

| 2025 ESG Report

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About this report

Welcome to the iManage 2025 Environmental, Social, and Governance (ESG) Report. This year’s report provides updates on our ESG priorities, strategies, and commitments. Unless otherwise noted, the ESG efforts and data disclosed within this report pertain to calendar year 2024 and cover 100% of iManage global operations. If you have any questions or feedback regarding iManage ESG efforts, please contact us at ESG@imanager.com

Forward-looking statements

This report includes estimates, projections, and other “forward-looking statements.” Forward-looking statements are based on current expectations and assumptions that are subject to risks and uncertainties that may cause actual results to differ materially. We undertake no obligation to update or revise publicly any forward-looking statements, whether because of new information, future events, or otherwise.

CEO Message

Dear stakeholders:

I am pleased to introduce our 2025 ESG Report. This comes at a time of reflection and excitement at iManage, as we celebrate 30 years in business while envisioning where we will be in the decades ahead. Since I co-founded iManage in 1995, the technology industry has seen many revolutions, but arguably none greater than the advent of artificial intelligence. AI has encouraged us to step back, look at the world we’ve created, and reimagine what business and society can achieve. AI will not only shape the way our company impacts knowledge industries, but also how we foster relationships and interact with the environment around us. This year’s ESG Report provides fresh insight into our strategy to harness the power of AI with decisiveness and care.

Looking back at 2024, I am reminded of how strongly our company values have influenced the organization we’ve become today. In a time when it is increasingly difficult to express one’s beliefs in human dignity and justice, we have strengthened our dedication to equality and expanded our iMPact Communities to engage more of our workforce, and help close opportunity gaps. In a time when

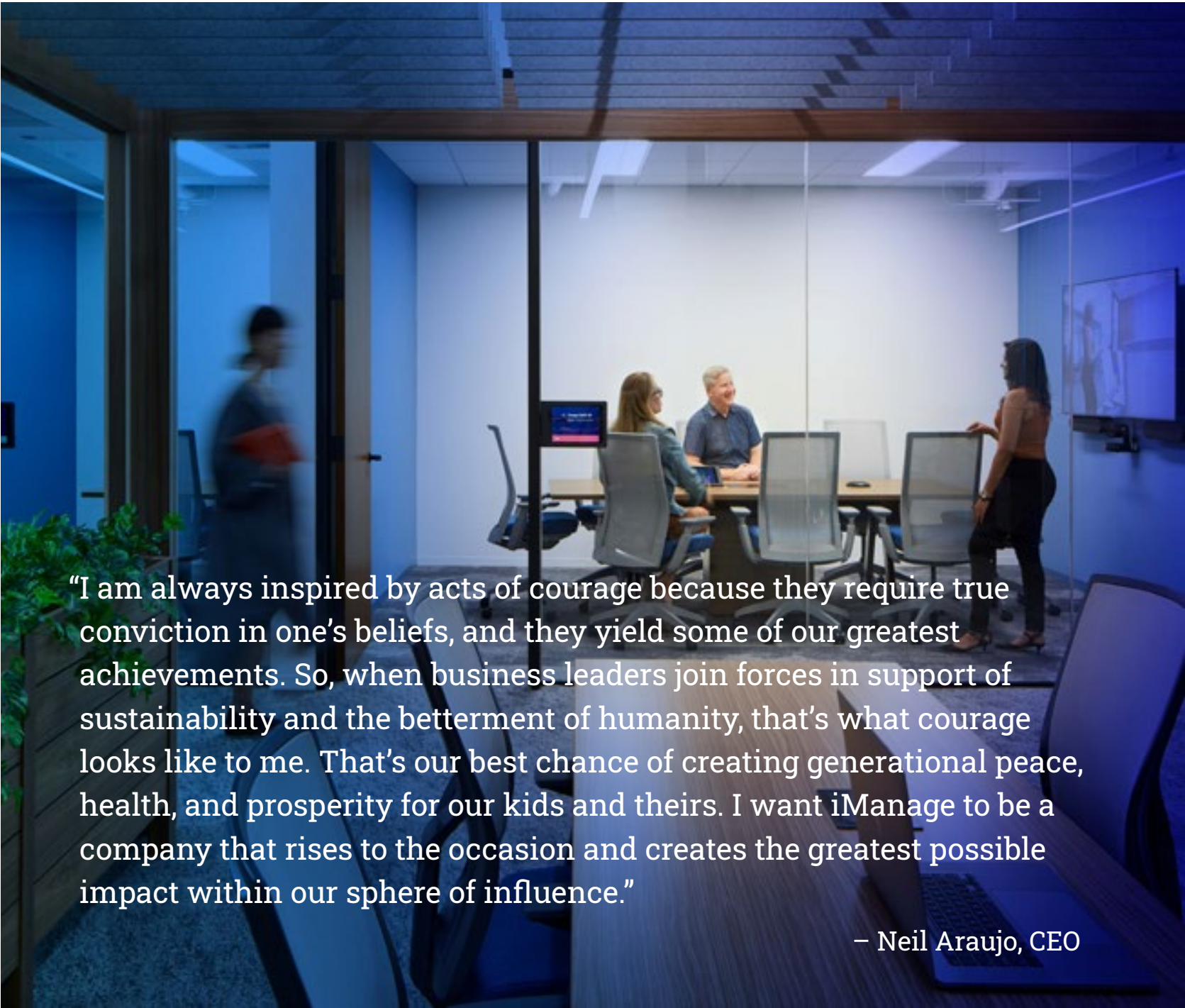
businesses and governments are backpedaling on their environmental objectives, we’ve furthered our own, with new commitments to renewable energy and environmental impact reduction. And as leaders worldwide have tested the boundaries of ethical governance, we remain steadfast in our commitment to transparency and accountability in our business practices.

I’m proud of our ESG and sustainability efforts because they represent the courage, the resolve, and the ideals that we seek to uphold. iManage has an outsized voice in the knowledge economy, and I believe that this work encourages us to use it well and Make it Mean Something™.

Sincerely,

Neil Araujo

Neil Araujo
CEO and co-founder
iManage



“I am always inspired by acts of courage because they require true conviction in one’s beliefs, and they yield some of our greatest achievements. So, when business leaders join forces in support of sustainability and the betterment of humanity, that’s what courage looks like to me. That’s our best chance of creating generational peace, health, and prosperity for our kids and theirs. I want iManage to be a company that rises to the occasion and creates the greatest possible impact within our sphere of influence.”

– Neil Araujo, CEO

About iManage

Our business at a glance

iManage is a cloud-native software company headquartered in Chicago, Illinois. Our AI-powered knowledge work platform empowers more than 1 million daily users to create, manage, and secure the world's most important information.

30
Years in
business

1,000+
Employees

4,000+
Customers

1 M+
Daily
users

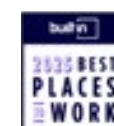
70+
Countries

Our Mission and Vision

Empowering **knowledge workers** to make meaningful impact by creating, managing, and securing **the world's most important information**.

To be the **trusted partner** for knowledge workers, enabling them with **innovative technology** and an **exceptional user experience** that empowers them to unlock their potential and drive meaningful impact.

Awards and recognition



How we serve the knowledge economy

iManage sits at the center of the knowledge economy, enabling organizations to work more productively, collaboratively, and securely. Our platform accelerates the flow and governance of institutional knowledge in data intensive industries, helping our clients work more efficiently while increasing the value and impact of their efforts.



Question & Answer Series

Pat Eskew, Chief Revenue Officer:

A primer on “knowledge work”

Q: How does iManage define a “knowledge worker”?

A: Knowledge workers are people who generate value based on what they know. Lawyers, technologists, engineers, medical professionals, researchers, and educators are all examples of people whose jobs require them to develop and apply specialized expertise every day. They are all knowledge workers.

Q: Why would a knowledge worker need a platform like iManage?

A: I like to say that “knowledge loves challenge”. People who are experts in a given discipline love problem solving. But within a business or other organizational context, you have to solve problems in repeatable, scalable, and increasingly efficient ways. Knowledge can’t just exist within silos. What that means is that knowledge workers can have the greatest impact when they’re able to channel their expertise effectively. That’s where iManage comes in. Our platform is able to capture and contextualize an individual’s knowledge,

marry it to relevant data, and create an *institutional* knowledge resource that can then be shared with others and drawn upon indefinitely.

Q: What does that look like, in practice?

A: So whether we’re talking about a legal matter, a corporate engagement, or any other collaborative effort, knowledge workers can centralize all relevant records, metrics, workflows, and correspondence associated with their project into an iManage workspace. That corpus of information can then become deeply searchable, auditable, securely shareable, and precisely governed to meet the parameters and legal requirements of the task at hand. The workspace creates a single source of truth that collaborators can draw upon, and contribute to, on a permissioned basis. Most importantly, it unlocks efficiency by illuminating relevant precedents and work templates from past efforts, while serving as a playbook of its own to inform future projects that are similar in nature.

The iManage ecosystem

We maintain a diverse and ever-growing spectrum of partnerships and technology integrations to ensure that knowledge workers are able to utilize their data with the most advanced and tailored tools available. Our cloud platform integrates seamlessly with third-party tools to adapt to the needs and enterprise software architectures of virtually any knowledge-based industries. Through this ecosystem, iManage products and services not only provide internal benefits to our clients — such as cost savings and efficiencies — they also enable those companies to have a greater impact in their own industries and serve their own customers in new and novel ways.

See examples of iManage [Customer Stories](#).

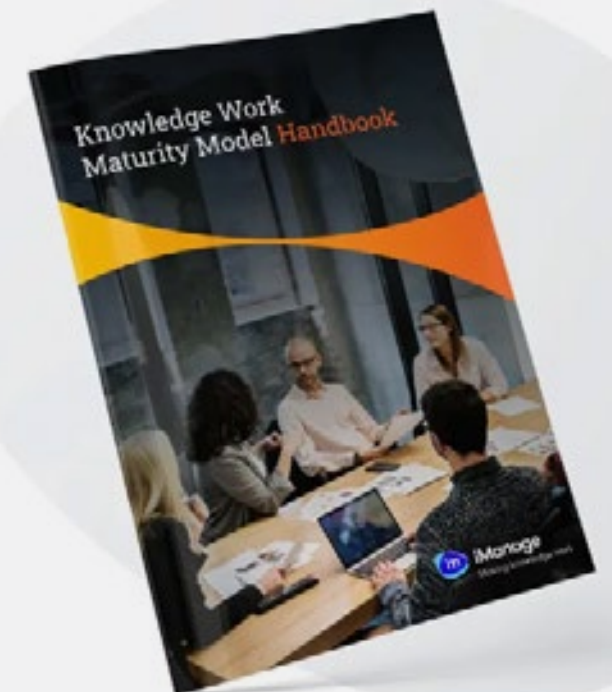


Thought leadership

As a leading global knowledge work platform, we're witnessing the knowledge economy grow and evolve at an unprecedented rate. While some industries have long been synonymous with knowledge work, a global shift toward digitalization has now drawn knowledge workers into every sector of the economy.

Recognizing the opportunity that this trend represents across industries, iManage developed its [Knowledge Work Maturity Hub](#) to help organizations of all types understand how well they're leveraging their collective intelligence. The hub includes a suite of free resources including:

- The iManage Knowledge Work Maturity Model™: a framework, based on a 2023 independent study of 2,000 knowledge workers in 44 countries, that identifies the business outcomes, infrastructural and cultural markers that denote knowledge work maturity.
- A handbook published in 2024 explaining how organizations can strategically invest to advance their knowledge work maturity and improve their business outcomes.
- An ongoing series of essays exploring knowledge work trends within specific industries as well as cross-cutting developments such as AI implementation, change management, and knowledge leadership.



Our approach to AI

There is perhaps no societal change impacting the knowledge economy more powerfully than the advent of artificial intelligence.

At iManage, our AI strategy is fundamentally linked to our overarching business strategy and our value proposition to the industries we serve. We are in the business of helping professionals in highly knowledge-intensive industries work smarter, faster, and more securely, with content that is governed in a highly organized manner. AI supports our mission directly, and we are utilizing the best open source and proprietary AI models available to advance every aspect of the iManage platform and customer experience.

Our work in this area is quickly evolving and we are maintaining an active and curious mindset around the opportunities that AI presents for iManage to meaningfully and responsibly impact knowledge industries.

AI product integration

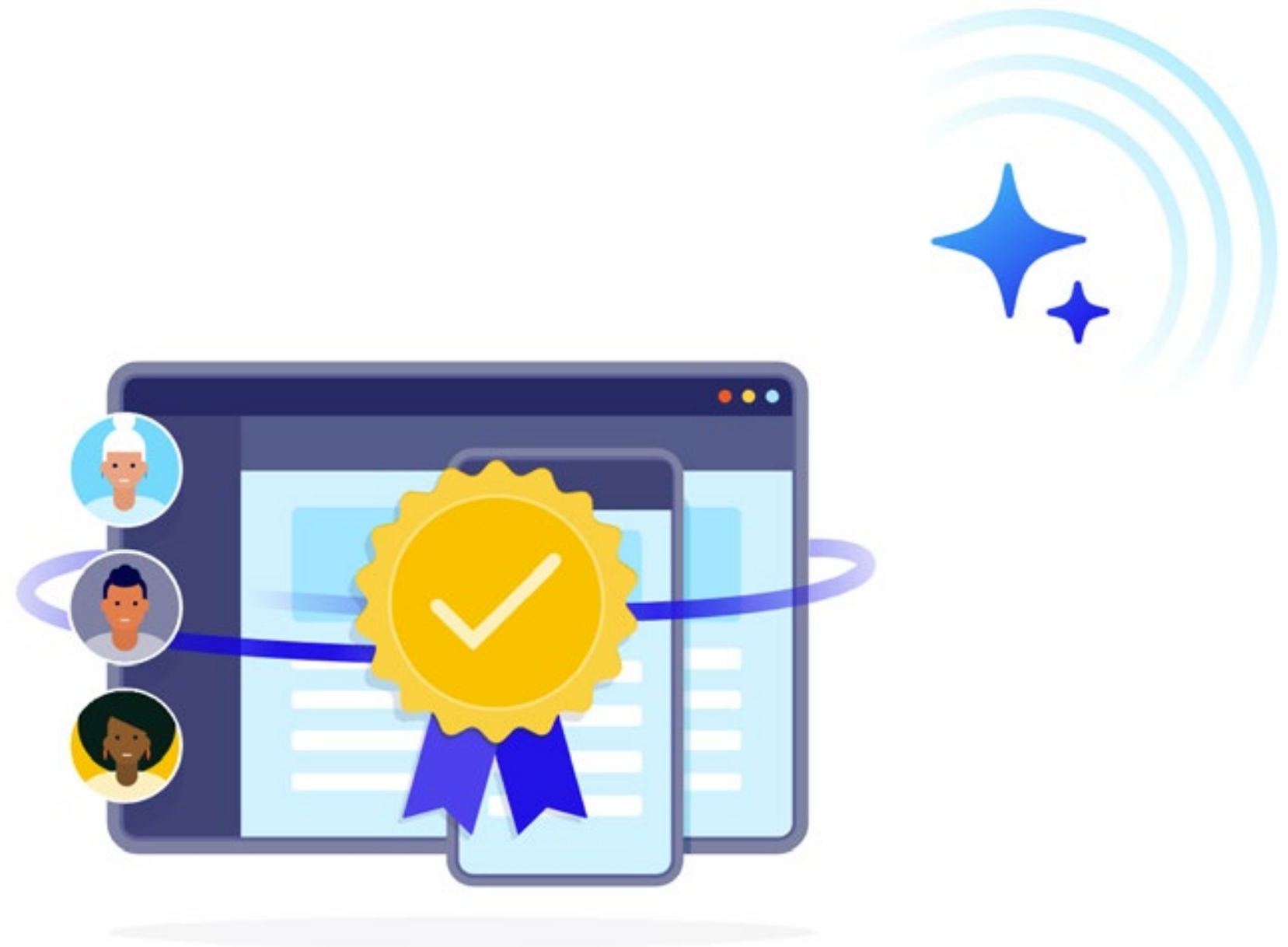
We recognize that our greatest strength as an organization, and our greatest value to customers, is that our platform houses large data repositories that are already secured, governed, maintained, and context-rich. Today, AI uniquely enables our clients to ask questions of their iManage content and organize new data inputs with precision.

We bring our customers confidence in their use of AI by providing the right foundation to embrace artificial intelligence safely and effectively. We believe this starts with their knowledge — the documents, emails, and institutional expertise that represent their organizations' most valuable assets. Our platform transforms this knowledge into a secure,

intelligent resource where our AI assistant and advanced search capabilities deliver trusted, traceable answers grounded in the customer's own content.

As AI technologies advance, we plan to introduce a range of new capabilities to the iManage platform in the short to medium term. To ensure that new features offer the greatest value to our clients, we developed a pilot product testing program called Wayfinder in

2024. Wayfinder is a consultative, high-touch engagement program that offers our customers 12 months of hands-on experience with new iManage tools and the ability to offer feedback on how those tools can be refined. Already, we've seen strong interest in the program, which has helped many of our customers adopt and implement new AI technologies and realize measurable value from their investments.



iManage AI Tools

The **iManage AI** strategy is built to fundamentally align with our deep **Microsoft partnership**, from leveraging Azure as our cloud foundation to interweaving our solutions with the Microsoft ecosystem that knowledge professionals rely on daily. Our Microsoft-first approach extends beyond basic compatibility to true workflow integration through Power Automate, Copilot, and native Office applications. Knowledge professionals can take advantage of intelligent iManage document management and AI capabilities without leaving the familiar Microsoft environment. Meanwhile, Power Automate enables sophisticated workflow automation that connects iManage intelligence to broader business processes.



iManage Insight+ exemplifies our AI approach, delivering a new generation of high-value search experiences that combine AI-powered search, matter-level insights, and deep context from a firm's documents, emails, and business systems. Through semantic understanding, keyword precision, and contextual intelligence, Insight+ enables teams to search in plain language and

get highly relevant answers pulled directly from their own best content. This creates the fastest path to trusted answers that are semantic, secure, and grounded in their firm's expertise — connecting content with context so knowledge professionals can make faster, smarter decisions and see immediate value from day one of implementation.



Ask iManage brings a powerful generative AI Assistant that transforms how knowledge professionals interact with documents, emails, and content. It enables dynamic, conversational engagement with their knowledge. Users can ask questions directly within documents and receive precise, contextual answers that pinpoint exactly where information has been sourced from, reducing hours of manual work to minutes, and delivering measurable and immediate productivity gains. The platform offers sophisticated capabilities

that include document summarization, entity and clause identification, cause of action analysis, and intelligent question routing that automatically selects the best analysis method for each query.

With multilingual support for more than 50 languages, reusable question lists for frequently used queries, and the ability to customize workflows for specific practice areas and jurisdictions, Ask iManage provides ready-to-use functionality and flexible customization options.



Our approach to AI (continued)

AI partnerships

We recognize that knowledge practices span countless specialized workflows — from boutique firm processes to region-specific requirements to highly customized practice area methodologies. Our customers can all be confident in having ongoing iManage support for their AI initiatives. While iManage provides the foundational platform and core AI capabilities, we maintain an open ecosystem of technology partners who contribute their own innovative AI capacities. Through this strategy, we partner with specialized vendors who excel in supporting unique, often highly customized workflows that go beyond the scope of broad platform productization.

This unified approach — the company's own deep investment in AI plus our open ecosystem — means customers are not just investing in today's AI capabilities. They're building a future-ready platform that grows with the rapidly advancing AI landscape while keeping their firm's data secure and their workflows optimized.

AI Oversight at iManage

Oversight bodies and leaders		Role
	AI Oversight Committee	Chaired by our General Counsel with representatives from our Legal, Privacy, Security, and Product Development functions. This committee is responsible for assessing AI use cases, risks, upcoming policies and regulations, and advising on vendor due diligence related to AI products and services we procure.
	Data Protection & Privacy Counsel	Provides ongoing input on ethics policies related to iManage development of internal and customer-facing AI technologies as well as the handling of sensitive customer and employee data within those systems. Our Data Protection and Privacy Counsel also ensures that iManage products maintain compliance with AI-related regulations including the EU AI Act, the General Data Protection Regulation (GDPR), the Digital Operational Resilience Act (DORA), and the California Consumer Privacy Act (CCPA), among others.
	Applied AI Team	Composed of data scientists, AI researchers, and software back-end engineers, this team's goal is to build and support iManage AI products as well as our predictive models for customer behavior and satisfaction analyses. The Applied AI Team ensures that iManage AI training models and data sets meet the standards of our Ethical AI Principles.
	Knowledge Engineering Team	An internal team dedicated to procuring and curating high quality, open-source legal data for training and evaluating our proprietary AI models and Gen AI applications.

See **Governance & Ethical Business** chapter for AI-related policies and operating procedures.

AI governance and ethics

To ensure that we uphold the highest ethical standards in the use of AI tools, we have deployed a range of specialist teams to oversee all aspects of our AI technology development and implementation. iManage is also completing a full classification and inventory of our AI systems to establish a clear governance baseline, enabling effective risk management, regulatory compliance, and ongoing ethical oversight of AI technologies.

AI Literacy

As artificial intelligence becomes part of the fabric of our organization, we are taking steps to ensure that our employees are versed in its appropriate applications and its risks. In conjunction with the AI policies we have already introduced, we are launching two AI-related employee training programs in 2025 and early 2026:

- **AI in the Workplace:** This AI literacy course is aligned with the EU AI Act and is designed to help all employees in our workforce understand best practices in AI development, deployment, governance, and risk avoidance.
- **AI Everywhere:** We are launching a curated set of classes, presentations, and training documents in the iManage R&D department. This effort will raise awareness of how AI works and help create a common vernacular around AI terminology such as “large language models,” “hallucinations,” and “generative AI.”



Question & Answer Series

Alina Andrei, Head of Applied AI:

The innerworkings of iManage AI

Q: Which AI models does iManage use?

A: We use a diverse set of models and techniques depending on the application. For example, AI enrichment leverages in-house built or fine-tuned models aligned with the legal domain and trained on curated, open-source data relevant to our client’s industry. Models use advanced deep learning methods to obtain a document’s category and extract useful information such as party names and roles, jurisdiction, or governing law, from a wide array of legal contracts. For applications such as Ask iManage, we use commercial models like Azure OpenAI to build a powerful generative AI document assistant. Ask iManage grounds answers to queries in the source documents selected by the user and provides the appropriate in-text evidence.

Q: How do you handle data training?

A: Our internally developed AI models need to be trained on large amounts of data. While those models are ultimately used to facilitate new and better uses of client data in our platform, they are not trained on that client data. We have a dedicated team of knowledge engineers who identify high quality open-source data to use for training our models. Those models are configured not to learn from the confidential client content in our platform. We provide clients with documentation that explains how we’ve trained and fine-tuned AI models in the iManage features they use.

Q: Where does data go when AI is involved – and who has access to it?

A: All data at rest remains resident within iManages Azure Cloud. iManage utilizes Microsoft Cognitive Services for example for optical character recognition (OCR).

That OCR-eligible content is securely passed to the cognitive services within the same Azure region(s) where customers house their iManage libraries. The content is encrypted at rest and in transit, and temporary processing caches are cleansed within 24 hours of receipt.

Q: How will iManage evolve its use of AI models?

A: As innovation accelerates, we’ll keep integrating the latest AI technologies into our models, with unwavering commitment to accuracy, responsibility, and alignment with our customer needs. Ultimately, we’d like our platform to be AI model-agnostic. Over time, our clients are likely to build increasingly sophisticated AI models tailored to their needs, and we want the iManage platform to integrate with those models seamlessly.

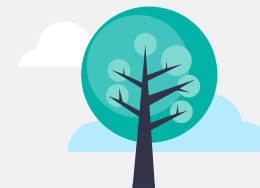
ESG at iManage

Our approach and priorities

iManage has maintained a formal program for the oversight of our environmental, social, and governance (ESG) responsibilities since 2020.

We believe that it is in the best interest of our business and our stakeholders for iManage to act as a responsible steward of the environment, to champion fairness and equality in all of our relationships, and to conduct our business with integrity and foresight. Amidst the shifting tides of public opinion, these are iManage values that hold firm.

In 2021 we published our first ESG Report detailing the practices, policies and commitments that define our ESG strategy, and we now publish this report annually to keep stakeholders apprised of our efforts. The following topics represent some of our key ESG priorities based upon a comprehensive assessment we completed in 2022.



Environmental

- Climate change
- Energy conservation
- Waste
- Water



Social

- Diversity, equity, and inclusion
- Talent management
- Human rights
- Community engagement
- Health & safety
- Worker wellbeing
- Education



Governance

- Privacy
- Data security
- Ethical business

iManage ESG governance structure



Board of Directors

Role: Oversight

Our Board of Directors is briefed annually on iManage ESG efforts and provides feedback on our progress and commitments.



ESG Executive Committee

Role: Strategy

Committee includes iManage Chief Financial Officer, Chief People Officer, and General Counsel who meet quarterly to evaluate the company's ESG-related progress, obligations, and risks and establish yearly objectives.



ESG Tactical Teams

Role: Implementation

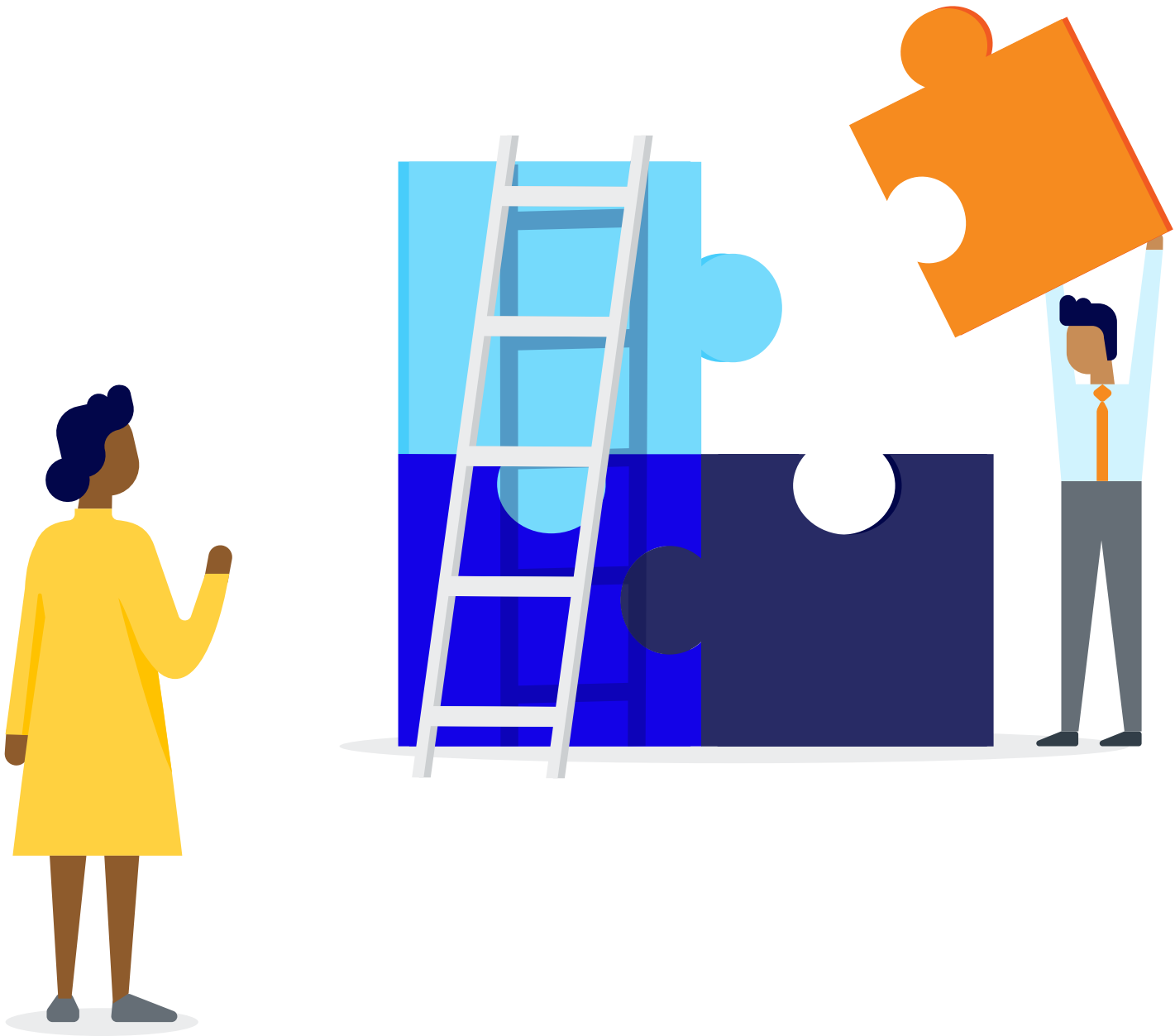
Tactical teams comprise functional leaders from a range of iManage functions, including PeopleOps, Legal, Privacy, Security, Procurement, Facilities, Public Relations, Marketing, and Product Development. Members are responsible for the implementation of key efforts that support iManage ESG priorities.



External Advisors

Role: Advisory

iManage engages specialist consultants to inform our key ESG programs, strategies, and disclosure efforts.



How we engage with our stakeholders

Consistent and meaningful engagement is at the heart of each stakeholder relationship we form. To understand and address our stakeholders’ expectations of iManage, we reach out and solicit feedback through a variety of communication channels. This provides a sounding board to help inform our business practices, policies, disclosures, and the evolution of our company.



Stakeholder group	How we engage		
Employees	• 1:1 check-ins with managers • Team meetings • All-hands meetings • In-person “fireside chats” with rotating members of iManage executive leadership	• Internal communications and newsletters • Companywide employee engagement surveys • iMhome employee intranet	• Regional and companywide volunteerism and charitable giving opportunities • iMPact Communities (employee resource groups) • Confidential hotline for ethical concerns
Clients	• Account check-ins • Feedback solicitation within iManage applications and via follow-up surveys • Product advisory boards, user groups, and empathy sessions	• Research collaboration • Product pilot testing • Thought leadership, blog posts, and social media content	• ESG reporting • Annual EcoVadis survey submission
Investors	• Board meetings with Bain Capital representatives	• Participation in yearly, Bain-sponsored forums tailored to executive and functional leaders (e.g., CEO, CFO, GC, etc.)	• Direct access to Bain Capital’s head of security for periodic consultation
Regulators	• Bimonthly meetings with iManage external Data Privacy Office, serving as our liaison to advisory authorities		
Vendors and suppliers	• New vendor screening and risk assessment	• Annual check-ins at the time of contract renewals	• Modern slavery risk assessment of iManage supply chain
Industry groups	• Industry association membership	• Participation in industry forums and conferences	• Signatory to industry commitments (e.g., Greener Litigation Pledge)
Communities	• Meetings with nonprofit partners	• Community days of service	• Educational and training opportunities for aspiring professionals in local communities

A photograph of three women sitting around a round table in a modern office setting, engaged in a discussion. One woman is pointing at a laptop screen. The image is partially covered by a large blue circular graphic on the left side of the slide.

People and Culture

As we step into the age of AI — in a business that was tech-centered to begin with — we are more conscious than ever that the purpose of our company is Making Knowledge Work™ *for humans*. We see information and technology as tools that should ultimately benefit and empower — not replace — the people using them. We see the importance of diverse perspectives in our industry as essential to its meaningful and innovative impact for creators and end-users alike. This ethos guides our business strategy, our people strategy, and the social impact initiatives we pursue.

Our progress and commitments

Key progress in 2024

- Hosted our first iMPact Community convention, called “iMPactCon”
- Increased female representation in our overall workforce and in leadership roles for the third consecutive year
- Harmonized key employee benefits programs, globally

Commitments

- 2025: Launch a new employee feedback assessment tool via Lattice
- 2025: Launch a new iMPact Community dedicated to our Latino community
- Complete a global pay equity analysis of our workforce

Working at iManage

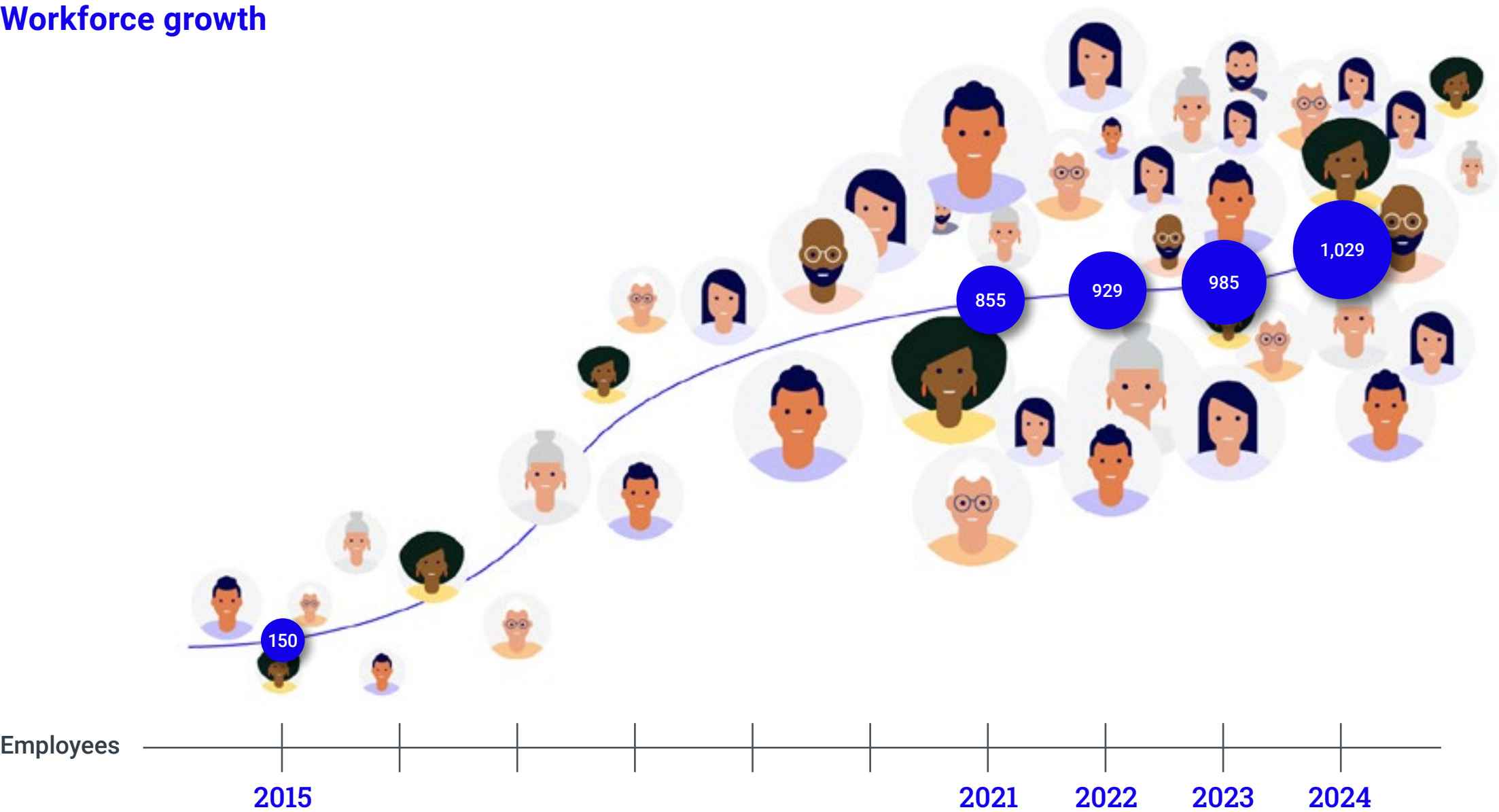
In the decade since 2015, our workforce has grown from 150 to 1,000+ employees spread across the globe. Our work has evolved, our industry has advanced, our clients have become more diversified, but our mission to empower knowledge workers has remained the same, and still rings true for each new employee we welcome through our doors.

As the world’s leading provider of knowledge work solutions, our software has become an integral business tool for many industries. To meet their evolving needs, we are partnering and collaborating with our customers more deeply than ever — helping them extract the most value from the iManage platform. This shift has required a change in mindset within our workforce. To fully leverage the SaaS model that iManage has built, we’re focused on empowering our employees to meet four key objectives:

- Extreme customer focus
- Highly collaborative cross-team alignment
- Data-driven decision making
- Ownership and accountability

We believe these ideals help iManage build upon its growth and influence in the knowledge economy, while maintaining the most highly skilled workforce in our industry.

Workforce growth



Working at iManage (continued)

Engagement philosophy

In 2019 we introduced our tagline “Make It Mean Something” — a philosophy we developed through in-depth research and employee interviews. During this process, a common theme emerged: iManage employees are driven by the desire to know that their work makes a real difference. As Amy Nordness, our Chief People Officer, explains, “Employees at iManage are here because they want to know that the work they are doing, and their chosen career path, is making a difference. And that we in turn, as a company, can provide them with that experience.” This sentiment became the foundation for our company culture, focusing on our employees’ commitment to meaningful work.

A significant part of our culture revolves around impact and engagement, where employees feel their professional development is actively encouraged, alongside feeling a true connection to a diverse network of colleagues and the communities where iManage is present. These values of curiosity, collaboration, and continuous learning are deeply ingrained in our company’s DNA through frameworks like “iThrive”, “iBelong”, and “iMCaring”, as discussed in the pages that follow.

Attracting talent

We believe that the iManage employee experience can begin months or even years prior to a candidate joining our company — and in a job market that has become increasingly competitive and impersonal, our goal is to provide the most genuine, high-touch, personalized experience we can to prospective employees. We do not rely on chatbots, AI, or arbitrary qualifications in our recruiting process. Instead, we focus on providing a positive candidate experience where prospective hires get real insight into our culture and have the opportunity to meet the teams they would actually work with as employees.

Internship Programs

iManage offers two paid internship opportunities for college students seeking direct exposure to our company. iManage U, our longest-standing internship program, hosts a class of 20–30 interns at our Chicago headquarters each summer, providing hands-on work experience within many of our departments. Participants are paired with mentors who oversee their onboarding and project plans and facilitate introductions to key members of our teams. iManage U offers a highly collaborative and welcoming environment that encourages inquisitiveness, growth, and exploration beyond participants’ comfort zones. Interns participate in daily standup meetings, global town halls, company social events, and they conduct substantive project work that meaningfully supports our teams.



iManage U Class of 2024

“In the corporate environment, the tendency is to give interns chores ... but that’s not how we work. In the R&D department, we develop meaningful projects for our interns with the goal that at the end of 10 weeks, they are deploying something into production. It is a huge achievement to add a functionality to a globally hosted, highly scalable SaaS platform — and that’s exactly what they do.”

— Bijo Thomas, Senior Director of Engineering

Working at iManage (continued)



“Being a PEY student at iManage has provided me with one of the best experiences for learning and growth as a developer. Since my first week, I’ve had the opportunity to deploy code to production, collaborate with senior developers, and contribute to new features within a team that genuinely values development and learning. Witnessing my progress as a developer and making meaningful contributions to my team has been incredibly rewarding.”

— Emily Mamcarz, 2024-2025 PEY Backend Engineer

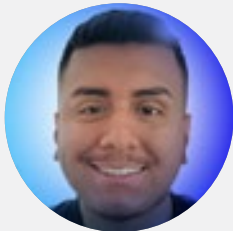
	iManage U	Placement programs
Location	Chicago	Toronto; London; Belfast
Length	10 weeks	12-16 months
Departmental exposure	Applied AI; Customer Success; Engineering; Security; Information Technology; Cloud Operations; Customer Support; Channels & Alliances; Enterprise Data; Marketing; People Operations; Finance; Customer Experience	
Key University Partnerships	University of Illinois Urbana-Champaign; University of Illinois Chicago; DePaul University; Loyola University	University of Toronto; Ulster University; Queens University
Class of 2023 interns who became full time employees in 2024	11	4

iManage also partners with universities in Toronto, London, and Belfast to host students on advanced computer science career tracks for 12–16-month placement programs. These opportunities provide students with real world exposure to our software engineering, data science, and technical support engineer teams, where they can gain experience:

- Participating in software best practices such as code review, unit testing, CI/CD, and more
- Supporting engineering teams to deliver and maintain our infrastructure
- Designing and building new capabilities to help our users do their work more efficiently
- Joining in on global intern meet-ups to connect with other interns and placement students at our global offices

In addition to our college-age internship programs, iManage also maintains a longstanding partnership with Genesys Works to offer professional work opportunities to high school students from underserved communities in the Chicago area. Saul Martinez — an Associate QA Engineer at iManage and a Genesys Works alumnus — speaks to his experience progressing from intern to employee at iManage.





Question & Answer Series

Saul Martinez, Associate QA Engineer:

Genesys Works internship

Q: What was your background, prior to interning at iManage through Genesys Works?

A: I was born and raised in Chicago in a Mexican-American family and was attending a Chicago Public School prior to my experience at iManage.

Q: How did you discover Genesys Works?

A: During my junior year of high school, one of my teachers approached our class with a list of summer opportunities for students with high GPAs, including internships through Genesys Works. At the time, I honestly wasn't interested. I was thinking about summer jobs at local fast-food restaurants because I didn't see myself in the kinds of professional roles that Genesys Works was promoting. I didn't sign up, but it turns out my teacher signed up for me. After going through an initial application process, I had an in-person interview at Genesys Works in downtown Chicago. I don't think I had ever been downtown. It was a completely

different environment and culture than the area where I grew up. But the interview went well and a few weeks later I was accepted.

Q: What brought you to iManage?

A: It happened kind of organically. The first phase of the Genesys Works program is focused on how to become a young professional. It's a series of trainings about professional communication, etiquette, and also business skills—and that's where I got my first exposure to computer science. We learned about coding, C++, Python—courses I never had in high school. It was really challenging to dive into that work with no prior experience, but after 8 weeks of training, my Program Coordinator saw my interest in computer science and said that an internship at iManage would be a good fit for me.

Q: What was your journey at iManage like?

A: I started my iManage internship in 2018, continued working there over the summer after graduating high school, and then

started in a part time role during college. I would spend half of each weekday at school and then head off to the city for my work at iManage. Back then the commute was actually quite a struggle for me because I lived far from the iManage office and often got stuck in traffic, but I always communicated clearly with my team, and they were really accommodating. As a teenager with no experience working in an office, you feel uncomfortable in that environment, thinking that people might look at you differently. But the longer I spent with iManage, the more it felt like I belonged. I became involved with the QA team, and that's when I really hit my stride. As soon as I graduated from college, I started full time at iManage and I've been here ever since.

Q: Are you still involved with Genesys Works?

A: Yes. I volunteer as a coach for each cohort of Genesys Works interns in the iManage QA department because I've been in their exact same shoes. I understand why some

of those students might feel shy or have trouble engaging at first, and so I reach out and have 1:1 meetings with them to see how they're doing in school and at work. I try to help them become part of the iManage family. I'm also proud to have served as an alumni speaker at Genesys Works' 25th anniversary celebration, and I hope to have inspired more companies to become corporate partners and hire Genesys Works interns in the future.

Q: Do you have any advice for students considering Genesys Works internships?

A: Genesys changed my life. If it wasn't for Genesys encouraging me to explore my professional opportunities as a high school senior, I could have ended up in a different world. I would encourage high school students to be courageous and try this program. At first, your path might seem unclear, but the Genesys Works program is the gateway to your future. I'm happy that iManage partners with Genesys, and I want to see that continue.

Career growth and mobility

At iManage, we pride ourselves on providing careers with diverse learning opportunities and many forms of upward mobility.

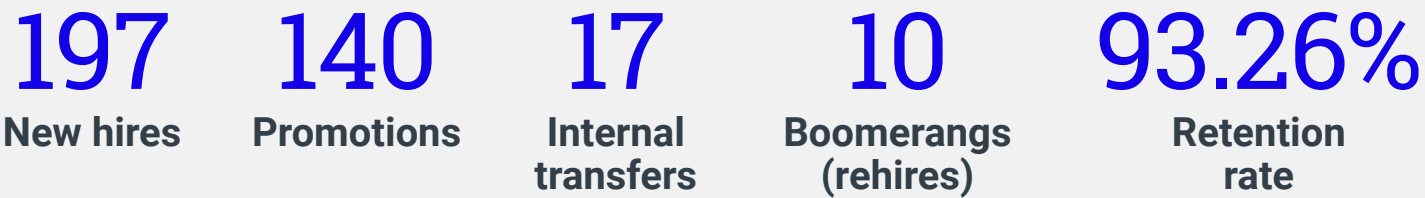
Our iThrive career framework is the foundation of our development philosophy, allowing employees to make vertical or lateral moves in their careers. At each stage of employee development, iManage offers training curricula that help hone technical skills, interpersonal skills, and business acumen.

In 2024 we expanded our performance review process by adding mid-year and year-end reviews for all employees. This approach enables employees to have more robust conversations with their managers about their progress and

achievements, as well as their opportunities for career growth. It's also a chance to more closely examine how employees demonstrate key competencies, embody iManage Values through their work and determine concrete steps to continue their growth.

In 2025 we are expanding upon our Performance Excellence Program with the introduction of Lattice, a suite of AI-powered tools to manage employee performance, goals, engagement, and compensation all in one place. This platform provides a centralized source of performance tracking and allow managers to share candid, real-time feedback and guidance on their team members' job performance throughout the year.

Career mobility stats in 2024



Key programs and trainings

Program	How we engage
iThrive Basics	An introduction to our iThrive career framework and associated competencies.
Performance Excellence Program	Our comprehensive approach to individual goal-setting and year-round performance feedback, providing employees with a clear picture of their job performance and career development opportunities.
Aspiring Leaders	A structured learning plan designed to prepare employees for People Leader roles at iManage by equipping them with the foundational skills needed to step into leadership roles with confidence and competence.
Decision-making & Delegation for Leaders	An E-learning, launched in 2024, focused on consequential decision-making, mentoring, and succession planning for People Leaders. This training is sponsored by Chris RuBert, our EVP of Cloud Operations & Services Support, who contributed to the course content with anecdotes and learnings from his personal leadership experience.
iManager	A comprehensive manager enablement program that equips our managers to support their team members more effectively throughout their entire career life cycles. iManager tools and trainings are tailored to the responsibilities that managers face at specific times of year while also helping them prepare for more sensitive and nuanced conversations that may arise.

Working at iManage (continued)

iThrive Career Framework

Our iThrive career framework allows employees to evolve their roles and responsibilities through vertical or lateral moves, as well as through rotational experiences within different departments.

Job tiers

Hierarchical position of jobs based on incremental changes in responsibilities and scope

Career streams

Career types within the organization, characterized by different job focus, responsibilities and skills needed to achieve success

People Leader

Individual Contributor



Career spotlight
Victor Cordon

Victor Cordon, hailing from Spain, came to iManage in 2017 as an entry-level Technical Support Engineer in our Chicago headquarters. Within 18 months he was promoted to a Senior Support Engineer role where he analyzed, diagnosed, and resolved internal software and configuration issues in complex multi-tiered application environments. After 2.5 years at iManage, and having gained a deep understanding of our suite of products, Victor made an internal transfer to our Professional Services team as a Technical Consultant. In this new, client-facing role, Victor used his technical expertise to guide more than 60 of our customers in their implementation of iManage products. After further advancing to Manager of Technical Consulting Services, where he led a team of four Technical Consultants,

Victor learned of an internal rotational opportunity in product management. With the encouragement of his manager, and a sense that the role aligned with his development and career goals, Victor took advantage of the rotational program and ultimately made another internal transfer in 2024, becoming a Product Manager. In this senior-level position, Victor combines his technical and consultative skills to shape new product features, directly influence the iManage user experience, and drive our company strategy.

As a complement to his professional experience, Victor also founded the iMProud iMPact Community, which cultivates a welcoming and celebratory environment for our LGBTQ+ community at iManage.

"iManage is a place where you can decide what you want to do when you grow up and go do it!"

– Victor Cordon, Product Manager

Employee awards

Each year, iManage employees cast votes to recognize their colleagues who have made exceptional contributions to the company throughout the year. Awards are presented in 10 thematic categories including an “Employee of the Year” category, recognizing individuals who have significantly impacted our company and customers alike, in multiple ways. In 2024, a total of 1,150 nominations were made across all Employee Award categories, and we are pleased to present our two Employee of the Year Award recipients.

2024 Employees of the Year



Shruti Bernardi
Senior Manager of Talent Acquisition

Shruti ensures that all vested stakeholders are kept abreast of important details and milestones in the recruitment of our talent pool. This is no simple feat as we head into some of the most critical years of iManage business history. She spearheads these efforts with a positive attitude while uplifting her team, globally and locally. We can thank Shruti (and her team!) for many of our amazing 2024 new hires.

The cross-functional collaboration that Shruti facilitates is critical to the success of recruitment. This has allowed the team to make a huge impact this year as the business transforms and scales.

Shruti leads with empathy, empowering her team to be open, honest, and vulnerable so that they can work through challenges productively. She always shares her knowledge, new and old, and practices iManage values to a T. Always true to herself, her leadership consistency has pushed excellence forward for her team and the impact they make across iManage.

Since being hired in 2018, Shruti has had significant positive impact to the growth and employer brand of iManage. In 2024 she stepped up in a huge way, keeping her team focused to hire over 250 people. An anchor in TA, she stepped up to every challenge we threw at her.



Mark Hardy
Manager, Customer Reliability Engineering

With expert technical knowledge across the entire iManage platform, Mark consistently demonstrates a deep understanding of the system. Equally impressive is his ability to connect with the team on a personal level. He continuously works to elevate the team's performance and set a higher standard of excellence.

Mark continuously goes above and beyond to make every customer feel appreciated and supported. His ability to handle challenging situations with calm and respect is unbeatable, and he provides excellent help to other teams when needed.

He's doing an awesome job building out the knowledge, skills and experience of his team, providing constructive feedback and valuable guidance. Mark is a natural coach and teacher who helps and enables people to be more successful.

Always available to add helpful tips and troubleshooting steps on every topic, Mark supports each team member and pushes them toward success. Whenever employees are stuck in the mud, he is there with the tow strap!

Diversity, equity, and inclusion

Our ability to innovate and lead our industry is fueled by diverse thought and experience. Our employees excel when their unique perspectives are valued and sought out with intention. Our larger community will flourish as we create positive change, investing in, and working towards, equity for all. And so, we continue our journey to ensure iManage is a place where

we all feel safe and comfortable to be ourselves. We do this work because it's the right thing to do. And we recognize that the work is challenging, and to have a meaningful impact will take time. Together, we champion the change we seek in the world we serve.



How We Support DE&I

What is iBelong?

iBelong is the driver of Diversity, Equity, and Inclusion at iManage. It encompasses our DE&I philosophy, priorities, and the resources we provide to our employees to support their sense of belonging at our company.



What is an iMPact Community?

"iMPact Community" is the name we gave to our Employee Resource Groups (ERGs) here at iManage. These groups of employees, united by a shared experience, identity, or passion, organically come together to make a difference in our company and the community at large. Our iMPact Communities are driving change, education, and celebration from a grassroots level through company-wide learning initiatives, community outreach, and social events.

At iManage, we believe making true progress in DE&I requires long-term and comprehensive investment. Our iMPact Communities are helping to accelerate our foundational DE&I work by bringing our values to life and reaching a wider set of employees. iMPact Community leaders are the driving force behind these groups, which is why it is so important to us to invest in their development.

DE&I focus areas



Amplify awareness

We must open our minds and learn from one another, shifting our perspectives and illuminating personal blind spots. We are working to elevate our employees’ awareness around DE&I topics by providing learning opportunities and creating dialogue among our diverse employee population.



Embrace authenticity

By fostering a community where everyone feels welcome to be themselves, our employees are encouraged to speak up, knowing that their diverse perspectives are valued and respected.

We work to demonstrate inclusive behaviors by holding each other accountable, evaluating how we support a positive work environment, and ultimately ensuring that iManage is a place where everyone feels included and comfortable to be their authentic selves.



Recruit with intention

Our goal is to increase diversity across multiple dimensions within the recruitment pipeline on all our global teams. We are focused on expanding our recruitment channels to intentionally engage with diverse talent pools, while creatively redesigning our current recruitment practices to appeal to a broader set of applicants.



Invest in community

As a company, we have a role and responsibility to give back and create a society that is thriving and sustainable. With the intention of being a positive contributor to the world around us, we invest in the communities where we live and work and as such, contribute to a more equitable global community.

Making an iMPact

Our iMPact Communities are the heart and soul of iBelong efforts at iManage. They represent our employees’ own expression of their identities, traditions, values, vulnerabilities, and solidarity. First introduced in 2020, iMPact Communities have always been employee-led, and over the past five years they have grown substantially in their scale, diversity, and influence. Some have established local chapters to widen their reach to our colleagues across the globe, and many host their own events, impact initiatives, mentorship programs, and more.

2024 was an important milestone in the development of our iMPact Communities. For the first time, we hosted a dedicated iMPact Community gathering to formally kick off the groups’ efforts at the start of the year and align group leaders on broader iBelong efforts and goals. The gathering was named iMPactCon, with a conference-style lineup of events and activities designed to:

- Foster connections and knowledge sharing between iMPact Communities and identify points of intersection between their initiatives
- Demonstrate iManage's commitment to DEI by investing in our iMPact Community leaders' development
- Invigorate iMPact Community leaders by defining clear next steps for putting their ideas into practice within the larger iManage community
- Express gratitude to our heroes of belonging and champions of community

iMPact Community Timeline

iMPact Community	Founded	How we engage
	2020	To foster a culture of inspiration, support, and empowerment by encouraging women to “just be you”. Through internal engagement activities, mentorship, external partnerships, and ongoing recruitment efforts, iMWomen seeks to make iManage a place where women can be their most authentic selves.
	2020	To be the catalyst that increases the presence of Black employees in the iManage workforce and cultivates a network of support for new and current employees.
	2022	To cultivate a welcoming and celebratory environment for our LGBTQ+ community at iManage, while providing our members and allies with the resources and education to promote positive change on a global company scale.
	2024	To create an inclusive, understanding, and empowering community that values the strengths of neurodiverse employees and enables them to work and play at an equitable level with their peers. To build a collaborative environment where neurodiverse individuals and allies work together to advocate for positive change, awareness, and acceptance in all communities.
Future iMPact Communities		
	Launching 2025	To build a vibrant, inclusive, and empowering community for Latino and Hispanic professionals—one that celebrates cultural pride, fosters connection and growth, and contributes meaningfully to the diversity and success of our organization.

Key iMPact Community efforts in 2024

iMProud

Every October 11th, our iMProud community celebrates National Coming Out Day as a time to recognize, empower, and create visibility for all LGBTQ+ individuals, especially those within our workforce. In 2024, members of iMProud shared their personal coming out stories as inspiration to others navigating questions around their own identity.



Rob Waters, Senior Talent Acquisition Specialist

Rob’s advice to LGBTQ+ allies in the workplace is to remind ourselves how genuine relationships in the workplace are essential to belonging and development.

“When I feel welcomed by my colleagues, I’m more comfortable sharing my true self. That openness builds trust and creates stronger connections, allowing me to feel more motivated and supported.”



Gia Tammone-Park, Content Marketing Team Lead

To further foster inclusivity for both out and closeted LGBTQ+ professionals, Gia recommended several actionable steps: Avoid assumptions! Don’t just assume everyone is straight, even if they appear to be in a heterosexual relationship. Introduce pronoun sharing in the hiring and onboarding processes to normalize discussions around identity. Approach questions around someone’s identity with curiosity rather than hostility and encourage respectful dialogue. Lastly, using neutral terms like “partner” can add inclusivity to more personal conversations.

“I realized that my attraction to both my husband and other women previous to him were equally valid ... As a queer person in a heteronormative relationship, I am still figuring this out.”



Brett Young, Account Executive (Closing Folders)

Brett advises fellow colleagues that the people and environments around us, particularly when trying to balance our professional and personal lives, can really make a difference by supporting us in bringing our authentic selves to each situation. Without that positive environment, we may feel ourselves reverting back into the closet out of fear for our psychological and physical safety.

“From coming out of the closet, to working on teams that were not very welcoming to my community, to going to a company that clearly cared — I was really inspired to get involved. I wanted to raise awareness about those with different cultural backgrounds, gender identities, and sexualities, and create a greater understanding and sensitivity within the company to find common ground amongst others.”

iMWomen

Since its inception, iMWomen has seen rapid growth — both in our Chicago headquarters and in regional chapters that our members have organized in Bangalore, Belfast, London, and Toronto. In 2024 we celebrated the launch of a Conversation Club that hosted a yearlong series of insightful discussions about “women in STEM,” showcasing the incredible work of our female colleagues and providing guidance and inspiration to all participants. We also saw great success and interest in our iMWomen Mentoring program as it entered its second year.



Each year, the iMBlack iMPact Community works to build connections between Black employees at iManage — exploring how a history of injustice has impeded the Black community and how creating new avenues for recruitment of Black talent can bring greater equality to the technology industry. In 2024, iMBlack welcomed two new members to its Steering Committee and hosted a series of events and knowledge sharing sessions celebrating Black History Month, commemorating Juneteenth, and recognizing Martin Luther King Jr.’s Birthday. We also hosted a Soulful Recipes for the Holidays event ahead of Thanksgiving to share traditional holiday recipes passed down through our members’ families and to explore the important role of soul food in Black culture.



In its first full year as an iMPact Community, iMBrainy hit the ground running in 2024 with its vision to increase recognition of diversity of thought. We built resources for the iManage community including a glossary of terms associated with neurodivergence, we launched an ADHD Awareness Month educational series, and we hosted our first guest speaker, Lizzie Somerfield — a former lawyer turned full-time Neurodiversity advocate — who led a deeply insightful session on the efforts that organizations can make to navigate neurodiversity in their workforces.

Working at iManage (continued)

Promoting women in technology

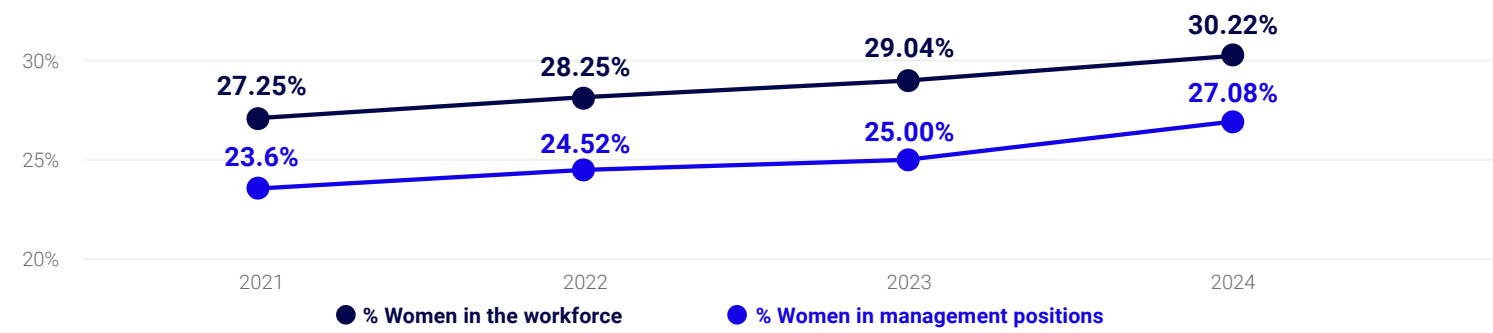
Historically, women have been significantly underrepresented in the technology industry, and we believe that needs to change. iManage employs a number of strategies to progressively improve the gender balance of our workforce and to promote female representation at all levels of seniority at our company.

- To help recruit aspiring female technology professionals, we partner with the Association for Women in Computing (AWC) and Women in Cybersecurity (WiCyS) – two student-led organizations at the University of Chicago and DePaul University.
- All iManage job descriptions, postings, and company policies are reviewed to ensure they are equitable, inclusive, and free of gender bias.
- Our Global Parental Leave benefits are gender-agnostic, allowing all iManage parents to share the work and rewards of having children.

- In 2024, our iMWomen iMPact Community kicked off a series of Lunch-n-Learn knowledge sharing events for the women of iManage and allies alike. These discussions offer a safe space for women at iManage to showcase their work – offering a glimpse into their roles and responsibilities within the organization and providing listeners with valuable insights into the diverse and impactful work of other women at iManage. By providing this platform, we hope to build a supportive networking community and create avenues for cross-team collaboration.

These efforts are paying off, as we’ve seen female representation at iManage steadily increase in recent years.

Positive trends: Female representation at iManage



Spotlight

The iMWomen Mentoring program

First launched in 2023, the iMWomen Mentoring program provides a platform for the women of iManage to develop meaningful connections and build productive relationships. The program pairs experienced female employees with those who are earlier in their careers and seeking to advance their skills in areas such as leadership,

networking, public presentation, volunteering, interviewing, continued education, and career transitions. In 2024, the iMWomen Mentoring program saw 57 participants, 100% of whom indicated they would recommend the program to others, and 91 percent of whom indicated they were likely to continue their mentee/mentor relationship.

“Fantastic programme! I initially signed up as a mentor with some hesitation and found that it was just as valuable for me. I discovered skills and knowledge I wasn’t aware of. I loved my experience as a mentee too – my mentor was fabulous and extremely helpful. I fully recommend taking part in either capacity.”

“I am so excited about this program. I have quite literally been looking forward to joining it since before I joined iManage!”



Allyship archetypes at iManage



A confidant listens. They provide others with a sense of self-assurance, a bond of trust, and empathically receive their experiences and concerns, even if they haven't personally experienced it themselves. Respect and understanding are at the heart of a Confidant ally.



The Champion makes sure that people who might otherwise be overlooked are tapped for their expertise, often in large, public settings. They're also active in supporting policies.



An Amplifier heightens the voice of underrepresented individuals, making sure that everyone is heard and that people get credit for their ideas. They actively agree with, further, and/or give credit to points that others make when they are demonstrating a diverse point of view — in meetings or in other forms of communication.



The Sponsor endorses people from underrepresented groups wholeheartedly and enthusiastically, helping to boost their credibility and reputation. They help others with their career advancement, advocating for those overshadowed in the workplace.



An Upstander defends and respectfully pushes back against offensive behavior, even if the oppressed individuals are not present. If they do not feel safe to do so in the moment, they will report this behavior via the appropriate channels.

Benefits

Personal benefits are a critical aspect of the engagement, wellbeing, and sense of equality that our employees experience at iManage. We are always seeking to improve the support that we can provide our workforce, in both their work and personal lives, and in 2024 we took two important steps toward this objective:

Global benefits harmonization

In 2024 we engaged a new global benefits vendor, “Rethink Care,” to ensure that iManage employees across our global operations receive many of the same key benefits when working for our company. These include resources in three categories:

- **Parental success:** Expert-led training courses and articles to support employees’ children with their socialization, executive function development, social and emotional learning, academics, and more. Additionally, one-on-one consultations are available with experts specializing in children’s neurodiversity needs.
- **Professional resilience:** Evidence-based online training courses on professional development, emotional intelligence, managing stress, and fostering environments to support neurodivergent and neurotypical team members. One-on-one expert consultations available.
- **Personal well-being:** Daily sessions, meditation, and mini-courses to help improve employees’ mental, emotional, and physical well-being.

Financial Guide

In our US operations, we launched a new program in 2024 called Financial Guide as an extension of our employee 401k plan. Financial Guide provides employees with free access to a Certified Financial Planner to help inform their financial goals, investment and tax strategies, retirement planning and more. The Financial Guide program was very well received by iManage employees in 2024, having earned a 96% net promoter score. Examples of the support that our employees received through the program in 2024, at no personal cost, included:

- Retiring 4–6 years earlier than anticipated
- Increasing 401k contributions
- Opening 529 college savings accounts with associated tax savings
- Establishing trusts and estate plans
- Shifting to tax-efficient investment strategies
- Negotiating home loan terms
- Reducing debt and repairing credit scores

100%
of our employees who took
parental leave in 2024 returned to work
at iManage after their leave.



Social impact

2024 charitable giving highlights

Everywhere that iManage has a presence, we seek opportunities to effect positive change through iMCaring, our global social impact initiative. Combining corporate sponsorships, employee volunteering, and efforts of our iMPact communities, we support charitable organizations focused on natural disaster recovery, humanitarian efforts, and closing opportunity gaps around the world. Some of our key employee volunteering and charitable giving efforts in 2024 included:

Cultivating hope in Belfast: The Knockbracken Project

In May, our Belfast team partnered with **The Conservation Volunteers (TCV)** to support a transformative project at their Knockbracken Community Garden & Allotments. TCV is dedicated to connecting people with green spaces to create lasting outcomes for both, and their work at Knockbracken exemplifies the profound impact of community-driven initiatives.

Knockbracken serves as a green sanctuary, providing both growing spaces and horticultural education to the local community. It's not just about planting seeds in the soil, but about planting seeds of hope and connection, providing a refuge for those who need it most. The project engages under-represented groups, including, but not limited to those who are homeless, refugees and asylum seekers, as well as those connected via the **Belfast Trust**. Knockbracken plays a vital role



in supporting mental health recovery too, acting as a transitional site for patients reintegrating into the community after discharge from mental health wards. By offering private gardening sessions and open weekend events, the initiative helps participants build social skills, confidence, and a sense of belonging.

The aim for our volunteers was to finish clearing the allotment plots and provide these key growing spaces for community groups who are otherwise gridlocked in Belfast, and wouldn't have access. Our volunteers got their hands dirty — quite literally — helping to prepare the grounds, plant flowers, and create welcoming spaces.

"I enjoyed the feeling of doing measurable social good, as well as the physical and mental health benefits of being active in the outdoors for a day. It was great to interact with work colleagues in a different context, and I am now aware of the local community efforts of a charity I was not previously aware of. I would definitely volunteer again."

— Gerard O'Brien, Software Engineer

Beach Cleanup

Volunteerism is an ethic that we support and cultivate throughout our entire workforce — even among our interns! Each year, our iManage U summer interns participate in a cleanup on the shores of Lake Michigan in partnership with **Chicago Beach CleanUp**. In 2024, our intern cohort collected 55 lbs of litter from Ohio Street Beach, helping to beautify our community.



Spotlight

Community efforts in India

iManage partners with the nonprofit organization **Way for Life** to identify charitable organizations near our Bangalore offices who are in need of support. In 2024 we had 127 employees in our India operations, many of whom were passionate contributors to our local volunteering efforts throughout the year. Together, we'll continue to nurture the spirit of giving and appreciating the communities we serve, and we look forward to supporting more regional volunteering opportunities for our employees in 2025.

Bringing smiles in Bangalore: Supporting Kidwai Cancer Hospital



In September, our Bangalore team demonstrated the iMCaring spirit through a heartwarming project at Kidwai Cancer Hospital. This effort,

facilitated by our NGO partner Way for Life, aimed to bring comfort and joy to patients, particularly the children undergoing treatment at the hospital.

The team donated 50 wheelchairs, providing a critical resource for mobility and independence for patients. Within just one hour

of the donation, the wheelchairs were distributed to all the required wards, highlighting how critical the need was for them. But the impact didn't stop there. Our volunteers spent time in the children's ward, engaging in storytelling sessions and organizing fun activities to lift their spirits, providing them with a brief distraction from their treatments and for many of the children, being far from home to receive their medical care.

This project reminded us of the importance of small acts of kindness and the power of human connection. For our volunteers, it was an unforgettable experience, reinforcing the profound difference compassion can make in challenging circumstances.

"Despite everything they are going through, their faces lit up when they received the study kits and snack boxes we brought. But more than the gifts, what seemed to make them happiest was simply seeing new faces. Engaging with these incredibly brave children was a profoundly touching experience and their resilience left a lasting impact on all of us, reminding us how essential compassion and support are, especially in difficult times."

— Indu PK, People Operations Manager

Government school revitalization

In collaboration with our CSR partner, Way for life, our team in Bangalore took pride in revitalizing the SYBSS government school hostel in Begur that had been closed since the pandemic in 2020, now home to 34 children in need.



With the support of 30+ volunteers, we transformed the space into a vibrant, welcoming environment. Thanks to our CSR partners' pre-work on repairs and painting, we focused on adding colorful murals and details

that brought the space to life. The joy and excitement of the children made the effort even more rewarding.

Our iMCaring program reflects our collective commitment to making a difference and closing the opportunity gap within our local communities. From the allotments of Knockbracken to the wards of Kidwai Cancer Hospital, our employees' volunteering efforts demonstrate that meaningful change knows no borders.

Environmental Responsibility



At iManage, we strive to minimize the environmental impacts of our operations, products, and supply chain, with the ultimate goal of decoupling the growth of our business from our environmental footprint. As we accelerate our use and development of AI tools, and as our global workforce expands, we are cognizant of the increasing energy demands that our progress entails. The following pages detail our efforts and commitments to reduce our environmental impacts in 2024 and beyond.

Our progress and commitments

Key progress in 2024

- iManage began offsetting its direct (Scope 1 & 2) greenhouse gas emissions
- We conducted our first-ever employee commuting survey

Commitments

- iManage will maintain 100% renewable energy usage through a mix of purchased electricity and renewable energy certificates (RECs)

iManage 2024 greenhouse gas emissions inventory

In 2025 we conducted our third global greenhouse gas (GHG) emissions inventory covering our Scope 1, 2, and 3 emissions from 2024.

In comparison with our 2023 inventory results, our overall GHG emissions increased by 10 percent, largely due to organic business growth and improved data quality in some of our key emissions categories.

Emissions categories

Our 2024 GHG Emissions Inventory included an assessment of:

- Scope 1:** Direct emissions from natural gas combustion, fugitive refrigerant emissions, water usage and waste generation across iManage global operations
- Scope 2:** Indirect emissions from the purchased electricity used to power our offices
- Scope 3:** Value chain emissions associated with our purchased goods and services, capital goods, co-working offices, data centers (cloud-based and co-located), business travel, employee commuting, and employee working from home



Scope 1 Emissions

5%↑

Due to improved fugitive refrigerant data

Scope 2 Emissions

25%↓

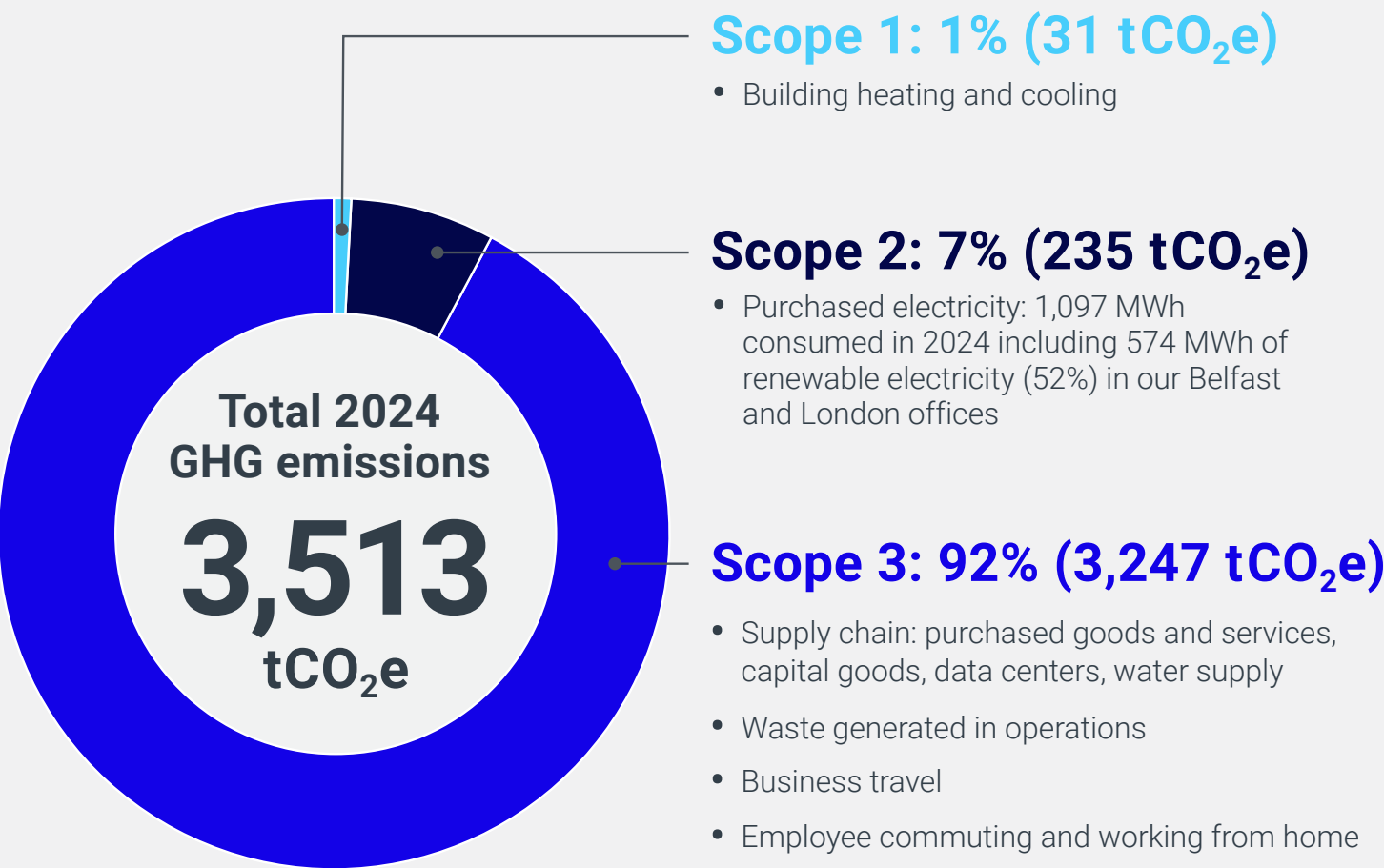
Drop in market-based emissions due to an increase in renewable energy within our purchased electricity mix

Scope 3 Emissions

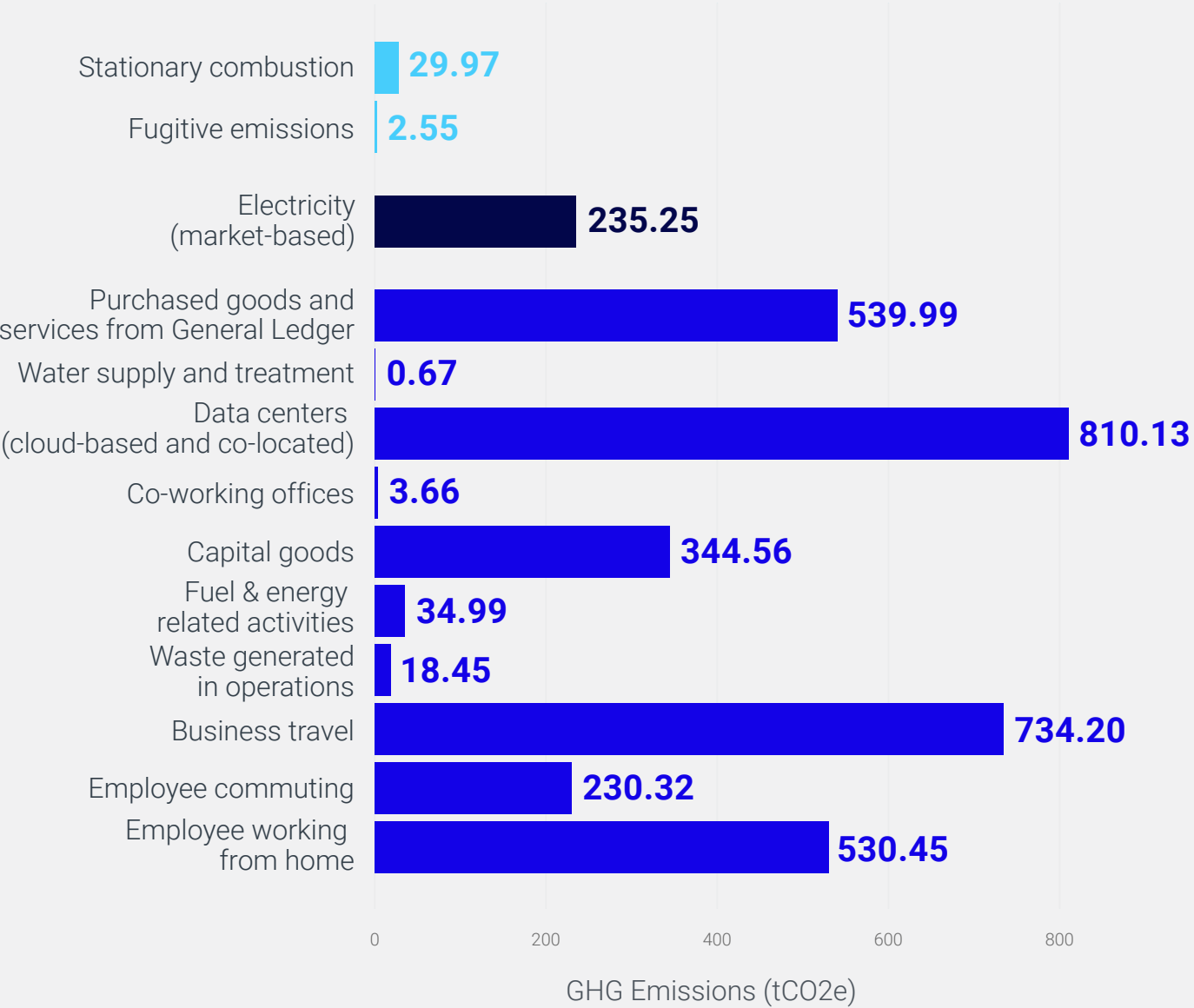
14%↑

Due to increased spending on purchased goods and services and capital goods, as well as improvements in the quality of our employee commuting, travel, and working from home data

Emissions by scope



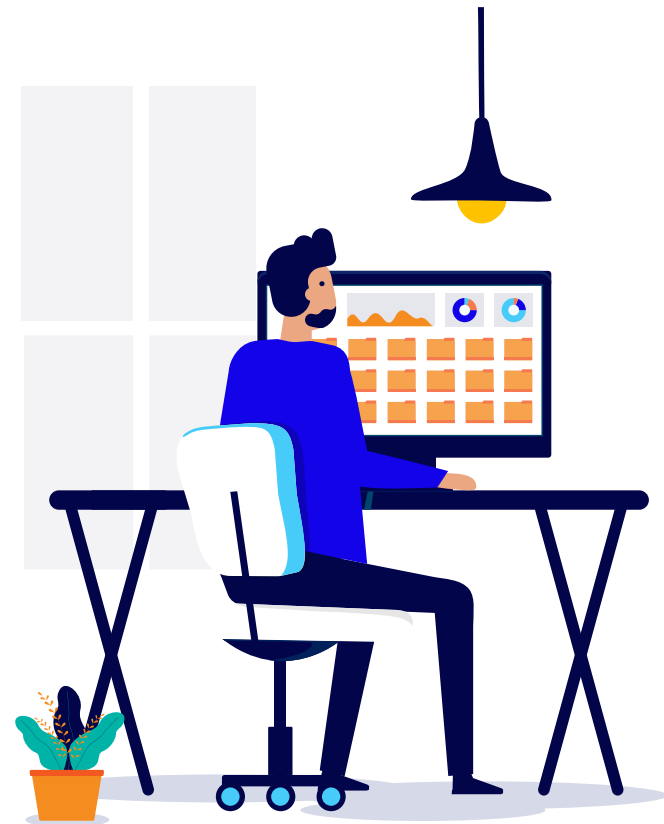
Key emissions categories



2024 employee commuting & work-from-home survey

As in years past, our 2024 Scope 1 and 2 emissions represented a small — and shrinking — portion of our overall carbon footprint, so we have focused our energies on reducing some of the larger and more controllable aspects of our Scope 3 inventory.

In 2024 we conducted our first global employee commuting survey to gather more precise data regarding our employees’ commuting distances, modes of transportation, and patterns related to in-person and remote work. The survey provided valuable primary data that improved the accuracy of our Scope 3 emissions in 2024 and will inform our strategies to reduce our travel-related environmental footprint.



Focus on renewable energy

As a cloud software business, our primary environmental impacts stem from the energy we use in our offices and in the data centers that support our business, and we are committed to the use of renewable energy in both of those areas.

Data centers

Since 2019 iManage has steadily migrated its clients from on-premises and co-located data centers to our multi-tenant SaaS platform hosted on Microsoft Azure. Notably, Microsoft has made a commitment to use 100 percent renewable energy to run its Azure data centers by 2025. This goal, once achieved, will represent a significant environmental benefit to iManage and its customers, as the iManage Cloud will become a virtually emissions-free platform.

Offices

We lease 100 percent of our office space, globally, and in 2024 this totaled 128,919 sq ft in five countries. By square footage, 85 percent of this space falls within buildings that hold green building certifications such as LEED and BREEAM. Additionally, our Belfast and London offices are 100 percent powered by wind energy. In 2024 this represented 574 MWh of renewable electricity — 52 percent of the total electricity iManage purchased for the year.

*While we have purchased RECs and carbon offsets corresponding to our total 2024 Scope 1, Scope 2, and Scope 3 emissions, we continue to report our full actual emissions and make no claims of our emissions being reduced or neutralized by these voluntary purchases.

Offsetting emissions

As we work to determine our pathway to decarbonization, iManage utilizes a combination of Green-e® Certified carbon offsets and renewable energy certificates (RECs) to address our GHG emissions. We began by offsetting our Scope 1 and 2 emissions from the 2023 calendar year and have expanded our offsetting to include our Scope 1, 2, and 3 emissions from 2024.*

Moving forward, iManage commits to continue using 100% renewable energy in our operations through a combination of purchased renewable electricity in our offices and renewable energy certificates (RECs) addressing the balance of our energy usage.





Governance and Ethical Business

In a rapidly-evolving industry at the intersection of knowledge and technology, we challenge ourselves to move fast *without* breaking things. Our story is one of responsible growth and intentionality, where iManage leaders bring their passion, ingenuity, and deep expertise to push the limits of how we serve our customers, while maintaining the security, reliability, and trust that they require.

Our progress and commitments

Key progress in 2024

- Launched AI in the Workplace Policy
- Developed Ethical AI Principles
- Developed AI Software Development Policy
- Developed and implemented Procurement Policy
- Published Modern Slavery Statement in Australia and UK

Commitments

- Complete AI System classification and inventory
- Integrate AI risk and compliance controls into procurement and vendor management
- Refresh our Privacy Information Management System (PIMS)

Leadership and corporate governance

iManage is a privately held limited liability company led by Founder and CEO Neil Araujo as part of a 14-member executive leadership team. As of the publication of this report, iManage is overseen by a board of directors, including representatives of Bain Capital.

In 2024, ahead of the iManage 30th anniversary, our CEO Neil Araujo proudly received the Outstanding Achievement Award at the British Legal Technology Awards. The honor, conferred by a panel of 21 independent judges, recognizes “... an individual who has been instrumental in shaping and driving the evolution and successful impact of technology within legal services ... [and who has] displayed leadership, excellence and vision over a long serving career.”

iManage welcomed two new members to our leadership team in 2024:



James "Jim" Priz
Executive Vice President
of Customer Experience

James “Jim” Priz leads the new, high-performance customer-facing organization at iManage, comprising existing customer success, customer adoption, and professional services teams. This new department enhances our ability to make customers successful with their iManage investments.



Pat Eskew
Chief Revenue Officer

As Chief Revenue Officer, Pat Eskew drives our go-to-market strategy, leveraging extensive experience in growth initiatives across strategy, sales, partnerships, professional services, and operations. His ability to inspire teams around a shared purpose is instrumental in building scalable infrastructure and processes to achieve ambitious iManage goals.

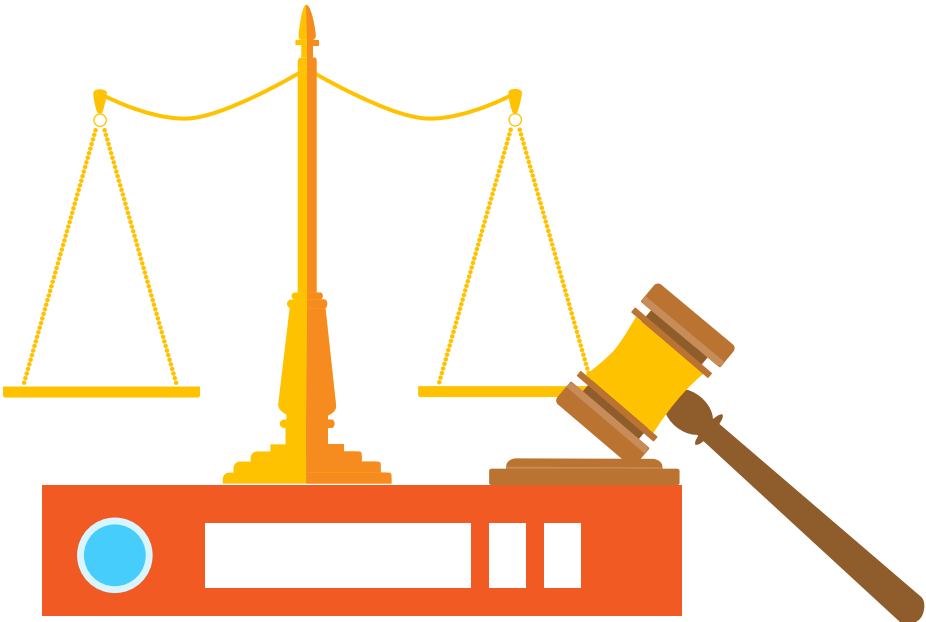


Ethical business policies

iManage makes ongoing updates to its corporate policies and operating procedures to ensure that our employees, partners, and suppliers uphold the highest ethical standards and stay apprised of the evolving business environment in which we operate.

In 2024 we developed a series of AI-related policies pertaining to our use of third-party and internally built AI tools, and we developed a comprehensive Procurement Policy governing our ever-expanding supplier relationships.

To ensure that our corporate policies are fully implemented, all iManage employees are required to complete a series of annual compliance trainings. These include a yearly Code of Conduct recertification, confirmed by a third-party auditor; business ethics training; security and privacy trainings administered throughout the course of each year; our new AI in the Workplace training; and rotating Diversity, Equity, and Inclusion (DE&I) trainings, which were focused on the theme of “Belonging” in 2024.



Policy/Statement	Key provisions		
iManage Code of Conduct	• Anti-corruption and bribery • Conflict of interest • Child and forced labor	• Diversity, discrimination, and harassment • Equal opportunity • Legal compliance	• Whistleblower policies
Procurement Policy	• Sourcing and supplier selection criteria • Supplier agreement and contract terms • Supplier risk assessment processes • Fair and ethical supplier relationships and bidding processes • Independent, impartial, and transparent procurement decisions • Delegation of financial and signing authority	• Responsible procurement criteria pertaining to suppliers: ◦ Health and safety ◦ Environmental and sustainability practices ◦ Diversity, equity, and inclusion ◦ Ethical labor practices ◦ Responsible AI utilization ◦ Data protection and information security	• Restrictions related to conflicts of interest • Value and fairness
Third Party Code of Conduct	• Compliant trade practices • Business ethics • Human rights and fair labor	• Health and safety • Environmental protection and compliance • Information protection	• Whistleblowing and nonretaliation

Ethical business policies (continued)

Policy/Statement	Key provisions		
iManage Community Guidelines	Inclusivity and nondiscrimination guidelines for iManage events and sponsored activities		
Global Health and Safety Policy	- Process for reporting safety hazards or injuries - Accident investigation criteria - Nonretaliation for reporting health concerns - Fire safety - First aid provision	- Civil disturbance procedures - Adverse weather procedures - Terrorism and active shooter procedures - Home working health and safety - Work equipment policies - Display screen safety	- Lone workers - Health provisions for new or expectant mothers - Hazardous materials safety - Safety training - Business continuity and pandemic planning - Compliance with local health policies
Ethical AI Principles	Our Ethical AI Principles represent an important aspect of AI literacy at iManage and ensure that we are able to build and implement AI tools responsibly. The Principles provide guidance on topics related to AI: - Fairness - Transparency - Privacy - Security and safety - Human oversight - Governance and accountability - Education		
AI in the Workplace Policy	- Guidance related to AI: - Security and privacy risks - Reliability - Accuracy and bias - Transparency - Governance and oversight - Implications of AI usage for client contracts - Avoiding intellectual property infringement	- Potential for harm, misuse, or unintentional effects - Overreliance - Requirements for use of public and licensed AI tools - Permitted and prohibited inputs - Deceptive or fraudulent activities - Generating material nonpublic information (MNPI), trade secrets, or personal data	- Prohibited use of AI including illegal or harmful activities and deceptive or fraudulent activities - Individual financial or health decisions - Data use guidelines/restrictions - Extraction of training data - Access to iManage data or systems - Requirements for use of AI tools - Generally permitted use cases - Mandatory training

Ethical business policies (continued)

Policy/Statement	Key provisions	
Software Development Policy	• AI software development lifecycle requirements (design, deployment, and post-monitoring): ◦ Privacy by design and default ◦ Definition of use cases ◦ Risk assessment ◦ AI system training and testing ◦ Monitoring and addressing AI system performance and trustworthiness ◦ Fairness and bias mitigation ◦ Human oversight ◦ Transparency ◦ Explainability ◦ Risk management • Security controls • Third-party vendor management • Stakeholder engagement • Security and connectivity • User training and education • Incident management	
Vendor due diligence	When onboarding third-party data processors, our Procurement, Security, Legal, and Compliance teams conduct a collaborative vendor assessment to determine any potential risks associated with the AI-related services they provide. The assessment includes questions related to data protection and security practices, human intervention and bias protocols, training data and development, transparency and explainability, IP rights, and EU AI Act classification and obligations. Ultimately, we include appropriate AI clauses in relevant supplier contracts.	
ISO 42001	All AI-related iManage policies are developed with consideration to ISO 42001 – AI Management Systems	

Data security, protection, and privacy

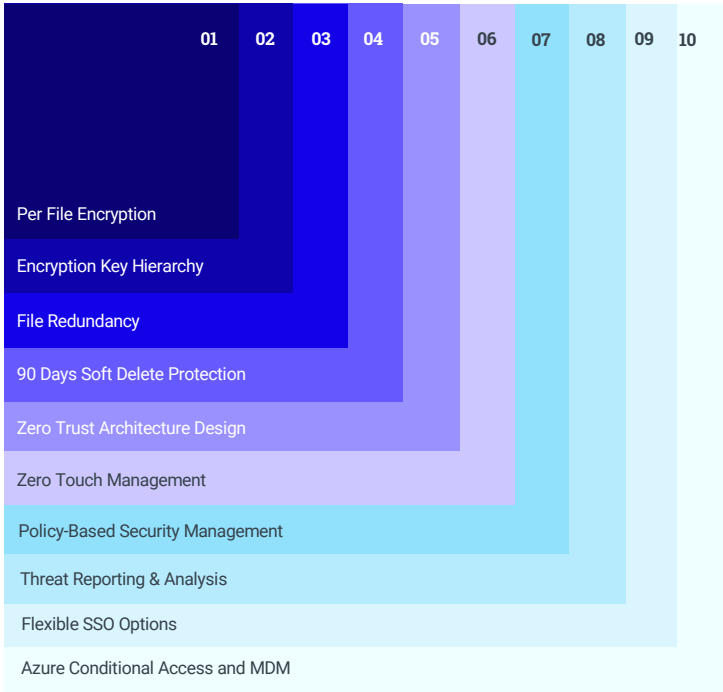
Data security environments are in constant flux, and while the basic nature of the threats facing iManage and our clients remains similar over time, the maturity of attacks is always on the rise.

This is especially true today, as attackers utilize AI to stage increasingly sophisticated phishing, smishing, and vishing campaigns — referring to fraudulent email, text, and voicemail messages, respectively — designed to obtain sensitive data.

In response to these trends, we have developed a more holistic view of our security posture as an organization — harmonizing our corporate and client-facing security practices wherever possible. In 2024 we completed an extensive digital asset inventory, looking at data storage locations and associated risks across our business units and SaaS platforms. The inventory has given us increased visibility into our overall security environment and helped us introduce additional protections, where necessary.

Our security risk management approach is an ongoing, iterative process aligned with the NIST Risk Management Framework (RMF). We continuously identify, assess, and monitor security and privacy risks, enabling dynamic prioritization

based on likelihood and impact. Our risk posture is actively managed through Vanta, a leading compliance automation platform that supports real-time tracking and evidence collection. Identified risks and mitigation strategies are reviewed quarterly by our Security Management Review Board, ensuring senior leadership oversight and strategic alignment across the organization.



Our layered approach to security

In 2024 we also introduced dedicated personnel and resources to increase security awareness and education in our workforce. We expanded the iManage Compliance Month into an ongoing series of trainings covering a range of topics related to data security and privacy, among others.

Through increased collaboration between our Privacy, IT, and Security teams, one of our goals is to re-educate our employees on how to detect risks and maintain safe digital environments in the age of AI. In addition to the AI policies and trainings introduced in 2024, we are launching new AI training modules in 2025 focused on:

- Safety
- Security and robustness
- Appropriate transparency and explainability
- Fairness
- Accountability and governance
- Contestability and redress
- Social and environmental well-being

In addition, data protection and privacy training sessions are being carried out in fall 2025, ensuring that iManage establishes and maintains a concrete privacy posture as we grow.

Risk assessment and mitigation

iManage continues to assess data protection and security related risks, ensuring privacy by design is front and center of product development and improvement. An example of this type of assessment has been provided to iManage cloud customers, with the Cloud iManage Data Protection Impact Assessment (DPIA).

iManage will also refresh its Privacy Information Management System (PIMS) as part of our commitment to continuous improvement in privacy governance, ensuring our practices remain effective, auditable, and aligned with leading international standards.

Finally, iManage has recently updated its vendor due diligence process to capture privacy, security and AI risks during the onboarding process and during the lifecycle of our vendor relationships.

Responsible procurement

In 2024 iManage introduced a dedicated Procurement function, focused on screening and engaging our key vendors to ensure that their business practices meet our responsibility standards. iManage now requires all new and renewing suppliers to sign our Third-Party Code of Conduct, signaling their commitment to our comprehensive Procurement Policy. This new policy outlines our standards related to suppliers' social, environmental, and business ethics practices.

Additionally, following our completion of a Modern Slavery Risk Assessment in 2024, we have made updates to our relevant procurement practices. All iManage suppliers are now vetted through three risk assessment platforms:

- **Argos Risk:** Used to review and monitor the financial health of our critical suppliers
- **Vanta:** Used to assess our suppliers' security policies
- **Thomson Reuters OneSource:** Used for denied party screening
- **Bloomberg Law:** Used to assess vendors' public reputation and financial status

Together, these assessment tools support our business continuity and ensure the responsibility of our supply chain. Looking ahead, we are deepening our focus on proactive risk management and operational excellence. Key initiatives include:

- Supplier Risk Tracking integrated with internal financials and contractual reporting, enabling a more holistic view of risk
- A feedback loop across sourcing, procurement, and compliance to continuously refine our due diligence processes
- An ongoing Procurement Roadshow to train and engage the business on responsible purchasing practices
- Development of vendor scorecards to drive stronger supplier performance and accountability
- Streamlined intake processes to improve speed, transparency, and alignment across stakeholders

In 2026, we'll begin tracking the number of key suppliers who have signed our Third-Party Code of Conduct, reinforcing ethical standards across our network. We also plan to consolidate our Print and Promotional Products, Fulfillment, and Event Manufacturers to sustainable partners — reducing environmental impact while increasing consistency.

Finally, with the addition of a dedicated Procurement resource in EMEA, we're ensuring our global supply chain is held to consistent, high standards of due diligence and compliance.



iManage is a minority-owned supplier certified by the National Minority Supplier Development Council



iManage ESG data tables

Annual workforce data

Description	2020	2021	2022	2023	2024
% employees who received ethics training	—	100%	100%	100%	100%
# employees	—	855	929	985	1029
% women in workforce	—	27.25%	28.96%	29.04%	30.22%
% women in management positions	—	23.63%	24.52%	25.00%	27.08%
# new hires	—	174	185	134	197
# promotions	—	178	156	162	140
% retention rate	—	88.04%	88.57%	92.72%	93.26%
% employees who received a performance review	—	95%	97%	95%	93%
% employees who would encourage a friend to work at iManage (NPS)	—	85%	89%	—	—
Nominations for Employee of the Year award	—	745	1,024	860	1,150
% employees covered by living wage benchmarking	—	100%	100%	100%	100%

Annual environmental data

Description	2020	2021	2022	2023	2024
Total GHG Emissions (MT CO ₂ e)	3,349	—	—	3,196	3,513
Scope 1 Emissions (MT CO ₂ e)	65	—	—	29	31
Scope 1 % of total emissions	2%	—	—	1%	1%
Scope 2 Emissions (MT CO ₂ e) (Market-based)	802.09	—	—	311.71	235
Scope 2 Emissions (MT CO ₂ e) (Location-based)	809.72	—	—	420.01	354
Scope 2 % of total emissions (market-based)	24%	—	—	10%	7%
Scope 3 Emissions (MT CO ₂ e)	2,482	—	—	2,855	3,247
Scope 3 % of total emissions	74%	—	—	89%	92%
GHG intensity (MT CO ₂ e per employee)	4.44	—	—	3.24	3.41
% offices with green building certifications	72%	—	—	85%	85%
% paper recycling in US offices	100%	—	—	100%	100%
% electronics recycling, globally	100%	—	—	100%	100%
Electricity used (mWh)	1,723	—	—	1,216	1,097
Renewable energy used (mWh)	315.79	—	—	523	574

