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2023

Environmental, Social
& **Governance** Report

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Letter from the CEO

At Imperva, our role as a global cybersecurity leader revolves around helping organizations protect critical applications, APIs, and data, anywhere, at scale, and with the highest ROI.

We take this responsibility seriously and recognize that we play a necessary role in the sustainability of our customers' businesses. By protecting them from the security threats of today, and tomorrow, we ensure they will continue to thrive and surpass the expectations of their customers.

From healthcare to financial services, and every industry in between, cybercriminals are working tirelessly to disrupt the operations of the digital services that we rely on as a society.

Using our award-winning products and solutions, we monitor billions of events across the internet every day, ensuring that customers are protected from malicious attacks.

However, we recognize that our work to better the world extends far beyond our industry. In addition to protecting our customers' applications, data, and websites from attackers, we have a responsibility to protect our planet, be a good citizen, advocate for positive change, and act in an ethical and responsible manner.

Over the past year, we not only maintained, but sharpened our focus on environmental, social, and governance (ESG) issues. We set measurable goals and made strategic investments to ensure we improve our processes with the intent of long-term impact and success.

Influencing environmental sustainability; social responsibility; diversity, equity, and inclusion; and governance starts with us. Our entire team is committed to making a difference and actively works to help us achieve our goals.

This report outlines how our commitment to ESG will contribute positively and deliver on the expectations our employees, customers, and partners have for Imperva.

We know that the actions we take today can spark long-lasting change in communities around the world. Thank you for supporting us in this work.

Pam Murphy
Chief Executive Officer

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Our report is
Who We Are

The annual Imperva Environmental, Social & Governance (ESG) Report provides transparency into the goals we've set and the investments we're making as a Company to reduce our environmental impact, foster a more diverse and inclusive workplace, and adhere to compliance standards globally.

Over the past year, we've matured our ESG programs. We believe our continued commitment and passion for ESG will enable us to foster a more dynamic workplace, while maintaining the respect and trust of our valued employees, customers, and partners.

Forces of nature and human action are disrupting and changing the world. As a Company that operates globally, we believe it is our responsibility to be an advocate for the environment, underrepresented and marginalized communities, and responsible governance standards.

At Imperva, we are committed to creating a more fair, just, and sustainable world. This report documents the actions we've taken, and will take in the coming years, to influence positive, long-lasting change.

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Our Company

Protecting our customers' critical applications & data

We play a sustainable role just by our existence — we help businesses stay in business by protecting them from security threats.

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About

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Imperva is the cybersecurity leader that helps organizations protect critical applications, APIs, and data, anywhere, at scale, and with the highest ROI. With an integrated approach combining edge, application security, and data security, Imperva protects companies through all stages of their digital journey. Imperva Threat Research and the global intelligence community enable Imperva to stay ahead of the threat landscape and seamlessly integrate the latest security, privacy, and compliance expertise into our solutions.

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Imperva at a Glance

Imperva solutions stop bad actors before they enter a network or impact critical applications, APIs, or data stores.

We protect a diverse range of organizations across various industries, speaking to the versatility and effectiveness of our solutions.

We are driven by our commitment to make the world safer.

We Protect Industry Leaders

7 out of 10	Top Financial Services
4 out of 5	Top U.S. Banks
3 out of 5	Top Healthcare Organizations
500+	Government Agencies

Our Company

1,300+
employees globally

20
offices around the world

Protecting Customers at Scale

22 billion
attacks prevented monthly

1.5 trillion
requests analyzed monthly

180
countries where we monitor threats

Network Security

Application Security

Data Security

Application Performance

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Environmental
Protecting the planet

As a responsible global leader, we support sustainability by limiting our impact on the environment and reducing our carbon footprint.

In this section, learn about our long-term environmental goals and our consumption and emissions against industry benchmarks.

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Environmental Goals by 2035

We believe **protecting the planet is a responsibility we all share**, and now is the time to act.

As an industry leader, we are taking proactive action to reduce the environmental impact and emissions created through our direct business operations and supply chain.

We translated our beliefs into measurable environmental goals, ensuring that we minimize our long-term impact on the planet.

Goal 1: Carbon neutrality and net-zero emissions

Eliminate Scope 1, 2, and 3 emissions generated through business operations

Goal 2: Responsible supply chain management

Take accountability for the impact of indirect emissions created through business operations

Goal 3: 100% e-Waste recycling program globally

Reduce the environmental impact of the technology we use and our consumption of natural resources

Goal 4: 100% renewable energy use at every office location

Decarbonize our Scope 1 and Scope 2 emissions generated through office operations

Goal 5: Net-negative emissions as a global business

Remove more carbon emissions from the business than we emit into the environment, while advocating for positive environmental action

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Striving for Carbon Neutrality & Net-Zero Emissions

Carbon Emissions Sources

Our carbon emissions are predominantly generated from the following:

- Data centers that host computing infrastructure
- Business travel
- Office locations
- Use of natural resources
- Suppliers

As part of our annual evaluation of environmental sustainability, we evaluated Scope 1 and 2 emissions created in 2022, measured in metric tons of carbon dioxide equivalent ($MTCO_2e$).

For the first time in 2023, we completed a comprehensive evaluation of our Scope 3 emissions — those created indirectly through normal business activities and by suppliers.

The comprehensiveness of emissions reporting will provide us with a foundation to develop decarbonization strategies. It will also enable us to address emissions generated through our operations and supply chain in the future.

To accurately measure our success, we committed to setting science-based targets, using 2022 as the baseline for achieving net-zero emissions by 2035. We also implemented a carbon accounting platform to standardize and enhance the measurement and reporting of our emissions.

Scope 1 & 2 Emissions

Scope 1 emissions are created through direct business activities (e.g., fuel). Scope 2 emissions are associated with the use of electricity, heating, or cooling at an office.

4%

decrease in Scope 1 and 2 emissions in 2022 v. 2021

Scope 1 and 2 emissions, measured on a like-for-like basis with a market-based approach, were 2,159 $MTCO_2e$ in 2022.

Imperva consumed 6% less electricity at offices globally (6,934 MWh) in 2022, compared to the prior year.

Overall, the volume of Scope 1 and 2 emissions consumed per employee decreased to 1.0 $MTCO_2e$ in 2022, down from 1.1 $MTCO_2e$ in 2021.

Our Scope 1 and 2 emissions per employee are statistically lower in comparison to our industry peers, according to location-based methodology.

Scope	2021 Metric Tons CO_2 equivalent ($MTCO_2e$)	2022 Metric Tons CO_2 equivalent ($MTCO_2e$)
Scope 1 (Fuel)	68	7
Scope 2 (Office)	2,192	2,152
Scope 1 & 2 Total	**2,260**	**2,159**

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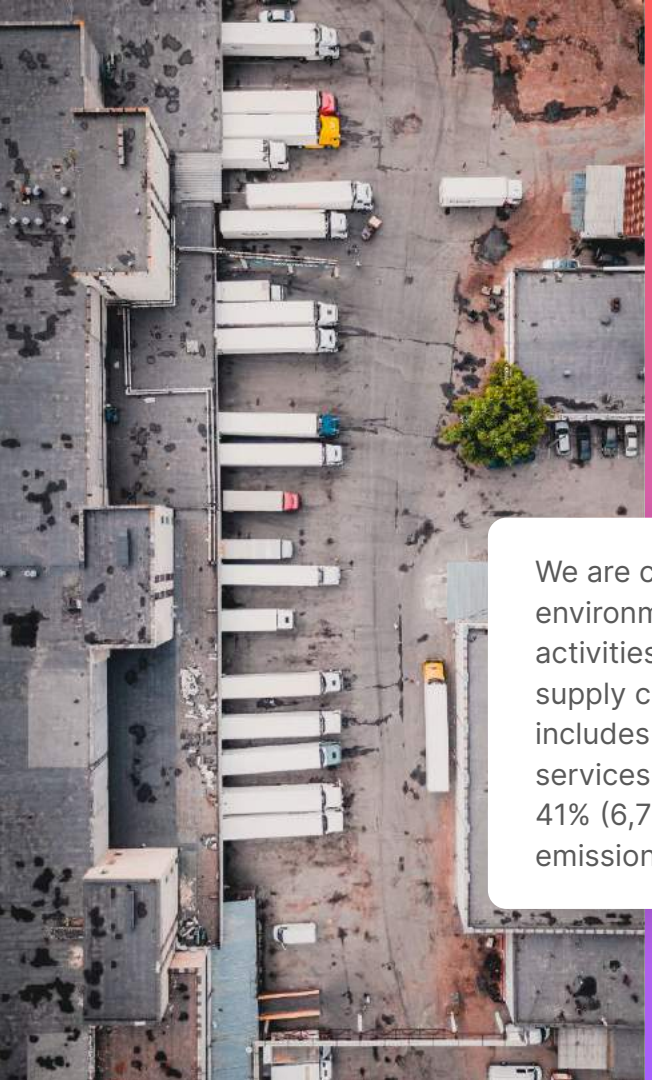
Suppliers & Scope 3 Emissions

Our supply chain partners are a crucial component of our business. In 2023, we completed a comprehensive analysis of key suppliers who accounted for 4,500 $MTCO_2e$ of our emissions in 2022.

We did this to assess what long-term risk, if any, suppliers will have on our pursuit of carbon neutrality. As Scope 3 emissions account for a large portion of our carbon footprint, it was important to understand how suppliers could impact our environmental ambitions and specific carbon neutrality goals.

We are committed to managing environmental impact from the activities associated with our supply chain partners. This includes purchased goods and services, which contributed to 41% (6,736 $MTCO_2e$) of our emissions in 2022.

The evaluation provided us with greater visibility into our suppliers' business practices to ensure they align with our own sustainability commitments. We evaluated suppliers against our environmental goals, including e-Waste recycling, use of renewable energy, carbon neutrality and net-zero emissions, and enabling net-negative emissions.

In order to achieve our 2035 goal aligned with responsible supply chain management, we are taking proactive steps to include sustainability as a component of our vendor management process.

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Supply Chain Management

We expect to put in place a formal Supplier Code of Conduct later this year, which will outline clear expectations for suppliers to help us achieve our environmental goals and reduce our impact on the planet.

We also developed robust systems to ensure that our suppliers share our values and strive to meet our mandatory ethical, labor, and environmental standards in the countries where we operate. We will evaluate this by expanding our supplier risk assessment to cover a larger proportion of our supply chain.

Aligned with these efforts, we are also evolving our procurement and vendor management processes to better understand the environmental performance of all vendors.

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e-Waste Management & Recycling

As a technology company, we rely heavily on the use of network and infrastructure assets, advanced technology hardware and equipment, and other IT equipment that employees need to do their jobs. We recognize that electronic waste (e-Waste) can have a negative impact on the planet through use of precious resources and energy, along with the increased risk of ground and water contamination. For these reasons, we set a goal to recycle all of our e-Waste by 2035.

In 2022, we identified and began working with vetted providers to manage our e-Waste globally. Initial trials of our e-Waste recycling program resulted in:
- Successful recycling of decommissioned assets
- Redistribution of smaller items within the organization (opposed to throwing them away)
- Secure donations of unused IT equipment to local charities

Recycling, compost, and waste bins are clearly marked and available for employee use at our offices around the globe. This encourages employees to follow positive, eco-friendly behaviors. As a result, the waste generated at each of our offices is minimal.

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Reducing Waste in 2022

Plastics

We recycled 144 kilograms (kg) of plastic bottles in partnership with a non-profit organization that provides employment opportunities to the local community.

Batteries

We recycled 25kg of used batteries (all sizes), and added battery recycling containers around various offices to raise awareness for this effort.

Paper

We recycled 100kg of used paper, and actively encouraged employees to reduce their reliance on printing.

Paper Cups & Disposable Tableware

We reduced our consumption of single-use items in the office by providing non-disposable tableware and cutlery for employee use.

Electricity

Through the installation of smart timers, we reduced the use of unnecessary power during non-working hours.

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Establishing Processes to Become Net-Negative

To become net-negative, we must remove more carbon from the business than we emit. To achieve this, our ESG Council developed the Imperva Sustainability Framework. The framework, informed by our emissions data, will guide us in creating environmental processes, policies, and plans that help achieve our 2035 goals.

A cross-functional, management-led ESG Council champions environmental causes, implements plans that further our commitment to ESG, and rigorously evaluates our performance against our 2035 goals. The ESG Council will help to drive us toward a sustainable future that goes beyond the boundaries of our operations.
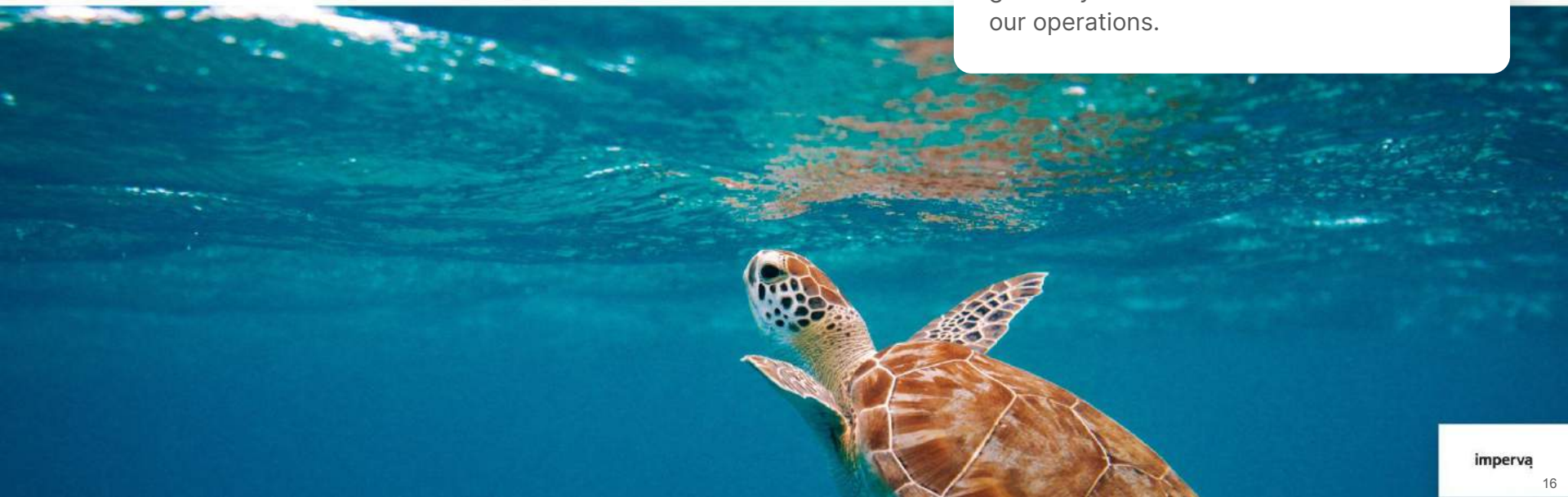
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EcoVadis Rated

In 2023, we engaged EcoVadis to conduct a comprehensive assessment of our Company's environmental, social, and governance (ESG) policies and business operations — including carbon emissions, labor practices, supply chain management, and corporate ethics.

EcoVadis is a globally recognized assessment that rates an organization's sustainability based on four categories:
- Environmental impact
- Labor and human rights standards
- Ethics
- Procurement practices

Their evaluation, which compared us to other companies globally, resulted in a positive score and a significant increase from our previous EcoVadis assessment (conducted in 2020).

Our improvement underscores the progress we have made as a business in the areas of ESG, and reaffirms that we are investing in the right resources to ensure we stay accountable to our goals.

We believe that our dedication to environmental sustainability, social responsibility, and governance will help differentiate us from others in our industry.

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Looking Ahead & Staying Accountable

In 2020, our Company made a commitment to improving our sustainability. Since then, we developed processes and implemented annual assessments with support from leading third-party firms. The results of these assessments help the ESG Council track improvements in emissions year-over-year, as well as define focus areas to further minimize our environmental impact.

We will continue to monitor and report on our carbon emissions (Scope 1, 2, and 3) as a way to measure the progress we're making annually toward our 2035 goals. The improvements we've made in the past year (including decreased office emissions, supplier evaluations, and reduced waste) are just the start of our environmental journey. We will continue to advance our internal efforts, work with building management to further reduce emissions, and assess suppliers to reduce environmental risk created through our supply chain.

As a Company, we take environmental sustainability seriously. Our efforts to achieve our 2035 goals will be good for our business, and for the planet.

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Social
Investing in our people

We believe that fostering positive social outcomes and advocating for human rights are integral for creating sustainable and responsible business practices.

In this section, we provide a comprehensive overview of the actions we have taken to promote diversity, equity, and inclusion; support employee well-being; engage with our local communities; and ensure ethical supply chain practices. Through our collective efforts, we are creating a meaningful difference.

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Living the
Imperva Values

**Innovation. Customer Obsession.
Sense of Urgency. Collaboration. Community.**

We strive to live out the Imperva Values every day, as they inform our actions and help us to lead with intent.

Aligned with this belief, we present the I'm Imperva Award each quarter to a selected group of employees, based on peer recognition, who demonstrate commitment to the Imperva Values.

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Our People & Culture

Our Company culture is co-created by the **experiences and actions of our diverse, global team**. We are motivated by the spirit of innovation, collaboration, respect, and transparency.

Embracing Hybrid Work

At Imperva, we give employees the opportunity to connect and collaborate in-person, while providing flexibility to support individual workstyles and provide balance. The Imperva Hybrid Work Model provides employees with a flexible work schedule that blends in-person and remote work.

Most of our roles allow for some degree of flexibility, and we continue to see the positive effect a hybrid work environment has on all aspects of our business. It results in higher levels of customer and partner satisfaction, employee retention, productivity, and employee engagement.

Ensuring Employee Well-Being

The mental, physical, and emotional well-being of our employees is a top priority.

Alongside the robust benefits we offer globally, we provide a Recharge Day each year, which gives employees the opportunity to take a day off to unplug and refresh. Separate from other leave benefits, the Recharge Day is intended to encourage and support employee wellness.

The Employee Assistance Program provides a range of services, resources, and confidential support to employees and their families when in need.

Our People: Diversity Representation

2022 Global Gender Distribution by Management Level

| Gender: | ● Male | ● Female | ● Non-binary |

2023 v. 2022 Changes
in Global Gender Distribution

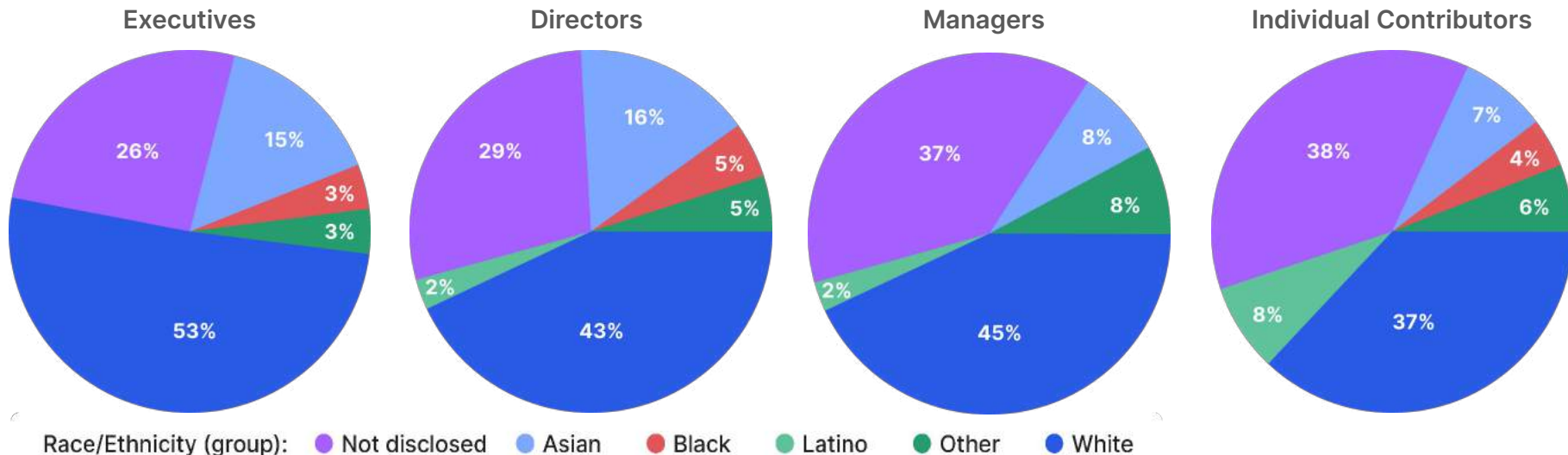|	
+5%	Executives
-1%	Directors
-2%	Managers
-1%	Individual Contributors

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Our People: Diversity Representation

2022 US Racial Representation by Management Level

2023 v. 2022 Changes
in US Racial Minority Representation

+10%	Directors	-2%	Managers	+2%	Individual Contributors

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2025 DE&I Representation Goals

Female, Non-Binary, or Transgender Representation in Global Workforce

30%   **Representation at the Executive level**
(Executives = Vice President and above)

35%   **Representation at the Director level**
(Directors = Directors and Senior Directors)

35%   **Representation at the Manager level**
(Managers = Supervisors, Managers, Senior Managers)

30%   **Representation at the Individual Contributor level**

Racial Minority Representation in US Workforce

30%   **Racial minority representation within the US population**

Executives	**30%** racial minority representation
Directors	**30%** racial minority representation
Managers	**35%** racial minority representation
Individual Contributors	**30%** racial minority representation
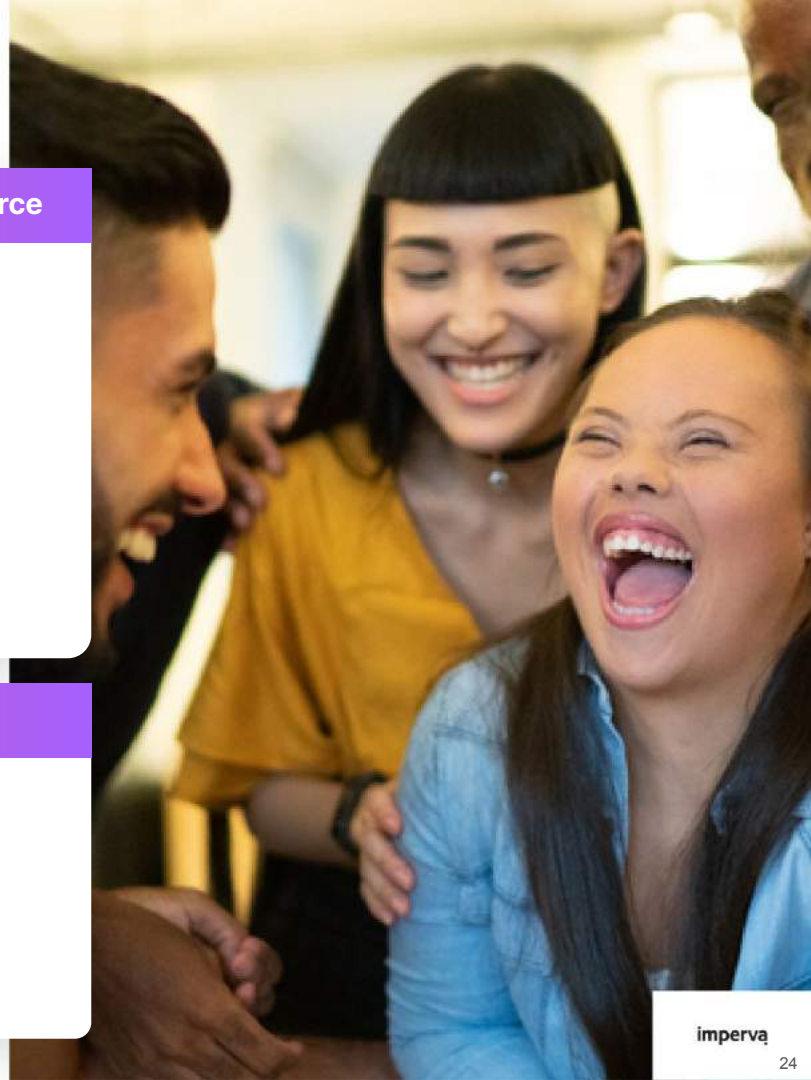
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Career Development

Continual learning and career development are highly encouraged at Imperva. We invest in various programs, both in-person and virtual, that **provide employees with access to the necessary resources and training to help them achieve their professional goals**.

Career Progression

Career progression is the foundation for the success and sustainability of Imperva. A significant proportion of our workforce makes a career step every year. These opportunities are made possible through positive performance and regular discussions about career goals between employees and their managers.

Percentage of Employees Who Took a Career Step
(2020 - 2022)

15%	2020	**18%**	2021	**18%**	2022

31%
of all career steps were taken by female employees in 2022

41
individual contributors were promoted to a managerial role in 2022

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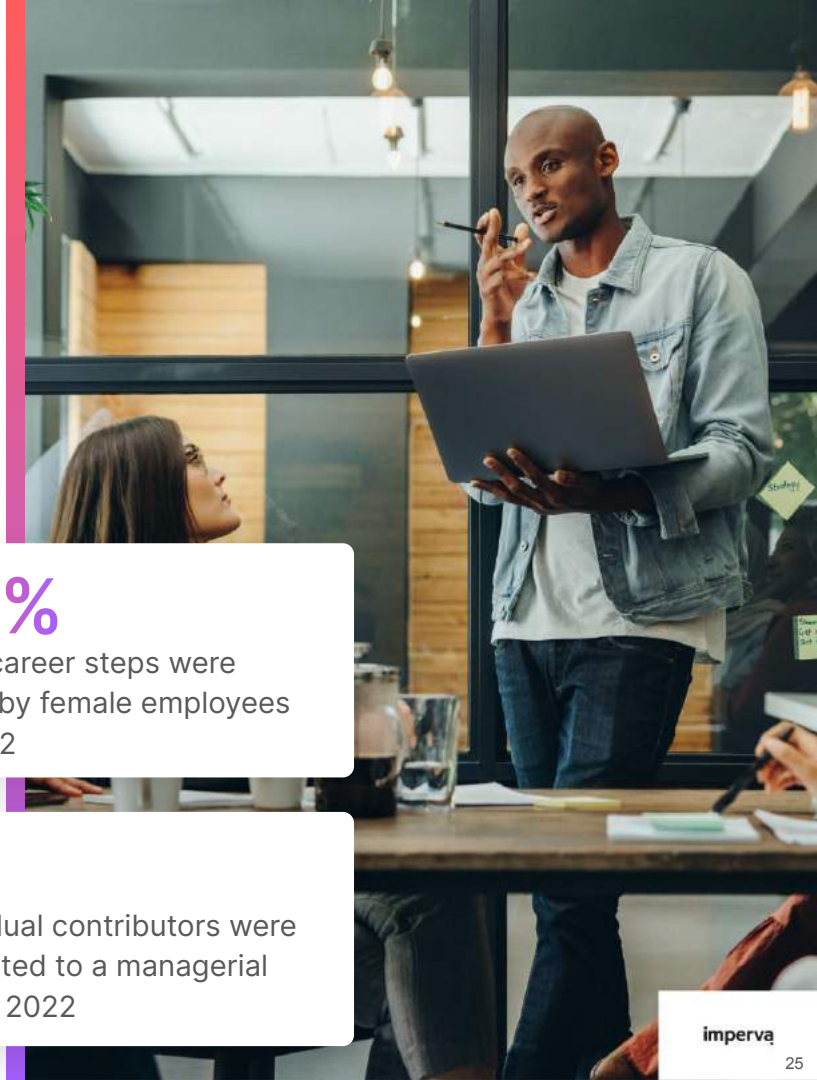
Virtual Learning

Over the past 12 months, our global team took advantage of a robust library of on-demand, virtual learning programs to help further develop skills that support their career aspirations.

We also offer custom learning paths to help guide employees through a development journey. Virtual courses enable all employees to learn and progress at their own pace.

41,000+
micro-courses completed

1,500+
courses completed

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Career Development

Internal Mobility

We support our employees' aspirations and pursuit of career goals. In 2022, we formalized our policy for internal mobility. The policy encourages open conversations between employees and their managers about career development and aspirations. It enables any employee to transfer to a different role, department, or location within Imperva to help them achieve their professional goals.

Mentorship

In 2022, our Company introduced the Success Squad, an internal mentorship program that pairs high-performing, seasoned employees with employees who are seeking personal and professional development. Each pair develops a structured plan, and over the course of several months, the mentee receives one-on-one support and guidance from their mentor. The program helps employees foster a greater sense of belonging and enables continual career progression discussions.

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Career Development

People Leadership Development Programs

In 2022, we introduced two leadership development programs — one for people managers and one for senior leaders. The programs are led by trained professionals over the span of several months in a hybrid manner (virtual and in-person).

With this approach, leaders have the opportunity to learn and collaborate with a group of peers from across all functional departments as they refine their management skills to better support career development and business outcomes.

32%

of people managers and leaders
have completed specialized training

Employee Engagement

Productivity, innovation, customer satisfaction, retention, and culture are directly influenced by the way employees are engaged and supported. At Imperva, **we invest time and resources into creating a world-class work environment for our global team**.

Keeping a Pulse on Employee Engagement

We conduct regular employee engagement surveys that provide leaders with insights and data to make informed decisions departmentally and as a Company. Results from these surveys are analyzed and discussed between leaders and their teams. This approach allows employees to actively influence our Company and culture.

Top 10%

Our survey engagement scores rank high among other technology companies, per Workday/Peakon benchmarking.

7 out of 10

employees work in a location that is recognized as a top workplace.

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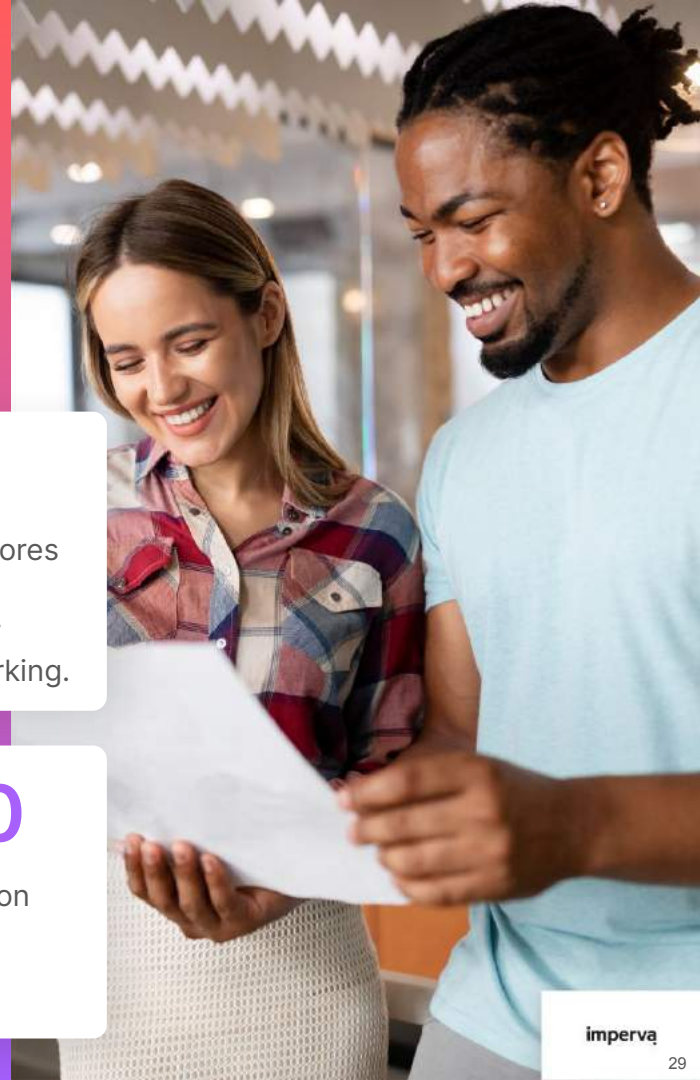
Award-Winning Workplace

We are incredibly proud and honored by the awards and certifications we've received over the past 12 months that **recognize our commitment to DE&I, employee engagement, and workplace excellence**.

88% of US-based employees say Imperva is a great place to work.*

94% of Singapore- based employees say Imperva is a great place to work.*

In 2023, Imperva earned the gold standard mark in the EquaLGBT+ Index, the highest honor any company in Israel can receive from LGBTech's equality assessment. Imperva is one of just three companies in the country that achieved the gold standard.

Imperva is recognized as a Top 50 Best High Tech Companies to work for in Israel.

Rankings:
2021 (No. 36)
2022 (No. 33)

* In comparison to the industry average of 57% (per Great Places to Work)

Community Engagement

Imperva believes in **leading with kindness and acting with intent to create meaningful change** — within our industry and in the communities where we live and work.

$291,984

donated in volunteer hours in the past 12 months.

$29,776

donated to the International Federation of Red Cross and Red Crescent Societies (IFRC) to assist with earthquake relief efforts in Turkey, Syria, and the surrounding areas.

The Imperva Volunteer Time Off program gives Impervians the opportunity and support to donate their time at non-profit organizations, either individually or as a team. This approach enables employees to share their time, resources, and talents in support of causes that they're passionate about.

We also organize fundraisers and make monetary and in-kind charitable donations as a Company to deserving causes around the globe.

Over the past year, employees supported a variety of community and non-profit organizations. They volunteered with charitable groups that:

- Promote science, technology, engineering, and math (STEM) education
- Supply food, clothing, education, and basic necessities to those in need
- Support the sustainability of the environment
- Provide local healthcare

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Diversity, Equity & Inclusion

At Imperva, **we view diversity, equity, and inclusion (DE&I) as a business imperative**. Our commitment to DE&I has a direct impact on our Company culture, reputation, customer satisfaction, and business performance.

We are advocates for honoring and promoting the diversity of our global team — whether that's age, skin color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socioeconomic status, veteran status, or other characteristics that contribute to someone's identity.

DE&I influences our business decisions, including, but not limited to: recruitment, compensation and benefits, professional development and training, career progressions, community engagement, social and recreational programs, vendor selection, and product updates and innovations.

Advocating for DE&I Globally

Promoting diversity, equity, and inclusion (DE&I) is an imperative for every employee at Imperva. **We believe that investing time and resources into fostering a welcoming and diverse workplace and community enables our success today and in the future.**

In 2020, we invested in the creation of the Company's first DE&I Council. With global representation that spanned all functional departments, the Council was empowered to make decisions to influence Company operations and culture.

At the beginning of 2023, the DE&I Council evolved into a network of four regional councils: Americas, APJ, EMEA, and Israel. This approach allowed for more employees to engage and influence the activities that drive positive outcomes for specific regional needs.

We advocate for DE&I throughout the regions in which we operate, focusing on the issues most relevant to those local communities. We support social justice, gender equity, racial equality, and assistance for the disabled. Our efforts are guided by the leadership of the regional DE&I Councils.

While our efforts drive regional change, together, the Imperva DE&I Council network creates meaningful impact globally.

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Supporting Gender Equity

At Imperva, we raise awareness for gender equity internally and externally and **act with intent to create meaningful change**.

Expanding Parental Benefits

In 2022, the Israel DE&I Council influenced the expansion of the Israel Parental Leave Policy, ensuring that natural born or adoptive parents — regardless of gender — have the opportunity to bond with their child and establish a safe environment for the family. The expansion of this policy provides equity for same-sex parents or non-birthing parents who need to spend time away from work and with their families. In APJ, the regional DE&I Council launched efforts to enhance support for working parents, including extended childcare leave for employees in Singapore.

Closing the Global Median Pay Gender Gap at Imperva

We are committed to gender equity, both inside and outside of Imperva. One of the ways we do this is through an annual Gender Pay Equity Audit that assesses employee compensation in every functional organization and region.

This audit allows us to proactively address any disparities in compensation between male and female employees in the same, or similar, role.

We also updated our hiring and promotion processes to prevent pay gaps in the future.

Zero gender pay gap remediations is our goal for the 2024 salary review cycle.

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IMPERVA WOMEN'S NETWORK

IWN Efforts to Advance Gender Equity

- Organized a career mentorship day in Israel, in partnership with Shavot, where more than 40 young female students had the opportunity to meet and work alongside Imperva employees
- Partnered with the "Cyber Ladies" empowerment and support organization to encourage female leadership in cybersecurity
- Assembled a virtual industry panel discussion with female speakers in APJ focused on how to increase gender representation in cybersecurity

The Imperva Women's Network (IWN) is an employee resource group (ERG) that provides support and resources to female employees around the globe. Members actively support gender equity by challenging stereotypes, calling out discrimination, drawing attention to bias, and creating space for inclusion.

IWN organizes in-person and virtual events to facilitate conversations about gender equity, career development, and more. Events include internal speaker series, panel discussions, networking events, skills development programs, and community engagement activities. Regional DE&I Councils and IWN work together to organize empowering events and networking sessions, and partner with external organizations to help support future generations of female professionals.

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Supporting Underrepresented & Marginalized Communities

We are committed to providing support and advancing communities globally that are underserved. We partner with organizations that can provide meaningful assistance, and share our resources and time to help support causes that allow us to create positive change.

How We're Making an Impact

The Israel DE&I Council trained and mentored individuals with disabilities for equal employment opportunities (through Ta'asuka Shava, a government-sponsored organization).

We hosted a hackathon event with Career Tech, an organization that supports members of Israel's Ethiopian community who are interested in pursuing a career in cybersecurity.

For a fourth time, proceeds from a Juneteenth fundraiser were donated to The Black & Brown Founders, an organization that offers Black and Latinx entrepreneurs resources to start businesses.

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Paying it Forward

Imperva Provides Cybersecurity Training & Education to South African Students

The Absa Cybersecurity Academy was founded to empower and provide South African young adults with the training and certification needed to pursue careers in cybersecurity.

Over the course of three years, students are provided accredited cybersecurity training, personal and professional development support, and mentorship opportunities.

As an educational partner, we provide a data security qualification program for the students. In the past year, 30 disadvantaged students participated in the training, including many young women who are striving to enter the industry.

Programs like these help address the worldwide cybersecurity skills shortage, while giving underserved communities access to resources and education to advance their aspirations.

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Supporting the LGBTQIA+ Community

Imperva had the honor of hosting an LGBTech networking and meetup event in Tel Aviv in December 2022. The event was a place for the community to network and engage in important dialogues.

LGBTech is a leading non-profit organization that works in partnership with the international tech community to advocate for positive change for the LGBTQIA+ community.

In March 2022, Imperva sponsored the LGBTech Summit. This international event brought together 400+ attendees from around the world.

At the event, our team provided mentorship and career guidance to event attendees. Two speakers from Imperva were selected to present onstage at the Summit, providing inspiring perspectives to everyone in the audience.

Globally, employees participated in Pride parade events in Ireland, Israel, and across the U.S.

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Governance
Operating responsibly

We promote accountability, transparency, inclusion, and ethical behavior through our governance processes and structures.

In this section, learn how our commitment to governance enables us to mitigate risk and maintain compliance with global standards. Our ethical practices allow us to operate at the highest levels, helping us earn the respect of our customers, partners, and industry.

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Compliance & Business Ethics

The Imperva Code of Conduct describes our expectations of our employees, business partners, and other stakeholders. We encourage reporting suspected violations of our Code, or any unethical or inappropriate conduct, to our compliance hotline. Reports of misconduct can be made confidentially or anonymously, 24 hours a day, seven days a week, 365 days a year. Reports made through our hotline are investigated until they are resolved, and updates are provided to our Board of Directors.

At Imperva, we are **committed to ethical business practices and behaving with integrity**. We believe that our behavior is just as important to our Company's success as delivering our customers the best security products. This is why we strive to meet the highest ethical standards.

In 2023, we also evaluated our shared responsibility toward protecting the most vulnerable members of our society and reaffirmed our commitment to human rights by updating our UK Modern Slavery Statement. Throughout the remainder of 2023, we will work with stakeholders to identify and align on key performance indicators (KPIs) to measure our future progress.

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Culture of Compliance

As part of our commitment to ethical business practices, we work to proactively identify and mitigate risks that could lead to regulatory violations. To that end, we adopt and widely communicate written policies to foster a culture of compliance.

Anti-Corruption Policy: Requires compliance with global anti-corruption and anti-bribery laws, including the FCPA and UK Bribery Act

Export Control Compliance Policy: Requires that Imperva abides with all US export control laws and economic sanctions

Related-Party Transactions Policy: Adopting procedures to assess and mitigate real and potential conflicts of interests

Anti-Harassment Policy: Helps to ensure a safe and productive work environment, free from inappropriate conduct

These policies, along with others designed to cultivate a culture of ethical behavior, are referenced in the Imperva Code of Conduct and available to all employees.

Training

In 2022, we reimagined our Ethics & Compliance training program. Training on business ethics best practices occurs on a quarterly basis, while formal employee acknowledgement of the Imperva Code of Conduct occurs annually.

Over the past three quarters, we have focused on ways to create an ethical, safe, healthy, and inclusive workplace with training sessions on bribery, conflicts of interest, harassment, and the Imperva Code of Conduct.

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Corporate Governance

Board of Directors

The Imperva Board of Directors (the "Board") is comprised of eight non-executive members, all of whom have served in their roles since the acquisition of Imperva by Thoma Bravo in January 2019.

In addition to their other duties, the Board provides guidance and oversight of the Executive Leadership team's assessment and management of the Company's areas of risk. The Board established committees covering cybersecurity and audit matters — including key areas concerning health and safety, privacy and data security, and regulatory compliance. Significant areas of risk, including the Executive Leadership team's response to those risks, are raised to the Board for review. Key areas of focus include: health and safety, environment, people, privacy and data security, supply chain and operations, and legal and regulatory risks, including antitrust matters.

ESG Council

Our ESG Council defines, advances, and monitors initiatives related to our Company's ESG work. The team is responsible for developing processes for managing environmental, social, and governance topics. They also engage with external stakeholders to learn how Imperva can positively impact the communities in which we work and live.

Data Privacy

At Imperva, we believe that **privacy is a fundamental human right**, and we have integrated that belief throughout our business.

As evidence of our commitment to privacy, we achieved APEC PRP Certification in 2021, which signifies that strong data privacy practices are in place at Imperva through a third-party-led assessment of Imperva operations.

In 2022, we furthered our investment in data privacy by obtaining GDPR Validation from TrustArc. GDPR Validation provides important assurance to our customers, business partners, and employees that our privacy practices meet the high standards required by GDPR.

In addition, we continually evaluate our products and practices to ensure implementation of privacy by design wherever feasible.

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Privacy as a Priority

At Imperva, our guiding light is incorporating privacy and security into all we do. Our Privacy Program is led by our Deputy General Counsel & Global Data Privacy Officer, who reports to our General Counsel & Chief Compliance Officer. Our privacy program is regularly reviewed with a committee of our Board of Directors, and our employees receive training several times each year to enhance privacy and security awareness.

To honor the trust our customers and their users place in us, we apply the General Data Protection Regulation (GDPR) as our single global data privacy standard. By incorporating GDPR as an essential element of our day-to-day operations, employees are accustomed to treating data with the care and respect it deserves.

Fundamental Security

We recognize that security is the bedrock upon which privacy rests, and that, without security, there is no privacy. At the very inception of our products and services, we conduct Data Protection Impact Assessments to evaluate the impact of our data processing on individuals' rights to privacy. We integrate carefully considered technical and organizational measures into all of our products, services, and operations which are designed to protect the data in our care.

Privacy Concerns

Anyone with privacy concerns can raise them at thales.integrityline.org, and any concerns may be raised anonymously.
A member of our Privacy team is available for questions related to our privacy practices.

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Certifications

We have **earned industry-leading validations and certifications** as a result of our continual focus and commitment to privacy and security.

GDPR Validation

is an assessment of an organization's privacy program to validate and report on GDPR compliance efforts. Our privacy and compliance controls were rigorously assessed against GDPR standards by TrustArc.

APEC PRP Certification

is a privacy certification built on the nine principles of the APEC Privacy Framework, which bridges differing national privacy laws. The framework is designed to promote accountable and responsible cross-border flow of personal data amongst APEC member countries.

PCI-DSS

is a globally recognized standard for the security of financial and payment transactions, protecting consumers from the misuse of personal information and fraud.

ISO 27001

is an international standard which provides a framework and guidelines for an information security management system (ISMS).

SOC 2, Type II

is a standard for managing the organization's internal controls that safeguard customer data.

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Privacy & Transparency

To put our belief that privacy is a fundamental human right into action, we have implemented **processes and controls to safeguard the data entrusted to us**.

Our Commitments

Our employees are trained that any request from a third party or government agency to produce data must be accompanied by a lawful court order. Our Legal team and Global Data Privacy Officer review all requests received and challenge them, where appropriate, in line with our strong contractual commitments to our customers.

In keeping with our value of customer obsession, we use the data entrusted to our care to enhance our customers' security protections and drive positive impact for our customers' users.

We have implemented strong encryption and controls to prevent encryption compromise.

Imperva systems are designed to protect encryption and authentication keys from being shared with third parties, whether intentionally or unintentionally.

We do not provide access to our customers' content transiting our network to law enforcement or anyone else.

We have implemented policies and procedures designed to embed accountability for data processing operations throughout our organization, including frequently educating our employees about how to recognize and raise a privacy concern without fear of retaliation.

We continually evaluate our technical and organizational measures to determine whether they are appropriate to the risk associated with the data we are processing.

Where possible, we process personal data in pseudonymized form.

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Security & Trust

At Imperva, we **maintain globally recognized certifications for current products and services**. These certifications, along with the corresponding controls, are assessed by industry-leading third-party auditors to validate the effectiveness of our program.

Core Practices

Secure Software Development Lifecycle Management (SSDLC): Security architecture, code reviews, static testing, dynamic testing, penetration testing, and red-teaming

Incident Response: Cross-functional/departmental incident response team

Data Encryption, Hashing, Masking: Safeguarding data-in-motion and data-at-rest

Vendor Management: Software supply chain security

Access Controls: Physical and technical access controls (password policies, role-based permissions policies, elevated permissions policies, and credential management policies)

Logging and Monitoring: 24/7 SOC, Imperva network and system intrusion detection, and protection

Awareness and Training: Mandatory employee training (policies, standards, tabletop exercises, and attack vector training)

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Protecting Data Inside & Outside of Imperva

Cyber Threat Index

We service trillions of monthly HTTP requests/responses and data store operations for customers. We publish threat research as part of the Cyber Threat Index (see right) to share expert analysis, complete with insights and recommendations, of the current risk posture of the internet.

Imperva @ Imperva

100% of our external applications and APIs are monitored and protected by Imperva Network and Application Security.

100% of our core internal applications and services are protected by Imperva Application Security.

100% of our core data stores are protected by Imperva Data Security.

Attack Types

- Automated Threat
- OWASP
- DDoS

Imperva Trust Center

Find more details about Security & Trust at the Imperva Trust Center.

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Security & Risk Management Program

Our Security & Trust team implemented a comprehensive security and risk management program to ensure the confidentiality, integrity, and availability of our critical assets and sensitive information. The program is designed to identify, assess, and reduce risks across the organization and among supply chain partners.

Security Governance: We have a dedicated security governance team responsible for managing the program and ensuring compliance with all applicable regulations and standards.

Risk Assessment: We conduct regular risk assessments to identify potential security threats and vulnerabilities across our systems and networks. This includes internal and external factors (e.g., natural disasters, cyberattacks, human error, etc.).

Risk Mitigation: After identifying potential risks and vulnerabilities, we implement risk mitigation strategies to reduce the likelihood and impact of an incident. These strategies include implementing security controls, creating incident response plans, and training employees on security best practices.

Compliance Monitoring: We continually monitor for compliance with internal policies and external regulations and standards. This includes conducting regular audits and assessments to identify any gaps or areas for improvement.

Incident Response: In the event of a security incident, we have a well-defined incident response plan in place. This includes processes for identifying and containing the incident, conducting a thorough investigation, and communicating with stakeholders.

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Business Continuity

The Imperva Business Continuity Plan (BCP) is a defined **process for responding, communicating, and making decisions during a crisis while facilitating the recovery of business operations**.

It is a component of our risk management framework. Our process for developing business continuity plans includes analysis, implementation, maintenance, testing, and education.

The BCP is activated following an incident, or series of incidents, that impact our ability to provide an acceptable level of service, or otherwise affects key operations for an unacceptable period of time. The plan ensures that we continue to provide critical services to employees and customers in the event of any significant business interruption.

Critical activities that would need to be sustained following a disruptive event
were identified and consolidated into department-level plans. The plans include actions and procedures that should be followed before, during, and after a disruption.

The BCP outlines roles and responsibilities in order to facilitate decision-making and mitigate the potential downtime of critical services during a business disruption. It also includes offsite recovery environments and alternative physical locations for employees in the event of a major disruptive incident.

The emergency and crisis management plans, which are part of the BCP, include mobilization and response procedures, notification guidelines, executive contact details, and other pertinent information needed to ensure proper coordination of command and control activities.

An internal team reviews the BCP annually. Continual testing and improvements are made to refine procedures and increase resiliency.

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Crisis Management

Major incidents, whether they occur inside or outside of the workplace, can have a disruptive impact on normal business operations.

Cybersecurity incidents, pandemics, and natural disasters can have a disruptive impact on normal business operations. The Imperva Global Crisis Management Team (CMT) is responsible for managing and coordinating response activities to minimize the impact on employees, business processes, and information technology environments.

Response efforts are guided by an internal handbook of processes and systems to mitigate disruption and enable the continuity and/or recovery of critical services.

We Employ the Following Strategies to Ensure the Availability of our Services:

- Data replication to servers in different geographic locations
- Automatic failover of critical infrastructure
- Redundant infrastructure
- Key personnel located in different geographic locations
- Cross-training
- Established personnel relocation strategy in the event of a disaster
- Ability for employees to work from home
- Strategic use of hosted service providers
- Sophisticated monitoring mechanisms

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Imperva Corporate Infrastructure

At Imperva, we have established a set of policies and procedures related to the BCP to guarantee employee access to the corporate network, regardless of geography. A virtual private network (VPN) is delivered from geographically dispersed locations and accessible 24 hours a day, seven days a week, 365 days a year.

Multiple offices and data centers worldwide support critical functions, including 59 PoPs and three back-office data centers at the time of writing. This architecture supports automatic failover between sites, minimizing interruption and data loss for critical services. Primary office locations have redundant internet service providers (ISPs) to allow for continuity of service. In addition, 6,000 virtual machines (VMs) are set up across all environments to facilitate data transfer and storage, and to minimize the impact of an issue with any one location. All critical servers and production servers are replicated daily. Active IT helpdesk support is provided 24 hours a day, seven days a week, 365 days a year, to guide employees in all IT matters.

On-premises systems are backed up incrementally on a daily basis, while full backups occur weekly and are sent off-site every two weeks.

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Product & Service Resiliency

Imperva Cloud Security Solutions

At Imperva, we deliver comprehensive web application, API, and network protection through our cloud platform — including Cloud WAF, CDN, Advanced Bot Protection, DDoS Mitigation, and DNS Protection — orchestrated seamlessly within a single security stack.

Our growing global network consists of 59 DDoS-resilient data centers with over 10 terabits per second (Tbps) of capacity. They're strategically positioned in locations where customers need to provide services to their end users.

We have engineered our cloud platform for reliability. We operate with a service level agreement (SLA) of 99.999% availability for CDN, Cloud WAF, and DNS Protection; an RTO/RPO of 0/0; and 100% availability for Network DDoS mitigation services.

All service-related point of presence (PoP) are hosted in data centers that are compliant with at least one of the following certifications: Payment Card Industry Data Security Standard (PCI DSS), Service Organization Controls SOC 2 Type II, or ISO 27001.

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Product & Service Resiliency

Customer Support

Our Customer Support team operates on a "follow the sun" model (24 hours a day, seven days a week, 365 days a year) to enable non-stop protection of customers' applications, APIs, and data.

A globally dispersed workforce with extensive expertise ensures continuous operations and support, regardless of whether a major incident disrupts one country or region.

Customer Support uses cloud-based support case management and call routing technologies. This approach enables a seamless transition in the event that one location cannot provide support due to a major, unexpected incident.

WAF Gateway and Data Activity Monitoring

WAF Gateway and Data Activity Monitoring (DAM) are comprehensive, cybersecurity platforms that include Web Application Security and Database & File Security, respectively.

WAF Gateway and DAM virtual appliances are delivered to customers through a file transfer protocol (FTP) site, which is replicated daily between the U.S. and Israel. In the event of a disruption to the FTP site, a new server is launched quickly.

The return merchandise authorization (RMA) replacement process includes an alternative method for ensuring that our customers receive the parts and maintenance they require. Personnel in both Israel and the U.S. are trained on this method, and the process is tested at least every six months.

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Product & Service Resiliency

Imperva Personnel Strategy

In the event of a war, terrorist attack, or pandemic, our leading priority is the safety of our employees and their families. We have a crisis management system, policy, and team in place to respond immediately to any crisis event. Our responses include, but are not limited to, the following:

- Relocation of key personnel to another location or country
- Transfer of workload to other sites
- Ability to bring on temporary help
- Ability for employees to work from home

Where risk is high, our Company proactively initiates actions such as: relocating key personnel to different sites, ensuring cross-training and procedural documentation at different sites so that one site can bring up the infrastructure of another, and putting in place a personnel relocation strategy by function.

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Imperva Facility
& Alternate Business Site Strategy

Our Company operates in a hybrid working model which enables employees to seamlessly use our facilities and work remotely. This is in effect for business continuity purposes as well as productivity and employee well-being.

Across all locations, if a long-term disruption occurs (i.e., a major building disruption), we will work with building management to identify a new temporary working location while we look to acquire/lease and equip a new office space in another building in the same metropolitan area.

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Social Crisis Strategy

Our social crisis management strategy is focused on the well-being of our employees, customers, and the communities in which we operate. In response to health crises, such as the COVID-19 pandemic, we implement flexible working arrangements, enhance our health and safety protocols, and provide support to our employees and their families.

The **Imperva Crisis Communication Plan ensures transparent, timely, and accurate communication with stakeholders during a crisis**. This plan helps to maintain trust, reduce uncertainty, and ensure that all stakeholders are informed and supported.

In cases where an infectious disease becomes a pandemic, our Company will implement the BCP to support critical business operations.

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Crisis Response Plan: Maintenance & Testing Guidelines

On an annual basis, our CMT reviews and updates the Crisis Response Plan, associated appendices, and department-level plans. Testing and/or exercises are conducted for high-priority activities and associated systems on a regular basis throughout the year, including:

- Quarterly assessments of the effectiveness of the Crisis Response Plan
- Plan testing, at least annually, using recovery procedures to determine the plan's effectiveness and our Company's readiness to execute
- Review of test and exercise results and initiation of corrective/ fine-tuning actions
- Assessment of the effects on operations, assets, and individuals due to contingency operations in accordance with the Plan

Our approach to crisis management helps ensure the continuity of operations, protect stakeholders, and that we contribute positively to our communities and the environment.

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Conclusion

We are committed to upholding the highest standards to ensure we maintain the trust of our customers and partners globally. We believe our ESG strategy plays a vital role in caring for our people and planet, and the cybersecurity industry.

Incorporating responsible environmental practices, social strategies, and governance policies strengthens our Company performance, benefits the market in a positive way, and enables our global team to do their best work.

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