

Impact Report FY25





Set Reminder

Bringing agreements to life





Send a Document

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Our Values

Trust  Customer Focus

Simplicity  Innovation 

Unity  Sustainability

A Letter from our CEO, Allan Thygesen

Agreements have the power to transform our world. The agreements we make shape not only how we do business, but how we deliver on our promises and hold ourselves accountable.

At Docusign, we care deeply about ensuring our business remains a positive force for our customers, our employees, our communities, and our planet. Over the past year, we've made meaningful progress—from expanding our social impact programs with the launch of Docusign.org, to increasing employee engagement in our local communities, to achieving 100% renewable energy across our operations and data centers through certificates for clean energy sources.

Today, I'm proud to share our first annual Docusign Impact Report—an important tool to help us maintain transparency, increase accountability, and measure our progress in empowering change through agreements.

Turning commitment into impact

Over the past year, we've focused our impact on a few key areas:

- Helping customers maximize business impact through trusted and principled innovation in our products, while also helping them reduce their environmental impact.
- Building a workplace that empowers employees to thrive in their roles and support their local communities.
- Enabling climate action, ecosystem protection, and local impact through strategic grant funding while also driving environmental sustainability across our operations, sourcing, and products.

Impact through innovation

With Intelligent Agreement Management (IAM), an AI-powered platform that allows you to connect and optimize every step of your agreement process, we have created a tool that empowers others—governments,

nonprofits, and businesses—to further amplify their impact by unlocking efficiency and allowing them to focus on what matters most.

And just as we're committed to developing innovative solutions that help organizations save time and effort, we're equally committed to ensuring those innovations are developed in keeping with our principles and our values.

The path ahead

I'm proud of the progress we've achieved over the last year, and even more excited to continue working toward our goals for profitable and sustainable future growth. Driving impact for our customers, employees and communities is at the center of Docusign's values, and delivering on that promise is a core part of how we'll continue to help bring agreements to life.



Allan Thygesen

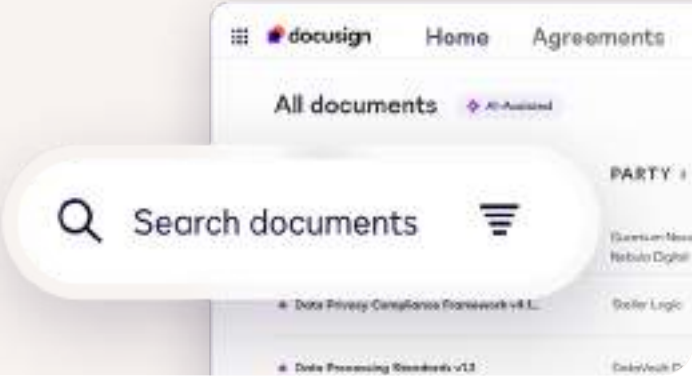
Chief Executive Officer, Docusign

Docusign's Impact

FY25 Highlights


Driving Productivity for Customers

Launched our newest AI-powered platform, Intelligent Agreement Management, enabling businesses, nonprofits, and governments to amplify their impact.






Building trust

Named the #1 most trusted software company in America by Newsweek.




Investing in employees

Launched our People Engagement strategy to foster an engaged and successful workforce of 6,838 global employees, positioning Docusign to be a destination of choice.




Fostering belonging

Saw 34% of employees participate in Employee Resource Groups, building community and belonging.




Reducing carbon emissions

We have reduced our Scope 1 and 2 emissions by over 90% since 2021 exceeding our 2050 science-based target ahead of schedule.



Committing to clean energy

Achieved 100% renewable energy in our operations through certificates for clean energy sources.



Revamping our impact strategy

Launched Docusign.org: our new strategy to bring the strength of our products, people, and resources together to strengthen communities and protect the planet.

Empowering employee impact

Saw 65% employee participation in Docusign Impact programs, volunteering 17,000 hours and mobilizing \$3.2 million in matched donations to organizations in their communities.

Funding inspiring partners

Launched two new grant programs via the Docusign Foundation - the Climate Action Fund and the Local Action Fund - and awarded \$1 million in grants.

\$1M

in grants



Our Commitments



What Commitment Means to Us

As the world's leader in agreement management, we help people make commitments to each other every day.

What is a commitment made of?

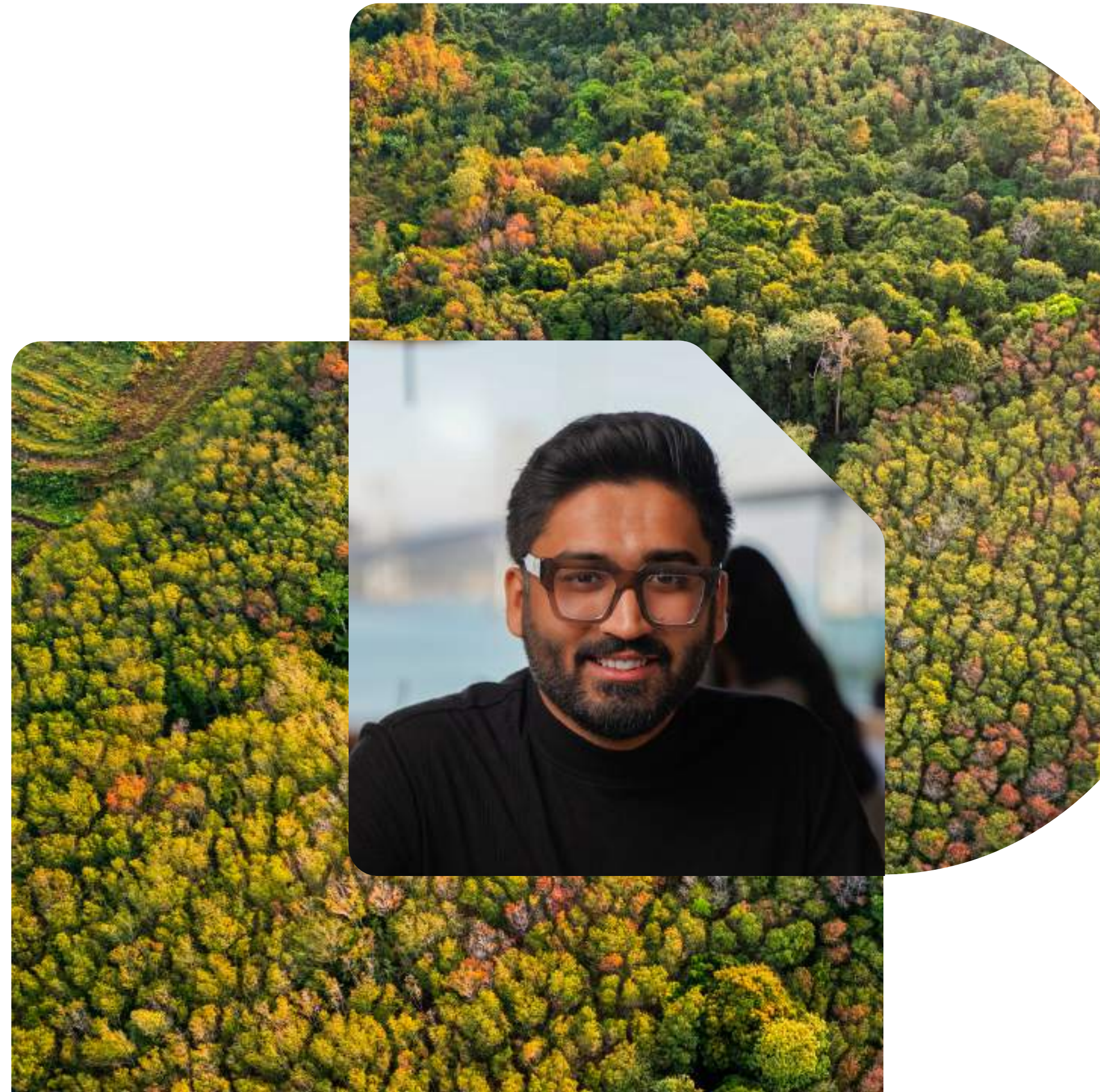
- A commitment is an agreement on shared goals, values, and actions.
- A commitment sets a vision and intention for the future.
- A commitment is a promise to follow through.

What makes a commitment meaningful?

- Commitments are built on trust.
- Commitments invite us to be transparent about our progress and our setbacks.
- Commitments allow us to be accountable to each other - and ourselves.



With this inaugural impact report, we renew our own commitment: to make our business a positive force for our customers, our employees, our communities, and our planet.





Our Commitment

We commit to making our business a positive force for our customers, our employees, our communities, and our planet.

Holding to these commitments is not only the right thing to do – we also believe this is the best decision for the long-term success of our company and our stockholders.

To our customers

We commit to helping customers bring agreements to life and maximize business impact while reducing environmental impact. We commit to upholding security, privacy, compliance, and trust in our customers' sensitive and time-critical transactions. We commit to pursuing principled AI innovation, with an emphasis on transparency, fairness, accuracy, and safety.

To our planet

We commit to advancing environmental sustainability across our global business, including our operations, sourcing practices, and products.

To our employees

We commit to creating an engaging work environment where every employee is empowered to succeed, be heard, exchange ideas openly, and be part of a high-performance culture. We welcome different perspectives that reflect a broad range of characteristics and experiences.

To our communities

We commit to strengthening the communities where we live and work as good corporate citizens. We commit our resources through employee volunteering, matching donations, and strategic grantmaking.

Materiality Assessment

We commit to listening to our stakeholders to prioritize the issues that matter most to them.

In 2024, Docusign undertook a social impact materiality assessment.

Materiality refers to two important perspectives in sustainability: how a business is affected by sustainability issues (“outside in”) and how its activities impact society and the planet (“inside out”).

This materiality assessment was a prioritization exercise aimed at helping Docusign focus our impact and sustainability efforts on the issues that are most important to our stakeholders.

We consulted dozens of Docusign leaders and hundreds of customers to find out:

- Which issues are most important to Docusign’s business success?
- Which issues are most important to society and the planet?

The findings of this assessment have reaffirmed our priorities and renewed our commitments to our customers, employees, communities, and planet.



Docusign employees at HQ in San Francisco

Materiality Assessment Results

Customers

Providing value to customers is Docusign's most powerful vector of impact, driving efficiencies in customer operations and expanding access to formal agreements. This impact is especially significant for nonprofits and public-sector clients, where streamlined agreements can unlock resources that enable them to better serve their communities. All of this value hinges on trust: the privacy and security of customer data and the responsible use of AI.

Employees

Docusign's ability to draw and retain top talent is closely tied to our efforts to create meaningful career pathways. Employee wellbeing is critical to our success, and it relies on our commitment to treat employees with respect, to invest in their personal and professional development, and to create and maintain an environment where all can thrive.

Planet

Docusign has a long-standing reputation as a leader in sustainability, since we revolutionized the agreement industry by digitizing paper and energy-intensive processes through eSignature. As Docusign turns increasingly to AI and other energy-intensive computing processes, we will continue to closely manage and mitigate its negative environmental impact. Resource conservation remains an important part of Docusign's story, especially in new markets.

Communities

Employee giving and volunteering are a unique strength of Docusign, with high employee engagement and benefits that enable employees to support causes they care about. Docusign's proud history of community engagement continues with Docusign's revamped grantmaking programs to advance climate action and local impact.





Our Commitment to Customers

Committed to Customers

We commit to helping customers bring their agreements to life—transforming business processes to save time, reduce complexity, and drive efficiency—all while minimizing environmental impact.



Newsweek

In 2024, Docusign was named the #1 most trusted software & telecommunications company in America.



Innovating products

We commit to helping customers bring their agreements to life and revolutionize how they do business.



Building trust

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



Enabling environmental commitments


We commit to helping our customers meet their own sustainability goals, with and through our products.



Innovating Products

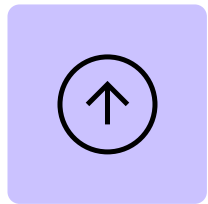
Agreements come alive when you actively create, commit to, and manage them. We help customers manage agreements, in one platform, across their whole business, and around the globe.

Overview



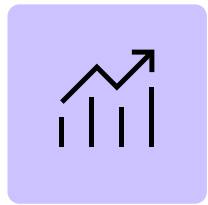
1.6M

customers across 180+ countries



95%

of Fortune 500 companies use Docusign

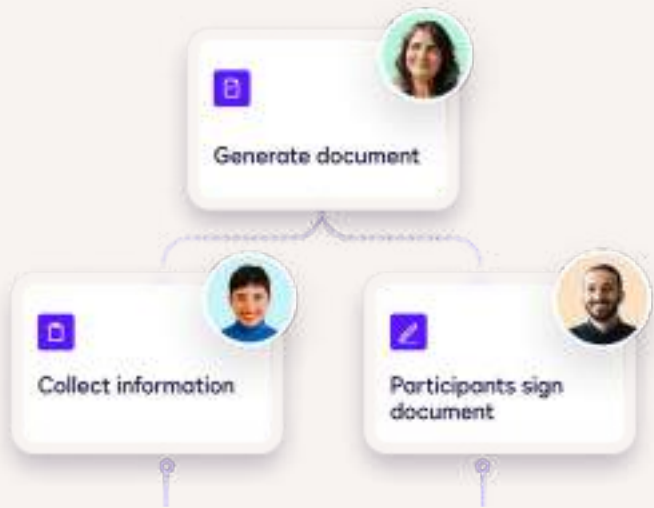


1M+

transactions processed per day

Intelligent Agreement Management Platform

Intelligent Agreement Management (IAM) is an AI-powered platform that empowers customers to connect and optimize every step of their business processes that involve agreements.



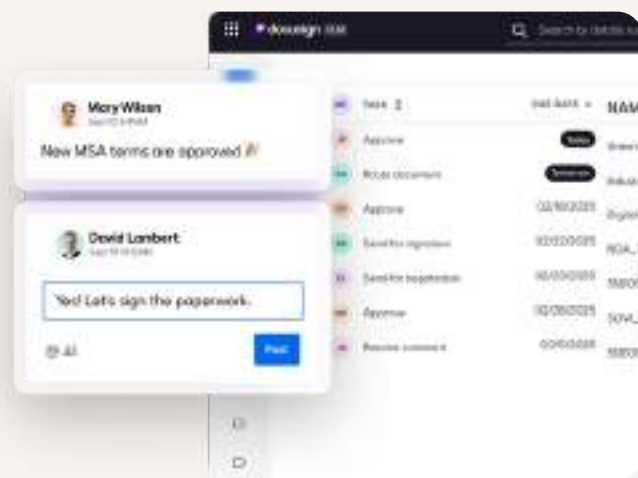
eSignature

eSignature makes business faster, simpler, and more cost efficient with electronic agreements. eSignature is just the beginning of Docusign solutions.

The illustration shows a workflow for eSignature. It starts with a message: 'The offer looks great!'. This is followed by a screenshot of an 'Offer Letter' from 'DataVault Dynamics' addressed to 'Linda Simon'. The letter includes details about a job offer for a 'Graphic Designer' position. Below the letter, there's a message: 'Awesome, I'm sending you the contract to sign'. The final step is a confirmation message: 'Easy. Done!'. The entire process is depicted with speech bubbles and a document preview.


Contract Lifecycle Management


Contract Lifecycle Management (CLM) helps customers speed up business, strengthen their compliance and drive business intelligence with a better way to create, negotiate, and manage contracts.




AI Innovation Principles

As Docusign empowers our customers and users with new AI-assisted services, we will continue to develop our technology based on principled AI innovation. Our AI Innovation Principles below outline the values that guide our approach to building services and using tools powered by this emerging technology.

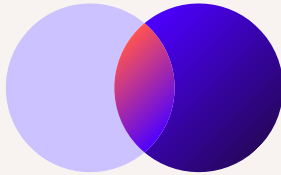
[Read more about our AI Innovation Principles here](#)

[Launch of AI data controls for customers](#)

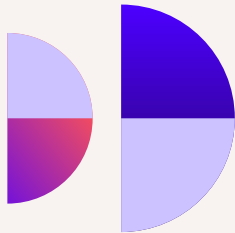
AI Innovation Principles




Build for trust



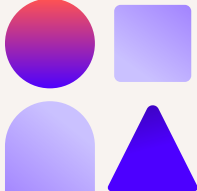
Be transparent



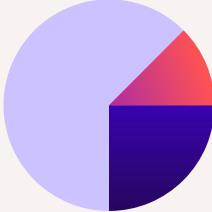
Benefit people



Promote fairness



Design for accuracy and safety



Deliver value

Building Trust

Organizations around the globe rely on Docusign for their most sensitive and time-critical agreements. We value the trust placed in us and we are committed to prioritizing privacy, security, and ethical business practices.

Privacy & data security

The [Docusign Trust Center](#) gives customers access to latest security, compliance, legal, and system performance. Read more about our [Trust & Security Policies](#).

Ethical business practices

We believe that doing what’s best for business means doing what’s best for employees, customers, and stakeholders. Our board is guided by [Corporate Governance Guidelines](#). Similarly, our [Code of Conduct](#) and other published notices provide essential guidance to everyone acting on Docusign's behalf, evidencing Docusign's commitment to privacy, data security, and ethical responsibility.

AI Innovation & development

We operate with integrity and empathy to develop solutions that drive value for our customers and our world, guided by our [AI Innovation Principles](#).

Compliance & security certifications and assessments

- | | |
|----------------|------------------|
| • SOC 1 Type 2 | • FedRAMP |
| • SOC 2 Type 2 | • Moderate |
| • ISO 27000 | • DoD IL4 |
| • GovRAMP | • Australia IRAP |
| • PCI DSS | • APEC PRP |
| | • EU (GDPR) BCRs |



Enabling Customers' Environmental Commitments

Docusign's products help customers meet their own sustainability goals.

Conserving our resources

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

Reducing emissions together

Our commitments to Science-Based Targets and reducing our emissions has a ripple effect. When customers use Docusign to reduce paper, travel, and time, they are also reducing their own emissions and contributing to a more sustainable future together.

Putting our contracts to work

We partnered with Bonterms to create a climate addendum, making it simpler for organizations to embed sustainability into their agreements. We will continue to bring sustainability templates and clauses into our IAM solutions for our customers.



Achieved 100% renewable energy

across our operations and data centers through certificates for clean energy sources

Sustainability Results

Since our inception, we have been helping customers conserve resources and reduce their environmental footprint simply by using our services. To date, our customers have saved an estimated equivalent of:



Sheets of paper saved

119 billion



Gallons of water conserved

13 billion



Pounds of wood saved

4.2 billion



Trees saved

13 million



Pounds of waste saved

700 million

*Estimates of paper savings are current as of January 2025 and are based on the aggregate number of transactions via Docusign since the company was founded in 2003. The model assumes that recipients of a document would print the document once, on average. Docusign uses the Paper Calculator from the [Environmental Paper Network's Paper Calculator Version 4.0](#) to estimate the environmental savings from reduced paper usage. Since not all paper comes from virgin tree fiber, the estimate of environmental impact from reduced paper usage assumes a recycled content percentage of 10%, slightly higher and more conservative than the 8% estimate contained in the [Environmental Paper Network's 2018 State of the Global Paper Industry Report](#). The Environmental Paper Network's Paper Calculator uses data from North America. For more information on the Paper Calculator, please visit <https://c.environmentalpaper.org/about.html>.



DocuSign for Nonprofits

Thousands of nonprofit organizations around the world use DocuSign to save time and money so they can focus on what matters most - their mission.

For eligible nonprofit organizations, we offer exclusive discounts on select products.

When organizations use DocuSign, they can:

- ➔ Maximize limited resources and achieve more with less
- ➔ Build stronger relationships through partnerships and agreements
- ➔ Serve their stakeholders more efficiently by streamlining agreement processes

Impact Spotlight Twining Enterprises

Twining Enterprises is a London-based nonprofit that helps people with mental health challenges find and stay in work.

Twining leverages DocuSign eSignature to enroll new clients, onboard new hires, and manage contracts with funders. They have been able to replace manual, paper-based processes with innovative technology, so they can operate more effectively and efficiently.



[Read more about Twining Enterprises](#)

“Understanding the value of our work led the organization to re-evaluate how it was completing and managing its contracts and client paperwork.”



Oliver Jacobs
CEO
Twining Enterprises



Impact Spotlight

Veterans Services of the Carolinas

Veterans Services of the Carolinas (VCS) supports United States veterans and their families through assistance programs across North Carolina. Over the past few years, the organization has grown, but with growth came challenges. To support scale in services and staff, they needed to manage the complexities of HIPAA compliance, so reporting and authorizations digitization was essential.

By implementing Docusign eSignature, the nonprofit streamlined their processes, so they could shift staff from administrative tasks to focus on the front line.



Brandon Wilson,
Chief Operating Officer
Veterans Services of the
Carolinas

“We’re saving over \$75k a year now by just having Docusign as a tool in our toolkit...I don’t think we could have scaled without it.”



[Read more about Veterans Services of the Carolinas](#)



Our Commitment to Employees

Committed to Our Employees

We commit to creating an engaging work environment where every employee is empowered to succeed, be heard, exchange ideas openly, and be part of a high-performance culture



We power the people who power the world's agreements

We are committed to a culture that empowers employee innovation and growth, strengthens connection and belonging, and aligns behaviors with our values and business goals.

We welcome different perspectives that reflect a broad range of characteristics and experiences.

Employee Benefits^{*}

- Paid time off
- Tech allowance
- Full health benefits
- Family-forming benefits
- Retirement plans
- Emotional & physical wellness
- Learning & development
- Compassionate care leave

^{*}These benefits apply to US, full-time employees.



Overview

as of January 31, 2025



6,838
full-time employees



18
offices around the world



94%
flexible workforce

Our People Engagement Strategy

For an engaged and successful workforce.

In 2022, Docusign transformed our People Engagement ambitions into an actionable strategy, ensuring our commitment to cultivating an employee experience was as global and far-reaching as our business footprint. Recognizing the diversity of over 1.6 million customers, partners, and employees, we knew that embracing different perspectives would drive innovations and allow us to lead by example in the tech sector.

When we launched our global, multi-year strategy in 2023, our goal was to create measurable impact in every region in which we operate.

High-performance culture: Expanded our commitment to being a high-performance organization through the expansion of performance management programs that are aligned to what (results) and how (behaviors).

Employee-centric learning: Launched a Global Inclusion Speaker Series and Inclusion@ learning to empower employees to think critically about fostering a welcoming environment in their day-to-day roles.

Growth powered by development: Invested in Global development programs for our manager and above populations

Leadership accountability: Implemented action plans in partnership with the executive team, aligning our People strategy with business outcomes to drive accountability.

Global hiring practices: Attracted a talent pipeline of nearly 170,000 individuals with broad backgrounds.

Talent partners: Worked with more than a dozen organizations and talent partners that support and provide access to broad-based talent pipelines.

Empowered employees: Strengthened our Employee Resource Groups (ERG) as cultural catalysts by Docusign's People strategy aspirations and global spirit of volunteerism.

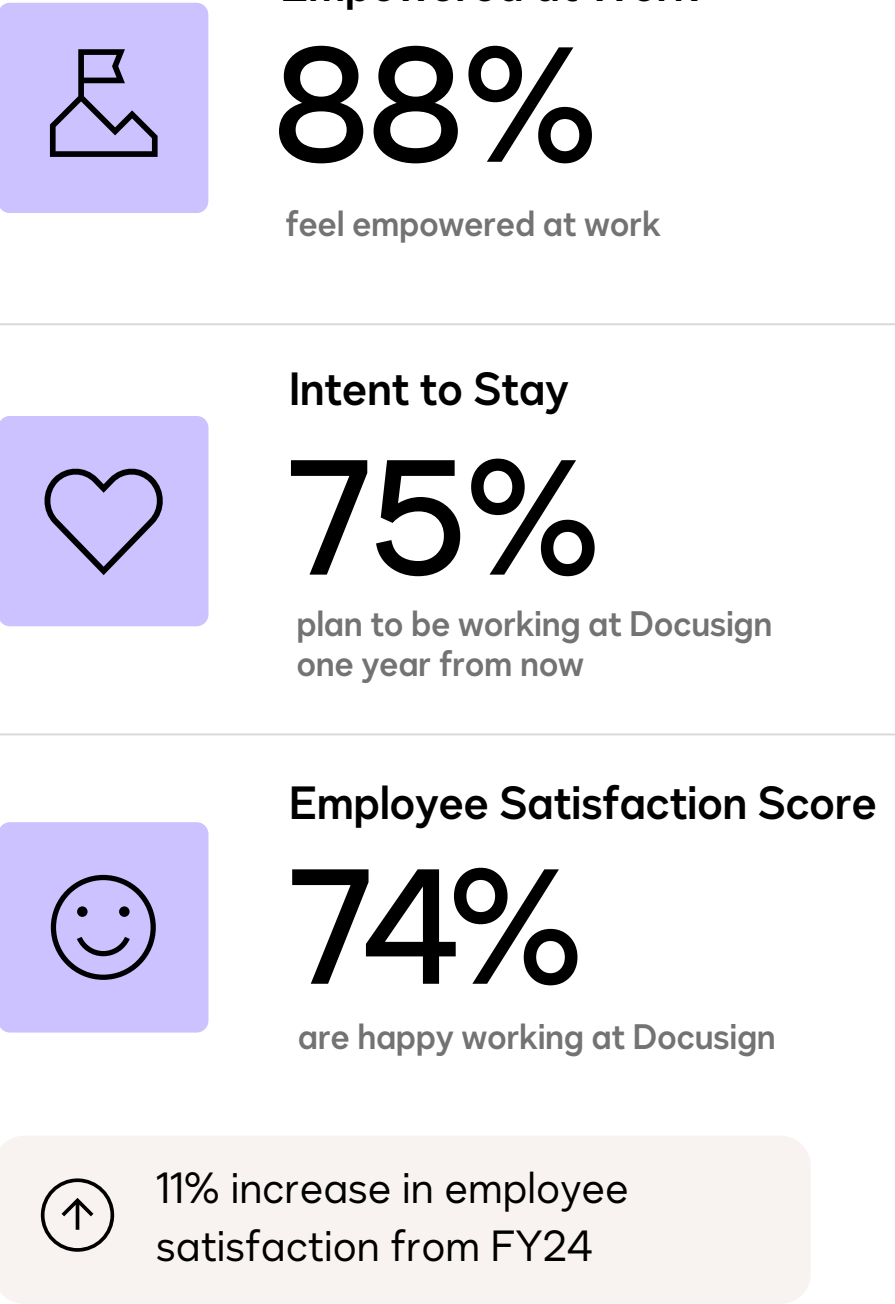
Self-identification program: Launched the voluntary Self-ID program to optimize employee programs and offerings.



Employee Engagement Results

Twice a year, Docusign assesses employees perception of opportunity, connection, and wellbeing at work through our employee engagement survey. We use this data to identify strengths and challenges and explore ways to better support our employees.

FY25 marked a high point: we saw improvements across the board in employee experience (as measured by employee satisfaction, personal equal opportunity and intent to say), with an 11 percentage point increase in employee satisfaction from the previous year.



Employee Resource Groups

Our employee resource groups (ERGs) provide ways for employees to connect, support, share, and show up as their full selves. They are voluntary, employee-led communities that connect employees and their allies. They are open to all employees and foster a respectful culture with a focus on professional growth & networking, community engagement, and workplace culture.

ERGs create a stronger sense of belonging, increase awareness of different perspectives, and empower employees to drive cultural change. By fostering connections, sharing knowledge, and shaping a more welcoming workplace, ERGs help make Docusign a more engaging and inclusive place for all.

➔

[Read more about employee resource groups](#)



ERG Overview

<div><div>docusign</div><div>Latinx</div></div>	<div><div>docusign</div><div>Pride</div></div>	<div><div>docusign</div><div>WISWomen in Sales</div></div>
<div><div>docusign</div><div>PAVEPan Asian Voices for Empowerment</div></div>	<div><div>docusign</div><div>WIPDWomen in Product Development</div></div>	<div><div>docusign</div><div>Honor</div></div>
<div><div>docusign</div><div>WISEWomen in Solution Excellence</div></div>	<div><div>docusign</div><div>Indigenous</div></div>	<div><div>docusign</div><div>HERSHer Empowerment, Resilience & Support</div></div>
<div><div>docusign</div><div>BOLDBlack Organization for Leadership Development</div></div>	<div><div>docusign</div><div>Disability</div></div>	<div><div>docusign</div><div>Immigrants</div></div>
<div><div>docusign</div><div>Care</div></div>	<div><div>docusign</div><div>MultiGen</div></div>	

Bringing Employee Engagement and Sustainability to Life

A Hackathon for employee wellbeing

Over 500 Docusign employees came together for a company-wide Hackathon, unleashing their creativity and developing feasible, impactful solutions focused on the themes of Customer and Employee Happiness.

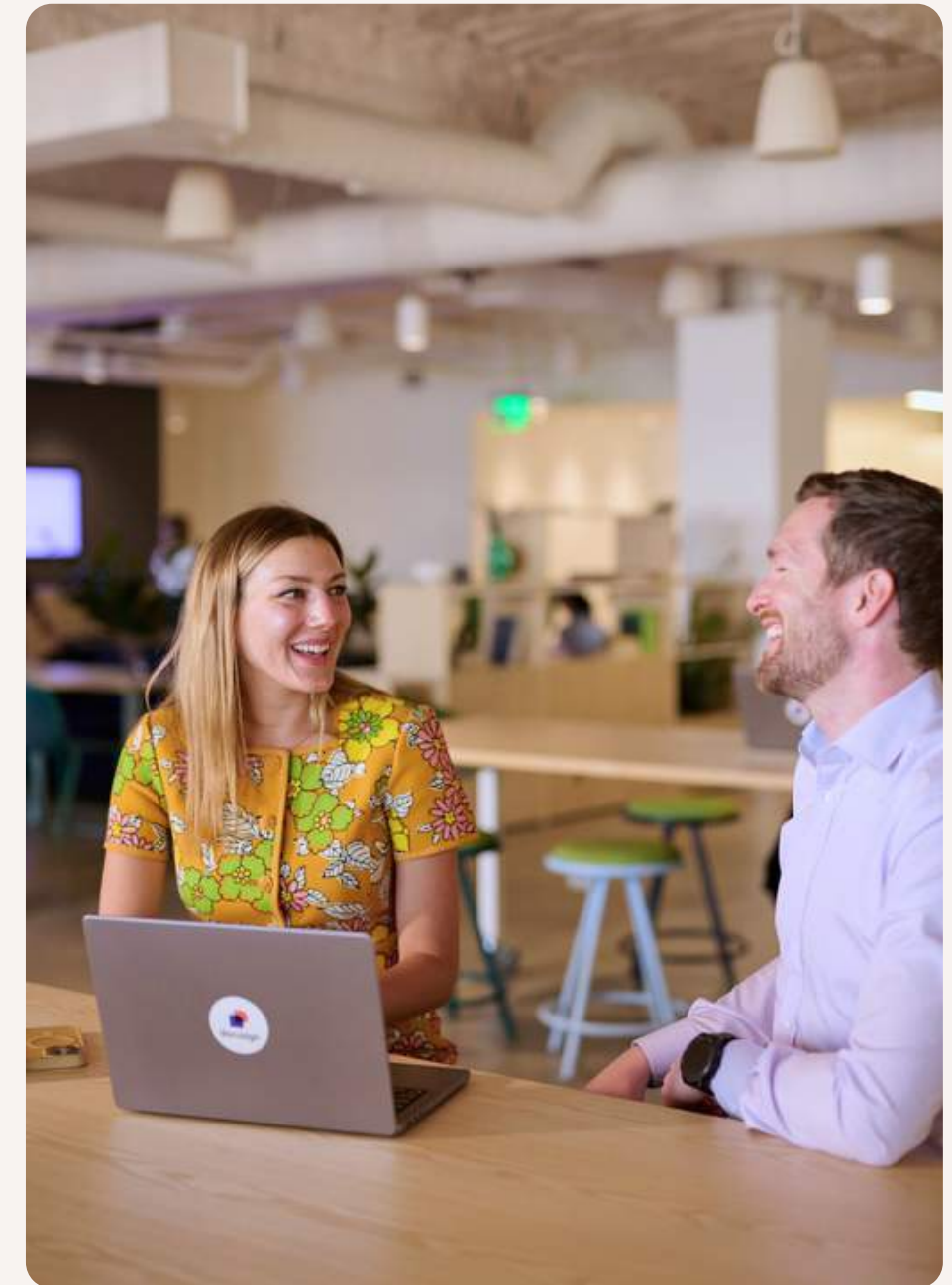
Together they produced 110 projects – focused on cultivating customer and employee happiness, six of which have been filed for patents. Attendees valued the chance to collaborate with cross-functional colleagues, work with mentors, share knowledge, and co-create solutions for real-time problems.

Inclusive Talent Speaker Series

The Inclusive Talent Speaker Series extends Docusign's commitment to inclusion beyond our organization, inviting thought leaders and industry experts to share insights on building inclusive workplaces and product design. These sessions foster meaningful discussions that inspire both Docusign employees and external participants to drive positive change in their communities and industries. In 2024, Docusign held nine speaker series events, reaching a total of 1,683 live attendees.

Supporting sustainability in our local communities

In our San Francisco and Seattle offices, Docusign employees maintain a strong commitment to sustainability and their communities. Collectively, these locations have served 45,172 meals and donated 4,058 lbs of food. To minimize waste, we track food waste at approximately 0.69 oz per meal. Both locations partner with local businesses to prioritize farm-to-fork sourcing. San Francisco utilizes fully compostable products, while Seattle sources coffee from local roasters, pastries from a locally-owned bakery, and employs compostable utensils and cups where possible. These efforts underscore our dedication to reducing waste and supporting our local communities.



Our Commitment to the Planet



Committed to Our Planet

We commit to promoting environmental sustainability across our global business, including our operations, sourcing practices, and products.

Sustainability is one of Docusign’s core values. Ever since Docusign revolutionized the agreement process by helping organizations switch to paperless contracts, Docusign has taken pride in our environmental leadership. By digitizing paper- and energy-intensive processes, Docusign has helped customers save 119 billion sheets of paper* to date, and we continue to innovate the ways in which we support customers in meeting their own sustainability goals.

For us, sustainability is a continuous journey of learning and improvement. Our journey started with how our product helps to conserve resources, and now our goals are even bigger. As the tech industry enters a new age of AI, we share a responsibility to manage and mitigate against the negative environmental impacts of energy-intensive computing. That’s why we are committed, more than ever, to reducing our carbon footprint and helping our customers do the same.

We are proud to have reached our 2050 science-based targets for Scope 1 and 2 emissions (ahead of schedule), meaning we have reduced our direct-emissions by 90% based on our 2021 baseline. But we know there's still more to do.

Overview



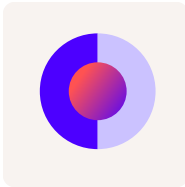
Carbon Neutral Certified**
since 2022



Approved
Science-Based Targets
to limit warming to 1.5°C



Committed to
Net Zero by 2050



Achieved
100% renewable energy
across operations and data centers



*Estimates of paper savings are current as of January 2025 and are based on the aggregate number of transactions via Docusign since the company was founded in 2003. The model assumes that recipients of a document would print the document once, on average. Docusign uses the Paper Calculator from the [Environmental Paper Network’s Paper Calculator Version 4.0](https://c.environmentalpaper.org/about.html) to estimate the environmental savings from reduced paper usage. Since not all paper comes from virgin tree fiber, the estimate of environmental impact from reduced paper usage assumes a recycled content percentage of 10%, slightly higher and more conservative than the 8% estimate contained in the [Environmental Paper Network’s 2018 State of the Global Paper Industry Report](#). The Environmental Paper Network’s Paper Calculator uses data from North America. For more information on the Paper Calculator, please visit <https://c.environmentalpaper.org/about.html>.

**Voluntary carbon market disclosure on page 52.

Our Commitments

In 2022, Docusign joined the Science Based Targets initiative (SBTi) Business Ambition for 1.5°C campaign and committed to cutting our emissions by 50% across the value chain by 2030 and reaching net-zero by 2050. This aligns with their goal to limiting the global temperature rise to 1.5°C.

SBTi has officially approved our near-term and net-zero targets:

Near-term targets (by 2030)

- 50% reduction in absolute Scope 1 and 2 GHG emissions by 2030 (from a 2021 base year)

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

Long-term targets (by 2050)

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


We know that commitments require trust, transparency, and accountability. They set a vision for the future, but are also a promise to follow through.

To bolster our commitments to Science-Based Targets, we have invested in new carbon accounting capabilities, to better allow us to report more regularly and manage our carbon emissions more closely.

Additionally, we will establish an implementation team, which will bring together workplace experience, travel, data centers, and procurement teams to oversee and manage progress on carbon emissions.

In the Docusign Environmental Policy we pledge to:

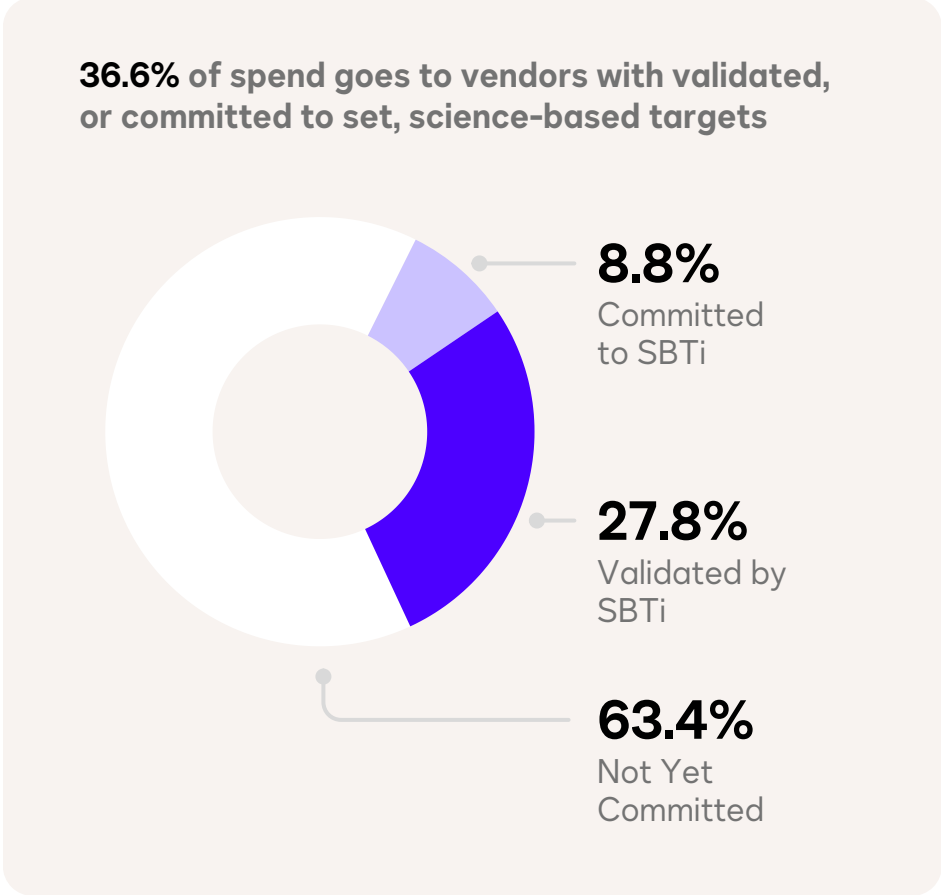
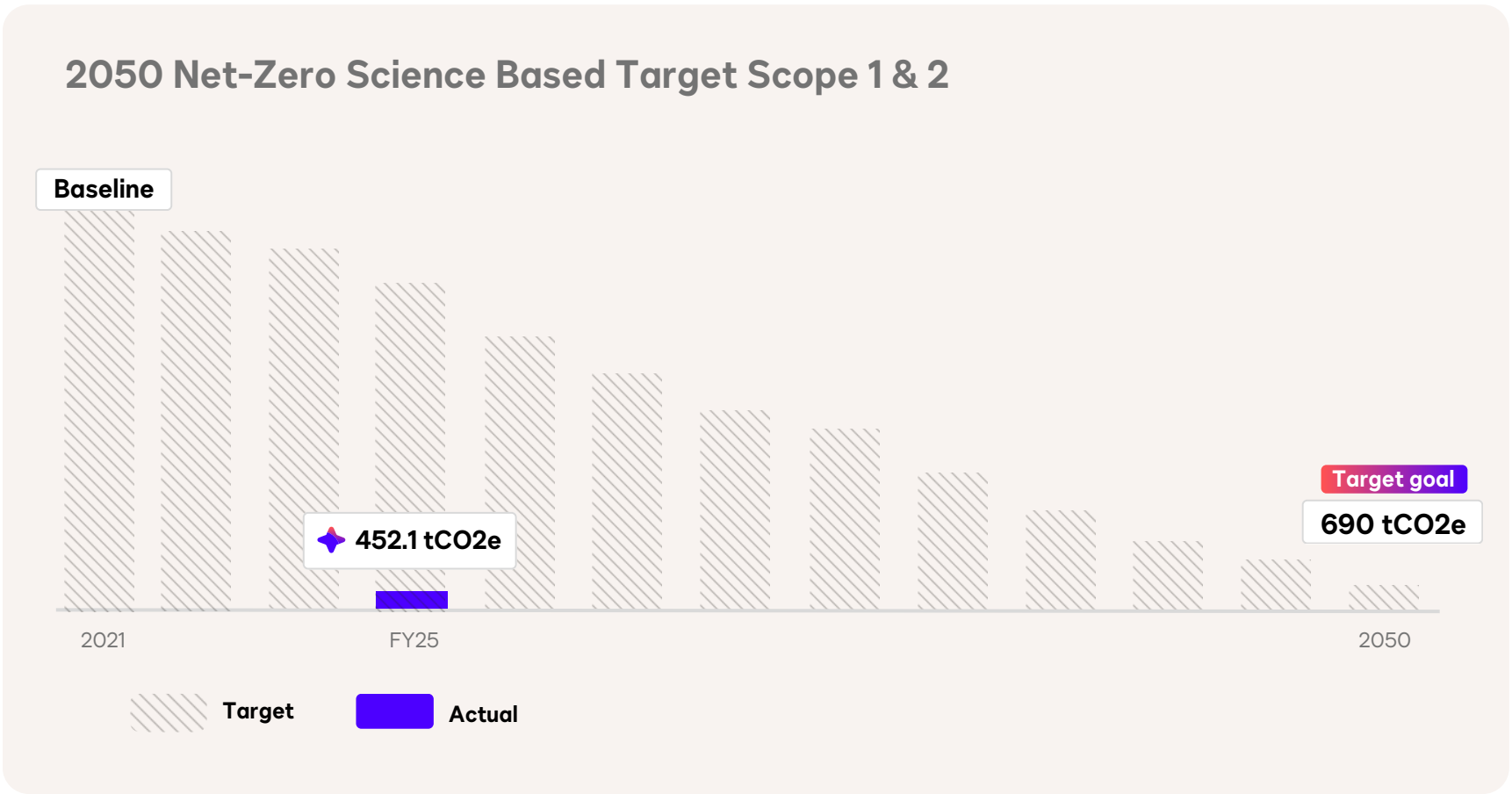
- ➔ **Reduce** our greenhouse gas emissions
- ➔ **Engage** employees, customers, partners, and suppliers in our sustainability efforts
- ➔ **Uphold** environmental regulation
- ➔ **Innovate** products that help our customers reduce their footprint



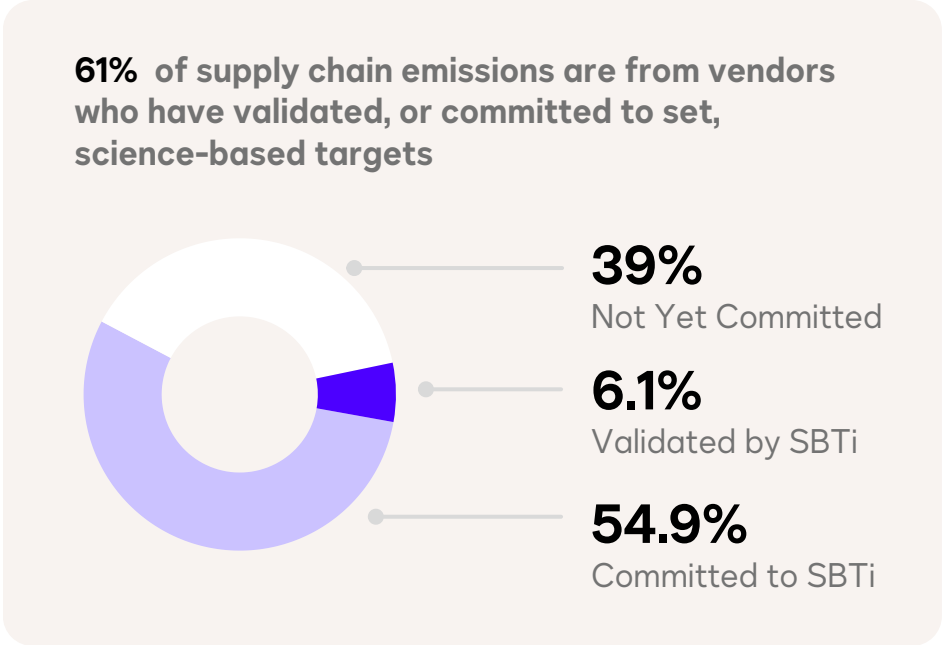
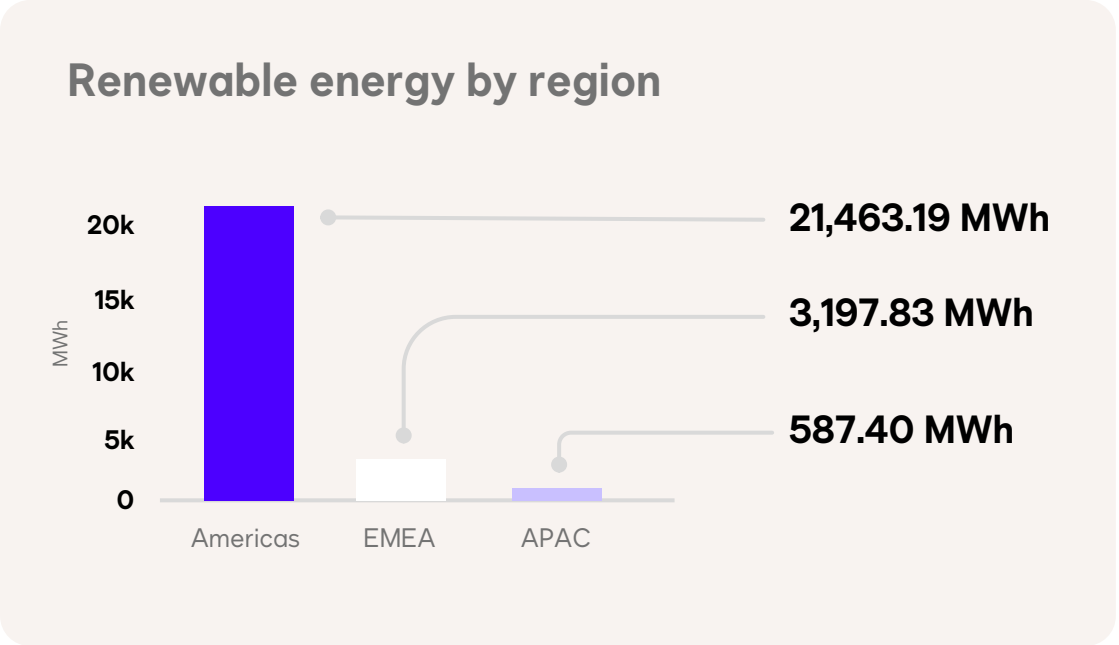
Our Progress

As of FY25, we have successfully achieved one of our long-term net-zero science-based targets.

As of today, we are making steady progress toward our supplier science-based target, moving closer to our 2028 goal of having 75% of our spend to suppliers with science-based targets.



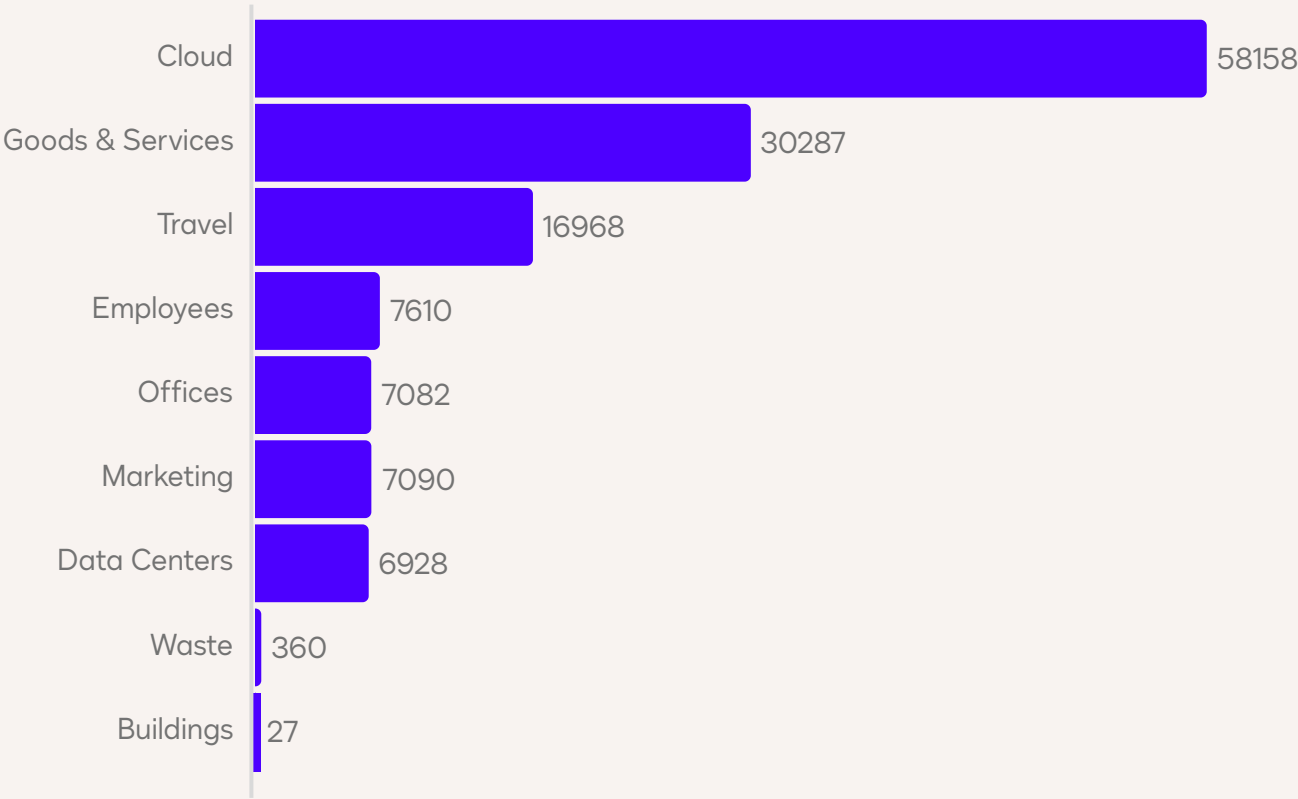
We have achieved our 2050 Scope 1 and 2 Science Based Targets ahead of schedule through procurement of Energy Attribute Certificates.



Our Footprint

In our inaugural Impact Report, we're disclosing our carbon footprint, showcasing the progres we've made through renewable energy, strategic office locations, and supplier engagement. We acknowledge that Scope 3 emissions, particularly from cloud services, represent our largest area for improvement. Business travel also contributes significantly, and we're actively seeking ways to minimize its impact without sacrificing valuable connections.

FY25 Category Emissions: market-based (tCO₂e)*



*For a full breakdown of emissions see page 50

How We're Getting There

We're working across teams to support smarter environmental choices across our supply chain, our use of business travel, and how we develop our product.

Powering our products sustainably

We are exploring more impactful renewable energy options beyond Energy Attribute Certificates (EACs). We believe that technology has a crucial role to play, and we're committed to coding for AI efficacy to ensure our innovations contribute to a sustainable future.

Reducing emissions of our operations

We are migrating our full suite of IAM, eSignature, and CLM products to Microsoft Azure, which will operate on 100% renewable energy by the end of 2025, will be carbon negative and water-positive by 2030. This strategy helps us reduce our Scope 3 emissions

Putting our contracts to work

We are activating our supplier network, focusing on our largest partners, asking them to commit to Science-Based Targets, and providing support to help them reduce their environmental impact.



Our Commitment to Communities



Committed to Communities

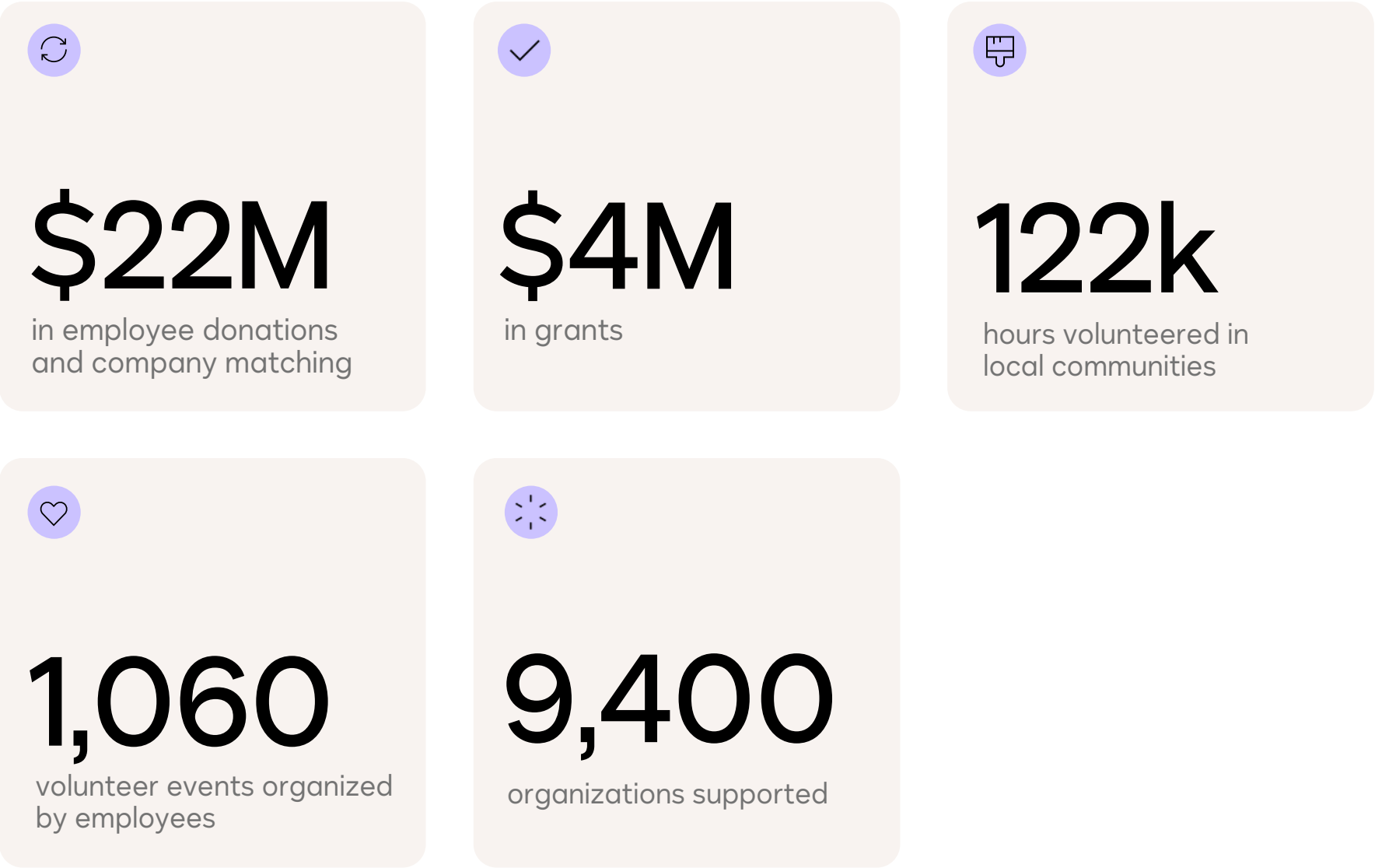
We commit to strengthening the communities where we live and work through employee volunteering, matching donations, and strategic grantmaking.

Giving back has always been an important part of Docusign’s story. Since its founding, Docusign has rallied time and resources to support stronger communities and a healthier planet.

This year marks a new chapter for Docusign’s social and environmental impact. In April 2024, we launched [Docusign.org](#): our new comprehensive strategy to bring the strength of our products, people, and resources together to strengthen communities and protect the planet.

Since then, Docusign has mobilized more resources than ever before in service of environmental sustainability and social impact in the communities where we live and work.

Docusign’s Impact Since 2017



Docusign Impact

Empowering Docusign employees to drive impact.

Docusign employees are a powerful force for good, and Docusign is committed to supporting and deepening the impact they make in their communities.

Each year, Docusign full-time employees receive 24 hours of paid volunteer time off along with \$5,000 in matching gifts to direct to the nonprofit of their choosing: \$4,400 through the employee matching program and \$600 to organizations where they volunteer through the Dollars for Doers program. This model allows employees to express their values by directing their support to the causes they are most passionate about.

In FY25, 65% of employees gave back through Docusign Impact programs - Docusign’s highest-ever participation rate. Collectively, they mobilized \$3.2 million and dedicated 17,000 hours to 3,947 organizations around the world.

Notably most of these efforts are organized and championed by Docusigners themselves. Each region and Employee Resource Group (ERG) has an Impact Leader who builds partnerships with local organizations, serves on impact committees, and organizes events for their colleagues. In FY25, over 100 employees took the lead as event organizers, engaging their colleagues in 239 volunteer events.

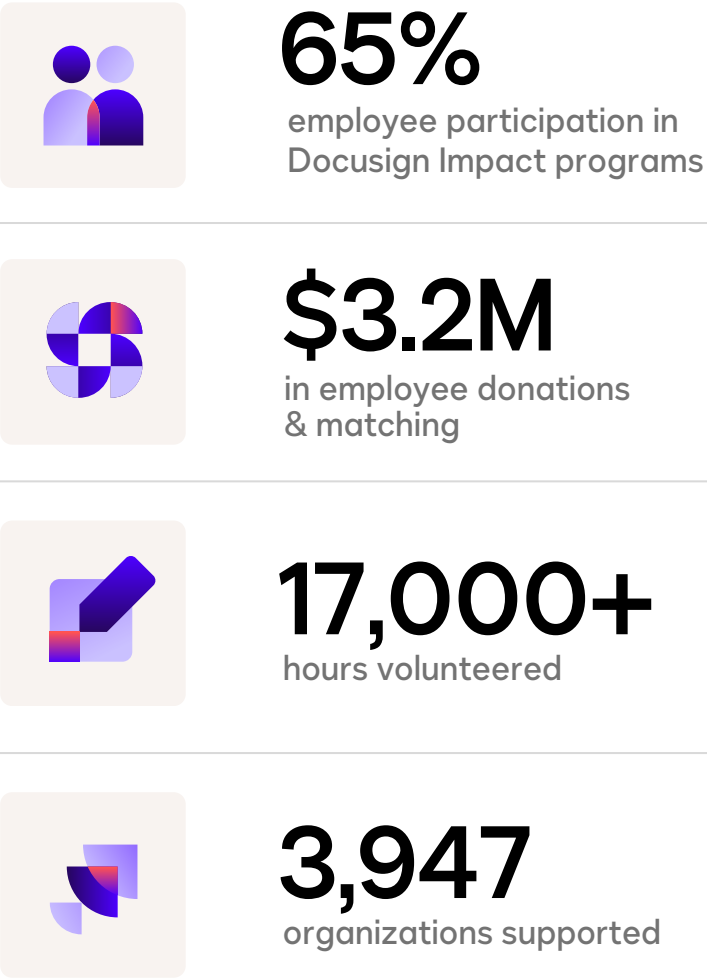
Impact Spotlight

Global Impact Week 2024

In September, Docusign held its 10th Annual Global Impact Week. From Sydney to Chicago, Dublin to Tokyo, Docusign employees joined forces to volunteer 4,200 hours and mobilize \$280k to support 120 community organizations in a single week. This year, a record 24% of Docusigners participated in 80 employee-led volunteer events; serving meals, cleaning beaches, and caring for animals in more than 30 cities around the world.



FY25 by the Numbers



Scenes from Docusign Impact Across the World





Docusign Impact

Empowering Docusign employees to drive impact.

The link between giving back and employee engagement

Empowering employees to drive impact in their communities does not just create impact in communities; it also drives employee wellbeing and belonging. Through our annual employee engagement survey, we learned that employees that participate in Docusign Impact programs report feeling a greater sense of belonging, a higher sense of satisfaction, and a stronger connection to the company than those who did not.

"Leading the Docusign Impact program in the UK has been incredibly rewarding. Seeing our efforts make a tangible difference in local communities and contribute to a sustainable planet fills me with pride."



Kevin Atillo
Strategic Customer Success
Account Manager, Docusign

Impact Spotlight Mentoring aspiring tech professionals

Last year, the Docusign Black Organization for Leadership Development (BOLD) ERG organized three volunteer events with [HBCU Heroes](#), an organization that empowers students at historically Black colleges and universities to succeed in corporate careers. At these events, 45 BOLD ERG members met with current students at HBCUs, helped them prepare for job interviews, and offered advice on navigating a career in the tech industry.



Impact Spotlight

Harnessing employee expertise to support tech nonprofits

During the Legal Team offsite, 40 members of Docusign's Legal team joined forces with [Fast Forward](#) and the tech nonprofit [Mobile Pathways](#) to brainstorm tech solutions that help immigrants navigate the legal immigration process. The challenge: "How can Mobile Pathways make its latest tool accessible to vulnerable individuals while ensuring privacy, security, and ethical data use?" Thanks to this workshop, Mobile Pathways is now using natural language models to translate legal jargon into clear, accessible language for their users.



Docusign Foundation

Enabling climate action, ecosystem protection, and local impact through grant funding.

Docusign lives its values by giving back

Docusign’s commitment to environmental protection and social impact is not new: since 2017, Docusign has awarded over \$4 million to protect the environment and advance local impact.

In 2024, Docusign made a key shift in its grantmaking strategy, mobilizing more funding than ever before. We launched two new grant funds, which will award a total of \$1 million each year to organizations doing critical work in two strategic focus areas: climate action and local impact.

This marks a new chapter in Docusign’s philanthropy, building on its proud history of forest stewardship while looking forward toward more strategic grantmaking and deepening its impact.

Climate Action Fund: In FY25, Docusign granted \$750K to organizations working on the frontlines of climate action, with a specific focus on driving technical efficiencies and scalable solutions to combat climate change. In FY25, the Climate Action Fund made its inaugural grants to three organizations: Forest Stewardship Council, Wildlife Conservation Society, and EcoRise, who received multi-year funding to advance their work.

Local Impact Fund: Docusign will grant \$250K each year toward organizations that are driving local impact near our offices. These grants will prioritize organizations focused on the environment, urban sustainability, and tech education and mentorship. Our 2024 Local Impact grants supported projects in Chicago, Dublin, Paris, San Francisco, São Paulo, and Seattle.

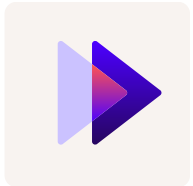


Pledge 1% is a global movement that encourages companies to donate 1% of their staff time, product, profit, and/or equity to social impact. Docusign has been a proud Pledge 1% member since 2015-one of the movement's earliest members. In 2024, Pledge 1% featured Docusign’s impact in a case study, highlighting the ways social impact is embedded in Docusign’s culture and strategy.

FY25 by the Numbers



\$1M
in grants



10
grantees supported



Impact Spotlight

Measuring the true value of forests

In FY25, Docusign's Climate Action Fund made a two-year grant to the [Forest Stewardship Council \(FSC\)](#), which promotes responsible management of the world's forests and has grown to become the world's most respected and widespread forest certification system. Their certification system has enabled businesses and consumers to choose wood, paper, and other forest products made with materials that support responsible forestry through a globally recognized standard.

Docusign's recent grant to FSC supports the development of the [Verified Impact](#) system, which calculates the financial value of both harvested materials leaving the forest and the ecosystem services the forest provides—such as carbon, biodiversity, soil, water, and cultural services. This will equip forest investors with credible, high-quality data to better understand their impact.



Read more about Docusign's partnership with [FSC here](#)



Seattle Unity Forest, courtesy of SUGi



Seattle Unity Forest, courtesy of SUGi



Impact Spotlight

Pocket forests in Seattle and Dublin

Docusign's Local Impact Fund partnered with SUGi to plant two pocket forests in Seattle and Dublin. The Seattle Unity Forest planted near North Seattle College, will provide habitat for local species like the Pacific tree frog and enrich campus biodiversity. In West Dublin, the pocket forest at Scoil Aoife will clean the air around the school and provide a space to introduce nature curricula to students, teaching them to be forest keepers.



Governance & Disclosures

Governance

Governance and Oversight is essential for ensuring our business continues to meet our rigorous standards and continues to serve employees, customers and stakeholders. Our Board is governed by our [Corporate Governance Guidelines](#), which guide the conduct, roles, and responsibilities of the board and its members. Each Board committee is governed by a formal charter.

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

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

As of January 31, 2025, our Board is comprised of:

- 3 women, 7 men
- Tenure: 0-2 Years: 2 , 3-5 Years: 4, >5 Years: 4
- 8 out of 10 independent directors

Privacy and Data Security


Docusign’s first priority is to make your experience safe and secure—and to ensure you have the information you need to feel comfortable transacting business online. [The Trust Center](#) gives customers access to the latest Docusign security, compliance, legal, privacy and system performance information, when and where they need it.

Our dedication to delivering the highest level of security possible for our customers is centered on our Trust and Security Program program, which aligns our people, processes and platform to address the overall security, privacy and validity of your agreement transactions Security. Read more here: [Docusign Trust and Security Overview](#).

All employees are trained on matters of security, privacy and ethics. We have ongoing security awareness programs tailored to our employees as well as Docusign’s [Code of Conduct](#)

reflects our commitment to ethical business practices, including safeguarding customer and user information, and applies globally to all employees.

- Docusign named the [#1 most trusted software & telecommunications company](#) in America, 2024.
- Updated List of Compliance & Security Certifications and Assessments include:
 - SOC 1 Type 2
 - SOC 2 Type 2
 - ISO 27000
 - GovRAMP
 - PCI DSS
 - FedRAMP Moderate
 - DoD IL4
 - Australia IRAP
 - APEC PRP
 - EU (GDPR) BCRs



In FY25, we celebrate our inaugural impact report. This is the start of our journey to align our impact disclosures to international standards and norms.

Company Overview

Company Overview	2025	Framework
Company Name	Docusign, Inc.	GRI 2-1
Organizational Details	Docusign 10-K	GRI 2-1
Location of HQ	San Francisco, CA	GRI 2-1
Countries of operation	Docusign Global Offices	GRI 2-1
Reporting entities	Docusign, Inc. and its operating subsidiaries	GRI 2-2
Report Contact	investors@docusign.com	GRI 2-3
Financial Reporting	Docusign 10-K	



Governance Overview

Governance	2025	Framework
Highest governing body, chair, and policies regulating highest governing body	Docusign, Inc. Board of Directors	GRI 2-10 - 2-11
Governance structure & composition	Board and Committee composition	GRI 2 - 9
Role of Board of Directors in overseeing management of impacts and delegation of responsibility	Docusign Proxy Statement	GRI 2-12 - 2-13
Role of Board of Directors in sustainability reporting	Our Board has overall responsibility for overseeing ESG matters impacting our business, assisted by our Nominating Committee. Additionally, all of our Board committees also consider and address ESG matters affecting their areas of responsibility, and periodically report to the full Board with respect to (and may make recommendations regarding) those matters, as summarized in our Proxy Statement.	GRI 2-14
Processes and policies in place in regard to conflict of interest for Board of Directors	Code of Conduct	GRI 2-15
Collective knowledge of highest governing body	Docusign Proxy Statement	GRI 2-17
Evaluation of the performance of Board of Directors	Corporate Governance Guidelines	GRI 2-18

Governance Overview

Governance	2025	Framework
Board remuneration policies and process to determine	Docusign Proxy Statement	GRI 2-19 - 2-20
Policy commitments for responsible business conduct, and how these are embedded into practice	Code of Conduct	GRI 2-23 - 2-24
Mechanisms for seeking advice and raising concern	Code of Conduct	GRI 2-25
Total amount of monetary losses as a result of anti-competitive legal proceedings	\$0	TC-SI-520a.1
Annual Total Compensation Ratio (CEO Pay Ratio Disclosure)	Docusign Proxy Statement	GRI 2-21

Product	2025	Framework
Number of Customers	Docusign 10-K	TC-SI-000.A
Privacy & Data Security	2025	Framework
Policies & practices relating to privacy and data security	We have developed and implemented privacy and cybersecurity risk management programs intended to help ensure compliance with Docusign’s privacy and security standards. See more information on our privacy standards here .	TC-SI-220a.1
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Docusign Security Brief	TC-SI-230a.2
Description of business continuity risks related to disruptions of operations	The Trust Center gives customers access to the latest Docusign security, compliance, legal, privacy and system performance information, when and where they need it.	TC-SI-550a.2

Employees Overview

Employees	2025		Framework
Policy commitments	Docusign Careers Website		
Global Employees	6,838 Full Time Employees		
US-based employees	Full time: 95% , Part-time/Fixed/Contractors: 5%		TC-SI-330a.3, GRI 405-1
Globally-based employees (based outside of US)	Full time: 73% , Part-time/Fixed/Contractors: 27%		TC-SI-330a.3, GRI 405-1
Gender Representation Among Employees	Overall	In Leadership	TC-SI-330a.3, GRI 405-1
Female overall	40.4%	32.2%	
Male overall	59.6%	67.8%	
Race and Ethnicity Representation Among Employees	Overall	In Leadership	TC-SI-330a.3, GRI 405-1
Hispanic or Latino	5.7%	5.0%	
White	51.2%	53.1%	
Black or African American	4.1%	2.8%	

Employees Overview

Race and Ethnicity Representation Among Employees	Overall	In Leadership	TC-SI-330a.3, GRI 405-1
Native Hawaiian / Pacific Islander	0.3%	0.2%	
Asian	30.2%	31.1%	
American Indigenous / Native American	0.1%	0.0%	
Two or More	3.7%	2.2%	
Unknown	4.6%	5.7%	
Employee Engagement	74% Employee Satisfaction Score		TC-SI-330a.2



Environment Overview

Governance	2025	Framework
Total energy consumed	92,524 GJ	TC-SI-130.1, GRI 302 - 1,2
% grid electricity	95%	TC-SI-130.1
% renewable electricity	100%	TC-SI-130.1
Direct (scope 1) GHG Emission	449 tCO2e	GRI 305 -1
Energy indirect (scope 2) GHG emissions	3.1 tCO2e	GRI 305 -2
Other indirect (scope 3) GHG emissions	132,058 tCO2e	GRI 305 -3
GHG emissions intensity	45 tCO2e per \$1M	GRI 305 -4
CDP Score	B	<u>CDP</u>
Ecovadis Score	48	<u>Ecovadis</u>

Emissions Overview

Governance	Market Based	Location based
Scope 1	449 tCO2e	449 tCO2e
Scope 2	3.1 tCO2e	8,545 tCO2e
Scope 3		
3.1 purchased goods and services	101,018 tCO2e	155,206 tCO2e
3.2 capital goods	5,718 tCO2e	5,718 tCO2e
3.3 fuel and energy related activities	2,252 tCO2e	2,219 tCO2e
3.5 waste generated in operations	360 tCO2e	360 tCO2e
3.6 business travel	16,957 tCO2e	16,957 tCO2e
3.7 employee commuting	7,610 tCO2e	7,449 tCO2e
3.8 upstream leased assets	144 tCO2e	122 tCO2e

Community Overview

Community	2025
Foundation grants	\$1M
Number of grantees	10 Grantees
Employee-generated giving	\$3.2M
Employee volunteering	17,000+ hours
Employee participation in Docusign impact programs	65%
Number of nonprofit organizations supported through donation matching or volunteering	3,947 Non profit organizations



About this Report

Docusign is committed to reporting annually on its impact performance. Unless otherwise noted, the data in this report covers FY25, from February 1, 2024 through January 31, 2025. All reported values represent the best data available at time of publication.

Data Sources

Customers: Estimates of paper savings are current as of January 2024 and are based on the aggregate number of transactions via Docusign eSignature since the company was founded in 2003. The model assumes that recipients of a document would print the document once, on average. Docusign uses the Paper Calculator from the [Environmental Paper Network’s Paper Calculator Version 4.0](#) to estimate the environmental savings from reduced paper usage.

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

Employees: We assess employee sentiment twice per year through Docusign’s Employee Engagement Survey.

Planet: We disclose our involvement in voluntary carbon markets on our [website](#) and are certified under the CarbonNeutral Protocol by Climate Impact Partners. Use these links for the Dousign disclosure and the [CarbonNeutral Protocol](#).

Apex Companies, LLC (Apex) has completed a limited [assurance verification](#) of Docusign's FY25 greenhouse gas emissions, encompassing Scope 1, Scope 2, and specified Scope 3 emissions, against the WRI/WBCSD GHG Protocol standards and ISO 14064-3. This verification provides reasonable assurance regarding the accuracy of the reported emissions intended for public disclosure.

The categories of emissions verified include:

Scope 1 (Direct): Stationary combustion, fugitive emissions.

Scope 2 (Indirect): Purchased electricity, estimated electricity, and heat/hot water/steam.

Scope 3 (Value Chain): Purchased Goods and Services, Capital Goods, Fuel- and Energy-Related Activities, Business Travel, and Employee Commuting.

Communities: Employees self-report their volunteering activities.

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

