurance discounts
Fitness and wellness reimbursement	Out of country emergency medical expenses	Life insurance
Employee stock purchase plan	Transportation benefits	Short and long-term disability benefits
Referral bonus programs	Childcare assistance programs	Flexible spending plans
Accidental death and dismemberment benefits	Group retirement savings plan	3 paid volunteer days per year

In FY21 we launched a new Employee Assistance Program, called OpenText Well-being, with more hands-on support, more resources, and easier ways to access services globally. Expanded services include modern wellness tools, mental health awareness and intervention support, and information in over 25 different languages.

Our focus is to build programs through an inclusion and diversity lens. We design our programs and challenge our benefits vendors to insure all family types and offer coverage for same sex partners. Our time-off policies recognize that employees can only bring their best selves to work when they are well rested and focused. We remind our employees to take advantage of their vacation time to recharge and re-energize. As well, our time-off policies provide flexible time off for religious observation and volunteer activities.

As we look to the future, we know that critical issues related to well-being, including mental health, will continue to be a part of our industry, our workplaces, and our communities. Employee wellness is a top priority, and our plans are in place to help make life easier and to ensure a work-life balance. We will continue to evolve our benefits programs to address our employees' evolving needs.



## Prentiss Donohue

Executive Vice President,  
SMB and Consumer Sales

**“Our strength lies in our talented people and our culture. Our expanded OpenText Well-being Program is just one of the ways we support and invest in our employees. Knowing support is available to navigate every day or critical challenges enables our employees to do their best work.”**

# I Our People

## Rewards and recognition

Our variable compensation programs are tied to quantitative metrics and deliberately avoid individual discretion. As we foster a culture of recognition, we ensure there are mechanisms to shine a clear spotlight on who is recognized and why. We offer recognition for service milestones, as well as quarterly CEO excellence awards and a patent incentive program.

Employee recognition is an important aspect of our broader OpenText Voyager program. It encourages employees to explore and develop their careers, chart their course for success, and to do the right things the right way—together. Built into the Voyager program is the opportunity to celebrate employees who model our values. There are multiple levels of engagement where employees, managers, and directors can nominate each other for going that extra mile. Employees are recognized on a range of levels from having a “let’s make it happen” attitude to delivering on project results or making a lasting impact on the Company. Points can be earned by employees to purchase something meaningful to them.

In addition to recognition, compensation plays an important role in achieving the business objectives that drive business success in alignment with long-term shareholder goals. A market-anchored compensation system enables a flexible basis for reviewing employees’ compensation, relative to our local external labor markets and in response to market pay changes.

## Our compensation philosophy is based on a set of principles that:

- Align with business strategy
- Reflect business and Individual performance levels
- Consider market conditions/changes to ensure competitiveness
- Demonstrate internal pay equity for similar roles
- Provide full disclosure to employees
- Include the impact that economic conditions have on granting compensation adjustments

Fostering an owner’s mindset is part of the OpenText culture. The OpenText Employee Stock Purchase Plan is a program that allows all full-time and part-time employees to purchase OpenText shares at a 15% discount, with 4 enrollment periods every year. This benefit, as part of employees’ total reward package, provides the opportunity for all regular full-time and part-time employees to strengthen their ownership in the Company and enjoy the benefits of share price appreciation. Long-term OpenText employees, participating in the program, have benefited from OpenText growth and share appreciation.

## Career Day

This past year we brought all our employees together for a global virtual Career Day. The goal of Career Day 2021 was to focus on our career development tools, resources, and opportunities available to OpenText employees, and to promote internal mobility within the Company. Events included a presentation from our CEO & CTO about the future of work, a leadership panel discussing their personal career journeys and nontraditional career choices, training on how to engage in career conversations, ED&I in the workplace, and a review of the policies and tools created to support career development.

OpenText launched the new myCareer Development Plan for all employees as a tool to take control of their career and to guide career-related conversations with their leaders. Our Talent Acquisition team promotes open roles and invites employees to reach out, ask questions, and consider all career paths available to them at OpenText—even those outside of their current function. OpenText is committed to boosting internal mobility and will be tracking our rate of internal promotions and usage of the career planning tools available to help employees navigate and develop more thorough plans.



## Ted Harrison

Executive Vice President,  
Enterprise Sales

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**“As we continue to grow and innovate at OpenText we’re making sure we have the programs in place to allow employees to take control of their careers. It requires focused training for managers, and investments in systems and tools to enable employees to stay connected and productive. As we continue to support a culture of growth it will lead to even greater achievements and advancement.”**

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# I Our People

## Health and safety

OpenText is committed to maintaining a safe and healthy workplace.

We believe that health and safety is an integral part of our work and we strive to create a work environment that protects our employees, visitors, and contractors from injury and illness. Everyone has a role to play in keeping OpenText safe. As we manage through the uncertainty of the pandemic, all of our return to office plans are phased. Our return will be gradual, with voluntary work from home extended as needed in our local markets, and a priority on safety protocols.

We continuously encourage employees to be aware of their surroundings and report hazards to prevent accidents and work-related illnesses. In FY21, we had 5 workplace accidents resulting in lost time. Our global lost time injury rate was 0.036 per 200,000 hours worked.

We have established Health and safety committees at certain sites to assist with inspecting our offices, create a means for employees and management to discuss health and safety issues and make recommendations to improve the workplace. The Global Workplace Security and Safety team conducts periodic reviews to evaluate the effectiveness and compliance of our health and safety program. The team continually shares resources on important topics with employees such as office ergonomics, preparing for inclement weather and staying safe during the pandemic to help keep health and safety top of mind.

Employee well-being is an essential part of overall health. Our employees are empowered to take control over their well-being by improving their personal health and wellness. We encourage this by giving our employees financial support for their participation in fitness programs.

OpenText provides dependable working conditions for all employees and has adopted a zero-tolerance position on workplace violence. All acts of or threats of physical violence, including intimidation, harassment, and/or coercion between employees in the workplace, are not tolerated and subject to full investigation and appropriate response that could include termination.

## Voyager

Our extended OpenText Voyager community of practitioners are dedicated to Information Management. This ecosystem encompasses customers, users, employees, developers and partners, engaged with our solutions. The Voyager Program is an accessible learning program that leads to career-advancing certifications and other enrichment opportunities.

Connecting a community of customer experts, employees, and developers is an important way we are charting the course for the next generation of OpenText. Our growing team of Voyagers are redefining the market and mapping the future

of enterprise and SMB software. The Voyager program seeks to build a community and network through customer success programs, free training and support, events, forums, industry recognized certifications, and access to OpenText executives.

For employees, Voyager delivers programs that support career development and training at OpenText. The “Celebrating Voyagers” platform allows employees and managers to recognize colleagues who serve as role models, demonstrate OpenText’s values, and have made a difference in contributing to our shared success. There are also additional learning, certification, and badging opportunities to enhance skills with OpenText products and be part of the broader Voyager community.

An OpenText Voyager is an explorer, a seeker, a person with endless curiosity. They are innovators, lifelong learners, and leaders who create paths for others. In this age of information disruption, engaging with our Voyager ecosystem is another way we aspire to unlock the potential of technology for the greater good. In FY21 the Voyager program expanded with the launch of the OpenText Voyager Fund to support urgent needs in OpenText communities.



# Our Products

**At OpenText, we are proud of the many ways that our unique products and capabilities can be used for the greater good. We are helping companies transition from paper to digital processes, securely supporting those who need to work remotely, and digitizing disrupted global supply chains to ensure operational resiliency in turbulent times. This includes supporting the documentation of clinical trials to combat COVID-19, assisting manufacturers as they shifted their supply chains to make ventilators, and protecting many enterprise systems from ransomware and online scams as employees made the shift to work from home.**

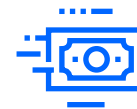
## Driving sustainability

As part of our mandate to help organizations thrive in a digital world, OpenText is proud to have significantly reduced the world's reliance on paper and physical storage facilities through the implementation and use of our software. Our innovative Information Management solutions decrease the business requirements for paper by making electronic documents readily available to people from anywhere on any device (laptop, smartphone, or tablet). OpenText software aids in the creation of a paperless environment through the active management of enterprise content assets. Accessing and collaborating on digital documents or online media reduces waste, unnecessary recycling, and the required physical facility storage space, helping to minimize an organization's carbon footprint on the environment.

## Reducing paper, waste, and emissions

Our customers are taking proactive measures to reduce their reliance on paper-based processes. Many of our products help customers reduce paper usage and eliminate the need for paper storage. The OpenText Trading Grid™ digitizes more than 26 billion transactions per year, reducing a substantial amount of paper related to these transactions by digitizing them. This paper reduction saves the equivalent of 5.1 million trees and greenhouse gas emissions of more than 725,000 tonnes of CO<sub>2</sub>e, according to calculations by the Paper Calculator from the Environmental Paper Network<sup>1</sup>.

**opentext** | Trading Grid™



**Digitizes 26 billion transactions per year**



**Paper reduction saves 5.1 million trees**



**Paper reduction saves GHG emissions of 725,000 tonnes of CO<sub>2</sub>e**

<sup>1</sup> Source: Environmental Paper Network Paper Calculator V4.0



## Muhi Majzoub

Executive Vice President,  
Chief Product Officer

**“We know that the use of technology plays a critical role in helping our customers meet ambitious business and sustainability goals. Our products help drive purpose through digitization, supply chain transparency, remote collaboration, and improved productivity. As the world rapidly shifts to new ways to work, we see more opportunities to use technology for good and for our products to accelerate positive change in the world.”**

# Our Products

As companies become more aware of their carbon footprint, they are taking proactive measures to reduce their reliance on paper-based processes and are specifically focused on the rationalization of their use of energy-consuming hardware infrastructure. To help achieve this, we are accelerating the growth of our cloud services, scaling up to meet customer demands and helping them to achieve their goals sustainably. Our Information Management products support sustainable solutions by virtualizing servers and condensing storage requirements. In addition, we offer:

- Collaboration tools and shared content repositories, which allow geographically dispersed teams to work together in electronic workspaces, reducing greenhouse gas emissions by eliminating the need for travel
- Solutions for automating paper-based processes using workflows, which greatly reduces cost as well as paper waste in the enterprise
- Records management, which ensures records are disposed of when policy dictates and not retained forever
- Imaging solutions that convert paper documents to electronic, thereby reducing real estate for paper storage and energy expenditure

- Secure file-sharing tools such as managed file transfer and electronic fax, which eliminate the need to ship documents
- Email management technology that allows for lifecycle management of emails without the need to print and file these records

## Digitizing the supply chain

Visibility and transparency across the supply chain are critical to developing a trusted network. To achieve supply chain visibility and set the foundation for collaboration between supply-chain partners, it is essential for the supply chain to be digitized.

Organizations around the world use the OpenText Business Network to digitize their supply-chain information flows, establish a centralized repository or directory of partners/suppliers and consolidate information relating to their ethical and sustainable practices. Our products help our customers access supplier information, including provenance of materials, environmental performance, and insights and transparency into their supply chain.

## Customer Feature:

# Garland Independent School District

When in-school instruction was replaced with at-home e-learning, the second largest public school district in Dallas County was able to ensure safety and efficiency for the delivery of 36,000 meals per day with the PCS Feed the Kids application, powered by OpenText Intelligent Forms Automation with LiquidOffice.

**“Meal counts would take a lot longer if we were doing everything by paper without a centralized location.”**

Jason Hickman, Technology Coordinator, Garland ISD Student Nutrition Services

[➔ Read the full story](#)

## Customer Feature:

# Braille Works

With more than 26 years of experience, Braille Works is one of the U.S.'s leading providers of reading materials for people who are blind, visually impaired, or reading impaired. OpenText has partnered with Braille Works to deliver end-to-end accessibility solutions.

**“We use the OpenText software in our automation process to help us extract data and be more efficient in the production of braille, large print, and audio.... Partnering with OpenText works very well. It’s a great relationship.”**

**It provides accessibility to more people, and that’s a very big deal. It provides people with the independence and freedom to manage their own information—it’s amazing what that brings to life.”**

Glen Schubert, Executive Vice President of Marketing and Client Relations, Braille Works

[➔ Read the full story](#)

# Community

**Community engagement promotes a culture of caring and citizenship that fosters trust, improves our high-performance work environment, and strengthens the cities and neighborhoods where we work. When communities thrive, customers, businesses, and citizens do as well.**

OpenText has a culture of giving and we are committed to our role as a responsible corporate citizen. In keeping with this promise, we direct our resources where they will have the greatest impact. We have a great responsibility to give back to our communities around the world and to focus our attention, whether it be through monetary support or voluntary commitment, on efforts which better our communities.

## Our charitable support activities include:

- Corporate Matching—OpenText matches employee donations to select community campaigns
- Disaster Relief—We take action when natural disasters impact locations where our employees work and live
- Community Partnerships & Sponsorships—We support community projects that advance our citizenship efforts
- Volunteering—We encourage employees to volunteer by providing three paid days off per year so that they can make an impact in their community

## We focus our giving in three areas:

### Education and innovation for global change:

Innovation is core to our business success and central to the advancement of people and their communities. We foster education and innovation and strive to promote the transformative power of technology.

**Children and family:** We support community programs that promote the health and welfare of children and families, including those that provide a safe haven and nurturing environment. OpenText also supports research to find cures for cancer and other catastrophic illnesses.

**Global disaster relief:** We donate to organizations such as the Red Cross to help them save lives and lessen the devastating impact for people affected by disasters.

An outline of our corporate giving eligibility criteria can be found online [here](#).

## Introducing the OpenText Voyager Fund

We launched the OpenText Voyager Program in 2020 to strengthen our community of customers, partners, and employees. As an extension of the OpenText Voyager Program, the OpenText Voyager Fund identifies key needs in our communities and supports local partners in addressing them.

## OpenText Voyager Fund - Delivering over 4M meals

The first focus of the OpenText Voyager Fund was food insecurity. During the past holiday season, we donated \$1 million USD to food banks around the world, putting over four million meals on the table of those in need, working with 65 food banks across four continents, 21 countries and 58 OpenText sites.



**\$1 Million**



**65 Food Banks**



**4 Million Meals**



**21 Countries**



# Community

OpenText supports many local employee-led efforts as well. Here are some highlights of the activities they are involved in.

## California Wildfires

The California Wildfire season set new records as wildfires burned across the state of California. Nearly 10,000 fires had burned over 4.2 million acres and the impacts were difficult to escape for most people as smoke covered the skies and affected air quality. To help those who were displaced from their homes and to support the food banks that were struggling to meet the needs in their communities, OpenText chose to support the Contra Costa & Solano Food Bank, Second Harvest of Silicon Valley and Puente de la Costa Sur. Through combined corporate and employee donations, OpenText gave \$50,000.

## The Leukemia & Lymphoma Society in Canada and the US

OpenText is proud to support the Leukemia & Lymphoma Society and Light the Night. This year, our Waterloo, Richmond Hill, Ottawa, Montreal and Alpharetta employees supported Light the Night by participating virtually. Our employees helped to generate light and warmth to patients and families affected by blood cancers. Together through corporate and employee donations, we raised \$37,000.

## Alpharetta, Georgia and Southfield, Michigan

The Alpharetta and Southfield offices organized coat drives in their respective offices to support local programs that provide coats to those in need: One Warm Coat and Coats for the Cold Oakland County Sheriff's Office. The two offices collected 132 coats combined and raised funds which went towards helping people in need. The Alpharetta office also supported the Salvation Army Angel Tree program to provide gifts and clothing to those who were less fortunate during the holiday season.

## São Paulo, Brazil

Our São Paulo, Brazil employees shared their generous spirit by supporting the Arsenal da Esperança - Associação Assindes, Associação Comunitária Monte Azul and Casa dos Velinhos de Ondina Lobo with donations, food baskets, books, office equipment and supplies. These organizations provide food, housing for the homeless, education for families and children and care for the elderly.

## Singapore

Employees volunteered throughout the year with Food Bank Singapore to sort food and distribute 950 food bundles to families in need. They also prepared and delivered goodie bags to 150 households within the community.

## Reading and London, UK

Our offices took part in a virtual Red Trousers Day in support of the Royal Marsden Cancer Charity, which raises awareness and funds for bowel cancer research. In addition, employees raised funds to support the Me2Club and Macmillan Cancer support.

## Grasbrunn, Germany

Several employees and their children participated in the first virtual Hour of Code and Girls' Day 2021 to introduce STEM to the next generation. Employees also engaged in fitness activities for charity, including the Wings for Life run.

## Cork, Ireland

Employees raised funds throughout the year for Irish Guide Dogs for the Blind. Employees also spent time throughout the year picking up litter from their local communities.

## Volunteering

In addition to supporting charitable causes, we encourage our employees to become active members in our communities through volunteering. Every employee is supported with three workdays to make an impact where and how they choose.



# I Community

## Community engagement in India

The OpenText team in India has a long history of impact and engagement. This year, OpenText contributed over \$250,000 to efforts in India including nutrition kits for students and families, COVID-19 emergency response, mobile healthcare, tree planting, and school infrastructure projects. In addition to these impact projects, the team contributed close to 400 volunteer hours for initiatives such as assembling and delivering nutrition and sanitation kits, planting trees, and student mentorship.

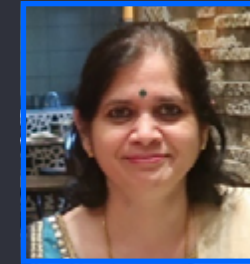
In 2018, the OpenText team in India identified the opportunity to adopt the CNN Thanda School in Hyderabad. Since that time, they have supported critical infrastructure requirements including a new water filtration system, new restrooms, lighting and furniture in the classrooms, and levelling the ground for new playground equipment. OpenText also provides sustainable funding for two full-time schoolteachers, upgraded computer systems and software, teaching aids for classrooms, daily meals for the children, and funding for field trips and extracurricular activities.



Pre-covid



Pre-covid



## Rama Bhamidipaty

Vice President, Software Engineering & Hyderabad Site Leader

"I am involved because I feel I am so privileged and there are so many in the world who do not have the basic necessities. It is my social responsibility to be able to share and give back to those who don't have enough. I also like to enable our enthusiastic volunteers and steer them to worthy causes and ensure that together we are making an impact."



# Environment

**Addressing climate change is a global challenge that's becoming increasingly urgent, public, and connected. As a tech industry leader, OpenText has both an obligation and an opportunity to take action that will improve the well-being of our customers, our planet, and our society as a whole.**

## Reducing our footprint

We are committed to mitigating the adverse environmental impacts of our business activities which, at a minimum, means meeting all environmental laws, regulations, and standards that apply to us. As a signatory to the United Nations Global Compact (UNGC), we have also pledged to uphold certain environmental principles, which include undertaking initiatives that promote greater environmental responsibility and encouraging the development and diffusion of environmentally friendly technologies.

Our [Environmental Policy](#) articulates our commitment to measuring and managing our environmental impact. We integrate the consideration of environmental concerns and impacts into our decision making and business activities. Externally, we promote sustainable consumption by developing and promoting environmentally sound technologies to support our customers' digital transformations. Internally, we will continue to develop, implement, and manage company-wide environmental initiatives.

One of the hottest years in recorded history occurred in 2020<sup>1</sup>. This year we engaged key teams across the business in a climate scenario exercise, informed by TCFD principles, to identify our risks and opportunities to our operations, and to discuss how we can continue to build resiliency.



<sup>1</sup> <https://www.scientificamerican.com/article/2020-will-rival-2016-for-hottest-year-on-record/>

## Key activities include the following:

**Energy management**—In addition to upgrading lighting and building management systems at our owned facilities, we collaborate with landlords and other partners on environmental projects in leased spaces. This includes, for example, installing solar panels in India and replacing fluorescent lighting with energy-efficient LED lighting. We have also introduced energy conservation activities at our buildings during reduced occupancy such as adjusting set points for our HVAC systems, setting boilers to eco-mode, changing our floor lighting settings, temporarily closing kitchens/breakrooms, and unplugging unused kitchen appliances and equipment.

Energy-efficient servers are used in our company-owned and operated data centers, and we are constantly investing in more energy-efficient, high-density equipment. We continue to measure our colocation vendors energy efficiency and renewable energy usage and have approached our hyperscaler partners to understand their sustainability practices.

# I Environment



**Energy management (cont'd)**—Data life cycle management practices include standardizing times for data retention to improve data storage efficiency and minimize the servers required. At many data centers and colocations such as Grasbrunn (Germany), Hyderabad (India), Helsinki (Finland), Montreal (Canada), Waterloo (Canada), Brook Park (U.S.), Chessington (U.K), Chandler (U.S.) we have deployed cold and hot aisle containment systems to reduce power consumption by managing air flow. Server racks are configured so that all heat is transmitted into an aisle towards the back of the units and then contained by screens. The system distributes cold and hot air in a more energy-efficient way and reduces air conditioning requirements by 10 to 20%.

Each year, our Brook Park data center in Ohio shuts down all unnecessary power on select days during the summer as part of a load shedding initiative with local energy providers during peak periods. We also prioritize decommissioning end-of-life systems that use outdated, inefficient technologies that consume more energy.

We are upgrading our equipment such as CRAC (Computer Room Air Conditioning) and UPS (Uninterruptible Power Supply) systems at certain data centers and installing devices to measure specific power consumption and monitor our efficiency.



**Real estate**—We consider green attributes when leasing or purchasing property and selecting co-located data centers. Our use of sophisticated space management tools enables us to maximize space utilization. Environmental data and electricity submetering, where applicable, is a standard request in all our new leases in an effort to accurately measure our energy consumption.

As a result of COVID-19, OpenText has adopted a hybrid return-to-work strategy and consolidated certain facilities to streamline operations and accelerate work-from-home initiatives that reduce our global footprint. Through the use of collaboration tools, employees have switched to connecting with customers and colleagues virtually, while maintaining a high level of productivity. Our Digital Workforce Guide offers employees tools and tips that enable us to engage with our customers reliably and securely.



**Travel**—OpenText technology enables collaboration across the globe, thereby reducing the need for business travel. This has never been more important than during the pandemic, when business travel was prohibited in response to COVID-19 measures taken to protect employees. When employees do work in our office locations around the world, they have access to more than 40 full-fledged video conferencing rooms. We have also provided electric vehicle charging stations and shuttle services between our offices for our employees. At our Waterloo headquarters, our partnership with TravelWise provides travel services for individuals who prefer to rideshare to work or need discounted transit fares or emergency rides home.

For our annual global customer events, collectively known as OpenText World, we shifted from in-person to a fully digital format to allow more customers to attend virtually. This enabled us to deliver an engaging, immersive experience while eliminating the need for travel. At these events, we feature speakers who share their thoughts on sustainability matters. For our last OpenText World, for example, we invited former US Vice President Al Gore to illustrate how technology shapes our world and how global crises provide opportunities for positive change. We are also starting to measure the emissions savings from hosting our global events virtually.



**Waste reduction**—We have implemented programs across our global offices to recycle paper, printer cartridges, batteries, plastics, and metals. E-waste programs in all main offices ensure that retired computing assets do not go to landfill sites and that our e-waste vendors are ISO 14001 certified. In addition, we provide reusable glasses and mugs in our offices and have begun a global initiative to replace plastic cutlery with reusable cutlery in all serveries. With our offices operating at reduced occupancy this year, we have donated our hot and cold beverage supplies and emergency kits to local organizations in need to ensure they are used before they reach their best-before dates and to further minimize waste.

Most employees are working from their homes, so we are generating less waste at our offices than ever before. On average, about 2% of our employees are working at our office locations while the remaining employees continue to work from home.

**Water**—Water filtration systems have been installed in our offices and we have discontinued providing bottled water for employees. In our international offices, in water-stressed regions, we have implemented water conservation awareness programs offered by Greenpeace.

# Environment

## Employee education and engagement

Employees are encouraged to take action on their own to help protect the environment. Often when employees take on environmental causes at home, they feel encouraged to bring the same level of enthusiasm into work and engage their coworkers. For example, during Earth Week, our employees are challenged to do one positive thing for the environment and share their achievements on our internal social network. In 2021, we celebrated Earth Day virtually, encouraging participation at home and through online activities to maintain safe, social distancing. Employees also shut off their lights for Earth Hour and completed litter cleanups throughout the year in their communities. Ideas to teach new habits and educate employees on environmental issues are shared continually to keep the environment top of mind throughout the year.



## Minimizing our Environmental Impact

Measuring the environmental impact of our operations helps us to identify the most critical areas of our operation to focus on. We have quantified the environmental impact of our operations by measuring energy consumption and greenhouse gas emissions. We are continually working to enhance our data collection processes using best practice standards and systems to improve the accuracy, consistency, and comprehensiveness of our data so we can focus on the areas of our operations where we believe we can initiate the most positive change.

## Environmental Goals

In order to minimize our environmental impact we are seeking a deeper understanding of our energy consumption, waste diversion, and our greenhouse gas (GHG) emissions. We have set short-term environmental goals relative to these efforts. As we move forward and continue our efforts to measure and manage these environmental impacts, we will explore and evaluate new solutions for our operations.

## Energy Goal

5%

OpenText plans to reduce its energy consumption per dollar revenue by 5% by June 30, 2023.

## Carbon Goal

5%

OpenText plans to reduce its scope 1 & 2 greenhouse gas emissions per dollar revenue by 5% by June 30, 2023.

## Waste Goal

65%

OpenText plans to work toward a goal of 65% diversion rate in our regional headquarters by June 30, 2023.



## Julie Millard

Vice President, Corporate Citizenship

“As a global company, we recognize the tech industry’s environmental impact, and we embrace the responsibility of reducing our footprint. In our effort to reduce our carbon footprint we are refining our GHG inventory to better understand and manage our impacts.

We are also taking measured steps to embed sustainable practices into our everyday operations, for example enhancing our Supplier Code of Conduct and upgrading equipment in our data centers. Focusing on areas where we can have the greatest impact is leading to meaningful outcomes.”

# I Environment

## Energy consumption and greenhouse gas emissions on an absolute and intensity basis

	FY19	FY20	FY21 <sup>1</sup>
<b>Energy Consumption (MWh)<sup>2</sup></b>	60,715	65,527	75,780
<b>Absolute Scope 1 emissions (tonnes CO<sub>2</sub>e)<sup>3</sup></b>	2,345	2,590	2,261
<b>Absolute Scope 2 emissions (tonnes CO<sub>2</sub>e)<sup>4</sup></b>	24,067 Location-based	20,048 Location-based 17,791 Market-based	24,414 Location-based 22,389 Market-based
<b>Total Scope 1 &amp; 2 emissions (tonnes CO<sub>2</sub>e)<sup>5</sup></b>	26,411 Location-based	22,638 Location-based 20,381 Market-based	26,676 Location-based 24,650 Market-based
<b>Absolute Scope 3 emissions (tonnes CO<sub>2</sub>e)<sup>6</sup></b>	7,078	12,481	15,496
<b>Energy Intensity (MWh per revenue in million USD)</b>	21.16	21.07	22.38
<b>Emissions Intensity (Scope 1 &amp; 2 tonnes CO<sub>2</sub>e per revenue in million USD - Location-based)</b>	11.97	7.28	7.88

<sup>1</sup> FY21 emissions were calculated using data from 80.5% of global facilities' square footage, in addition to 23 colocation partners. The remaining facilities were estimated to represent 100%. FY21 scope 3 emissions included employee travel data where available (air and train travel, hotels, rental cars), taxis (India only), gas cards for employee vehicles, courier services, colocation data centers representing 72% of rack space, subleased facilities and fuel and energy-related activities not included in scope 1 or 2 (upstream emissions of purchased fuels and electricity and transmission and distribution losses for electricity). For more information on our scope 3 emissions, please see our CDP climate change submission.

<sup>2</sup> Energy consumption includes electricity, natural gas, diesel fuel and fuel from fleet vehicles.

<sup>3</sup> Scope 1: emissions from direct onsite sources (natural gas, diesel fuel, fuel from fleet vehicles and refrigerants from cooling systems).

<sup>4</sup> Scope 2: emissions from purchased electricity (electricity from office facilities, corporate data centers and IT equipment at colocation data centers).

<sup>5</sup> Due to rounding, the sum of numbers may not precisely equal the totals

<sup>6</sup> Scope 3: indirect emissions from supply chain or services

In certain cases where data was unavailable, estimations were made based on accepted industry standards. We continued to improve our methodology in FY21 and categorized emissions from colocation data centers as follows: emissions from OpenText IT equipment at colocation data centers was captured under scope 2 and the remaining emissions from non-IT equipment was captured under scope 3.

We used ISO 14064-1 and the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition), Scope 2 Guidance, Corporate Value Chain (Scope 3 standard).

## Environmental performance

As a software company, the majority of our emissions come from our data centers, so we are focused on achieving reductions within our data centers. Our absolute scope 1 and 2 emissions increased in FY21 versus FY20, primarily because we recategorized the colocation emissions resulting from our IT equipment from scope 2 to 3. We also fully represented the facilities from acquisitions in FY20 into our FY21 emissions inventory. Our scope 3 emissions increased due to the inclusion of additional scope 3 categories, while at the same time there were reductions in business travel emissions.

As expected, due to COVID-19, we saw a reduction in energy consumption across all of our facilities as the majority of employees continued to work from home; however, we recognize that some of these decreases could be temporary. We are mindful of the shift in energy consumption from our offices to the homes of employees who are working remotely and are reviewing how to account for these emissions going forward.

# Awards

We are proud to be recognized for our ability to excel in all facets of our business, from product innovation to employer best practice to industry partnerships and worldwide communications. Our commitment to excellence is engrained in what we do. OpenText is an honored recipient of the following awards:



Reader's Choice Awards 2021: Antivirus Software & Security Suites



SAP Pinnacle Awards



2019 Green Supply Chain Award



Big Innovation 2020



Waterloo Area's Top Employers 2020



PC Mag Editor's Choice 22 Time Winner



People's Choice Stevie Awards for Favorite Customer Service 2021 Winner

# GRI Content Index

Disclosure Number	Disclosure title	Response
<b>GRI 102: General Disclosures 2016</b>		
Organizational profile		
102-1	Name of the organization	Open Text Corporation
102-2	Activities, brands, products, and services	<a href="#">About OpenText</a> , <a href="#">Annual Report</a>
102-3	Location of headquarters	Waterloo, Ontario, Canada
102-4	Location of operations	<a href="#">About OpenText</a> , <a href="#">Office locations</a>
102-5	Ownership and legal form	<a href="#">Annual Report</a>
102-6	Markets served	<a href="#">About OpenText</a> , <a href="#">Annual Report</a> , <a href="#">Industries</a>
102-7	Scale of the organization	<a href="#">About OpenText</a> , <a href="#">Annual Report</a>
102-8	Information on employees and other workers	<a href="#">About OpenText</a> , <a href="#">Our People</a> , <a href="#">Annual Report</a>
102-9	Supply chain	<a href="#">About OpenText</a> , <a href="#">OpenText Supplier Information</a>
102-10	Significant changes to the organization and its supply chain	<a href="#">About OpenText</a> , <a href="#">COVID-19 Response</a> , <a href="#">Environment</a> , <a href="#">Annual Report</a>
102-11	Precautionary Principle or approach	<a href="#">Environment</a>
102-12	External initiatives	<a href="#">External Partnerships</a> , <a href="#">About This Report</a>
102-13	Membership of associations	<a href="#">External Partnerships</a>
Strategy		
102-14	Statement from senior decision-maker	<a href="#">CEO Message</a> , <a href="#">Communication on Progress</a>
102-15	Key impacts, risks, and opportunities	<a href="#">Annual Report</a> , <a href="#">Our Approach</a> , <a href="#">CDP climate change response</a>
Ethics & integrity		
102-16	Values, principles, standards, and norms of behavior	<a href="#">What We Value</a> , <a href="#">Business Conduct</a>

Disclosure Number	Disclosure title	Response
<b>GRI 102: General Disclosures 2016</b>		
Governance		
102-18	Governance structure	<a href="#">Annual Report</a> , <a href="#">Proxy Circular</a> , <a href="#">Board and Committee Mandates</a> , <a href="#">Our Approach</a> , <a href="#">CDP climate change response</a>
102-19	Delegating authority	<a href="#">Proxy Circular</a>
102-20	Executive-level responsibility for economic, environmental, and social topics	<a href="#">Our Approach</a> , <a href="#">CDP climate change response</a>
102-21	Consulting stakeholders on economic, environmental, and social topics	<a href="#">Proxy Circular</a>
102-22	Composition of the highest governance body and its committees	<a href="#">Annual Report</a> , <a href="#">Proxy Circular</a> , <a href="#">Board of Directors</a>
102-23	Chair of the highest governance body	<a href="#">Proxy Circular</a> , <a href="#">Board of Directors</a>
102-24	Nominating and selecting the highest governance body	<a href="#">Proxy Circular</a> , <a href="#">Charter of the Corporate Governance and Nominating Committee</a>
102-25	Conflicts of interest	<a href="#">Proxy Circular</a>
102-32	Highest governance body's role in sustainability reporting	<a href="#">Our Approach</a>
102-33	Communicating critical concerns	<a href="#">Proxy Circular</a>
Stakeholder engagement		
102-40	List of stakeholder groups	<a href="#">Stakeholders</a>
102-41	Collective bargaining agreements	<a href="#">Annual Report</a>
102-42	Identifying and selecting stakeholders	<a href="#">Stakeholders</a>
102-43	Approach to stakeholder engagement	<a href="#">Stakeholders</a>
102-44	Key topics and concerns raised	<a href="#">Stakeholders</a>

# I GRI Content Index

Disclosure Number	Disclosure title	Response
<b>GRI 102: General Disclosures 2016</b>		
Reporting practice		
102-45	Entities included in the consolidated financial statements	<a href="#">Annual Report, About This Report</a>
102-46	Defining report content and topic Boundaries	<a href="#">Our Approach</a>
102-47	List of material topics	<a href="#">Our Approach</a>
102-48	Restatements of information	None
102-49	Changes in reporting	We had no significant changes in reporting from our FY20 Corporate Citizenship Report.
102-50	Reporting period	July 1, 2020 - June 30, 2021, <a href="#">About This Report</a>
102-51	Date of most recent report	Our first Corporate Citizenship Report was published in August 2020 and covered our fiscal year 2020 (June 1, 2019 - June 30, 2020).
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	<a href="https://open.text.com/contact">opentext.com/contact</a>
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option
102-55	GRI Content Index	<a href="#">GRI Content Index</a>
102-56	External assurance	This report has not been externally assured.

Disclosure Number	Disclosure title	Response
<b>GRI Topic-specific disclosures</b>		
GRI 201: Economic Performance 2016		
103-1, 103-2, 103-3	Management approach	<a href="#">Annual Report, Our Approach</a>
201-2	Financial implications and other risks and opportunities due to climate change	<a href="#">CDP climate change response</a>
GRI 404: Training and Education 2016		
103-1, 103-2, 103-3	Management approach	<a href="#">Our People</a>
404-2	Programs for upgrading employee skills and transition assistance programs	<a href="#">Our People</a>
GRI 405: Diversity and Equal Opportunity 2016		
103-1, 103-2, 103-3	Management approach	<a href="#">Our People</a>
405-1	Diversity of governance bodies and employees	<a href="#">Proxy Circular, Our People</a>
GRI 418: Customer Privacy 2016		
103-1, 103-2, 103-3	Explanation of the material topic and its Boundary	<a href="#">Data Privacy &amp; Information Security</a>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<a href="#">Data Privacy &amp; Information Security</a>

 Corporate Citizenship Priorities

# I GRI Content Index

Disclosure Number	Disclosure title	Response
<b>Additional information (not related to the priority topics)</b>		
GRI 205: Anti-corruption 2016		
103-1, 103-2, 103-3	Management approach	<a href="#">Code of Business Conduct and Ethics</a> , <a href="#">Business Conduct</a>
205-1	Operations assessed for risks related to corruption	<a href="#">Business Conduct</a>
205-2	Communication and training about anti-corruption policies and procedures	<a href="#">Business Conduct</a>
GRI 207: Tax 2019		
207-1	Approach to tax	<a href="#">Business Conduct</a>
207-2	Tax governance, control, and risk management	<a href="#">Business Conduct</a>
207-3	Stakeholder engagement and management of concerns related to tax	<a href="#">Business Conduct</a>
GRI 302: Energy 2016		
103-1, 103-2, 103-3	Management approach	<a href="#">Environment</a> , <a href="#">Environmental Policy</a> , <a href="#">CDP climate change response</a>
302-1	Energy consumption within the organization	<a href="#">Environment</a> , <a href="#">CDP climate change response</a>
302-2	Energy consumption outside of the organization	<a href="#">CDP climate change response</a>
302-3	Energy intensity	<a href="#">Environment</a> , <a href="#">CDP climate change response</a>
302-4	Reduction of energy consumption	<a href="#">Environment</a> , <a href="#">CDP climate change response</a>

Disclosure Number	Disclosure title	Response
<b>Additional information (not related to the priority topics)</b>		
GRI 305: Emissions 2016		
103-1, 103-2, 103-3	Management approach	<a href="#">Environment</a> , <a href="#">Environmental Policy</a> , <a href="#">CDP climate change response</a>
305-1	Direct (Scope 1) GHG emissions	<a href="#">Environment</a> , <a href="#">CDP climate change response</a>
305-2	Energy indirect (Scope 2) GHG emissions	<a href="#">Environment</a> , <a href="#">CDP climate change response</a>
305-3	Other indirect (Scope 3) GHG emissions	<a href="#">Environment</a> , <a href="#">CDP climate change response</a>
305-4	GHG emissions intensity	<a href="#">Environment</a> , <a href="#">CDP climate change response</a>
305-5	Reduction of GHG emissions	<a href="#">Environment</a> , <a href="#">CDP climate change response</a>
GRI 401: Employment 2016		
103-1, 103-2, 103-3	Management approach	<a href="#">Our People</a> , <a href="#">Human Rights Statement</a>
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<a href="#">Our People</a>
GRI 412: Human Rights Assessment 2016		
103-1, 103-2, 103-3	Management approach	<a href="#">Business Conduct</a> , <a href="#">Data Privacy &amp; Information Security</a> , <a href="#">Our People</a> , <a href="#">Human Rights Statement</a>
412-2	Employee training on human rights policies or procedures	<a href="#">Business Conduct</a> , <a href="#">Data Privacy &amp; Information Security</a> , <a href="#">Our People</a>



# Appendix

June 2021

To our stakeholders:

I am pleased to confirm that OpenText reaffirms its support of the Ten Principles of the United Nations Global Compact.

In this annual Communication on Progress, we demonstrate our commitment to continually improve the integration of the Global Compact and its principles into our business strategy, culture, and daily operations.

We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely,



Mark J. Barrenechea  
CEO & CTO



## Human Rights

**Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights**

## Relevant Sections

[Business Conduct](#)  
[Data Privacy & Information Security](#)  
[Our People](#)

**Principle 2: Make sure that they are not complicit in human rights abuses**

## Labor

## Relevant Sections

**Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining**

[Business Conduct](#)  
[Our People](#)

**Principle 4: Uphold the elimination of all forms of forced and compulsory labor**

**Principle 5: Uphold the effective abolition of child labor**

**Principle 6: Eliminate discrimination in respect of employment and occupation**

## Environment

## Relevant Sections

**Principle 7: Businesses should support a precautionary approach to environmental challenges**

[Business Conduct](#)  
[Our Products](#)  
[Environment](#)

**Principle 8: Undertake initiatives to promote greater environmental responsibility**

**Principle 9: Encourage the development and diffusion of environmentally friendly technologies**

## Anti-Corruption

## Relevant Sections

**Principle 10: Businesses should work against all forms of corruption, including extortion and bribery**

[Business Conduct](#)

# Forward-looking Statement

This Report contains forward-looking statements. These forward-looking statements are made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995, and created under the Securities Act of 1933, as amended (the Securities Act), and the Securities Exchange Act of 1934, as amended, the Securities Act (Ontario) and Canadian securities legislation in each of the provinces of Canada. All statements other than statements of historical facts are statements that could be deemed forward-looking statements. When we use words such as “anticipates,” “expects,” “intends,” “plans,” “believes,” “seeks,” “estimates,” “may,” “could,” “would,” “will” and variations of these words or similar expressions, we do so to identify forward-looking statements.

In addition, any statements that refer to expectations, beliefs, plans, projections, objectives, performance or other characterizations of future events or circumstances, including any underlying assumptions, are forward-looking statements, and are based on our current expectations, forecasts and projections about the operating environment, economies and markets in which we operate. Forward-looking statements reflect our current estimates, beliefs and assumptions, which are based on management’s perception of historic trends, current conditions and expected future developments, as well as other factors it believes are appropriate in the circumstances.

These forward-looking statements are based on certain assumptions and involve known and unknown risks as well as uncertainties, which include actual and potential risks and uncertainties relating to the ultimate spread of COVID-19, the severity of the disease and the duration of the COVID-19 pandemic. The actual results that we achieve may differ materially from any forward-looking statements, which reflect management’s current expectations and projections about future results only as of the date hereof. We undertake no obligation to revise or publicly release the results of any revisions to these forward-looking statements. For additional information with respect to risks and other factors which could occur, see our Annual Report on Form 10-K, Quarterly Reports on Form 10-Q and other securities filings with the Securities and Exchange Commission and other securities regulators. Readers are cautioned not to place undue reliance upon any such forward-looking statements, which speak only as of the date made.

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