

Environmental, Social and Governance (ESG) Report

2024

NABL

LISTED

NYSE

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A Letter from Our CEO

As we reflect on 2024, I am inspired by the extraordinary progress we made together under the banner to “Transform.” Our mission—to protect businesses against evolving cyberthreats with a unified cyber resilient platform—has guided every achievement and endeavor this year while on this journey of transformation. It is my privilege to share how we’ve advanced our commitments to environmental, social, and governance (ESG) priorities while continuing to serve our employees, customers, shareholders, and communities.

This year was marked by milestones that strengthen our dedication to security, sustainability, and collaboration. On the governance front, we obtained certification of SOC2 and HIPAA Type 1 compliance for several of our products. These certifications underscore our unwavering commitment to delivering security outcomes for our customers while upholding the highest standards of data privacy.

As we continue to grow globally, we’re intentional about scaling with our environmental goals

in mind. In Warsaw, we reached an exciting milestone of over 100 N-ablites. To support this growing team, we opened a vibrant Collaboration Hub that was designed using local contractors and suppliers, reused furniture, and the existing floorplan, embodying our values of sustainability and ingenuity. It is not only a space for teamwork but also a testament to thoughtful and environmentally conscious planning.

Deliberate action was taken to support N-ablites worldwide and deliver an extraordinary N ablite experience.

Training opportunities were expanded to empower personal and professional growth, and global wellness fairs enhanced physical, mental, financial, and social wellness. To deepen connections with employees, executives hosted Ask Me Anything and similar events at several Hubs, engaging with team members across multiple countries and fostering open dialogue.

As we move into 2025, our focus remains on transformation. Deliberate action will be at the forefront of driving change, adapting to

new challenges, innovating solutions, and empowering customers and employees alike.

I am grateful to each of you for your contributions to our journey—whether you are an employee, customer, shareholder, or community member. Together, we will continue transforming and create what’s next as we work to protect businesses around the world.

Thank you for being a part of our story.



President and CEO



About N-able

The N-able's mission is to **protect businesses against evolving cyberthreats with a unified cyber resilient platform** to manage, secure, and recover. Our scalable technology infrastructure includes AI-powered capabilities, market-leading third-party integrations, and the flexibility to employ technologies of choice—to transform workflows and deliver critical security outcomes. Our partner-first approach combines our products with experts, training, and peer-led events that empower our customers to be secure, resilient, and successful.



N-RICH
LIVES

N-SPiRE
OTHERS

N-JOY
THE JOURNEY

Quick Facts ✓

>1,700

Employees



Employees in
15 countries

~100%

Recurring Revenue

Headquartered in
Burlington, MA



\$482.5M

Annual Recurring
Revenue



\$466.1M

Revenue



86%

Employee
Engagement Score



**NABL
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NABL
on the NYSE

PART 01

Environment



Carbon Footprint

Our operations consist mainly of leased office space for our Collaboration Hubs and data centers through co-location or third-party providers. Our headquarters are in Burlington, Massachusetts, and during 2024 we had Collaboration Hubs in the United States, Canada, and nine other countries across the globe.

We again engaged Watershed, an enterprise sustainability platform, to calculate our global carbon footprint for 2024. This included gathering data from our travel systems, as well as for our Collaboration Hubs, cloud usage, and data centers. We use the data collected each year by Watershed for internal purposes to help us better understand our environmental impact.



Scope 1 & 2 Emissions

4,143
tCO₂e



Scope 1: Heating/Cooling Offices*



Scope 2: Data Centers and Other Office Activities*

*Market-based calculation via Watershed.

ENVIRONMENT ✓

Environmentally Conscious and Locally Focused Collaboration Hub Buildouts

Our Collaboration Hubs are designed as places for meaningful interactions, where N-ablites can connect, innovate, ideate, and celebrate. In 2024, we continued our practice of expanding and upgrading our spaces with environmental and community impact in mind by reusing materials and prioritizing using local contractors and suppliers where available.

Warsaw

Having reached 100 N-ablites in Warsaw, Poland, we built out our Warsaw Collaboration Hub. We reduced the need for construction materials by utilizing the floorplan of the office space left from previous tenants, with minor adjustments where needed, and reduced waste by re-using sit-stand desks from previous tenants.

Utrecht

During 2024, we also enhanced our Utrecht Collaboration Hub in the Netherlands, adding functionality and providing our signature feel with an added kitchen and breakout space and new open plan spaces. This renovation involved engaging local contractors and suppliers where available.

Emmeloord

Also in 2024, we moved our Emmeloord Collaboration Hub, also in the Netherlands, to a more efficient space. We reduced waste by reusing all furniture, glass walls, and branding from our previous location.



ENVIRONMENT ✓

Electronics Recycling

In 2024, we continued our practice of donating used laptops in the United Kingdom to The Turing Trust facilitated by Vyta, which enables students to learn vital IT skills. In addition to the United Kingdom, we made our first donation in the Netherlands.



These donations are estimated to offset an aggregate of approximately

27 tons of CO2

We are looking forward to continuing this work in 2025. We also seek to mitigate the impact of our data center operations by participating in our vendor's buyback program. Through this program, we are able to sell used, fully wiped data center equipment back to our vendor, which allows our vendor to repurpose that equipment.

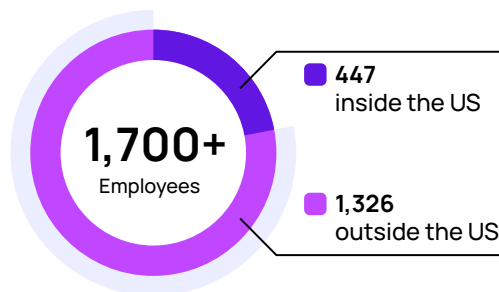


PART 02

Social



At N-able, we're more than just a software company, we're a community of diverse and talented individuals united by a shared purpose. Our global presence, with Collaboration Hubs across 15 countries, reflects our commitment to fostering connection, innovation, and impact.



Good people inspire good people

It's our belief that great teams form the foundation of exceptional companies. N-ablites bring their unique voices, skills, and experiences to shape the future of IT, making a difference for our customers, our industry, and each other.

SOCIAL ✓



Our Values

Our values aren't just words—they guide every decision, interaction, and achievement.

- ▲ **N-rich Lives:** We use our talents to find meaning and purpose in all that we do
- ▲ **N-spire Others:** We unlock potential and help bring out the best in others
- ▲ **N-joy the Journey:** We are passionate about what we do and have fun along the way

These principles underpin our commitment to collaboration and innovation, allowing N-ablites and our customers to thrive together.



SOCIAL ✓

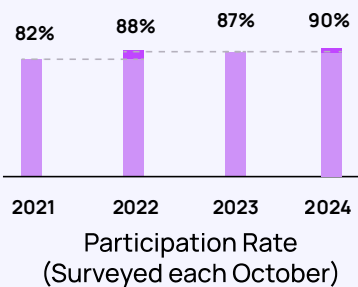
N-ablite Engagement

Employee engagement remains central to our mission. Regular surveys help us understand how to enhance the employee experience, from aligning with our values to fostering a sense of belonging at work. These insights inform action plans at every level, ensuring that employees feel heard and supported. We believe that this effort is bearing results, with participation rates climbing from 82% in 2021 to 90% in 2024, and that our most recent engagement score of 86% reflects our continued efforts to create an environment where every N-ablite feels valued, supported, and empowered.

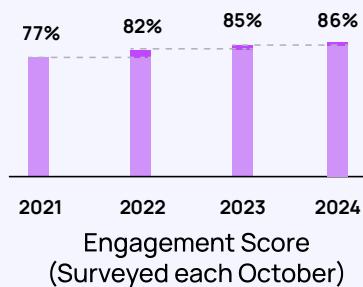
In addition to our surveys, which we perform twice a year, during 2024 our leaders traveled the globe to meet with N-ablites in their local Collaboration Hubs to discuss our business and hear what they had to say. From Speed Mentoring programs in the United States and Manila, to Ask Me Anything sessions in Australia, the Netherlands, Portugal, Romania, and Scotland, our N-ablites were able to have candid,

informal conversations with our top executives and key leaders, including Chief Executive Officer, John Pagliuca, Chief People Officer, Kathleen Pai, and Chief Revenue Officer, Frank Colletti.

Our engagement strategy also includes key pillars—Belonging, N-ablite Giving, Wellness, and Fun—that we believe are vital to creating an extraordinary workplace culture.



▲ +8% from Oct 2021



▲ +9% from Oct 2021

5% or greater is considered statistically significant.

SOCIAL ✓

Belonging

At N-able, we place a high value on our culture of belonging, where individuals feel included, leveraged, valued, and celebrated for who they are and what they bring to the table. We want N-ables to feel like an integral part of the company and that their voices and work make a difference. Communities of Interest (COI), which are open to all employees, such as PRISM (supporting our LGBTQIA+ community), WONDER (supporting women in our workplace), and Shades (supporting employees of color), foster connection and provide a space for employees to feel supported and empowered to do their best work.

Throughout 2024, we recognized key observances, such as Black History Month, International Women's Day, Lunar New Year, Pride Month, Hispanic Heritage Month, Global N-able Day, and Global Pay It Forward Day. Additionally, our Communities



of Interest hosted impactful initiatives, including a co-sponsored speaker from The Equality Institute to help everyone unlock their personal super power, WONDER's Career Defining Moments event with Chief People Officer, Kathleen Pai in Manila, the Shades' Diwali Learning Spotlight at our Ottawa Collaboration Hub, a Cultures and Cuisines Event at our Edinburgh Collaboration Hub, and PRISM's Transgender Day of Visibility session in support of the non-profit, Point of Pride. Together, we create an uplifting work environment that fosters trust, engagement, and excellence.



SOCIAL ✓

N-ablete Giving: Community Involvement

Our spirit of giving is a cornerstone of who we are. Through initiatives like our two fully paid VoluNteer Days and the annual Season of Giving, employees donated over 3,800+ hours of their time in 2024 to support meaningful causes. This collective effort highlights our dedication to creating a positive impact in the communities where we live and work.



← Ottawa N-abletes use their VoluNteer Day to serve their local community



North Carolina N-abletes use their VoluNteer Day to serve their local community →



← Massachusetts N-abletes use their VoluNteer Day to serve their local community

SOCIAL ✓

Wellness

We also emphasize wellness, with comprehensive resources supporting employees' physical, mental, financial, and social health. During 2024, we hosted Global Wellness Fairs in nearly all of our Collaboration Hubs, giving N-ablites a chance to learn how their benefits can support their wellness. We also held several virtual meditation sessions, providing N-ablites a chance for a collective and mindful pause, and offered healthy breakfast bowls with a chef sharing tips on how to get a nutritional start to the day. These are just a few examples of how we prioritize well-being, helping employees stay balanced and energized.

N-ablite Learning

We are committed to providing N-ablites with holistic growth and learning experiences to help them make the most of their careers. Our learning and development program begins with our global onboarding program followed by the company's unique New Hire N-tegration Program. N-tegration is a custom designed session for new hires during their onboarding

process that allows them to learn about our culture and business directly from our most senior leaders. We offer learning journeys focused on advancing N-ablites in management roles: N-able U to Grow, for aspiring managers; N-able U to Lead, for current managers; and N-able U to Build, for more senior leaders.

In 2024, N-ablites completed
5,000+
N-ablite Learning hours

170 N-ablites
have participated in our Mentoring
Program since inception

Along the way, we promote learning opportunities for all N-ablites, including virtual live sessions on key topics, access to a robust online learning platform, and suggested courses and other materials to support career growth and our commitment to belonging. We incorporate a range of learning opportunities in an effort to make our offerings accessible for all.

During 2024, we further augmented our N-able 101 series with Finance 101 and Partner 101 sessions to help N-ablites from across the organization better understand our business. We launched Learning Bursts on topics related to team success, strategic planning, and more. We created a Career Development journey for all interested N-ablites. We also refreshed our N-able U to Hire training program and trained hiring managers to better support our hiring goals.

Together, we are building a workplace where every individual can thrive, feel valued, and make a difference. We believe it is this shared passion and dedication that drives our success and strengthens our future.

SOCIAL ✓

Notable Recognition



Great Place to
Work Certification



Top 50 Human Resources
Team 2024 OnCon Awards



HR Team of the Year (EMEA)
by HRO Today Association



HR Team of the Year (EMEA)
by HRO Today Association



Best HR Team



Outlook (2nd year)



Leadership



Career Growth (3rd year)



Work-Life Balance
(2nd year)



Perks & Benefits
(2nd year)



Company
Happiness (3rd year)



Compensation
(4th year)



Best CEO (3rd year)



Culture (2nd year)

Comparably Best Company 2024



Achievement in
Diversity & Inclusion



Chief People Officer, Kathleen
Pai, Woman of the Year



Achievement in Employee
Engagement

Stevie Awards

We have also made
financial donations to
organizations such as:



PART 03

Governance



Our Board

Our Board consists of seven directors, including our President and CEO, John Pagliuca. Among our directors, one director is a woman, one director is African American or Black, and one director is a member of the LGBTQIA+ community. Our directors have a wide and deep well of experience, spanning risk management, corporate governance, ethics, technology, and cybersecurity. To foster accountability and effective decision-making, we maintain separate CEO and Chair roles. Additionally, our Cybersecurity Committee meets regularly with our Chief Information Security Officer (CISO) to ensure robust oversight of risks, key security metrics, and our overall security strategy.

Code of Conduct

We are committed to the highest ethical standards and conducting our business in compliance with applicable laws and regulations. Our Code of Conduct, which applies to all employees—including senior executives—embodies our dedication to integrity and principled behavior. This Code is accessible on both our website and intranet, with mandatory employee acknowledgment and training to promote understanding and compliance. Furthermore, we offer clear channels for reporting violations, including an anonymous whistleblower hotline, to support transparency and accountability.

GOVERNANCE ✓

Modern Slavery Statement

Human rights are valued throughout our organization, regardless of location. We are committed to following international labor and immigration laws wherever we conduct business and where applicable. We have a zero-tolerance approach to modern slavery and human trafficking and are committed to acting with integrity in our business dealings, and with our supply chain, including business partners, suppliers, contractors and other third parties who provide or deliver any goods or services to us. We do not support or deal with any business that is knowingly involved in any form of slavery and/or human trafficking and will take steps to ensure transparency within our business and supply chain. For a comprehensive overview of our commitments and actions to prevent forced labor and human trafficking, refer to our [Modern Slavery Act Statements page](#).

Cybersecurity

N-able is committed to security for ourselves and N-able is committed to security for ourselves and our customers. Certain of our information security management systems are independently certified as being in conformity with ISO/IEC 27001:2013. In 2025, we are moving to the ISO270001:2022 standard for these systems. ISO 27001 is an international security management standard that sets forth best practices and comprehensive security controls.

In 2024, N-central, N-sight, Cove, PassPortal, Take Control and Mail Assure were independently certified as SOC2 Type 1 and Type 2 compliant. In addition, during 2024, N-central, N-sight, and Cove we independently certified as HIPAA Type 1 compliant.

In 2025, we expect to lay the groundwork for a unified ISO27001, SOC 2 Type 2 and HIPAA Type 1 framework that includes our recently acquired Adlumin business.

Our Information Security Management System (ISMS) includes:

- ▲ Centralized oversight and coordination;
- ▲ Risk assessment and management, including Security Risk Committee and our Board's Cybersecurity Committee;
- ▲ Administrative, technical, and procedural safeguards;
- ▲ Incident response and reporting;
- ▲ Regular auditing and reporting;
- ▲ A robust security training program, with dedicated training for our engineering and Development Operations teams;
- ▲ A vulnerability reporting system; and
- ▲ Continuous penetration testing.

We conduct semi-annual testing of our incident response programs through table top exercises and plans to evaluate and improve our preparedness for cybersecurity incidents. This involves cross functional cooperation, review, and evaluation.

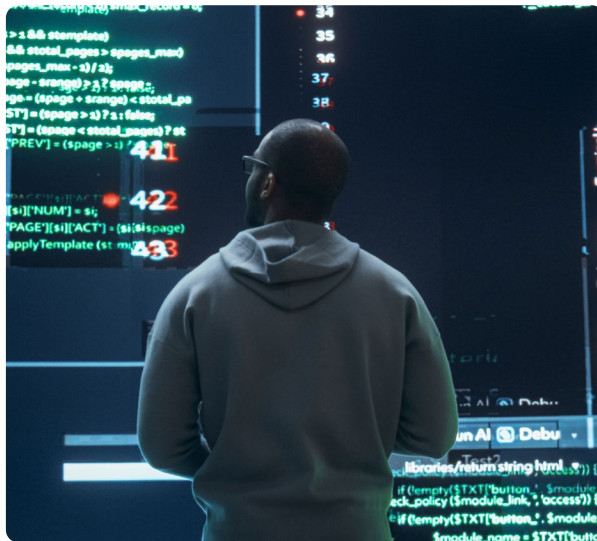
GOVERNANCE ✓

Our security team holds a number of certifications, including Certified Information Security Manager (CISM); Certified Information Systems Security Professional (CISSP); GIAC Certified Forensic Analyst (GCFA); Certified Lead Auditor/Implementer (ISO27001, ISO31000, ISO19011); GIAC Certified Web Application Defender (GWEB); ISACA Audit Fundamentals; Lead Auditor/Implementer (ISO27001, ISO31000, ISO19011); Offensive Security Certified Expert (OSCE3); Offensive Security Exploit Developer (OSD); and Security+.

Privacy

N-able has established a multi-faceted privacy-by-design program designed to maintain compliance with the EU General Data Protection Regulation (GDPR) and other worldwide privacy laws, as well as re-evaluating threats, threat actors, vulnerabilities, and risks associated with processing personal data. As part of our privacy program, we:

- ▲ Are a member of the EU-U.S. Data Privacy Framework;
- ▲ Maintain a library of privacy policies that are regularly reviewed by appropriate subject matter experts;
- ▲ Require that all employees and contractors receive privacy and cybersecurity training;



- ▲ Organize monthly meetings of three privacy-related internal committees to analyze potential issues;
- ▲ Periodically conduct Data Protection Impact Assessments and Transfer Impact Assessments;
- ▲ Employ data mapping software to map processes performed on personal data to processing inventories that are audited and monitored; and
- ▲ Vet vendors through a centralized end-to-end third-party vendor management process.

We routinely evaluate ways to improve our data privacy program. Since 2023, we have engaged a third-party provider to act as our Data Privacy Officer (DPO). We believe that this is the best solution for us given our worldwide presence and current organizational size and structure. control monitoring for our compliance programs.

GOVERNANCE ✓

We also invest in tooling to support our data inventories and our privacy programs; security orchestration platforms to streamline our investigative processes; and a governance, risk and compliance (GRC) platform to automate control monitoring for our compliance programs.

Our privacy notice (www.n-able.com/legal/privacy) outlines our commitments to its customers. We maintain a robust library of GDPR and privacy-related policies, all N-able employees receive privacy training and our cross-functional Data Privacy and Retention Working Groups meet monthly. In 2024, we enhanced our training by developing several training modules specifically developed by our internal experts for our N-ablites and to further support a culture of compliance. N-able reviews its privacy notices regularly and requires that our vendors and sub-processors adhere to appropriate privacy and security requirements.

N-able seeks to address, manage, prevent, and mitigate impacts of privacy-related incidents as part of our privacy-by-design program, by among other measures:

- ▲ Scanning information systems to identify and patch security vulnerabilities;
- ▲ Maintaining security policies, practices, and controls to prevent security breaches;
- ▲ Coordinating independent third parties to perform security assessments and audits;
- ▲ Minimizing security threats by leveraging reputable outside sources and threat intelligence;
- ▲ Investing in preventive and defensive capabilities in line with globally recognized information security standards; and
- ▲ Maintaining cybersecurity insurance as a part of our overall insurance portfolio.



GOVERNANCE ✓

We track compliance, set goals and targets, and assess effectiveness of our privacy program by:

- ▲ Maintaining a privacy register;
- ▲ Performing Data Protection Impact Assessments;
- ▲ Routinely evaluating potential privacy risks with our Security Risk Committee;
- ▲ Auditing and tracking customer communications related to privacy;
- ▲ Tracking vulnerabilities;
- ▲ Regularly reviewing and analyzing privacy issues with our privacy team, Data Privacy and Retention Working Group, and Security Risk Committee; and
- ▲ Utilizing data mapping software to automatically update data processing inventories.

AI

N-able promotes the responsible use of AI while recognizing our duty to guard against potential harm by working to protect our customers' data and intellectual property. To that end, we've developed an AI strategy that is supported by three Pillars of Responsibility:

Consent

Respect user control, privacy, and agency

Transparency

Clear communication about how AI systems operate and use data

Context

Appropriate for the specific needs of each client

Our Products and Customers

N-able is also committed to the security of our products and customers. Since May 2022, we have maintained a bug bounty program, administered through Bugcrowd, to reinforce our emphasis on security and protecting our customers from vulnerabilities. In 2024, we added our Cloud Commander product to this program, and expect to add our newly acquired Adlumin XDR product in 2025. Through this program, N-able provides cash bounties to security researchers for surfacing and reporting otherwise unknown network and software security vulnerabilities. During 2024, we paid an aggregate of approximately \$28,000 through this program. (We have engaged Bugcrowd through the end of 2025.)

We also engage a third party to provide 24/7 active monitoring of our cloud environments, N-able workstations and servers, as well as N-able networks, and to identify, report and respond to any cyberthreats.



All information is as of and for the year ended December 31, 2024, unless otherwise noted.

Note on non-financial reporting. Non-financial information is subject to measurement uncertainties resulting from limitations inherent in the nature of and the methods used for determining, such data. Some of our disclosures in this report are based on assumptions due to the inherent measurement uncertainties. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

Note on forward looking statements. We have made statements in this report that are forward-looking and therefore subject to risks and uncertainties, including statements regarding our goals relating to environmental impact; anticipated efforts and impacts relating to our people and culture; expected certification of our products; and new product introductions. Words such as "may," "will," "expect," "intend," "estimate," "anticipate," "believe," "should," "forecast," "project" or "plan" and similar terms are generally intended to identify forward-looking statements. Actual results may differ materially from those referred to in the forward-looking statements due to a number of important factors, including those described in our most recent Annual Report on Form 10-K filed with the Securities and Exchange Commission and in our subsequent Quarterly Reports on Form 10-Q. Readers are urged not to place undue reliance on these forward-looking statements, which speak only as of this report. We undertake no obligation to revise or update any forward-looking statement, whether because of new information, future events or otherwise.