

PagerDuty

FY26 Impact Report



Provided courtesy of Watch Duty / watchduty.org

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About This Report

Our FY26 Impact Report contains information about PagerDuty’s global impact, sustainability, and people programs. The Report highlights our progress in key areas and provides a year-end snapshot of our performance.

Figures and narrative throughout this document are for the 2026 fiscal year (February 1, 2025 through January 31, 2026) unless otherwise noted. All references to dollars are to U.S. dollars unless otherwise noted. Information in this document represents the best information available as of the publication date. Any references to “material” or “materiality” in this document are in line with the Global Reporting Initiative (GRI) Standards and focus on aspects of PagerDuty’s business that have been identified as “material topics” using the GRI definition of materiality through stakeholder engagement and our materiality assessment.

→ For more information, please visit the [PagerDuty Impact Hub](#).

From Our Executive Chair

Jennifer Tejada



At PagerDuty, we serve as the central nervous system for modern, AI-first operations. While our platform serves as the brain to promote enterprise resilience, our impact work is the heart—a fundamental aspect of our culture since I joined the company a decade ago. Our employees take social impact to heart, and are proud to give back to the communities where they live and work.

We believe time is the most valuable currency. Our purpose is to empower teams with the time and efficiency to build the future. In FY26, we scaled that purpose through our products, our philanthropy, and the incredible initiative of our people.

In FY26, we drove meaningful progress by:

Empowering Impact Leaders: We increased our reach by 11% from the previous year to a total of **650 impact customers**. These organizations—which include global impact leaders like Crisis Text Line, DonorsChoose, Mercy Corps, NAMI, Watch Duty, and World Central Kitchen—use our platform to automate critical work, build more resilient operations, and deliver greater impact.

Investing in Resilience: We granted **\$1.5 million** to organizations working in the key focus areas of time-critical health, climate resilience, and educational access equity. Among other partnerships, our funding also supported the launch of a tech readiness cohort with the NTEN (Nonprofit Technology Enterprise Network) to ensure nonprofit leaders aren't left behind in the AI revolution.

Employees in Action: During 2025, PagerDuty employees shared their time, talents, and donations—totaling \$300,000 in contributions to 800 nonprofits and more than 6,000 hours volunteered.

Climate Action: For the second consecutive year, we achieved 100% renewable electricity sourcing and a reduction of more than 90% in our operational emissions, staying ahead of our FY30 climate targets. We fulfilled our own energy commitments and supported the Tribal Renewable Energy Fund, a previous PagerDuty grantee, by purchasing renewable energy certificates.

Operational Excellence & Trust: In March 2025, we achieved FedRAMP® Low Authorization, ensuring federal agencies can innovate on a platform that meets the most rigorous security standards.

It's clear to us that AI is potentially the most transformational technology of a generation, not just for business but for society on the whole. As we accelerate into an AI-first future, we remain committed to supporting the communities around us, and to responsible, durable growth.

I invite you to explore our progress in the full report and visit our [Impact Hub](#).

With appreciation,

Jennifer Tejada
Executive Chair of the Board

FY26 Highlights



650

impact customers¹,
an 11% increase from FY25



\$3.1M

in product discounts and
donations to impact customers



6,000

hours volunteered by
employees to support
nonprofit causes



93% reduction

in operational emissions
from our baseline year



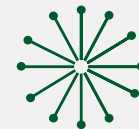
80%

of employees say
“PagerDuty’s investment in
social impact makes me
proud to work here”



37.7%

of employees
identify as women



Within \$0.02

for gender pay equity



\$1.5M

in philanthropic
funds deployed

¹ Impact customers include nonprofits, private foundations, healthcare nonprofits, B Corps, and educational institutions.



PagerDuty Customer Kickoff in Sydney

About PagerDuty

PagerDuty, Inc. transforms critical work for modern business by building operational resilience, reducing risk, improving customer experience, and driving operational efficiency across digital operations. As a global leader in digital operations management since 2009, PagerDuty helps enterprises manage the complex web of infrastructure, applications, and systems that power today's digital experiences. The PagerDuty Operations Cloud sits at the center of the enterprise technology stack as a system of intelligence and action, ingesting signals from over 750+ integrations—including monitoring, observability, security, customer service, and development tools—to orchestrate the right response across people, machines, and software.

Built for the modern era of artificial intelligence, PagerDuty empowers customers to maximize the value of their AI investments through agentic workflows, AI-powered automation, and intelligent orchestration that accelerates incident detection and resolution while enabling teams to focus on innovation rather than firefighting.

Our Mission

To revolutionize operations and build customer trust by anticipating the unexpected in an unpredictable world.

Our Purpose

We empower teams with the time and efficiency to build the future.

Our Vision

An equitable world where we transform critical work so all teams can delight their customers and build trust.

Customers

35,000+ free and paid customers run on PagerDuty

Over 1M users on the PagerDuty platform

650 impact customers (including nonprofits, B Corps, and educational institutions)

750+ integrations

Nearly half of the Fortune 500, half of the Forbes AI 50, and approximately two-thirds of the Fortune 100 use PagerDuty

Employees

1,155 Employees as of January 31, 2026 – 49% in the U.S., 51% in international locations

Corporate Headquarters

San Francisco, California

Office Locations



Atlanta, Georgia, USA



Sydney, Australia



Lisbon, Portugal



Tokyo, Japan



London, United Kingdom



Toronto, Canada



Santiago, Chile



San Francisco, California

Impact Awards and Achievements



2026 Built In Best Places to Work

PagerDuty has been named to five of Built In's 2026 Best Places to Work U.S. lists, including Best Places to Work in Atlanta (#1) and Best Large Places to Work in San Francisco (#1).



2025 Anthem Awards

PagerDuty was recognized with Silver in the following categories: Responsible Technology, Corporate Social Responsibility, and Team & Internal Initiatives.

2025 Fortune Best Workplaces for Women – Top 50 Small & Medium Companies

PagerDuty is listed as #40.



AWS Nonprofit Competency Partner

Certified as an AWS Nonprofit Competency Partner for fundraising operations and tools.

2025 Fortune Best Workplaces in Technology – Top 60 Small & Medium Companies

PagerDuty is listed as #37.



2025 Inspiring Workplaces – Global Top 100

PagerDuty is listed as #7.

2025 Bay Area Top Corporate Philanthropists Award

PagerDuty is recognized for its commitment to giving back to the community.

2025 TrustRadius Tech Cares Award

TrustRadius recognizes PagerDuty as one of the B2B technology companies that go above and beyond to support employees and communities in the last year.



2025 AI Breakthrough Awards

PagerDuty is the winner of the "AI Ops Platform of the Year" category.



2025 CRN AI 100

PagerDuty is listed as #17 of 20 of the Hottest AI Cloud Companies.

2025 Ragan CSR Awards

PagerDuty received an Honorable Mention in Corporate-Community or Nonprofit Partnerships for the Impact Accelerator Program.

Our Approach

At PagerDuty, we believe operational excellence and social impact are complementary. In a world where AI is rapidly reshaping the nonprofit sector, our agentic technology empowers mission-driven teams to drive long-term value by automating complexity, improving reliability, and redirecting their limited resources toward creating a more resilient world and sustainable future for all.

Explore our impact along these topical areas further in our [Impact Hub](#).



Platform

We deploy the PagerDuty Operations Cloud Platform to help nonprofits, B Corps, and higher education organizations deliver on their mission-critical work.



Philanthropic investments

We engage in corporate philanthropy to develop collaborative relationships that focus on holistic impact.



People

We build a culture of changemakers, where employees can thrive, grow, and positively impact all of their partners and stakeholders.



Planet stewardship

We take responsibility and foster partnerships to create a more resilient world and sustainable future for all.



Responsible business practices

We embed in our company processes consideration for society, the environment, and all our stakeholders.

Our Impact Vision

To enable mission-driven teams to build a resilient world and a sustainable future for all.

“At PagerDuty, we embed a global impact ethos into business practices, working collaboratively with our stakeholders to build a more resilient world and sustainable future for all. Central to this mission is fostering social resilience, especially with AI since this technology represents an opportunity for the social sector to leapfrog technical barriers. By playing a leading role in this transition, PagerDuty AI and our agents empower mission-driven teams to automate complex coordination, allowing them to scale their impact while preserving the vital human connections at the heart of their work.”



Debbie O'Brien

Chief Communications Officer
and Vice President, Global Impact

Priority Topics

Our FY24 materiality assessment continues to guide our impact strategy and reporting in FY26. The assessment identified the following four priority areas:

- **Talent attraction, engagement, development, and talent planning:** Invest in our global workforce to sustain our culture of innovation, teamwork, and belonging.
- **Data security and privacy:** Maintain and strengthen high standards of information security and privacy.
- **Ethics and compliance:** Operate our business ethically and with integrity.
- **Climate responsibility:** Ensure we do our part to protect the environment by promoting ecosystem resilience and climate stability.

Global Impact Program Governance

We have developed governance practices around our impact program that ensure that it furthers our business strategy and builds trust with all our stakeholders.

The PagerDuty Board of Directors and each of its committees oversee different elements of environmental, social, and governance matters at PagerDuty. Our Global Impact team, a cross-functional group embedded in key business functions, leads efforts to align and advance our sustainability and social impact initiatives. These efforts are further supported by a Steering Committee, Working Group, and Global Impact Advisory Board. Additionally, our Chief Financial Officer serves as the executive sponsor providing leadership and guidance for our sustainability, social impact, and governance efforts.

→ Visit our [Impact Hub](#) for detailed information about how we govern our Global Impact program. Find information about our corporate governance practices and Board of Directors on our [Investor Relations webpage](#).



PagerDuty ArrayChella event in Atlanta



Mercy Corps Jordan

Our Platform and Impact

FY26 Highlights



**650 impact
customers**

including nonprofits, B Corps,
and educational institutions,
an 11% year-over-year increase



\$3.1M

in product discounts and
donations to impact customers



**\$1.5M in funding
deployed**

to tech-forward organizations in
crisis response, humanitarian
aid, climate sustainability,
and education



**+85 Net Promoter
Score (NPS)**

from our partners and grantees

Expanding Critical Technology Access for Mission-Driven Organizations

Ensuring stability in an organization's digital operations can help address life-threatening issues in the delivery of critical services—whether managing a mental health crisis hotline, coordinating first responders, enabling timely healthcare delivery, or increasing student access to equitable learning solutions. Through our Impact Pricing and Technical Pro Bono programs, we are making the PagerDuty Operations Cloud accessible to mission-driven organizations, helping strengthen their programs and allowing them to focus on their core services by orchestrating, automating, and accelerating mission-critical work.

Impact Pricing

PagerDuty's Impact Pricing program enables nonprofits, B Corps, and higher education institutions globally to more easily access our products and services, helping them build more resilient operations and maximize their impact. Our Impact Pricing offering includes five free professional user licenses, discounts on additional products, and tailored onboarding support and training resources, including our [nonprofit operational maturity paper](#) and [nonprofit AI readiness guide](#).

Technical Pro Bono Program

Our Technical Pro Bono program connects impact customers with expert PagerDuty volunteers at no cost. By sharing platform best practices and technical expertise, our pro bono volunteers help our impact customers implement or optimize their use of PagerDuty. Hands-on support not only amplifies the value of our platform for mission-driven organizations, but helps them develop stronger overall digital operations that best meet the specific needs of their programs.

→ See our [Impact Hub](#) for more information about our impact offerings and stories of impact customers driving operational efficiency and streamlining critical work with PagerDuty.

Impact Customer Spotlight



Watch Duty Uses PagerDuty to Deliver Real-Time Wildfire Information and Alerts to Nearby Communities

Watch Duty keeps people informed and safe by providing real-time wildfire alerts and updates on firefighting efforts as they unfold. As a nonprofit organization powered by over 200 dedicated volunteers and paid staff, including active and retired wildland firefighters, dispatchers, first responders, emergency reporters, and engineers, the team ensures that 7.2 million users receive the most up-to-date disaster information when it matters most.

The PagerDuty Operations Cloud is fundamental to Watch Duty's incident management and on-call operations. With PagerDuty, Watch Duty coordinates a dedicated response to emergencies and delivers life-saving information to the public, ensuring system reliability and uptime amid rapidly changing fire conditions and peak loads on the Watch Duty app.

"PagerDuty has not only enhanced our operational efficiency and system uptime but has also become integral to our ability to provide immediate, actionable alerts that save lives. Our experience demonstrates the powerful impact of using the right technology to ensure public safety during emergencies."

David Merritt

Chief Technology Officer and Co-Founder, Watch Duty

Building Social Resilience Through Philanthropic Investments

PagerDuty's Impact Fund supports organizations leveraging technology in their solutions to address our world's most pressing challenges. We build holistic partnerships that provide organizations with multi-faceted support from PagerDuty, including general operating funding, platform credits, technical pro bono support from our employees, and impact storytelling to help amplify their important work. In addition to grantmaking, we deploy Impact Fund capital through varied giving strategies, such as recoverable grants and impact investments, in support of our impact vision.

Focus Area Investments

In FY26, we deployed approximately \$1.5 million to support tech- and AI-forward organizations within our focus areas of time-critical health, climate resilience, and education equity. With our support, our philanthropic partners—including **Crisis Text Line**, **Empower Work**, **Mercy Corps**, **SIRUM**, **Trek Medics**, **Watch Duty**, **World Central Kitchen**, and more—are working to improve urgent health outcomes globally, increase access to critical care, scale solutions for a more sustainable future, and expand education access and opportunity for students around the world.

CRISIS TEXT LINE**empowerwork**

Impact Customer Spotlight



SIRUM Uses PagerDuty to Redistribute Life-Saving Surplus Medicine

SIRUM drives the future of healthcare by connecting people with surplus medicine. As the nation's largest redistributor of surplus medicine, SIRUM works with manufacturers, hospitals, pharmacies, and nursing homes to donate unused, unexpired medications while providing free or low-cost access to patients facing barriers to affordability. The organization has redistributed over \$300 million in medicine to more than 500,000 patients through its network of community partners and its own pharmacy, Good Pill—a critical lifeline as three in ten Americans skip prescriptions due to cost.

With technology and grant funding from PagerDuty, SIRUM is transforming medicine access across the U.S. The PagerDuty Operations Cloud enables SIRUM to coordinate complex logistics and maintain system reliability as it scales its operations to meet increasing demand. Through this partnership, SIRUM ensures that life-saving medicine reaches patients when they need it most while laying the foundation for national growth.

"PagerDuty is fundamental for our operations. It's making sure that we are delivering a service to our partners and our patients that's both resilient and reliable. As we continue to grow, we know that PagerDuty is a partner that can scale with us."

Kiah Williams
Co-Founder, SIRUM

Tech for Good Partnerships

As part of our FY26 philanthropic investments, PagerDuty launched partnerships with three organizations dedicated to strengthening the technical infrastructure and capabilities of nonprofit and AI-native mission-driven organizations. As a leader in digital operations management, PagerDuty launched an **EdTech Impact Vertical with Fast Forward** to support five innovative nonprofits using technology and AI to expand educational access and deliver equitable learning solutions. PagerDuty also funded a **nonprofit tech readiness cohort** with NTEN (the Nonprofit Technology Enterprise Network) and joined the **NetHope Center for the Digital Nonprofit** to meet nonprofits where they are in their digital operations journey, help them navigate AI complexities, and advance technological resilience across the nonprofit sector.



→ See our **Impact Hub** for more information about our focus areas and stories of philanthropic partners driving impactful outcomes at scale with our support.

Ecosystem Partner Spotlight

NETHOPE

NetHope and PagerDuty Partnership Strengthens Nonprofit Digital Operations Capabilities

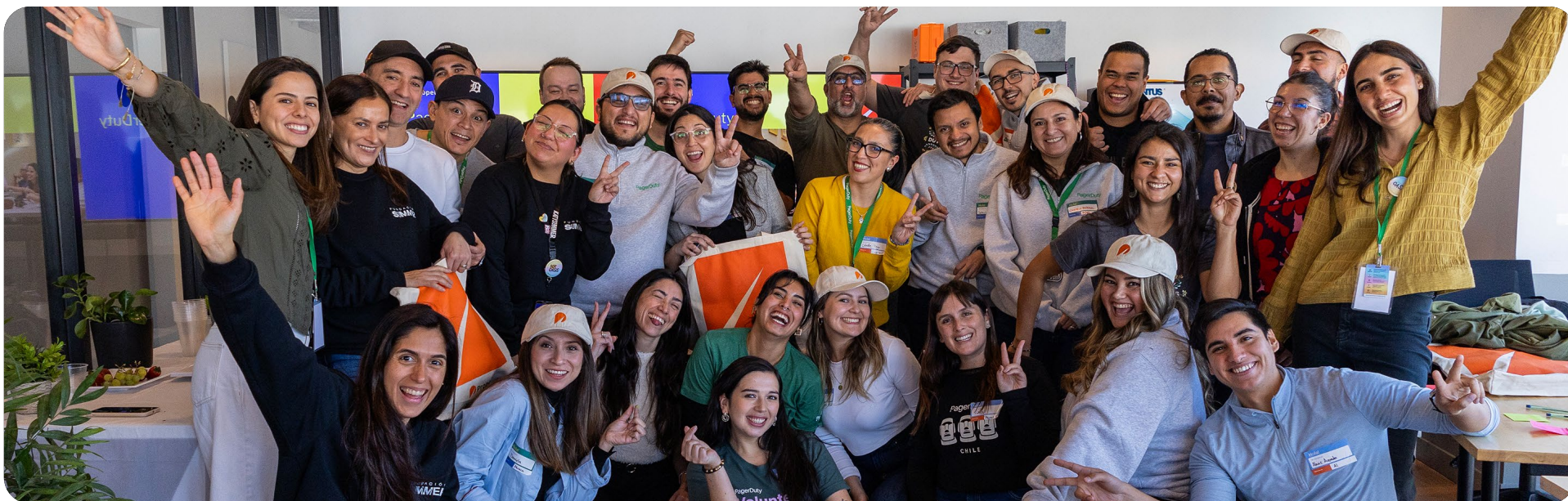
NetHope is a catalyst for collective impact, advancing humanitarian, conservation, and international development efforts worldwide. For more than 20 years, NetHope has enabled international nonprofit organizations and leading technology partners to address the world's most pressing challenges through collaboration, collective action, and smarter use of digital technology. Today, over 60 nonprofit members and 50 technology partners collaborate to leverage digital solutions for exponential impact, collectively delivering more than 60% of all annual international, non-governmental aid and serving over 1.67 billion people in 190 countries.

Through our support for the NetHope Center for the Digital Nonprofit, PagerDuty is helping strengthen digital operations capabilities across the entire nonprofit sector. The collaboration focuses on three key areas: engaging with research initiatives to understand the most pressing digital operations challenges faced by nonprofits; co-creating resources, methodologies, and best practices designed for the sector's unique constraints; and contributing expertise to research and tools that help nonprofits with limited resources maintain reliable services.

"Now more than ever, nonprofits need smart, tech-powered operations to scale their impact and drive lasting change. PagerDuty's expertise in building resilient, digitized operations will be instrumental in helping NetHope Members and nonprofits everywhere sustain and advance their mission-critical work."

Daniela Weber

Director of the NetHope Center for the Digital Nonprofit



PagerDuty Chile volunteering with Propel

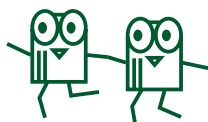
Our People

Our Values



Champion the customer

Start with the customer outcome in mind—delivering value to Enterprise customers by solving their biggest problems.



Run together

Build diverse teams, and relationships that span cultures, perspectives, and communities that amplify our impact.



Ack & own

We earn trust by stepping up, delivering on our promises, and prioritizing what matters most.



Take the lead

We are bold. We are the Operations Cloud. We are here to be first—the first to market and the first choice of our customers.



Bring your self

We show up as our best selves, are present in the moment, and create an environment where others can be their best selves too.

Our corporate culture is a critical component of our success, and we continue to foster innovation, teamwork, and belonging. We continually invest in our global workforce to create a sense of belonging and well-being, provide fair and market-competitive total rewards, and promote growth and development.

Our corporate culture is built on the core values that drive our success: **Champion the Customer, Run Together, Take the Lead, Ack + Own, and Bring Your Self.** These values are reinforced through recognition programs and our “Getting Work Done” playbook, which defines company practices and norms, helping us collaborate effectively across in-person, remote, and hybrid teams while advancing global belonging.

Compensation, Benefits, and Well-Being

We offer competitive compensation and benefits that support our employees’ overall well-being and attract, motivate, and retain a talented global workforce. Our employee pay programs include base salary and opportunities for short-term and long-term variable incentives. In addition, with some country-specific variations, we offer medical, dental, and vision benefits, flexible spending and health savings accounts, unlimited paid time-off, leave programs, retirement plans, and emotional well-being services.

Compared to the New Tech Top 25% benchmark, PagerDuty scores 10 points higher on employees’ belief that their total rewards package adequately reflects their contributions—driven by appreciation for work flexibility, competitive compensation, and strong management support.



PagerDuty Japan volunteer day

Employee Engagement and Development

At PagerDuty, we empower our people with the resources to thrive individually and collaborate effectively as a global team. Our strategy focuses on driving engagement across the entire employee lifecycle through intentional listening, value-driven practices, and a clear, compelling employee value proposition.

Through different methods of listening, such as our periodic engagement surveys and stay interviews, we gather feedback on drivers of engagement for all PagerDuty employees. In our FY26 engagement survey, 78% of employees shared they are proud to work for PagerDuty and 86% said they have access to needed learning and development.

In FY26, we introduced new engagement initiatives—Executive Connects and Senior Leadership Team Connects—providing employees with direct access to senior leaders in informal discussion formats to strengthen trust and transparency. We remain committed to prioritizing internal promotions and expanding responsibilities, fostering growth opportunities for employees across PagerDuty.

We launched comprehensive learning initiatives in FY26, expanding our resources with external resources, such as Udemy, and internal tools, such as GrowU, to equip employees and leaders with cutting-edge capabilities that increase their impact and efficiency. Employee investment in AI and automation skills was particularly notable on Udemy. This validated early momentum ahead of a formal Generative AI Enablement program rollout.

Beyond broad skill-building, we invested deeply in formal leadership development programs. We hosted an expansive Leader Lab series across critical manager topics, such as radical candor and leading through change. We also advanced our pipeline of future leaders by launching PagerDuty's inaugural cohort of Emerging Leaders at PagerDuty, designed to help participants better understand their value at work, articulate PagerDuty's competitive positioning, and plan for future career advancement.



PagerDuty Portugal volunteering at Banco Alimentar

Employee Impact and Community Engagement

Building a Culture of Changemakers

Our Employee Impact program is a long-standing part of PagerDuty's culture and a driver of employee engagement and retention. PagerDuty encourages employees to drive positive change by providing 20 hours of paid volunteer time off each year and 1:1 donation matching up to \$500 per employee each year to nonprofits and charities. Beginning on their first day at PagerDuty, employees are rewarded and celebrated for contributing their time, expertise, and resources to charitable causes they care deeply about while also serving our key impact customers, grant partners, and local communities.

In FY26, this program enabled PagerDuty departments and regional teams across the world—including our Employee Resource Groups (ERGs) and Community Responders local action networks—to put our company values into action and build nonprofit partnerships. Together, they supported organizations addressing issues including student pathways into STEM, food security, mental health, homelessness, youth mentorship, emergency response to local crises, global humanitarian aid, and more.

Accelerating Employee Impact

Our eight employee-run ERGs foster global engagement, professional growth, and a culture of customer advocacy. Through tailored programs and initiatives, we offer all PagerDuty employees opportunities to connect authentically, celebrate our workforce, and model our core values. These volunteer-driven opportunities inspire engagement and collaboration that drive our company's objectives and success. In FY26, all eight ERGs accessed Community Grant budgets to build partnerships with local and issue-based organizations, focusing on activating in-person volunteerism and service learning.

PagerDuty's ERGs also worked together to host ArrayChella, our annual company-wide professional development event. This two-day hybrid experience brought together attendees for workshops, panels, and networking focused on leadership, AI tools, and interpersonal effectiveness. One participant shared: "I've already applied an insight from 'Crafting Team Culture: Small Actions with Big Impact': leading and listening with curiosity in conversations with teammates... This has improved alignment, sped up decisions, and increased engagement."

→ Visit our [Impact Hub](#) to learn more about the various ways our employees and ERGs drive positive change, contribute to our company and culture, and advance our business objectives.

FY26 Highlights:



6,000

hours volunteered by
employees to support
hundreds of nonprofits



\$300K

in matched employee
donations and impact
rewards by PagerDuty



80%

of employees say
"PagerDuty's investment in
social impact makes me
proud to work here"



\$125K

in Community
Grants deployed by
ERGs and Community
Responders to local and
issue-based nonprofits



Beneficial Returns, Cepro Yanesha in Peru

Planet Stewardship

The Science Based Targets initiative (SBTi) validated our climate targets in FY25, aligning PagerDuty's decarbonization roadmap with the global 1.5°C pathway. These commitments are central to how we create long-term value for our customers, investors, employees, and other stakeholders, and we are on track to achieve these targets on or ahead of schedule.

Our Climate Targets

⬇️
42% | PagerDuty commits to reduce its combined absolute scope 1 and 2 GHG emissions 42% by FY2030 from a FY2023 base year.

⬆️
100% | PagerDuty commits to increase its active annual sourcing of renewable electricity from 0% in FY2023 to 100% by FY2030.

⬇️
25% | PagerDuty commits to reduce its absolute scope 3 GHG emissions 25% by FY2030 from a FY2023 base year.

Our Decarbonization Progress

Direct and Indirect Emissions

Our Scope 1 and Scope 2 emissions are primarily driven by heating and electricity consumption in our offices. We are reducing these emissions through office right-sizing and by purchasing renewable energy. For the second year in a row, we partnered with the Bonneville Environmental Foundation (BEF) to procure “stacked” renewable energy certificates (RECs), which are standard RECs that include a social as well as an environmental attribute. We purchased BEF stacked RECs to match 100% of our in-office electricity consumption, as well as our employees’ estimated home telecommuting electricity usage, achieving through FY26 our target of 100% renewable electricity sourcing ahead of schedule. By investing in these stacked RECs, and additionally through our philanthropic funding, we supported the Tribal Renewable Energy Fund, which provides energy independence, resilience, and reduced energy costs to tribal nations while also supporting hands-on workforce development and local STEM education.

Value Chain Emissions

For Scope 3 emissions we focus on key supply chain sources, including purchased goods and services, fuel- and energy-related activities, and business travel. By partnering with suppliers to decarbonize our joint activities, we are progressing toward our ongoing goal of reducing our Scope 3 emissions 25% by FY30.

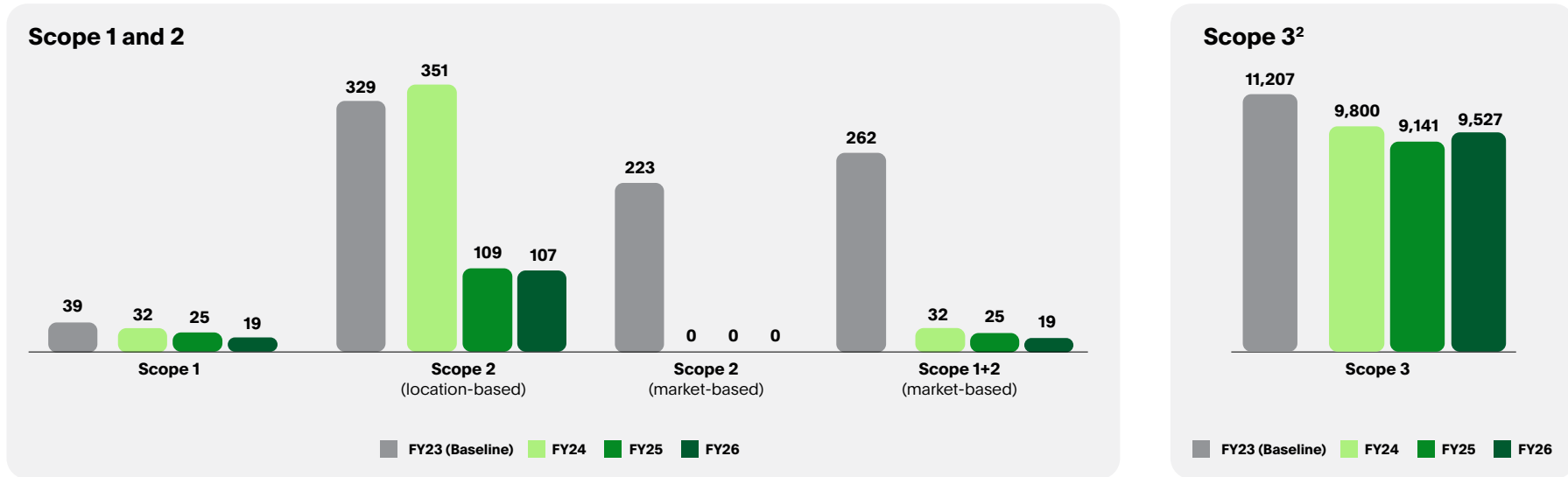
Greenhouse Gas Inventories

GHG inventories have been conducted in accordance with the GHG Protocol Corporate Accounting and Reporting Standard and Corporate Value Chain (Scope 3) Standard. Our Scope 1 and 2 emissions (market-based) of 19 mtCO₂e represents a 92.7% reduction from our baseline (FY23) Scope 1 and 2 (market-based) emissions of 262 mtCO₂e.



Mercy Corps Ethiopia

Greenhouse Gas Emissions (mtCO₂e)



Total (market-based) FY23 (Baseline): 11,469 FY24: 9,832 FY25: 9,166 FY26: 9,546

→ A detailed breakdown of our Scope 3 emissions categories and additional environmental metrics, including energy consumption, electricity use, and water consumption, is provided in the [Environmental, Social, and Governance data highlights](#) section.

² We have restated FY24 and FY25 Scope 3 emissions due to a significant update in a key supplier's emissions methodology. FY26 Scope 3 emissions also follow this new methodology. Emissions for FY23, our baseline year, have not been updated with the new methodology and are not directly comparable to FY24–FY26. FY23 Scope 3 emissions will be updated, and our climate target rebaselined, once data become available.



Estufas Chispa in Guatemala



Ecofiltro in Guatemala

Planet Stewardship Spotlight



Sustainability and Strategic Philanthropy Partnership for Greater Impact

In FY26, we expanded our partnership with **Beneficial Returns**, demonstrating how combining philanthropic capital with a proven sustainability strategy can profoundly amplify our impact.

We leveraged existing philanthropic relationships developed by our Global Impact team with Beneficial Returns and two of their grant partners, **Ecofiltro** and **Estufas Chispa**, to fund projects that directly scale the reach of their low-carbon technologies. As a result of this funding, we estimate that these social enterprises will achieve emissions reductions of more than 5,000 mtCO₂e, equivalent to about half of PagerDuty's total FY26 emissions and more than ten times what traditional carbon offset purchases would have achieved at the same funding level.

This innovative approach simultaneously advances climate resilience, improves health outcomes for underserved communities, and creates economic opportunities for rural entrepreneurs across Latin America. These combined benefits would not have been possible without a strong collaborative partnership across our impact approaches.



PagerDuty London celebrating Pride

Responsible Business Practices

Ethics and Compliance

At PagerDuty, trust is paramount. Our Code of Business Conduct and Ethics outlines our expectations for ethical business practices, including the protection of human rights, the prevention of human trafficking, anti-bribery and anti-corruption, anti-discrimination policies, and fair dealing.

All directors, employees, and independent contractors are required to comply with our Code of Conduct. All employees must complete training on our Code of Conduct, Employee Handbook, anti-bribery policies, and other PagerDuty policies. We maintain specific policies and procedures on whistleblowing, reporting and non-retaliation, human rights, safe workplaces, and other business ethics topics.

Our Chief Legal Officer serves as one of our compliance officers and is responsible for oversight of PagerDuty's business ethics policies and practices. The Audit Committee of the PagerDuty Board of Directors exercises authority and oversight of our ethics and compliance programs.

Information Privacy and Security

Privacy and security of information are priorities for PagerDuty. We demonstrate our commitment through security scans and testing, policy updates, and required new hire and annual employee security awareness training. We conduct independent annual third-party audits and have obtained key attestations, including SOC 2 Type II and ISO 27001.

PagerDuty's Chief Technology Officer (CTO), Chief Information Officer (CIO), and Chief Information Security Officer (CISO) oversee information security at the company, including data privacy and protection. The Audit Committee of the PagerDuty Board of Directors oversees risks associated with cybersecurity, information security, and data privacy, reviewing our information security programs and the company's assessment, management, and mitigation of related risks through regular management updates.

→ An overview of our approach to security, including our certifications, can be found at pagerduty.com/security.

Cybersecurity Incident Monitoring and Reporting

We maintain monitoring systems to detect and alert us to suspicious or abnormal events as well as incident response processes to properly investigate and remediate incidents. For security incidents, we follow the "detect, respond, and recover" phases in our Security Incident Response processes and Operational Incident Response processes.

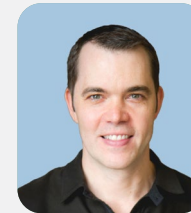
→ Documentation on our Operational Incident Response processes can be found at response.pagerduty.com.

FedRAMP®

The Federal Risk and Authorization Management Program (FedRAMP) is a standardized U.S. government-wide security and compliance program that certifies information security programs for the secure use of cloud services by the federal government. In March 2025, we achieved FedRAMP Low Authorization for the PagerDuty Operations Cloud—a key milestone in our commitment to helping federal government agencies keep mission-critical systems running with fewer resources.

→ Read more about our [FedRAMP® Low Authorization](#) milestone.

"At PagerDuty, trust is foundational to everything we do. Our commitment to ethical business practices, robust data security, and regulatory compliance isn't just about meeting standards—it's about exceeding them. Achieving FedRAMP Low Authorization is a great example of our dedication to rigorous security and governance. By embedding integrity into every aspect of our operations, from our Code of Conduct to our information security programs, we're building the trust that enables our customers to rely on us for their most critical work."



Chris Ferro
Chief Legal Officer

Sustainability Accounting Standards Board (SASB) Index

The Sustainability Accounting Standards Board (SASB) Standards, now part of the International Financial Reporting Standards (IFRS), are a set of standards designed to guide the disclosure of sustainability information by companies to their investors. The following index maps our disclosures to SASB's 2023 standards for the Software & IT Services sector.

Environmental Footprint of Hardware Infrastructure

TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	Total energy consumed, percentage grid electricity, and percentage renewable included in the data tables (page 26).
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	Estimated water consumption from real estate footprint included in the data tables (page 26).
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs.	PagerDuty does not own data centers and utilizes third-party cloud services.

Data Privacy and Freedom of Expression

TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy.	Privacy Policy
TC-SI-220a.2	Number of users whose information is used for secondary purposes.	PagerDuty operates in a business to business (B2B) environment and does not resell the information customers provide as part of using our service.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy.	In FY26, PagerDuty did not have any material fines or losses as a result of legal proceedings associated with user privacy.
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	PagerDuty operates in a B2B environment. For information on law enforcement requests, please see our Privacy Policy . A variety of laws allow government agencies around the world to request user information for civil, administrative, criminal, and national security purposes. Our Privacy Policy details how we handle these requests. Given these laws and requests, it may be necessary for PagerDuty to disclose personally identifiable information (PII). We may also disclose PII if we determine disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or users. We carefully review each request to ensure it satisfies applicable laws.
TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring.	PagerDuty complies with the Foreign Corrupt Practices Act and Export Control Regulations.

Data Security

TC-SI-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	In FY26, PagerDuty did not have any material data breaches.
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TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards.	Information Security Practices Security at PagerDuty Acceptable Use Policy Form 10-K Filing
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Recruiting and Managing a Global and Skilled Workforce

TC-SI-330a.1	Percentage of employees that require a work visa.	Not reported.
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TC-SI-330a.2	Employee engagement as a percentage.	78% of PagerDuty employees agreed with the statement, "I am proud to work for PagerDuty," in our FY26 Pulse engagement survey
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TC-SI-330a.3	Percentage of gender representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Gender representation can be found in the data tables (page 25). We break down these data as follows: senior leadership, defined as VP and above; people managers; and all other employees. We do not separate out technical employees from all employees.
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Intellectual Property and Competitive Behavior

TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations.	In FY26, PagerDuty did not have any material fines or losses as a result of legal proceedings associated with anticompetitive behavior regulations.
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Managing Systemic Risks from Technology Disruptions

TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	We have delivered 99.97% availability to our customers over the past 24 months; total customer downtime was 0.03%. Please refer to our Form 10-K Filing, p.6 .
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TC-SI-550a.2	Description of business continuity risks related to disruptions of operations.	Please refer to our Form 10-K Filing beginning on p. 13, under the heading "Item 1A. Risk Factors."
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FY26 Environmental, Social, and Governance Data Highlights

	FY2026	FY2025	FY2024
Engagement, learning, and people development			
Percentage of employees who provided feedback in the Pulse employee engagement survey	90%	91%	91%
Percentage who shared they are proud to work for PagerDuty	78%	83%	88%
Percentage of PagerDuty employees who say the company's social impact work makes them proud to work at PagerDuty	80%	83%	86%
Product donations and philanthropic investments			
Number of Impact Customers ³	650	585	479
Amount of discounts and donations to impact customers	\$3.10 M	\$2.20 M	\$2.00 M
Funding deployed in the current fiscal year	\$1.50 M	\$1.27 M	\$1.46 M

	FY2026	FY2025	FY2024
Fairness and representation			
Pay equity⁴			
Global gender pay equity, out of \$1.00	\$0.98	\$0.99	\$0.99
Global workforce demographics			
Percentage identifying as women: entire company	37.7%	39.7%	38.6%
Percentage identifying as women: people managers	42.5%	45.7%	44.3%
Percentage identifying as women: senior leaders (VP+)	40.0%	45.7%	54.3%
Percentage identifying as veterans (U.S. only) ⁵	6.6%	8.3%	7.4%
Percentage identifying as people with disabilities ⁵	1.9%	1.5%	1.1%
Percentage identifying as caregivers to children ⁵	28.2%	28.4%	28.7%
Percentage identifying as caregivers to adults ⁵	4.8%	6.0%	4.1%
U.S. workforce demographics			
Percentage identifying as women	47.3%	45.7%	44.5%
Percentage identifying as women: people managers	51.4%	51.7%	48.7%
Percentage identifying as women: senior leaders (VP+)	44.4%	47.1%	54.3%

³ Impact customers: Product donations and discounts were calculated by adding the ARR (annual recurring revenue) dollar value of product discounts provided to all organizations participating in Impact Pricing.

⁴ Gender (women to men) pay equity is calculated using a well-known pay equity platform, measuring the weighted pay average for "on target earnings" (OTE): base salary + any applicable variable pay targets (bonus/commission).

⁵ As voluntarily self-identified by employees.

	FY2026	FY2025	FY2024
Environment			
Greenhouse Gas Emissions (mtCO₂e)			
Scope 1 ⁶	19	25	32
Scope 2 (location-based) ⁷	107	109	351
Scope 2 (market-based) ⁸	0	0	0
Scope 1+2 (market-based)	19	25	32
Scope 3 ⁹	9,527	9,141	9,800
Total (market-based)	9,546	9,166	9,832
Energy Consumption (Gigajoules, GJ)			
Scope 1	383	311	510
Scope 2	2,225	2,162	5,088
Total	2,608	2,472	5,598
Percentage renewable electricity	100%	100%	100%
Percentage grid electricity	0%	0%	0%
Water Consumption (thousand cubic meters)			
Water ¹⁰	1.01	0.91	0.65

⁶ Scope 1 includes natural gas and fugitive emissions in all PagerDuty real estate globally, including short- and long-term leases.

⁷ Scope 2 (location-based) includes electricity consumption in all PagerDuty real estate globally, including short- and long-term leases. Actual energy consumption is used when available.

⁸ FY24 figures have been restated from those previously reported following the purchase of renewable energy certificates (RECs) matching emissions resulting from electricity consumption. FY26 figures are stated anticipating continued purchase of RECs matching emissions resulting from electricity consumption.

⁹ Scope 3 includes the following value chain categories: purchased goods and services, capital goods, fuel and energy-related activities, waste generated in operations, business travel, and employee commuting (both physical commute and remote/telework) to/from all PagerDuty real estate globally, including short- and long-term leases, as well as co-working spaces. We have restated FY24 and FY25 Scope 3 emissions due to a significant update in a key supplier's emissions methodology. FY26 Scope 3 emissions also follow this new methodology.

¹⁰ Estimated across all PagerDuty real estate globally, including short- and long-term leases, as well as co-working spaces.



Mercy Corps Ukraine

Governance (All governance data is as of Jan 31, 2026, except as noted below.)**Risk identification and oversight**

Executive body responsible for managing business ethics and corruption issues	Board-level committee
Provision of whistleblower protection	Yes

Board independence and demographics

Percentage of independent board members	88%
Percentage of independent committee members	100%
Independent presiding director	Yes
Percentage identifying as women	66%
Non-executive chairperson	No

Board/Management oversight and accountability

Board performance review (self-review or independent review)	Yes
Board and committee evaluation frequency	Annual
Board continuing education program	Yes
Board members are elected and re-elected on an annual basis	No
Board members are elected individually (as opposed to elected by slate)	Yes
Annual Say-on-Pay vote	Yes
Director Change in Circumstances with Resignation Policy	Yes
Regular meetings of independent directors without management present	Yes
Director service limited to no more than four additional public company boards	Yes

Board committee with environmental, social, and governance oversight	Nominating and Corporate Governance Committee
Code of Conduct for directors, officers, and employees	Yes
Percentage of Board subject to reelection	100%

Shareholder governance

Multiple equity classes with different voting rights	No
Presence of a Poison Pill	No
Presence of a Net Operating Loss (NOL) Pill	No

