



2024 Sustainability Report



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A message from our CEO

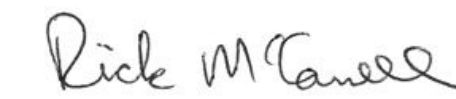
At Dynatrace, we're driven by our purpose to enable flawless and secure digital interactions. In everything we do, we strive to innovate with passion, engage with purpose, and win with integrity. We embrace our corporate responsibility, and we believe the steps we're taking today to invest in sustainable practices will create a lasting positive impact for our customers, stockholders, employees, and global communities.

Dynatrace is proud to serve more than 4,000 customers, representing many of the world's largest organizations in over 100 countries. As we continue to scale, we're committed to doing so in a sustainable, equitable, and ethical way.

This 2024 Sustainability Report builds on last year's inaugural report, which assessed our current state and outlined our sustainability priorities and focal areas. Since last year's report, we've continued to invest time, resources, and tools to advance our progress in three key pillars: Sustaining our environment; People, culture, and community; and Governance and ethics. We've made improvements in all three areas, including the following:

- We obtained third party verification for our greenhouse gas (GHG) emissions and increased the number of our workplaces powered by 100% renewable energy or located in LEED-certified buildings.
- We continued to transform our People & Culture function, which included hiring our first Diversity, Equity, Inclusion and Belonging (DEIB) leader and completing our first global employee engagement survey to help us determine how we can improve as a company.
- We posted responsible AI principles on our website and established an AI Governance Council to expand our focus on practices and organizational accountability in this rapidly changing area.

In this report, we celebrate these wins and continue to focus on the work we still need to do. Together, we remain committed to making measurable strides towards a more sustainable future.



Rick McConnell
Chief Executive Officer



About Dynatrace

Dynatrace exists to make the world's software work perfectly. Our end-to-end platform combines broad and deep observability and continuous runtime application security with Davis® hypermodal AI to provide answers and intelligent automation from data at an enormous scale. This enables innovators to modernize and automate cloud operations, deliver software faster and more securely, and ensure flawless digital experiences. That is why the world's largest organizations trust Dynatrace® to accelerate digital transformation.

MISSION, PURPOSE, VISION, AND VALUES

- Our **mission** is to deliver answers and intelligent automation from data
- Our **purpose** is to enable flawless and secure digital interactions
- Our **vision** is a world where software works perfectly
- Our **values** are Innovate with Passion, Engage with Purpose, and Win with Integrity

BY THE NUMBERS

19 years

Founded in 2005

2019

Public company listed on the New York Stock Exchange (symbol: DT)

4,000+

customers in more than 100 countries

~4,700

employees in more than 30 countries

\$1.5B

Total annual recurring revenue (ARR); total revenue of \$1.4 billion

Employee data is as of March 31, 2024, which was the end of our fiscal year 2024 (FY24). Total ARR and total revenue are for our FY24.

INDUSTRY RECOGNITION

- Positioned furthest for Completeness of Vision and highest in Ability to Execute in the [2024 Gartner® Magic Quadrant™ for Observability Platforms](#). This is the 14th consecutive time that Gartner has named Dynatrace a Leader in this report.¹
- Ranked #1 across 3 of 5 use cases in the [2024 Gartner Critical Capabilities for Observability Platforms Report](#).²
- Named a Leader in the Inaugural [2024 Gartner Magic Quadrant for Digital Experience Monitoring](#) for Completeness of Vision and Ability to Execute.³
- Recognized in the 2024 Constellation Research ShortLists™ for [Observability](#), [AIOPs](#), and [Digital Performance Management](#).⁴

Attribution and disclaimers can be found on [page 50](#).

LEARN MORE

Watch our [Power of Possible](#) streaming event to learn how Dynatrace customers are transforming their businesses with the platform built for all data, all teams, and all possibilities.

You can also learn more about us at:

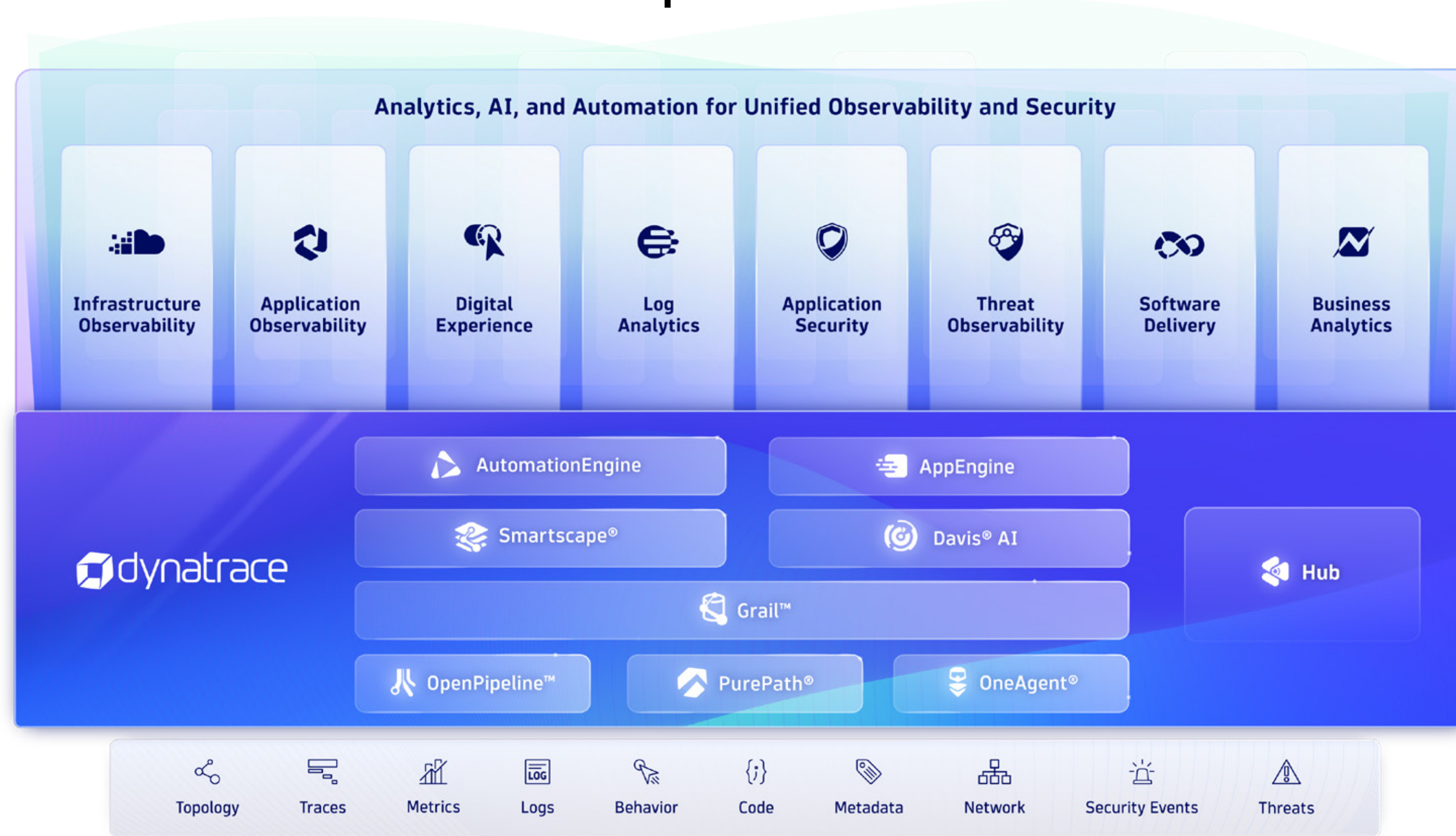


dynatrace.com/news/blog

dynatrace.com/news/webinar

ir.dynatrace.com

Our platform



ARTIFICIAL INTELLIGENCE (AI)

Our Davis® AI engine is the observability and security industry's first hypermodal AI, converging fact-based, predictive AI and causal AI insights with generative AI capabilities.

We believe Davis AI boosts productivity across business, development, security, and operations teams by delivering generative AI recommendations fueled by precise context from predictive AI and causal AI techniques that reflect the unique attributes of each organization's hybrid and multcloud ecosystem. Davis AI also simplifies and accelerates tasks, such as creating automations and dashboards, to enable people to focus on higher-value activities for faster, better, and more secure innovation.

For more information regarding how Dynatrace continues to be mindful of ethical considerations and responsible use of AI, please see the "[Responsible AI](#)" section of this report.

For additional information about our use of AI at Dynatrace, please visit our [website](#) and [blog](#).

About our Sustainability Report

This is our second annual Sustainability Report. This report details the sustainability topics that most significantly impact our business and our stakeholders. Our report last year was called a Global Impact Report and we changed the name for this year's report to put more focus and emphasis on sustainability.

This report covers our fiscal year 2024 (FY24), which started on April 1, 2023 and ended on March 31, 2024, as well as other developments and progress that have occurred through October 31, 2024.

We prepared this report in reference to the Sustainability Accounting Standards Board (SASB) Software & IT Services Sustainability Accounting Standard, Version 2023-12, and in reference to the Global Reporting Initiative (GRI) Standards.

In this report, references to "Dynatrace," the "company," "we", and "our" are to our parent company Dynatrace, Inc. and its subsidiaries. References to "Dynatrancers" refer to our global employees.

Please see the ["Additional Information"](#) section of the Appendix to this report for additional disclosures.



Our sustainability strategy

VISION AND APPROACH

We believe that focusing on sustainability is part of our responsibility as a global company. We group our material sustainability topics into the three key pillars described below. With these topics at the forefront, we have embedded our sustainability strategy in our business priorities, mission, purpose, vision, and values.



SUSTAINING OUR ENVIRONMENT

We are focused on implementing environmentally sustainable practices in our operations and better understanding and looking for ways to reduce our impact on the environment.



PEOPLE, CULTURE, AND COMMUNITY

As part of our human capital management strategy, we have prioritized a number of initiatives to help provide each Dynatrace employee with tools and pathways to progress in their role.



GOVERNANCE AND ETHICS

We are focused on continuously strengthening the governance and compliance structures of our business, which we believe help us earn and maintain the trust of our customers, investors, and other stakeholders.

Materiality

We previously conducted a materiality assessment that helped us identify the sustainability risks and opportunities that we believe are of highest priority to both our business and our stakeholders. As part of that process, we gathered detailed feedback from a broad range of internal and external stakeholders, which has guided our sustainability strategy. These stakeholders reflected a broad range of internal and external voices – employees, customers, suppliers, investors, and sustainability analysts. In our FY23, we received additional stakeholder feedback, which we used to update our materiality matrix.

Our top sustainability topics for purposes of this report are the following (in alphabetical order):

- Board structure and composition
- Data privacy and security
- Employee diversity
- Employee training and development
- Energy and climate
- Ethics and compliance
- Talent attraction and retention
- Workplace culture

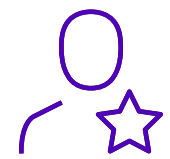
Over the next few months, we plan to conduct a double materiality assessment to update our material sustainability topics and to prepare for future reporting under the EU's Corporate Sustainability Reporting Directive (CSRD).



Stakeholder engagement

We regularly engage with our stakeholders on a variety of different topics that are of interest to them. Stakeholder engagement is an important part of how we think about and continuously develop our sustainability strategy. Our investor outreach efforts are primarily led by our head of Investor Relations and have included our Chief Financial Officer, Chief Legal Officer, Board Chair (who is also the Chair of the Nominating and Corporate Governance Committee), and the Chair of the Board's Compensation Committee. These efforts result in meaningful conversations, and feedback received is discussed by the Board or, as applicable, the Nominating and Corporate Governance Committee or Compensation Committee.

Stakeholders that we engage with regarding sustainability topics include:



EMPLOYEES

- Town Hall updates
- Functional/department communications
- Listening sessions
- Employee engagement surveys
- Slack and other types of internal communication tools



CUSTOMERS

- Discussions to understand customer focuses and priorities
- Conferences and events
- Dynatrace website and webinars



PARTNERS

- Discussions to understand partner focuses and practices
- Conferences and events



SUPPLIERS

- Discussions to understand supplier practices
- Conferences and events



INVESTORS

- External reporting through earnings releases and webcasts, annual and quarterly reports, proxy statement, and other disclosures
- Outreach meetings involving senior management and members of our Board
- Dynatrace website



SUSTAINABILITY ANALYSTS AND OTHER FIRMS

- Questionnaires, surveys and other information requests
- Reports, ratings and scores

Sustaining our environment

We believe that environmental sustainability and accountability are critical for our future. Our environmental focuses include our **carbon footprint, clean energy, and workplace sustainable practices**. Our Sustainability Steering Committee (which we discuss further in the “Governance and Ethics” section of this report) oversees Dynatrace’s environmental initiatives and cross-functional collaboration. This approach leverages internal business owner knowledge and experience to establish alignment with strategic priorities.

Since the publication of last year’s report, in addition to increasing the number of our sustainable workplaces, we took the following important steps in our environmental journey:

- We added third party limited assurance/verification of our FY24 GHG emissions data;
- We launched a new global employee interest group called the Green Team, which is focused on environmental sustainability; and
- Working with our external climate advisor, we began evaluating potential paths to reduce our GHG emissions and potential alignment to science-based targets.

We know there is more we can do to mitigate our environmental impacts, and we are focused on strengthening our efforts in the years ahead.



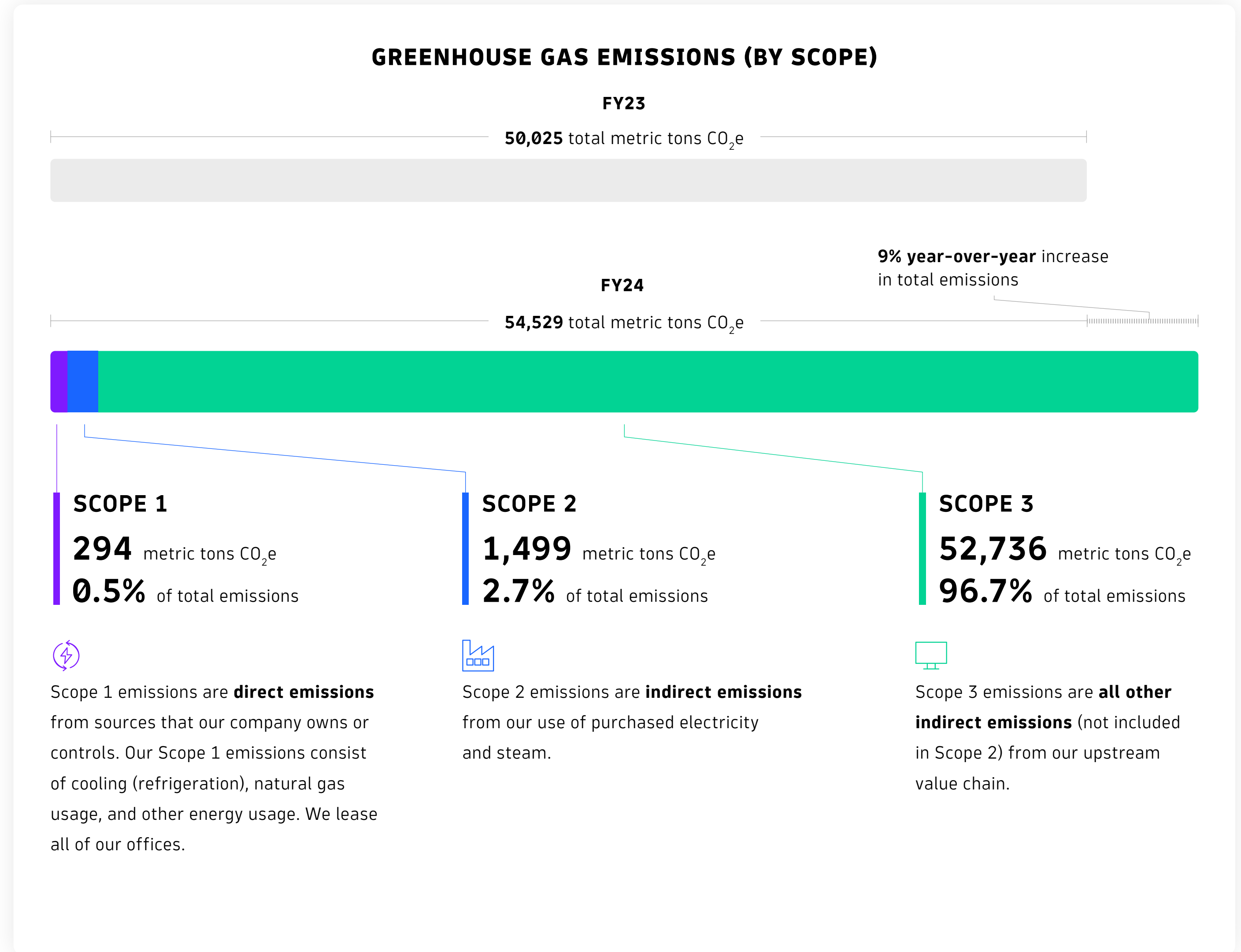
Carbon footprint

We believe that initiatives to reduce the carbon footprint of our operations not only help sustain our planet, but also help our customers who are looking to measure and reduce their own carbon footprints and those of their supply chains.

Measuring and tracking our carbon footprint are foundational steps in our environmental strategy. In FY23, we conducted an inventory baseline analysis of our GHG emissions. The data on this page and the next page, which was calculated by our company and Watershed (a leading enterprise climate technology platform), provides insights into our environmental footprint for FY24 (which reflected a 9% total GHG emissions increase compared to FY23). These calculations are consistent with the GHG Protocol Corporate Accounting and Reporting Standard and the GHG Protocol Corporate Value Chain Standard.

We engaged an independent third-party firm, Apex Companies, LLC (Apex), to verify our FY24 greenhouse gas emissions (GHG), which are set forth in this report. Apex verified our Scope 1 GHG emissions, Scope 2 GHG emissions that were location-based and market-based, and Scope 3 GHG emissions. Apex provided our company with a [limited assurance verification opinion](#), which is posted on the Dynatrace website.

Certain totals in this section may not add to 100% due to rounding.



Greenhouse gas emissions (by scope)

Scope 1 and 2 by region

	METRIC TONS CO ₂ e	% OF SCOPE 1 AND 2
Europe, Middle East, and Africa	1,041	58.1%
North America	679	37.9%
Asia Pacific	73	4.1%
TOTAL	1,793	100%

Scope 3 by category

	METRIC TONS CO ₂ e	% OF SCOPE 3
Purchased goods and services¹	29,320	55.6%
· Cloud hosting	8,301	15.7%
Business travel^{1,2}	17,516	33.2%
Capital goods¹	1,444	2.7%
Employee commuting³	3,406 (location-based) 3,456 (market-based)	6.5% 6.6%
Fuel and energy-related activities	661 (location-based) 635 (market-based)	1.3% 1.2%
Upstream leased assets¹	146 (location-based) 157 (market-based)	0.3%
Waste generated in operations¹	208	0.4%
TOTAL	52,701 (including location-based) 52,736 (including market-based)	100%

¹Carbon emissions from purchased goods and services (including cloud hosting), business travel, capital goods, and waste generated in operations are estimated on a spend-based approach from financial data.

²Business travel includes emissions from air and rail travel, car rentals, hotel stays, and other types of ground transportation.

³The majority of emissions reflected in the employee commuting category are estimates associated with our employees working remotely from home on a hybrid basis. The remainder of these emissions are estimates associated with employees commuting to and from a Dynatrace office.

Greenhouse gas emissions intensity

The GHG emissions intensity metrics provided below are based on headcount (per full-time employee) and per \$1 million of revenue. Compared to FY23, these metrics decreased 1.1% and 11.7%, respectively, year over year. This reflects our company producing less GHG per employee and generating more revenue while emitting less GHG.

	Metric tons CO ₂ e	
	PER FULL-TIME EMPLOYEE	PER \$1 MILLION OF REVENUE
Scope 1	0.1	0.2
Scope 2	0.3	1.1
Scope 3	11.6	36.7
TOTAL	12	38

Workplace sustainable practices

LEED-CERTIFIED BUILDINGS

We have offices in more than 60 locations in over 30 countries around the world.

We lease all of our office space, and we prioritize space in buildings certified by Leadership in Energy and Environmental Design (LEED) or a local equivalent. These certifications provide a framework for energy efficient and environmentally friendly buildings. Our current LEED certified offices include Vienna, Austria, and Denver, Colorado and we are planning to move into a new LEED certified office in Detroit, Michigan in 2025.



ENCOURAGING A GREEN COMMUTE

We encourage our employees to adopt green commuting practices when possible. Our Austrian employees (~26% of our staff) can receive either an annual country-wide public transportation pass or an annual gift certificate if they walk, cycle, or travel using public transportation to work. We believe this initiative has reduced the number of car commutes by a third for most of our Austrian offices.

In our U.S. offices, we offer a pre-tax incentive program for public transit commuting. In our Denver, Colorado, and Mountain View, California offices, we also offer a public transit subsidy program.

Some of our office locations include EV charging stations for electric vehicles and facilities that support green commutes, such as bike racks, showers, and changing rooms.

SOURCING CLEAN ENERGY

Renewable energy reduces our carbon footprint and supports the transition to a more sustainable global energy system. We estimate that 47% of our total energy consumption in FY24 was from renewable sources. In FY24, all of our offices in Austria and our office in Estonia used 100% renewable energy.



RECYCLING AND WASTE MANAGEMENT

As part of our environmental and security initiatives, we strive to recycle or reuse our corporate IT equipment (computers, monitors, phones, etc.) across all of our global office locations. We engage third party vendors that certify to us that they follow applicable laws and standards for the recycling or destruction of e-waste, which helps dispose of hazardous substances and minimize our environmental impact. In several locations throughout EMEA, Dynatracerers have the opportunity to purchase our upcycled hardware through an internal auction. We donate the proceeds from some of these auctions to local charities.

We also have measures for recycling and waste management in our offices, such as separate containers for different types of waste generated.

SUPPORTING SUSTAINABLE LOCAL VENDORS

In Austria, Spain, and Estonia, we are collaborating with sustainable local vendors as part of our efforts to support small eco-friendly businesses. This initiative not only promotes environmental sustainability but also strengthens local economies by empowering small enterprises.



The Green Team

Together, we can have a positive impact on our planet. We recently launched a new employee interest group – open to all Dynatrace employees worldwide. The goal of the Green Team is to make a positive contribution to sustainability and environmental protection.

We have Green Team ambassadors around the world who are focused on initiatives such as waste reduction and energy saving. Within just a few weeks of the group's launch, more than 200 Dynatracerers signed up for the group's Slack channel to connect, share information, and collaborate.

The Green Team plans to implement initiatives locally and across the company.



Sustainability and the Dynatrace Platform

The Dynatrace platform, as a fully cloud-native solution, enhances sustainability by utilizing highly optimized hyperscaler infrastructure and through AI-powered observability. We have an extensive track record and significant expertise constructing and operating the Dynatrace platform on Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP).

- As we continuously develop the Dynatrace platform, we remain focused on sustainability-related improvements, such as transitioning to AWS Graviton-based EC2 instances. According to AWS, these instances achieve up to 60% energy savings compared to similar EC2 instances, while maintaining equivalent performance.
- We support our customers' transitions to the cloud as part of their digital transformations. Hyperscaler infrastructure can help customers achieve higher hardware utilization rates, better power and cooling efficiencies, and greater use of carbon-free energy sources compared to typical on-premises data centers.
- We utilize predictive, causal, and generative AI, which helps our customers gain detailed insights as to how their cloud resources and data centers are being utilized within one platform.
- When we expand to new cloud regions, we consider sustainability-related factors as part of our decision-making process in selecting a particular location.

The screenshot displays the Carbon Impact App interface. At the top, it shows 'Carbon footprint' with metrics for 'Megagrams CO₂e in selected time period' (10.89k) and 'Megagrams CO₂e in previous time period' (10.67k), with a change of +220.73. Below this, 'AWS cloud cost' is shown as \$127.06k for both periods, with a change of 0. The right side features 'Optimization recommendations' with 'Observed idling' (5 hosts, 1.18 emissions, 21.6 cost) and 'Identified for scale-down' (5 hosts, 5.04 emissions, 1.66 cost). The dashboard includes four line charts: 'Accumulated carbon footprint over time', 'Carbon versus business KPI', 'Accumulated cloud cost over time', and 'Cloud cost versus business KPI'. A legend at the bottom identifies 'Carbon' and 'Cost'.

Carbon Impact App

Dynatrace has developed the Carbon Impact app, a tool designed to measure, understand, and act on the energy consumption and carbon emissions generated by hybrid and multicloud infrastructures. The app leverages host utilization metrics to provide detailed insights into the energy usage and associated carbon footprint of IT operations.

To learn more about the [Carbon Impact app](#), visit our website.

People, culture, and community

Our company's vitality is fueled by the empowered, enthusiastic, and innovative Dynatracer who represent the more than 30 countries in which we operate. In FY24, we identified and implemented more strategic and meaningful ways to transform our people, culture, and community initiatives while remaining anchored in expanding our global footprint and focused on long-term growth.

Our most senior leaders, including our Chief Executive Officer and Chief People Officer, are visible and engaged advocates of our human capital management strategy, which includes: **inspiring employee engagement, driving career growth and leadership development, attracting and retaining the right talent, and creating a diverse and inclusive environment.**



Progress since our last report



PEOPLE

- We welcomed a senior DEIB Leader who is focused on cultivating, embedding, and prioritizing inclusive practices
- We provided Diversity, Equity and Inclusion compliance training to all of our employees
- We launched three cohorts of an Accelerated Leadership Development Program, offering access to learning and 1x1 executive coaching to our Dynatrace Extended Leadership Team and other emerging leaders in the company



CULTURE

- We established a Global Inclusion Council to support our strategic vision for fostering an environment where diversity is celebrated, equity is upheld, and a sense of belonging is felt by all
- We hosted CEO-driven listening sessions to encourage constructive dialogues that fuel the workplace experience
- We completed our first employee engagement survey, the results of which are helping us reflect and continuously improve as an organization
- We developed a new Culture Code and related learning pathways tied to our values for both employees and people leaders
- We hosted company-wide global culture parties that were broadcast across all regions for Dynatrancers to embrace and celebrate our diversity



COMMUNITY

Community service and volunteering allow us to share our skills, passion, and resources to help benefit others, whether they are underprivileged members of society or underrepresented communities in the technology space. Through our Dynatrace Volunteer Time Off Program, Dynatrancers can engage in paid time off to engage in supportive activities that enhance and service communities in which we live and work.

Since our last report, Dynatracer community service and volunteering have included volunteering at local food banks, spending time with the elderly, promoting awareness for cleaner and healthier local waterways, supporting individuals with disabilities, mentoring and coaching individuals who might not have access to certain resources, organizing clothing and gift packages, and wrapping holiday presents for children in a special care home.

Recognition

For many years, third party organizations have recognized Dynatrace as an employer of choice around the globe.

During our fiscal year 2024:

COMPARABLY

We won four of Comparably's workplace awards: Global Culture, Best Teams for Engineering, Best Teams for HR, and Best Teams for Product & Design.

GREAT PLACE TO WORK®

We received 13 Great Place to Work® certifications and the award for Best Workplaces in Tech in Spain and Best Workplaces for Young Talents in Austria.

BEST PLACES TO WORK

We were named Best Places to Work in Boston, San Francisco, and Colorado by Built In.

LINKEDIN AND KUNUNU

We were named a top company in Austria by LinkedIn and kununu.



Brand and Culture

At Dynatrace, we recognize that a strong employer brand is vital for attracting and retaining top talent. Our brand reflects our commitment to a vibrant workplace culture that prioritizes innovation, collaboration, and inclusivity.

CULTURE AS A FOUNDATION

Our culture is built on transparency and respect, fostering an environment where every employee feels valued. We actively promote open communication, encouraging team members to share ideas and feedback. This collaborative spirit not only enhances employee engagement but also drives our collective success.

EMPLOYER VALUE PROPOSITION (EVP)

Dynatrace's EVP highlights our dedication to professional growth, work-life balance, and diversity. We offer robust career development opportunities and support initiatives that empower employees to thrive both personally and professionally. This commitment to our workforce strengthens our reputation as an employer of choice.

ENHANCING EMPLOYEE EXPERIENCE

We focus on creating a positive employee experience from onboarding through career progression. Engagement surveys and feedback mechanisms allow us to understand and respond to employee needs effectively. By prioritizing wellbeing and inclusivity, every team member can contribute to their fullest potential.

Sue Quackenbush, our Chief People Officer, prioritizes the voice of our people. She is committed to creating safe spaces where honest dialogue is valued and respected. Across our regions, Sue has hosted HonestTEA sessions, which are small group employee discussions focused on increasing access and open honest dialogue. These discussions are also focused on regional needs and how to build strong cultural awareness and inclusion.



OUR PODCAST

Real Talks

Hear from the people behind the tech in a [podcast series](#) hosted by Sue Quackenbush, our Chief People Officer.

Step into the world of those who shape our culture and innovate on our platform. Get to know our team members, discover what motivates them, and get insights into the #DynatraceLife.

Listen on your favorite platform:



Inspiring employee engagement

DYNATRACE WORK MODEL

The Dynatrace Work Model is our program that articulates different modalities of working. The Dynatrace Work Model has hybrid and remote options and is designed to support increased connection and collaboration, drive cultural vibrancy, and support innovation, all while enabling a flexible work approach. We continually evaluate this model to balance these objectives.



WORKPLACE DESIGN

We developed a global design and quality standard for our workspaces for all Dynatrace operated offices. This standard allows for local adaptations based on regional requirements and cultural nuances. Our goal is to create dynamic and inclusive environments that foster collaboration and innovation by providing the right spaces to meet both employee and organizational needs, while ensuring great experiences.

OFFICE LEADERSHIP COMMUNITY

We are enhancing our global network of office leadership teams to facilitate communication and knowledge sharing across our Dynatrace-operated office locations. We also believe this program will enhance leadership at the local level. As part of this new program, we are also supporting and encouraging local initiatives and activities by our offices.

MOMENTS THAT MATTER

At Dynatrace, we're committed to making every day meaningful for our team, and every team member excited about contributing to our vision. We identified five key "Moments that Matter" in our employees' journey that we believe significantly enhances enthusiasm and happiness,

from joining the company to receiving feedback to celebrating important life events. Our goal is to create a vibrant employee experience throughout the lifecycle.

[Hear from Dynatracers](#) as they share personal stories highlighting these special moments in their career journeys.

MEASURING EMPLOYEE ENGAGEMENT

To track how our team feels connected to Dynatrace and our leadership, and the support that they feel in their roles, we've introduced recurring internal global surveys. The scores achieved from anonymous responses are our benchmark in our yearly evaluations, and the insights are our guide to pinpointing specific areas where we can improve and elevate our engagement and support system.

Driving career growth and leadership development

GLOBAL CAREER FRAMEWORK

We've developed our Global Career Framework in response to a need for aligned roles across Dynatrace and clear visibility into career paths. This framework offers a transparent map, helping Dynatrancers pinpoint their current positions, navigate their advancement opportunities, and identify transition possibilities for internal job rotations.

PERFORMANCE ENABLEMENT

In FY24, we launched a successful pilot of Performance Enablement to help us strengthen the growth and development of our employees. This experience, which we plan to launch to the full company in FY25, includes goal setting, continuous coaching, feedback conversations, and a collaborative year-end review.

CONTINUOUS LEARNING

At Dynatrace, we embrace a culture of continuous learning.

Peer-to-Peer-Learning is important to Dynatrace. We launched a new Global Mentoring Program in which nearly 600 Dynatrancers have enrolled. Mentoring allows us to engage with purpose by fostering connections, exchanging ideas and perspectives, and learning from one another.

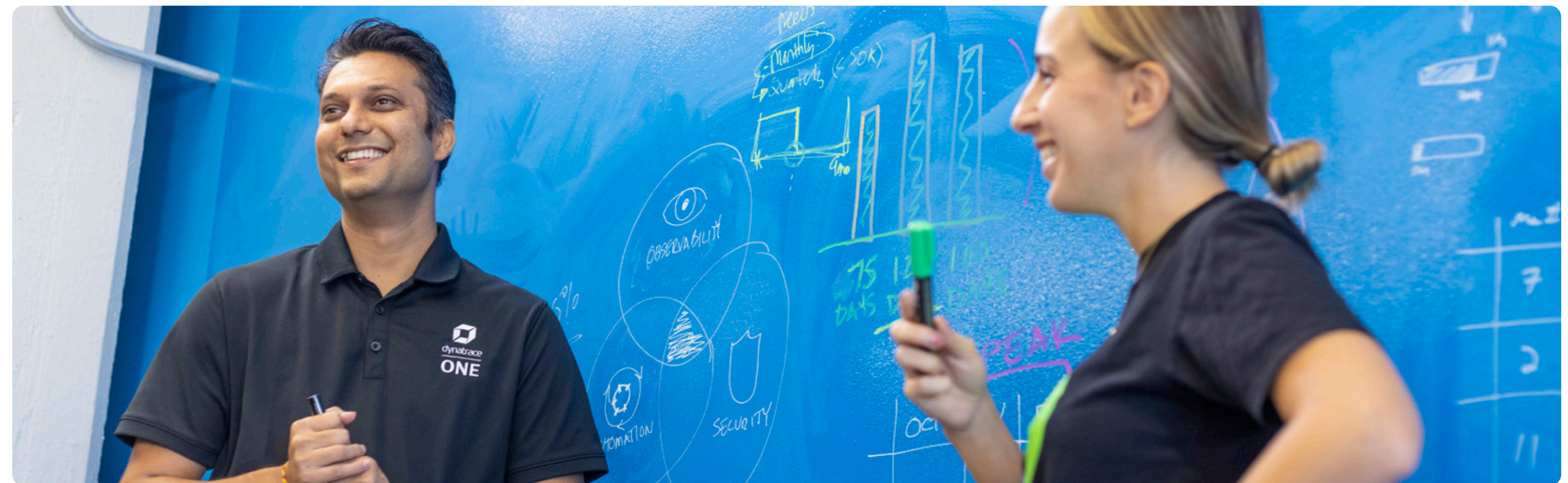
We promote internal communication skills through the training of facilitators who conduct workshops for other colleagues and develop digital learning materials. We also have an internal speakers' club called DynaTalk.

We offer an intensive six-month professional development program (PDP) to provide a select group of promising, entry-level Dynatrancers with a solid foundation and skills training to pursue a career in technical service and customer enablement. During the training program, participants are paired with a PDP graduate for mentorship and support and can learn from our industry-leading professionals.

We see the development of future leaders as a must, so we also offer initiatives such as hybrid, global leadership training.

We offer Dynatrancers a comprehensive, global, and scalable learning solution that includes access to thousands of online courses for every role and level. Employees can also use Dynatrace University to develop skills to monitor, manage, and analyze Dynatrace customer environments.

We also require Dynatrancers to complete a set of mandatory training courses each year.



Attracting and retaining the right talent

In today's competitive landscape, we believe one of the keys to sustaining growth and innovation lies in our approach to engaging top-tier professionals. At Dynatrace, scaling effectively requires us to attract and keep the right talent to meet our business needs. We are focused on resonating with the diverse needs and aspirations of those who we believe will propel us forward as a leader.

GLOBAL CONNECTIONS

To cultivate global connections, we're committed to creating spaces for meaningful interactions, especially in remote settings. Responding to the need for more intentional remote engagement, we've introduced initiatives such as Remote Connect Clubs to strengthen bonds among remote employees, and Employee Resource Groups (ERGs) for various interests and identities. We discuss our ERGs in more detail later in this section.

WELLNESS

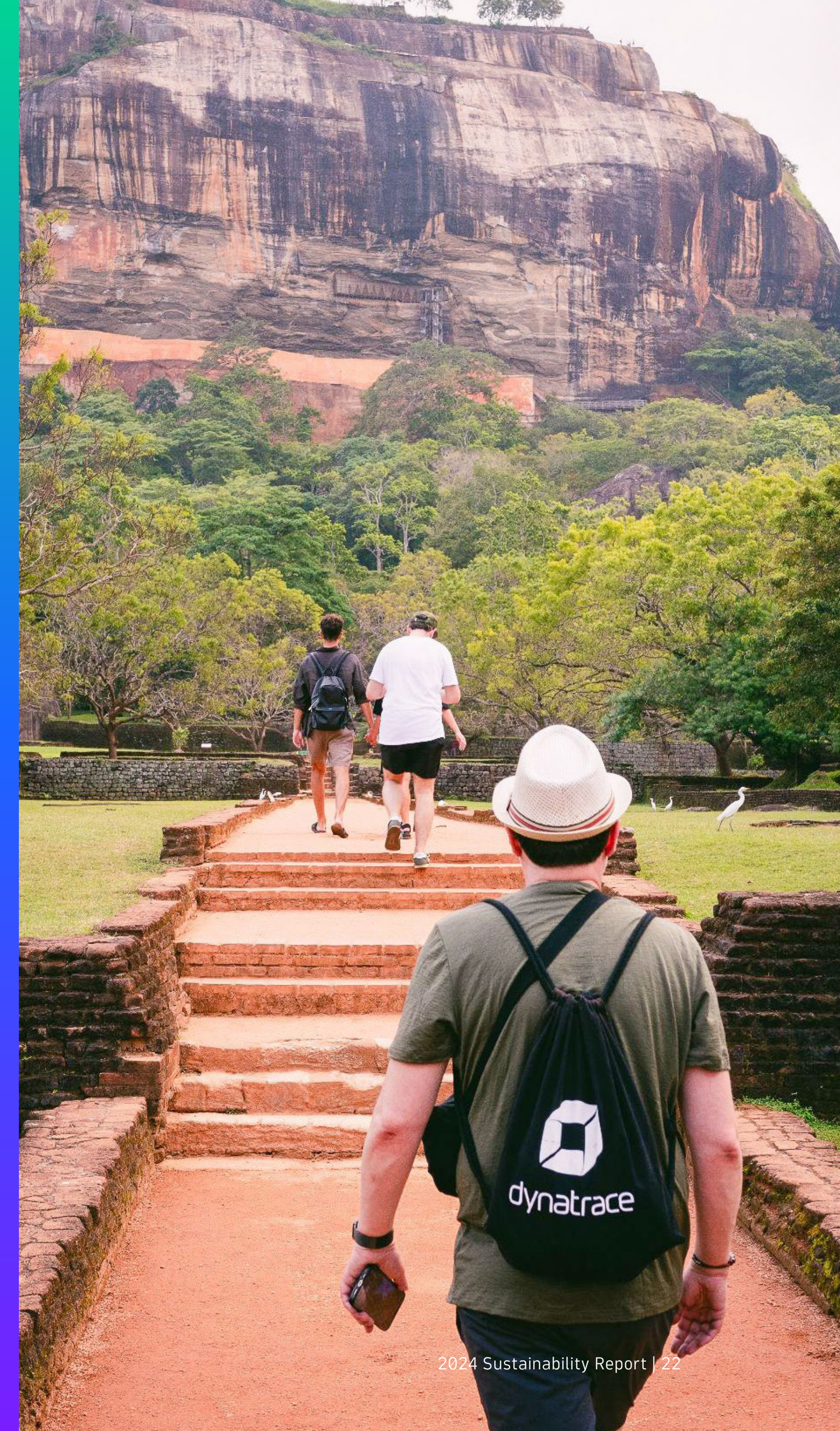
We value the health and well-being of our employees. We believe in providing the environment and resources to help Dynatrancers push boundaries, tackle challenges, and drive innovation, all while staying happy, healthy, and balancing what's important to them outside of work. As part of our focus in this area, we provide employees with quarterly, company-designated Wellness Days to disconnect from work and recharge. Dynatrancers have used Wellness Days for outdoor activities, spending time with family and friends, and working on creative projects.

We've also identified August as our Wellness Month, which encourages physical, emotional, and mental health by highlighting activities available for Dynatrancers globally – from free yoga, stress relief training, ergonomics resources, and more.

COMPENSATION AND BENEFITS

Our compensation program is designed to attract, reward, and retain talented individuals who possess the skills necessary to support our business, contribute to our strategic goals, and create long-term value for our stockholders.

We provide employees with industry-competitive compensation and benefits, including retirement savings programs, the opportunity to invest in Dynatrace at a discount through our Employee Stock Purchase Plan, and medical, dental, vision, and life and disability plans. Our benefits vary around the world due to local country regulations and cultural preferences.



Creating a diverse and inclusive environment

At Dynatrace, we pride ourselves on providing a culture that empowers our employees, fosters inclusion across the entire career experience, and services the communities we impact.

Our presence across 30+ countries affords us invaluable insight into the lived experiences and perspectives of diverse communities around the globe.

We continue to foster a work environment where everyone is included, valued, and afforded equal opportunity to thrive. Earlier this year, we welcomed Shuntasha Phillips in a newly created role as our Senior Director of DEIB, leading Dynatrace's efforts to foster a more inclusive and equitable workplace for current and future Dynatracers. Shuntasha brings an extensive background in organizational diversity improvement and is passionate about creating an environment where everyone feels valued, respected, and empowered to reach their full potential.



"The culture of an organization is fueled by its core values and the priority placed on inclusion and belonging. **As a DEIB leader, my goal is to build a legacy of inclusion** anchored in integrity, honesty, and fairness and focus efforts on those who have been historically underrecognized."

— **Shuntasha Phillips**

Senior Director, Diversity, Equity & Inclusion



Mike Croke
Dynatrace One
Co-chair



Willie Hicks
Solutions Engineering
Co-chair



Nishant Rama
Solutions Engineering
Co-chair



Delia Yan
Talent Acquisition
Co-chair



Matthew Caffiero
Sales Development



Ricardo Julia
Solutions Engineering



Colleen Kozak
Transformation Office



Veronika Leibetseder
Workplace Experience

DIVERSITY, EQUITY, INCLUSION, AND BELONGING

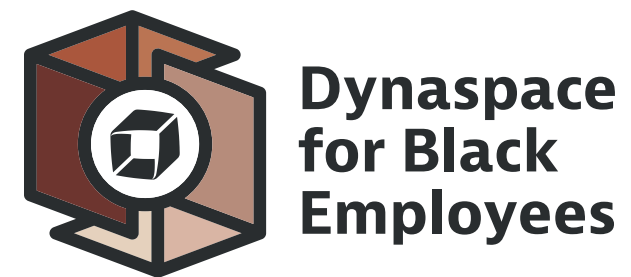
Global Inclusion Council

Earlier this year, we also formed a new Global Inclusion Council. The Global Inclusion Council is comprised of passionate advocates who are dedicated to fostering an environment where diversity is celebrated, equity is upheld, inclusion is practiced, and a sense of belonging is felt by all. They work collaboratively with the Senior Director of DEIB to support global DEIB initiatives, elevate accountability, and embed DEIB in our people and business operations.

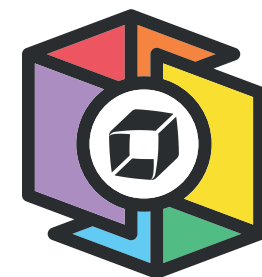
EMPLOYEE RESOURCE GROUPS

Integral to our DEIB program are our employee resource groups (ERGs) or “Dynaspaces.” Our ERGs are dedicated to uniting those with shared values, experiences, or identities, and their allies, across Dynatrace. These groups enable employees to collectively raise key topics and priorities to the company’s management team, build community, and provide mentorship, all to encourage Dynatrancers to bring their best work selves to work.

In FY24, our Dynaspaces hosted a diverse range of engaging events, including lunch and learns, panel discussions, and trivia celebrations. These events covered important topics such as LGBTQ+ rights and the empowerment of women in the workplace.



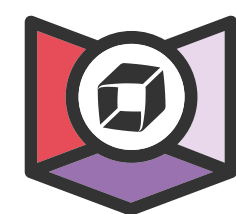
**Dynaspace
for Black
Employees**



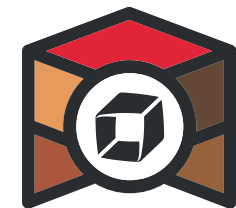
**Dynaspace
for LGBTQ+**



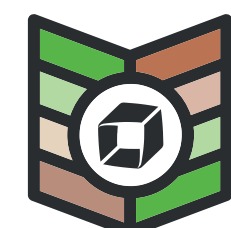
**Dynaspace
para Latinos**



**Dynaspace
for Women**



**Dynaspace
for People
of Color**



**Dynaspace
for Veterans**



ERG SPOTLIGHT

Dynaspace for Women

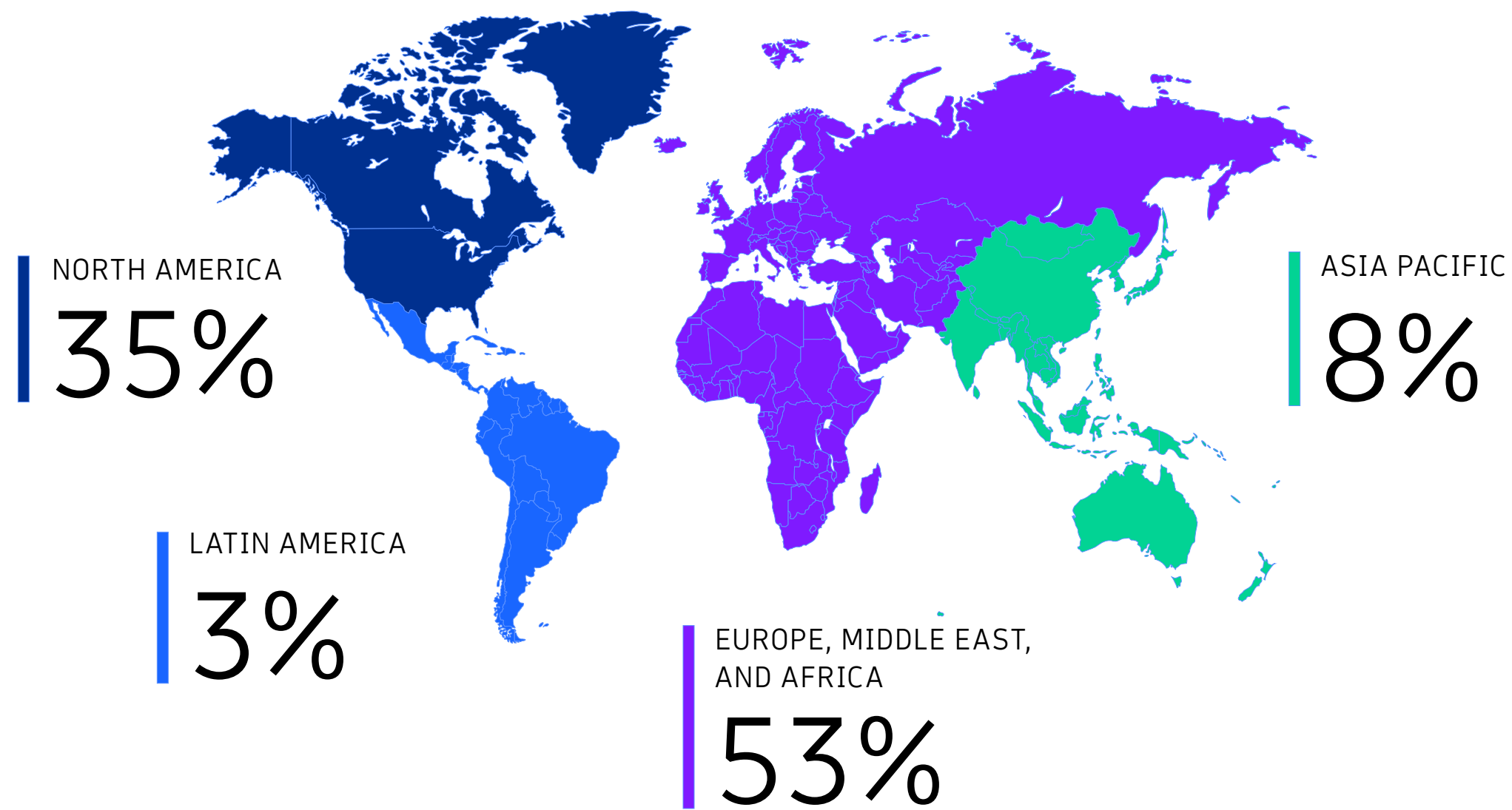
Dynaspace for Women aims to spotlight the achievements of women in Dynatrace as well as support philanthropic work within our communities to get more women involved in tech and foster a more diverse and inclusive workplace.

During 2024, Dynaspace for Women inspired inclusion year-round through our Empower Hour: Dynaspace Talk Show, by creating space for mentorship, inspiration, and networking for women in tech at Women & Tech Meet Ups, by supporting the next generation of female tech leaders through partnership with Girls in Tech, and by partnering with our Dynaspace for Black Employees and Sistas in Sales to empower women of color in sales by building intersectional community, sisterhood, and success.

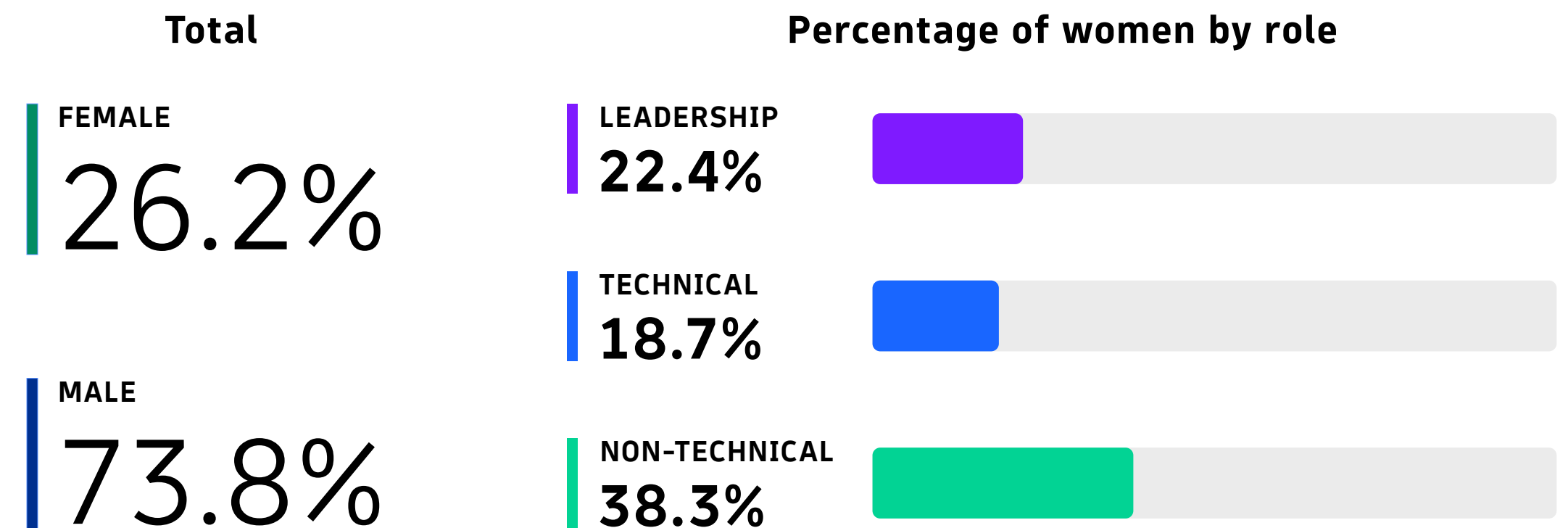
Employee diversity data

As of March 31, 2024, we had approximately 4,700 full-time, part-time, and temporary employees.

EMPLOYEES BY REGION



EMPLOYEES BY GENDER (GLOBAL)



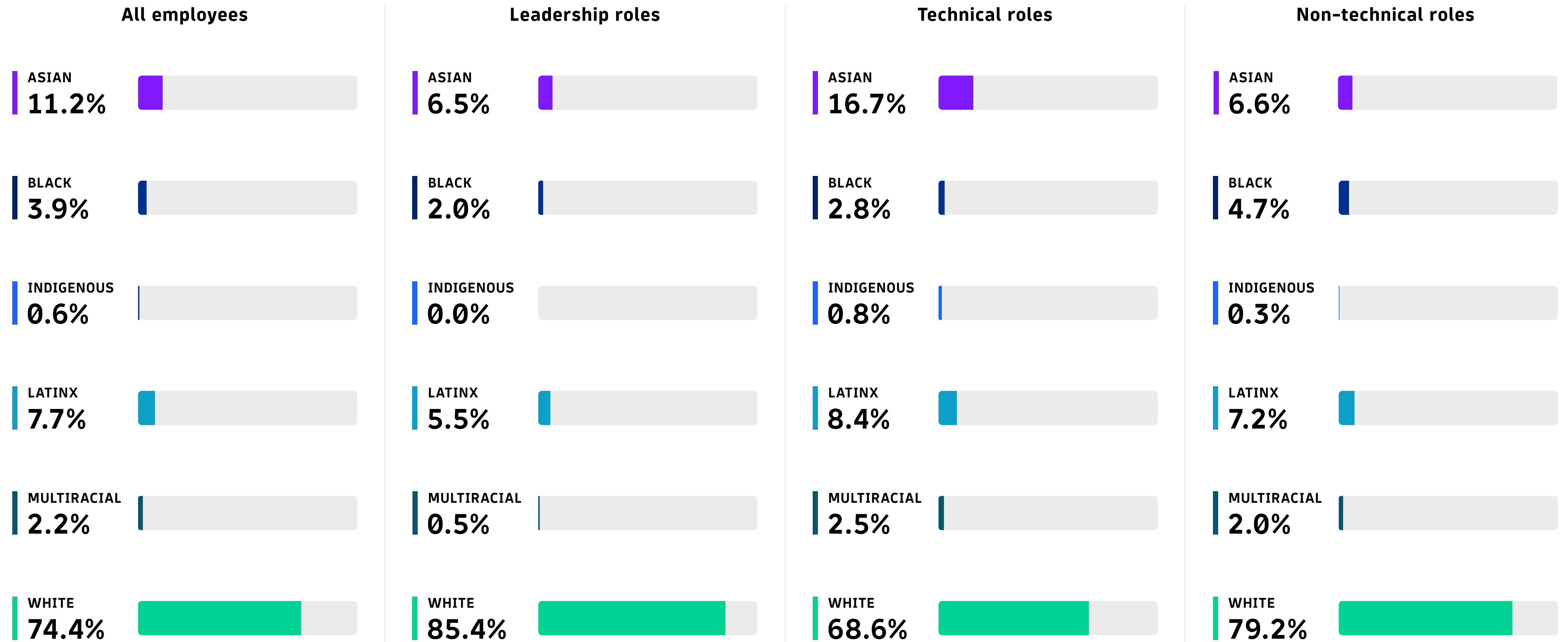
 **32.7%** of our new hires in FY24 were women.

Our company recognizes that gender is non-binary and is actively working to reflect non-binary and other gender diverse options in our future reporting. Data in this section of the report reflects EEO-1 categories used in gender reporting to the U.S. government in addition to non-U.S. employee gender data through self-reporting mechanisms.

Leadership roles are Director-level or above. Technical roles include R&D (Engineering & Product), Services, Customer Support, and Corporate IT. Non-technical roles are all employees who are not in technical roles.

Certain totals in this section may not add to 100% due to rounding.

ETHNICITY (U.S.)



Community

Volunteering by Dynatracer over the last year have included the following:

WALTHAM (UNITED STATES)

During the holiday season, Dynatracer supported the Massachusetts Department of Children and Families' Wonderfund gift giving program by donating new toys for children in need.

MAIDENHEAD (UNITED KINGDOM)

Dynatracer in the UK volunteered time at the Thames Valley Adventure Playground, a local non-profit organization dedicated to supporting children and adults with mild to profound disabilities.

LINZ, KLAGENFURT, AND INNSBRUCK (AUSTRIA)

Dynatracer volunteered at the Long Night of Sciences 2024 in Linz, Klagenfurt, and Innsbruck, Austria.

SINGAPORE

A Dynatracer team supported The Food Bank in Singapore.

DETROIT (UNITED STATES)

The Dynatracer Detroit Business Insights team packed boxes and provided meals at the Gleaners Community Food Bank.

SÃO PAULO (BRAZIL)

On World Water Day, Dynatracer volunteered with Projeto Limpeza na Represa in São Paulo to help clean up one of the banks of the Guarapiranga Reservoir in the south of the city.



Increasing representation in our industry

We want to help make a career in technology a greater possibility for women and underrepresented groups. Our commitment to this area includes the following:

- We are helping elevate the next generation of women in tech through resume workshops with Latinas in Tech and job shadowing with Girls Who Code.
- We aim to increase female and ethnic representation across our industry through our support and sponsorship of Sistas in Sales and CodeWomen. Our Sistas in Sales events in Barcelona and New York brought together communities of female sales professionals from around the world. We were part of powerful panels, shared personal experiences and insights, provided networking opportunities, and empowered women of color in sales to succeed.
- We hosted a meetup for the Women&TECH community in Colorado, which featured Dynatrace leaders with experience in operations, cybersecurity, engineering, sales and go-to-market. We shared learnings on navigating career growth and overcoming challenges.
- We participated in Her Tech Circle's Career Kickstarter in Sydney, Australia – an event that connects women who are passionate about technology and offers them career growth opportunities through community partners.
- Our Science, Technology, Engineering, Art and Mathematics (STEAM) education team participated in the Digital Mile STEAMweek by hosting local students at our engineering headquarters in Linz, Austria. We ran several workshops through the week, focusing on robotics, programming, and creativity.

This work is just the start of our focus in this area.



Governance and ethics

Governance and ethics are foundational to our sustainability programs and in supporting our company mission, purpose, vision, and values. We believe our practices help us earn and maintain the trust of our stockholders, customers, and other stakeholders.

In this section, we describe our approach to **Board and corporate governance**, how we manage risk with respect to **data protection, privacy and cybersecurity, and technology disruptions**, and some of the policies and procedures that we have in place to maintain our **ethics and compliance** standards. We also discuss our governance of AI in this section.



Board and corporate governance

Our company's business and affairs are managed by or under the direction of our Board, acting on behalf of our stockholders. Our Board has delegated authority and responsibility to our company's officers to manage the company's day-to-day affairs. Our Board has an oversight role and does not perform or duplicate the tasks of the CEO or senior management.

Our Board currently consists of eight members, seven of whom are non-employee, independent directors. Our Chief Executive Officer is the only executive director. Our Board Chair is an independent director who is primarily responsible for overseeing the operations and affairs of our Board and acting as a liaison between management and our Board.

Our Board believes that having a mix of directors with complementary backgrounds, experiences, identities, and opinions is necessary to meet its oversight responsibilities. We believe our Board collectively possesses the experience, qualifications, and skills needed for Dynatrace's business and strategy.

Our Board also believes that diversity in its membership is important to serving the long-term interests of stockholders.

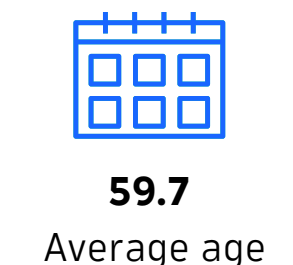
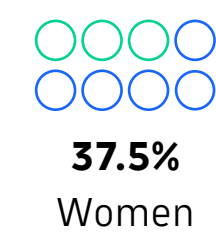
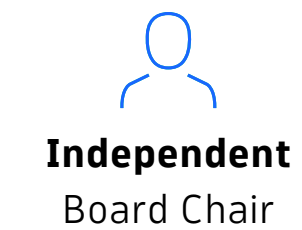
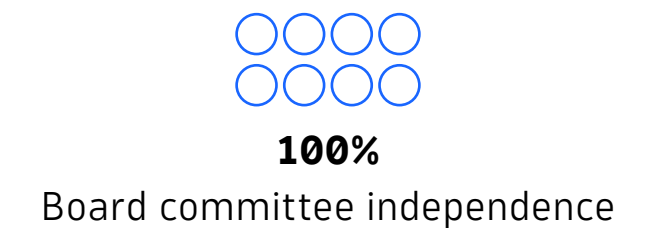
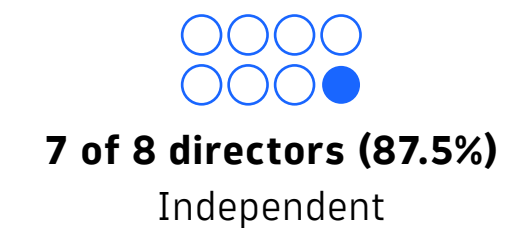
- 50% of our Board members identify either as women or a member of an underrepresented group.
- Three of our eight directors self-identify as a woman and two have Board leadership positions – the Chair of our Board and the Chair of the Nominating and Corporate Governance Committee, Jill Ward, and the Chair of our Cybersecurity Committee, Kirsten Wolberg. In September 2024, we appointed Lisa Campbell as a new director.

Our Board has four standing committees:

- Audit
- Compensation
- Cybersecurity
- Nominating and Corporate Governance

Each of our Board committee members is independent. Each of our Board committee charters and other relevant governance policies can be found in the [corporate governance](#) section of our Investor Relations website.

Board highlights*



*As of October 31, 2024

RISK OVERSIGHT

Risk is inherent to every business. We face a number of risks, including risks relating to our financial condition, development, and commercialization activities, operations, strategic direction, and intellectual property. Dynatrace's management is responsible for the day-to-day management of risks we face, while our Board, as a whole and through its committees, has responsibility for the oversight of risk management. In its risk oversight role, our Board has the responsibility to satisfy itself that the risk management processes designed and implemented by management are adequate and functioning as designed.

The role of our Board in overseeing the management of our risks is conducted primarily through committees of the Board. We have a comprehensive enterprise risk management (ERM) program to identify, prioritize as to likelihood and magnitude, and continuously monitor the various short-term and long-term risks that Dynatrace faces and how they are being addressed.

The full Board (or the appropriate board committee in the case of risks that are under the purview of a particular committee) discusses with management the company's

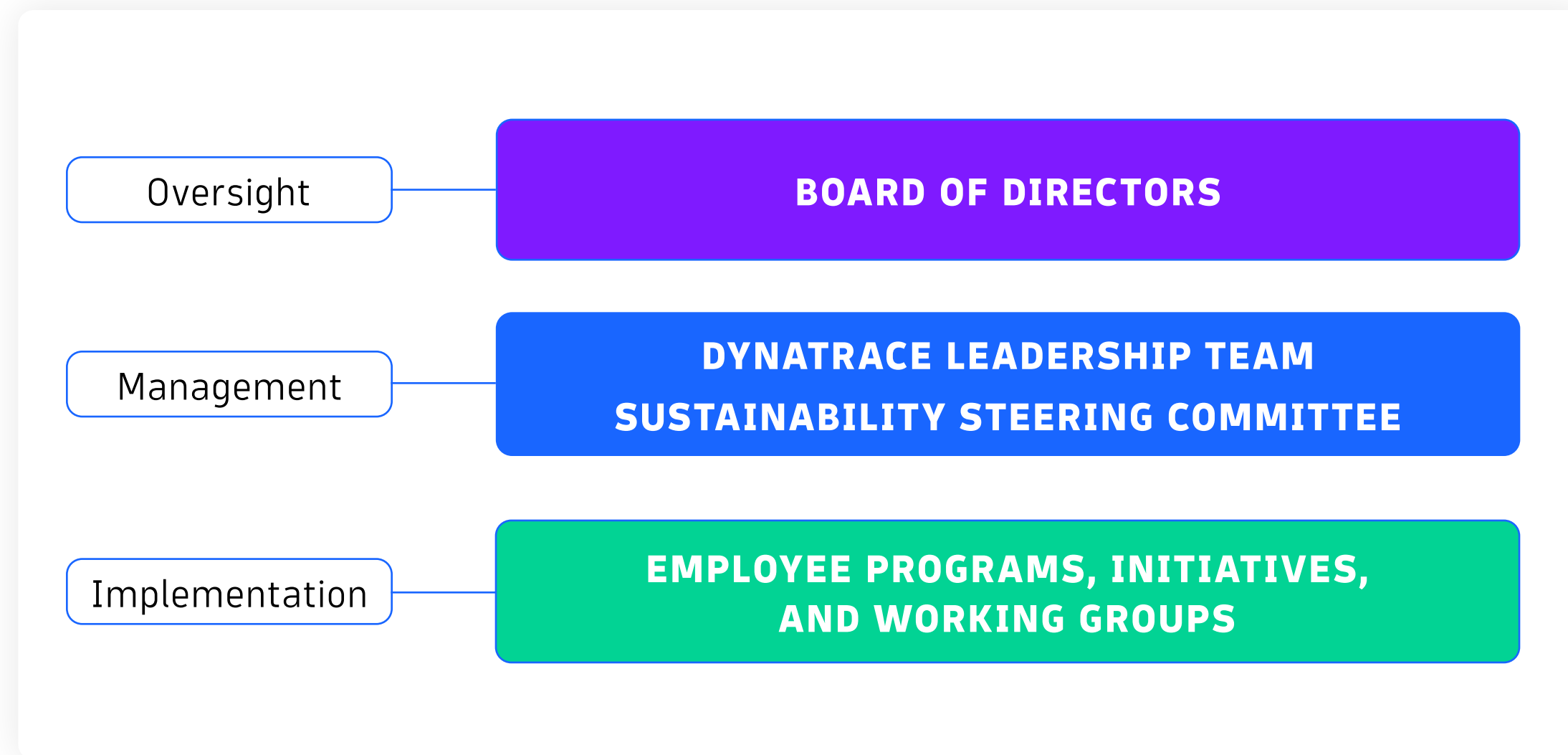
major risk exposures, their potential impact on Dynatrace, and the steps that the company is taking to manage them. When a committee of our Board is responsible for evaluating and overseeing the management of a particular risk or risks, the chair of the relevant committee reports on the committee meeting to the full Board. This enables the Board and its committees to coordinate the risk oversight role, particularly with respect to risk interrelationships.



SUSTAINABILITY OVERSIGHT

Sustainability at Dynatrace is overseen by management as well as by our Board of Directors. Day-to-day sustainability action items, including data collection, strategy, and goal-setting activities, are led by sustainability initiative business owners across the company.

We have a cross-functional Sustainability Steering Committee that guides our approach and drives our initiatives. The Sustainability Steering Committee comprises representatives from key business areas, including Legal, People and Culture, Investor Relations, Product, and Marketing. This committee reports on our progress to the Dynatrace Leadership Team (which is led by our CEO) to align our sustainability strategy with our core business goals.



The table below shows how the top tier sustainability topics from our most recent materiality assessment are overseen by the Board and three of its committees. Our Board’s Nominating and Corporate Governance Committee provides primary oversight for our sustainability strategy, policies, practices, and related disclosures.

	BOARD	AUDIT	CYBERSECURITY	NOMINATING AND CORPORATE GOVERNANCE
Sustainability strategy, reporting, policies, and practices				✓
Board structure and composition				✓
Data privacy and security	✓		✓	
Employee diversity	✓			
Employee training and development	✓			
Ethics and compliance	✓	✓	✓	
Talent attraction and retention	✓			
Workplace culture	✓			

Additional information on the composition and responsibilities of our Board and its committees and our corporate governance practices can be found in the Dynatrace [FY24 annual report](#) on Form 10-K, in the [proxy statement](#) for our 2024 annual meeting of stockholders, and in the corporate governance section of our Investor Relations website.

Data protection, privacy and cybersecurity

DATA PROTECTION AND PRIVACY

Our customers trust us to help them innovate and operate more efficiently. Integral to this trust is our ability to help keep their data safe and to provide features in our platform that align to their data protection and privacy requirements.

As data protection and privacy regulations evolve in a fast-changing technology landscape with increasingly complex international data flows, we are continually investing in updated features for our Dynatrace platform.

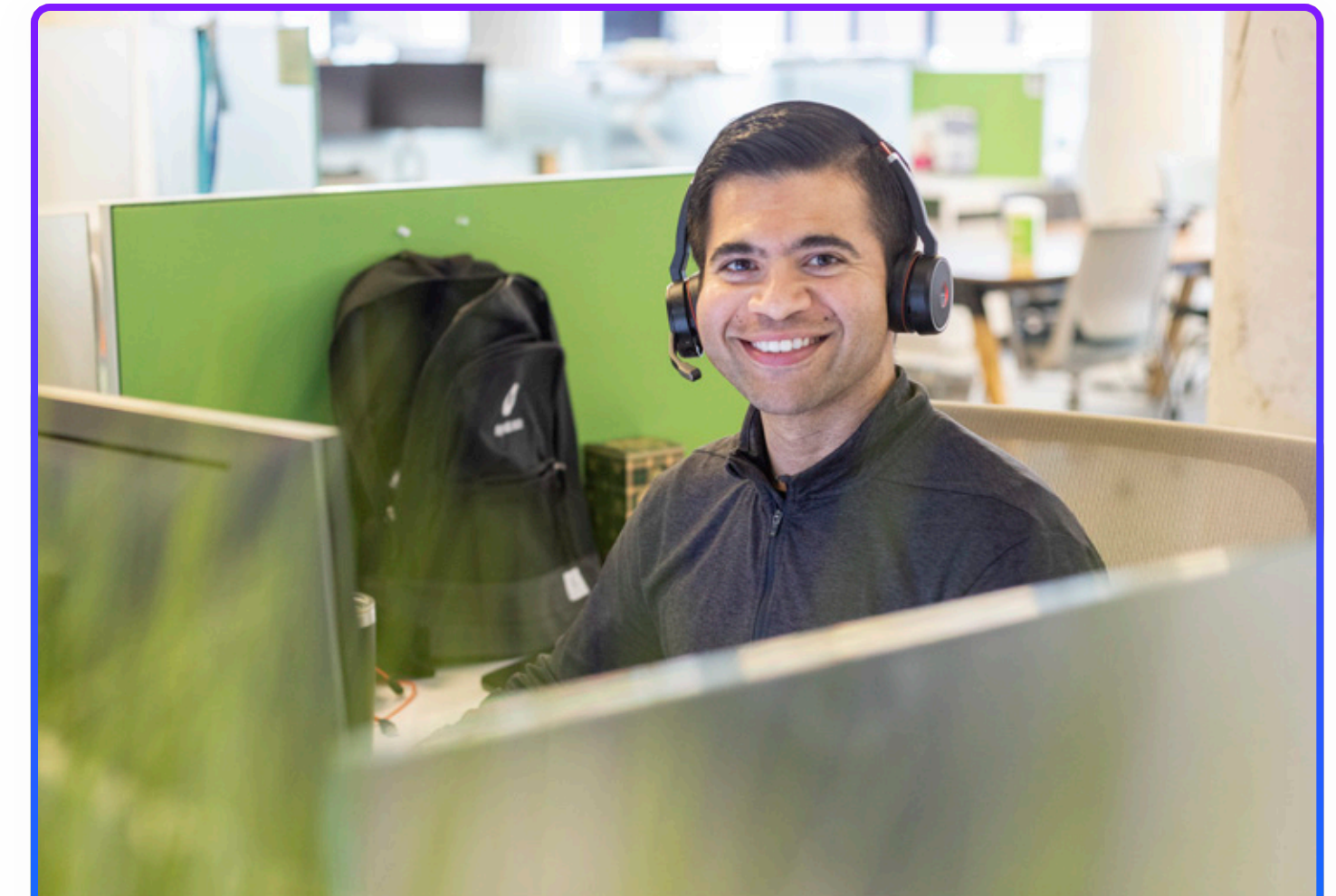
In developing our products, we apply the principles of privacy by design and privacy by default. This enables customers to maximize the value that they get from Dynatrace within the framework of their compliance requirements. We design our offerings with flexible features to enable our customers to tailor their privacy controls to fit their requirements. Guidance on managing privacy controls is available on our website, with additional in-depth training available through [Dynatrace University](#).

Dynatrace has physical, technical, and organizational procedures designed to safeguard our customers' data, with multiple layers of protection. Dynatrace relies on

extensive automated testing for all new and existing product functionality, including privacy and data protection features in our platform.

Our comprehensive data protection and privacy strategy is overseen by a cross functional team of privacy professionals. Dynatrace privacy professionals lead day-to-day management and oversight of data privacy and protection, while privacy champions in operational teams are additional focal points for privacy by design in our business processes. Our principles-based global privacy program is at the core of our data privacy approach. Our Online Privacy Notice details how we collect, store, use, and protect certain personal data, and how individuals can exercise their privacy rights.

In FY24, we joined the United States Data Privacy Framework Program. In addition, we developed a new privacy rights application for our customers, improved our data masking features, and expanded our customers' ability to control their data.



PRIVACY- AND SECURITY-BY-DESIGN

At Dynatrace, we work to embody a privacy- and security-by-design approach. To learn more about our data protection, privacy, and cybersecurity practices and policies, and to access more information related to our compliance and certifications in these areas, please visit our [Trust Center](#).

CYBERSECURITY

We have dedicated substantial resources to prevent and manage cybersecurity risk. We have administrative, technical, and physical security measures in place, as well as policies and procedures to require third parties to whom we transfer data to implement and maintain appropriate security measures. We proactively employ multiple methods at different layers of our systems which are designed to defend against intrusion and attack and protect our data. We also consider the threats and challenges that we and other companies face as cybersecurity attacks grow in frequency and complexity.

Cybersecurity risk management is integrated within our ERM program, which identifies, prioritizes as to likelihood and magnitude, and continuously monitors the various short-term and long-term risks that Dynatrace faces and how they are being addressed. In developing our cybersecurity risk management program, we are informed by industry benchmarks and standards, including the cybersecurity framework created by the National Institute of Standards and Technology (NIST). We also have various security-related certifications and authorizations, including ISO 27001, SOC 2 Type II, FedRAMP and StateRAMP. More information on our security, compliance, and certifications can be found in our [Trust Center](#).

We have an Information Security Office that is responsible for preventing, assessing, detecting, mitigating, and remediating cybersecurity risks. The Information Security Office, which is led by our Chief Information Security Officer (CISO), works cross-functionally with different business and corporate functions, as all Dynatrace employees are considered critical to our company's security. Our Information Security Office also partners with external organizations to maintain and enhance our cybersecurity systems and processes. Our Board of Directors and two of its committees are also involved in the oversight of our cybersecurity risk management.

TRAINING ON DATA PROTECTION, PRIVACY, AND CYBERSECURITY

We require employees and contractors to complete data protection and security awareness training in connection with onboarding and annually thereafter. These trainings cover a wide range of topics, including, but not limited to, ransomware, impersonation attacks, data handling and privacy, fraud, phishing, and identity theft. From time to time, we also require supplemental training depending on an individual's role or job responsibilities. Our CISO also periodically presents on cybersecurity matters at company-wide meetings and with individual business and corporate functions.



Responsible AI

Our Davis® AI has been trusted by Dynatrace customers, including in highly regulated sectors, for almost a decade.

The recent surge in AI adoption across various industries has revolutionized processes, enhancing efficiency and innovation. This rapid integration of AI has brought significant risks such as biases, privacy concerns, and security threats.

RESPONSIBLE AI USE POLICY AND PRINCIPLES

At Dynatrace, we are committed to using AI responsibly and we focus on practicing good governance that upholds ethical standards to mitigate these risks and foster trust. In FY23, we established a Responsible AI Use Policy for use within Dynatrace and in FY24, we posted responsible AI principles on our website that discuss our approach to AI. Our approach allows users to understand how our AI, specifically Davis AI, derives its insights. By embedding principles of data privacy and security into our AI framework, we empower organizations to maintain control over their data while minimizing risks associated with unauthorized usage. We believe this commitment not only enhances the reliability of our AI solutions but also fosters trust among our customers. We prioritize the elimination of bias in our AI algorithms by utilizing a unified observability platform that is designed to provide accurate and contextual data inputs.

Through this approach, we believe our AI can deliver actionable insights that are both fair and reliable. By focusing on responsible AI practices, we aim to optimize IT operations while promoting ethical standards in technology, ultimately contributing to a sustainable future for our industry and society as a whole.

AI GOVERNANCE COUNCIL

We created an AI Governance Council made up of a cross-functional team of leaders who assign and oversee organizational accountability, decision rights, risks, policies and investment decisions for applying AI internally with a focus on trust, transparency, and diversity to reduce risks. Our AI Governance Council has incorporated elements of NIST's Risk Management Framework into our security evaluations.

AI IN THE BOARDROOM

The Dynatrace Board of Directors receives periodic AI-related updates from management as part of our governance and oversight processes.

For additional information about AI at Dynatrace, please visit our [website](#).



Accessibility of our products

Our efforts towards inclusivity also extend to our customers. At Dynatrace, we aspire to provide high-quality, accessible products and services that do not exclude anyone.

We consider a broad spectrum of users in our product development processes and address this inclusivity element through feature development and assistive technologies. Our development best practices and accessibility criteria align with Web Content Accessibility Guidelines 2.1 (WCAG 2.1) – the internationally recognized standard developed by the World Wide Web Consortium (W3C).

We work in conjunction with third-party vendors and tools to evaluate our accessibility approach against the WCAG standard, and we use the Voluntary Product Accessibility Template (VPAT) to document how our product conforms to a set of accessibility standards. The VPAT is used to create our Accessibility Conformance Report (ACR) which details our current accessibility status.

Our product accessibility journey at Dynatrace is continuous, and we are committed to iterative improvements toward WCAG 2.1 level A.A. compliance. View our current status in our [accessibility conformance report](#), or read more on the [accessibility page](#) of our website.

Sharing observability knowledge and resources with the technology community

We champion collaboration and innovation in the observability space. Our dedication to open source and community support underscores our mission to drive innovation and accessibility in observability.

We believe that sharing knowledge and resources can accelerate progress and enhance the benefits of observability for everyone.

We contribute to open source projects through OpenTelemetry and OpenFeature, including by offering numerous free tutorials about OpenTelemetry on GitHub. Our Developer Relations team actively supports and promotes these initiatives.

In addition to providing resources, we host and participate in open source events, including KubeCon, where we engage with the community, share insights, and foster collaboration.

Technology disruptions

Providing continuous service through the Dynatrace platform is critical to our mission. We have built or selected our solutions, infrastructure, and business systems for resilience to counter systemic risks from technology disruptions. Our cloud orientation and global operational model help us limit vulnerability to regional power or internet outages. Our business continuity plan enables the prompt and efficient recovery of essential business operations, including team actions and responsibilities, in the event of a critical disruptive incident.

In our supply chain, we utilize an extensive vendor management evaluation process to assess the cyber risk of potential company partners. While our vendors operate primarily in the IT industry and are typically based in countries with lower cyber risk, we evaluate each vendor before onboarding and ongoing periodically or any time we detect a significant change in a vendor's cyber risk rating.

Ethics and compliance

Adhering to high standards of ethics and compliance is instrumental to our success.

Ethical conduct is a key principle for maintaining the trust of our customers and business partners and delivering a world-class customer experience. It is equally vital for shaping a safe, transparent, respectful, and thriving workplace culture that aligns with our mission, purpose, vision, and values.

CODE OF BUSINESS CONDUCT AND ETHICS

In August 2024, we launched an updated [Code of Business Conduct and Ethics](#) that applies to our directors, officers, and employees worldwide – at every level. Our Code sets out our expectations for standards of conduct based on integrity in our business practices and workplace environment.

We have an annual training and acknowledgment process for our Code and related corporate policies. Additionally, we require all new employees to complete compliance training, including reviewing and acknowledging our Code, during the onboarding process.

In addition to our Code, we maintain global policies to further guide our commitment to ethics and compliance, which include the following:

- Anti-Corruption Policy
- Corporate Communications Policies and Procedures
- Export Compliance Policy
- Global Data Protection Policy
- Human Rights Policy and a Modern Slavery and Human Trafficking Statement
- Information Security and Related Policies
- Insider Trading Policy
- Responsible AI Use Policy
- Social Media Policy
- Supplier and Partner Codes of Conduct

These policies are periodically reviewed and updated and are internally available to all Dynatracers through our online resource center.



RAISING QUESTIONS AND REPORTING CONCERNS

We expect and encourage Dynatracerers to ask questions, seek guidance, and report potential violations of our Code and other policies. Employees can raise ethical and compliance questions through many channels, including with their manager or other leaders, our People & Culture team, or our Global Ethics & Compliance Office (which is part of our Legal Team).

We also maintain a [“Speak Up” portal](#) accessible to Dynatracerers and third parties. Concerns can be reported 24/7 online or by telephone. Reports are confidential and can be made anonymously as local laws permit. In accordance with our Code, we do not tolerate retaliation for those who raise a concern.

The Board's Audit Committee receives periodic reports and updates from our Chief Legal Officer regarding certain matters related to our Code and other policies.



HUMAN RIGHTS

We respect the fundamental rights, freedoms, and standards of treatment of all people, including women and minority groups, as outlined in the United Nations Universal Declaration of Human Rights and the International Labour Organization Declaration on Fundamental Principles and Rights at Work. Our respect for human rights is reflected in our values and outlined in our [Human Rights Policy](#) and in our [Modern Slavery and Human Trafficking Statement](#).

Our Human Rights Policy guides our commitment to advancing DEIB within our organization, compensating employees fairly, respecting freedom of association and collective bargaining, and providing a safe, productive, and healthy workplace for Dynatracerers.

As outlined in our Human Rights Policy, we prohibit all forms of forced labor, including child labor, modern slavery, and human trafficking.

SUPPLY CHAIN MANAGEMENT

We believe our commitment to conducting our business in an ethical, legal, and environmentally and socially responsible manner is a shared commitment that extends to our vendors, contractors, subcontractors, consultants, and other service providers. We aim to ensure that our values are reflected in our business with third parties through our procurement practices, including requirements

relating to human rights and modern slavery, and adherence to our [Supplier Code of Conduct](#). We perform due diligence designed to identify and prevent human rights risks to people in our business and supply chain. We are committed to taking remedial action if we identify adverse human rights impacts resulting from, or caused by, our business activities. Our Supplier Code of Conduct defines the basic business practices we require of our suppliers.

We continue to build out our global procurement function to streamline and consolidate our supply chain, so we can develop a strategy to better engage and monitor our suppliers' alignment with our sustainability goals. As part of this process, we continue to invest in tools to assess our vendors' financial wellness, diversity, and environmental sustainability. As part of our sustainability strategy, we also aim to identify and engage diverse suppliers. In FY24, we continued working on global procurement processes to, among other initiatives, identify, measure, and determine how to create opportunities for more diverse representation throughout our supply chain. Once fully implemented, we believe these tools will provide us with a baseline to inform our future social and environmental risk assessments. We plan to continue allocating resources to progress with these initiatives.

Looking ahead

As we reflect on our sustainability journey, we recognize that we have made progress, but we are still at a relatively early stage.

In FY25, we are focusing on deepening and expanding our programs. We will continue to engage with our stakeholders and take their feedback into account as we refine and develop our sustainability plans and roadmap.

We look forward to sharing our progress in future updates as we move towards a more ethical, equitable, and sustainable future for all.



Appendix – SASB and GRI disclosures

SASB Index

The table below references SASB’s Software & IT Services Sustainability Accounting Standard, Version 2023-12, which is most relevant to our operations.

SASB Topic	Metric	Response
Environmental Footprint of Hardware Infrastructure		
TC-SI-130a.1	Total energy, percentage renewable	Page 13 of this report
TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Dynatrace does not currently report on water consumption but may evaluate this further in the future.
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for datacenter needs	Dynatrace does not operate any datacenters and utilizes cloud infrastructure hyperscaler providers, such as Amazon Web Services, Microsoft Azure, and Google Cloud Platform, which have renewal energy targets or are already powered by renewable energy.
Data Privacy & Freedom of Expression		
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Pages 33–34 of this report; Dynatrace Trust Center
TC-SI-220a.2	Number of users whose information is used for secondary purposes	Dynatrace primarily serves corporate and government customers in a B2B environment. As Dynatrace is not focused on using this information for secondary purposes, we believe this information is not relevant to this report.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Dynatrace did not have any monetary losses as a result of legal proceedings associated with user privacy in our fiscal year 2024.
TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Dynatrace primarily serves corporate and government customers in a B2B environment. We believe this information is not relevant to this report.
TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Dynatrace's offerings are subject to applicable trade sanctions and export control laws, rules and regulations. We are not aware of any countries where our core products or services are subject to government-required monitoring, blocking, content filtering, or censoring.

SASB Topic	Metric	Response
Data Security		
TC-SI-230a.1	(1) Number of data breaches; (2) percentage that are personal data breaches; (3) number of users affected	Dynatrace will be required to disclose any cybersecurity incident that the company determines to be material in a filing with the SEC.
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Pages 33–34 of this report; Dynatrace Trust Center ; FY24 Annual Report (Risk Factors)
Recruiting and Managing a Global, Diverse & Skilled Workforce		
TC-SI-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Pages 25–26 of this report
Intellectual property protection and competitive behavior		
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Dynatrace did not have any monetary losses as a result of legal proceedings associated with anti-competitive behavior in our fiscal year 2024.
Managing systemic risks from technology disruptions		
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	FY24 Annual Report (Risk Factors)

GRI Index

The table below references the following GRI Standards: GRI 2: General Disclosures 2021, GRI 3: Material Topics 2021, GRI 302: Energy 2016, GRI 305: Emissions 2016, and GRI 405: Diversity and Equal Opportunity 2016.

Disclosures		References & responses
GRI 2-1 Organizational details		
2-1 a	Legal name	Dynatrace, Inc.
2-1 b	Nature of ownership and legal form	FY24 Annual Report
2-1 c	Location of headquarters	Waltham, Massachusetts, United States
2-1 d	Countries of operation	Page 4 of this report https://www.dynatrace.com/company/locations
GRI 2-2 Entities included in the organization's sustainability reporting		
2-2 a	List all its entities included in its sustainability reporting	Dynatrace, Inc. and its subsidiaries
2-2 b	Differences between the list of entities included in its financial reporting and the list included in its sustainability reporting (if applicable)	N/A

Disclosures

References & responses

GRI 2-3 Reporting period, frequency and contact point

2-3 a	Reporting period for, and frequency of, its sustainability reporting	Page 6 of this report Dynatrace plans to produce an annual sustainability report.
2-3 b	Reporting period for its financial reporting	FY24 Annual Report and 2024 Proxy Statement
2-3 c	Publication date of the report or reported information	December 6, 2024
2-3 d	Contact point for questions about the report or reported information	sustainability@dynatrace.com

GRI 2-4 Restatements of information

2-4	Report restatements of information made from previous reporting periods and explain (i) the reasons for the restatements; and (ii) the effect of the restatements.	N/A
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GRI 2-6 Activities, value chain and other business relationships

2-6 a	Sector(s) in which it is active	FY24 Annual Report
2-6 b	Value chain description	FY24 Annual Report
2-6 c	Other relevant business relationships	FY24 Annual Report and 2024 Proxy Statement

GRI 2-7 Employees

2-7 a	Total number of employees, and a breakdown of this total by gender and by region	Page 25 of this report
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Disclosures

References & responses

GRI 2-9 Governance structure and composition

2-9 a	Governance structure description, including committees of the highest governance body	2024 Proxy Statement
2-9 b	List of committees of the highest governance body that are responsible for decision-making on and overseeing the management of the organization’s impacts on the economy, environment, and people	2024 Proxy Statement , Page 32 of this report
2-9 c	Composition of the highest governance body and its committees	2024 Proxy Statement , Board Committees

GRI 2-10 Nomination and selection of the highest governance body

2-10 a	Nomination and selection processes for the highest governance body and its committees	2024 Proxy Statement
2-10 b	Criteria used for nominating and selecting highest governance body members	2024 Proxy Statement

GRI 2-11 Chair of the highest governance body

2-11 a	Report whether the chair of the highest governance body is also a senior executive in the organization	2024 Proxy Statement
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GRI 2-12 Role of the highest governance body in overseeing the management of impacts

2-12 a	Describe the role of the highest governance body and of senior executives in developing, approving, and updating the organization’s purpose, value or mission statements, strategies, policies, and goals related to sustainable development	Pages 30–32 of this report; 2024 Proxy Statement ; Nominating and Corporate Governance Committee Charter , page 3
2-12 b	Describe the role of the highest governance body in overseeing the organization’s due diligence and other processes to identify and manage the organization’s impacts on the economy, environment, and people	Pages 30–32 of this report; 2024 Proxy Statement ; Nominating and Corporate Governance Committee Charter , page 3

Disclosures		References & responses
GRI 2-13 Delegation of responsibility for managing impacts		
2-13 a	Describe how the highest governance body delegates responsibility for managing the organization's impacts on the economy, environment, and people	Pages 30–32 of this report; 2024 Proxy Statement
GRI 2-14 Role of the highest governance body in sustainability reporting		
GRI 2-14	Report whether the highest governance body is responsible for reviewing and approving the reported information, including the organization's material topics, and if so, describe the process for reviewing and approving the information	Pages 30–32 of this report; 2024 Proxy Statement
GRI 2-15 Conflicts of interest		
2-15 a	Describe the processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated	Corporate Governance Guidelines , pages 1–2
2-15 b	Report whether conflicts of interest are disclosed to stakeholders	2024 Proxy Statement
GRI 2-16 Communication of critical concerns		
2-16 a	Describe whether and how critical concerns are communicated to the highest governance body	2024 Proxy Statement
GRI 2-19 Remuneration policies		
2-19 a	Describe the remuneration policies for members of the highest governance body and senior executives	2024 Proxy Statement
GRI 2-20 Process to determine remuneration		
2-20 a	Describe the process for designing its remuneration policies and for determining remuneration	2024 Proxy Statement
2-20 b	Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable	2024 Proxy Statement

Disclosures

References & responses

GRI 2-21 Annual total compensation ratio

2-21 a	Report the ratio of the annual total compensation for the organization’s highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	2024 Proxy Statement
2-21 c	Report contextual information necessary to understand the data and how the data has been compiled	2024 Proxy Statement

GRI 2-22 Statement on sustainable development strategy

2-22 a	Report a statement from the highest governance body or most senior executive of the organization about the relevance of sustainable development to the organization and its strategy for contributing to sustainable development	Page 3 of this report; 2024 Proxy Statement
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GRI 2-23 Policy commitments

2-23 a	Describe its policy commitments for responsible business conduct	Code of Business Conduct and Ethics ; Supplier Code of Conduct ; Modern Slavery and Human Trafficking Statement
2-23 b	Describe its specific policy commitment to respect human rights	Human Rights Policy ; Modern Slavery and Human Trafficking Statement ; Code of Business Conduct and Ethics
2-23 c	Provide links to the policy commitments if publicly available, or, if the policy commitments are not publicly available, explain the reason for this	See above
2-23 d	Report the level at which each of the policy commitments was approved within the organization, including whether this is the most senior level	Dynatrace's policy commitments are reviewed and approved by either the Dynatrace Board or one of its committees and/or appropriate senior leadership at the company.
2-23 e	Report the extent to which the policy commitments apply to the organization’s activities and to its business relationships	Information is listed in each respective policy.
2-23 f	Describe how the policy commitments are communicated to workers, business partners, and other relevant parties	Dynatrace's policy commitments referred to above are publicly available on the company’s website.

Disclosures

References & responses

GRI 2-25 Processes to remediate negative impacts

GRI 2-25 a	Describe its commitments to provide for or cooperate in the remediation of negative impacts that the organization identifies it has caused or contributed to	Code of Business Conduct and Ethics , page 7–9
GRI 2-25 b	Describe its approach to identify and address grievances, including the grievance mechanisms that the organization has established or participates in	Code of Business Conduct and Ethics , pages 7–9

GRI 2-26 Mechanisms for seeking advice and raising concerns

2-26 a	Describe the mechanisms for individuals to seek advice on implementing the organization's policies and practices for responsible business conduct and raise concerns about the organization's business conduct	Code of Business Conduct and Ethics , pages 7–9; Ethics webpage
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GRI 2-29 Approach to stakeholder engagement

GRI 2-29	Describe its approach to engaging with stakeholders	Page 9 of this report; 2024 Proxy Statement
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GRI 3-1 Process to determine material topics

3-1 a	Describe the process it has followed to determine its material topics	Page 8 of this report; 2022 ESG Materiality Update , pages 5–6
3-1 b	Specify the stakeholders and experts whose views have informed the process of determining its material topics	Page 8 of this report; 2022 ESG Materiality Update , page 5

GRI 3-2 List of material topics

GRI 3-2 a	List its material topics	Page 8 of this report
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Disclosures		References & responses
GRI 3-3 Management of material topics		
3-3 a	Describe the actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights	This report generally covers the management approach to each material topic (the three pillars of our sustainability program).
3-3 c	Describe its policies or commitments regarding the material topic	Code of Business Conduct and Ethics ; Supplier Code of Conduct ; Human Rights Policy ; Corporate Governance Guidelines
3-3 d	Describe actions taken to manage the topic and related impacts	This report generally covers the management approach to each material topic (the three pillars of our sustainability program).

Topic-Specific Disclosures		References & responses
GRI 305 Emissions 2016		
GRI 305-1	Direct (Scope 1) GHG emissions	Pages 11-12 of this report
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Pages 11-12 of this report
GRI 305-3	Other indirect (Scope 3) GHG emissions	Pages 11-12 of this report
GRI 305-4	GHG emissions intensity	Page 12 of this report
GRI 405 Diversity and equal opportunity 2016		
GRI 405-1	Diversity of governance bodies and employees	Pages 25-26 and 30 of this report; 2024 Proxy Statement

Additional Information

FORWARD-LOOKING STATEMENTS

This report includes certain “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our sustainability strategy, initiatives, and plans. These forward-looking statements include, but are not limited to, plans, objectives, expectations and intentions and other statements contained in this report that are not historical facts and statements identified by words such as “will,” “expects,” “anticipates,” “intends,” “plans,” “believes,” “seeks,” “estimates” or words of similar meaning. These forward-looking statements reflect our current views about our plans, intentions, expectations, strategies and prospects, which are based on the information currently available to us and on assumptions we have made. Although we believe that our plans, intentions, expectations, strategies and prospects as reflected in or suggested by those forward-looking statements are reasonable, we can give no assurance that the plans, intentions, expectations or strategies will be attained or achieved. Furthermore, actual results may differ materially from those described in the forward-looking statements and will be affected by a variety of risks and factors that are beyond our control including, without limitation, our ability to maintain our revenue growth rates in future periods; market adoption of our product offerings; continued demand for, and spending on, our solutions; our ability to innovate and develop solutions that meet customer needs, including through Davis AI; the ability of our platform and solutions to effectively interoperate with customers’ IT infrastructures; our ability to acquire new customers and retain and expand our relationships with existing customers; our ability to expand our sales and marketing capabilities; our ability to compete; our ability to maintain successful relationships with partners; security breaches, other security incidents and any real or perceived errors, failures, defects or vulnerabilities in our solutions; our ability to protect

our intellectual property; our ability to hire and retain necessary qualified employees to grow our business and expand our operations; our ability to successfully complete acquisitions and to integrate newly acquired businesses and offerings; the effect on our business of the macroeconomic environment, associated global economic conditions and geopolitical disruption; and other risks set forth under the caption “Risk Factors” in our Annual Report on Form 10-K, subsequent Quarterly Reports on Form 10-Q, and our other filings with the U.S. Securities and Exchange Commission. We assume no obligation to update any forward-looking statements contained in this document as a result of new information, future events or otherwise.

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Neither Dynatrace nor any of our affiliates assume any responsibility or obligation to update or revise any information, data, opinions or activities noted in this report. The goals described in this report are aspirations. They are not guarantees or promises that we will meet all or any of our goals. The timing and content of future actions or updates are based on current expectations and are subject to change at our discretion.

Annual Recurring Revenue (ARR) is defined as the daily revenue of all subscription agreements that are actively generating revenue as of the last day of the reporting period multiplied by 365. We exclude from our calculation of ARR any revenues derived from month-to-month agreements and/or product usage overage billings.

Our GHG disclosures in this report are based on data, assumptions, estimates, methodologies, and measurement techniques that we believe are appropriate and reasonable. Our approaches may vary from those utilized by other companies and the selection of different, but acceptable approaches can

result in materially different measurements. Data, assumptions, estimates, methodologies, and measurement techniques that we utilize to calculate GHG emissions data may evolve and change in the future.

DEIB data included in this report was derived from an internal system that our company’s People and Culture team uses to collect this information on a voluntary, self-reported basis, in accordance with applicable law.

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GARTNER DISCLAIMERS AND CONSTELLATION DISCLOSURES

1. Gartner, [Magic Quadrant for Observability Platforms](#), Gregg Siegfried, Mrudula Bangera, Matt Crossley, Padraig Byrne, 12 August 2024. Dynatrace was recognized as Compuware from 2010-2014.
2. Gartner, [Critical Capabilities for Observability Platforms](#), Mrudula Bangera, Padraig Byrne, Matt Crossley, Gregg Siegfried, 12 August 2024.
3. Gartner, [Magic Quadrant for Digital Experience Monitoring](#), Padraig Byrne, Matt Crossley, DB Cummings, Martin Caren, Pankaj Prasad, 21 October 2024.

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4. 2024 Constellation Research ShortLists™ for [Observability](#) (Andy Thurai), AIOPs (Andy Thurai), and [Digital Performance Management](#) (R "Ray" Wang).

Contact us

We're interested in hearing from our stakeholders and members of our extended community as we strive to continuously improve our sustainability program. Please feel free to email any questions or comments on this report to sustainability@dynatrace.com.



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