



2021

Environmental, Social, and Governance Report



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About this Report

Coupa's Environmental, Social, and Governance (ESG) Report outlines our performance related to ESG factors that are important to our business and also to our investors, employees, customers, and other stakeholders.

Unless otherwise noted, this report highlights activities and performance during our fiscal year ending January 31, 2021. With this inaugural report serving as a baseline foundation, we intend to disclose our ESG strategy and performance each year going forward.

We use several leading ESG reporting frameworks and standards to inform our strategy and reporting efforts, including:

- Sustainability Accounting Standards Board (SASB)
- Global Reporting Initiative (GRI)
- UN Global Compact (UNGC)
- Sustainable Development Goals (SDGs)

CEO Letter



Dear Friends,

Over the past several years, the world has finally caught up to the idea that a company’s impact should not be measured solely by its bottom line but also by the role it plays in society and the value it creates for its entire community of stakeholders. This change has been driven by customers, employees, and investors asking the brands they love to stand up for the core values and key issues that animate our lives, from diversity & inclusion and environmental responsibility to sustainable and ethical supply chains. Needless to say, this is an objectively good thing, because it not only calls on companies to speak up, but drives them to take bold action in order to make the world a better place.

At Coupa, we are deeply committed to being a part of this change. We know that how we approach these issues will determine the future success of our community. And at Coupa, one of the things that matters most to us is building a vibrant, lasting, inclusive community.

We are just starting out on this journey in a formalized way, but we are incredibly hopeful about what we can achieve. As a company offering a public cloud model, with a highly configurable, low code solution, our thousands of customers around the world share computing resources and contribute to a reduction in their total environmental footprint. Most recently, we joined as a signatory to the United Nations Global Compact to invest in a more sustainable future. We took steps to strengthen our diversity & inclusion efforts, making it a more conscious aspect of our hiring process, and launching targeted resource groups to support our diverse employee base. We also took steps to measure our own baseline carbon footprint so we can track our efforts in addressing climate change. This is just the beginning. And as ever, we are focused on results.

We also recognize that we are in a special position to drive ESG improvements not just within our company, but for our customers who use Coupa to manage their broad Business Spend Management needs. We can help companies in a range of ways, from identifying diverse and sustainable suppliers to minimizing labor and ethics risks in supply chains, and in doing so, we can drive positive change at scale and on a global basis.

As part of that effort, we were proud to launch what we call the Coupa Inclusion initiative, which helps connect businesses with diverse suppliers through a range of tools and resources. This reflects our philosophy that ESG should not be viewed as a separate business mission. It must be integrated into the core of what we all do.

The purpose of this inaugural ESG report is in part to lay out our key priorities and progress so far. But most importantly, it is meant to set a baseline of accountability that we will measure ourselves against as we strive for excellence. I am encouraged by our commitment thus far, top to bottom, to addressing these issues in our own company and on behalf of the companies we’re proud to call customers. Through this work, we will get smarter together. With the collective insights of our Community, we will get wiser together. And as we make ESG integral to our mission and our strategy, we will help make sure we rise together.

With that in mind, we hope you find this report valuable. And we ask you to continue to be a part of the change the world needs right now.

Yours,

Rob Bernshteyn
Chief Executive Officer and Chairman of the Board

Our Company

Coupa Software is a leading provider of Business Spend Management (BSM) solutions.

Our comprehensive, cloud-based platform empowers thousands of global organizations with the visibility and control they need to spend smarter. Spending smarter means delivering more value, whether that's through savings, compliance, risk mitigation, or ESG performance. Using our platform, organizations can achieve real, measurable value that drives their profitability while also positively impacting the world around them.



**WE HAVE A CLEAR PURPOSE:
DRIVING BUSINESS VALUE.**



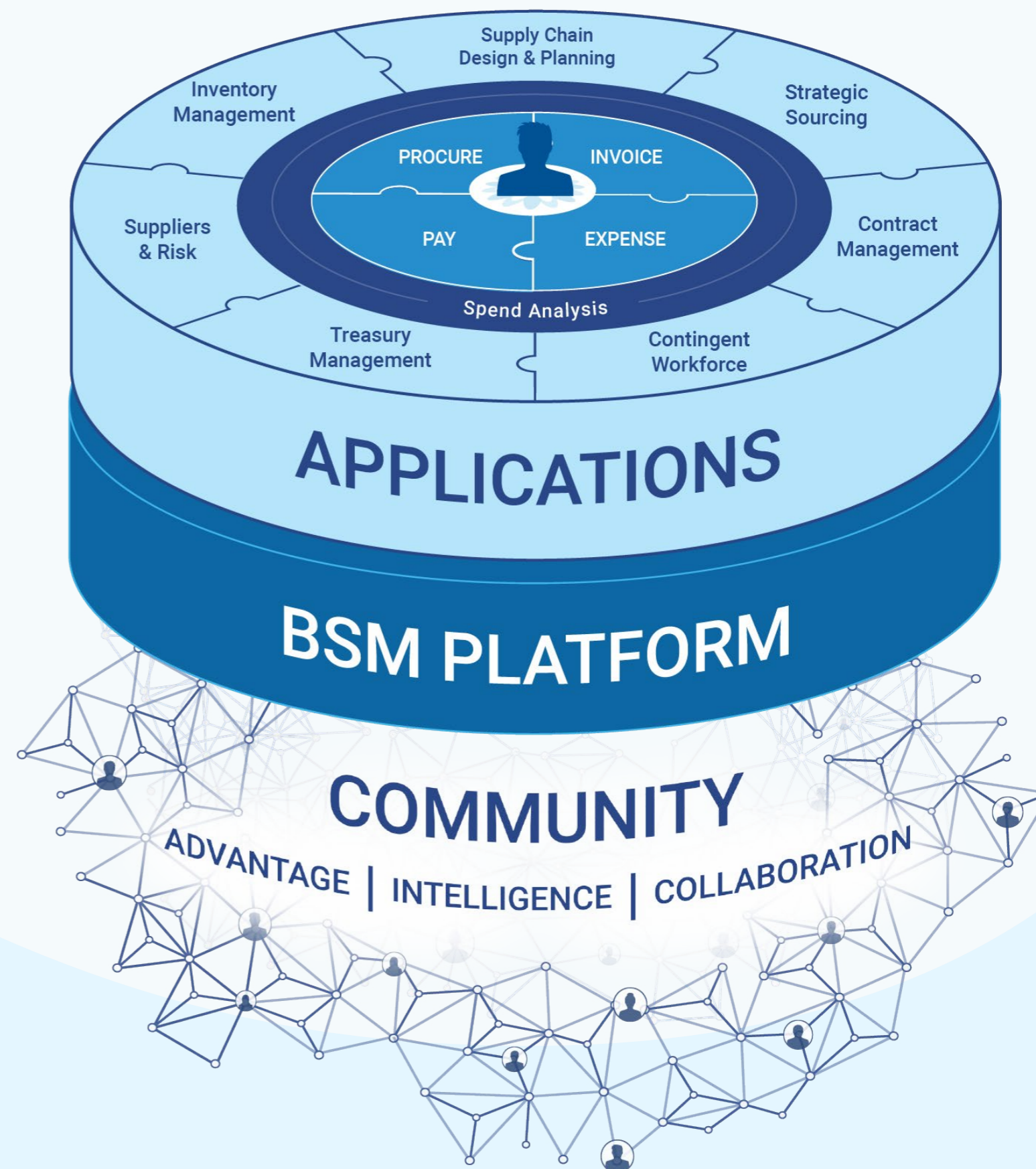
About Coupa

The core of our Software-as-a-Service (SaaS) platform consists of procurement, invoicing, expense management, and payment applications, which together form the transactional engine for managing a company's business spend. In addition, we have supporting applications to help companies further manage their spend, such as supply chain design and planning, strategic sourcing, contract management, contingent workforce, treasury management, suppliers & risk, and inventory management.

Coupa is uniquely positioned to leverage our strengths and assets to advance both the impact of our own business and the businesses of our entire

Coupa Community. We have a clear purpose: driving business value. We have a committed, dedicated team of nearly 3,000 employees. The Coupa Community has an expansive reach, as our platform has transacted over \$2.5 trillion of cumulative business spend under management with more than 2,000 customers and seven million suppliers.

As we take the next step in our sustainability journey, we are incredibly excited to tap into our potential and create more positive impact in the world – both within our business and for our Coupa Community.



Our BSM platform empowers customers to spend smarter and deliver more business value — through savings, sourcing, supply chains, compliance, risk mitigation, inventory management, and ESG performance.

Our Core Values

Our company culture, our interactions with customers and partners, and our business activities are all guided by three Core Values. These values provide the foundation for everything we do.



ENSURE CUSTOMER SUCCESS

Obsessive and unwavering commitment to making customers successful.

At Coupa, we don't believe in "customer satisfaction". We believe in customer success. We don't necessarily seek to make our customers feel satisfied (although it is nice when this happens) — rather, we do everything in our power to make them successful in achieving their goals and satisfying their organizational missions. If our customers are successful, then we are successful. That's why we establish and track a set of measurable, quantifiable factors for our customers that highlight the actual value they are receiving.



FOCUS ON RESULTS

Relentless focus on delivering results through innovation and a bias for action.

We firmly believe that we are accountable to our customers to produce results. That is why achieving real, tangible results is built into the DNA of our company and each and every employee and partner with whom we work. We see this as our most fundamental responsibility: to produce results for our customers. It's easy for an organization to focus on a lot of different things, but at Coupa, we believe that focus — on a daily basis — ought to be on producing a result.



STRIVE FOR EXCELLENCE

Commitment to a collaborative environment infused with professionalism, integrity, passion, and accountability.

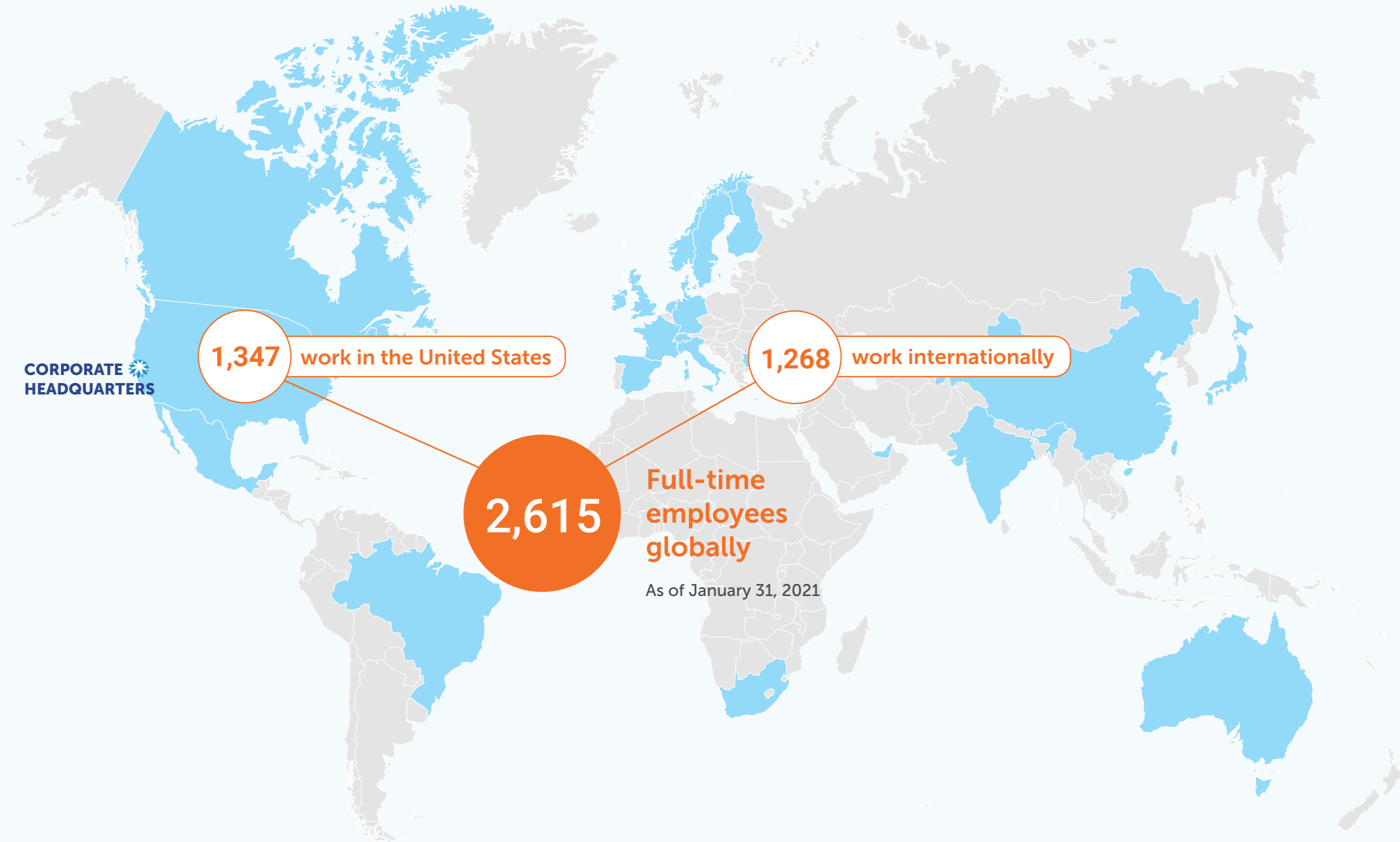
There is no such thing as human-made perfection. The idea is not to be excellent, because true excellence in this sense doesn't exist. As long as you're consistently striving toward excellence, you'll constantly be getting better. We strive for excellence by raising the bar for ourselves and our customers. We constantly ask how we can be better than we were yesterday. This way of thinking ensures that our customers are not only successful and receiving great results, but are getting the very best we can offer, every day.

Our Operations and Workforce

Coupa is a truly global company. Our corporate headquarters are located in the Silicon Valley city of San Mateo, California.

We have additional domestic offices in Ann Arbor, Boca Raton, Boston, Chicago, Cincinnati, New York, Pittsburgh, Reno, San Diego, Seattle, and Somerville.

We also have international offices in Australia, Canada, China, France, Germany, India, Ireland, Italy, Japan, Netherlands, Singapore, Sweden, Switzerland, and the United Kingdom. As of January 31, 2021, we had 2,615 full-time employees globally, of which 1,347 work in the U.S. and 1,268 work in international locations.



Full-time employees globally

As of January 31, 2021

COVID-19 Response

In early 2020, COVID-19 changed the world forever. From the beginning, we steadfastly focused on the safety and well-being of our employees and their families. We closed all of our offices around the world and asked our employees to work remotely to minimize risk and to protect their health and safety. All client, customer, and intra-office travel was paused. Our CEO and other leadership regularly communicated with employees on COVID-19 and the state of business through company-wide emails and monthly All Hands meetings.

Among other things, we reconfigured our offices to promote social distancing, supplied personal protective equipment (PPE), and installed appropriate signage. Given the risks related to travel and large gatherings, we replaced in-person marketing events with web-based virtual events. With reduced travel, virtual meetings, and work from home, we significantly reduced our business travel.

As a global SaaS provider, our teams quickly activated a comprehensive plan that enabled our employees to work safely and securely from anywhere in the world, while keeping our platform operational and our customers' data safe. The plan included enhanced productivity and security tools, with best in class cloud hosting and security programs, allowing Coupa to continue providing our global customers with uninterrupted service and support.

We also harnessed the power of our expansive Coupa Community to help support our customers during this challenging time. By offering group-based sourcing events, our Sourcing Advantage team pooled the collective spend from 22 customers to help procure and deliver over five million face masks, four million gloves, five hundred thousand ounces of hand sanitizer, and other essential supplies. This sourcing initiative led by Coupa helped our customers avoid price gouging and other unscrupulous suppliers through expert negotiation and third-party due diligence.

As we return to the workplace, we are taking a phased approach that takes into account local conditions, office capacity, and the overall well-being of our employees. Our office re-entry task force created an internal website and re-entry support such as development and training for managers and employees. We recognize the shift in priorities and lifestyles during the pandemic and are working to understand the needs of our employees through informal discussions and employee surveys. While the rollout of vaccinations provides hope for a light at the end of the tunnel, we continue to work to ensure our workforce remains safely productive and empowered.

On May 7, 2021, in recognition of the stresses from the COVID-19 situation, we provided a company-wide day off to give employees an opportunity to disengage from work and recharge.



2020 Key Highlights

ENVIRONMENTAL

Completed 2019 energy usage and emissions baseline

Calculated percentage of renewable energy usage baseline of

19%

Formalized Sustainable Procurement program and launched Supplier Code of Conduct

SOCIAL

Launched two employee resource groups to support diverse employee base

90% positive employee engagement score achieved from Great Place to Work® survey

\$675,000 provided in charitable donations and educational scholarships

GOVERNANCE

Achieved FedRAMP Ready status after third-party data security and risk review

Launched new Enterprise Risk Management structure and governance

~30% directors are women; added an additional female board member

SUSTAINABLE BSM

Delivered BSM platform configuration options to help drive customer ESG goals

Grew supplier diversity data capabilities and launched Coupa Inclusion initiative

Pooled spend from 22 customers to procure and deliver PPE during COVID-19 pandemic

Awards and Recognitions

Below are a few recent awards that we are proud to highlight:



2020: Great Place to Work® Certified



2020: #47 Fortune Best Small & Medium Workplaces™



2020: EcoVadis Bronze Sustainability Rating



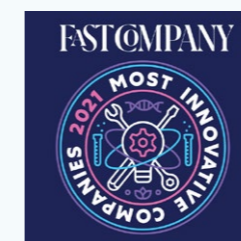
2020: Green Supply Chain Award



2021: #20 Fortune Best Workplaces in Technology™



2021: Inc. Best Workplaces



2021: Fast Company's Most Innovative Companies

Our Strategy

At Coupa, we are building a community of inspired employees, customers, suppliers, and partners who share our belief in the power of spend to drive positive impact for businesses, society, and the planet.



2020

Conducted inaugural materiality assessment



10

Key ESG Priorities



ESG Strategy Framework

Our corporate sustainability strategy framework is focused on ten Environmental, Social, and Governance (ESG) priorities, determined through a materiality assessment that we conducted in mid-2020. By identifying and focusing on these priorities, we believe that we can positively affect our own business, help our customers manage their impact on society and the planet, and support the needs and interests of the communities and natural environment where we operate.



Environmental

We care about the planet and strive to help our customers reduce their environmental footprint while also reducing our own, including in the following areas:

- Sustainable Procurement
- Energy & Emissions
- Waste



Social

We amplify our social impact by cultivating a collaborative, diverse, and inclusive culture and enabling our employees, suppliers, and communities to thrive through:

- Diversity, Equity, & Inclusion
- Talent & Culture
- Volunteerism & Philanthropy



Governance

We believe in strong governance practices and solutions as a trusted partner and are committed to reducing risks in global supply chains through:

- Risk Management
- Data Privacy & Security
- Ethical Conduct



Sustainable Business Spend Management

Materiality Assessment and Stakeholder Engagement

In 2020, we conducted our first materiality assessment to identify and prioritize ESG topics that are material to our business and stakeholders. The assessment sought to validate and inform Coupa’s current and future ESG strategy and support our approach to ESG governance and reporting. We conducted interviews with investors, customers, business partners, suppliers, nonprofit organizations, and other external parties to gain a better understanding of external stakeholder perspectives on ESG topics. A highly engaged, cross-functional team of Coupa leaders and employees provided key input into prioritization and strategy. Throughout the year, we also engage with our various stakeholders across ESG topics in a variety of ways.

STAKEHOLDER ENGAGEMENT

INVESTORS

We engage with investors through earnings calls, shareholder outreach calls, and direct meetings.

CUSTOMERS

We seek feedback on our product offerings through multiple user groups and an invitation-only Customer Advisory Board. We also seek ideas and dialogue through our Coupa Community Forum via our BSM platform.

SUPPLIERS AND PARTNERS

We work with our own suppliers to adhere to our Supplier Code of Conduct and include ESG criteria in internal RFPs. Within our Coupa Supplier Community, we also launched a Supplier Advisory Board to inform our approach to help diverse small and medium businesses to grow.

EMPLOYEES

We have ongoing engagement with employees in a variety of channels, including our company All Hands meetings, internal communications and intranet, engagement surveys, new hire onboarding, and employee resource groups.

COMMUNITY AND NONPROFIT ORGANIZATIONS

We engage with local nonprofit organizations through employee volunteerism opportunities, philanthropic funding, and other partnership initiatives.

MEMBERSHIPS & EXTERNAL INITIATIVES



We are a signatory to the United Nations Global Compact and a member of Pledge 1%, Sustainable Purchasing Leadership Council, and several supplier diversity organizations, including NMSDC, WBENC, and MSDUK. We participate in thought leadership events with many of these and other organizations throughout the year.

COUPA MATERIALITY MATRIX*



* Some topics are material to all ESG areas

WE SUPPORT



SUSTAINABLE DEVELOPMENT GOALS

Since 2020, Coupa has been a proud signatory of the **United Nations Global Compact**, a non-binding pact that encourages businesses to adopt sustainable and socially responsible policies, report on their implementation, and advance implementation of the UN’s Sustainable Development Goals (SDGs). Based on our ESG priorities, we have identified six goals where we believe we can most influence and have impact across our business and our Sustainable BSM platform.



Coupa supports the Ten Principles of the United Nations Global Compact on human rights, labor, environment, and anti-corruption. We are committed to integrating the principles into our strategy, culture, and day-to-day operations of our company.

— Rob Bernshteyn
Chief Executive Officer and Chairman of the Board



Talent & Culture
Sustainable BSM Solutions
Sustainable Procurement



Risk Management
Data Privacy & Security
Ethical Conduct



Diversity, Equity, & Inclusion
Sustainable BSM Solutions
Sustainable Procurement



Volunteerism & Philanthropy



Sustainable BSM Solutions
Sustainable Procurement
Waste



Energy & Emissions
Sustainable Procurement

ESG Governance

As we began the first steps on our formal sustainability journey, we established governance of our ESG program. Our ESG program is led by a designated head of Sustainability & Corporate Social Responsibility (CSR), who partners with a cross-functional working group to drive and implement the program strategy. Executive management of ESG is supported by Coupa’s Chief Legal Officer. The Nominating and Corporate Governance Committee of our Board of Directors provides oversight and receives quarterly updates on our ESG progress.



I have long seen companies struggle with how to actually operationalize and achieve their ESG goals. At Coupa, we are uniquely positioned to facilitate sustainability for our customers in their everyday spend decisions through our products – that’s a dimension of ESG strategy that a lot of companies don’t have. All of us at Coupa feel privileged to help our customers spend responsibly, sustainably, equitably, and purposefully.



— Leslie Campbell, Member – Board of Directors; Chair, Nominating & Corporate Governance Committee

ESG IS A KEY PRIORITY WITH DIRECT OVERSIGHT FROM THE COUPA BOARD OF DIRECTORS AND EXECUTIVE LEADERSHIP.



Sustainable Business Spend Management (BSM) Solutions

Introduction

While a single company can make a difference, an entire community can bring about exponential change and progress. As Coupa works toward ESG progress in our own business, we believe our greatest opportunity for economic, social, and environmental impact is through our BSM product platform, which helps our customers incorporate ESG considerations across their business spend activities. We refer to this as Sustainable BSM.

With our thousands of customers, millions of suppliers, and trillions of dollars of business spend under management, we have the ability to influence spend decisions at a scale that can reduce risks and have positive impact across global supply chains, communities, and business operations.

IN 2020, WE CONTINUED TO BUILD SUSTAINABLE BSM FUNCTIONALITY INTO OUR PLATFORM.

Secured three partnerships with third-party ESG data providers



Grew supplier diversity data volume and search capabilities



Delivered BSM platform configuration options to help drive ESG goals for customers



2021 PRIORITIES:

- **Develop new ESG product innovations and features for Sustainable BSM**
- **Increase number of customers with ESG configurations enabled in their BSM platform**
- **Grow the amount of Coupa Community spend directed to diverse suppliers**

Running a modern business always requires essential functions like procurement, finance, and the management of supply chains. These everyday operations make up the components of BSM — but they can also play an important role in realizing ESG goals. We see a unique opportunity to make

ESG impact a core part of every organization’s business operations — rather than a detached initiative. By embedding ESG into the fabric of business decision making, organizations can better operationalize sustainability.

Today, we can help our customers achieve their ESG objectives in three main areas:

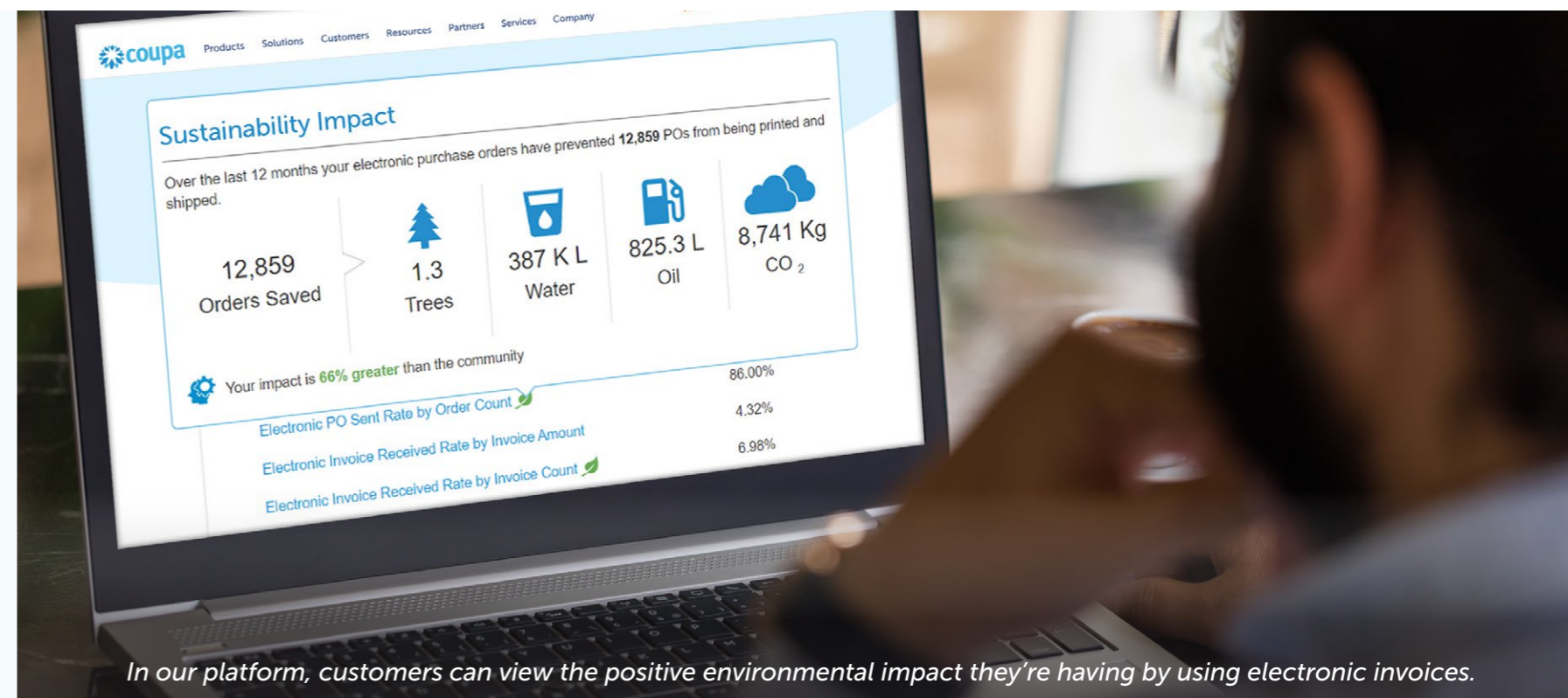
- **Supplier Diversity**
- **Supply Chain Sustainability**
- **Assessing ESG Impact with Data and Visibility**



Companies have the power to drive sustainable impact with how they spend their money, such as choosing to buy from diverse suppliers or designing a transportation network that reduces carbon footprint. Coupa’s BSM platform enables spend leaders to act in real time to achieve ESG and business impact, without sacrificing financial performance. We help turn good intentions into actions that have a measurable impact.



— Donna Wilczek
Senior Vice President of Product Strategy & Innovation



In our platform, customers can view the positive environmental impact they’re having by using electronic invoices.

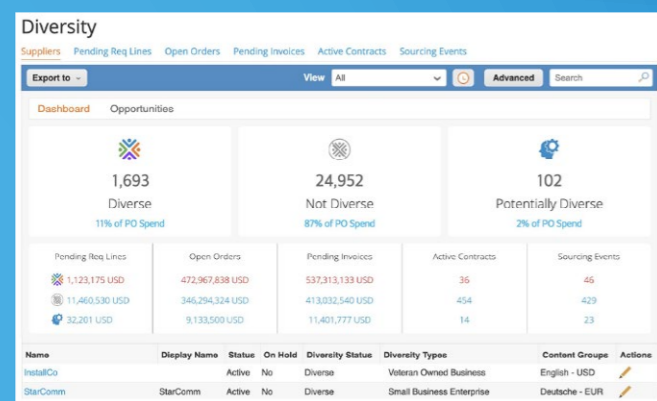
Coupa Community Impact on the Planet in 2020

Coupa’s platform helps businesses reduce environmental costs traditionally associated with inefficient business processes and physical record-keeping. Our platform allows members of the Coupa Community to digitize the order, negotiation, contracting, and approval processes between customers and their suppliers, and we estimated the collective environmental impact of the use of our services as follows:



Supplier Diversity

This past year brought heightened awareness to companies of the importance of diversity among the suppliers with whom they work. Mid-market to enterprise-scale companies are increasingly seeking relationships with diverse suppliers that understand and better represent their customers and workforce. Many of these suppliers are minority-owned and operated. Using our BSM platform, customers can find and connect with diverse suppliers.



SUPPLIER DIVERSITY DASHBOARD

Coupa's newly launched Diversity Dashboard, which draws from powerful Community data, provides insights for customers into exactly how many diverse suppliers they work with, how much of their spend, and what type, is flowing to these businesses, and opportunities to divert non-diverse spend to diverse suppliers.

DIVERSITY CLASSIFICATION

Coupa brings together leading diversity classification and certification data with supplier management and business spend in the same platform, allowing customers to make significant ESG impact alongside their other purchasing decisions. Supplier diversity functionality includes:

- 28 different diversity classifications infused into search filters and supplier profiles
- A growing list of 125+ global data sources with frequent updates to certifications
- Millions of supplier diversity records and real-time dashboards for diverse spend activity and new diversity classifications

COUPA INCLUSION INITIATIVE

In 2020, Coupa acquired ConnXus, a company focused on advancing supplier diversity. We integrated ConnXus diversity data into our platform, and in October 2020, we established the Coupa Inclusion Initiative, a multi-pronged effort that aims to increase spend between enterprises and diverse suppliers. The initiative not only helps enterprises connect with diverse and inclusive suppliers but also helps suppliers with diversity certification tools and resources.

As part of this Initiative, we:

- **Launched a publicly accessible diverse business directory.** This directory helps businesses find diverse suppliers to work with.
- **Created a Supplier Perks Program.** This program features curated partnerships with companies that provide goods and services at a discounted rate, helping diverse suppliers leverage diversity certifications to grow and scale their business and connect with new customers.
- **Set up a diversity certification resources page.** This site serves as a one-stop-shop for small and diverse U.S. business certification information and resources.
- **Established partnerships with MSDUK, NMSDC, and WBENC.** Partnerships helped expose certified diverse businesses to Coupa buyers.
- **Set up the Coupa Supplier Advisory Board.** This board of global diversity leaders helps guide Coupa to become a destination for inclusive suppliers who need mentoring, exposure, and connections with buyers.

Case Study: The Importance of Diversity Certification



Wayne Beasley wanted to be an entrepreneur even before he was old enough to drive. Ironically, he co-founded his promotional products and uniform company WayToBe Designs out of the back of a car. Through hard work and hustle, Beasley's team has grown to 32 employees based in South San Francisco. The company now supplies products to some of the largest companies on the planet, including McDonald's, Autodesk, NetSuite, Google, YouTube, and Apple.

While Beasley is African American, he never thought about pursuing minority certification opportunities until a client introduced the idea to him about twenty years ago. Recognizing the growing trend of major corporations looking to support minority-owned businesses in their supply chains, he took the steps to obtain certification. "Larger companies are seeking partnerships with businesses that understand and look like their customers and workforce," he says. "Increasingly those suppliers are minority-owned and operated."

Today, Beasley serves on the Coupa Supplier Advisory Board, which is part of the Coupa Inclusion Initiative.

Case Study – American Red Cross

The American Red Cross is a large humanitarian organization that has long been committed to driving diversity, equality, and inclusion in all that it does. As with many large organizations, spend with suppliers is a significant expense for its organization. In fact, it represents the organization’s second largest expenditure, after salary, and benefits.

By implementing Coupa’s platform, the American Red Cross was able to achieve:

- **Increased diverse spend** — spend with diverse suppliers has increased from 10% of \$1.3B in addressable spend to 13.7%, creating substantial impact in diverse communities.
- **Reduction in paper** — by digitizing with Coupa, the American Red Cross was able to achieve a 50% reduction in paper.



With our BSM capabilities, we’ve increased our diverse spend across the supply chain to top-tier levels as measured against benchmarks over the last four years. And low upfront costs and fast time-to-value have allowed this business process transformation to be self-funded.

— Thomas Nash, Chief Procurement Officer, The American Red Cross

COUPA ADVANTAGE

The Coupa Advantage program was established as a way for organizations to benefit from pre-negotiated contracts with vetted suppliers for greater discounts, accelerated terms, and streamlined supplier onboarding. Additionally, a portion of the proceeds from this program helps fund Coupa Cares’ charitable donations, helping customers have social impact through every transaction they make through Coupa Advantage.

Coupa Advantage has evolved to help organizations also achieve diversity spend goals. The program allows high-quality, diverse suppliers to quickly onboard onto the Coupa platform, and provides these suppliers with exposure to customers nationally through pre-negotiated agreements. In addition to diversity, Coupa Advantage also has suppliers that have created sustainable / eco-friendly catalogs for customers to access, supporting their sustainable procurement objectives.

The Coupa Advantage Diversity Program is a win for all stakeholders



Advancing Sustainable Supply Chains

For many industries, most of their environmental impact - for example, with emissions, waste, or use of natural resources - is embedded in their supply chain. Tracking ESG data across supply chains has historically been challenging, since it often contains multiple siloed actors in different industries or locations. Coupa's BSM platform makes supply chain data visible and actionable, thereby allowing for a significant ESG impact to be made across the supply chain.

SUPPLY CHAIN DESIGN AND PLANNING FOR ESG

In late 2020, Coupa acquired LLamasoft, the leading provider of AI-powered supply chain design and planning software. Integrating this technology into Coupa's platform means businesses can model supply chain scenarios, optimize business operations, and make more impactful decisions. This has significant potential for improving ESG performance in supply chains.

For example, to reduce carbon and greenhouse gas (GHG) emissions, we offer a transportation optimization solution that not only helps identify optimal routes to markets which minimizes the consumption of fossil fuels and ensure full truckloads, but also allows companies to compare use of electric vehicle fleets against those using internal combustion engines. Our transportation optimization algorithm can create optimal transport routes for electric vehicles based on factors such as battery charge times/cost, locations, and vehicle range.

Additionally, our inventory optimization solution allows for companies to reduce their inventory levels (safety stocks and cycle stocks) without adversely impacting customer service levels. This reduces inventory obsolescence and accordingly conserves the natural resources used in producing this excess stock.

Finally, our network optimization algorithm helps companies assess circular economy models in the supply chain and reduce other environmental impacts, including emissions, water, and waste.

Case Study: Optimizing CHEP's Circular Supply Chain



CHEP is a world leader in pallet and container pooling services. The company's vision is built upon the ideas of sharing and reusing, and it seeks to move from a linear to a circular economy. The company sought to streamline their supply chain design to further reduce waste.

Coupa Supply Chain Design and Planning technology is leveraged by CHEP's network design and analytics teams to improve the efficiency of their circular economy supply chain. Analysis activities include transport mode selection with cost vs. service vs. emissions trade-offs and route optimization for dedicated fleet operations.

By implementing these design and planning decisions across their 60+ country and 55,000 member supply chain, CHEP was able to achieve the following metrics which were shared in their 2020 Sustainability Review:

- Avoid 2M tonnes of CO₂ and 1.3 megatons of waste
- Save 1.8M trees, 2,500 megaliters of water, and 1.7M cubic meters of wood
- Reduce CO₂ emissions per unit delivered by 33%

Case Study: Improving Access and Efficiency of Health Care Service in Low and Middle Income Countries



Laboratory diagnostic tests are essential to determine appropriate patient treatment, for disease surveillance, and to inform public health decisions. However, there are large disparities in access to diagnostic testing services for major diseases (including COVID-19, TB, and HIV), especially in rural areas in low and middle income countries (LMICs). This reduces access to, and effectiveness of, health care services for hundreds of millions of people throughout the world.

In 2020, Coupa worked with several international NGO partners on key analysis projects to expand and improve access to diagnostic testing. Our supply chain technology and consulting expertise helped inform decisions on designing and optimizing public health supply chains in six LMICs in 2020.



[Watch the video summary](#)

Assessing ESG Impact with Data and Visibility

Organizations that wish to improve their ESG impact often have a hard time knowing where to start. “What focus areas will create the biggest impact?” and “How will we see the fastest results?” are some of the questions that we often hear.

By providing our customers with data and visibility into ESG impact across a variety of BSM areas, we hope to provide starting points for various activities including mitigating risk, increasing supplier diversity, and reducing carbon footprint. Specifically, we help provide visibility and insights about:

- **Supplier Health, Ratings, and Scores**
- **ESG Performance via Community Intelligence**
- **ESG Risk**

SUPPLIER HEALTH, RATINGS, AND SCORES

Companies are increasingly being proactive about working with suppliers who can help support key ESG goals and minimize key supply chain risks. Credible ESG data is key to making informed decisions when doing business with suppliers.

Coupa’s BSM platform provides easy, intuitive, and flexible access to important ESG data sources

that can be used to drive informed spending decisions including:

- **Supplier diversity and inclusion classifications and certifications**
- **Sustainability ratings and data from third-party ESG data providers, such as EcoVadis, SupplyShift, IntegrityNext, and others**

ESG data can then be calibrated alongside risk and performance data for a holistic view of supplier health.

Coupa’s platform allows customers to view and utilize ESG data in a host of ways, including:

- **Tagging catalog items with ESG markers, such as “green”**
- **Standardizing ESG factors and risk assessments across sourcing and supplier engagements**
- **Incorporating sustainability and diversity data into analytics data alongside supplier performance, spend, activity, cycle times, and other BSM KPIs**

On the sourcing side, customers are also able to integrate ESG criteria (for example, carbon footprint or supplier diversity) alongside savings and service-level agreements (SLAs) to optimize more informed decision-making in complex sourcing events.

Calibrate Risk

Assign weights to the risk criteria to create your own formula evaluating supplier risk.

Risk Weights Restore To Coupa Defaults

Financial Score	<input type="range" value="10"/>	10 %
Judicial Score	<input type="range" value="5"/>	5 %
News Score	<input type="range" value="15"/>	15 %
CO2e	<input type="range" value="60"/>	60 %
Diversity	<input type="range" value="10"/>	10 %

Total 100 %

“As procurement professionals, we can help our companies have tremendous ESG impact through every dollar we spend for the business. For example, we can purchase more sustainable goods & services, help minimize environmental and labor risks by establishing key supplier requirements, and drive economic impact and innovation through a more diverse and inclusive supply chain.”



— Michael van Keulen, Chief Procurement Officer

COMMUNITY INTELLIGENCE DRIVES BETTER ESG PERFORMANCE

As organizations strive to advance their ESG journeys, benchmarking, best practices, and accessing actionable insights are critical. At Coupa, we believe that aggregated, anonymized information drawn from the Coupa Community can create powerful insights and value for each member of the Community. Community Intelligence allows customers to quickly understand their ESG performance and see how it compares to that of their peers.

Our Community Intelligence applies artificial intelligence and machine learning to data from spend transactions across the Coupa Community to create prescriptive recommendations, insights, and benchmarking statistics. In an ESG context, this means that not only are we smarter together, we're more sustainable together.

The Coupa Community can also monitor restricted-party lists based on real-time Community spend data to flag high-risk suppliers or find alternative suppliers in the same category.

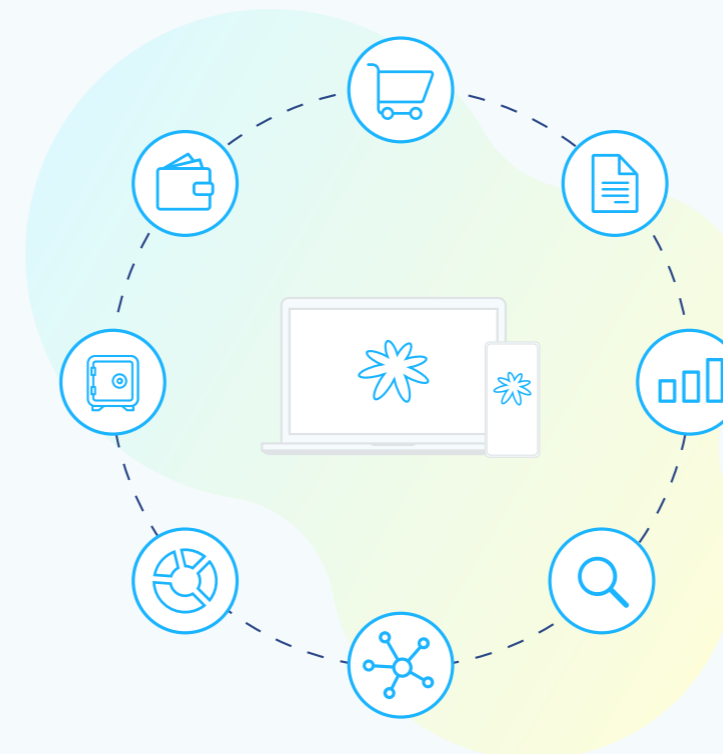
ACTIVELY REDUCING ESG RISK

A company's supply chain often represents the largest potential for ESG risk. While many seek to make a positive impact in ESG for their own business, they are also focused on ethical and transparent suppliers. The consequences of an incident can be high, from severe brand damage, to loss of revenue, to fines and penalties. We believe we can help reduce ESG risk for our customers by incorporating real-time ESG data across all of their business spend processes.

Reducing ESG risk requires visibility over operations, but there are additional ways to make use of public data, behavioral patterns, AI, and transaction history to assess risk. We believe offering these solutions to our customers will help reduce ESG risk even further:

- **Coupa Risk Assess gives businesses a data-driven tool they can use to:**
 - » Assess and mitigate risk with greater efficiency and accuracy
 - » Assess risk for third and even fourth-party suppliers
 - » Communicate risk to decision makers
- **Supplier questionnaires can be customized to include ESG risk questions about topics such as modern slavery or conflict minerals.**
- **Supplier ESG Preparedness tool can be used to assess if suppliers can help meet companies' ESG objectives.**

Using our BSM platform, customers can make more informed, responsible spend decisions to reduce risk by utilizing the different tools and real-time insights, including alerts and flags that can be triggered if changes to supplier risk data are captured.



Environmental

WE HAVE A UNIQUE OPPORTUNITY TO EMPOWER OUR CUSTOMERS TO MINIMIZE THEIR ENVIRONMENTAL FOOTPRINT.

Introduction

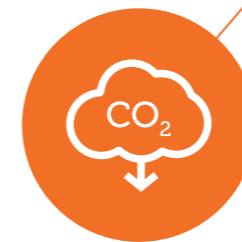
We recognize that urgent environmental action is needed to protect the future of our planet. To that end, we are committed to understanding and minimizing our own environmental footprint. But our opportunity for greater impact extends through our Sustainable BSM platform - that is, thousands of companies can use our SaaS platform to advance their own ESG goals. By embedding visibility to real-time ESG data and offering prescriptive insights into the fabric of spend decisions, we allow customers to more easily operationalize environmental considerations.

Our approach focuses on key environmental topics that we believe are important as we grow: Energy & Emissions, Waste, and Sustainable Procurement.

In 2021, we developed an internal Environmental Policy, which outlines the areas of our business in which we strive to improve our impact, including across our workplace, procurement, products, and employee engagement. As we progress on our sustainability journey, we will continue to engage key stakeholders, further build out and implement these priorities, measure results, and refine our approach.

CO₂ footprint

As a first step, we established a baseline by measuring energy consumption and calculating emissions footprint.



CO₂ neutral

We have established a goal to become carbon neutral.



Formalized Sustainable Procurement program and launched Supplier Code of Conduct



Energy & Emissions

2020 HIGHLIGHTS:

- Completed 2019 energy and emissions baseline
- Calculated percentage of renewable energy usage baseline of 19%

2021 PRIORITIES:

- 2020 energy and emissions calculation
- Carbon neutral climate strategy

The climate crisis has already begun to impact economies, natural systems, and communities around the globe. Addressing this crisis requires significant and immediate effort and collaboration from organizations across various geographies, sectors, and industries to manage energy use and emissions.

During Coupa's 2020 **materiality assessment**, Energy & Emissions were identified as our key environmental sustainability priority. We have established a goal to become carbon neutral for Scope 1, Scope 2, and Scope 3 Business Travel greenhouse gas (GHG) emissions. As a first step toward this goal, we partnered with Anthesis to measure our energy consumption and calculate our GHG emissions footprint for both 2019 and 2020. We are still evaluating a timeline for achieving carbon neutrality and look forward to providing further updates.

Data for 2019 was gathered for the period February 1, 2019 - January 31, 2020 (which is our fiscal year 2020). The 2020 data was gathered for the period February 1, 2020 - January 31, 2021 (fiscal

year 2021). This data will help inform our strategy to achieve carbon neutrality, which will include:

- Reducing energy consumption, improving efficiency, and encouraging smarter travel through means, such as employee education and office improvements
- Expanding our renewable energy sourcing, initially focusing on renewable energy certificates (RECs)
- Purchasing high quality carbon offsets, primarily for employee travel

ENERGY USE

Data about our energy use during 2019 and 2020 was compiled from 35 offices around the world, 11 of which were added in 2020 as a result of acquisitions. Coupa currently leases all of our office space, and we work with the landlords and/or building managers to collect information about energy use.

In response to COVID-19, we shifted to working remotely whenever possible throughout our operations. Working remotely helped conserve energy in our buildings, though in most cases we had to continue to run HVAC equipment to keep air flowing in exceptional cases where employees needed to enter the premises.

Electricity Consumption		Intensity/ft ²	
2019	MWh	3,649	9.5 kWh/ft ²
2020	MWh	2,844	7.3 kWh/ft ²



RENEWABLE ENERGY

Utilizing renewable energy sources helps reduce dependency on fossil fuels — a major source of greenhouse gas (GHG) emissions. We are proud to report that more than 50% of the electricity used at our San Mateo Headquarters comes from renewable sources purchased through Peninsula Clean Energy. Carports at our headquarters have electric vehicle charging capabilities and are powered by solar panels. As we develop our climate strategy, we will evaluate moving towards 100% renewable energy in our operations and communicate future updates.

RENEWABLE ENERGY MIX FROM GRID ELECTRICITY (% OF TOTAL CONSUMPTION)*

2019

19%

Renewable energy mix from grid electricity (no hydro)

30%

Renewable energy mix from grid electricity (with hydro**)

2020

19%

Renewable energy mix from grid electricity (no hydro)

32%

Renewable energy mix from grid electricity (with hydro**)

*All facilities, including from acquisitions
 **Includes large scale hydropower, which is carbon-free but may not be recognized by some authorities as a renewable energy source

EMISSIONS

We believe in the power of measurable, quantifiable data to help us deliver results — and this philosophy extends to monitoring our GHG emissions. To calculate our emissions footprint, we collected energy use data across offices to calculate our Scope 1 and 2 emissions. We also used air travel and hotel data from our travel partner to calculate Scope 3 business travel emissions, using pre-COVID-19 data as a benchmark. Given travel restrictions in 2020 during COVID-19, we saw a significant decrease in Scope 3 business travel emissions.

Our cloud strategy utilizes third-party data center hosting facilities located in various facilities around the world instead of operating our own data centers. As part of this exercise, we also conducted an initial spend-based assessment of our supply chain to gain additional insight on Scope 3 areas to focus. As a result, we are in the early phases of engaging with our top cloud vendors to determine opportunities to measure our impact from our use of the cloud.



EMISSIONS

		2019*	2020*
		tCO ₂ e	tCO ₂ e
Scope 1 (Leased Offices)	Stationary Fuel	67	80
	Mobile	7	-
Scope 2 - Location-Based (Leased Offices)	Purchased Energy	1,566	1,175
Scope 2 - Market-Based (Leased Offices)	Purchased Energy	1,567	1,171
Scope 2**	Purchased Cooling	95	100
Scope 3 (Air and Hotel)	Business Travel	9,522	1,219
Total Scope 1, 2 (Location-Based) and 3		11,258	2,574
Total Scope 1, 2 (Market-Based) and 3		11,258	2,570

*The Company's fiscal year ends January 31. 2019 data is for the fiscal year ending January 31, 2020. 2020 data is for the fiscal year ending January 31, 2021. Total values may not sum up perfectly due to rounding.

**These GHG emissions would have been allocated under Scope 1 Fugitive had Coupa owned, as opposed to leased, the spaces.

MERGERS & ACQUISITIONS

Coupa's growth has been fueled, in part, by mergers and acquisitions (M&A). In 2020, we acquired ConnXus, BELLIN, MuchNet, and LLamasoft. We elected to integrate all acquisitions into our emissions calculations to adjust our baseline. All companies are included in the 2019 Scope 1 and 2 baseline data.

Such acquisitions significantly increased energy usage and emissions data, especially when making comparisons to prior years. However, we felt that incorporating this data was important to inform future decisions and track progress. If we grow

further through M&A activity, we will evaluate our approach and plan to re-calculate our baseline as we work to integrate acquisitions to track our overall footprint and reduce emissions.

Furthermore, we may acquire companies that operate their own physical data centers. As part of our M&A integration efforts, we strive to quickly migrate physical data centers to the cloud. This helps simplify our server management and promotes cost and energy efficiencies.

Sustainable Procurement

2020 HIGHLIGHTS:

- **Formalized Sustainable Procurement program**
- **Initiated obtaining sustainability ratings for Top 200 suppliers**
- **Launched Supplier Code of Conduct**

2021 PRIORITIES:

- **Engage with Top 200 suppliers on Supplier Code of Conduct and ESG**
- **Prioritize environmentally friendly office supplies**
- **Increase diverse spend to 8% and diverse suppliers to 10% in North America**

We seek to operate sustainably and responsibly. Respecting people, upholding human rights, protecting the environment, and acting ethically are fundamental to the way Coupa does business. As such, we expect all of our suppliers, contractors, and other third-party providers to operate similarly. Coupa suppliers are an extension of our business, so we expect their values to align with ours. In 2020, we formalized our **Supplier Code of Conduct**, which communicates these expectations.

We have begun to include ESG criteria in our supplier selection process and obtain supplier sustainability scorecards. Our BSM platform has been instrumental in this effort, as it allows us to leverage Coupa's capabilities and tools to learn best practices. In addition, we leverage resources to inform our approach through our various memberships with sustainable procurement and supplier diversity organizations, including Sustainable Procurement Leadership Council, EcoVadis, and Minority Supplier Development UK.

We've identified several key procurement categories in which to integrate sustainability criteria, including IT equipment, office supplies, office renovation, events, and food and beverages. For example, we seek to procure energy-efficient IT equipment (e.g., laptops, monitors) and give preference to products carrying reputable certifications or labels (such as Energy Star, EPEAT, TCO Certified, and RoHS Compliance).

Diversity, Equity & Inclusion (**DEI**) is fundamental to Coupa's culture, and we seek to bring additional perspectives and innovations to our supplier portfolio. We have taken recent steps to embed diversity criteria into our procurement processes. Since early 2021, we have collected diversity information from suppliers we consider working with and have made efforts to include diverse suppliers in our sourcing events. In addition to environmental considerations, we also look at diversity criteria when scoring suppliers during our selection processes.

We are committed to increasing our diverse spend but we do not want to limit ourselves to addressing diversity with only our direct suppliers. Our supply chain consists primarily of cloud and software services so we want to address our Tier 2 suppliers to make an even greater impact. We are looking into the suppliers that our top strategic suppliers use to ensure the companies we do business with are also prioritizing diversity in their own supplier portfolios.

Additionally, we are beginning to integrate sustainability considerations as we evaluate existing and new office locations. This includes preference for those buildings and landlords who place focus on environmental best practices, and who set improvement goals around energy consumption,

renewable energy initiatives, and 'green' initiatives. Further initiatives include working with vendors who can further support Coupa's goals for sustainable building practices, including flexible solutions and re-use/recycle of furniture and equipment.

Waste

2021 PRIORITY:

Develop global approach to managing e-waste

We are always looking for ways to become more efficient and decrease our environmental impact. Historically, we worked with building managers at many of our offices to provide recycling and compost options wherever possible. Since Coupa's offices were primarily closed due to COVID-19 in 2020, we did not generate significant waste and were constrained by what we could realistically achieve. We understand our responsibility to reduce the waste generated by our operations and actively seek additional ways to reduce our impact as we return to offices.

For example, we seek to reduce our waste stream by focusing on repurposing electronic waste. Our electronic equipment (including laptops, desktop computers, and other pieces of technology) typically needs to be refreshed as it wears out or becomes outdated. We currently prioritize reuse or donation to nonprofit partners over recycling of this equipment. For example, in early 2021, our Dublin office donated used laptops to local schools and charities. Based on what we learn from such efforts, we intend to establish a formal global approach to disposal of electronic waste.



coupa green

In time for Earth Month in April 2021, a group of environmentally conscious Coupa employees from around the world launched Coupa Green. These employees are passionate about stewarding the environment and driving engagement and action in both the workplace and their personal lives. The group is led by a board of nine members focused on different areas such as energy, waste, and employee engagement and education.

HIGHLIGHT:

- **During Earth Week 2021, the group shared daily sustainability tips and employees and members participated in ocean and park clean ups.**

Social

COMPANIES THRIVE WHEN THEY ARE POWERED BY A DIVERSITY OF EXPERIENCES. AND PEOPLE THRIVE WHEN THEY'RE TREATED WITH DIGNITY, EQUITY, AND RESPECT.

Introduction

Customers, employees, and investors are increasingly asking companies across industries and geographies to engage and act on important social issues. We have long believed that companies should increase their social impact through their business operations. Social progress helps the world — and provides a better climate for business success.

We understand that our approach to these issues can affect the future — both for our business and our community. If our customers, employees, suppliers, partners, and communities are successful, then we will be successful too.

With our Core Values always in mind, we are working to improve our social impact by cultivating a collaborative, diverse, and inclusive culture that enables our employees, suppliers, and communities to thrive.



Talent & Culture

2020 HIGHLIGHTS:

- 90% positive employee engagement score
- 1,325 employees onboarded
- Over 300 Coupa Core Value program attendees
- Established Culture Link programs for all acquired companies
- 160 Resilience training attendees

2021 PRIORITIES:

- Resilience and leadership training
- Change management training
- Return to office support and education

Coupa's **Core Values** are the cornerstone of our culture and help set clear expectations and guiding principles for all of our employees. They ensure that those who join our team are working towards common goals and guide how we treat our colleagues, our customers, and the communities that we serve. In the context of 2020's unprecedented challenges, these values helped us stay grounded, focused, and aligned even as we were forced to work remotely.



Rooted in our core values, our culture at Coupa is unique and powers us to be better, value each other and the communities in which we operate and live.



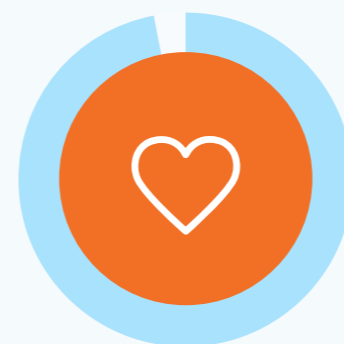
— Ray Martinelli
Chief People Officer

TALENT ATTRACTION & RETENTION

Coupa creates bold, innovative products to address the needs of our business customers. But bringing innovations to market isn't easy. It requires talented teams of the best and brightest workers in the highly competitive technology industry. Coupa's business can only be as successful as the talent we attract and retain, and competition for qualified workers in the technology sector remains fierce. We leverage all tools available to us — job boards, recruiters, employee referrals, Employee Resource Group (ERG) relationships, agencies, university outreach, and organizational partnerships — to scale our business and build our talent pipeline.

As we grow, we seek to do more than simply fill open roles. We take a holistic approach to talent attraction and retention that seeks to build an enduring community of passionate, committed individuals from varying backgrounds. We seek candidates with the experience and expertise necessary to advance our platform and who also align with our Core Values.

97%



ENSURE CUSTOMER SUCCESS

98%



FOCUS ON RESULTS

97%



STRIVE FOR EXCELLENCE

EMPLOYEE ENGAGEMENT & CULTURE

As a company, we continued to grow headcount at an accelerated rate. We put considerable effort into communicating our values to new employees through workshops and other tools and focus on acquiring companies that align with our values. We also established Culture Link programs, which help us explore the cultures of Coupa and acquired companies and give us insight on how best to evolve and enhance our culture moving forward. In 2020, our workforce also experienced significant disruption due to the COVID-19 pandemic when we transitioned to working from home and collaborating digitally.

In spite of these changes, our 2020 employee survey showed that our Core Values are keeping our employees engaged. Our annual Employee Survey administered by Great Place to Work® showed that Coupa had an average score of 90% positive employee responses. The survey also found that our Core Values have been adopted by the vast majority of our workforce. Ninety-seven percent

of employees believe Coupa works hard to ensure customer success, 98% believe there is a strong focus on results, and 97% felt encouraged to strive for excellence day to day.

At Coupa, we strive to nurture and foster a team of passionate, empowered people. One of the ways we do that is through our unique organizational structure. At Coupa, leadership starts at the "bottom" where — like a tree — every leader supports, not manages, their employees. With a strong foundational "trunk," our leaders support and nurture their teams who make up the functional "branches," helping our organization flourish. We also foster deeper human connections through our Coupa Colors program, which helps employees develop self-awareness of their own personal working style and those of their colleagues. Coupa Colors seeks to help employees better understand others' perspectives and build collaborative relationships.



GENDER PAY EQUITY

We recognize the problem of gender pay inequality in the technology sector and across the economy. To ensure equitable remuneration, we conduct an annual gender pay equity analysis to identify and resolve pay disparities in the workplace. Statistically significant gaps in compensation among substantially similar groups of employees based on skill, effort, and accountability are identified and addressed as appropriate. For Coupa, this is not a compliance task, but more about fairness at work and doing the right thing. As a result, this has provided Coupa with an analytical and data-driven process that is evidence that our company's compensation philosophy and pay practices drive actual equitable pay outcomes.

BENEFITS

To attract and retain top talent, Coupa offers eligible employees a competitive and comprehensive benefits package that includes a wide range of benefits from health insurance to retirement. Benefits are a significant part of total compensation and help provide quality health care and financial protection for our employees and their families. Core benefits include:

- **Medical Insurance**
- **Employer Paid Dental Insurance**
- **Employer Paid Vision Insurance**
- **Flexible Spending Accounts and Health Savings Account (including a Company contribution)**
- **Employer Paid Life Insurance**
- **Optional Supplemental Life Insurance**
- **Voluntary Accident and Critical Illness Insurance**
- **Employer Paid Short-Term Disability/ Long-Term Disability**
- **401(k) (including matching contributions)**
- **Employee Stock Purchase Plan (ESPP)**
- **Student Loan Repayment**
- **Parental Wellness**

LEARNING & DEVELOPMENT

Coupa proudly supports the personal and professional development of all employees with robust learning and development programs aligning business needs with performance objectives through Coupa University, an internal platform we call the Edge, and LinkedIn Learning. In 2020, employees cumulatively spent 28,446 hours on e-learning, a 75% increase from the prior year. We also held numerous virtual instructor-led sessions, resulting in over 60,000 hours of training completed in 2020, a 38% increase from 2019.

We center our learning philosophy on our Coupa Core Values and in maintaining a holistic view of the employee experience by offering programs and learning opportunities from initial new hire onboarding to role-based training, product training, cultural workshops, and leadership development. We also invested in our Management Development Program: a series of workshops centered on helping managers better support their teams in "Leading Through Values", "Bolstering Resilience in a Time of Change", and in "Supporting with Colors." Over 400 Coupa managers participated in management training in 2020, and employees benefited from 1,125 hours of company-paid executive coaching. We recognize that investing in our people has been instrumental in maintaining Coupa culture, preparing us as we continue to work in the "new normal", and building the future of work together.

EMPLOYEE AWARDS & RECOGNITION

We believe employees should be recognized for their dedication and contributions to Coupa. Employee recognition demonstrates to employees that their company sees them and values their contributions to the success of their team — which is especially important when a company scales or expands quickly. Our long term success depends on the great work of individual employees, so we seek to motivate them to continue to deliver results for our customers.

Each quarter, we give out quarterly Most Valuable Player (MVP) awards to high-performing Coupa employees. The awards recognize employees who exemplified our **Core Values** in the prior quarter. Any employee in any department and in any role can be nominated for this award and nominations can be for internal or external performance. Three employees are then selected as Coupa MVPs by our executive leadership team. We also give out Leadership Awards twice a year. These awards recognize exceptional leaders within the organization who support and develop others and positively influence teams. By rewarding leaders for cultivating the talents and potential of others, we encourage our leaders to create a collaborative, productive atmosphere, and shine a light on potential.

28,446
Hours spent on e-learning, a 75% increase from the prior year



60,000
Hours of training completed in 2020

Diversity, Equity & Inclusion

2020 HIGHLIGHTS:

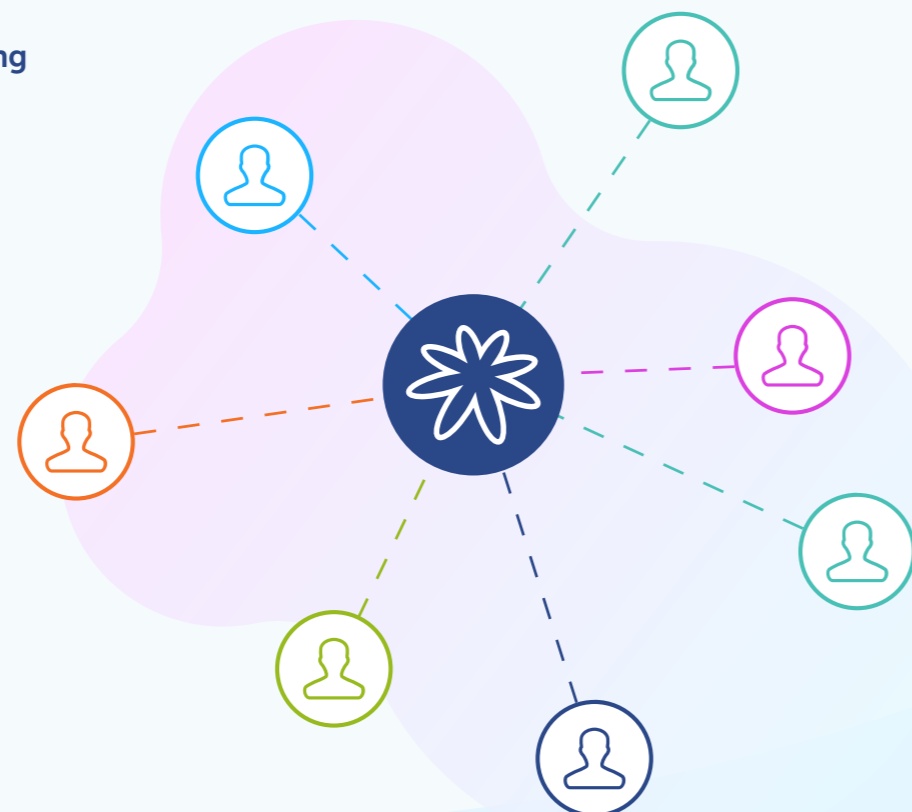
- **Recognized Juneteenth as an official US company holiday**
- **Launched Engage, a new ERG supporting employees of color**
- **Continued to partner with Historically Black Colleges and Universities (HBCUs) by relationship building and attending job fairs**
- **Provided trainings to HBCU's students to build their career paths**

2021 PRIORITIES:

- **Mechanisms to measure and report on our Diversity, Equity, and Inclusion (DEI) efforts**
- **Continue to educate employees and hiring managers in areas of DEI**
- **Continue to strengthen our pipeline of diverse talent**

In 2020, longstanding racial inequalities were brought to the forefront. We have always believed in the value of inclusion and the events of 2020 reinforced these convictions. DEI is essential to the long-term success of our business and the Coupa Community. Companies thrive when they are powered by a diversity of people and culture. And people thrive when they're treated with dignity, equity, and respect.

We recognize that DEI doesn't happen by accident. It requires attention and deliberate effort. We work to increase access to opportunities, fight bias and racism in all forms, and leverage the power of our Coupa Community to create a more equitable future for our customers, employees, communities, and our business.



ATTRACT

Coupa is taking several actions to diversify our talent pool. Each month, a team of Coupa employees review data, discuss recruitment goals, and identify opportunities to advance diversity in our hiring practices. These efforts have enabled us to measure progress, establish a baseline, and increase underrepresented minority (URM) representation over the previous year.

Last year, the Talent Acquisition team rolled out a voluntary EEO Survey in the U.S. to measure the recruitment activities of both female and underrepresented minority (URM) candidates. New sourcing tools were introduced to better connect with URM candidates and provide a diverse talent pool to hiring managers. We've also developed partnerships with organizations that reach diverse groups of potential employees, including Blacks in Tech, the National Society of Black Engineers, the National Society of Hispanic MBAs - Prospanica, the National Black MBA Association, the Professional Diversity Network, and others.

Coupa recruits from Historic Black Colleges and Universities and other college campuses that promote URMs. We engage with potential recruits through jobs fairs, on-campus ambassadors, social media, career centers, alumni groups, and other marketing initiatives. In recruiting for Coupa's 2021 Internship program, we advertised open positions with college campuses that promote URMs before releasing openings to the general market.

EDUCATE

From an employee's first day on the job, we reinforce the essential role that DEI plays in Coupa's culture. Beginning in January 2021, every Coupa employee is assigned unconscious bias training as part of onboarding.

We invest in the professional development of our people, giving them the skills they need to move up the corporate ladder. Our Manager Development Program contains an entire module dedicated to DEI entitled "Supporting Diverse Teams" and our "Interviewing with Intent" workshop discusses unconscious bias and how to eliminate bias in applicant interviews. Coupa executives and managers are trained to identify implicit biases and ensure equity and inclusivity across all of our teams.

ADVOCATE

Our focus on DEI is also evidenced by our Employee Resource Groups (ERGs). These groups allow employees to be involved in a community that is focused on their passions and interests. They have also helped form partnerships to reach diverse groups of potential employees. All Coupa ERGs were grass roots initiatives started by enthusiastic and motivated Coupa employees to provide personal and professional support to our diverse communities, beyond the scope of their core job duties. Participation is completely voluntary. Illuminate and Engage were both launched in 2020. Coupa also recently joined Out & Equal, a nonprofit focused on LGBTQ workplace equality.



COUPA EMPOWER

Empower breaks down barriers to women’s success by creating a community of individuals and organizations working together to promote the impact of women in business. Empower provides career development tools and opportunities, connects our networks of employees with other like-minded organizations, and provides work opportunities that benefit communities.

2020 HIGHLIGHT:

Empower organized events to celebrate International Women’s Day, launched a mentorship program with 25+ participants, engaged close to 50+ external partners, and launched a “Women of Impact Speaker Series”.



COUPA ILLUMINATE

Illuminate supports Coupa’s LGBTQ+ community by inspiring connection, inclusiveness, and diversity. Illuminate respects gender fluidity and non-traditional family units, advocates for equality and fairness, and fosters opportunities for stewardship and growth in our local communities.

2020 HIGHLIGHT:

Newly launched, Illuminate helped organize Pride Month employee engagement activities, which included hosting a guest speaker with 200+ attendees, employee trivia, and peer networking.



COUPA ENGAGE

Engage uplifts and expands the underrepresented community at Coupa. This group provides a personal and professional platform to support colleagues of color to network and form closer relationships across the company. Engage sets their principles on three major pillars: leadership development, inclusion and equity, and community enrichment.

2020 HIGHLIGHT:

Engage was formalized in the Fall of 2020 as a new ERG.



humans of coupa

Last year, with our workforce working remotely during COVID-19, we also started a new initiative called Humans of Coupa, which highlights our incredible Coupa colleagues with their inspiring personal stories.

Employee Health, Safety & Wellness

We strive to provide a safe and healthy workplace for all employees and always comply with applicable local regulations regarding workplace health and safety.

Through Coupa's learning and development portals, we provide employees with numerous online training courses that cover mental health and wellness, ergonomics, and safety and security training. For example, at the onset of the COVID-19 pandemic, we recognized the need to help employees navigate the world changing around them. **Coupa University** quickly offered a four-part workshop that provided guidance on the challenges presented by remote work.

To eliminate work-related hazards and minimize risks, we are in the process of conducting a formal employee health and safety review with a third-party vendor to identify areas for improvement. A gap assessment and review of Coupa's employee health and safety and security policies is scheduled for completion by December 2021. Rollout of an ergonomics program for all employees globally is scheduled in July 2021.

Human Rights

Respect for human rights is fundamental to the way Coupa operates, and provides a foundation for all of our business activities. Both our Code of Conduct and Supplier Code of Conduct outline our commitment to human rights. We commit to:

- respect human rights
- provide fair working conditions
- prohibit the use of any forced, compulsory, or child labor by or for Coupa

In March 2021, we proactively released our first **Modern Slavery Statement**, which describes our commitment to acting ethically and promoting a workplace and supply chain that are free from modern slavery and human trafficking. We also developed an e-learning course on this topic to raise awareness with employees.

We recognize that our approach to human rights is an evolving process and we will continually strive to advance our practices and manage risks in this area.



The progress we've made over this past year has been possible because of the strong cross-functional collaboration and passion across our global teams. As we advance on our ESG journey, I'm inspired by the collective global impact we can continue to have through our Coupa ecosystem of employees, customers, and partners.



— Sandy Eapen, Director, Sustainability & Corporate Social Responsibility

Volunteerism & Philanthropy



We care about our customers, we care about our employees, but most importantly, we care about our world.

2020 HIGHLIGHTS:

- \$600,000 in charitable donations
- \$75,000 in educational scholarships
- Virtual Global Volunteer Day
- Annual Service Trip to Peru
- Launched an intranet page for racial justice, which included educational resources and ideas for action
- Donated \$15,000 to NAACP, Black Lives Matter, Know Your Rights Camp

2021 PRIORITIES:

- 75% employee engagement in employee giving and volunteering
- New Employee Match & Volunteer Rewards Program
- In-person Global Volunteer Day

COUPA CARES FOCUS AREAS



Serve

We support employees in dedicating their time and skills for social and environmental causes. This includes mobilizing employees to volunteer and utilize their 16 hours of annual "Volunteer Time Off" benefit, organizing Coupa's "Global Volunteer Day", and sponsoring an annual Service Trip for Coupa employees.



Give

We invest in our local communities by giving back. This includes providing funding to charitable organizations, administering an employee donation matching program, and awarding educational scholarships to students in financial need.



Lead

We inspire our employees and broader Coupa Community to take action and amplify our collective impact around the world. This includes the development of resources and communications to educate employees on social and environmental topics, hosting, sponsoring, and facilitating events that inform and spark action, and partnering with organizations to support a myriad of impact efforts.



Partnering With Universities

Each year Coupa partners with more than 40 universities around the world. These partnerships provide more than 4,000 students with an opportunity to utilize our software in their studies and research.

For example, our partnership with the Massachusetts Institute of Technology (MIT) Center for Transportation and Logistics Supply Chain Exchange Consortium provides top thinkers and researchers with tools to address global supply chain challenges like the ones caused by COVID-19. Using Coupa, these students can develop decision-making frameworks and data-driven tools to design appropriate risk mitigation and resilience strategies into the supply chains of the future.

Certification fees are waived for students of academic partners. In 2020, 600 students earned certifications.

At Coupa, we believe in driving positive impact in our communities - it's a core part of our culture. With this in mind, **Coupa Cares** was launched in 2016 as a way to give back to local communities and support organizations and causes for which we are passionate. Coupa Cares serves as a platform to enable our employees as well as Coupa to have a positive, social impact in the world through volunteerism and philanthropy.

Our Impact

Since Coupa Cares launched, Coupa has donated over \$2,000,000 and supported over 800+ charities. In 2020 alone, we made nearly \$600,000 in donations and awarded \$75,000 in scholarships to 20 students, with 55% of those students representing underrepresented minorities. Despite the pandemic-challenged year, our Coupa Cares Board organized a virtual Global Volunteer Day that engaged 400 Coupa employees through three regional educational webinars, a mentorship program with minority college students, and other virtual volunteer opportunities supporting frontline workers.

Prior to the COVID-19 pandemic, we sponsored a service trip for ten employees who helped provide education, support, and access to clean water to a small village in Peru. Earlier this year, we also launched a new employee matching & volunteer rewards program globally.

Other notable efforts last year include:

- **Sponsored UNCF's Walk for Education**
- **Launched "Real Men Wear Pink" internal campaign, hosted by our Customer team, to support the American Cancer Society**
- **Held a Solidarity Zoom in memory of George Floyd**
- **Donated \$20,000 to local charities for virtual Coupa Challenge run**
- **Helped provide over 280,000 meals for those in need through Rise Against Hunger**
- **Participated in pro bono project with Eversight to help optimize decision-making for eye tissue transplants**

Coupa Cares is overseen by the Sustainability & CSR team and two executive advisors and consists of a volunteer employee board that helps drive employee volunteerism and engagement efforts. Coupa Cares initiatives are made possible through support from the **Coupa Advantage** program, in which suppliers set aside a portion of each sale for Coupa designated charities.



Since 2017, Coupa has also been a member of the 1% Pledge initiative, committing to allow our employees to dedicate one percent of their work time to nonprofits.

Case Study: Eversight Eye Bank Partnership

Eversight Eye Bank is an independent nonprofit organization that provides human eye tissue for sight-restoring surgery and conducts research into causes and cures for blindness. The organization previously faced difficulty in assessing which tissues were most likely to be suitable for cornea transplantation.

Coupa's Supply Chain Design and Planning team partnered with Eversight Eye Bank to develop a Machine-Learning (ML) model that helps assess the probability of tissue suitability to more accurately predict the probability of tissue suitability for transplantation. Using our Supply Chain predictive modeling capabilities, Eversight Eye Bank experienced:

- **17.8% improvement in prediction accuracy**
- **Reduced number of false positive recoveries**
- **Potential savings of \$400,000+**

Best of all, the Coupa Supply Chain Machine-Learning model has the ability to get smarter over time. As data sets are refreshed over time, accuracy of the tool will increase.

In recognition of this pro bono project, Coupa was awarded with Eversight Eye Bank's 'Shared Vision' award.

Governance

Introduction

Given our Core Value of striving for excellence, we hold high standards for our leaders, employees, leaders, partners, and supplier Community. To that end, trust is the centerpiece of Coupa's Cloud-based SaaS service and at the core of our Community. To ensure that this trust is upheld, we maintain strong corporate governance practices through a range of Governance, Risk, and Compliance (GRC) programs and activities.



ESG at Coupa is not about checking a box. It is about doing the right thing – for our employees, our customers, our suppliers and partners, and our local communities.



— Jon Stueve, Chief Legal Officer



100%

We require all employees, leaders, Board members, and suppliers to adhere to our Code of Conduct.

Ethical Conduct

2020 HIGHLIGHTS:

- **88% in-scope employees trained on Anti-Corruption and Anti-Bribery**
- **87% compliant for Code of Conduct annual training**

2021 PRIORITIES:

- **100% in-scope employees trained on Anti-Corruption and Anti-Bribery**
- **100% compliant on Code of Conduct annual training**

Coupa upholds strong values of responsibility and integrity. We are committed to an environment where open, authentic communications are the expectation, not the exception. We want our employees to feel comfortable in approaching leadership in instances where they believe violations of policies or standards have occurred. These values and expectations are communicated in our Employee Handbook, Code of Conduct, and Anti-Bribery Policy.

Our Code of Conduct applies to all of our employees, officers and directors, including our Chief Executive Officer, Chief Financial Officer, and other senior officers. It includes standards that are designed to deter wrongdoing and to promote ethical conduct, among other things.

- **Honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships;**

- **Full, fair, accurate, timely, and understandable disclosure in reports and documents that we file with, or submit to, the SEC and in other public communications;**
- **Compliance with applicable governmental laws, rules, and regulations;**
- **The prompt internal reporting of violations of the code to appropriate persons; and**
- **Accountability for adherence to the code.**

The Code of Conduct includes an enforcement mechanism designed to ensure prompt and consistent enforcement of the code, protection for persons reporting questionable behavior, clear and objective standards for compliance, and a fair process by which to determine violations. We also provide a global ethics hotline, where reports can be made anonymously if the reporter so chooses.

We further stress the importance of ethical conduct with annual mandatory e-learning:

- **Code of Conduct**
- **Anti-Corruption & Anti-Bribery**

Board Diversity

DEI is fundamental to our culture, our structure, our values, the way we operate; and our commitment to DEI starts at the very top of our organization with our Board of Directors. In 2020, we appointed an additional woman to our Board of Directors. Women now make up approximately 30% of our Board.

Data Privacy & Security

2020 HIGHLIGHTS:

- **Third-party review & achievement of FedRAMP Ready**
- **Robust third-party audit program (e.g., ISO27001, SOC1, SOC2, HIPAA, ITAR, SOX, PCI, and TUV)**
- **Cybersecurity Awareness month that included training, blogs, and competition**
- **Securely transitioned to a 100% remote workforce (temporarily)**
- **86% employees compliant with Information Security e-learning**

2021 PRIORITIES:

- **Full FedRAMP Moderate Authorization**
- **Organizational Wide Data Flow Mapping**
- **CSA Star Privacy Assessment**
- **Internal Corporate and Product Privacy Audits**
- **100% employees compliant with Information Security e-learning**

Privacy and security of the data we protect is a core mission we strive for at Coupa. Coupa maintains robust data privacy and security policies, programs, and practices designed to protect the sensitive information entrusted to us. We are committed to providing our BSM platform to customers in compliance with applicable laws and regulations, including the EU's General Data Protection Regulation and the California Consumer Privacy Act.

Coupa's Security and Compliance programs provide strategic direction to ensure that objectives are achieved, risks are appropriately managed, organizational resources are responsibly utilized, and our enterprise security program is strategically monitored. Our programs support oversight and accountability while strengthening relationships with internal and external stakeholders and protecting the interests of our business.

Our risk management program for data privacy and security, which includes all people, processes, and technology, is supported by the Coupa Information Security Management System (ISMS). This program seeks to:

- **Protect customer and partner data**
- **Provide transparency on our approach to data privacy**
- **Eliminate and/or reduce risk throughout Coupa**
- **Monitor and report on our risk posture for continuous improvement**

DATA PRIVACY

Coupa is committed to ensuring that we comply with global and regional data processing standards and governance. Coupa proactively reviews and audits our usage of customer data and corporate data to build in our privacy controls from the ground up.

Our **Privacy Policy** describes how Coupa collects, uses, discloses, and protects personal information submitted to us. We seek to help our customers and their users understand how we achieve data privacy compliance as a processor and how the Coupa platform enables our customers to achieve data privacy compliance as a controller.

DATA SECURITY

Our customers trust Coupa to manage their important financial transactions and information, and keeping their data secure is always a top priority. We have a multitude of security policies and controls in place to help ensure their data remains safe. Our data security infrastructure includes certification programs, data center security infrastructure, secure coding practices, and strict security measures for our Cloud Operations. We also require annual Information Security training for Coupa employees.

Safeguarding Data

Coupa maintains a compliance-first safeguarding policy for customer data. Third-party subprocessors must go through a rigorous security onboarding review process. Coupa leverages Community Intelligence and advanced analytics from the Coupa Community to uncover instant insights. As part of this process, we apply the following industry best practices and principles:

- **Data anonymization**
- **De-Identification of personal data**
- **Privacy and Compliance by Design**
- **Data minimization**



There's no more important mission than ensuring our customers can trust Coupa's platform to protect their business and keep their data safe.



— Ken Ricketts, Chief Information Security Officer

Certification Programs

Coupa operates independently from our Infrastructure as a Service (IaaS) providers. We maintain our own information security policy and enforce security and controls through our own procedures. For these reasons, both Coupa and our IaaS providers undergo regular, intensive certification programs for controls relevant to financial reporting and security. We have invested heavily in compliance certification programs, including ISO27001, SOC1, SOC2, HIPAA, ITAR, SOX, PCI, and TUV.

In order to provide our customers with full transparency, we regularly participate in voluntary external certification programs. For example, we completed the Cloud Security Alliance's (CSA) STAR self-assessment and achieved Federal Risk and Authorization Management Program (FedRAMP) Ready status in 2020.

Physical Security

The security of physical data centers is also a high priority. Physical access to our IaaS providers' data centers is strictly controlled using video surveillance, intrusion detection systems, and other electronic security measures to ensure safety and security. Visitors and contractors to these facilities are tightly controlled. Facilities also feature fire detection and suppression systems, fully redundant power systems, and climate and temperature controls to ensure data remains safe and secure.

Secure Coding Practices

Coupa's development team follows security processes that are aligned with best practices, including OWASP (Open Web Application Security Project). For example, developers leverage both static and dynamic code analysis using a vulnerability scanner to review code in our software development pipeline. This tool statically analyzes application code during development to identify potential security issues. Coupa developers utilize best practices to help protect customer data and ensure it is handled securely and safe from third-party attacks.

Secure Cloud Operations

Coupa enforces tight operating system-level security by maintaining a minimal number or access point to all production servers. All operating systems are maintained and hardened by disabling or removing unnecessary users, open ports, and processes. Coupa employees do not have direct access to production equipment, databases, or customer data, except where necessary for system management, maintenance, and backups. Access to Coupa networks and applications is controlled by authentication mechanisms, and access to information systems is controlled by an authentication system and multi-factor authentication. Access reviews are performed on a quarterly basis to provide for appropriate segregation of duties.

Security Awareness Spotlight



In October of 2020, we engaged employees during National Cyber Security Awareness Month to provide them with knowledge and tools to enhance customer protection and the security of our platform. As part of this effort, we:

- **Sent weekly articles about privacy and security topics**
- **Held security contests throughout the month**
- **Facilitated brown bag events and happy hours**
- **Participated in dialogue via various Slack channels**
- **Shared updated resources and content on our internal Security page**

Risk Management

2020 HIGHLIGHTS:

- **Launched new Enterprise Risk Management structure**

2021 PRIORITIES:

- **Safe return to office amidst global pandemic**
- **Integration of ESG risks into overall risk management function**

Risk Management is a key priority at Coupa across our legal, security, and privacy teams, with oversight at the Board level, specifically with the Audit Committee. The Enterprise Risk Management (ERM) program oversees Coupa's practices with respect to enterprise risk assessment and risk management. Additionally, we have an internal audit function that oversees Coupa's practices with respect to financial reporting, accounting, and auditing matters (i.e., Sarbanes-Oxley requirements).

As part of this, the Audit Committee will review with management:

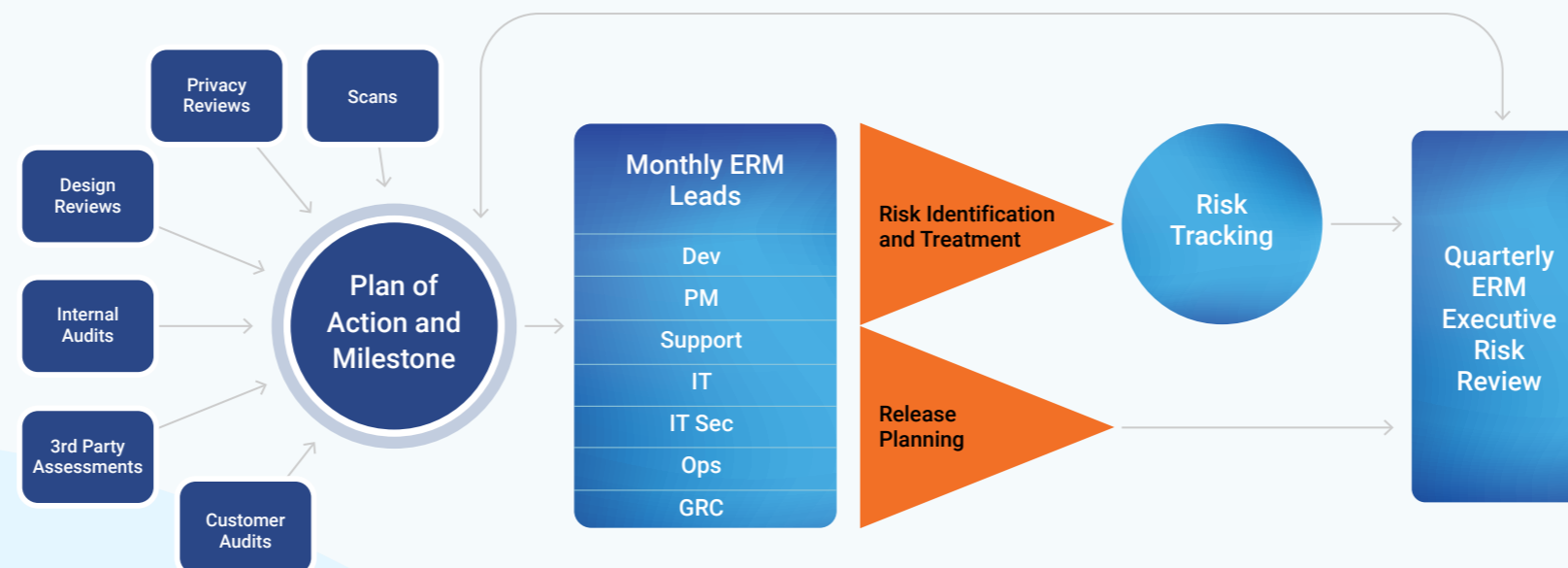
- **The Company's significant risk exposures, the processes around the management and monitoring of such risks, and steps management has taken to monitor, control, and mitigate such exposures (including through the Company's enterprise risk management framework).**
- **The allocation of responsibilities for specific risk areas across the Company's management, the Board, and committees of the Board.**
- **The risks related to cybersecurity.**

We have a formal ERM team that facilitates our risk management activities. Our risk management approach includes: quarterly meetings with senior management to assess potential business risk disclosures, quarterly ERM risk reviews, quarterly Audit Committee update meetings, and an annual presentation to our Board of Directors. The ERM program is run by our Chief Information Security Officer (CISO), who is supported by our Chief Legal Officer.

Risk assessment and risk treatment are applied to assets used within the organization or which could

have an impact on our information security. Our risk management program is implemented through various risk assessments, internal process reviews, third-party assessments, and ongoing risk monitoring.

We also discuss ESG risks in our Sustainability Working Group meetings and maintain a Business Continuity plan that covers the key personnel, resources, services, and actions required to maintain critical business processes and operations.



Intellectual Property Protection

Protection of intellectual property protection is critical to innovation. Without protection of our ideas, we would not be able to fully monetize our technology or focus on further building out our platform. For these reasons, intellectual property protection remains an important business priority.

We rely on a combination of trade secrets, patents, copyrights, trademarks, and contractual protections to establish and protect our intellectual property rights. We require our employees, consultants, and other third parties to enter into confidentiality and proprietary rights agreements and control access to software, documentation, and other proprietary information. We pursue the registration of domain names, trademarks, and service marks in the United States and in various jurisdictions outside the United States and actively seek patent protection covering inventions originating from our company. We require employees and independent contractors to sign agreements assigning to us any inventions, trade secrets, works of authorship, developments, and other processes generated by them on our behalf, and agreeing to protect our confidential information. Further, we control and monitor access to, and distribution of, our software, documentation, and other proprietary information through the use of internal and external controls.

Appendix

External initiatives

WE SUPPORT



Since 2020, Coupa has been a signatory of the UN Global Compact, supporting the Ten Principles on human rights, labor, and anti-corruption.



SASB Index

The Sustainability Accounting Standards Board (SASB) framework enables businesses to identify, manage, and communicate financially-material sustainability information to investors. The below index maps our current disclosures for key relevant ESG topics from the Software & IT Services industry standards. We will evaluate additional metrics as needed for future reporting.

TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	RESPONSE
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	TC-SI-130a.1	Energy & Emissions
	Discussion of the integration of environmental considerations into strategic planning for data center needs	Discussion and Analysis	n/a	TC-SI-130a.3	Energy & Emissions
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	Discussion and Analysis	n/a	TC-SI-220a.1	Data Privacy & Security
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	n/a	TC-SI-230a.2	Data Privacy & Security
Recruiting & Managing a Global, Diverse & Skilled Workforce	Employee engagement as a percentage	Quantitative	Percentage (%)	TC-SI-330a.2	90% Talent & Culture
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Quantitative	Reporting currency	TC-SI-520a.1	2021 Form 10-K (pg. 11) Intellectual Property
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Quantitative	Number, Days	TC-SI-550a.1	Data Privacy & Security Uptime: 99.99% (2020 average)
	Description of business continuity risks related to disruptions of operations	Discussion and Analysis	n/a	TC-SI-550a.2	2021 Form 10-K (pg. 18) Risk Management

GRI Index

The Global Reporting Initiative (GRI) Standards represent a wide range of standard ESG disclosures to help companies report on their impacts. In this first report, we completed an initial mapping to the relevant GRI Standards disclosures based on our ESG priorities, which were determined by a materiality assessment. We will continue to evaluate and improve upon our disclosures in future reports.

INDICATOR	DESCRIPTION	RESPONSE
General Disclosures		
Organizational Profile		
102-1	Name of the organization	Coupa Software Incorporated
102-2	Activities, brands, products, and services	Our Company Our Products
102-3	Location of headquarters	1855 S. Grant Street, San Mateo, CA 94402, USA
102-4	Location of operations	Our Company Our Offices
102-5	Ownership and legal form	2021 Form 10-K
102-6	Markets served	Our Company
102-7	Scale of the organization	Our Company
102-8	Information on employees and other workers	Our Company
102-9	Supply chain	Sustainable Procurement Modern Slavery Statement
102-10	Significant changes to the organization and its supply chain	2021 Form 10-K
102-12	External initiatives	External Initiatives Additional Information on Coupa.com
102-13	Membership of associations	External Initiatives Additional Information on Coupa.com

GRI Index

INDICATOR	DESCRIPTION	RESPONSE
Strategy		
102-14	Statement from senior decision-maker	CEO Letter
102-15	Key Impacts, risks, and opportunities	2021 Form 10-K (pg. 18) Risk Management Materiality and Stakeholder Engagement
Ethics & Integrity		
102-16	Values, principles, standards, and norms of behavior	Our Core Values
Governance		
102-18	Governance structure	Nominating and Corporate Governance Committee Charter ESG Governance
102-20	Executive-level responsibility for economic, environmental, and social topics	ESG Governance
102-21	Consulting stakeholders on economic, environmental, and social topics	Materiality and Stakeholder Engagement
102-22	Composition of the highest governance body and its committees	ESG Governance
102-23	Chair of the highest governance body	ESG Governance
102-24	Nominating and selecting the highest governance body	ESG Governance 2021 Proxy Statement
102-26	Role of highest governance body in setting purpose, values, and strategy	ESG Governance Nominating and Corporate Governance Committee Charter
102-27	Collective knowledge of highest governance body	Board of Directors

GRI Index

INDICATOR	DESCRIPTION	RESPONSE
102-29	Identifying and managing economic, environmental, and social impacts	ESG Governance Nominating and Corporate Governance Committee Charter
102-30	Effectiveness of risk management processes	Risk Management
102-35	Remuneration policies	Talent & Culture 2021 Proxy Statement
Stakeholder Engagement		
102-40	List of stakeholder groups	Materiality and Stakeholder Engagement
102-42	Identifying and selecting stakeholders	Materiality and Stakeholder Engagement
102-43	Approach to stakeholder engagement	Materiality and Stakeholder Engagement
102-44	Key topics and concerns raised	Materiality and Stakeholder Engagement
Reporting Practices		
102-45	Entities included in the consolidated financial statements	2021 Form 10-K
102-46	Defining report content and topic boundaries	About this report
102-47	List of material topics	Materiality and Stakeholder Engagement
102-48	Restatements of information	Not applicable
102-49	Changes in reporting	Not applicable
102-50	Reporting period	January 1, 2020 to December 31, 2020. In certain instances, data is reported against the Company's fiscal year, February 1, 2020 to January 31, 2021. These instances are noted in the report.
102-51	Date of most recent previous report	Not applicable, this is our first report.

GRI Index

INDICATOR	DESCRIPTION	RESPONSE
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	sustainability@coupa.com
102-54	Claims of reporting in accordance with GRI standards	GRI Referenced About this Report
102-55	GRI content index	GRI index
102-56	External assurance	This 2020 report has not been externally assured, however, the Company is exploring it for future reporting
Management Approach		
General Requirements for reporting management approach	If management approach disclosures are combined for a group of material topic, state which topics are covered by each disclosure. If there is no management approach for a material topic, describe any plans to implement and reasons for not having	ESG Strategy Materiality and Stakeholder Engagement
103-1	Explanation of the material topic and its Boundary	ESG Strategy Materiality and Stakeholder Engagement
103-2	The management approach and its components	ESG Strategy Materiality and Stakeholder Engagement
103-3	Evaluation of the management approach	ESG Strategy Materiality and Stakeholder Engagement
Technical-Specific Standards		
Economic		
205-2	Communication and training about anti-corruption policies and procedures	Ethical Conduct Code of Conduct

GRI Index

INDICATOR	DESCRIPTION	RESPONSE
Environmental		
Energy		
302-1	Energy consumption within the organization	Energy & Emissions
302-3	Energy intensity	Energy & Emissions
302-4	Reduction of energy consumption	Energy & Emissions
Emissions		
305-1	Direct (Scope 1) GHG emissions	Energy & Emissions
305-2	Energy indirect (Scope 2) GHG emissions	Energy & Emissions
305-3	Other indirect (Scope 3) GHG emissions	Energy & Emissions
305-4	GHG emissions intensity	Energy & Emissions
305-5	Reduction of GHG emissions	Energy & Emissions
Social		
Employment		
401-1	New employee hires and employee turnover	Talent & Culture
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Talent & Culture
Training and Education		
404-1	Average hours of training per year per employee	Talent & Culture Diversity, Equity, and Inclusion
404-2	Programs for Upgrading Employee Skills & Transition Assistance Programs	Talent & Culture Diversity, Equity, and Inclusion

GRI Index

INDICATOR	DESCRIPTION	RESPONSE
Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	Talent & Culture Diversity, Equity, and Inclusion
Child Labor		
408-1	Operations & Suppliers at Significant Risk for Incidents of Child Labor	Modern Slavery Statement
Forced or Compulsory Labor		
409-1	Operations & Suppliers at Significant Risk for Incidents of Forced or Compulsory Labor	Modern Slavery Statement
Human Rights Assessment		
412-1	Operations That Have Been Subject to Human Rights Reviews or Impact Assessments	Human Rights Modern Slavery Statement
412-2	Employee training on human rights policies or procedures	Human Rights Modern Slavery Statement
Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programs	Volunteerism & Philanthropy
Supplier Social Assessment		
414-2	New Suppliers That Were Screened Using Social Criteria	Supplier Code of Conduct Human Rights Sustainable Procurement

United Nations Global Impact (UNGC) Index

1. STATEMENT OF CONTINUED SUPPORT BY THE CHIEF EXECUTIVE OFFICER

CEO Letter
Sustainable Development Goals Alignment

2. DESCRIPTION OF ACTIONS

Human rights

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

Ethical Conduct
Human Rights
Code of Conduct
Supplier Code of Conduct
Modern Slavery Statement

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

Ethical Conduct
Human Rights
Code of Conduct
Supplier Code of Conduct
Modern Slavery Statement

Labor

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

Sustainable Procurement
Human Rights
Talent & Culture, Diversity
Equity, and Inclusion
Ethical Conduct

Principle 4: The elimination of all forms of forced and compulsory labor;

Sustainable Procurement
Human Rights
Talent & Culture
Diversity, Equity, and Inclusion
Ethical Conduct

United Nations Global Impact (UNGC) Index

Principle 5:	The effective abolition of child labor; and	Sustainable Procurement Human Rights Talent & Culture, Diversity Equity, and Inclusion Ethical Conduct
Principle 6:	The elimination of discrimination in respect of employment and occupation.	Sustainable Procurement Human Rights Talent & Culture Diversity, Equity, and Inclusion Ethical Conduct
Environment		
Principle 7:	Businesses should support a precautionary approach to environmental challenges;	Sustainable Business Spend Management Energy & Emissions Sustainable Procurement Waste
Principle 8:	Undertake initiatives to promote greater environmental responsibility; and	Sustainable Business Spend Management Energy & Emissions Sustainable Procurement Waste
Principle 9:	Encourage the development and diffusion of environmentally friendly technologies.	Sustainable Business Spend Management Energy & Emissions Sustainable Procurement Waste
Anti-corruption		
Principle 10:	Businesses should work against corruption in all its forms, including extortion and bribery.	Ethical Conduct Code of conduct Supplier Code of Conduct
3. MEASUREMENT OF OUTCOMES		
		GRI Index SASB Index