



2026

IMPACT REPORT

Fiscal Year February 1, 2025
through January 31, 2026



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A Message From Rajeev

To Our Stakeholders,

This is my first letter as Smartsheet's CEO, and I'll start with why I joined the company: this product can become the platform where the world's most complex organizations get their most important work done. Twenty years of enterprise workflow data. Deep customer relationships. A product embedded in the operations of thousands of enterprises. Those assets are rare, and the AI era makes them more valuable, not less.

A lot changed this year — new ownership, new leadership, AI reshaping every market we serve. What didn't change: our commitments to our customers, our employees, and the communities where we live and work. That's what this report covers.

We hold ourselves accountable because it's the right thing to do, and because it builds the business. Every program in these pages does real work — operational efficiency, customer trust, opportunity for our people.

Private ownership gives us the runway to make long-horizon bets. You'll see it in how we build our product, how we serve our customers, how we manage our assets, and how we invest in our people.

Last year we published our Responsible AI framework — data privacy and security, accountability and control, reliability and fairness, transparency and explainability — because our customers deserve confidence in our commitments, not just our capabilities. We put AI fluency at the center of how our people grow. We matched 100% of our office electricity with Renewable Energy Certificates. And most gratifying of all, we worked alongside mission-driven customers — Connecticut Children's, Heroes on the Water, Advocates, and many more — helping them deliver better outcomes for the people they serve.

The future is bright for Smartsheet. I trust you'll feel the same after reading our Impact Report.

About this report

This report covers the period from February 1, 2025 through January 31, 2026, unless otherwise specified. References in this impact report to we, us, our, ours, Smartsheet, and the company refer to Smartsheet Inc.

Rajeev Singh
Chief Executive Officer



Performance Highlights

2,897

Total number of global employees as of Jan 31, 2026

7

Offices in 6 countries, plus operations in Bulgaria and Germany

17

Global hubs & sites where employees volunteered

100%

Renewable energy for office operations

35%

Reduction in total market-based emissions since FY2023

Empowering Our Customers' Missions:

Smartsheet's adaptability across a variety of use cases has made us core to delivering on impact for many mission-driven organizations around the world.

In the healthcare industry, Smartsheet supports operational excellence, boosting productivity, improving data visibility to drive decision making and cross-collaboration, and supporting security and compliance in a highly sensitive environment.

With those elements managed, customers can drive better outcomes for the health of their patients. For example, at [Connecticut Children's](#), streamlining processes is critical to supporting the hospital's mission of improving access to healthcare from before birth and into adulthood. To manage millions of dollars of grant funding for partner organizations focused on children in northern Hartford, Connecticut, the hospital designed a Smartsheet template for gathering and processing invoices. This transformed the process of finding and managing an invoice, which previously took up to 30 minutes, into a matter of seconds.

As Lauren Dominique, Continual Improvement Advisor says, "Time is a precious resource in an ecosystem providing critical health support to children in the Connecticut region. Any efficiency we can build in means more time spent on preventative care and community interventions that promote children's healthy development and well-being outside the hospital."

*Case study outcomes are based on customer-reported or estimated impacts and may vary.



Smartsheet is also powering cross-collaboration and coordination to drive important advances in environmental sustainability. The mission of Deakin University's Recycling and Clean Energy Commercialisation Hub ([REACH](#)) is to create Australia's largest advanced ecosystem for recycling and clean energy.

REACH implemented Smartsheet to facilitate collaboration with a large cohort of partners and research projects, and to simplify government reporting. The platform aggregates project data into thematic areas like energy, hydrogen, and recycling and circular economy. It also combines portfolio-level reporting, key performance indicator tracking, and return on investment calculations to ensure project governance and impact.

This has allowed for collaboration on more than 20 research projects, all toward the goal of creating greener supply chains and advancing a sustainable circular economy.



 **30 min**
saved per invoice.
Now takes seconds.

Hack for Good: Putting Our Platform to Work for Nonprofits

Nonprofits are doing some of the world's most critical work — often with teams that are under-resourced, over-extended, and reliant on manual processes that slow them down. Hack for Good exists to change that.

Hack for Good is Smartsheet's pro bono professional services (PS) program, pairing PS team members with nonprofit customers to design and build custom Smartsheet solutions at no cost. The goal is direct: replace the manual workflows that consume staff time and limit capacity with intelligent, scalable processes that turn operational capacity into the real-world outcomes these organizations exist to achieve.

In our 2025 pilot, each participating nonprofit received 20 hours of dedicated PS expertise and Smartsheet University Learning & Certification passes, ensuring their teams develop the platform fluency to extend and scale what was built, and turning a one-time engagement into lasting operational capability. Select participants were invited to present their solutions at ENGAGE, Smartsheet's annual conference, giving their mission visibility in front of thousands of customers and partners.

Hack for Good: Putting Our Platform to Work for Nonprofits

These results speak to what's possible when the right systems meet the right mission.

At [Advocates](#), a Massachusetts-based human services organization serving more than 45,000 people annually, a fragmented email-based billing process was pulling clinicians away from patient care. With support from Hack for Good, the team replaced it with a centralized, automated billing inquiry management solution. The impact was immediate: each team member now saves three to four hours per day. This equates to more than 15 hours reclaimed daily across the billing team, which is time that goes directly back to the people they serve.

At [Heroes on the Water](#), which coordinates more than 3,000 volunteers annually to support veterans and first responders across 27 states, data was scattered and reports took days to compile manually. Hack for Good helped the team build a real-time KPI dashboard and chapter health monitoring system. The Director of Volunteer Programs now saves more than a day of reporting work each month, and this capacity is redirected toward expanding veteran services into new regions.

At [The Task Force for Global Health](#), 19 programs were each managing invoices through separate, incompatible workflows, creating delays and pulling small teams away from outbreak response and disease elimination work across 140 countries. Hack for Good helped consolidate everything into a single standardized system, cutting invoice processing time by 25–50%. Reporting that once took months now takes weeks.

Pilot participants reported that the program gave their teams the tools and confidence to immediately begin operating more effectively, with one participant describing it as a turning point for their organization's efficiency.

For Smartsheet's PS volunteers, the program offered meaningful work outside their standard book of business: applying their expertise to challenges with real human stakes. For the participating organizations, Hack for Good has meant a significant step in driving their missions forward, unblocking barriers to scale their impact.



“I had a very positive experience working with the Hack for Good team. I truly appreciated the team’s dedication, collaboration, and commitment to developing a solution that addressed our challenges. Beyond the technical outcome, the most rewarding part was the human connection. I walked away from this engagement with new friends, valuable knowledge, and an effective solution.”

— Hack for Good Nonprofit Participant, ENGAGE 2025

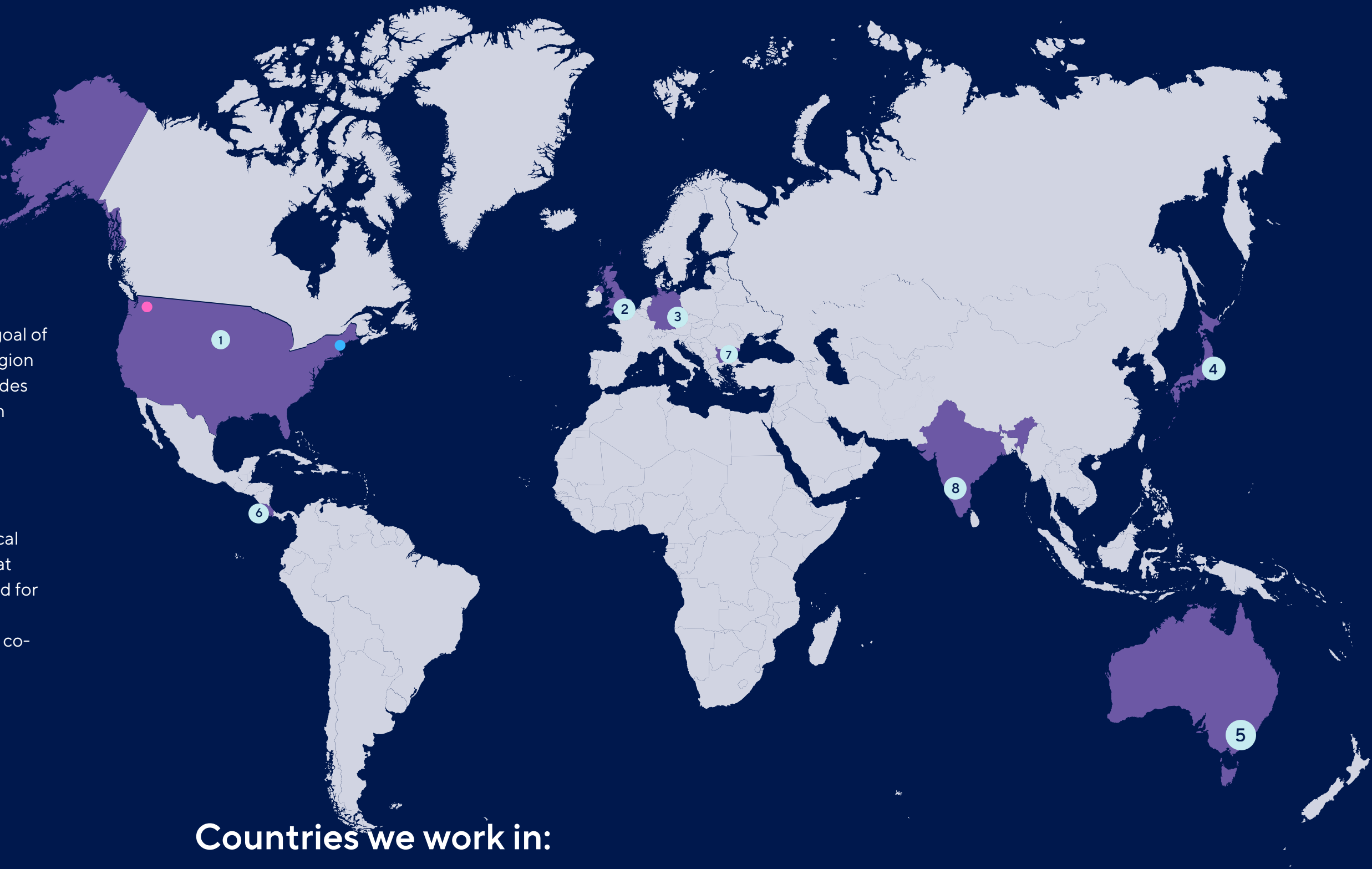
Pilot Results

3-4 hrs saved per team member, daily 	1.3 days saved per team member, daily 	25-50% faster invoice processing 	140+ countries reached through participant missions	60 hrs pro bono consulting deliveries 3 orgs x 20hrs each	5.0/5.0 satisfaction-PS volunteers & nonprofits
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People, Culture & Community

Smartsheet maintains seven offices in six countries, with the goal of attracting the best employee talent while also providing in-region support to our customers. The distribution of our offices includes our headquarters in Bellevue, WA, as well as satellite offices in Boston, MA, London, United Kingdom, San Jose, Costa Rica, Sydney, Australia, Tokyo, Japan and Bangalore, India.

Additionally, Smartsheet has entities and employee bases in Germany and Bulgaria. Rather than focus on opening a physical office in these two locations, we deployed a flexible model that provides resources for employees to come together as needed for in-person collaboration. This philosophy is extended to other locations, known as “Hubs,” where Smartsheet has 15 or more co-located employees.



Countries we work in:

- 1 Bellevue, WA; Boston, MA, USA
- 2 London, United Kingdom
- 3 Munich, Germany
- 4 Tokyo, Japan
- 5 Sydney, Australia
- 6 San Jose, Costa Rica
- 7 Sofia, Bulgaria
- 8 Bangalore, India

Building Community

There are currently 35 Hub locations with employee volunteers, called Hub Champions, a program launched in 2025 to curate events for local populations, including coworking days or social activities. Alongside the Hub Champion launch, Smartsheet debuted the Volunteer Champions program to drive volunteering efforts across our hubs and sites, building employee engagement and deepening Smartsheet's impact on the community.

These two programs interconnect in a community ecosystem with our Employee Resource Groups, eight vibrant and inclusive communities that are open to all Smartsheet employees. Smartsheet supports these programs through dedicated staff and operational infrastructure. Together, they reflect our commitment to connecting employees with each other while supporting the communities where we live and work.



ERGs:
eight vibrant
and inclusive
communities

 **the rainbow collab**
@smartsheet

 **hispanic/latinx**
@smartsheet

 **black**
@smartsheet

 **wgm**
@smartsheet

 **parents&caregivers**
@smartsheet

 **military**
@smartsheet

 **api**
@smartsheet

 **neurodiverse**
@smartsheet

WGM stands for Women & Gender Minorities.
API stands for Asian & Pacific Islander.

How We Work

Employee Benefits & Market Alignment

Our benefits program is designed to support our global workforce as we scale. In our newest markets, our foundational commitment is to align with local statutory standards, ensuring our teams are fully supported from day one.

As our presence in these countries grows, we actively evolve our employee-focused offerings, moving from local compliance to competitive, supplemental group plans that align with the maturing market standards. Across our established regions, we pair competitive compensation with supportive time-off policies and comprehensive wellbeing resources, including free mental health coaching and professional support for legal and financial needs.



Leading Performance Management & Development

In 2025, Smartsheet launched a new performance management cycle and rating system tied to behaviors based on our internal values. This revised approach streamlined resources, systems design, and processes to ensure managers can focus on high-quality feedback and coaching conversations.

We also revamped our training offerings, focusing on peer-to-peer learning, business acumen, and values-centric facilitated discussions. We are an AI-forward company and promote the usage and adoption of AI across the organization, including in our learning and development resources. Employees at Smartsheet have access to AI training to support their development in AI fluency and adoption. AI prompts and tips are featured as a central element in Talent Development resources.

We're proud of those results, and we're not stopping there. We are listening, learning, and taking action so our team stays supported, empowered, and ready to build the future of Smartsheet together.

In 2025, we encouraged our team to update their goal setting, shifting our focus from mere output to the behaviors that drive impact aligned with our operating plan. By aligning individual contributions with core company objectives, we have streamlined our operations, reduced organizational friction, and deepened employee accountability across the business.

Employee Engagement as a Growth Driver:

At Smartsheet, we believe the best way to lead is to listen. By maintaining an active feedback loop, we ensure every voice has a hand in shaping our culture. Our 2025 engagement survey reflects the strength of that partnership.

Employees highlighted three pillars defining their experience here: a deep sense of mutual respect, access to the tools and resources needed to do their best work, and the professional autonomy to own their roles with confidence.

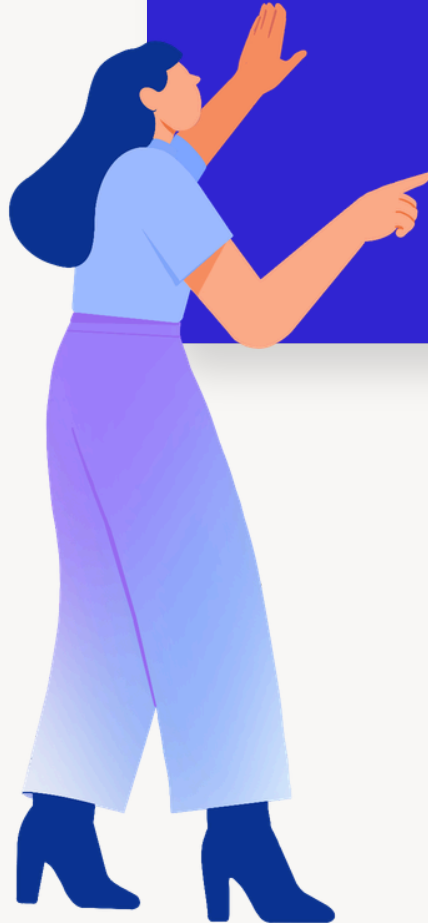
83%

Manager effectiveness score

Employees reported feeling informed, supported, and that managers adapt to individual needs

76%

Survey participation rate





Additionally, our Magic Makers recognition program serves as a dynamic data set for identifying high-impact behaviors. Through the analysis of quarterly nominations, we actively track how pillars are integrated into daily workflows. This initiative does more than reward excellence; it reinforces the values-centric culture that serves as a primary driver of Smartsheet's innovation and impact.

MAGICMAKER

“

It's a privilege and joy to be part of a team full of talented, creative, and supportive colleagues who bring the energy that makes Smartsheet such a special place. This recognition is a wonderful reminder of the values we share, and I'm excited to continue learning, growing, and celebrating wins alongside this incredible group!”

- Manager, Sales Development

Making an Impact

Building a Global Volunteer Infrastructure

In FY26, Smartsheet moved from ad hoc volunteer events to a globally coordinated program, building the infrastructure to make community engagement a consistent, measurable part of how we operate across every Hub and driving our organization-wide goals around employee engagement and impact.

Our newly launched Volunteer Champions (VC) Program placed 26 employee leaders across our global sites to organize and execute local volunteer opportunities on behalf of their communities. The program culminated in Smartsheet's first-ever coordinated Global Day of Service on GivingTuesday, mobilizing 152 employees across 17 Hubs worldwide.

The Volunteer Champions Program is managed with a Smartsheet-powered volunteer planning solution to streamline event management, registration, and impact reporting. The program is a direct investment by Smartsheet in workforce engagement, building culture, community, and connection across our global employee base.



“

I enjoyed spending time with team members I usually wouldn't interact with — and the fact that we were doing something with real measurable impact on our community.”

— Smartsheet Employee

**26 volunteer
champions**
across our global sites



Smartsheet GivingTuesday: Impact at a Glance

Results of Smartsheet’s first-ever coordinated Day of Service for GivingTuesday, highlighting employee engagement and tangible global impact through volunteering and donations.

Employee-Driven Donations

10 Nonprofits Selected for Donations

Employees chose organizations through a company-wide nomination and voting process.

Hands-On Community Support

152

Participated in a coordinated
Day of Service across 17
global hubs



Hunger Relief

Prepped over **20,000 meals**



Environmental Stewardship

Removed single-use plastics and garbage from local beaches and neighborhoods.



Community Support

Assembled **100 hygiene kits** and performed farm maintenance.

Community Activations at ENGAGE Seattle 2025

For the third consecutive year, Smartsheet embedded community and inclusion programming directly into our annual user conference ENGAGE, demonstrating our values to thousands of customers and partners in a way that extends the conference experience beyond product content.

*Smartsheet ERGs are open to all employees. They partner with the ENGAGE team to foster an inclusive conference experience for customer attendees

Onsite Volunteer Activity

Customers and employees assembled hygiene kits in partnership with YWCA Seattle | King | Snohomish, continuing a signature tradition of hosting onsite customer volunteering (now in its fifth year.)

Nonprofit Customer Track:

Dedicated programming for nonprofit attendees was provided, including a Meet & Eat, premium support access, and an executive connect session with Smartsheet's VP of Corporate Responsibility.

Swag Opt-Out Donation

Nearly a quarter of all attendees opted out of conference swag to direct funds to nonprofit partners, reflecting growing customer alignment with Smartsheet's values and approach to sustainability. Proceeds supported Washington STEM and Food Lifeline.

Attendee Accessibility Kits:

Sensory kits produced in partnership with the Neurodiverse at Smartsheet ERG* were distributed to attendees with sensory needs across both conference days.

Hack for Good Smartsession

Nonprofit presentations of custom-built Smartsheet solutions demonstrating the platform's enablement of mission-critical operations. The session earned one of the highest ratings at the conference: 4.56 vs. a 4.35 conference average, with a 72% survey response rate.

ERG & Overachievers Mixer:

A cross-community networking event connecting the Overachievers customer community and Smartsheet ERG members, reinforcing our inclusive approach to the customer ecosystem.



Our Approach to Responsible AI

In 2025, we redefined our product strategy and governance philosophy around a "Right Fit, Right Reason" approach to AI. Rather than bolting AI onto existing products, processes, and infrastructure, we restructured our product development organization so that AI is a core input to how we set strategy, design capabilities, build the product, and support it across its lifecycle. Moving to private ownership in 2025 gave us the runway to commit to this for the long term, grounded in strong governance, measurable customer value, and ethical responsibility rather than short-term trends.

Our philosophy is to maximize customer value by building AI that is trustworthy, powerful, and accurate, and to use that AI precisely. Not every task needs a large language model; many are better served by lightweight machine learning or deterministic tools that run at a fraction of the infrastructure and cost. By applying AI surgically, we match each task to the lightest capable tool, reserving the most powerful models for the work where they create real value. We strive to provide the maximum utility for minimum resources, and in the process reduce the total environmental impact of using this technology.

Trust & Safety

Smartsheet protects customer data through a defense-in-depth security architecture spanning infrastructure, application, and operational layers. Data at rest is encrypted using industry-standard AES-256 encryption, while data in transit is protected via TLS 1.2, with a two-layer key management model separating key encryption keys from the keys that encrypt customer data. Organizations with heightened security needs can also adopt customer-managed encryption keys for direct control over their own encryption material. Access to production systems is restricted to authorized personnel under least-privilege, need-to-know principles, and the company maintains a 99.9% uptime commitment backed by redundant, geographically distributed hosting sites with independent power, cooling, and fire suppression designed to guard against large-scale disruptions.

At Smartsheet, our approach to identifying and managing data security risk is embedded throughout the software development lifecycle rather than applied as an after-the-fact control. Security engineers review architecture and design before code is written, followed by structured threat modeling and targeted code review to verify mitigations. Every code change is automatically scanned through static and dynamic application security testing integrated into CI/CD pipelines, complemented by continuous automated vulnerability scanning across infrastructure and periodic gray-box penetration testing performed by internal security staff and qualified third-party firms. Identified vulnerabilities are tracked to resolution against defined remediation SLAs. Smartsheet also operates an ongoing bug bounty program that invites independent security researchers to identify and responsibly disclose vulnerabilities, with findings triaged under a four-tier severity model and remediation commitments providing continuous, external validation of the company's security posture beyond internal testing alone.

On incident preparedness, Smartsheet maintains documented incident response plans, reviewed and tested annually, covering preparation, detection and analysis, containment, eradication and recovery, and post-incident activity. Where required by law or contract, affected customers are notified within legally mandated timeframes. This is reinforced by business continuity and disaster recovery planning — also reviewed and tested annually — to help ensure resilience during unforeseen events. Taken together, these processes reflect a structured, continuously tested approach to identifying, remediating, and responding to data security risk across the platform.

Privacy and compliance are treated as integral to this security posture rather than separate concerns. Smartsheet's privacy program aligns with GDPR, UK GDPR, and CCPA, supported by data processing agreements, published subprocessor lists, and regional data residency options in the United States, European Union, and Australia; content created in a regional instance is stored and processed in that region and is not transferred or accessed across regional boundaries without customer direction or legal requirement. This gives organizations direct control over data residency and helps address regional compliance obligations.

At Smartsheet, responsible AI is a core principle. It rests on a simple belief: AI should enhance and accelerate human judgment, not replace it.

In the past fiscal year, Smartsheet formalized and published its Responsible AI principles, the governance controls that enforce them, and an updated AI Data Security Whitepaper detailing how AI data flows through its systems and the contractual safeguards required of every AI partner. Those principles are built on four core commitments: data privacy and security, accountability and control, reliability and fairness, and transparency and explainability.

Customer data is isolated from other customers' data, is never used to train third-party foundation models, and remains under customer control at all times.

Every AI feature operates within each user's existing permissions, surfacing and acting on only the content that user is already authorized to access, and records are retained to trace every AI action back to its source. AI capabilities are held to the same security and compliance standards as the broader platform. Additional detail is on our [Responsible AI webpage](#).

Our overall security and privacy posture is validated through an extensive certification portfolio, including SOC 2 Type II, ISO/IEC 27001, 27017, 27018, 27701, and 22301, FedRAMP Moderate Authorization to Operate and DoD Impact Level 4 (IL4) Provisional Authorization for U.S. federal agencies, and participation in the EU-U.S. Data Privacy Framework. In 2026, Smartsheet plans to pursue ISO/IEC 42001, the AI management systems standard, and to implement controls aligned with the EU AI Act — extending its enterprise-grade compliance approach to AI governance. Together, these certifications and practices demonstrate the kind of governed, auditable data stewardship increasingly expected by customers, regulators, and stakeholders alike. A full list of certifications is available on our compliance page in the [Smartsheet Trust Center](#).



Privacy and compliance are treated as integral to this security posture rather than separate concerns.



Flexibility & Mission Enablement

Adaptive Design & Flexibility

Smartsheet is built for flexibility across roles, regions, and technical skill levels. Our no-code platform empowers business users to build workflows, automate processes, and generate insights intuitively, while our open API and developer tools give technical teams the extensibility they need to integrate Smartsheet into the enterprise tech stack.

As AI becomes central to workflows, Smartsheet is building conversational AI directly into the platform. This approach empowers non-technical users to build solutions, execute work, and surface insights through natural language prompts, ensuring a broader and more inclusive level of access.

In particular, Smartsheet is committed to providing an inclusive experience by working toward alignment with WCAG 2.1 AA accessibility technical standards. While we currently support most of these standards in our updated feature areas, we view accessibility as an evolving mandate rather than a static goal. Through continuous product updates, regular external audits, and proactive testing against WCAG 2.2, we are dedicated to the ongoing improvement of our platform and applications to support the diverse needs of all our customers.

For global organizations, Smartsheet is available in eight languages – English, French, German, Italian, Japanese, Portuguese, Russian, and Spanish – and offers the dedicated data residency options noted above. This allows organizations to meet regional privacy and regulatory requirements, including GDPR and the Australian Privacy Act, while running on the same enterprise-grade platform.

Environmental Sustainability

Environmental challenges such as climate change and resource constraints are reshaping the way businesses operate, innovate, and grow. For Smartsheet, environmental sustainability is both a responsibility and a strategic opportunity — one that strengthens our resilience, supports long-term value creation, and helps us operate more efficiently in a rapidly changing global context.

We recognize that our customers and investor partners increasingly expect solutions that reduce risk and align with their own sustainability goals. By advancing our environmental maturity, we help customers meet their commitments while reinforcing trust and long-term relationships.

Our progress is reflected in external assessments. For our 2025 disclosures, Smartsheet earned a B score from CDP for Climate Change, a significant improvement from our D score in the previous year, demonstrating stronger climate governance, risk management, and disclosure practices.

This approach supports customer attraction and retention, reduces operational and climate-related risks, and positions Smartsheet for sustainable growth. Our environmental strategy is integrated across the business—from operations and product development to vendor engagement—helping us create shared value while contributing to a more resilient, lower-carbon future.

Greenhouse Gas Emissions (in tCO2e)

Scope 1

84

Scope 2 (market-based)

0

Scope 2 (location-based)

973

Scope 3 total

23,306

Scope 3 breakdown

3.1 Purchased goods & services	16,568
3.2 Capital goods	221
3.3 Fuel- and energy-related activities	307
3.5 Waste generated in operations	8
3.6 Business travel	4,303
3.7 Employee commuting	1,677
3.8 Upstream leased assets	224

SBTi Progress

Last year, we strengthened our approach to climate action by setting new, 1.5°C-aligned greenhouse gas emissions reduction targets through the Science-Based Targets initiative (SBTi). These targets reflect the latest climate science and reinforce our commitment to supporting a lower-carbon future. By aligning our goals with SBTi guidance, we are taking a credible and transparent approach to reducing emissions across our operations and value chain.

Our science-based targets include reducing absolute scope 1 and 2 greenhouse gas emissions (direct emissions from our operations and indirect

emissions from purchased energy) by 50% by FY2030, using FY2023 as a baseline, and reducing scope 3.1 emissions (purchased goods and services - the largest category within our value chain footprint) by 51.6% per million USD of value added over the same period. Achieving progress across these targets requires continued operational efficiency and action across our value chain to address emissions beyond our direct operations. Since FY24, we have purchased renewable energy certificates (RECs) annually equivalent to 100% of our electricity consumption, effectively reducing our market-based Scope 2 emissions to zero.

We also publish an annual TCFD-aligned climate risk report on our Corporate Responsibility [webpage](#) that describes how we identify, assess, and manage climate-related risks and opportunities across our business. This reporting supports transparency, integrates climate considerations into governance and strategic decision-making, and supports alignment with climate-related financial risk disclosure requirements.

Key performance indicators	Status	FY2023 (Base year)	FY2024	FY2025	FY2026
Reduce absolute scope 1 and 2 emissions by 50% from our FY2023 baseline	Achieved, Maintaining	1,168 tCO2e	90 tCO2e	99 tCO2e	84 tCO2e
Source 100% renewable energy for scope 2 operations	Achieved, Maintaining	11%	100%	100%	100%
Reduce scope 3 emissions from purchased goods and services by 51.6% from our FY2023 baseline	Achieved, Maintaining	35 tCO2e per \$1M	27 tCO2e per \$1M	22 tCO2e per \$1M	13 tCO2e per \$1M

Digital Decarbonization

As a cloud-based platform, Smartsheet's environmental footprint is closely tied to the digital systems that power our products. We rely on Amazon Web Services (AWS) to deliver secure, reliable performance for customers around the world, and we recognize the role hyperscalers play in advancing energy efficiency and renewable electricity. By leveraging leading cloud infrastructure, we aim to support more efficient growth and contribute to a more resilient software ecosystem.

The expansion of AI-enabled capabilities creates new opportunities to deliver value, alongside increased attention to energy use within cloud computing. At Smartsheet, we monitor the environmental footprint of AI, particularly as it relates to emissions associated with compute demand. To inform our sustainability approach, we review publicly disclosed information on environmental initiatives, energy efficiency, and renewable energy commitments from AWS. Many of the cloud locations supporting our services operate on electricity grids with increasing renewable generation and are supported by our infrastructure provider's renewable energy procurement efforts.

We pair innovation with efficiency by investing in application-layer tooling that optimizes how compute resources are used. Our architecture is designed to minimize unnecessary processing and reduce token utilization, supporting lower resource intensity while improving performance and cost efficiency. Together, these efforts help manage environmental and operational risk, strengthen reliability, and support customers in meeting their own sustainability goals in a rapidly evolving digital landscape.



IT Asset Management

As part of Smartsheet's approach to responsible IT asset management, we relaunched a device donation program that provides retired equipment to local schools where appropriate. Devices, including laptops and tablets, that are no longer required for business use may be refurbished and redeployed for educational purposes through our partnership with a third party vendor, helping extend product lifecycles and reduce electronic waste. This program was restarted as a pilot toward the end of the fiscal year with an initial donation. Going forward, we plan to conduct quarterly donation pickups from our Bellevue office, creating a consistent, structured channel for reuse before disposal. As this program matures, we'll track impact and explore opportunities to expand donation volume and partner reach. This initiative reflects our broader view that sustainability includes maximizing the useful life of technology assets.

By identifying opportunities for reuse before disposal, we aim to reduce environmental impact while supporting access to technology in the communities where we operate.

We also continue to evaluate opportunities to strengthen our IT asset management practices, including how end-of-life equipment is handled and tracked. As these practices mature, we aim to improve consistency in measurement and oversight over time.

Appendix: Transparency & Compliance

Business Governance

We are committed to upholding high standards of honesty, ethical conduct, and compliance with all applicable laws and regulations. Smartsheet reinforces these principles by promoting integrity, transparency, and responsible business practices through a comprehensive set of corporate codes, policies, and guidelines.

Governance Topic	Relevant Policies and Resources
Governance structure and oversight	Leadership and Board of Directors
Ethical business conduct and compliance	Code of Business Conduct and Ethics · Acceptable Use Policy
Human rights and responsible labor practices	Statement on Modern Slavery
Reporting concerns and ethical guidance	Whistleblower and Complaint Policy · Anti-Corruption Policy
Environmental sustainability and climate responsibility	Environmental Policy
Supplier ethics and vendor conduct standards	Smartsheet Vendor Portal
Data privacy, transparency, and responsible use of information	Smartsheet Privacy Program · Privacy Notice · Subprocessors
Information security and cyber risk management	Smartsheet Security Program
Responsible artificial intelligence and AI governance	Smartsheet Responsible AI Hub
Customer terms and platform governance	User Agreement
Access to governance policies and legal disclosures	Smartsheet Legal Center

ISSB & SASB Disclosure Index

The Sustainability Accounting Standards Board (SASB) created industry-specific guidelines to help companies share sustainability information that matters most to investors. These guidelines were later brought under the International Financial Reporting Standards (IFRS) Foundation, which established the International Sustainability Standards Board (ISSB). The ISSB uses SASB's industry-based approach as an important reference when setting global sustainability disclosure requirements, including IFRS S1 (general sustainability information) and IFRS S2 (climate-related information). This index highlights selected measures from SASB's Professional and Commercial Services and Software and Information Technology Services industries that support Smartsheet's sustainability disclosures for FY2026 (February 1, 2025 through January 31, 2026), unless otherwise noted.

Topic	Code	Metric	Response for FY2026
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed; (2) percentage grid electricity; (3) percentage renewable	(1) 22,400 MWh – estimated electricity consumption calculated using AWS-provided Scope 2 location-based emissions and publicly available grid emissions factors, in line with AWS Carbon Methodology and GHG Protocol Scope 2 Guidance; (2) 100%; (3) 100% – renewable electricity sourcing reflects AWS's disclosure that all electricity consumption is matched with renewable energy on an annual basis.
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Smartsheet does not operate company-owned data centers. Environmental considerations related to energy efficiency and renewable energy are evaluated through our reliance on AWS, our main third-party cloud infrastructure provider.
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	Smartsheet maintains a privacy program that adheres to internationally recognized privacy principles designed to protect user privacy and personal information. Personal data is processed in accordance with applicable laws and regulations, as described in our Privacy Notice .
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	Smartsheet did not sell personal information or knowingly use customer data for secondary purposes outside the delivery of its services or marketing its products.
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Smartsheet was not involved in any legal proceedings associated with user privacy resulting in material monetary losses.

Topic	Code	Metric	Response for FY2026
Data Security	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Smartsheet maintains a security program designed to identify, assess, and manage data security risks, including technical safeguards and third-party standards where appropriate.
Recruiting, Managing & Developing a Skilled Workforce	TC-SI-330a.2	Employee engagement as a percentage	76% participation rate in employee engagement survey
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior	Smartsheet was not involved in any legal proceedings associated with anti-competitive behavior resulting in material monetary losses.
Managing Systemic Technology Risks	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Smartsheet manages technology and operational risks through enterprise risk management processes and business continuity planning.
Professional Integrity	SV-PS-510a.1	Description of approach to ensuring professional integrity	Smartsheet promotes professional integrity through its Code of Business Conduct and Ethics, governance frameworks, training, and reporting mechanisms.
	SV-PS-510a.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Smartsheet was not involved in any legal proceedings associated with professional integrity resulting in material monetary losses.

Emissions Measurement Methodology & Assumptions

Methodology	Measurement was completed using external software to collect, calculate and report on consumption and emissions data across relevant business sites. As part of the GHG emissions calculation, the software applied relevant emissions factors from international standards. Scope 1 and Scope 2 GHG emissions in the Greenhouse Gas Emissions Inventory and related notes have been prepared in accordance with the World Resources Institute / World Business Council for Sustainable Development's Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition and the GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard (collectively referred to as the "GHG Protocol"). Scope 3 GHG emissions have been prepared with reference to the Corporate Value Chain (Scope 3) Accounting and Reporting Standard: Supplement to the GHG Protocol Corporate Accounting and Reporting Standard.
Greenhouse gasses included in inventory	Emissions disclosed in the Greenhouse Gas Emissions Statement and accompanying notes include the following greenhouse gasses: carbon dioxide (CO ₂), methane (CH ₄), nitrous oxide (N ₂ O), and hydrofluorocarbons (HFCs). Other greenhouse gasses, including Nitrogen trifluoride (NF ₃), Perfluoro carbons (PFCs), and Sulfur Hexafluoride (SF ₆) are not included as they are not relevant to the sources of emissions within our operational boundaries or do not generate emission material to our overall greenhouse gas inventory. Such gasses are not relevant sources of emissions because enterprise software companies do not typically emit material quantities of such gasses. All emissions are converted to carbon dioxide equivalents (CO ₂ e) for reporting purposes.
Organizational boundary	Smartsheet used the operational control approach to set organizational boundaries and consolidate GHG emissions, which means we account for emissions from operations over which we have full authority to introduce and implement operating policies. Smartsheet presents emissions from activities within our value chain, but outside of our operational control, under scope 3 emissions.
Operational boundary	Scope 1 emissions are direct emissions from the combustion of fuel from sources inside the organizational boundary and include leaked emissions from refrigerant gasses. Scope 2 emissions are indirect emissions from the generation of acquired and consumed electricity, steam/heat or chilled water occurring at sources outside of the organizational boundary resulting from activities from sources inside the organizational boundary, and include: purchased electricity, steam, heat, and cooling. Scope 3 emissions are indirect emissions from sources outside the organizational boundary resulting from activities of Smartsheet and include cloud/data center services under Category 1 purchased goods and services, IT equipment such as laptops under Category 2 capital goods, transmission and distribution loss under Category 3 fuel and energy related activities, disposal and treatment of office waste, e-waste, and packaging materials under Category 5 waste generated in operations, air, rail, road, and hotel services under Category 6 Business travel, remote workforce energy and office commuting under Category 7 employee commuting, and emissions from leased office spaces and shared coworking facilities under Category 8 upstream leased assets.
Use of estimates and measurement uncertainties	The preparation of the greenhouse gas emissions inventory and accompanying notes requires management to make estimates and assumptions that affect the amounts reported. Emissions data presented are subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary. Smartsheet bases our estimates and methodologies on historical experience, available information, and various other assumptions that it believes to be reasonable. Certain emissions rely on information provided by the suppliers/participants in our value chain, and other third parties. While these are sources that are believed to be reliable, the suitability of the design and effectiveness of the third-party systems and associated controls over the accuracy and completeness of the data has not been independently assessed.

Forward Looking Statements

Certain information set forth herein may be "forward-looking information." Except for statements of historical fact, information contained herein may constitute forward-looking statements. Forward-looking statements are not guarantees of future performance and undue reliance should not be placed on them.

Although forward-looking statements contained herein are based upon what Smartsheet believes are reasonable assumptions, there can be no assurance that forward-looking statements will prove to be accurate, as actual results and future events could differ materially from those anticipated in such statements. Smartsheet undertakes no obligation to update forward-looking statements, except as required by law.

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