



Momentive Together

Shaping a better future through social impact

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How do we build a better business to shape a better world?

Our unique social impact is rooted in our vision: to raise the bar for human experiences by amplifying individual voices

At Momentive, **everything we do starts with a question.**

Over the past 20 years, billions of questions have been asked and answered on our platform to help leaders quickly and confidently give people what they want. We help our customers ask their customers, employees, and market: **How can our product be better? What benefits will help you be more productive at work? Where would you like us to improve our service?**

We are also asking our own questions. What makes us uniquely special as a company? How do we shape a stronger business—one that also contributes to a better world?

Knowing the answers to these questions drives long-term value. It's how we attract and retain employees, our biggest source of innovation. It matters to our customers and to our shareholders. That is why we consider our social impact work as important as the products we launch and the financial targets we set.

Momentive has deep roots. We build products people love, and we offer one of the best workplaces in tech. We have an award-winning culture recognized recently on lists such as [Inc.'s Best-Led Companies](#), [Great Place to Work® Best Workplaces for Parents™](#), [Parity.org Best Companies for Women to Advance](#), [Comparably's Workplace Culture Awards \(Best Work-life Balance and Happiest Employees\)](#), and more. And we extend our commitment to social impact through all of it.

I am proud of the steps we took last year to further advance social impact at Momentive and beyond. We welcomed Chief Diversity and Social Impact Officer Antoine Andrews to the team and launched [Momentive Together](#), our rebranded and refreshed social impact vision, mission, and strategy to drive real progress for equity, sustainability, and social justice. Diversity, equity, and inclusion continue to be embedded in our operations, central to our thought leadership, drivers of our

community engagement, and inspiration for new approaches in our supply chain. In 2021, we launched a new product, [Workplace Equity IQ](#), to help companies deliver a customized strategy for identifying and closing gaps by combining our research methodology with decades of DEI expertise. And we are establishing the baseline metrics to deepen our operational environmental strategy.

For all the decisions of consequence, feedback matters. We put people at the center of our technology and I'm proud of the work we do to amplify voices, especially those that are too often unheard. This kind of listening will help decision-makers accelerate progress, shape what's next, and ultimately build a better world for business and society.



A handwritten signature in black ink that reads "Zander Lurie".

Zander Lurie
Chief Executive Officer



Shaping meaningful change

One year in, Momentive Together is focused, active, and stronger than ever

At Momentive, 2021 provided an opportunity to further align our social impact strategy, [Momentive Together](#), with our vision to raise the bar for human experiences by amplifying individual voices. We asked ourselves, how can social impact shape business decisions, define our culture, and inspire growth? How do we make and measure lasting impact?

Momentive Together is how we put our values into action. It is where we leverage who we are as a company and what we do best—bringing humans and technology together to power decision-makers—and applying that to drive real progress for equity, sustainability, and social justice. Underpinning this is a business culture that not only values ethics, integrity, and inclusion, but inspires employees to take action. Holding our leaders accountable through social impact targets linked to performance. We continue to build on our progress, shaping what's next through social impact.

We are shaping a unique culture with diversity, equity, and inclusion at the heart. From diverse recruiting and hiring to our [Allyship at Work](#) training to defined strategies and goals for our employees who are looking to be inclusion champions, in 2021,

we continued to move towards our 2024 goal to achieve gender parity for men and women in our workplace, leaving space for transgender and nonbinary employees.

We are shaping our voice and empowering others to do the same. In 2021, we launched our public policy and advocacy strategy, a key lever in how we support the issues we care most about. We continued to be a thought leader providing unbiased DEI research to millions through partnerships and thought-provoking campaigns working with progressive organizations like LeanIn.Org, Tableau, AAPI Data, and more.

We are shaping how others approach DEI through our first DEI solution, [Workplace Equity IQ](#). Launched in 2021 and led directly by our DEI team, it brings together our technology and DEI expertise to help customers navigate sensitive DEI topics with confidence.

We are shaping a more sustainable business. This year we completed our first full greenhouse gas footprint for Scope 1, 2, and 3 emissions that will serve as the benchmark for our future goals and strategy.

We are shaping resilient communities with refined philanthropic pillars that include promoting high-value, equitable education, providing access to career development and opportunities for marginalized communities, and minimizing our impact on the environment. We use our technology and knowledge to increase our impact with our strategic partner, Pledge 1%, our newly launched hardware donation program and our [SurveyMonkey Contribute](#) program, through which we have donated over \$16 million to non-profit organizations.

Asking questions and getting answers is what we do. We are continuing to ask the difficult questions that provide deeper insights and help us raise the bar of human experiences by amplifying individual voices.

“Not everything that is faced can be changed. But nothing can be changed until it is faced.”

James Baldwin.



A handwritten signature in black ink that reads "Antoine Andrews".

Antoine Andrews

Chief Diversity and Social Impact Officer



About Momentive

We bring together the best parts of humanity and technology to redefine AI and deliver powerful, purpose-built solutions



We propel the decision-makers who are shaping the future.

Momentive is a leader in agile experience management with AI-backed solutions built for the pace of modern business. We empower leaders who want to reshape their customer and employee experiences, products, industries—and the future. We put people at the center of our technology, and we're here to collaborate with those who advocate for equality.

San Mateo

Corporate headquarters

1,600

employees

\$443.8m

annual revenue

7 offices

7 countries, worldwide¹

20+ yrs

of building intuitive technology

Our mission:

to power the curious
so that they can shape
what's next

Our vision:

to raise the bar for human
experiences by amplifying
individual voices

Our values:

stay curious, innovate for
customers, make it happen,
trust the team, stand
for equality



¹Includes five offices worldwide, plus flexible office spaces in Seattle and Padova.

Customer Satisfaction

17M+

active users

55B

questions answered

95%

of the Fortune 500 use our products and solutions

45+

excellent Net Promoter Score (NPS®)

We aspire to create consistently wonderful experiences tailored to the needs of our customers by building relationships they can trust. For example, we continue to reinforce our culture of listening—giving customers a seat at the table with the decisions we make. Our Customer Experience team gathers and shares customer feedback to not only better answer customer questions, but also to offer our customers solutions before a problem arises.

By prioritizing deep understanding and combining it with our data, we can create comprehensive solutions for a better customer experience.

In 2021, our Net Promoter Score continued to be above 45², which is considered “excellent,” according to Bain & Company, the source of the Net Promoter System.



²2021 NPS score is a weighted composite score for all sales-assisted customers. Net Promoter®, NPS®, NPS Prism®, and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Satmetrix Systems, Inc., and Fred Reichheld.



Momentive Together

Our social impact mission is to amplify, unify,
and lead by example



In 2021, we formalized our approach to social impact and launched [Momentive Together](#), an insights-driven, values-centered, and business-aligned strategy for social impact. At its heart is our belief that together we can drive real progress for equity, sustainability, and social justice—to help improve the world we live in and shape a better future for everyone.

Supporting this strategy are our **social impact pillars**, priorities that guide tangible actions to meet our goals and objectives. Through our biennial materiality analysis, we've identified seven priority material issues that serve as the focus of our social impact strategy.



Momentive Together

Creating a more equitable, inclusive, sustainable, and just world, both in and out of the workplace.

Social impact pillars



Fostering an accountable culture



Internally operationalizing equity, inclusion, and justice



Investing capital to create a more sustainable and just world



Developing market-leading thought leadership

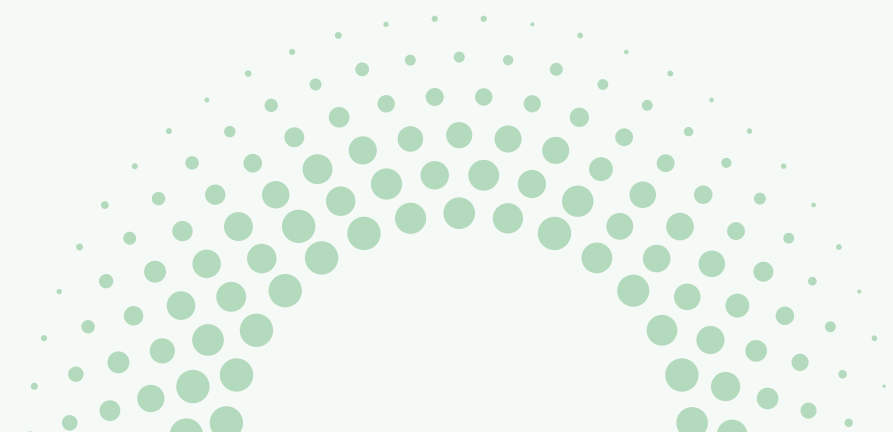


Delivering winning digital solutions for growth

Material Issues

- Providing unbiased research
- Customer satisfaction
- Diversity, inclusion, and belonging
- Energy and emissions management
- Social equity
- Data privacy and security
- Employee health and safety

Visit our [2020 Social Impact Report](#) to read more about our materiality process, and visit our [Momentive Together](#) webpage to view our materiality matrix.



Elevating our leadership

In 2021, we took steps to accelerate and deepen our social impact through the hiring of our first **Chief Diversity and Social Impact Officer (CDSIO), Antoine Andrews**. With support from the social impact team and cross-functional leads across our company, our CDSIO drives the social impact strategy and reports directly to the CEO. He presents quarterly to the Board of Directors on our progress.

Additionally, in 2021, we transitioned our Racial Justice Task Force³ into a **Social Impact Advisory Council**. With eight cross-functional members representing human resources, communications, product, legal and research, the Social Impact Advisory Council will champion our long-term social impact strategy by focusing on a broad range of critical topics and driving sustainable change throughout the organization.

Advocacy and public policy

In 2021, we launched our advocacy and public policy program, a key lever in our social impact strategy. Our public policy efforts are focused on three areas: social equity and human rights, environment and climate change, and data privacy and security. These areas align to our mission and values, business goals and objectives, and priority social impact issues. We make an impact through partnerships with leading organizations and movements, legislation and policy engagement, and data-driven thought leadership and research. To date, examples of our advocacy and public policy efforts include:

- Sent a joint letter to President Biden and Congressional leaders through the [Coalition for the American Dream](#) to support immigration rights for DACA participants
- Advocated for voting rights, including fair and transparent elections, through the [Civic Alliance](#)
- Supported an annual diversity study presented to legislators and sponsored a racial justice legislative tracker through the Internet Association

Finding our voice

We are proud to be a company that takes a vocal stance on important global issues. We've developed a system driven by stakeholder feedback to prioritize when and how to respond as issues arise.

In 2021, we developed an **external issues rubric**, a scoring tool that is deployed within 24 hours of an issue breaking. The rubric identifies the events and issues most relevant to Momentive company values, customers, and the communities in which we operate.



We recognize the important role companies can play in highlighting injustice and pushing for policy changes and improvements. By evaluating emerging issues with our rubric, we can better identify the opportunities for us to weigh in and drive even greater change as we execute our social impact strategy.

Lora Blum

Chief Legal Officer & Secretary



³The cross-functional Racial Justice Task Force was created in 2020 after the incidents of racial injustice in the United States. Composed of Momentive leaders, the task force developed a long-term strategy for furthering racial justice at Momentive and in our broader business community.

Our strategy to shape what's next through advocacy and public policy

Proactive, anticipating
business and social issues

Aligned to mission
and values

Reflect materiality,
stakeholder analyses, priorities

Strategic focus areas



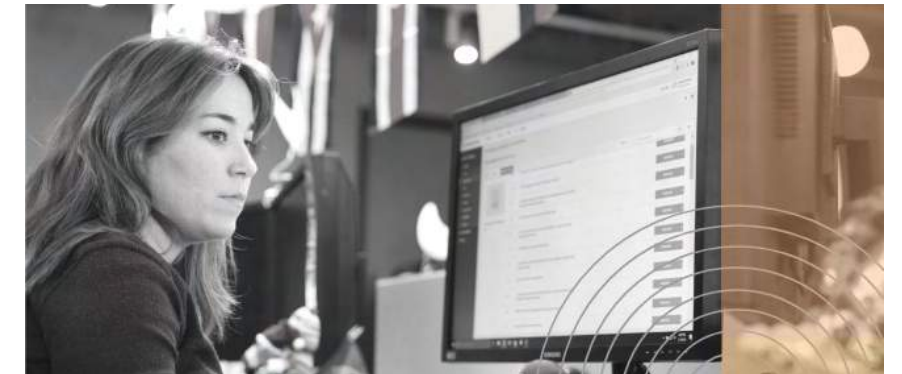
Social equity and human rights

Living wage, gender and caregiver protections, LGTQ+ rights, immigration, education, and civic engagement



Environment and climate change

Disaster mitigation and response, COVID-19 recovery, energy emissions, and waste



Data security and privacy

Data transparency, the free movement of data across borders, and protection of consumer data



issue/event assessment and response protocol guided by our external issues rubric



How we make an impact:

partnerships + influence legislation and policy + data driven thought leadership and research



2021 Social impact highlights

44%

of global workforce identify as women

50%

of our board of directors identify as women

1,111

volunteer hours, 14% annual increase⁴

\$16M

raised via SurveyMonkey Contribute since 2011

90%

annual increase in diverse supplier spend (\$7.4M total diverse spend)

16M+

social media impressions for social impact content

100%

of data processing and storage migrated to the cloud with potential to reduce data center emissions by 88%

Workplace Equity IQ

launched, marking our first enterprise-grade diversity, equity, and inclusion solution for customers



95/100

Corporate Equality Index 2022

Goals and targets

Goals and targets across our core focus areas drive accountability and help us track where we are excelling or lagging. These include:

By 2024, achieve gender parity for women and men in our workplace, while also including space for representation from the gender non-conforming and non-binary community.

By the end of 2022, achieve our diversity representation goals of 45% women, 21% employees in the United States that identify as Black, Latinx, Indigenous, Native Hawaiian or Pacific Islander, or Two or More Races⁵, 30% women in technical roles, 1.5% Trans/nonbinary, and 15% employees in the United States Director+ that identify as Black, Latinx, Indigenous, Native Hawaiian or Pacific Islander, or Two or More Races.

Triple volunteer participation over a 2021 baseline by the end of 2022.

Increase spend to diverse suppliers between 20-40% in 2022.

Additionally, the completion of our full greenhouse gas emissions (GHG) emissions footprint this year will inform development of our environmental responsibility goals and targets moving forward.

⁴2019 comparison due to COVID pandemic limiting volunteer opportunities in 2020

⁵In response to feedback from our employee resource groups, we have revised "Racially and Ethnically Diverse" to be more specific in our terms beginning in Q4 2021. Our goal includes increasing representation of employees who identify as Black, Latinx, Indigenous, and/or Two or More Races.

Shaping a culture of integrity

We lead by example to create an authentic brand you value and trust



Corporate governance

Momentive is a values-driven organization. Our culture and values are aligned with our mission, guide how we operate as individuals and as an organization, and drive expectations externally for our partners.

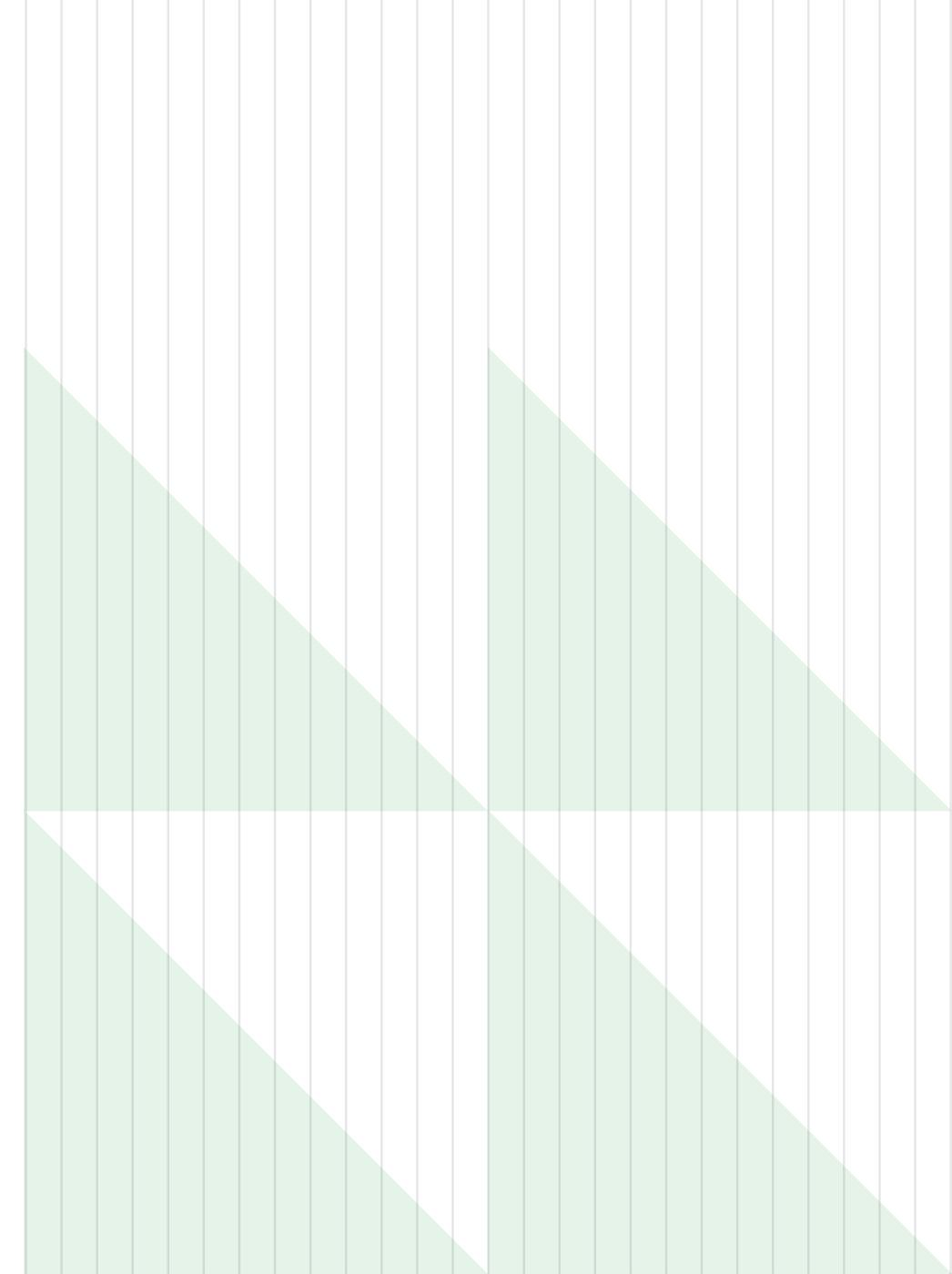
Ethics and compliance

Our commitment to conducting business with honesty and integrity is captured in our [Code of Business Conduct and Ethics](#). The Code serves as a source of guiding principles and applies to all our employees, officers, and directors, including our chief executive officer, chief financial officer, and other executive and senior financial officers. We require annual certification that our employees and board of directors have received and will comply with the Code.

Board of directors

Our business is managed under the direction of our board of directors, which is currently composed of 10 members, nine of whom are independent. While there were changes to our [board composition in early 2022](#), we [maintained equal representation](#) of women and men on our board and increased our board diversity.

- Please visit our [2022 Proxy](#) for information on our Corporate Governance Guidelines and the role of our board in risk oversight. Please visit the [DEI section](#) of this report for information on board diversity.
- Please visit the [Governance section](#) of our Investor Relations website for all Corporate Governance documents and Committee Charters.



Data privacy and security

As a data company, privacy and security are among our most important priorities. In 2021, we increased our investments in people, training, and tools to support data governance and privacy integration across our teams and products. We are committed to taking continual proactive measures to remain transparent with users, protect and secure all data, and keep up with an evolving regulatory landscape.

Governance practices

- For more information on our approach to data privacy and security, including governance, please visit our [2020 Social Impact Report](#).
- To learn more about the policies governing data privacy and security at Momentive, such as our Security Statement and Privacy Basics page and Privacy Notice, please visit our online [Legal Center](#).

Data Privacy

We recognize that privacy goes well beyond compliance and it takes an experienced, cross-functional team of experts to effectively protect our data and our customers.

In 2021, we continued to prioritize investments in this space both in human capital and tools:

- **We made several new hires** to support data governance and privacy integration across products and our organization. These include a Data Governance Lead to formalize data privacy governance across our global operations, a Senior Privacy Product Manager to integrate privacy compliance across the product, and a lead engineer focused on developing a more privacy-friendly infrastructure.
- **We invested in data storage and privacy solutions to enhance our compliance with evolving privacy regulations.** Improvements to data mapping and classification solutions are helping us understand sensitive data across our solutions, streamline the fulfillment of data rights for our customers, and provide customers greater control over their personal data.
- **We launched a Data Stewards Program.** We now have 13 new data stewards who act as advocates within their teams to improve privacy awareness and streamline privacy program processes across the organization.
- **We integrated new privacy management tools.** Implemented across all our sites in 2021, the privacy management tool OneTrust provides site users greater control over cookie preferences.
- **We are deploying responsible machine learning (ML) and artificial intelligence (AI)** with privacy integrated by design.

Transatlantic data transfers

The transfer of data from region to region is an ongoing challenge for all data companies today. Our global product, engineering, and go-to-market teams have been working diligently and developed a comprehensive plan to respond to customer demands for data residency, privacy, and governance around the world, especially in our European markets. Our [EU Data Transfer Statement](#) was developed in 2021 to assist our customers in determining that there is an adequate level of protection for personal data transferred to Momentive. Additionally, we have a long term comprehensive plan to develop and provide native EU data residency for the full GetFeedback solution (direct and digital), with planned enhancements to the traceability and control of our data.



Data Security

Our comprehensive information security program is driven by a risk-based approach—constantly reviewing and assessing threats and ensuring we have adequate protection for our people, data, and systems. We invest in resources and tight cross-functional alignment across the organization to ensure major threats, such as ransomware, have a minimal impact on our business and our customers.

This year we **achieved our SOC 2 Type 2 certification** to further reassure customers of our commitment to protecting their data. This is in addition to holding the ISO/IEC 27001:2013 certification for implementing one of the most comprehensive security frameworks in the world, achieved in 2019. There were no complaints filed in 2021 regarding loss of customer data (unauthorized access, disclosure, or use) and no loss of customer data.



Shaping an equal and inclusive world

We champion diversity, take a vocal stance on social equity, and aim to be tech's most inclusive workplace



At Momentive, we believe in doing everything in our power to create a more diverse, inclusive, and equitable world. However, we don't just want to change the numbers or meet the status quo. We want to create deep-rooted impact that shifts mindsets, actions, and culture. From our uniquely inclusive workplace, to our partnerships and strategic giving, to advocacy and public policy, to our own DEI product, **DEI is embedded in everything we do.**



Our business and culture

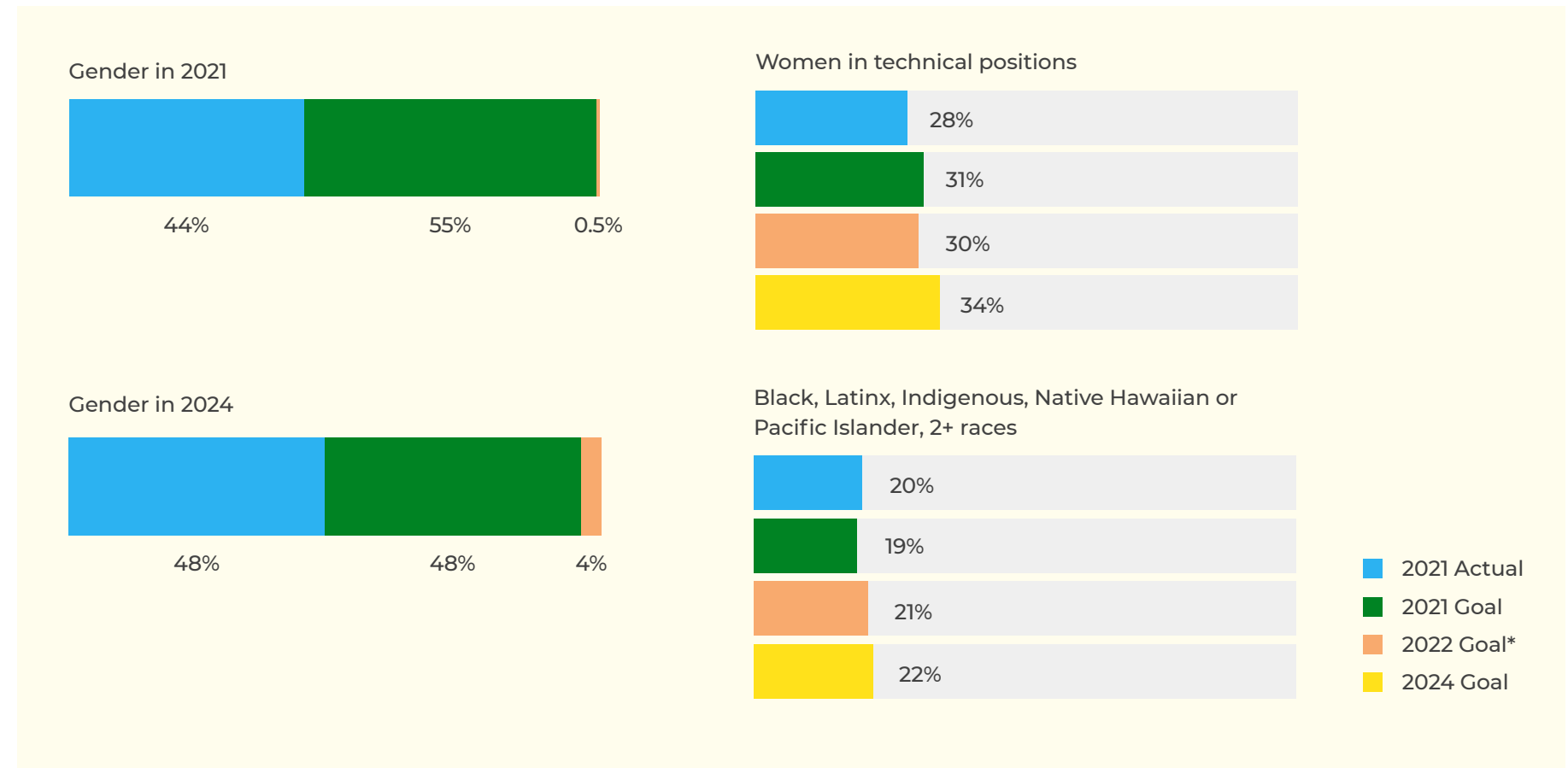
78% of employees say it's important to work for an organization that prioritizes diversity and inclusion.⁶

By 2024, we aim to achieve gender parity in our workplace, while also creating space for representation from the non-binary community.

We believe reaching our DEI goals is just as important as the products we sell and the financial targets we set.

That is why we approach them in the same way, with precision and accountability. Our DEI strategy is rooted in our multi-year commitment and short-term targets to change representation at Momentive.

We have more work to do here. We are also proud that we continue to either meet or exceed our peers and industry average. In the last year, we have maintained our representation of women (44%) and women in technical roles (28%) while experiencing over 16% organic business growth. At 20%, our representation of employees in the United States that identify as Black, Latinx, Indigenous, Native Hawaiian or Pacific Islander, or Two or More Races⁷ increased and exceeded our annual goal of 19%. In 2022, we will begin measuring Trans/non-binary gender identity each quarter as we track to our 2024 goal. Additionally, to better support our data collection and practices, an employee-facing data collection campaign will be launched in 2022.



⁶CNBC/SurveyMonkey Workforce Survey; This Momentive study was conducted Apr 8-18, 2021 among a national sample of 8,233 adults. Data were weighted for age, race, sex, education, and geography using the Census Bureau's American Community Survey to reflect the demographic composition of the United States.

⁷In response to feedback from our employee resource groups, we have revised "Racially and Ethnically Diverse" to be more specific in our terms beginning in Q4 2021. Our goal includes increasing representation of employees who identify as Black, Latinx, Indigenous, Native Hawaiian or Pacific Islander, and/or Two or More Races.

*Every year we evaluate our annual diversity goals based on representation trends to date. We may readjust our YoY goals accordingly to more accurately reflect what we project for the coming year. In 2022, we readjusted our YoY goal for women and technical women.



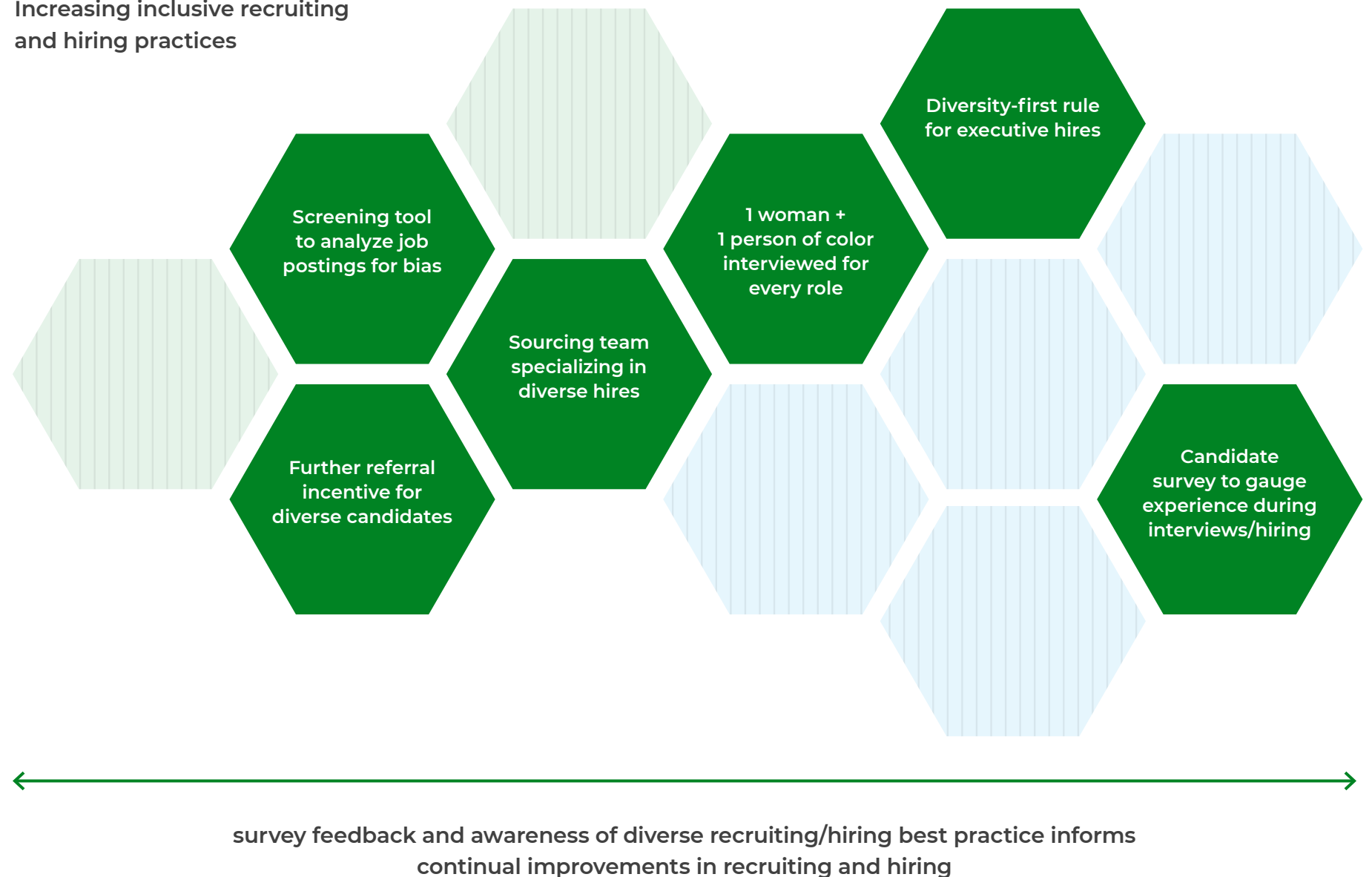
DEI in recruiting and hiring

Our commitment to diversity, equity, and inclusion begins with our recruiting and hiring practices. Through best practices and internal reflection, we have implemented new measures over the past few years that continue to elevate our approach and impact.

Our Talent Acquisition team is a key partner in reaching our diversity goals. For example, in 2021 we solidified a partnership with [Path Forward](#), an organization that supports people who have spent time on caregiving as they reenter the workforce, and made a small investment with [Gradient Spaces](#), a group that creates empowerment opportunities for the LGBTQ+ community.

Our board achieved gender balance in 2018 and continues to consist of five women, including two Black women, and five men. Among our board members, 30% identify as Black, Latinx, Indigenous, Native Hawaiian or Pacific Islander, or Two or More Races. We are charter pledge partners of [The Board Challenge](#), a movement that aims to close the gap on board diversity and draw visibility to the importance and value of increasing diversity at the boardroom level.

Increasing inclusive recruiting and hiring practices



*Diversity-first rule: we focus only on sourcing diverse candidates for the first 30 days of the hiring process.

*All job candidates receive a survey regarding their experience with Momentive. Survey questions range from friendliness to how we articulate the Company's focused effort on diversity, equity, and inclusion. The results are used to further tailor our recruiting and hiring process, as well as train our managers.

Our research shows:

Half of Americans don't know there's a pay gap between Black women and white women⁸.

Leadership accountability

Many decisions that frame our business and culture are in the hands of our leaders. As part of our strategy to increase representation and inclusion within all stages of the employee experience, we focus on our leaders. Our executive team is accountable against an annual DEI game plan with specific DEI and social impact actions and targets. Performance is tracked and tied to leaders' compensation. Additionally, this year we worked with [The Justice Collective](#) to deliver a two-part Inclusive Management Skills and DEI Leadership training, which over 50% of our people managers attended.

Pay equity

At Momentive, we strive for our policies, practices, and programs to create an environment where everyone, regardless of background, is equitably rewarded for their efforts and skills. Since 2018, we have conducted a biennial pay equity study that reviews pay for all ethnicities and genders represented at Momentive. Our 2020 study showed that all employees were compensated equitably, regardless of gender or ethnicity.

Creating an inclusive experience at Momentive

While our representation goals show one side of DEI at Momentive, it is the [lived experiences](#) of our employees that are the true marker of our success. To measure lived experience in 2021, we combined our Belonging and Inclusion study with our annual [Engage survey](#)⁹, which evaluates employee experience overall. Within the survey, DEI and social impact areas scored among the highest.

Momentive engagement score

- 88** I am committed to improving issues of DEI
- 84** The senior leadership team is committed to improving issues of DEI
- 82** I am proud of the work Momentive does to support the communities where we live and work (i.e. Social Impact Report, Contribute, Week of Service, Power the Community)

Additionally, for seven years we have participated in [McKinsey & Company and LeanIn.Org's Women in the Workplace Study](#), the largest study on the state of women in corporate America. The study examines the experience of women in the workplace and provides insights and tools to advance organizational gender diversity. This year the study was informed by 423 participating organizations employing 12 million people.

In 2021, 30 employees took part in a pilot of [LeanIn.Org's Allyship at Work Training](#) to understand power and privilege in the workplace and the unique opportunity they each have to be allies. Additionally, we rolled out an ERG buddy program where interns receive a 1:1 mentor aligned to their background, location, or interests.



⁸[SurveyMonkey and LeanIn.org study on black female pay gap, 2019](#)

⁹Scores are out of 100.

Employee-led groups

Our voluntary and employee-led Diversity, Inclusion, and Impact Groups (DIIGs) and Employee Resource Groups (ERGs) bring together allies across our offices to champion DEI.

Each year, we host a three-day summit headlined by our CEO and CDSIO to focus on annual planning as well as professional development for leaders of these groups. In 2021, we finalized a new strategy and road-map for our ERGs and DIIGs. Highlights of their impacts in 2021 include:

- **Shaping Momentive:** advocating for benefits, supporting recruiting, and hosting professional development workshops
- **Amplifying voices:** events featuring trans and nonbinary speakers, our Stop AAPI Hate data partnership, and an immersive Juneteenth museum experience
- **Engaging communities:** environmental action campaigns, local partnerships, and volunteer opportunities

Score: 95

We have participated in the Human Rights Campaign [Corporate Equality Index](#) since 2021, a leading national benchmark for LGBTQ+ workplace inclusion¹⁰.



¹⁰ Score has increased from 2020 to 2021

*Neurotopia launched in 2021 based on employee requests for the group..

Employee Resource Groups (ERGs)

affinity-based



BUILD
Blacks United in Leadership Development



CARE
Caregivers



Mosaic
Asian Pacific Islanders



Unidos
Latino/Latinx



The Queerious
LGBTQ+



Womxn in Engineering



WIN
Women in Momentive



Neurotopia
Neurodiversity*

8 chapters

Diversity, Inclusion, and Impact Groups (DIIGs)

location-based



DIIG Bay Area



DIIG Amsterdam-London



DIIG Portland



DIIG Dublin



DIIG Ottawa

5 chapters

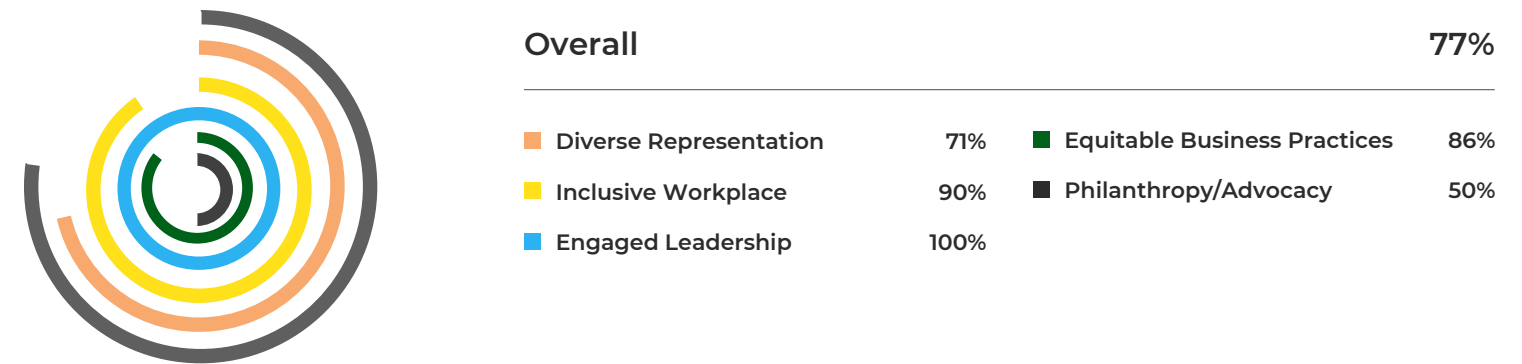
What's included in a Momentive Workplace Diversity Report?

Supplier diversity

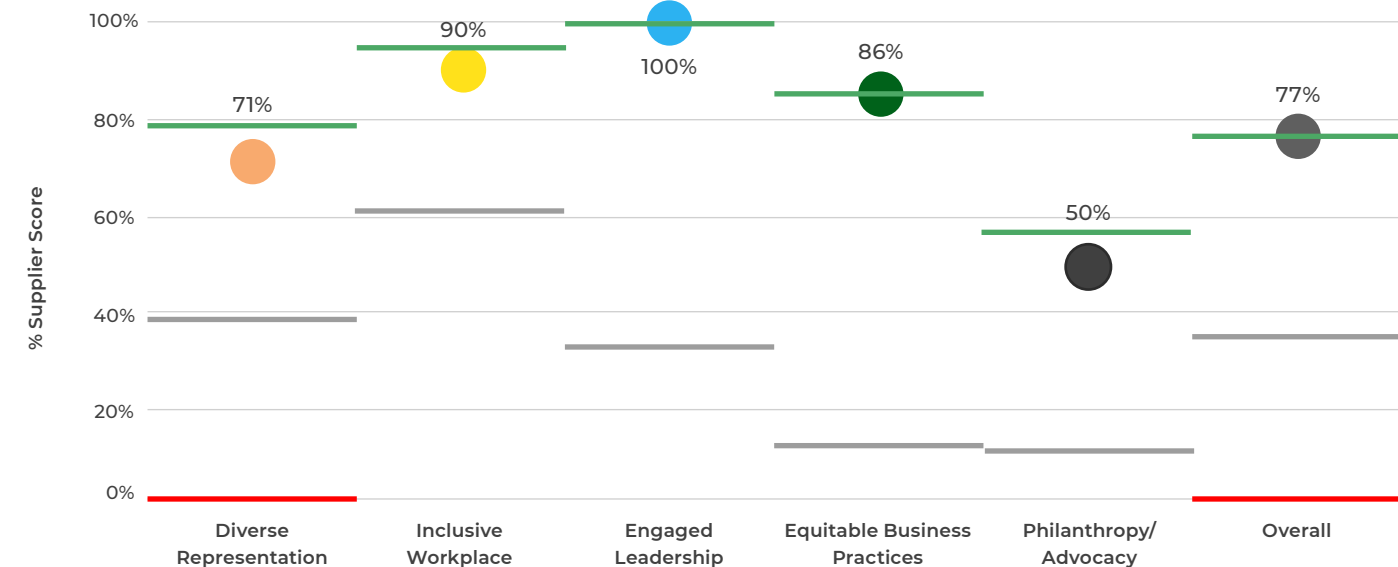
As part of our commitment to make progress on DEI both internally and externally, in 2020 we launched our [supplier diversity initiative](#). Our strategy is two-pronged: to help our suppliers understand and improve their diversity practices and to direct supplier investments toward businesses led by members of underrepresented groups¹¹ and organizations that share our commitment to DEI.

For example, in partnership with DEI experts, we created a proprietary survey, the Workplace Diversity Survey, on our SurveyMonkey platform to understand the diversity practices and metrics¹² of current and potential suppliers¹³. In 2021 we began to expand on the survey initiative. We created a survey scoring methodology and in January 2022 created our new Workplace Diversity Report. In 2022, survey responses will be scored and a Workplace Diversity Score Report will be provided to help suppliers understand their current score, how they compare to others in their industry, and how to develop a roadmap to improvement. In 2022, we will publish a supplier diversity policy and resources for diverse sourcing.

Additionally, in 2020 we [founded](#) our Supplier Diversity Coalition that brings together 23 leading companies every other month to share best practices, learnings, and failures to advance supplier diversity in unique and new ways. Members include 23andMe, Box, Intuit, Slack, StitchFix, Zendesk, Zoom, and more.



Here's where your company and the survey respondents in your industry land. Overall, you scored within the 90th percentile of the Technology & IT industry survey respondents.



*Sample report, these results do not represent Momentive or any of our suppliers.



¹¹ In 2021, we removed “small business” from our diverse business criteria to focus our efforts on driving spend towards historically disadvantaged and underrepresented groups. Currently, diverse business is defined as a for-profit business that is 51% or greater owned and operated by individual(s) that identify as racial or ethnic minority, woman, veteran, LGBTQ, disabled. 2020 numbers have been updated to reflect our new approach.

¹² Areas assessed include diverse representation, inclusive workplace, engaged leadership, equitable business practices, philanthropy/advocacy, and whether the organization is a Diverse Business or not.

¹³ Momentive surveys our top spend suppliers, new suppliers during our assessment process, and existing suppliers during the contract renewal process.

Our communities

60% of employees want to hear business leaders speak up about social and political issues.¹⁴

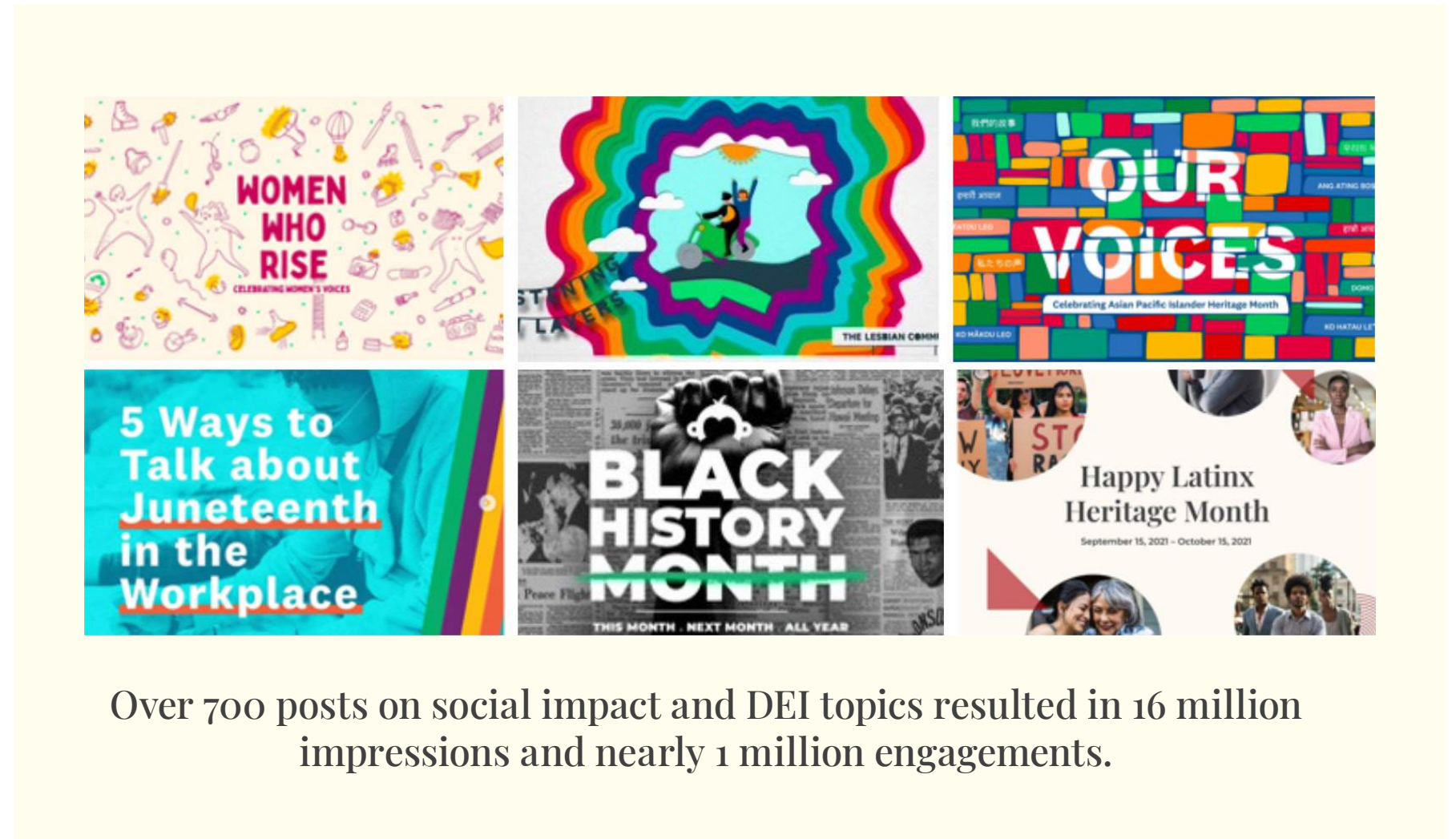
As part of our commitment to DEI, we take a stand on issues that impact our communities and support nonprofits that align with our values.

Visit the [advocacy and public policy](#) and community engagement sections of this report for examples of our DEI efforts in these areas.

Taking a stand on social media

In 2021, we invested time and resources to amplify voices on social media and support our social impact and DEI goals. Over 700 posts resulted in 16 million impressions and nearly 1 million engagements.

For example, our AAPI Heritage Month campaign [“Our Voices”](#) called for an end to AAPI hate crimes, “Black History Month” marked [a year-round celebration](#) of Black history and culture, during PRIDE month we [polled and highlighted](#) the voices of LGBTQIA+ community members, and our Women’s History Month campaign [“Women Who Rise”](#) examined barriers like pay equity and gender bias in the workplace.



¹⁴ [CNBC/SurveyMonkey Workforce Survey](#); This [Momentive study](#) was conducted Apr 8-18, 2021 among a national sample of 8,233 adults. Data were weighted for age, race, sex, education, and geography using the Census Bureau’s American Community Survey to reflect the demographic composition of the United States.

Our solutions

48% of C-level executives worry about meeting the DEI promises they've made.¹⁵

The journey to creating an inclusive business is in no way straightforward, and leaders need agile insights to both create a DEI strategy and evaluate progress. Momentive has the unique opportunity to be a changemaker in the industry by encouraging customers to leverage our products for good.

Workplace Equity IQ

In 2021, the social impact team partnered with our product, engineering, and professional services teams to launch [Workplace Equity IQ](#). The solution leverages our AI-powered employee engagement platform and decades of specialized DEI expertise to help customers navigate sensitive DEI topics with confidence and ascertain a deeper, more realistic understanding of inclusion, safety, trust, and individual experiences of bias. Through Workplace Equity IQ, customers are provided a deep and nuanced view of the entire employee experience to identify which actions will make the most impact so that they can better inform their DEI roadmap and build a thoughtful talent strategy for the future.

The importance of unbiased research

We have doubled-down on our efforts to provide relevant and actionable public opinion data that contributes to the broader conversation around DEI.

This year, we expanded our approach to rooting out research bias by proactively involving our ERGs/DIIGs in our research agenda, including them as thought leaders when we have a relevant research project. We also fostered a close partnership between our Research and our Social Impact/DEI Teams via bi-weekly meetings that encourage thought partnerships around the key topic areas that impact the daily operations of our customers and companies around the globe. We shared timely best practices with a wide public audience through our weekly research newsletter as well as our [SurveyMonkey](#) and [Momentive](#) blogs. In addition to these efforts, we created a DEI and Social Impact Slide Library that gives our cross functional partners access to important DEI research findings in a self-serve format.



¹⁵ Cited in [Workplace Equity IQ press release](#)

Research in action

Our unique access to rich public opinion data allows us to report on trends that impact key events around the world, bringing awareness to important issues and allowing formerly underrepresented groups to have a stronger voice in affecting change.

In 2021, we formed a new partnership with analytics platform Tableau to combine our access to robust research data with their powerful visualization tools to uncover critical information and key insights that might otherwise have been missed. As part of this partnership, we've published dashboards that tell the story of the "DEI disconnect" at work, the demand among the workforce for more sustainability practices at their companies, and the impetus behind the Great Resignation to see how people of different backgrounds are approaching work.

Following a string of hate crimes against Asian Americans in early 2021, Momentive partnered with AAPI Data, a team of leading Asian American scholars, to run a timely, comprehensive, and large-scale survey on race and discrimination in the United States.

The 2021 American Experiences with Discrimination Survey was conducted among over 16,000 respondents age 18 and older, including those of Asian American, Pacific Islander, white, Black, Hispanic/Latino, Native American, and multiracial backgrounds. The data received immediate, widespread press attention from major media outlets, including NBC News' "Meet the Press," MSNBC's "The ReidOut," Axios, Newsweek, and The Los Angeles Times. We plan to continue this partnership in 2022.



Shaping resilient communities

We are committed to making a better future happen by leveraging our employees, products, and capital to support our communities



Momentive Together community impact at a glance

At the heart of Momentive Together is a belief that we can drive real progress for equity, social justice, and environmental sustainability—to help improve the world we currently live in and shape a better future for everyone.

In 2021, we introduced a refined philanthropic strategy with three strategic pillars that we believe are imperative for a better world: **educational equity, reshaping the workforce, and environmental responsibility.** We are making an impact across these areas by using technology for good and applying our unique expertise and passionate employees to empower our local communities.



Educational equity

Expand opportunities for low-income and underserved early education and secondary students



Reshaping the workforce

Provide meaningful access to employment pipelines, mentorship, and career development opportunities



Environmental responsibility

Minimize our organizational and individual impact on the environment.

Over **\$2.6M** in total giving in 2021

\$16M raised via SurveyMonkey Contribute since 2011

\$5.2M in software donations and discounts since 2018

\$350K in employee giving and matching gifts in 2021

1,111 volunteer hours in 2021, 14% annual increase⁴



Using technology for good

We passionately believe that the innovative ways we can use technology—our own and others’—can help transform our world. For example, since 2016, [Listen4Good](#), a Fund for Shared Insight initiative, has been using our products to help nonprofits create high-quality feedback loops with clients, for better strategic decision-making. Additionally, our surveys connect [Pledge 1%](#) companies with resources that will help them donate time, equity, product, and profit. As a Pledge 1% Builder, we are committed to giving back to communities through our SurveyMonkey Contribute program.

In 2021, inspired by the shift to remote and hybrid work, we launched a hardware donation program to put extra laptops into the hands of those who need them instead of in landfills. Our first donation recipients are [Code Tenderloin](#), a non-profit empowering underserved communities in San Francisco, and the [Samaritan House](#), which leads the fight against poverty in San Mateo, the home of our corporate headquarters.

The [SurveyMonkey Contribute](#) program is our largest mechanism to support our communities and the causes we care about most. Introduced in 2011, Contribute enables survey respondents to complete market research surveys for Momentive customers in exchange for Momentive-sponsored nonprofit donations. Momentive donates 50¢ per completed survey and has reached \$16 million dollars in donations to date.



\$16M



Employee engagement

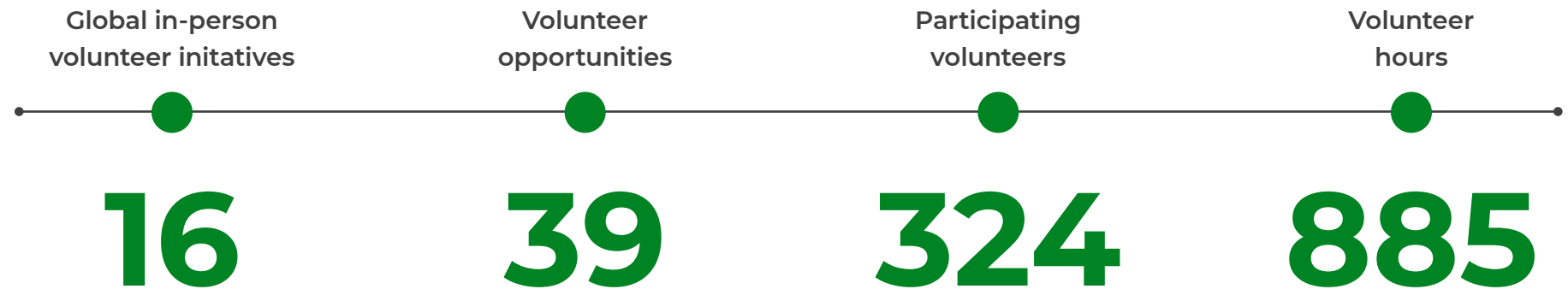
2021 Week of Service impact

At Momentive, our employees are passionately committed to supporting the communities where we live and work through a variety of volunteering and strategic giving initiatives.

Volunteering

Momentive encourages our team members to volunteer with the organizations and issues that matter most to them—ones that have a direct impact on our local communities.

- **Week of Service:** During our annual company-wide global Week of Service, employees in each office honor the legacy of our late CEO Dave Goldberg by volunteering in their communities, engaging in team-based give-back activities, and making an impact in a way that is individually meaningful. In 2021, our team volunteered 885 hours, at a value of over \$17,000.



SUSTAINABLE DEVELOPMENT GOALS

Our activities are aligned with 14 of the UN Sustainable Development Goals



Dollars for Doers launch: Launched in January 2022, this equity-inspired program provides full- and part-time employees who may not have the funds to donate through a matching gift program with the ability to support causes they care about through volunteer time. Momentive donates \$20 per hour volunteered with an eligible charity, up to \$3,000 a year per employee.



Giving

Our strategic giving initiatives empower team members to contribute where they can. We also make giving back part of our new hire onboarding, where groups of new hires learn about our products and create market research that links to our Contribute program. Other elements of our giving program include:

- **Matching gifts:** Through Team Gives Back, our matching gift program, Momentive employees gave \$190,000 and Momentive matched nearly \$160,000, for a total of \$350,000 donated to causes we care about in 2021.
- **Employee relief fund:** To respond compassionately to crises in the lives of our colleagues, we launched an Employee Relief Fund to provide monetary grants up to \$5,000 per person per year during times of disaster or hardship.



“Dollars for Doers is incredible! I do a LOT of hours giving out gear to unhoused Portlanders every week and getting money from Momentive will mean that we’re set up for our annual Winter Gear Drive early this year. This is a big deal!”

Hannah Jennings-Voykovich

UX Content Strategist

- **Giving Tuesday:** In 2021, we offered a 2:1 match for all donations made by our employees on Giving Tuesday, raising over \$80,000 for nonprofits globally. Through Contribute, we doubled donations to \$1 for all surveys taken that day, raising \$4,366. Through the program, we saw increased engagement with more than double our daily average of account sign ups and surveys started.
- **Social Impact Fund:** Momentive has a donor advised fund, designed to support charities and causes that align with our mission and values.

Shaping the best work of our lives

We work as one team—collaborative, inclusive, and driven—
supporting each other in doing the best work of our lives



Talent management and employee engagement

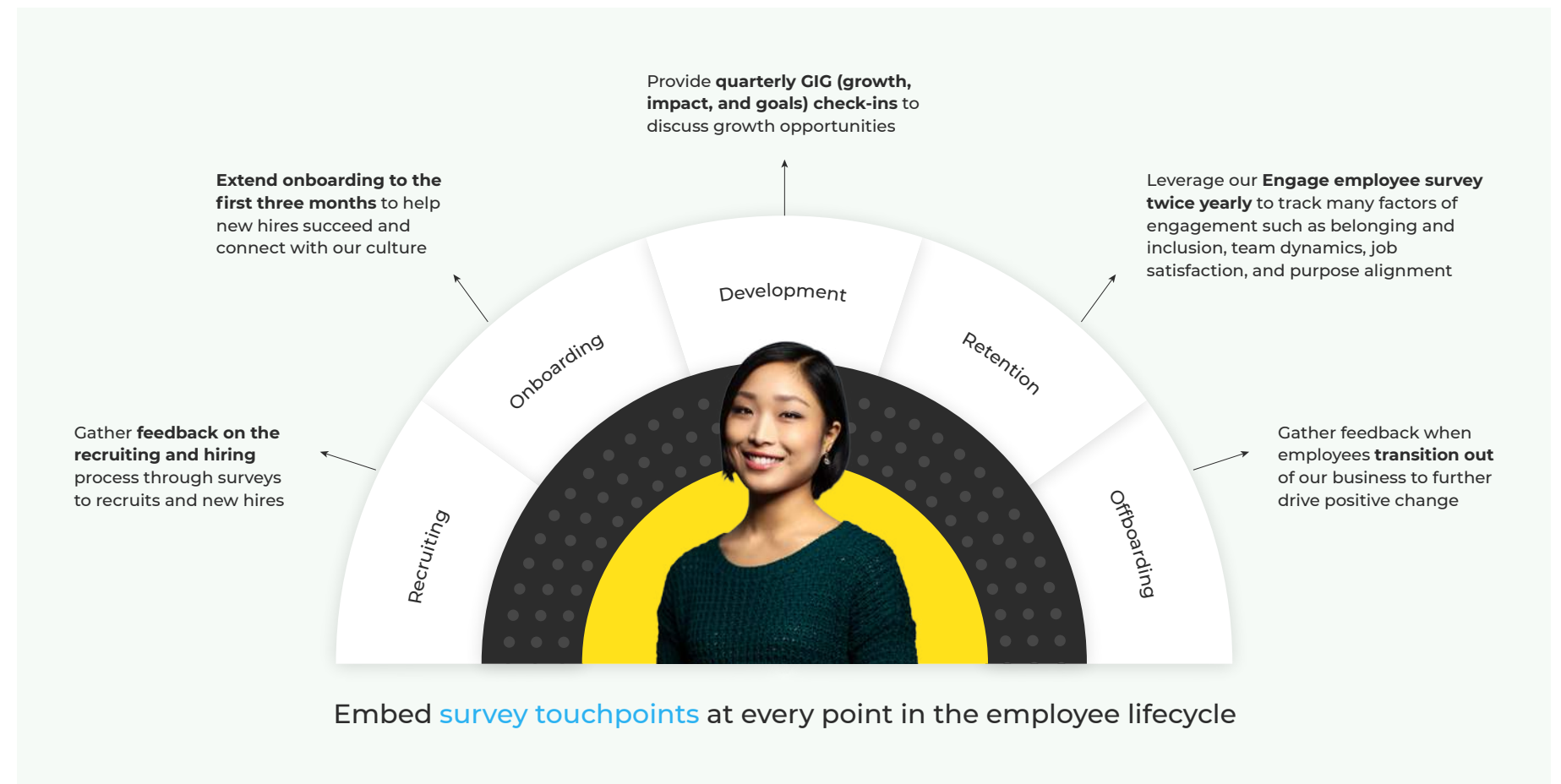
Our vision to raise the bar for human experiences starts with our employees. We believe in staying curious and fostering a culture of learning by providing development opportunities at every step of our employees' career journey.

Shaping the employee experience

We realize that the most effective way to attract, empower, and retain talent is to build a world-class employee experience in which we deeply engage and listen at every stage of the employee lifecycle.

For example, this year's Engage employee survey showed that our employees feel valued and respected by their managers and teammates, they have a say in how their work gets done, and they are proud to work for Momentive. In addition, we have been recognized by *Glassdoor's Best Places to Work U.S.: Employee Choice Award*, *Digital.com's Best Online Survey Software Companies 2021*, *BuiltIn's 100 Best Large Companies to Work for in the U.S.*, and *National Capital Region's Top Employers of 2021*.

Building a world-class employee experience starts with listening



Employee learning and development

We support our employees' path to growth through training and development programs that focus on meeting the needs of our customers and building skills to keep pace with a rapidly changing world. Examples include:

- **Learning Hub:** Upon launching our Learning Hub, which gives employees access to over 2,000 career growth and professional development courses, employees took part in over 2,990 learning engagements and 450 courses, and engaged in mentoring opportunities with our senior leaders through mentorship and small group learning sessions.
- **Leadership development:** As the challenges facing leaders have intensified since the COVID pandemic, in 2021 we doubled down on our focus on leadership development. We offered DEI leadership and management trainings and attendance in our Leadership Consortiums and BetterManager

coaching programs increased. A full 91% of our Directors and Senior Directors attended our annual Director's Cut training, which focused on leading through change and included inspirational speakers and panel discussions.

- **Curiosity Week:** Curiosity continues to be our superpower, so we launched our first-ever Curiosity Week in 2021. Focusing on three areas—Curious to Learn, Curious to Grow, and Curious to Connect—we hosted 30 virtual learning sessions across three time zones, including podcasts, panels, live virtual experiences and online courses. Over 1,000 employees participated in events throughout the week and these events delivered an average NPS of 62. Additionally, we launched our Curiosity Chats and Leader Chats offering mentoring opportunities with our senior leaders.
- **Mentoring:** In 2022, we are excited to partner with Imperative to roll out a peer-to-peer mentoring experience that will match peers across function, geography, and identity with someone

who shares similar drivers of fulfillment at work.

- **University internship program:** [Momentive's internship program](#) provides students with an opportunity to translate their education into 11-to-14-weeks of hands-on professional experiences. The program has proven to be an incredibly valuable pipeline for new employee hiring (46% of our 2021 summer interns converted to full-time employees) and was recognized by *WayUp's Top 100 Internship Programs 2020*, *RippleMatch's 50 Companies That Put on Awesome Remote Internships*, and *2021 Campus Forward Award Honorees*.



Thank you so much for making today's Director's Cut so wonderful and inspiring! From the slide shows at the beginning that showed everyone's photo, to panel discussions, can say this is the best Director's Cut I've ever attended.

Participant

Director's Cut



Talent management and employee engagement

Culture is a key differentiator at Momentive, and our commitment to DEI is at its heart. Together we strive to create an equitable workplace where each person can truly belong and make a positive impact that extends far beyond our office doors.

To learn more about our commitment to diversity, equity, and inclusion, please visit the [DEI section](#) of this report.



Employee health and safety

We aspire to build a company that empowers our employees to bring their best selves to work. We offer world-class benefits, learning opportunities, and the time and space to allow our employees to thrive professionally and personally.

Employee benefits

In addition to a comprehensive and employee-led benefits package, our employees enjoy industry-leading perks. We offer four weeks of paid time off after four years of employment, known as our “Take 4” sabbatical. Employees have access to numerous mental health and wellness resources as well as flexible work options. A variety of learning opportunities are available, such as our Goldie Speaker Series which features leaders and thinkers from around the world. And our new workstyle benefits can be applied to home office or transportation costs.

Reimagining work and office life during COVID

During the COVID pandemic, we used employee feedback to stay agile, support our global team, and reimagine work with a hybrid model. Early results of our COVID leadership check-ins were telling: 81% of employees said that post-COVID, they wanted to work from home at least two or three days per week, and 84% felt that having a choice in where they worked positively impacted their work experience. This data became the foundation for how we began to reimagine work with a “Choice” model that gives each employee the flexibility to choose where they do their best work: at the office, remote, or a hybrid of the two.



Shaping a more sustainable business

We are on a mission to build an environmentally-responsible business and support those advocating for a sustainable future



Energy and emissions management

In 2021, we began collecting and analyzing our environmental impact data, including Scope 1, 2, and 3 greenhouse gas emissions, to develop our environmental sustainability strategy and establish baseline metrics. In 2021, Scope 1 and 2 emissions decreased, most likely due to a larger share of employees working from home. By the end of 2022, our full GHG emissions footprint will inform our environmental responsibility goals and targets moving forward.

In addition to our offices, data centers have historically contributed to our energy use and GHG emissions. This year marked a milestone as we transitioned our two largest data centers to Amazon Web Service's (AWS) cloud infrastructure, completing the migration of 100% of our data processing and storage globally to the cloud. AWS has a long-term commitment to use 100% renewable energy. By moving away from an on-premise data center infrastructure, we can reduce data center associated emissions by up to 88% due to environmental economies of scale¹⁶.

Sustainable transportation and the hybrid working model

As part of our emissions reduction strategy, we promote sustainable transportation options globally and, wherever possible, subsidize the use of public transportation by our employees. Additionally, in response to the workplace impacts of the COVID pandemic, Momentive is shifting its daily operations to offer a hybrid working model (home or office) for our employees. With over half of employees electing to work from home and an additional 40% choosing to commute to the office only 2-3 times per week, we project a significant reduction in transportation impacts in the coming years.

Environmental responsibility

Environmental responsibility is a top concern for our stakeholders. This year we took steps to deepen our sustainability strategy and [added a fourth pillar](#), environmental responsibility, to our community engagement work.



¹⁶ "The Carbon Reduction Opportunity of Moving to Amazon Web Services", 451 Research, October 2019

Facilities and waste management

Green building

We are engaged and invested in creating a sustainable and healthy workplace for all to enjoy as we move forward in the years to come.

We are proud that three of our office locations have achieved [LEED](#) certification, demonstrating globally recognized best practices in sustainable facilities management while helping reduce emissions and improve energy efficiency and waste management across our operations. These include: Portland (Platinum LEED Certification), San Mateo (Gold LEED Certification), and Ottawa (Silver LEED Certification). Moving forward, whenever we pursue new office locations, we will look specifically for LEED or otherwise sustainably certified properties for our new space.



Waste management

Our waste management strategy is focused around two elements: waste reduction and recycling. Overall office waste decreased five times between 2019 and 2021, likely due to a larger share of employees working from home. Additionally, through the installation of Bevi refill machines for tap and sparkling water, the Portland office saved 64,781 bottles and cans from landfills in 2021, and the Amsterdam office did not use a single plastic bottle. As employees return to the office to work, we will focus on a global effort to reduce food packaging waste across all of our locations.



Appendix



Momentive 2021 GRI Content Index Update

GRI 102: General Disclosures 2016*		
Disclosure	Description	Cross-Reference, Omissions, and Explanations
Organizational Profile		
102-1	Name of the organization	Momentive Global Inc. (formerly SVMK, Inc.)
102-2	Activities, brands, products, and services	2021 Annual Report, pp. 4-11
102-3	Location of headquarters	San Mateo, California, USA
102-4	Location of operations	2021 Annual Report, pp. 15, 51 Momentive has offices in 7 countries.
102-5	Ownership and legal form	2021 Annual Report, pp. 40
102-6	Markets served	2021 Annual Report, pp. 8, 42
102-7	Scale of the organization	2021 Annual Report, pp. 16 Economic performance, p. 49 Workforce performance, p. 54
102-8	Information on employees and other workers	Workforce performance, p. 54
102-9	Supply chain	2021 Annual Report, pp 9-10
102-10	Significant changes to the organization and its supply chain	Momentive has closed offices in San Francisco, Seattle, New York, London, and Sydney. We have also begun implementing a supplier diversity program, including our leadership role with our supplier diversity coalition. We created a supplier workplace diversity survey in partnership with The Justice Collective and Global Philanthropy Group. The survey provides insight into suppliers' diverse business status and commitment to DEI. The survey was deployed to existing top spend suppliers, new suppliers, and to suppliers with a contract up for renewal. In 2020, 3.3% of our overall spend was to diverse suppliers.
102-11	Precautionary Principle or approach	Shaping a more sustainable business, p. 37 Momentive has applied the precautionary principle in its approach to environmental challenges by adopting sustainable practices in its facilities. These efforts include the reduction of resource consumption, effective management of our waste stream, and outsourcing data processing and storage to a provider with industry-leading environmental performance.
102-12	External initiatives	Pledge 1% Leadership Now Project Human Rights Campaign Business Statement on Anti-LGBTQ State Legislation
102-13	Membership of associations	Product Marketing Alliance Watermark WIRe (Women in Research)
Strategy		
102-14	Statement from senior decision-maker	CEO letter, p. 3
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behavior	About Momentive, p. 5



GRI 102: General Disclosures 2016*

Disclosure	Description	Cross-Reference, Omissions, and Explanations
Governance		
102-18	Governance structure	Governance
Stakeholder Engagement		
102-40	List of stakeholder groups	Board of Directors Customers Employees Investors Nonprofits
102-41	Collective bargaining agreements	None of our U.S. employees is represented by a labor union or is the subject of a collective bargaining agreement.
102-42	Identifying and selecting stakeholders	<p>Board of Directors: The Nominating and Corporate Governance Committee of our Board is responsible for board composition, evaluation, and nominations of new members.</p> <p>Customers: Users of Momentive products, including both sales-assisted and self-service users.</p> <p>Employees: All Momentive employees globally.</p> <p>Investors: Momentive shareholders and potential investors.</p> <p>Nonprofits: Nonprofit partners identified through an application review and identification review process.</p>
102-43	Approach to stakeholder engagement	<p>All stakeholder groups were engaged as part of our 2020 Materiality Analysis. Regular channels and frequency for engagement with each stakeholder group include, but are not limited to:</p> <p>Board of Directors: Quarterly Board meetings and conference calls.</p> <p>Customers: Monthly CX Roundtable, NPS scoring survey, real-time feedback on customer experience.</p> <p>Employees: Quarterly engagement surveys; annual Engage survey; quarterly growth, impact, and goal (GIGs) conversations with managers; Curiosity Chats with executive leadership team.</p> <p>Investors: Quarterly earnings materials and conference calls, investor conferences and presentations, investor meetings, annual meeting of shareholders, SEC filings, investor outreach.</p> <p>Nonprofits: Ad hoc engagement with current partners, inclusion in materiality process for all current partners.</p>
102-44	Key topics and concerns raised	<p>Board of Directors: General oversight of the business, including: strategy, operations, crisis and risk management; social impact and ESG efforts and performance; governance policies.</p> <p>Customers: Feedback on products, support and help content, and likeliness to recommend Momentive products and services.</p> <p>Employees: Employee experience, development opportunities, racial equity, COVID support</p> <p>Investors: Company performance.</p> <p>Nonprofits: Community support through nonprofit partnerships, opportunities with SurveyMonkey Contribute, leveraging other Momentive resources to support communities, and impact of contributions.</p>



GRI 102: General Disclosures 2016*

Disclosure	Description	Cross-Reference, Omissions, and Explanations
Reporting Practice		
102-45	Entities included in the consolidated financial statements	2021 Annual Report, pp. 17
102-46	Defining report content and topic Boundaries	Identifying our strategic focus, p. 5 (SurveyMonkey 2020 Social Impact Report)
102-47	List of material topics	Identifying our strategic focus, p. 5 (SurveyMonkey 2020 Social Impact Report)
102-48	Restatements of information	Momentive 2021 Performance Data, Environmental Performance, p. 50 2019 calculations of environmental data are restated after collecting missing data from our offices and including several new scope 3 categories, e.g. employee commute, purchased goods and services, capital goods and others.
102-49	Changes in reporting	None
102-50	Reporting period	This report provides information for the period beginning January 1, 2021 through December 31, 2021, unless otherwise noted.
102-51	Date of most recent report	September 2021
102-52	Reporting cycle	Biennial
102-53	Contact point for questions regarding the report	Momentive Social Impact Team Email: momentivetogether@momentive.ai Mailing: One Curiosity Way, San Mateo, CA 94403
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55	GRI content index	GRI Index, p. 41
102-56	External assurance	We have not received external assurance for this report.

*With the exception of GRI 403 that applies the 2018 version of the GRI Standards, Momentive's 2021 Social Impact Report applies the 2016 version of the GRI Standards; "2016" refers to the Standards issue date, not the date of information presented in this report.



Momentive 2021 GRI Content Index Update

GRI 200-400: Topic-Specific Disclosures 2016*		
Material Topic	Management Approach Cross-Reference	Management Approach Cross-Reference
Environmental		
GRI 302: Energy 2016	Shaping a more sustainable business, p. 37	Customers Investors
GRI 305: Emissions 2016	Shaping a more sustainable business, p. 37	Customers Investors
Social		
GRI 403: Occupational Health and Safety 2018	Shaping the best work of our lives, p. 32 Shaping the best work of our lives, p. 32	Board of Directors Customers Investors
GRI 405: Diversity and Equal Opportunity 2016	Shaping an equal and inclusive world, p. 17	Board of Directors Customers Investors Nonprofits
GRI 413: Local Communities 2016	Shaping resilient communities, p. 27	Board of Directors Customers Nonprofits
GRI 418: Customer Privacy 2016	Shaping a culture of integrity, p. 13	Board of Directors Customers Investors

*With the exception of GRI 403 that applies the 2018 version of the GRI Standards, Momentive's 2021 Social Impact Report applies the 2016 version of the GRI Standards; "2016" refers to the Standards issue date, not the date of information presented in this report.



Momentive 2021 GRI Content Index Update

GRI 200-400: Topic-Specific Disclosures 2016*			
Topic	Disclosure	Description	Cross-Reference, Omissions, Explanations
Economic			
GRI 201: Economic Performance 2016**	201-1	Direct economic value generated and distributed	Economic performance, p. 49
Environmental			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Environmental performance, p. 50
	302-4	Reduction of energy consumption	Environmental performance, p. 50
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Environmental performance, p. 50
	305-2	Energy indirect (Scope 2) GHG emissions	Environmental performance, p. 50
	305-3	Other indirect (Scope 3) GHG emissions	Environmental performance, p. 50
	305-5	Reduction of GHG emissions	Environmental performance, p. 50
GRI 418: Customer Privacy 2016	306-1	Waste by type and disposal method	Environmental performance, p. 50
Social			
GRI 302: Energy 2016	401-1	New employee hires and employee turnover	Workforce performance, p. 54
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Trust the team, p. 6 (SurveyMonkey 2020 Social Impact Report)
	401-3	Parental leave	Trust the team, p. 6 (SurveyMonkey 2020 Social Impact Report)
GRI 403: Occupational Health and Safety 2018	403-6	Promotion of worker health	Trust the team, p. 6 (SurveyMonkey 2020 Social Impact Report)
GRI 404: Training and Education 2016**	404-2	Programs for upgrading employee skills and transition assistance programs	Trust the team, p. 6 (SurveyMonkey 2020 Social Impact Report)
	404-3	Percentage of employees receiving regular performance and career development reviews	Shaping the best work of our lives, p. 32
GRI 418: Customer Privacy 2016	405-1	Diversity of governance bodies and employees	Diversity performance, p. 52
GRI 418: Customer Privacy 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Shaping an equal and inclusive world, p. 17
	418-1	Substantiated complaints concerning breaches of customer	Momentive (formerly SurveyMonkey) had no material breaches of customer privacy (unauthorized access, disclosure, or use of customer data) and there were no losses of customer data in 2021.

*With the exception of GRI 403 that applies the 2018 version of the GRI Standards, Momentive's 2021 Social Impact Report applies the 2016 version of the GRI Standards; "2016" refers to the Standards issue date, not the date of information presented in this report.

**We have reported additional disclosures not related to material topics.



Momentive 2021 SASB Table Update

Software & IT Services Sustainability Accounting Standard 2018*		
SASB Code	Accounting Metric	Answer, Cross-Reference, Omissions, and Explanations
Environmental Footprint of Hardware Infrastructure		
TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Environmental performance, p. 50
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	Environmental performance, p. 50
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	<p>From 2015 to the end of 2019, Momentive (formerly SurveyMonkey) housed its servers in leased space from Switch, a data center operator that operates on 100% renewable energy.</p> <p>In June 2019, we executed a 5-year, \$25M agreement with AWS to migrate Momentive's data processing and storage to AWS's cloud infrastructure, which took effect in 2020. AWS has a long-term commitment to use 100% renewable energy. By moving away from on premise infrastructure to the AWS Cloud, Momentive can reduce emissions by up to 88% due to environmental economies of scale.</p>
Data Privacy & Freedom of Expression		
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	<p>Momentive, our service providers and/or other third parties that we work with place cookies when users visit our website and open emails that we send. This is designed to provide our customers with more tailored marketing content about our services and/or other services, and to evaluate whether the content is useful or effective.</p> <p>For instance, we evaluate which ads are clicked on most often, and whether those clicks lead users to make better use of our tools, features, and services. We have implemented cookie management tooling our websites which, depending on the user's location, either allow the user to reject cookies prior to them being set (or to consent /reject use of some or all categories of cookies) or to opt out of further use of cookies on site landing. This cookie preference tool is intended to give our users choice as regards which cookies they receive and the type of experience they want.</p> <p>Rejecting cookies or opting out does not necessarily mean users will not receive any ads on the internet; it just means that they will not receive tailored ads based on their activities and inferred preferences on our site.</p> <p>Privacy Notice - Personalized marketing</p>
TC-SI-220a.2	Number of users whose information is used for secondary purposes	<p>We only use information from users for the purposes of delivering the services, improving our services and marketing, and selling our services. We do not view any uses as secondary to these primary purposes as stated in our Privacy Notice - How we use the information we collect</p>
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	There were no legal proceedings associated with customer privacy in 2021.
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	This information is confidential and Momentive does not disclose it.



Software & IT Services Sustainability Accounting Standard 2018*

SASB Code	Accounting Metric	Answer, Cross-Reference, Omissions, and Explanations
TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Momentive does not have material presence in any country where our core products or services are subject to these requirements. Momentive uses industry standard automated abuse monitoring technologies for specific abusive practices on our platform but Momentive does not actively block, filter, or censor information on our platform, unless it becomes explicitly aware of an infraction under our Acceptable Use or Anti-Spam Policies: Acceptable Uses Policy Anti-Spam Policy
Data Security		
TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	Momentive does not publicly disclose this information.
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Shaping a culture of integrity, p. 13
Recruiting & Managing a Global, Diverse & Skilled Workforce		
TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	Momentive does not collect nationality information from our employees so this information is unavailable.
TC-SI-330a.2	Employee engagement as a percentage	In Q1 2021, the overall Momentive engagement score was 77. In Q3 2021, the overall Momentive engagement score was 76. This score is composed of a subset of 19 questions from our 45 question survey. In 2022, we plan to run engagement surveys in February and in Q3. This year we also plan to add additional questions to the overall engagement score calculation to reflect a more accurate engagement score. In parallel with our 2021 and 2022 surveys, we survey the general public in order to benchmark our scores. We no longer utilize the Workforce Happiness Index to measure employee engagement.
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Diversity performance, p. 52
Intellectual Property Protection & Competitive Behavior		
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	There were no legal actions for anti-competitive behavior, anti-trust, or monopoly practices in 2021.
Managing Systemic Risks from Technology Disruptions		
TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	(1) <u>performance issues</u> : None (2) <u>service disruptions</u> : Momentive systems and services were available 99.90% of the time month-over-month as published to our customers. (3) <u>total customer downtime</u> : None
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	2021 Annual Report, pp. 16-17 In 2021, Momentive successfully completed the annual ISO/IEC 27001:2013 certification review and achieved SOC 2 Type 2 certification. One of the requirements for compliance is the disaster recovery standard and testing, which is described in our Security Statement.



Software & IT Services Sustainability Accounting Standard 2018*

SASB Code	Activity Metric	Answer, Cross-Reference, Omissions, and Explanations
TC-SI-000.A	(1) Number of licenses or subscriptions, and (2) percentage cloud based	(1) Licenses or subscriptions: 12 product lines (2) percentage cloud based: 100%
TC-SI-000.B	(1) Data processing capacity, (2) percentage outsourced	(1) Data processing capacity: ~300 terabytes (2) Percentage outsourced: 100%
TC-SI-000.C	(1) Amount of data storage, (2) percentage outsourced	(1) Amount of data storage: 100+ terabytes (2) Percentage outsourced: 100%

*Momentum's 2021 Social Impact Report applies the 2018 version of the Software & IT Services Sustainability Accounting Standards; "2018" refers to the Standards issue date, not the date of information presented in this report.



Momentive 2021 Performance Data

Economic Performance				
	2021	2020	2019	2018
Financial performance¹ (in thousands, USD)				
Revenue				
Total Revenue	\$443,786	\$375,610	\$307,421	\$254,324
Revenue by region (%)				
United States	64%	65%	65%	64%
Rest of the World	36%	35%	35%	36%
Cost of revenue				
Total cost of revenue^{2,3}	\$86,421	\$83,917	\$76,524	\$77,982
Operating expenses				
Total operating expenses	\$469,937	\$373,274	\$297,340	\$302,835
Research and development 2	\$139,262	\$112,989	\$90,545	\$106,188
Sales and marketing ^{2,3}	\$224,008	\$172,376	\$123,573	\$95,783
General administrative 2	\$106,667	\$87,909	\$83,288	\$97,339
Restructuring	-	-	\$ (66)	\$3,525
Income tax				
Provision for (benefit from) income taxes	\$482	\$1,179	\$ (2,779)	\$148
Effective income tax rate	-	(1)%	4%	-
Net Income				
Net income (loss)	\$ (123,249)	\$ (91,581)	\$ (73,858)	\$ (154,740)



¹For years ended December 31.

²Includes stock-based compensation.

³Includes amortization of acquisition intangible assets.

Momentive 2021 Performance Data

Environmental Performance*¹				
	2021	2020	2019**	2018
Energy consumption (gigajoules)				
Total energy consumption¹	13,338.1	9,043.7	18,716.0	2,722.8
Non-renewable energy consumption²	13,160.8	8,803.3	18,355.8	2,208.6
Electricity	10,527.3	7,734.1	16,608	1,807.3
Fuel	2,633.5	1,469.2	1,748.1	401.3
Renewable energy consumption³	177.3	240.4	360.2	379.8
Hydroelectric/REC	177.3	-	360.2	379.8
Waste disposal⁴ (metric tons)				
Total waste disposal	65.3	242.8	287	5288
Landfill	25.7	95.8	106	1925
Recycling/Composting	39.6	145.8	181	3363
Water				
Total water consumption (thousand m³ per year)	53.1	6.9	10.9	9.3
Total water withdrawal (thousand m³ per year)	-	-	7.2	7
Water intensity (thousand m ³ per million dollars of revenue)	-	54.4	28.3	27.3



Momentive 2021 Performance Data

Environmental Performance				
	2021	2020	2019**	2018
Greenhouse gas emissions 2				
Total Scope 1, 2 & 3 emissions (metric tons of CO2e)	20,126.0	426.0	18434.1	1060.2
Scope 1 (natural gas, diesel, propane, refrigerants, gasoline) ²	130.3	34.2	86	20
Scope 2 market-based (purchased electricity and heating) ²	526.7	137.8	909	147
Scope 3 - Category 1 Purchased goods and services	16838.7	-	13772.0	-
Scope 3 - Category 2 Capital Goods	67.4	-	377.0	-
Scope 3 - Category 3 Fuel and energy-related activities (FERA/market-based)	316.3	-	414.5	-
Scope 3 - Category 5 (Waste in Operations)	12.07	-	64.78	-
Scope 3 - Category 6 (air travel and rental cars) ⁴	19.11	254	174.39	893.18
Scope 3 - Category 7 (employee commute) ⁵	2,215.48	-	2,635.94	-
Scope 3 Total Emissions	19,469.09	254	17,438.60	893.18

*Dashes indicate where data was not available.

** 2019 calculations are restated after collecting missing data from our offices and including several new scope 3 categories, e.g. employee commute, purchased goods and services, capital goods and others.

¹ 2019 & 2021 figures include data from our Amsterdam, Dublin, Ottawa, Portland and San Mateo offices. 2018-19 figures include data from our offices in Amsterdam, Dublin, and Portland.

² 2019 & 2021 include figures from our Amsterdam, Dublin, Ottawa, Portland and San Mateo offices (except for natural gas - this only includes Dublin, Ottawa, Portland, San Mateo offices). 2019 figures include data from our Portland office only.

³ Figures include data from our Amsterdam office only.

⁴ The 2020 figure is much less than previous years due to a moratorium on travel due to the COVID pandemic.

⁵ Work from home calculations are market-based; employee commute based on 10 offices.



Momentive 2021 Performance Data

Diversity Performance																								
Racial/ethnic composition of U.S. workforce and Board of Directors ¹																								
	American Indian/ Alaska Native			Asian			Black/African American			Hispanic/Latino			Native Hawaiian/ Other Pacific Islander			Two or More Races			White			Not Declared		
	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019
U.S. Workforce (%)																								
Total U.S. Workforce²	0.5%	0.2%	0.3%	24.2%	27%	28.6%	6.3%	4.4%	2.9%	8.7%	7.7%	7.8%	0.8%	0.6%	0.4%	4.9%	4.7%	3.9%	52.0%	53.6%	54.8%	2.6%	1.9%	1.3%
Regular	0.5%	0.2%	0.3%	24.1%	27%	28.6%	6.3%	4.4%	2.9%	8.6%	7.7%	7.8%	0.8%	0.6%	0.4%	4.9%	4.7%	3.9%	52.0%	53.6%	54.8%	2.6%	1.9%	1.3%
Fixed-term	0%	0%	0%	0.1%	0%	0%	0%	0%	0%	0.1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
U.S. Workforce: Female (%)																								
Total U.S. Workforce	0.7%	0.2%	0.3%	26.5%	28.7%	30.5%	6.1%	3.5%	2.8%	7.2%	7.7%	8.3%	1.1%	0.7%	0.6%	4.8%	4.9%	4%	51.5%	52.4%	52.4%	2.2%	1.9%	1.1%
Regular	0.7%	0.2%	0.3%	26.5%	28.7%	30.5%	6.1%	3.5%	2.8%	7.0%	7.7%	8.3%	1.1%	0.7%	0.6%	4.8%	4.9%	4%	51.5%	52.4%	52.4%	2.2%	1.9%	1.1%
Fixed-term	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
U.S. Workforce: Male (%)																								
Total U.S. Workforce²	0.4%	0.2%	0.3%	22.0%	25.6%	26.8%	6.4%	5.3%	3%	10.0%	7.7%	7.3%	0.6%	0.4%	0.3%	5.0%	4.3%	3.8%	52.5%	54.8%	57.0%	3.0%	1.7%	1.5%
Regular	0.4%	0.2%	0.3%	21.8%	25.6%	26.8%	6.4%	5.3%	3%	10.0%	7.7%	7.3%	0.6%	0.4%	0.3%	5.0%	4.3%	3.8%	52.5%	54.8%	57.0%	3.0%	1.7%	1.5%
Fixed-term	0%	0%	0%	0.2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Board of Directors (%)																								
Board of Directors*	0%	0%	0%	0%	0%	0%	20%	20%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	80%	80%	80%	0%	0%	0%

* Changes were made to the Board of Directors in March 2022 which are not reflected in the chart. The 2022 data is 50% male/50% female of which, 70% are White, 20% Black/African American, and 10% Asian.

¹For years ended December 31.

²Due to rounding, the 2020 figures do not total to exactly 100%.



Momentive 2021 Performance Data

Diversity Performance												
Age composition of workforce ¹												
	Over 50 years old			30-50 years old			Under 30 years old			Not Declared		
	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019
Employee category (%)												
Regular	5.9%	7.1%	6.4%	65.6%	63.1%	66.1%	26.3%	29.8%	27.5%	0.2%	0%	0%
Fixed-term	0%	0%	0%	1%	0%	0%	1.0%	0%	0%	0%	0%	0%
Board of Directors (%)												
Board of Directors*	60%	60%	30%	40%	40%	60%	0%	0%	0%	0%	0%	10%

* Changes were made to the Board of Directors in March 2022 which are not reflected in the chart. The 2022 data is 50% Over 50 years old, 50% 30-50 years old.

¹ For years ended December 31.



Momentive 2021 Performance Data

Workforce Performance												
Workforce breakdown by gender ¹												
	Total			Male			Female			Not Declared		
	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019
Employment contract												
Permanent (Employees)	1,580	1,373	1,108	880	755	616	692	611	491	8	7	1
Temporary (Contingent workers)	0	0	0	0	0	0	0	0	0	0	0	0
Employment type												
Full-time	1,574	1,368	1,105	876	754	615	690	607	489	8	7	1
Part-time	6	5	3	4	1	1	2	4	2	0	0	0
Employee category												
Regular	1,549	1,330	1,080	862	737	595	679	587	485	8	6	0
Fixed-term	31	43	28	18	18	21	13	24	6	0	1	1
Employee age group												
Under 30 years old	431	440	318	215	218	165	215	221	153	1	1	0
30-50 years old	1,052	857	731	614	499	422	435	352	308	3	6	1
Over 50 years old	94	76	59	51	38	29	42	38	30	1	0	0
Not declared	3	0	0	0	0	0	0	0	0	3	0	0
Workforce by region												
United States ²	959	892	746	499	466	395	460	424	351	0	2	0
Rest of world	621	481	362	381	289	221	232	187	140	8	5	1

¹For years ended December 31.

²There are no fixed-term workers in the U.S. Workforce, so only regular employees are included.



Momentive 2021 Performance Data

Workforce Performance						
Employee turnover and rate ^{1,2}						
	Employee turnover			Employee turnover rate		
	2021	2020	2019	2021	2020	2019
Total (absolute)	414	203	247	27.3%	16%	24.1%
Voluntary (absolute)	383	156	202	24.8%	12.4%	19.7%
Involuntary (absolute)	31	47	45	2.5%	3.7%	4.4%
Turnover by region (%)						
United States	299	151	200	72.2%	74.4%	81%
Rest of world	115	52	47	27.8%	25.6%	19%
Turnover by gender (%)						
Female	179	85	80	43.2%	41.9%	32.4%
Male	235	118	155	56.8%	58.1%	62.8%
Not declared	0	0	12	0%	0%	4.9%
Turnover by age group (%)						
Under 30 years old	134	72	79	32.4%	35.5%	32%
30-50 years old	262	118	142	63.3%	58.1%	57.5%
Over 50 years old	18	12	13	4.3%	5.9%	5.3%
Not declared	0	1	13	0%	0.5%	5.3%

¹For years ended December 31.

²Data represents Regular employees only.

Workforce Performance					
Percentage of female employees ¹					
	2021	2020	2019	2018	2017
Companywide	43.8%	44.5%	44.3%	43.3%	44.2%
United States	48.0%	47.5%	47.1%	44.5%	44.8%
Rest of world	37.4%	38.9%	38.7%	39.6%	41.9%

¹For years ended December 31.



Momentive 2021 Performance Data

Workforce Performance			
New employee hires^{1,3}			
	2021	2020	2019
Total (absolute)	626	338	625
New employee hires by region (%)			
United States	55.8%	60.1%	59.4%
Rest of world	44.2%	39.9%	40.6%
New employee hires by gender (%)			
Female	41.8%	44.4%	42.4%
Male	57.7%	54.7%	57.5%
Not declared	0.5%	0.9%	0.2%
New employee hires by age group (%)			
Under 30 years old	33.4%	49.7%	35.5%
30-50 years old	62.3%	45.6%	57.6%
Over 50 years old	4.0%	4.7%	4%
Not declared	0.3%	0%	2.9%

¹For years ended December 31.

³Data represents Regular and Fixed-term employees only.



Momentive 2021 Performance Data

Philanthropic giving				
	2021	2020	2019	2018
Philanthropic giving^{1,2} (USD)				
Total giving	\$ 2,676,794	\$2,968,428	\$ 2,054,728	\$ 2,478,336
Social Impact Fund (Momentive Together)	\$ 11,500	\$ 165,260	\$ 10,364	\$ 14,045
SurveyMonkey Contribute	\$ 637,764	\$ 785,096	\$ 884,286	\$ 1,705,250
Matching gifts	\$ 159,970	\$ 433,417	\$ 76,383	\$ 63,083
License and software donations and discounts (retail value of license or discount) ³	\$1,867,560	\$1,584,655	\$ 1,083,695	\$ 695,958
Employee contributions				
Employee giving	\$ 190,081	\$ 370,982	\$ 76,383	\$ 63,083
Employee volunteer hours	1,111	624	973	569

¹For years ended December 31.

²Rounded to the nearest dollar.

³2018 - 2020 data is being restated with updated figures to better represent the software donated and sold at a discount to nonprofit organizations.

