



Impact Report FY26

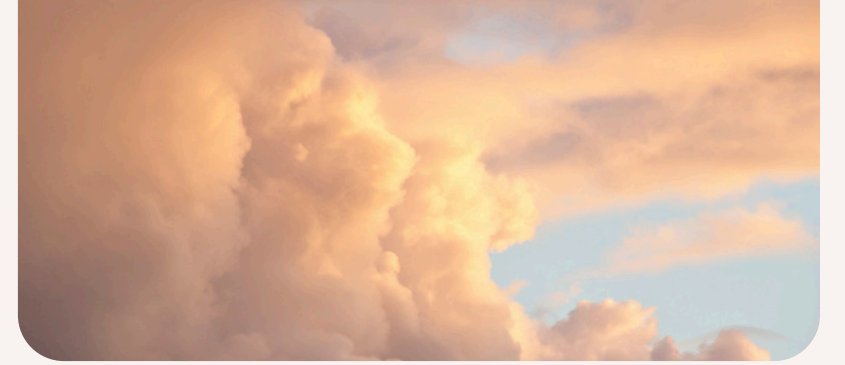


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Every agreement starts with trust.



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TASK

DUE DATE ▲

MC Approve

Today

SO Route document

Tomorrow

JP Approve

03/12/2025

Agreement details

AI-Assisted

Key details have been found in your agreement with **DocuSign Iris**.

Review All

AGREEMENT TYPE

Statement of work

PARTY

TalentSphere



A letter from our CEO, Allan Thygesen

At Docusign, every agreement starts with trust.

Since publishing our first impact report last year, we have taken action on our commitments to customers, employees, communities, and the planet. This year, we went beyond affirming our commitments to show how we are delivering on them, with a focus on transparency, innovation, and progress. We are operating in a defining moment where rapid advances in AI and technology are transforming how work gets done and how organizations work together. Docusign's mission—to redefine how the world comes together and agrees—has never been more relevant.

Putting our agreements into action

We believe meaningful impact happens when we bring together our technology, our people, and our resources. Through our products, we help organizations modernize and operate more efficiently while safeguarding their privacy.

Through our people, we are investing in a workforce equipped to lead in an AI-era while investing in their well-being and their communities. Through our resources, we support nonprofits and governments in delivering solutions that strengthen communities, provide better services, and protect our planet. In FY26, our progress reflects our commitments:

- We are a leader on Newsweek's **"Most Trustworthy" software and telecommunications company** list.
- We met our 2050 science-based target for scope 1 & 2 emissions ahead of schedule, and in FY26 we partnered with suppliers to improve the accuracy of our carbon emissions methodology—resulting in a **56% reduction in emissions** inventory.
- 61% of our employees contributed to their local communities—**volunteering 18,500+ hours and mobilizing \$3.2M in donations**.
- And, we empowered users with tools to protect themselves online with a new **fraud verification capability**.

Harnessing agreements as a force for good

Docusign has always understood the power of agreements to build trust and keep the world moving forward. Now, we have extended that same principle to help tackle the world's toughest challenges. In 2025, the Docusign Foundation evolved our approach to corporate philanthropy through the launch of Agreements for Good, which invests in collaborations and partnerships working to address the complex challenges within digital trust, sustainability, and the future of work.

Safeguarding trust with data & AI innovation

As AI innovation accelerates, it presents both an opportunity and a responsibility. At Docusign, we are harnessing AI to transform how agreements are created, made and understood, unlocking efficiencies and insights for our customers. Over the past 18 months, we have built an AI-native Intelligent Agreement Management platform. But innovation alone is not enough.



Allan Thygesen
Chief Executive Officer, Docusign

We integrate AI responsibly, prioritizing transparency, protecting customer data and maintaining enterprise-level security at every step. For us, trust is not a feature, but a principle of how we build, partner and operate.

We are committed to making our business a positive force for impact. From day one, we've been focused on transforming how the world works- bringing agreements to life securely, swiftly and sustainably. I am proud of how intentionally we are moving in this rapidly evolving world.

At DocuSign, we are committed to making our business a positive force for impact.

Since our founding, DocuSign set out to transform the way the world works by making agreement processes smarter, easier, and more trusted for our customers. As we have grown, so has our vision: we bring agreements to life for a future built on trust, sustainability, and ways of working that bring out the best in humanity.

We now find ourselves in a defining moment in technological innovation, where rapid advances in AI are reshaping the future of work and the ways in which people interact with technology, and with each other. These transformative shifts bring immense opportunity, but they also bring challenges, from eroding trust in digital systems to increased energy demands. As we help to reimagine and reinvent the future of agreements, we believe progress must be measured not only by what we can build, but by how responsibly and sustainably we build it.

Our approach is grounded in a clear commitment: to drive innovation and productivity while never compromising on security or sustainability. These priorities guide how we design our technologies, support our customers, and operate as a company. They also reflect our responsibility to a broader set of stakeholders: our employees, the communities where we live and work, and the planet we all share.

DocuSign’s Impact Priorities

Our social impact materiality assessment surfaced three themes that are fundamental both to the success of our business and to the well-being of people and planet. Each one represents not only a value driver for DocuSign’s customers, but also a vision for the future: one where DocuSign has a significant role to play.

The Future of Work

We envision a world where everyone can thrive in a digital economy, and where technology unlocks the best in people.



Trust & Security

We work toward a future where every agreement is founded on trust, and where people feel secure in the workplace and in the digital world.



Environment & Sustainability

We lead with solutions that respect and renew the world around us, and that help everyone build a more sustainable future.



Delivering on our commitments

We commit to delivering on this vision for our customers, our employees, our communities, and our planet.

Last year, in our inaugural impact report, we affirmed these commitments. This year, we build on them, transparently sharing our progress in order to be accountable to all the stakeholders who trust us to deliver on our promises. We believe this investment in trust is the best decision for the long-term success of our company and our stockholders.

Our Commitment to Customers

We help our customers bring their agreements to life: transforming the way they do business, integrating AI responsibly, and safeguarding their privacy and security.

Our Commitment to Employees

We create an engaging work environment where every employee can experience success, empowerment, connection, and belonging.

Our Commitment to Communities

We strengthen the communities where we live and work through volunteering, matching donations, grantmaking, and advocacy.

Our Commitment to the Planet

We lead with solutions that reduce our environmental footprint, foster global collaboration, and leave a lasting, positive impact on our planet.



Docusign’s Impact

FY26 Highlights



Investing in collaborations to create change

We launched Agreements for Good, committing \$775K to support bold collaborations for lasting change.

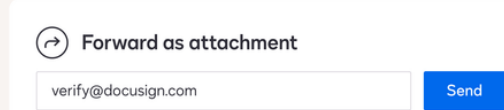
Lowering our customers’ footprint

Since 2003, customers have saved 149 billion sheets of paper, the equivalent of **16 million trees**. By cutting our own scope 1 and 2 emissions by 90%, we also help our customers reduce their scope 3 emissions.



Safeguarding trust

We launched a new safety center and a fraud verification program to help protect customers from scams and phishing.



We were named a leader on Newsweek’s “**Most Trustworthy**” software company list in 2025.



Mobilizing employees

61% of employees participated in Docusign Impact, collectively mobilizing **\$3.2M** and volunteering **18,500 hours**.

Fostering belonging

90% of employees feel **empowered** at work*

76% of employees feel a sense of **belonging***

*Indicates % of individuals who responded to our Engagement Survey with agree or strongly agree

Reducing emissions



This year we partnered with suppliers to improve accuracy of our emissions methodology—leading to a **56% reduction in emissions** in our overall carbon inventory compared to FY25.



Leading with thoughtful, responsible AI

We responsibly harness AI by working with an internal review council, prioritizing transparency and consent, adapting to emerging data standards, and shaping thoughtful AI policy.

Building leaders for a changing world

We invest in AI literacy and enablement programs for all of our employees, empowering staff to integrate these tools into their workflows and refine their technical skills.

Our Commitment to Customers

We help our customers bring their agreements to life: transforming the way they do business, integrating AI responsibly, and safeguarding their privacy and security.



Upholding our commitment to customers

We help our customers bring their agreements to life: transforming the way they do business, integrating AI responsibly, and safeguarding their privacy and security.

Advances in AI promise to reshape how work gets done, how decisions are made, and how value is created. Our customers are navigating this shift in real time, seeking not only to keep pace but to unlock new efficiencies and opportunities. DocuSign is committed to helping them do exactly that: bringing forward AI-powered capabilities that bring agreements to life faster and with deeper insights than ever before.

At the same time, we recognize that progress without trust is not sustainable. That's why DocuSign's approach to AI is grounded in principles that prioritize transparency, accountability, and user control. As stewards of our customers' most important agreements, we hold firm to our commitment to safeguard their data privacy and security, so our customers can adapt to the workplace of the future with confidence.



Innovating for the workplace of the future

Customers revolutionize how they do business with Intelligent Agreement Management (IAM), driving efficiencies and unearthing business insights.



Integrating AI responsibly

Customers can feel confident that DocuSign's AI integrations are thoughtful, principled, and transparent.



Safeguarding privacy and security

Customers trust us with their most sensitive and time-critical agreements. We value the trust placed in us, and we are committed to transparency, data privacy, and security.



Docusign has a global footprint, reaching over one billion users worldwide. This means that our potential for impact—positive or negative—is just as large. We take this responsibility seriously: the more we grow, the more critical it is for us to maintain the trust we’ve earned by innovating responsibly and processing their agreements securely.



1.8 million+
customers and more than one billion users in 180+ countries

95%
of Fortune 500 Companies used Docusign in 2025

Millions
of transactions processed per day

Customer Spotlight

Kindsight

Kindsight provides fundraising intelligence software to nonprofits to help better identify and engage donors.

Kindsight was already using Docusign for 100% of its e-signature. When the need arose for a flexible document generation tool that could integrate seamlessly with their CRM, they turned again to Docusign.

Now, they can dynamically generate agreements, automate workflows for review and approval, and store them in one AI-powered, searchable location.

According to Kris O’Brien, Kindsight’s Director of Information Technology, Docusign IAM saves the sales teams a week per deal, and saves the IT team two to three days per interaction.

“Where we’ve really seen the efficiencies with Agreement Manager is around our own internal documents. With a quick search, we can see all of those agreements, we can do deep dives into them through the AI solutions that are available to us...We save costs on legal counsel and consultants because we can quickly extract the needed information ourselves, which has been fantastic.”



Kris O’Brien
Director of Information Technology
Kindsight

[Read more about Kindsight’s experience](#)

Innovating for the workplace of the future

Customers revolutionize how they do business with Intelligent Agreement Management (IAM), driving efficiencies and unearthing business insights.

In April 2024, Docusign announced the launch of **IAM (Intelligent Agreement Management)**.



Since then, Docusign IAM has emerged as the category-leading agreement management platform, and puts Docusign at the leading edge of AI innovation. The IAM platform enables customers to manage all of their agreements in one place, build customized agreement workflows, and take action on insights from agreement data.

The IAM platform helps customers succeed with the power of AI—uncovering valuable insights, automating processes, and reducing inefficiencies. Docusign embeds AI into every step of the agreement process so teams can move quickly from conversation to action.

Docusign Enterprise customers report:



75%

productivity boost in agreement management processes frees employees to focus on higher-value work.



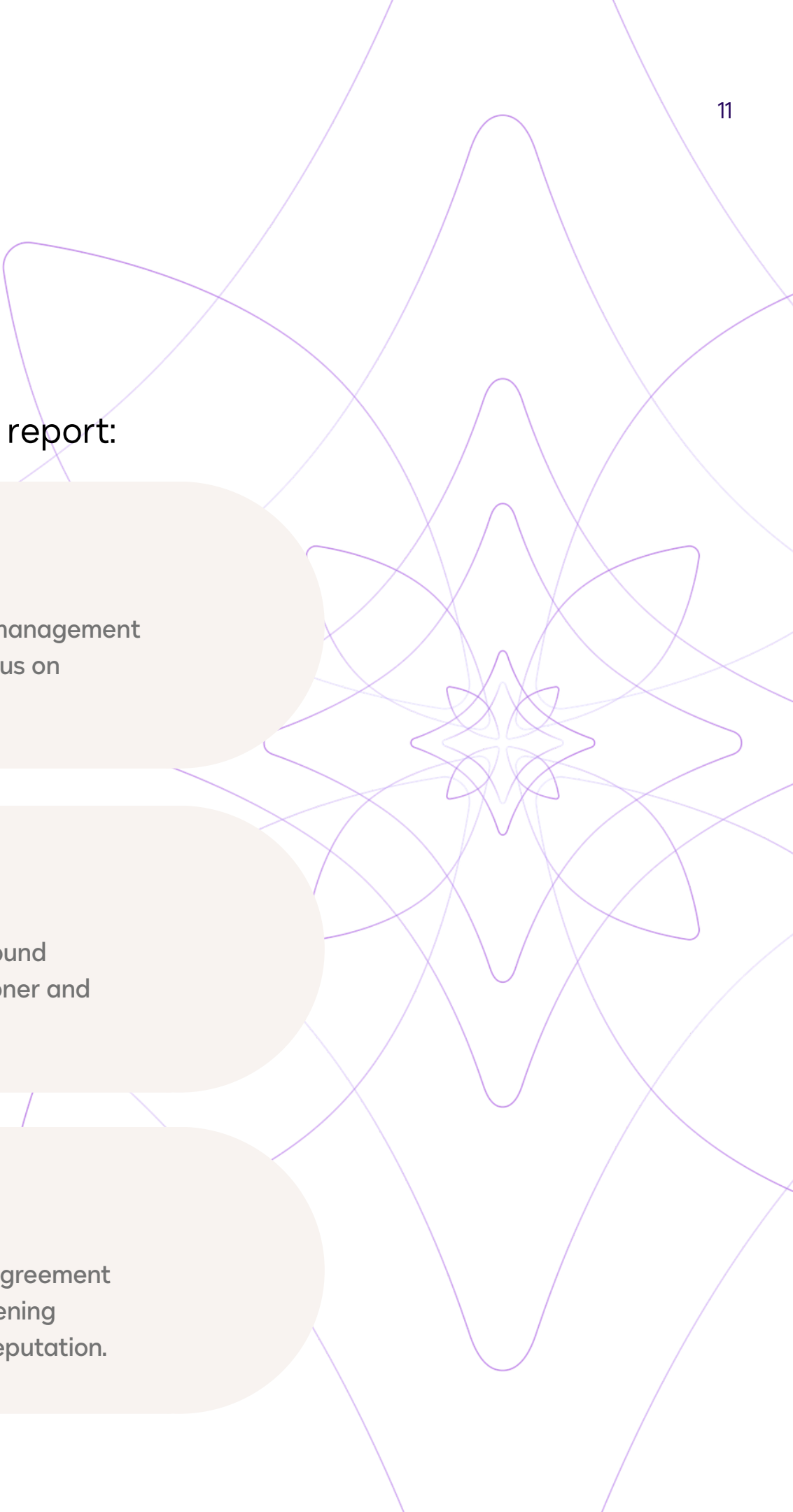
81%

improvement in document turnaround time, which means deals close sooner and customers are served faster.



80%

improvement in risk mitigation in agreement management processes, strengthening compliance and protecting their reputation.



Impact Spotlight: The Future of Work



Purpose-Built AI for Agreements

Unlike general-purpose LLMs, DocuSign is powered by **Iris**, our agreement-specific AI engine. Built on decades of deep agreement expertise, Iris helps identify risks during contract review and extracts insights securely and accurately. By using contract-specific AI to translate dense legalese into plain-English summaries, we support signers with simple key terms language and an overview of key highlights. This allows signers to review documents faster and to feel confident moving forward. By leveraging our customer-consented library of private contracts, we can achieve up to a 15% point improvement in precision and recall compared to our models trained on public contract data.

[Read more about DocuSign Iris](#)

In FY26, we delivered dozens of new AI-powered tools to support the workplace of the future. Here are a few:

Agreement Desk is a hub where everyone can see status and history, and AI contract agents can handle routine tasks like intake, review, and routing across teams.

AI-Assisted Review automates document review against your organization's requirements.

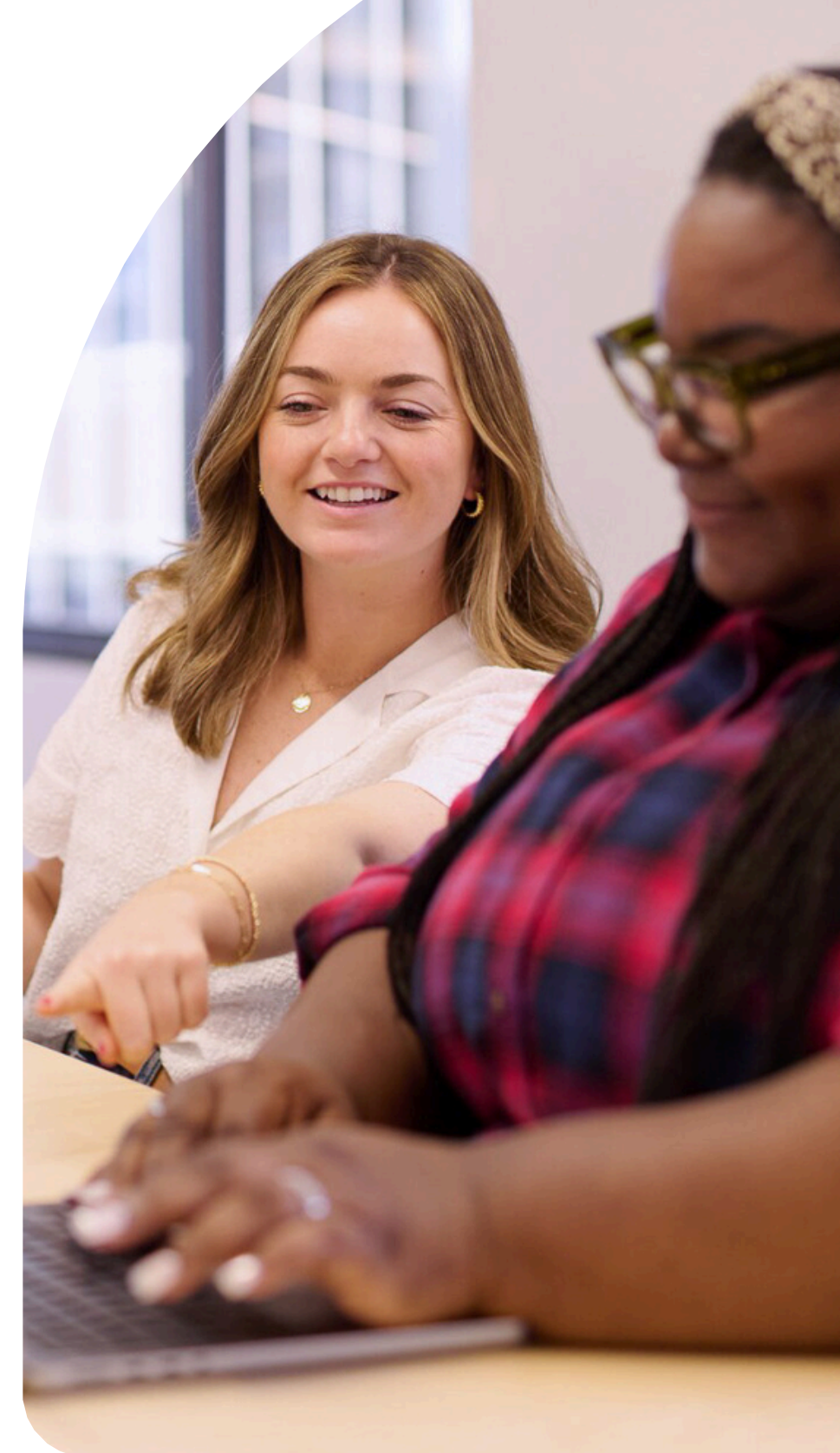
Agreement Preparation enables simplified template creation, enhanced accuracy, and the ability to generate agreements faster than ever before.

Workspaces brings people, agreements, and information together in a secure hub for a simplified customer experience and real-time collaboration.

DocuSign Agreement Manager stores executed agreements in a searchable, intelligent repository.

Integrations across **Microsoft**, **Google**, **Salesforce**, **SAP**, **Workday**, and **ChatGPT**.

➔ You can find all of DocuSign's product releases in the **DocuSign Product Roadmap**



Integrating AI responsibly

Customers can trust that Docusign's AI integrations are thoughtful, principled, and transparent.

We believe that AI has the power to transform how the world works, but we recognize that it also introduces potential risks. Agreements demand an exceptional level of clarity, accuracy, and trust, so we adhere to responsible practices in developing, deploying, procuring, and using AI.



We responsibly harness AI to ensure our customers can create, review, and manage agreements with absolute confidence. To further these efforts, Docusign became a founding member of the **AI Integrators Council** (AIIIC), a new coalition of industry leaders dedicated to advocating for thoughtful, effective AI policy that reflects the role and responsibilities of the AI integrator in the value chain.

AI Risk Management

Based on principles established in the **NIST AI Risk Management Framework**, Docusign manages AI risk across the value chain by focusing on data governance, customer privacy, system testing, and transparency. We have rigorous internal review processes for AI use in our products and our operations, aligning with global data governance standards like GDPR.

Transparency and Consent

Customer data is only used in our AI models with their consent. Customers retain ultimate control over their data through our in-product **AI Data Controls**. Docusign provides our customers with details about our AI integrations, their intended uses, and any potential risks in our **AI Customer Terms**.

Accuracy and Fairness

Docusign builds its AI models to minimize errors and harmful outputs. We use diverse datasets and thorough checks to correct skewed outputs and ensure quality before model deployment. Customers also have the final say to approve outputs to meet their standards.

Customer Education and Empowerment

Docusign helps our customers learn new AI skills for managing their agreements and workflows. Through **Docusign University**, we offer training and videos that support our customers as they adapt to an AI-enabled workplace.

Safeguarding trust & security

Customers trust us with their most sensitive and time-critical agreements. We value the trust placed in us, and we are committed to prioritizing transparency, data privacy and security.

For Docusign, data protection is more than just a competitive differentiator. It’s an expression of trust and of our commitment to operate with integrity, empathy and respect. We fulfill our responsibility to our customers with a comprehensive approach addressing the security, privacy, compliance, and validity of their Docusign transactions.

1,100+
active partner integrations

Docusign named a leader on Newsweek’s “Most Trustworthy” software and telecommunications company list in 2025.



1.2 billion
signatures committed by Docusign customers each year across the globe

“Security isn’t a one-and-done project. It’s a continuous process of learning, adapting, and staying one step ahead. To protect the billions of mission-critical agreements our customers rely on, we combine AI-powered response with proactive security—we aren’t just reacting to fraud; we are anticipating it to ensure trust scales as fast as innovation”



Michael Adams
Chief information Security Officer, Docusign



- ➔ **The Docusign Trust Center** provides access to the latest security, compliance, legal, data privacy, and system performance information.
- ➔ **The Docusign Safety Center** empowers users with the latest anti-fraud information and tools.
- ➔ **The Docusign Trust Portal** provides customers with access to compliance reports, whitepapers, and other trust related materials that support customer due diligence activities.

Docusign Trust & Security Overview outlines the Docusign Trust and Security program, including the people, processes, and platform that deliver it, and the certifications and tests that ensure its effectiveness.

Data privacy, security, and resilience

Docusign’s Intelligent Agreement Management (IAM) Trust Ecosystem meets uncompromising global compliance standards, ensuring best-in-class levels of data privacy, security, and resilience.

Access is strictly governed

All customers using Docusign’s tools must be authenticated to verify user identities and protect sensitive documents. We incorporate identity verification solutions, like biometric detection and Notary On-Demand, to help prevent fraud while fast-tracking genuine signers.

Threats are detected proactively

We enhance our customers’ security strategies with **Docusign Monitor**, which detects potential threats through 24/7 event monitoring and near real-time security alerts.

Customer data is reliable and available

Our products operate at over 99.9% availability, data is automatically backed up in multiple locations, and we have systems in place to quickly restore data if there is an outage.

Impact Spotlight: Trust & Security

Fraud Verification to Prevent Phishing Scams

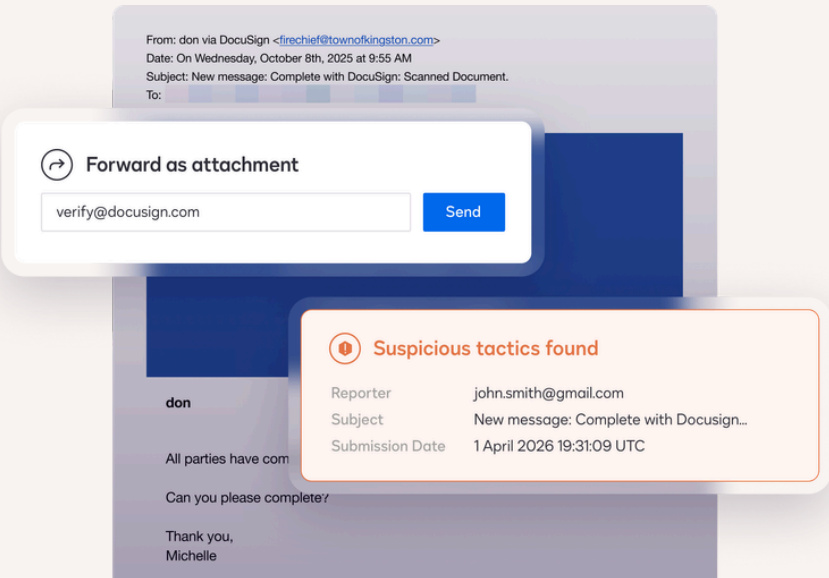


Digital scams and phishing attempts are more prevalent than ever. Cybercriminals are constantly evolving their tactics, often using convincing methods to impersonate trusted platforms like Docusign to trick unsuspecting users.

Within two hours or less, customers receive a response confirming whether the content is legitimate or contains suspicious material, along with specific recommendations. Docusign’s advanced anti-fraud intelligence, investigation assistance, and advice help customers to trust the communications they receive.

This year, Docusign introduced a new fraud detection capability to help customers validate whether a Docusign email is legitimate or an impersonation. If a customer receives an email that raises concerns for phishing, they can forward them to Docusign’s security team at **verify@docusign.com** to quickly confirm the email’s origin.

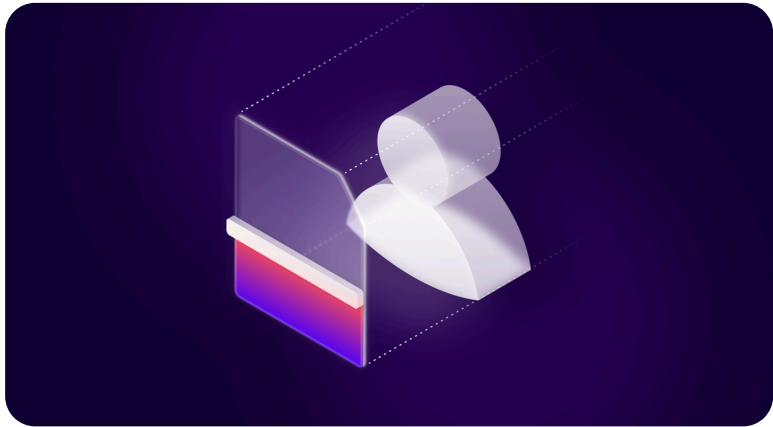
[Read more about our new fraud verification capabilities](#)



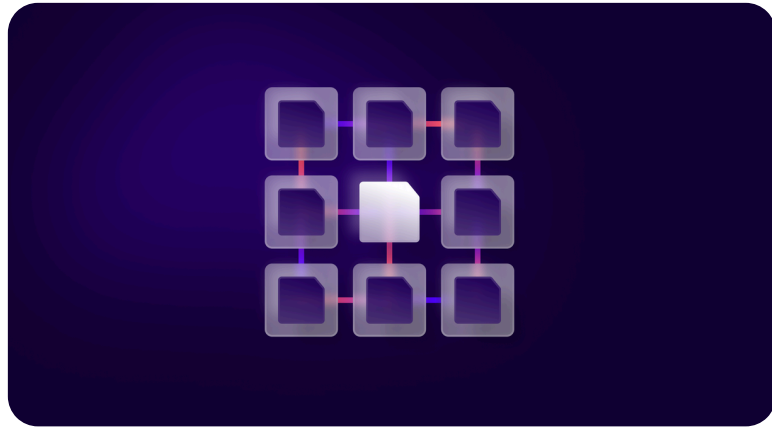
In FY26, we took several steps to improve our customers’ trust and security:



We launched **ID Verification with CLEAR and Risk-Based Verification**. This makes it possible to verify signer identity securely, confidently, and quickly.



We updated the **Docusign Safety Center** with new tools and guidance to help our customers recognize and report fraud. Now, customers can confirm a Docusign transaction's authenticity with our verify@ email verification system.



We maintained the enterprise-grade security that earned us **FedRAMP** Moderate Authorized for **IAM**, eSignature and CLM and **GovRAMP** authorization for eSignature, CLM, and IAM, enabling federal, state and local governments to streamline their contracting and engagement with their constituents.

➔ **99.8%** of our employees and contingent workers completed training in trust and security compliance, assuring that data privacy and security awareness is consistent across all teams.

[See Disclosures for a full list of Docusign’s compliance & security certifications and assessments](#)

Impact Spotlight:
Environment & Sustainability



Using agreements to help our customers reach their sustainability goals

Docusign partnered with **Bonterms** to create a climate addendum, simplifying how organizations embed sustainability into their agreements. By integrating this addendum into IAM, we make it easier for customers to include environmental clauses in existing workflows and actively engage their supply chains.

Beyond standard agreements, IAM can help manage the complexity of specialized contracts like Virtual Power Purchase Agreements (VPPAs) or offtake agreements. Our tools streamline these intricate contracting processes while allowing customers to track specific commitments and progress against their overall reduction efforts.

Our Commitment to Employees

We create an engaging work environment where every employee can experience success, empowerment, connection, and belonging.



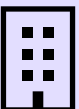
Upholding our commitment to employees

We create an engaging work environment where every employee can experience success, empowerment, connection, and belonging.



7,044

full-time employees



16

offices around the world



99%

flexible workforce,
34% fully remote

In an era marked by rapid technological advancement and transformative shifts within the tech sector, Docusign is prioritizing the well-being and growth of our employees.

We believe that AI is a powerful amplifier, enhancing our employees’ productivity and enabling them to do their best, most creative work.

As our employees build their skills as AI adopters, innovators, and leaders, they are at the vanguard ushering Docusign into a new era.

This new era is defined not only by innovation but also by a deep belief in the importance of well-being at work. We strive to create an environment where every employee feels supported, connected and valued, reinforcing a culture of belonging that is essential to working together to deliver value for our customers.

Our employees power the world’s agreements. That’s why we are committed to investing in strategies that unlock the best in them.

**Building leaders
for a changing world**

We believe AI is a powerful amplifier, and we champion our employees to be leaders in using AI to enhance their work.

**Keeping people
at the center**

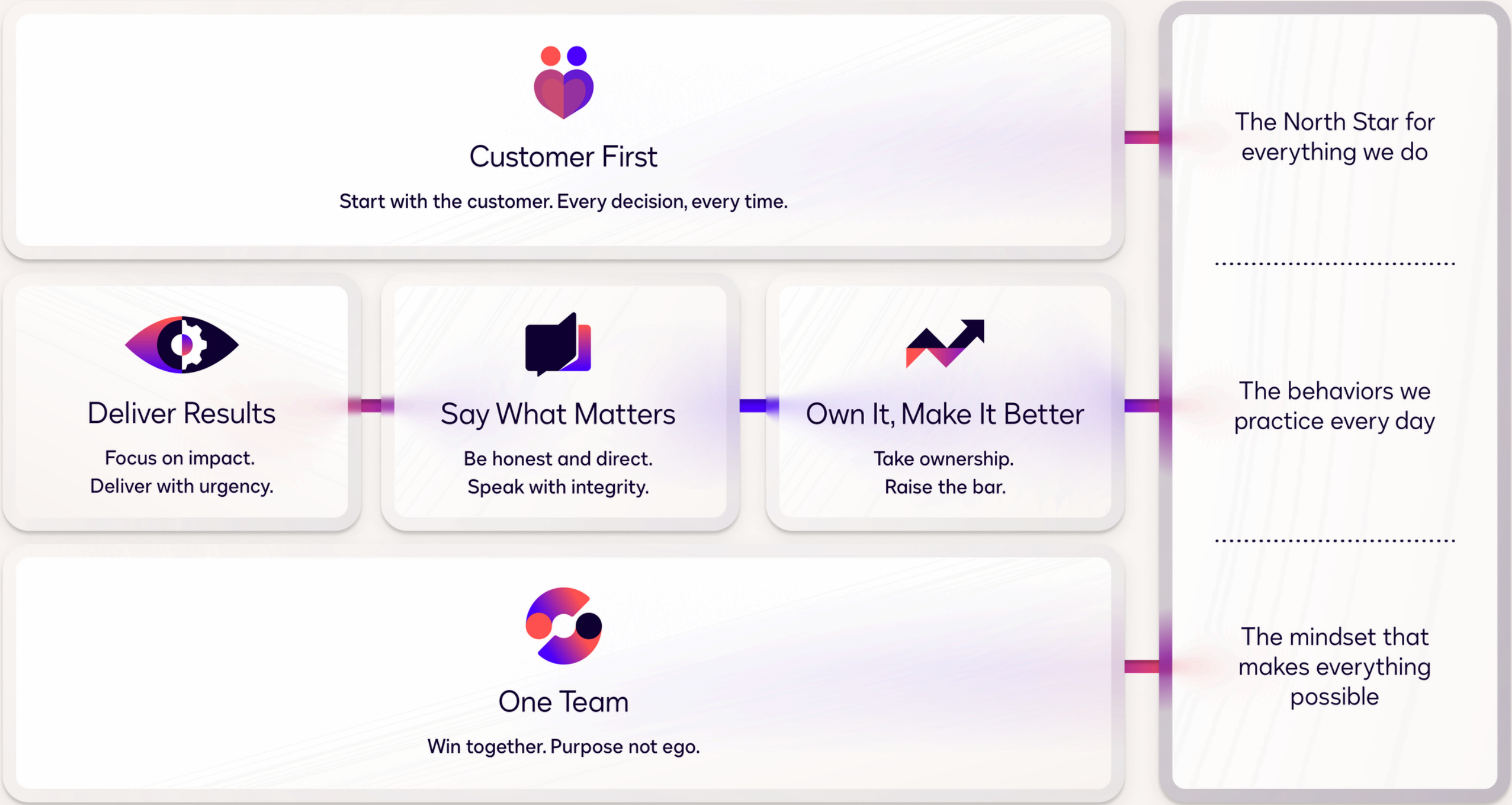
Our employees enjoy best-in-class benefits, flexible work, and professional development opportunities.

**Investing in
belonging**

We prioritize connection and belonging, so all Docusign employees feel empowered to bring their authentic selves to work.

Docusign Principles

Over the last two years, our company has evolved at an extraordinary pace—new products, new ways of working, and higher expectations from our customers. To keep growing with clarity and consistency, we developed shared principles that guide how we think, collaborate, and how we make decisions every day. The Docusign Principles give us common language and a clear standard for what “great” looks like as we move into the next chapter.



Building leaders for a changing world

We believe AI is a powerful amplifier, and we champion our employees to be leaders in using AI to enhance their work.

In FY26, we invested in AI literacy and leadership for all of our employees, empowering staff to integrate these tools into their workflows and refine their technical skills.

We are adopting AI across the organization, deploying new tools and enablement programs to boost productivity and gain efficiencies. The vast majority of our engineers are now developing with AI, and 60% of new code is AI-assisted.

Using Artificial Intelligence Responsibly & Securely

is a required annual training for Docusign employees that explains what AI is (and isn't), which tools are acceptable, and safe-use practices at Docusign.

AI Academy

Docusign provided AI bootcamps for its developers. Over 270 participants joined to learn new skills and increase confidence in applying AI tools to day-to-day workflows. The bootcamp has helped establish a strong foundation of AI literacy and hands-on skills that will directly support more formal certification pathways.

AI Symposium

The Docusign Digital Technology Services (DTS) team hosted its first-ever AI Symposium. Employees joined virtually and in-person to ignite AI-first thinking, share ideas, governance tactics, insights, and industry knowledge.

AI Champions & Power Users

All employees have access to a platform to contribute directly to Docusign's AI evolution through new tools like AI agents that help employees automate routine tasks and other new tools that maximize employee productivity

Impact Spotlight:
The Future of Work



"I gained hands-on training that helped me apply AI to real productivity challenges. With support from internal experts, I built an AI assistant that answers common questions and troubleshooting requests in our collaboration channels, saving hours of manual work each week and allowing me to focus on higher-impact initiatives. I'm excited to continue building and deploying new AI use cases that help me work more effectively and have a greater impact in my role."



Cierra Steiner
Senior Business Process Manager
Docusign

Keeping people at the center

Our employees enjoy best-in-class benefits, flexible work, and professional development opportunities.

We know that to retain the competitive talent that powers our company, we have to make Docusign a place employees want to be.

Best-in-class benefits

Docusign offers 100% employer-paid health benefits, paid time off and holidays, up to 6 months of paid parental leave, family planning support, competitive retirement plans, learning and development allowances, wellness reimbursements, and financial well-being services, legal support, and more. [Docusign Benefits](#)* details the support that Docusign offers to help our employees thrive.

Flexible work

99% of Docusign employees enjoy a flexible workplace arrangement. Docusign has taken a customized approach to return-to-office, where employees were consulted on choice of in-office work days, improving office experience and collaboration.

*Docusign offers the same or comparable global benefits to all employees. Some specifics—such as retirement plans, paid holidays, and reimbursement currency—may differ depending on country of residence.

Professional Development

Docusign launched several new professional development programs over the last year, including:

Knowledge Jam

A global internal learning conference that gave employees the opportunity to come together, invest in learning, and deepen the skills we need to power the world's agreements.

Leading@

A revised immersive, multi-day experience that enhances our employees' abilities to lead effectively and progress in their careers.

Growing@

A self-service program that gives employees the support and resources they need to build their skills, own their development, and feel confident in their impact.



Investing in belonging

We prioritize connection and belonging, so all Docusign employees feel empowered to bring their authentic selves to work.

We’re intentional about building a workplace that allows us to unlock the benefits of our collective experiences.

Our goal is to create an environment where every Docusign employee feels confident bringing all parts of themselves to work.

Impact Spotlight: The Future of Work



Twice a year, Docusign assesses employees’ perception of opportunity, connection, and wellbeing at work through our **Employee Engagement Survey**.

90%

feel empowered to make decisions*

+12 compared to global benchmarks

76%

feel a sense of belonging*

+4 compared to global benchmarks

88%

feel encouraged to openly express their thoughts*

+20 compared to global benchmarks

84%

feel they have an equal opportunity to succeed*

+10 compared to global benchmarks

*% of employees that responded to our Engagement Survey that selected “agree” or “strongly agree”

Note: **Viva Glint's Global Benchmark** scores are the average of employee responses from Viva Glint's 700+ customers across 150 countries.

Elevating voices

In 2025, Docusign launched 11 **Engagement Councils**—where employees work together to devise innovative solutions for enhancing the employee experience and elevating the employee voice to leadership.

Docusign regularly gathers feedback from employees through our biannual **Pulse Survey**, our first-ever **Collaboration and Workplace Survey** to collect global and local feedback on office experience, and our **Listening Program** to understand employee satisfaction.

Recognizing wins

Recognizing our talented team is a philosophy we deeply believe in and practice. When we recognize others, everyone benefits. Our employees can send and receive unlimited feedback on our **Spark** platform, and in FY26 they gave 110K pieces of feedback to each other. Employee participation increased 5% year over year, with 88% of employees giving Sparks.

Unlocking creativity

Some of the brightest people on the planet work at Docusign. Every year we provide dedicated days focused on unlocking that potential through our global **Hackathons**. This year, over 900 employees across all our regions from every function participated, a 64% increase from the previous year and eight of the projects are now patent pending. Innovation is at our core and our employees are a critical part of it.

Employee Resource Groups

Our employee resource groups (ERGs) help employees to connect, support one another, and show up as their full selves. The groups are voluntary, employee-led communities that bring together employees with similar interests.

In FY26, we hosted the first in-person ERG global leadership meeting with 32 co-chairs for leadership development, peer learning, and strategic planning. ERGs create a stronger sense of belonging, increase awareness of different perspectives, and shape a more welcoming workplace where everyone can thrive.

ERGs are open to all employees regardless of race, ethnicity, or other protected characteristic. The groups are based on shared interests that foster a respectful culture focused on professional growth and networking, community engagement, and workplace culture.



34%
of employees
participate in ERGs

➔ [Learn more about the Employee Resource Groups at Docusign](#)

Our Commitment to Communities

We strengthen the communities where we live and work through volunteering, matching donations, grantmaking, and advocacy.



Upholding our commitment to communities

We strengthen the communities where we live and work through volunteering, matching donations, grantmaking, and advocacy.

The challenges facing communities where we live and work grow more complex every year. We believe that meaningful progress requires an approach grounded in the understanding that no single organization can solve these issues alone.

Through [Docusign.org](#), we work in partnership with nonprofits to amplify their work: providing discounts on agreement solutions, mobilizing employee volunteer hours and donations, and making strategic grants. We also work in coalition with others to create the policy environment that can pave the way for collective solutions defined by responsible innovation.

Underlying all of this is a commitment to trust. Strong partnerships are built on transparency, mutual respect, and accountability. By fostering trusted relationships, we aim to unlock solutions that are not only innovative but built to last.

Empowering nonprofits with Docusign products

We free up valuable resources and streamline administrative tasks with exclusive discounts through [Docusign for Nonprofits](#), so nonprofits can focus on what’s most important—their mission.

Mobilizing employees to drive impact

Each year Docusign employees mobilize millions of dollars in donations and thousands of volunteer hours. [Docusign Impact](#) is committed to supporting, deepening and scaling the impact made by employees through matched donations and volunteer time off.

Funding powerful collaborations

Through [Agreements for Good](#), we support bold collaborations that protect our planet, safeguard data, and help people thrive in the workplace of the future.

Leading policy change

Our advocacy efforts extend this impact further, where we work alongside governments and coalitions to shape a regulatory landscape that rewards innovation and accelerates collective solutions that benefit the public good.

Strengthening the communities where we live and work

Docusign has been showing up for communities since 2017—and the numbers prove it:





“Our work can only move at the pace of trust. Building wildfire resilience and advancing forest restoration depends on centering Indigenous Knowledge while honoring Tribal ownership of data and information. When that foundation is in place, Tribal partners can fully engage, leading to stronger and more enduring outcomes on the land.”



Wiyaka Bennett
Indigenous Partnership Manager
Blue Forest
(Agreements for Good Grantee)

Empowering nonprofits with DocuSign products

Freeing up resources so nonprofits can focus on their missions.

Launched in FY26, **DocuSign for Nonprofits** is our first-ever global product discount program, allowing eligible nonprofits anywhere in the world to access DocuSign products at exclusive discounts. Using e-signature and IAM makes it easier for nonprofits to streamline and scale their operations, freeing up valuable resources to focus on what’s most important: their mission.



We help nonprofits power meaningful change through agreements and build efficiencies in their operations, all while safeguarding their privacy and security.

- ➔ Development
- ➔ Program Operations
- ➔ Grants Management
- ➔ Human Resources
- ➔ Procurement
- ➔ Finance

Learn more at [DocuSign for Nonprofits](#)

Impact Spotlight: Environment & Sustainability



Human-I-T is a social enterprise that bridges the digital divide by providing communities with free devices and training while promoting environmental sustainability through giving discarded technology a second life and diverting it from landfills.

Their model was successful, but it depended heavily on contracts with businesses, organizations, nonprofits, and municipalities. As they grew from a small office in Los Angeles to a nationwide organization with presence in 11 metro areas, their mission began to outpace operations. It became hard to keep track of all the agreements

and contracts, and they risked missing deadlines, stalling workflows, and falling out of compliance.

Human-I-T adopted DocuSign’s Contract Lifecycle Management (CLM), which gave them insight into contracts, improved efficiency, and supported their scale. Time to agreements dropped from six weeks to two or three, and with visibility across operations, they can take on larger agreements, like government contracts. With these improved efficiencies and visibility, they can focus on what matters most: their mission.

Read more in the [Human-I-T Customer Story](#).

Mobilizing employees to drive impact

Fueling employee giving and volunteerism

Docusign employees are a powerful force for good, and Docusign is committed to supporting and deepening the impact they make in their communities. Each year, Docusigners are encouraged to put their values into action through **24 hours of paid volunteer time off** and **\$5,000 in matching gifts** to support causes and nonprofits they care about most.

In FY26, **61% of employees** gave back through Docusign Impact programs. Collectively, they mobilized **\$3.2 million** and dedicated **18,500 hours** to more than **3,500 organizations worldwide**. Notably, most of these efforts are organized and championed by Docusign employees themselves. In FY26, over **60 employees** took the lead as regional Impact Leaders, engaging their colleagues in **300 volunteer events**.

ERG x Impact

In FY26, we launched our formal ERG x Impact program, ensuring each of our 14 ERGs has a dedicated Impact Lead equipped with specialized training and resources. Through these leads, ERGs develop strategic partnerships with aligned nonprofits and host volunteering events, resulting in deeper-rooted community partnerships, more pathways for giving, and a culture where every employee has the agency to drive change.

FY26 Impact x ERG in Motion

800+
employees mobilized for
community service

44
global events held worldwide,
driven by our 14 ERGs

“Being an Impact Lead isn’t just a role—it’s the chance to show up with intention, create space for voices that need to be heard, and turn empathy into action. It’s about choosing to care, even when things are busy, and believing that small actions can create real change.”



Rafaela de Carvalho
Belonging Specialist
Docusign



Impact Spotlight:
The Future of Work



Docusign’s Paris office supports the next generation of innovators

In the Paris Docusign office, our employees exemplify our commitment to the future of work through sustained partnerships with [Article 1](#) and [Change Mak’Her](#).

Since 2022, employees have mentored 30 students annually through Article 1 to help young people overcome professional barriers. Our Engineering, Success and Marketing teams also coach and guide Change Mak’Her students as they bring technology and engineering projects to life.



Impact Spotlight:
The Future of Work



Latinx ERG sees impact through long-term partnerships

Since 2022, the Latinx ERG has partnered with [Outreach360](#), motivating young students in Latin America through English-language enrichment activities. Through songs, games, and creative activities, volunteers help students gain confidence in English. Because of the long-term relationship with Outreach360, employees have had the opportunity to work with the same young people each year and see their growth over time. This ongoing commitment has strengthened trust and has even led to additional partnership opportunities, such as Board service.



Cesar Ibarra
Principal Recruiter
Docusign

“As a remote employee, our ERGs and Impact teams provide a vital way to connect with colleagues on a personal level. Being of Hispanic heritage, I’m especially grateful for the chance to give back through our Latinx ERG, from virtual English enrichment for students in Latin America to local beach cleanups. These experiences are incredibly fulfilling and a reminder that we can always do more.”



Impact Spotlight: Environment & Sustainability

Impact in Bloom at Momentum



Docusign.org had a central presence at Momentum 2026 with the Docusign.org Community Forest. During the expo, we shined a spotlight on Docusign Foundation grantee, **SUGi**, which plants pocket forests around the world to support ecosystem restoration and biodiversity in urban spaces.



Momentum attendees voted on the location of our next pocket forest, selecting a project at the University of Nairobi in Nairobi, Kenya. Soon after, SUGi brought the **Msitu Classroom** to life, planting over 1,200 native trees of more than 50 species in partnership with local students.



Msitu Classroom, courtesy of SUGi



Msitu Classroom, courtesy of SUGi

As part of the Docusign.org presence at Momentum, attendees participated in a volunteer activation. Together with **BloomAgainBklyn**, participants repurposed flowers from florists and events that would otherwise have been discarded into 200 beautiful bouquets that were distributed to women residing at YWCA Brooklyn, a shelter for women experiencing homelessness due to domestic abuse.

A photograph of two women working on a bouquet of flowers. They are both smiling and looking at the camera. The woman on the left is wearing a blue shirt and the woman on the right is wearing a white shirt. They are standing in front of a display of various flowers.

Impact Spotlight: Environment & Sustainability

Celebrating Earth Month at Docusign

Throughout April, employees across the globe came together to learn, volunteer, and take action in support of our planet. Docusign hosted 53 events across 23 cities and nine countries. From insightful sessions on climate solutions to hands-on community initiatives, we celebrated the many ways we can make a difference—individually and collectively.



Reforestation in São Paulo, Brazil

In São Paulo Brazil, employees learned about the vital Atlantic Forest, one of the most biodiverse ecosystems in the world. They explored the importance of native species and the impact of **Refloresta Rio**, which is helping restore and protect this critical habitat. A highlight of the day was getting hands-on with tree planting, contributing directly to reforestation efforts.



Supporting Food Security in Philadelphia

In Philadelphia, Docusigners spent Earth Day planting 4,000 vegetable seedlings at one of the **Chester County Food Bank**'s partner farms. These partner farms collectively donate over 160,000 pounds of produce to the food bank each year, helping to fight food insecurity in the region.

Docusign Foundation: Agreements for Good

Investing in trust that lasts



Our mission is simple—to invest in the power of agreements that bring people together, build trust, and create lasting change.

Docusign has always understood the power of agreements—how they build trust and keep the world moving forward. This is as true as it ever was, and underpins our decision to evolve and extend that same principle to the world’s toughest challenges.

In 2025, we launched **Agreements for Good**, shifting to a new brand of corporate philanthropy deeply connected to Docusign’s core mission. Agreements for Good invests in the collaboration and infrastructure necessary to build trust and shared accountability for lasting change across critical global challenges. In a time of increased silos and complexity, we give grants to support three priority areas, where a foundation of trust and collaboration is critical for success:



Future of Work
Advancing agreements that ensure every person can thrive in a changing economy with stability, opportunity and dignity.



Trust & Security
Supporting agreements that secure digital lives, protect privacy, and build trust in the age of AI.



Environment & Sustainability
Investing in agreements that help people and nature flourish together, on a healthier, more resilient planet.



Colfax Todds-Valley Consolidated Tribe courtesy of Blue Forest



Photo courtesy of Amazon Sacred Headwaters Alliance

Agreements for Good: Inaugural Cohort

Our first cohort of Agreements for Good grantees represents a portfolio of collaborations that are designing, testing, and bringing to life new forms of multi-party agreements to create lasting, systemic change. These first grants also intentionally bridge the Foundation’s evolution, building on our legacy of funding forest conservation through Docusign for Forests and sustainability initiatives through the Climate Action Fund, while expanding our focus to the agreements and governance structures that make environmental protection, data stewardship, and workforce transitions durable over time.

\$775K

committed to support bold collaborations for lasting change





Amazon Sacred Headwaters Alliance

Supports agreement among the Achuar, Kandozi, and Chapra nations to jointly govern and protect a critical stretch of the Amazon rainforest.



Trees, Water & People

Supports a shared stewardship agreement that clarifies responsibility for forest and watershed restoration, impacting more than one million people in New Mexico.



Blue Forest

Creates a data sovereignty agreement to smooth collaboration between public agencies and Tribes, enabling efforts to reduce wildfire risks and also protect shared forests and watersheds across the Western US.

“Agreement-level funding recognizes a simple truth: governance moves at the speed of trust. Docusign Foundation’s Agreements for Good grant makes visible, and possible, the time, care, and convening required for Indigenous nations to reach consensus before conflict escalates.”



Milton Antonio López Tarabochia
Fundraiser & Project Manager
Amazon Sacred Headwaters Alliance
(Agreements for Good Grantee)



Docusign Policy Leadership

Helping to create a modern and secure digital world in the age of AI

Through our public policy and advocacy work, we are working to create a secure digital world for ourselves, our customers and for society at large.



Artificial Intelligence (AI)

We support global regulations designed to match the potential risks. To achieve maximal benefits of AI, we advocate for consistent and harmonized global frameworks over fragmented or inconsistent approaches.



Digital Identity

We support the development of global, interoperable, and user-centric digital identity frameworks that uphold strong security standards, protect privacy, foster cross-border recognition of electronic identities, and drive adoption of trust services, including e-signature.

Data Privacy

Across the globe, we support efforts to harmonize global privacy standards, enabling businesses to operate securely across borders and empowering individuals with trust-based solutions.

Cybersecurity

We support efforts to improve governments’ and industries’ capabilities and readiness to address cybersecurity threats. This includes promoting a secure software ecosystem, strengthening cybersecurity workforce capabilities, supporting policies that enable the development of cutting-edge cybersecurity technologies, and other steps to secure and defend information infrastructure.



We are bridging the gap between policy and real-world AI usage

We integrate responsible AI into critical business infrastructure to drive trust and operational velocity, and we are taking active steps to help define responsible AI practice and policy across the sector. In FY26, we took a leadership role in shaping thoughtful and effective AI use policy, dedicated to operationalizing AI responsibly by spearheading policy frameworks that bridge the gap between regulation and real-world deployment. As part of this commitment, we issued consultation responses and met with policymakers in the US, EU, UK and Australia influencing AI and digital identity policies. We are actively involved in the **AI Integrators Council** as a founding member, as well as trade association programs with the Business Software Alliance, US Chamber of Commerce and the Alliance for Digital Innovation.

Our Commitment to the Planet

We lead with solutions that reduce our environmental footprint, foster global collaboration, and leave a lasting, positive impact on our planet.



Upholding our commitment to the planet

We lead with solutions that reduce our environmental footprint, foster global collaboration, and leave a lasting, positive impact on our planet.

Since our founding, we have led the sector in replacing paper-based contracts and processes with digitized agreements. These foundations continue to guide us today, but the context has evolved. As technology advances and AI becomes more central to how businesses operate, so too does the scale of our responsibility.

We are rising to meet this moment by expanding our commitment to reduce our carbon footprint across every aspect of our operations. We see environmental resilience and sustainability as inseparable from our long-term success: what’s good for the planet is also good for our company, our customers, and the communities we serve.

By combining innovation with accountability, we are working to accelerate progress toward a more sustainable, resilient future.



Reducing emissions with integrity

We set ambitious science-based targets to reduce our emissions, and we align our net-zero journey with high environmental standards.



Leading the conversation

We form coalitions with like-minded peers to uphold global sustainability standards and reaffirm our commitments to the planet.



Advancing sustainability in our operations

We build sustainability into our spaces, our choices, and across our value chain.



Helping our customers reduce their own footprint

Our solutions save resources and advance sustainability in our customers’ agreements.

90%

reduction in Scope 1 and 2 emissions by 2050, a goal we continue to meet

56%

reduction in carbon inventory achieved by partnering with suppliers to improve accuracy

100%

renewable energy across our operations and data centers, a standard we continue to achieve

16M

trees and 149 billion sheets of paper saved to date through our product

Reducing emissions with ambitious targets

We set ambitious science-based targets to reduce our emissions, and we align our net-zero journey with high environmental standards.

We are committed to procuring 100% renewable energy for our operations and are exploring mechanisms beyond energy certificates to increase the impact of our purchases. This includes looking at long-term solutions that more effectively support the growth of renewable capacity on the grids where we operate.

In 2022, Docusign joined the **Science Based Targets initiative (SBTi) Business Ambition for 1.5°C campaign**, committing to cutting our emissions by 50% across our value chain by 2030 and reach science-based net-zero no later than 2050.

Near-term targets (by 2030)

- 50% reduction in absolute **Scope 1 and 2 GHG** emissions by 2030 (from a 2021 base year)
- 50% reduction in absolute **Scope 3 GHG** emissions from fuel and energy-related activities by 2030 (from a 2019 base year)
- 55% reduction in **Scope 3 GHG** emissions from business travel per employee by 2030
- 75% of suppliers by spend to have science-based targets by 2028

Long-term targets (by 2050)

- 90% reduction in absolute Scope 1 and 2 GHG emissions by 2050 (from a 2021 base year)
- 90% reduction in absolute Scope 3 GHG emissions by 2050 (from a 2019 base year)

Through our Docusign **Environmental Policy**, we pledge to:



Reduce and monitor our greenhouse gas emissions



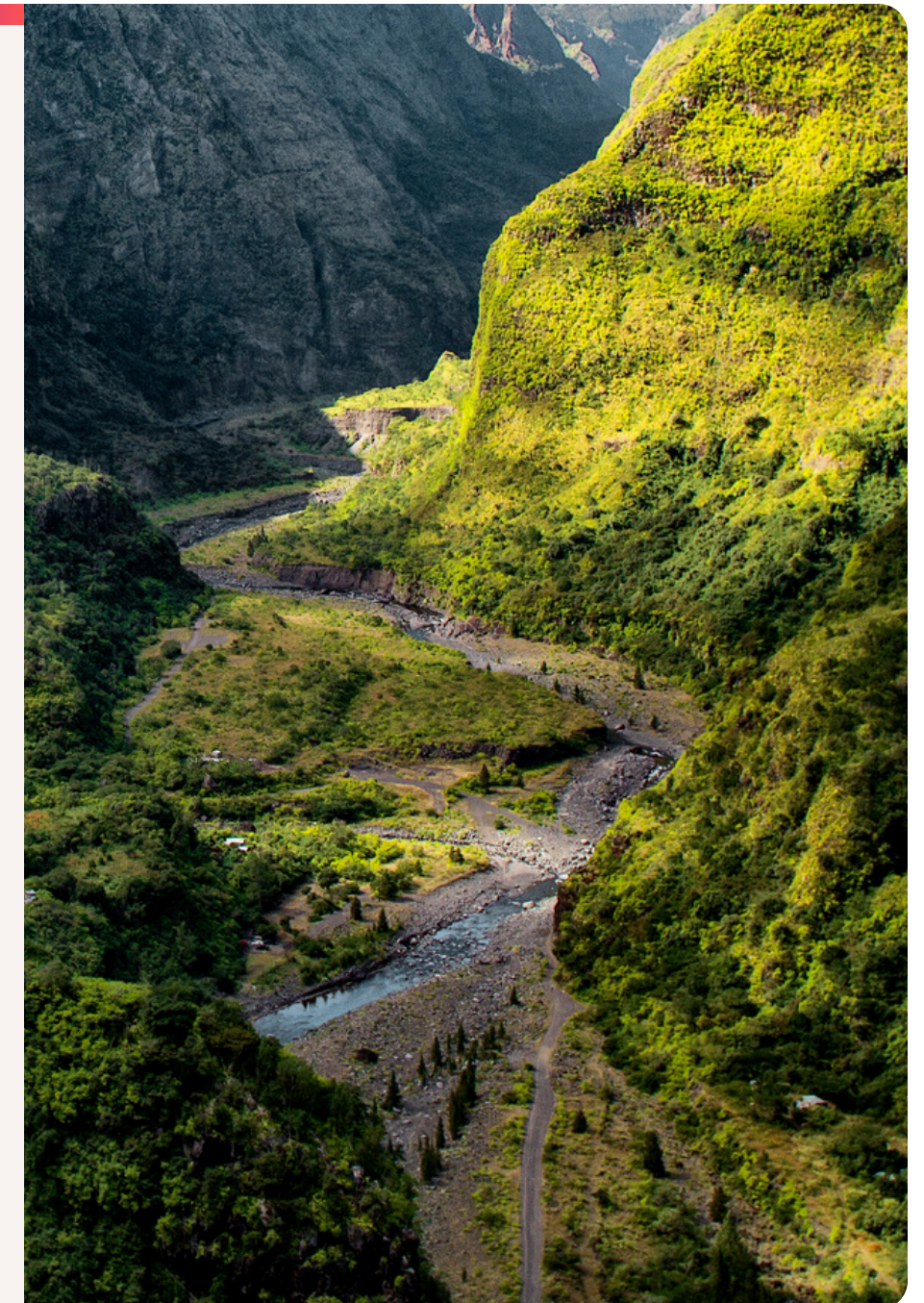
Engage employees, customers, partners, and suppliers in our sustainability efforts



Uphold environmental regulation



Innovate products that help our customers reduce their footprint



Our progress

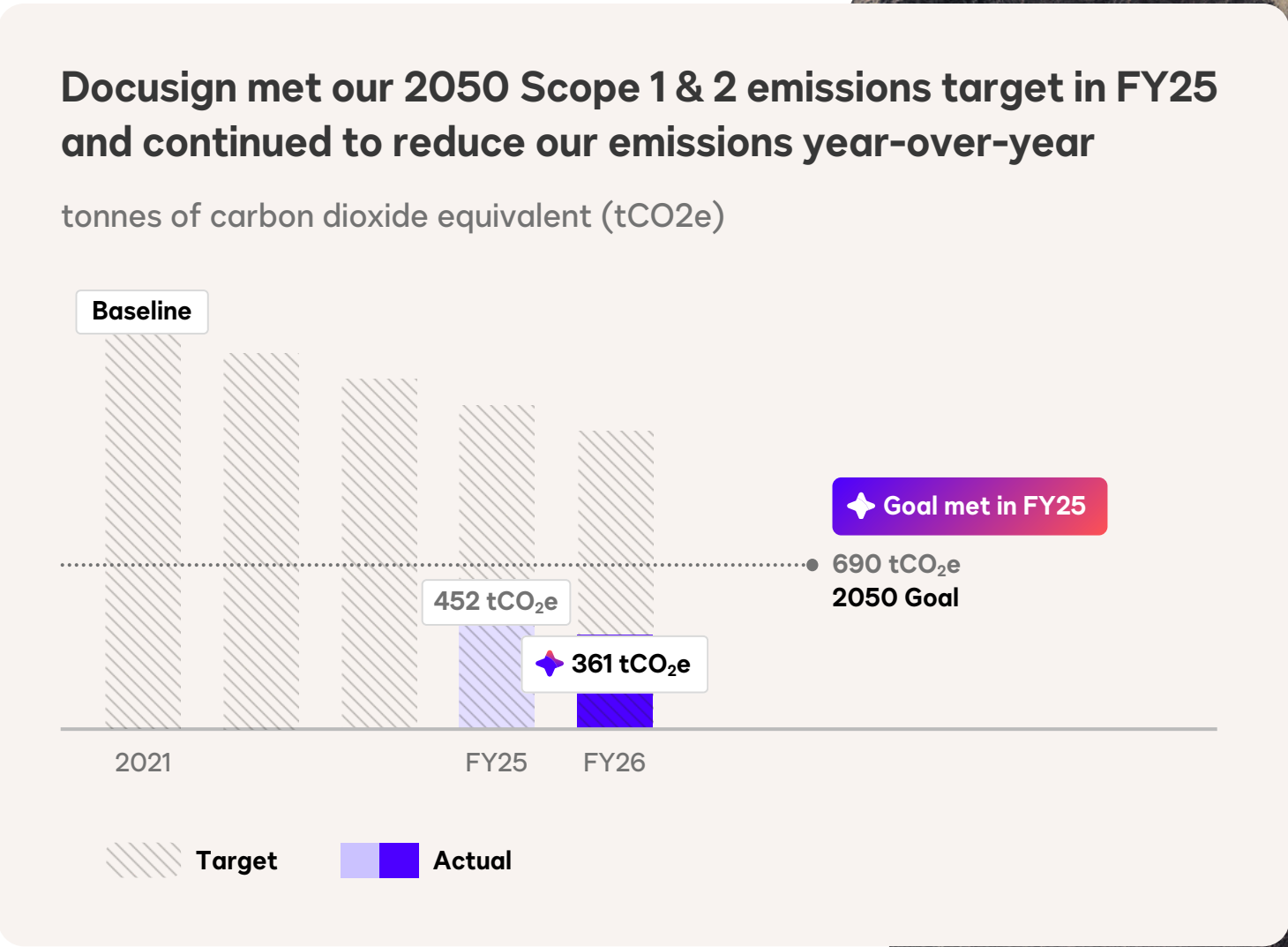
At Docusign, we aim to make tangible progress and science-based decisions as we work towards our goals. Last year, we achieved a 90% reduction in Scope 1 & 2 emissions from a 2021 baseline using renewable energy certificates to match 100% of our energy usage. We are committed to maintaining this progress through 2050 in order to reach our long-term net-zero target.

This year we focused on improving our carbon accounting methodology in partnership with our cloud suppliers who increased their procurement of renewable energy. This led to a decrease in our cloud carbon inventory by 94%. We are using direct third-party reviewed emissions from suppliers for improved accuracy of our data and, moving forward, we'll use this methodology to reflect our overall emissions. We are making meaningful progress on our sustainability goals, while continuing to grow our business.

We achieved year-over-year reductions across nearly all greenhouse gas categories by adopting precise supplier emission factors and benefiting from our partners' decarbonization efforts. While our waste emissions increased as a result of a growing global headcount and expanded office footprint, we saw significant gains elsewhere, particularly through our ongoing migration away from co-located data centers. These shifts, combined with more accurate reporting, have allowed us to decrease our overall environmental impact across our primary operations.

In FY26, our overall carbon inventory decreased by

56%

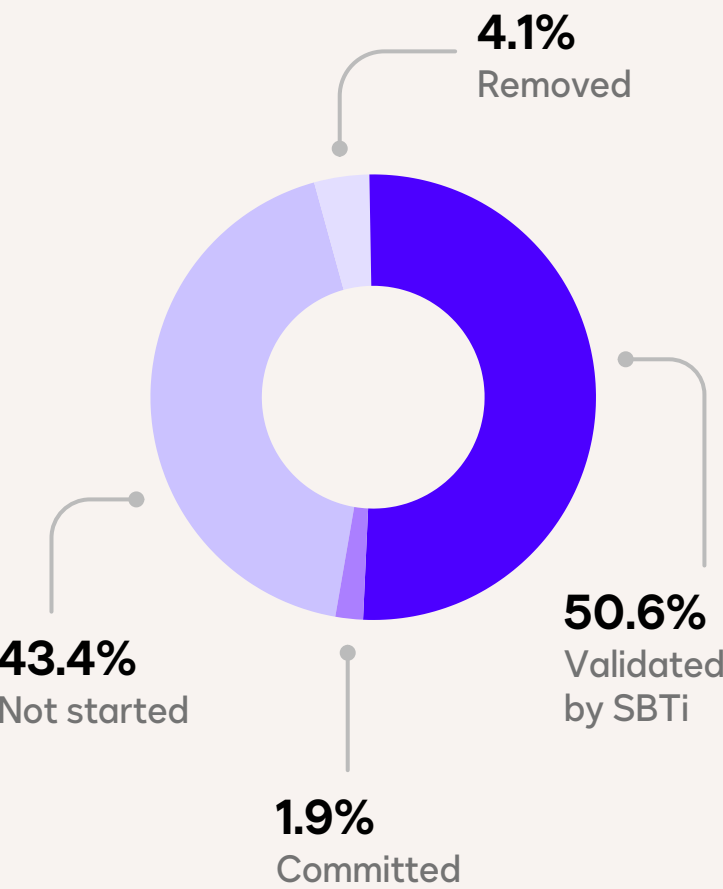


Advancing sustainability in our operations

We build sustainability into our choices, across our value chain, and how we work every day.

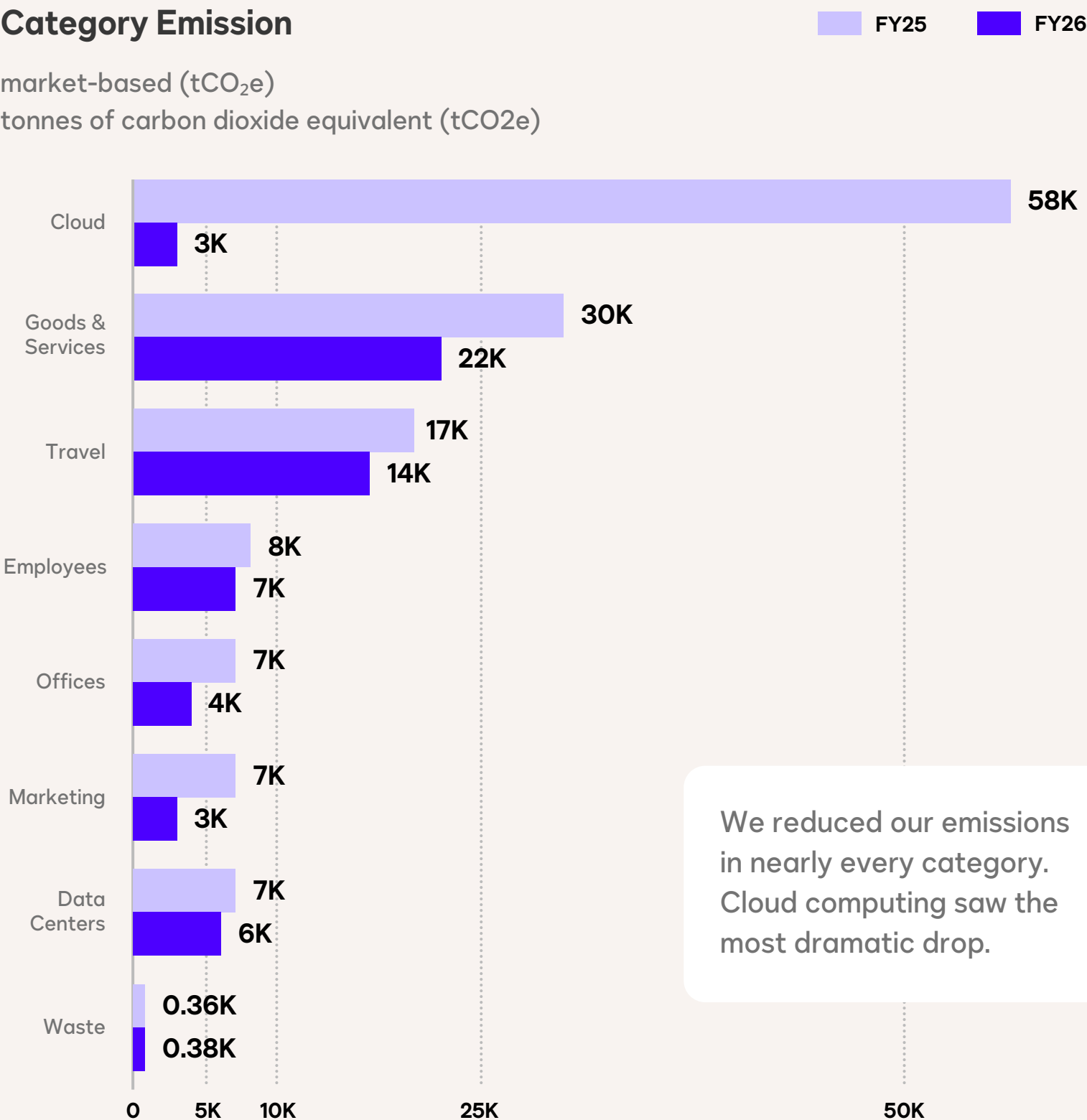
At Docusign, sustainability is an ongoing journey and our sustainability strategy evolves with us as we collaborate and grow. From selecting suppliers, to data center operations, to waste management in our buildings, we weave sustainability into every part of our work, aligning our actions with our long-term sustainability goals.

52.5% of our spending went to vendors that have validated or committed to set science-based targets, up 15.9% from FY25. This is moving closer to our 2028 goal of having 75% of our spend on suppliers with science-based targets.



Category Emission

market-based (tCO₂e)
tonnes of carbon dioxide equivalent (tCO₂e)

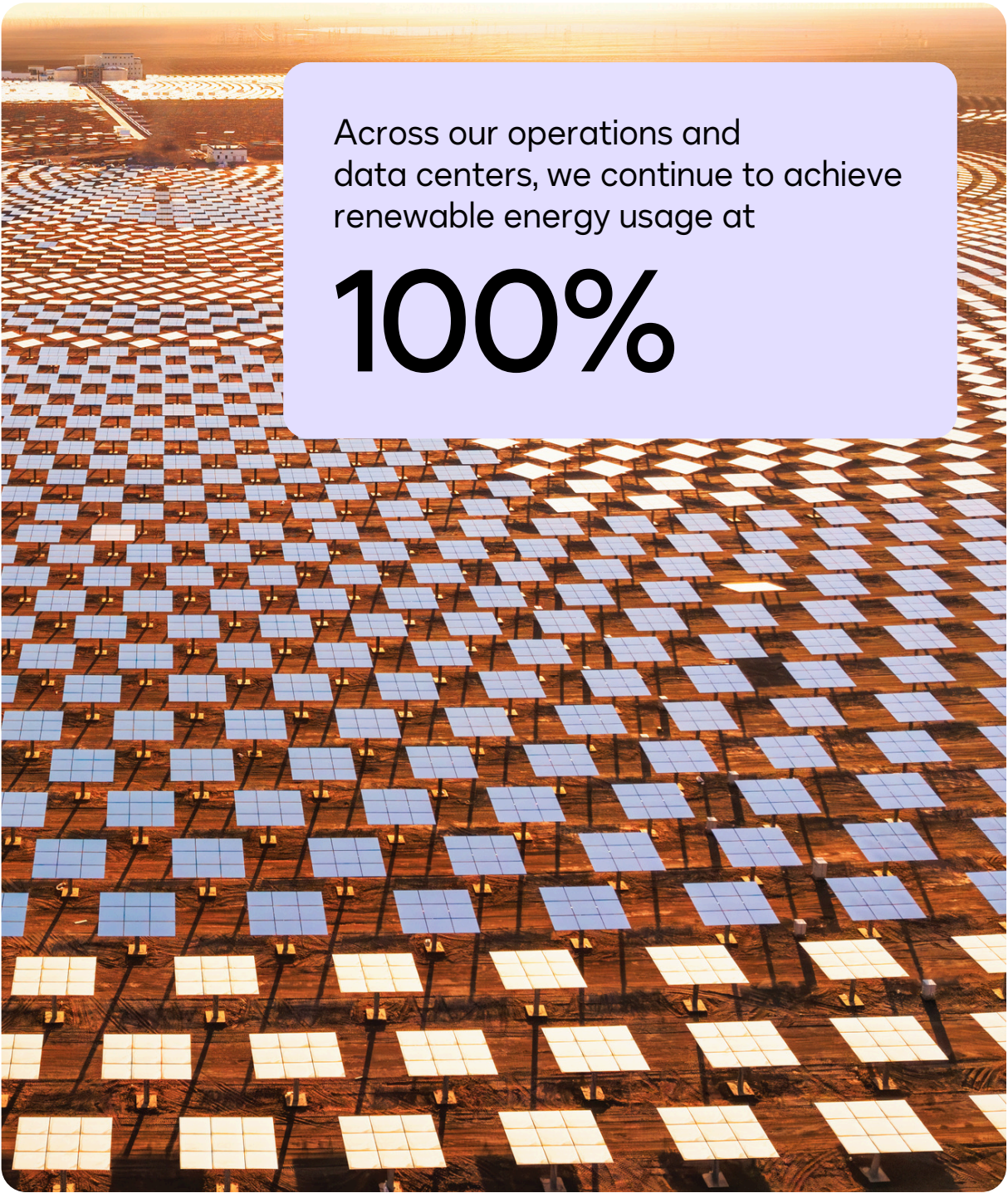
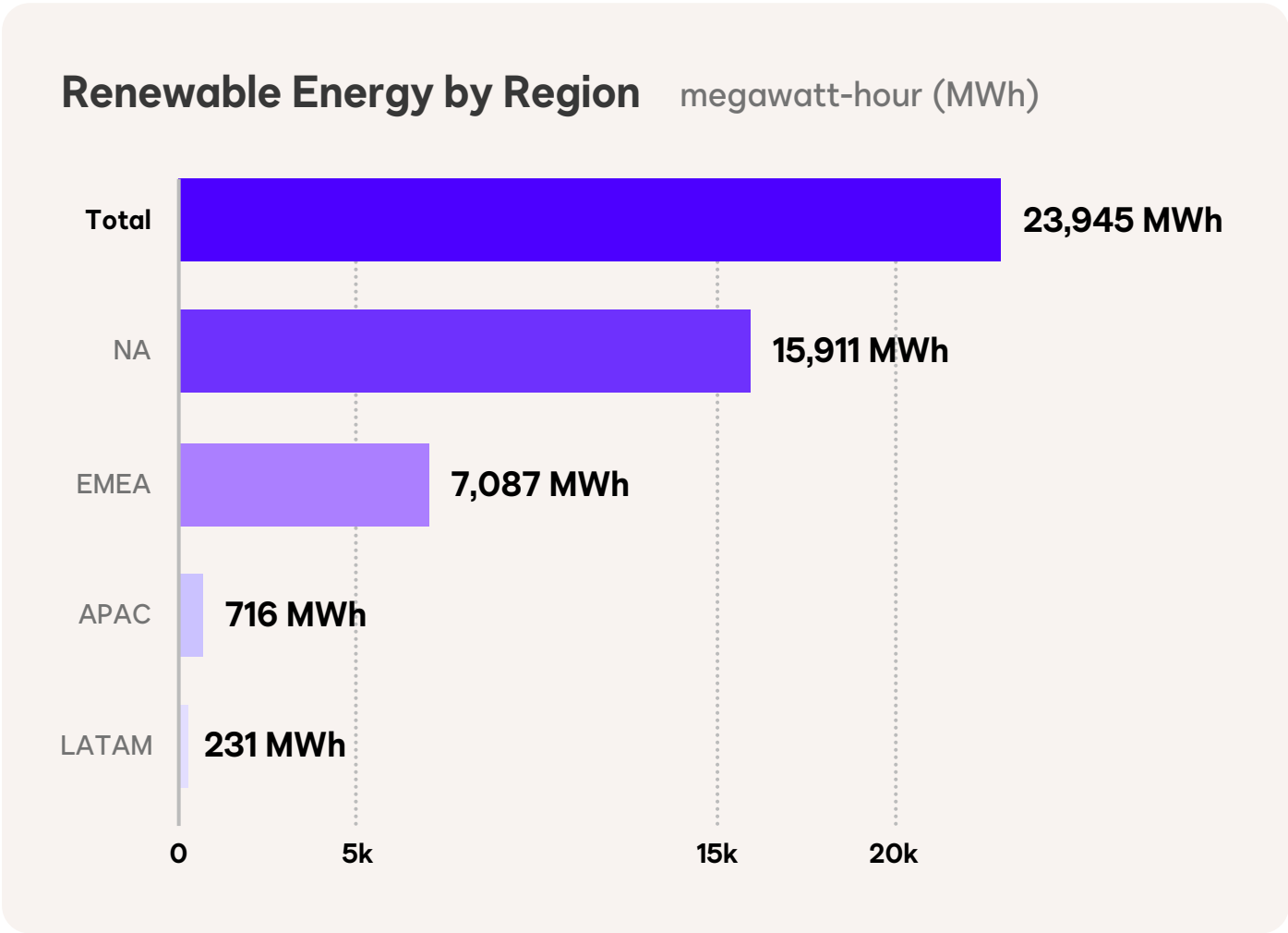


We reduced our emissions in nearly every category. Cloud computing saw the most dramatic drop.

Investing in renewable energy globally

Our commitment to a sustainable future is reflected in how we manage our operations across every region. While our global footprint spans many markets, we are proud to continue our growth while simultaneously reducing our environmental impact.

By increasing renewable energy procurement and implementing localized carbon-reduction strategies, we are ensuring that our regional performance aligns with our global science-based targets. We are becoming increasingly sophisticated in tracking our impacts across these regions; however, we recognize there is more work to be done. We remain focused on refining our approach to ensure our renewable energy investments deliver the greatest possible impact.



Our people, our planet

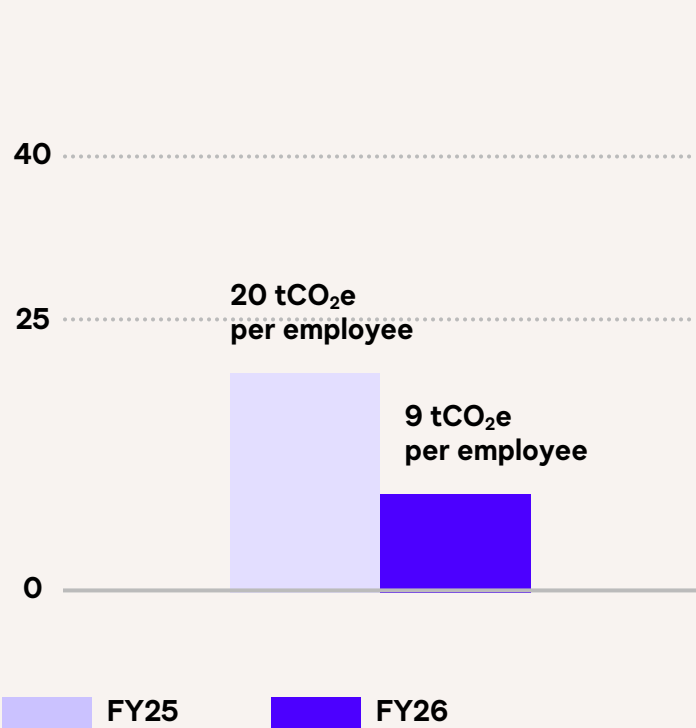
Docusign’s 7,000+ employees are essential partners in our environmental goals. This year, by leaning into digital-first ways of working and being more intentional with our trips, our global team successfully reduced our business travel footprint by 18%. It is a clear example of how collective, everyday choices can scale into a significant environmental impact.

Reducing waste in the office
Our global offices make it easy for employees to make sustainable choices at work through robust recycling programs, reusable and compostable dishware, catered meals in lieu of individually packaged meals, leftover food donation, and locally sourced ingredients.

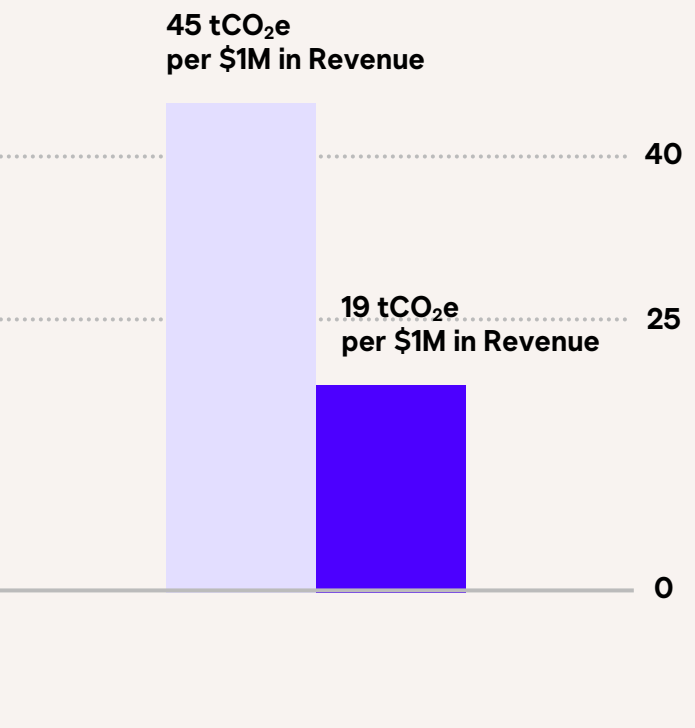
Reimagining business travel
Docusign encourages employees to reduce non-essential business travel. For necessary trips, Docusign is careful to co-locate venues and hotels to minimize local transportation. We’ve invested in Sustainable Aviation Fuel credits (SAFc) to lower our air travel carbon emissions while meeting our customers where they are.

Boosting environmental literacy
Docusign is passionate about educating employees on environmental topics. Our Sustainability team shared with employees how Docusign is turning its sustainability values into action, offering a behind-the-scenes look at our environmental stewardship climate strategy and the progress we’ve made on our journey to net zero.

Emissions per Employee



Emissions per \$1M in Revenue



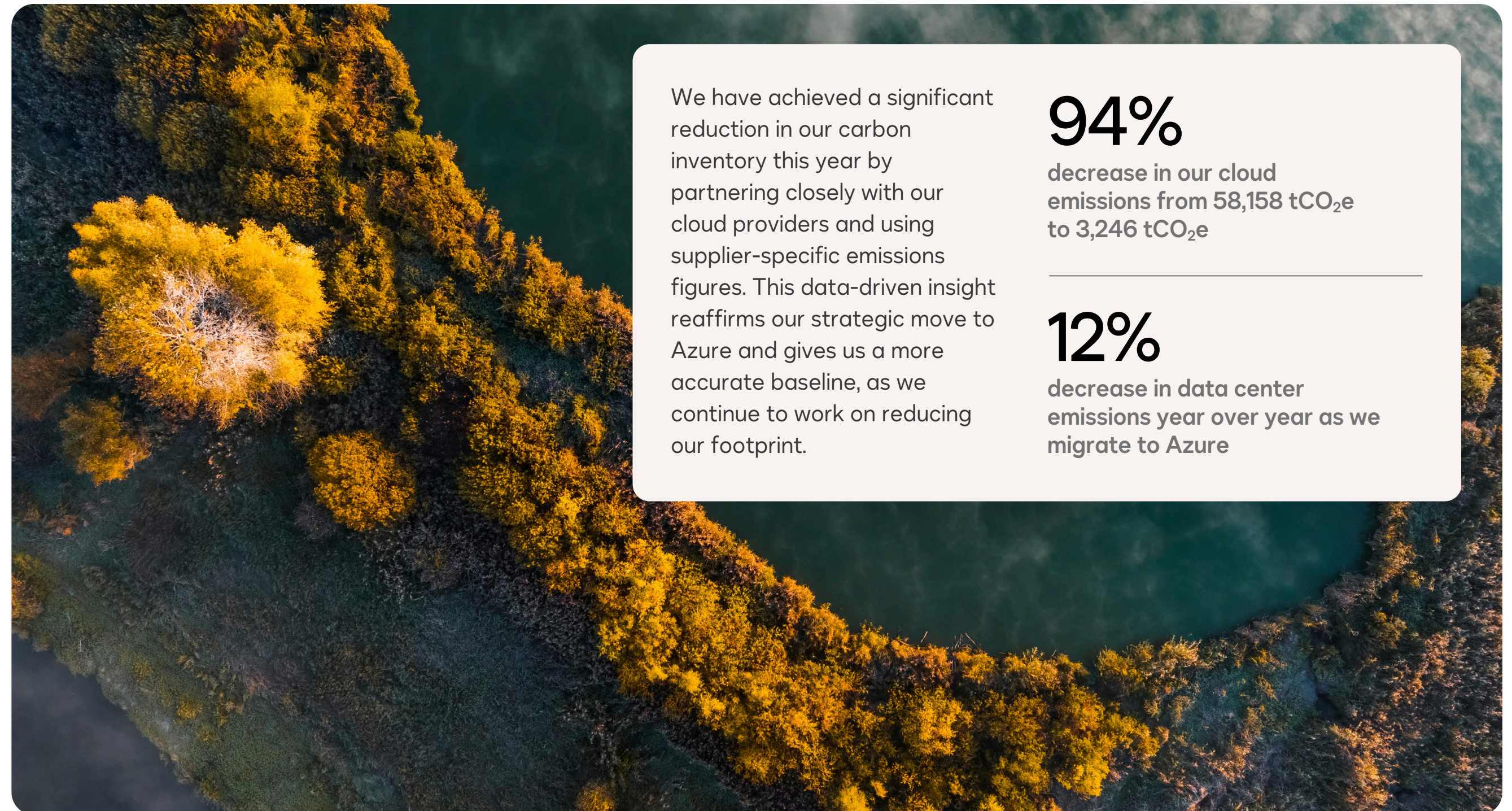
tonnes of carbon dioxide equivalent (tCO₂e)

Preparing for an AI future

AI is reshaping how we understand and manage resource use. At Docusign, we are closely measuring, monitoring, and mitigating our environmental impact. We continue to migrate to **Microsoft Azure** and switched to their emissions accounting methodology resulting in a reduced environmental impact.

We are pleased to share that while our AI-powered IAM business has increased, both our cloud emissions and data center emissions have decreased.

We have optimized AI, cutting processing costs by more than 50x compared to running direct prompts on LLMs. Our emissions numbers reflect this efficiency and have decreased, even though IAM has grown.



Setting a quality standard for our path to net-zero

In FY26, Docusign increased our commitment to the planet and prioritized making meaningful reductions in our footprint. This year, we are also transitioning from Carbon Neutral Certification to net-zero, which means we are prioritizing emission cuts at the source. This emphasizes a real reduction in emissions. We will continue to support our transition to net-zero with carbon credits, but we are now purchasing credits aligned with the **Voluntary Carbon Markets Integrity Initiative (VCMI)**, emphasizing the quality of the credits we do purchase to offset our emissions. Additionally, we are prioritizing durable carbon removal over avoidance-based credits. This pushes us to purchase higher quality carbon credits that support long-term carbon removal from the atmosphere.

Carbon Credit Highlight **Rainier Gateway Forestry Project**



By purchasing carbon credits from the Rainier Gateway Forestry project, we support the conservation of over 3,300 acres of conifer forest in Washington. Managed by the Nisqually Land Trust and Nisqually Community Forest, this initiative moves away from intensive timber harvesting to focus on long-term forest health. By extending growth cycles and planting native species, the project protects vital salmon habitat, improves water quality, and boosts decarbonization. These ecological efforts allow the forest to naturally capture and store carbon in live biomass and soil.

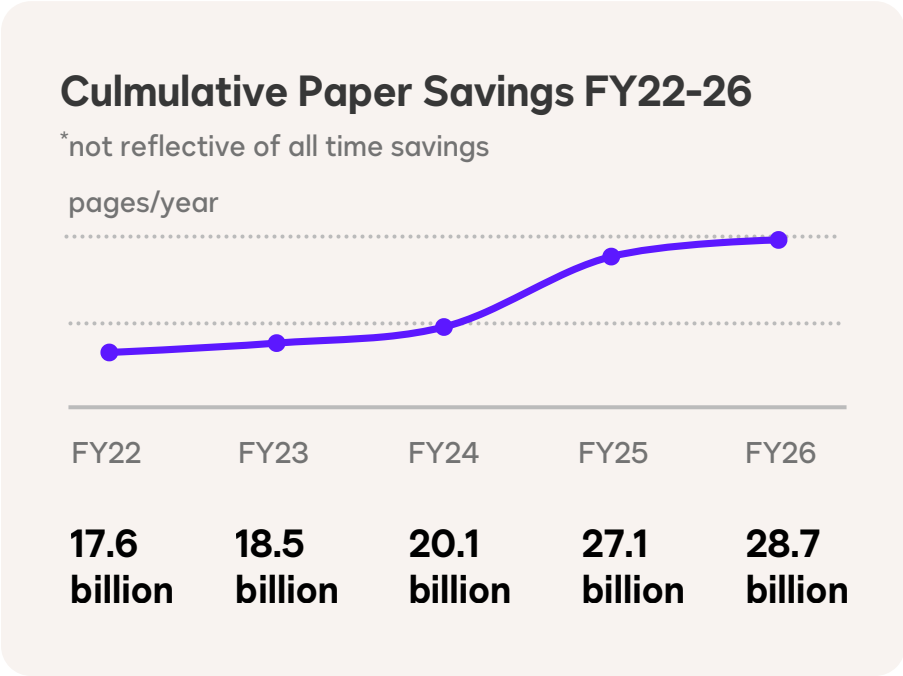


→ [Learn more](#) about our participation in the voluntary carbon markets.

Helping our customers reduce their own footprint

Our solutions save resources and advance sustainability in our customers’ agreements.

As a company, we hope to support our customers and empower them to reach their own sustainability goals through our products.



Reducing emissions together

When customers use Docusign as a vendor, they reduce their own emissions and meet their own environmental commitments. Each envelope they send emits less than .0000656 tCO2e, offering a low-carbon alternative to manual document management. This allows our partners to streamline their operations while demonstrably lowering their total environmental footprint.

Conserving resources

By using Docusign instead of paper-based processes for contracts and agreements, customers are able to conserve trees, water, and waste.



149 billion
sheets of paper saved*



15 billion
gallons of water conserved



16 million
trees saved



866 million
pounds of waste saved

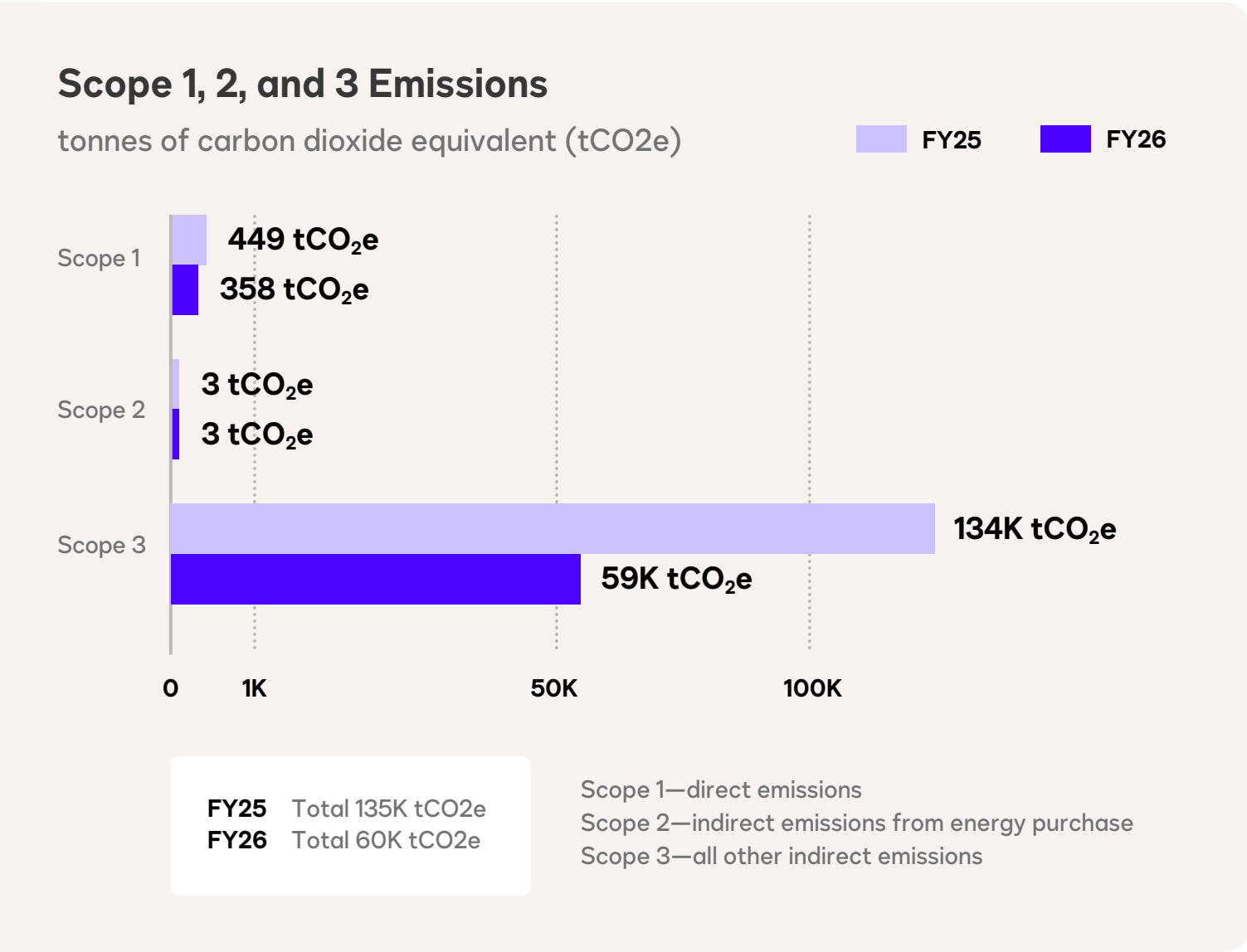
*Estimates are current as of January 2026 and are based on the aggregate number of transactions via Docusign eSignature since 2003. Methodology for calculations can be found [here](#).



Integrating sustainability into IAM

We are helping our customers move beyond basic paper savings by providing the tools to manage complex environmental commitments. Through our partnership with **Bonterms**, we integrated a climate addendum into IAM, allowing organizations to seamlessly insert sustainability requirements into their existing workflows and scale accountability across their supply chains.

For customers navigating the complexity sustainability in their can be difficult and costly agreements, IAM streamlines the intricate contracting process and creates a centralized way to track specific obligations. This ensures that environmental promises are not just signed, but are active, trackable data points that support their overall reduction efforts.



Operationalizing our commitments to global standards

We uphold global sustainability standards and reaffirm our commitments to the planet.

Using agreements to drive climate action

We are committed to participating in global climate agreements and partnerships to ensure that our efforts align with global goals. This allows us to amplify our impact, and drive innovation and change.

To bolster our commitments to Science-Based Targets, we are enhancing our emissions strategy and joining additional agreements that help drive progress on emissions reductions and our wider sustainability efforts.

In FY26, we joined the **Coalition for Sustainable AI**, allowing us to leverage innovation in support of the UN Agenda 2030 and the UN Sustainable Development Goals (SDGs). This strengthens our intent to protect the environment and facilitates collaboration in the larger community.

Docusign will join **RE100** in FY27 reaffirming our commitment to using 100% renewable energy. RE100 holds us to a higher standard of renewable energy procurement. It also creates opportunities for collaboration around increasing renewable energy and streamlining the contracting process for renewable energy in the future.



Governance & Disclosures



Social Impact Materiality Assessment

In 2024, Docusign conducted a social impact double materiality assessment. Materiality refers to two important perspectives in sustainability: how a business is affected by sustainability issues (“outside in”) and how its activities impact society and the planet (“inside out”). This materiality assessment was a prioritization exercise aimed at helping Docusign focus our impact and sustainability efforts on the issues that are most important to our stakeholders. Our material topics informed the development of our impact priorities as illustrated below.

Impact Priorities & Material Topics

The Future of Work

- Product delivers value to customers
- Employee performance, belonging, and wellbeing
- Docusign for Nonprofits



Trust & Security

- Customer privacy & data security
- Ethical business practices
- Responsible use of technology and AI



Environment & Sustainability

- Engaging in environmental frameworks
- Monitoring and reducing energy consumption
- Managing carbon emissions & greenhouse gases



Governance

Strong governance and oversight ensures we serve our employees, customers, and stakeholders well. Our Board follows the Company's **Corporate Governance Guidelines**, which outlines expectations about the Board's conduct, roles, and responsibilities. These Guidelines, as well as the charters for each committee of the Board, can be found at investor.docusign.com.

To support our commitments to meeting Governance and Oversight standards, we have:

- Separate CEO and Board Chair
- Independent Board Chair
- Majority voting standard for uncontested director elections
- Single class of stock
- No poison pill

Governance & Oversight Policies

Docusign Governance Documents

- [Corporate Governance Guidelines](#)
- [Global Code of Conduct](#)
- [U.S. Public Sector Addendum to the Code of Conduct](#)
- [Modern Slavery & Human Trafficking Statement](#)



Trust & Security

Trust is one of our core values. Businesses around the globe rely on our products and solutions for some of their most sensitive and time-critical activities. For us, security is more than just a competitive differentiator. It’s an expression of our key corporate value of trust, and our commitment to operate with integrity, empathy and respect. We care about your business, and we honor the trust you place in our solutions. We fulfill that responsibility with a comprehensive approach addressing the security, privacy, compliance, and validity of your DocuSign transactions.

At DocuSign, our philosophy is Safety by Default - through a robust, multi-layered defense system that integrates advanced architectural security with dedicated human expertise. Our Trust and Safety team sits at the core of our platform integrity strategy, utilizing systemic monitoring and proactive detection to identify and neutralize sophisticated threat vectors like social engineering and phishing. By embedding these rigorous safeguards directly into our foundational

infrastructure, we ensure that every digital handshake is protected by world-class fraud mitigation. This allows you to keep your agreements secure without compromising the speed of your business.

Our commitment to delivering the highest level of security possible for our customers is built around our **Trust and Security Program**, which aligns our people, processes and platform to protect the security, privacy and validity of every agreement.

All employees are trained annually on security, privacy and ethics through ongoing tailored security awareness programs. DocuSign’s **Code of Conduct** applies globally to all employees and reflects our commitment to ethical business practices, including safeguarding customer and user information.

Certifications & Attestations

- [Newsweek names DocuSign #1 most trustworthy software company in America, 2025](#)
- [SOC 1 Type 2](#)
- [SOC 2 Type 2](#)
- [ISO 27001:2022](#)
- [ISO 27017:2015](#)
- [ISO 27018:2019](#)
- [GovRAMP](#)
- [PCI DSS](#)
- [FedRAMP Moderate](#)
- [DoD IL4](#)
- [Australia IRAP](#)
- [APEC PRP](#)
- [EU \(GDPR\) BCRs](#)
- [C5](#)
- [SIG](#)
- [CSA STAR CAIQ](#)
- [S&P Global KY3P](#)
- [Process Unity](#)
- [FISC](#)
- [Government of Canada Protected-B Program](#)

Policies & Statements

- [DocuSign Trust & Security Overview](#)
- [Binding Corporate Rules approved by European Data Protection Authorities](#)
- [Cloud Computing Compliance Controls Catalogue \(C5\)](#)
- [DocuSign France SAS, a DocuSign company, is a trust service provider \(TSP\) under EU Regulation 910/214 for electronic identification and trust services \(eIDAS\)EU Trusted List.](#)

Designing for accessibility

We believe every customer deserves an enjoyable experience using our products. and we’re committed to accessibility for the long haul.

Our dedicated accessibility team supports multiple initiatives to maintain compliance with the following accessibility standards:

- [Web Content Accessibility Guidelines \(WCAG\) 2.2 Level AA](#)
- [U.S. Government's Section 508 of the Rehabilitation Act of 1973 \(amended 2018\).](#)

➔ See [DocuSign Accessibility Hub](#) for more information on accessibility at DocuSign

Employee Benefits*

We power the people who power the world’s agreements. We offer our teams:

- Paid time off
- 100% Employer-paid health plans
- Retirement and pension plans
- Learning & development
- Compassionate care leave
- Family-forming benefits
- Paid parental leave
- Caregiver support
- Anywhere tech allowance
- Wellness reimbursement
- Emotional & mental wellness
- Financial planning services

*DocuSign offers the same or comparable global benefits to all employees. Some specifics, such as retirement plans, paid holidays and reimbursement currency, may differ depending on country of residence.

Learn mote about [DocuSign Employee Benefits](#)



Customers Overview

Customers	FY25	FY26	Data Sources
Customers	1.6M	1.8M	10-K
Users	Not reported	1B+	10-K
Countries	180+	180+	10-K
FY25 Fortune 500 Companies that used Docusign	95%	95%	Why Docusign
Transactions processed per day	1M	1M+	10-K
IAM customer reported increases in productivity	Not reported	75%	Docusign Enterprise Solutions
IAM customer reported improvement in document turnaround time	Not reported	81%	Docusign Enterprise Solutions
Revenue is invested into R&D to build and deliver AI-powered solutions	Not reported	21%	10-K
Over 1,100 active partner integrations	Not reported	1,100	Corporate Data
Docusign customers commit to more than 1.2 billion signatures each year across the globe	Not reported	1.2B	Corporate Data
Improvement in risk mitigation reported by employees	Not reported	80%	Docusign Enterprise Solutions
Employees complete training in trust and security compliance	Not reported	99.8%	Docusign Security Brief

Employees Overview

Employees	FY25	FY26	Data Sources
Total Employees	6,838 Full-Time Employees	7,044 Full-Time Employees	Employment data
% Employees in the US who are full-time	94.5%	95.3%	Employment data
% Employees outside the US who are full-time	83.6%	85.5%	Employment data
% Remote-Flexible Workforce	99.7% [*]	99.7%	Employment data
Offices around the world	18	16	Employment data
% of employees who selected Agree/Strongly Agree that they feel empowered at work	88%	90%	Annual Employee Survey
% employees who selected Agree/Strongly Agree that they are encouraged to openly express their thoughts/ideas without fear of negative consequences	87% [*]	88%	Annual Employee Survey
% employees who selected Agree or Strongly Agree that they have an equal opportunity to succeed at Docusign	Not reported	84%	Annual Employee Survey
% employees who selected Agree/Strongly Agree that they feel a sense of belonging at Docusign	Not reported	76%	Annual Employee Survey
Percent employees who participate in ERGs	34%	34%	Employment data

^{*}FY25 Correction: Flexible Workforce in FY25 was 99.74%, not 94%, as previously reported.

^{*}We assess employee sentiment twice per year through Docusign’s Employee Engagement Survey (GLINT Survey).
Viva Glint's Global Benchmark scores are the average of employee responses from Viva Glint's 700+ customers across 150 countries.

Community Overview

Community Engagement	FY25	FY26
Foundation grants	\$1M	\$1M
Number of grantees	10 Grantees	11 Grantees
Employee-mobilized giving	\$3.2M	\$3.2M
Employee volunteer hours	17,000+ hours	18,500+ hours
Employee participation in Docusign Impact Programs	65%	61%
Number of nonprofit organizations supported through donation matching or volunteering	3,947	3,541
Volunteer events organized by employees	N/A	300
Employee Resource Groups	14	14
Employees mobilized for ERG-based volunteering	Not reported	800+

Employees self-report their volunteering activities.
Employee volunteering and donations are tracked using tracking software.



Environment Overview

Environment	FY25	FY26	Note
Total energy consumed	92,524 GJ	89,977 GJ	
% grid electricity	95%	96%	
% renewable electricity	100%	100%	
Direct (scope 1) GHG Emission	449 tCO ₂ e	358 tCO ₂ e	
Energy indirect (scope 2) GHG emissions	3.1 tCO ₂ e	3.4 tCO ₂ e	
Other indirect (scope 3) GHG emissions	134,058 tCO ₂ e	59,142 tCO ₂ e	See Apex note
GHG emissions intensity	45 tCO ₂ e per \$1M	19 tCO ₂ e per \$1M	
Customer envelope emissions (per envelope)	Not reported	0.0000646 tCO ₂ e	
Reduction in overall carbon inventory from FY25	Not reported	56%	
Renewable energy across operations	Not reported	100%	
Data center emissions reduction from FY25	Not reported	12%	



Apex Companies, LLC (Apex) has completed a limited **assurance verification** of Docusign's FY26 greenhouse gas emissions, encompassing Scope 1, Scope 2, and specified Scope 3 emissions, against the WRI/WBCSD GHG Protocol standards and ISO 14064-3. This verification provides reasonable assurance regarding the accuracy of the reported emissions intended for public disclosure. The categories of emissions verified include:

- Scope 1 (Direct): Stationary combustion, fugitive emissions.
- Scope 2 (Indirect): Purchased electricity, estimated electricity, and heat/hot water/steam.
- Scope 3 (Value Chain): Purchased Goods and Services, Capital Goods, Fuel- and Energy-Related Activities, Business Travel, and Employee Commuting.

Environment Overview

Environment	FY25	FY26	Note
Sheets of paper saved (cumulative)	119 billion	149 billion	See data note
Gallons of water conserved (cumulative)	13 billion	16 billion	
Trees saved (cumulative)	13 million	16 million	
Pounds of waste saved (cumulative)	700 million	868 million	

Estimates of paper savings are current as of January 2026 and are based on the aggregate number of transactions via Docusign eSignature since the company was founded in 2003. The model assumes that recipients of a document would print the document once, on average. Docusign uses the Paper Calculator from the [Environmental Paper Network’s Paper Calculator Version 4.0](#) to estimate the environmental savings from reduced paper usage.

Since not all paper comes from virgin tree fiber, the estimate of environmental impact from reduced paper usage assumes a recycled content percentage of 10%, slightly higher and more conservative than the 8% estimate contained in the [Environmental Paper Network’s 2018 State of the Global Paper Industry Report](#). The Environmental Paper Network’s Paper Calculator uses data from North America.

Market-Based Emissions	FY25	FY26
Scope 1	449 tCO ₂ e	358 tCO ₂ e
Scope 2	3 tCO ₂ e	3 tCO ₂ e
Scope 3 Total	134,058 tCO ₂ e	59,142 tCO ₂ e
Scope 3.1 purchased goods and services	101,018 tCO ₂ e	31,852 tCO ₂ e
Scope 3.2 capital goods	5,718 tCO ₂ e	3,554 tCO ₂ e
Scope 3.3 fuel and energy related activities	2,252 tCO ₂ e	2,218 tCO ₂ e
Scope 3.4 upstream transportation & distribution	Not reported	38 tCO ₂ e
Scope 3.5 waste generated in operations	360 tCO ₂ e	381 tCO ₂ e
Scope 3.6 business travel	16,957 tCO ₂ e	13,845 tCO ₂ e
Scope 3.7 employee commuting	7,610 tCO ₂ e	7,210 tCO ₂ e
Scope 3.8 upstream leased assets	144 tCO ₂ e	44 tCO ₂ e

Environment Overview

Emissions by Region	FY25	FY26
Total	Not reported	59,504 tCO ₂ e
LATAM	Not reported	1,269 tCO ₂ e
APAC	Not reported	3,888 tCO ₂ e
NA	Not reported	20,122 tCO ₂ e
EMEA	Not reported	5,326 tCO ₂ e
Unspecified	Not reported	28,900 tCO ₂ e

Renewables by Region	FY25	FY26
Total	Not reported	23,945 MWh
LATAM	Not reported	231 MWh
APAC	Not reported	716 MWh
NA	Not reported	15,911 MWh
EMEA	Not reported	7,087 MWh

Market-Based Category Emissions	FY25	FY26
Purchases	30,287 tCO ₂ e	21,586 tCO ₂ e
Travel	16,968 tCO ₂ e	13,847 tCO ₂ e
Employees	7,610 tCO ₂ e	7,210 tCO ₂ e
Marketing	7,090 tCO ₂ e	3,309 tCO ₂ e
Offices	7,082 tCO ₂ e	3,840 tCO ₂ e
Data centers	6,928 tCO ₂ e	6,084 tCO ₂ e
Cloud	58,158 tCO ₂ e	3,246 tCO ₂ e

Suppliers with SBTi	FY25	FY26
Validated by SBTi	27.8%	50.6%
Committed	8.8%	1.9%
Not Started	63.4%	43.4%
Removed	Not Reported	4.1%

Environment Overview

Emissions per Docusign Metrics		FY25	FY26		
Per envelope		Not reported	0.0000656848 tCO ₂ e		
Per page		Not reported	0.0000050123 tCO ₂ e		
Per signee		Not reported	0.0000271305 tCO ₂ e		
Emissions per Docusign Metrics		FY25	FY26		
Per employee		20 tCO ₂ e	9 tCO ₂ e		
Per \$1M Revenue		45 tCO ₂ e	19 tCO ₂ e		
Paper Savings	FY22	FY23	FY24	FY25	FY26
Paper savings	17.6B	18.5B	20.1B	27.1B	28.7B



During 2025 we reviewed the results of our social impact materiality assessment to ensure its results still applied to our business as a whole.

Global Reporting Initiative (GRI)

Docusign discloses in reference to the Global Reporting Initiative Standards. Unless otherwise noted, data reported covers February 1, 2025–January 31, 2026.

General Disclosures		
Disclosure Number	Disclosure Title	Response
GRI 2-1: Organizational Details	a. Legal name	Docusign, Inc.
	b. Nature of ownership & legal team	Docusign, Inc. is a publicly traded Delaware corporation (NASDAQ: DOCU)
	c. Location of headquarters	San Francisco
	d. Countries of operation	<u>Docusign Global Offices</u>
GRI 2-2: Entities included in the organization’s sustainability reporting	a. List of Entities	Docusign, Inc and subsidiaries 2025 Form <u>10-K</u>
	b. Differences in reported lists	None
	c. Approach for consolidation of information	<u>Form 10-K (notes to consolidated financial statements)</u>

General Disclosures

Disclosure Number	Disclosure Title	Response
GRI 2-3: Reporting period, frequency, and contact point	a. Sustainability reporting	Feb 1, 2025–Jan 31, 2026 Docusign publishes Impact Report Annually
	b. Financial reporting	Feb 1, 2025–Jan 31, 2026 Form 10-K
	c. Publication dates of reported information	Our Impact Report is published on April 16, 2026
	d. Contact points for reported information	investors@docusign.com
GRI 2-4: Restatements of information	Report restatements	N/A
GRI 2-5: External assurance	a. Policy and practice	Apex GHG verification
	b. Sustainability reporting	Sustainability reporting third-party verification of GHG emissions data is provided by Apex .
GRI 2-6: Activities, value chain, and other business relationships	a. Active sectors	Form 10-K
	b. Value chain	Form 10-K
	c. Other business relationships	Form 10-K
	d. Significant changes from previous reporting period	Form 10-K



General Disclosures

Disclosure Number	Disclosure Title	Response
GRI 2-9: Governance structure and composition	a. Governance structure	<u>Corporate Governance Guidelines</u>
	b. Committees of governance body	<u>Compensation & Leadership Development Committee</u> <u>Audit Committee</u> <u>Nominating & Corporate Governance Committee</u>
	c. Composition of governance body	<u>Board of Directors</u>
GRI 2-10: Nomination and selection of the highest governance body	a. Nomination and selection process	<u>Corporate Governance Guidelines</u> <u>Nominating Committee & Corporate Governance Committee Charter</u>
	b. Criteria for nomination and selection	<u>Corporate Governance Guidelines</u> <u>Nominating Committee & Corporate Governance Committee Charter</u>
GRI 2-11: Chair of the highest governance body	a. Chair is a senior executive	Docusign has an independent (non-employee) Board Chair, James Beer
	b. Senior executive functions	Docusign has an independent (non-employee) Board Chair, James Beer



General Disclosures

Disclosure Number	Disclosure Title	Response
GRI 2-12: Role of the highest governance body in overseeing the management of impacts	a. Role of governance body	Proxy Statement
	b. Due diligence and other processes	Proxy Statement
	c. Effectiveness of organization's processes and frequency of review	Proxy Statement
GRI 2-13: Delegation of responsibility for managing impacts	a. Delegating responsibility	Full Board maintains overall responsibility for strategy & risk oversight
	b. Process and frequency to report	Full Board maintains overall responsibility for strategy & risk oversight
GR 2-14: Role of the highest governance body in sustainability reporting	Reviewing and approving information	Our Board has overall responsibility for overseeing corporate responsibility matters impacting our business, assisted by our committees. Additionally, all of our Board committees also consider and address corporate responsibility affecting their areas of responsibility, and periodically report to the full Board with respect to (and may make recommendations regarding) those matters, as summarized in our Proxy Statement



General Disclosures

Disclosure Number	Disclosure Title	Response
GRI 2-17: Collective knowledge of the highest governance body	Measures to advance sustainable development	Docusign Proxy Statement
GRI 2-18: Evaluation of the performance of the highest governance body	a. Evaluating performance	Evaluation is conducted according to Corporate Governance Guidelines
	b. Independent evaluations	Evaluation is conducted according to Corporate Governance Guidelines
	c. Actions as a result of evaluations	Evaluation is conducted according to Corporate Governance Guidelines
GRI 2-19: Remuneration policies	a. Describe policies	Docusign Proxy Statement
	b. Objectives and performance	Docusign Proxy Statement
GRI 2-20: Process to determine remuneration	a. Designing and determining remuneration policies	Docusign Proxy Statement
	b. Voting on remuneration policies	Docusign Proxy Statement



General Disclosures

Disclosure Number	Disclosure Title	Response
GRI 2-21: Annual total compensation ratio	a. Ratio of total compensation for employees	Docusign Proxy Statement
	b. Ratio of % increase in total compensation for employees	Docusign Proxy Statement
GRI 2-22: Statement on sustainable development strategy	Report statement	Our Board has overall responsibility for overseeing ESG matters impacting our business, assisted by our committees. Additionally, all of our Board committees also consider and address ESG matters affecting their areas of responsibility, and periodically report to the full Board with respect to (and may make recommendations regarding) those matters, as summarized in our Proxy Statement.
GRI 2-23: Policy commitments	a. Describe policy commitments	
	b. Human rights policy commitments	
	c. Links to policy commitments	Code of Conduct Global Supplier Code of Conduct Corporate Governance Guidelines US Public Sector Addendum Docusign Modern Slavery and Human Trafficking Statement
	d. Approval of policy commitments	
	e. Policy applicability to organization’s activities	
	f. Communication	

General Disclosures

Disclosure Number	Disclosure Title	Response
GRI 2-25: Processes to remediate negative impacts	b. Identify and address grievances	Docusign maintains a multi-channel approach to identifying concerns before they escalate: • The Integrity Line: A 24/7, third-party managed whistleblowing hotline available to employees, contractors, and external partners. It allows for anonymous reporting in multiple languages. • Internal Escalation: Employees are encouraged to report concerns via "Open Door" channels, including HR Business Partners, the Legal Department, or the Global Business Integrity Function. • Investigation Protocol: Once a grievance is received, it is triaged by the Legal team. We follow a structured investigation lifecycle: intake, fact-finding, adjudication, corrective action and any lessons learned.
	c. Other processes	Beyond formal grievances, Docusign integrates "responsible business" checks into standard operational workflows: • Contractual Safeguards: Our agreements contain audit rights and termination for cause rights. • Enterprise Risk Management (ERM): Our ERM program periodically assesses Emerging Risks. • Ethical Champions Program: In 2025 the Global Business Integrity Team launched a pilot for an Everyday Integrity Coaches program to foster peer to peer conversations and coaching on ethical decision-making.
	d. Stakeholder involvement in grievances mechanisms	Docusign takes steps to learn from industry peers and relevant stakeholders • User Feedback Loops: We routinely extoll the benefits of using our products and our commitment to strong and ethical practices in security, privacy and AI (both in product and in our enterprise use. • Accessibility: By making the Integrity Line available to to third parties (not just employees), we ensure that external stakeholders (like sub-contractors or local communities) have a direct line to Docusign leadership.
	e. Tracking effectiveness of mechanisms	Docusign doesn't just collect data; we measure if the system is working: • Reporting Metrics: We track the volume of reports, the percentage of substantiated claims, and any trends. • Internal Audits: The Internal Audit function conducts reviews of the effectiveness of our compliance programs.

General Disclosures

Disclosure Number	Disclosure Title	Response
GRI 2-26: Mechanisms for seeking advice and raising concerns	Mechanisms for seeking advice and raising concerns—describe mechanisms	Docusign provides multiple, integrated channels for stakeholders—including employees, contractors, and business partners—to navigate ethical dilemmas and report suspected misconduct. These mechanisms are designed to be accessible, secure, and protected by a strict Non-Retaliation Policy. 1. Internal Advice Channels (The “Open Door” Approach) For proactive guidance before a situation escalates, Docusign leverages its internal expertise: • The Integrity "Front Door": A centralized internal portal where employees can request legal and ethical interpretations of the Code of Conduct or specific laws. • Direct Management & HR: Employees are encouraged to use their immediate chain of command, HR or Employee Relations teams for workplace-specific advice. • Subject Matter Experts: Dedicated aliases (e.g., privacy@docusign.com or integrity@docusign.com) allow for direct consultation with the Privacy, Security, or Global Business Integrity teams. 2. Formal Raising of Concerns (The Integrity Line) For reporting violations or suspected unethical behavior, Docusign maintains the Integrity Line: • 24/7 Availability: A third-party hosted reporting platform available via web or telephone. • Anonymity & Language Support: It supports reporting in multiple languages and allows for full anonymity (where permitted by law), ensuring that global staff and external partners feel safe coming forward. • Scope: This mechanism is not limited to employees; it is explicitly extended to Docusign Partners (distributors, resellers, and suppliers) as part of the Global Supplier Code of Conduct. 3. In-Product and Digital Reporting Given Docusign's role as a platform provider, it also includes mechanisms for external users to raise concerns regarding the platform’s use: • Report Abuse Feature: Integrated directly within Docusign workflows, allowing recipients of Docusign envelopes to report fraudulent activity or unethical platform use. • Privacy Request Portal: A dedicated channel for individuals to exercise their data rights and ask questions or complain about data processing practices.

General Disclosures

Disclosure Number	Disclosure Title	Response
GRI 2-28: Membership associations	Report industry or membership associations	• AI Integrators Council • Business Software Alliance • Alliance for Digital Innovation • US Chamber of Commerce • Electronic Signature and Records Association • National Association of Secretaries of State • GlobalWIN
GRI 2-29: Approach to stakeholder engagement	Process for engagement	In 2024, DocuSign conducted a social impact materiality assessment. We consulted dozens of DocuSign leaders, employees and hundreds of customers to solicit what issues are most material to the business, society and planet.



General Disclosures

Disclosure Number	Disclosure Title	Response
GRI 3-1: Process to determine material	a. Describe process	In 2024, DocuSign conducted a social impact materiality assessment . We consulted dozens of DocuSign leaders, employees and hundreds of customers to solicit what issues are most material to the business, society and planet.
	b. Stakeholders and experts	Materiality Assessment was conducted by Beyond Measure, LLC and Raya Cooper Impact Consulting.
GRI 3-2: List of social impact material topics	a. List material topics	• Product value • Customer privacy • Data Security • Ethical Business practices • Responsible use of technology & AI • Discounted product • Energy consumption • Carbon emissions & greenhouse gasses
	b. Changes to list of material topics	There have been no changes to material topics since Materiality Assessment was conducted in 2024.
GRI 3-3: Management of material topics	a. Actual and potential impacts	Work to manage actual and potential impacts are reflected in the content of DocuSign FY26 Impact Report.
	b. Management of material topics— involvement in negative impacts	
	c. Policies or commitments	
	d. Actions to manage material topics	
	e. Tracking effectiveness	
	f. Stakeholder engagement	

Economic Disclosures—Economic Performance

Disclosure Number	Disclosure Title	Response
GRI 201-1: Direct economic value generated and distributed	a. Direct economic value generated on accruals basis	Form 10-K
	b. Report by country, regional, or market levels	Form 10-K
GRI 201-2: Financial implications and other risks and opportunities due to climate change	Financial implications and other risks and opportunities due to climate change	A Task Force on Climate-related Financial Disclosure analysis and report was completed in 2025.

Economic Disclosures—Indirect Economic Impacts

Disclosure Number	Disclosure Title	Response
GRI 203-2: Significant indirect economic impacts	Examples	• Community Engagement • Agreements for Good

Economic Disclosures—Anti-Corruption

Disclosure Number	Disclosure Title	Response
GRI 205-1: Operations assessed for risks related to corruption		We continually review our business practices for compliance with anti-corruption rules and regulations, monitor our controls for effectiveness, and train our employees.
	a. Total number and percentage	Operations Assessed 100% of global business regions are included as part of enterprise risk management. The assessment includes a "Fraud Risk Assessment" that specifically evaluates internal controls across 100% of operational entities to detect and prevent bribery and kickbacks.
	b. Significant risks related to corruption	Top Risk Factor 1 Corruption risks in Public Sector/Government sales Top Risk Factor 2 Indirect bribery through Third-Party Resellers Primary Mitigation Mandatory annual training, gifting and COI disclosures, partner screening and due diligence

Economic Disclosures—Anti-Competitive Behavior

Disclosure Number	Disclosure Title	Response
GRI 206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Number of legal actions pending or completed	To our knowledge there were no pending or completed legal actions for anti-competitive behavior, anti-trust, or monopoly practices during the reporting period.

Environmental Disclosures—Energy

Disclosure Number	Disclosure Title	Response
GRI 302-1: Energy consumption within the organization	a. Total fuel consumption from non-renewable sources	3,775 GJ
	b. Total fuel consumption from renewable sources	86,202 GJ
	c. Consumption in joules, watt-hours or both	89,977 GJ
	d. Energy sold in joules, watt-hours or both	0
	e. Total energy consumption	89,977 GJ
	f. Standards, methodologies, assumptions, and calculations	Energy-related emissions include Scope 1 stationary combustion, mobile combustion, and Scope 2 purchased electricity, heat, steam, and cooling. We calculate these emissions by multiplying total energy consumption by the relevant emission factors. Primary activity data is collected from utility bills, internal meter readings, and flight records. In instances where primary data is unavailable, consumption is estimated using secondary benchmarks ensuring a full accounting of all energy-intensive operations.
	g. Source for conversion factors	We utilize high-quality conversion factors from recognized international databases, primarily the US EPA Emission Factor Hub, DEFRA, IEA, and ecoinvent. For Scope 2 reporting, we adhere to the GHG Protocol dual-reporting requirement. Location-based electricity factors are sourced from eGRID (US), the Canada National Inventory Report, and Australia National GHG Accounts, with IEA data used for other international regions. Market-based calculations utilize a strict data hierarchy, prioritizing supplier-specific factors, Green-e residual mixes for the US, and European Residual Mixes for EU grids, ensuring our specific energy procurement and renewable investments are accurately reflected.

Environmental Disclosures—Energy

Disclosure Number	Disclosure Title	Response
GRI 302-2: Energy consumption outside of the organization	a. Energy consumption	3,775 GJ
	b. Standards, methodologies, assumptions, and calculations	Energy-related emissions include Scope 1 stationary combustion (buildings, facilities, and backup generators), mobile combustion (company-owned vehicles and aircraft), and Scope 2 purchased electricity, heat, steam, and cooling. We calculate these emissions by multiplying total energy consumption by the relevant emission factors. Primary activity data is collected from utility bills, internal meter readings, and flight records. In instances where primary data is unavailable, consumption is estimated using secondary benchmarks based on building floor area, vehicle class, or distance traveled, ensuring a full accounting of all energy-intensive operations.
	c. Source for conversion factors	We utilize high-quality conversion factors from recognized international databases, primarily the US EPA Emission Factor Hub, DEFRA, IEA, and ecoinvent. For Scope 2 reporting, we adhere to the GHG Protocol dual-reporting requirement. Location-based electricity factors are sourced from eGRID (US), the Canada National Inventory Report, and Australia National GHG Accounts, with IEA data used for other international regions. Market-based calculations utilize a strict data hierarchy, prioritizing supplier-specific factors, Green-e residual mixes for the US, and European Residual Mixes for EU grids, ensuring our specific energy procurement and renewable investments are accurately reflected.

Environmental Disclosures—Supplier Environmental Assessment

Disclosure Number	Disclosure Title	Response
GRI 308-1: New suppliers that were screened	% of new suppliers that were screened using environmental criteria	43%
GRI 308-2: Negative environmental impacts in the supply chain and actions taken	Number of suppliers assessed for environmental impacts	932



Employment Disclosures—Employment

Disclosure Number	Disclosure Title	Response
GRI 401-2: Employee benefits	a. Standard benefits for full-time employees	<u>Employee Benefits</u>
	b. Significant locations of operations	<u>Docusign Global Offices</u>

Employment Disclosures—Training and Education

Disclosure Number	Disclosure Title	Response
GRI 404-2: Programs for upgrading employee skills and transition assistance programs	a. Type and scope of programs implemented and assistance provided to upgrade employee skills	In FY26, we invested in building AI literacy and leadership for all of our staff, challenging our employees to integrate AI across their workflows and offering opportunities to build their skills in leveraging AI. Docusign offers a variety of programs for upgrading employees' skills, including: • New Hire Onboarding • Senior Leader Development Training • Management Workshops • Employee Learning Series • Sales Development Training • Knowledge Jam Internal Employee conference • Growing@ Career Development Program • Tech Enablement Initiatives • Education Assistance Benefit Program -Docusign offers tuition reimbursement to help employees achieve lifelong learning goals. We provide financial assistance for higher education, business courses, degree programs, and certifications, up to \$5,000 per calendar year (amount varies by country).
GRI 404-3: Percentage of employees receiving regular performance and career development reviews	Percentage of total employees by gender and by employee category	99% of eligible regular employees

Local Communities

Disclosure Number	Disclosure Title	Response
GRI 413-1: Operations with local community engagement, impact assessments, and development programs	Percentage of operations with implemented local community engagement, impact assessments, and/or development programs	All Docusign offices around the world engage with their local communities through donation and volunteering programs.

Public Policy

Disclosure Number	Disclosure Title	Response
GRI 415-1: Political contributions	a. Total monetary value of financial and in-kind political contributions	0
	b. Estimation monetary value of in-kind contributions	0

Marketing and Labeling

Disclosure Number	Disclosure Title	Response
GRI 417-1: Requirements for product and service information and labeling	a. Requirements by the organization for product and service information	<u>Docusign Trust Center provides alerts and updates in real time to customers</u>
	b. % of product or service categories covered by compliance	<u>Docusign Trust Center provides alerts and updates in real time to customers</u>

Customer Privacy

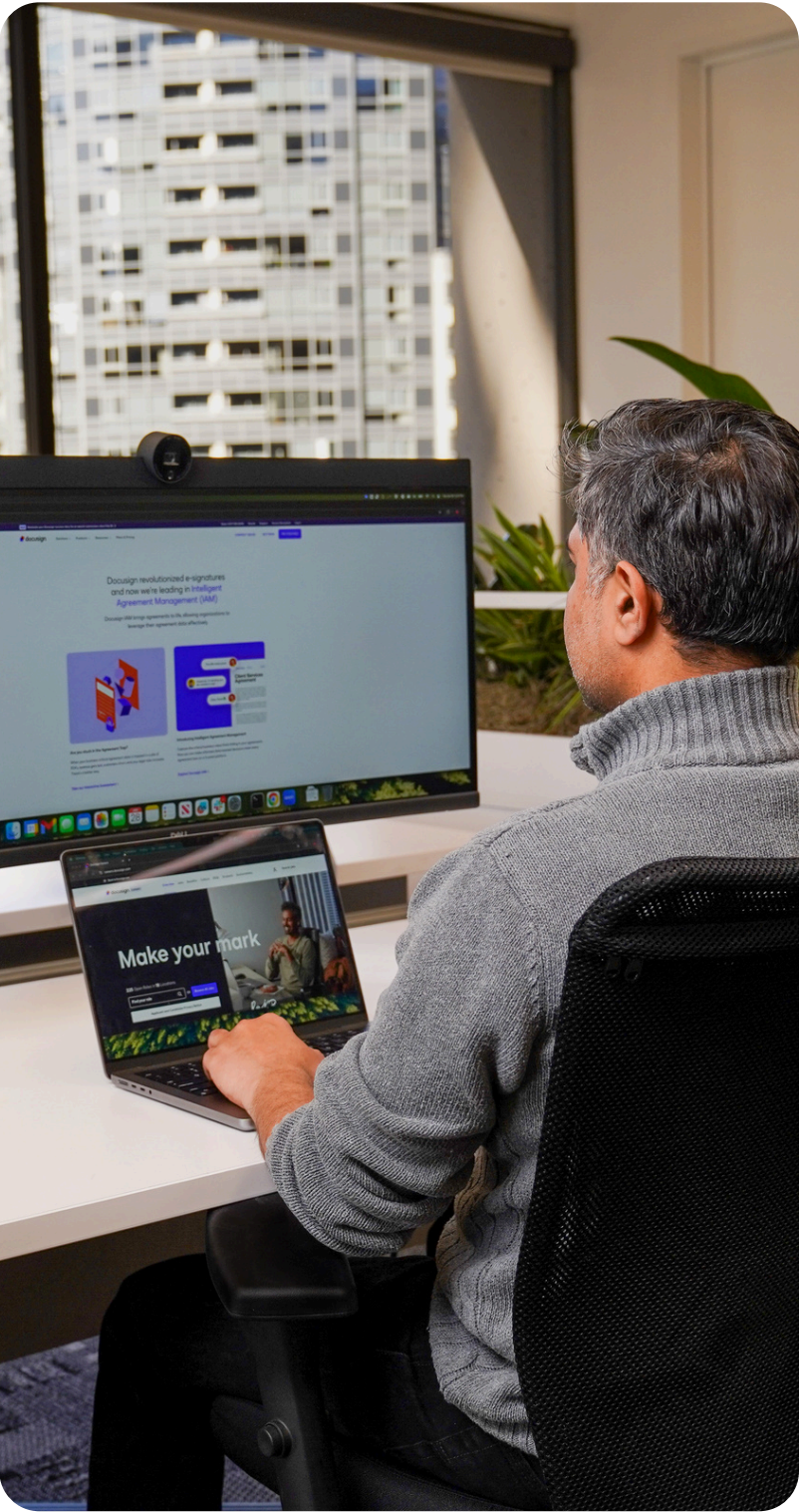
Disclosure Number	Disclosure Title	Response
G R I 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	a. Total number of substantiated complaints	To our knowledge, DocuSign was not subject to material data losses or security breaches in FY26. We comply with our obligations regarding Security Incidents as set forth under our Binding Corporate Rules (BCRs), our Security Attachment, applicable law, and any additional obligations under our agreements with our customers, as applicable.
	b. Total number of identified leaks, thefts, or losses of customer data	
	c. Statement for no identified complaints	

SASB

Docusign discloses in reference to the Sustainability Accounting Standards Board (SASB). Unless otherwise noted, data reported covers February 1, 2025–January 31, 2026.

Environmental Footprint of Hardware Infrastructure		
Metric Code	Metric	Response
TC-SI-130a.1	1. Total energy consumed 2. Percentage grid electricity 3. Percentage renewable	1. 89,977 GJ 2. 96% 3. 100%
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Link to Planet section
Data Privacy and Freedom of Expression		
Metric Code	Metric	Response
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Docusign Trust & Security Overview

Data Security		
Metric Code	Metric	Response
TC-SI-230a.1	1. Number of data breaches 2. Percentage involving personally identifiable information (PII) 3. Number of users affected	To our knowledge, DocuSign was not subject to material data losses or security breaches in FY26. We comply with our obligations regarding Security Incidents as set forth under our Binding Corporate Rules (BCRs), our Security Attachment, applicable law, and any additional obligations under our agreements with our customers, as applicable.
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	
Recruiting and managing a global, skilled workforce		
Metric Code	Metric	Response
TC-SI-330a.2	Employee engagement as a percentage	90% of employees that responded to our Engagement Survey selected “agree” or “strongly agree” that they feel empowered at work.



Managing systemic risks from technology disruptions

Metric Code	Metric	Response
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Section 9 of the <u>SECURITY ATTACHMENT FOR DOCUSIGN SERVICES</u> the standard attachment to our customer covers MSA BUSINESS CONTINUITY AND DISASTER RECOVERY. Our Customer Security Assurance team maintains comprehensive, management-approved business continuity and disaster recovery plans that are reviewed, updated, and tested at least annually. The plans include crisis management, business recovery, alternative site locations, infrastructure details, and identification of required personnel and teams. Systems are designed for high availability, redundancy, and rapid recovery, with data replicated to multiple geographically dispersed data centers. The BCDR framework aligns with industry standards including ISO/IEC 27001 and SOC2, and corrective actions are taken as needed based on test results. The <u>Docusign Trust Center</u> provides customers with information and updates on security, compliance, legal, privacy, system performance, planned maintenance, disaster recovery tests, subprocessor updates, SSL certificate changes, IP address changes, and phishing alerts. Customers can subscribe to receive alert updates. It also offers access to certifications, attestations, audit reports, and privacy resources.



About this report

Docusign is committed to reporting annually on its impact performance. Unless otherwise noted, the data in this report covers FY26, from February 1, 2025 through January 31, 2026. All reported values represent the best data available at time of publication.

Authors

This report was prepared by the Docusign Corporate Affairs team, with support from Beyond Measure LLC and Raya Cooper Impact Consulting.



