

# 2020 Corporate Social Responsibility

REPORT





# Letter from Our President and CEO

Progress and its employees have long been actively involved in working to make our world a better place through a diverse array of cultural, philanthropic and environmental initiatives. As an organization, we consider it our duty to use our talents, resources and vision to work toward advancing social justice, tolerance and creating a better, more sustainable world. Despite the unique challenges we faced in 2020, I'm enormously proud of how our employees performed, not just in their day-to-day responsibilities, but in their commitment to our efforts to advance our Corporate Social Responsibility program.

Progress strives to be an inclusive community that celebrates the diverse backgrounds and experiences of all people. We're working to create a company where our people are valued not just for what they know and what they do, but for who they are, regardless of where they live, what they look like, who they love, or where they worship or don't worship. We're proud of the mutual respect we share and we're proud of one other.

This report highlights some of our CSR achievements during 2020 organized around the program's three key pillars:

- **Our People**—Inclusion and diversity (I&D) initiatives, health, safety and wellbeing, employee development and ethics
- **Our Communities**—Focused on uplifting underprivileged children, STEM education, and social justice through volunteerism and philanthropy
- **Our World**—Environmental and sustainability matters

But we're far from finished. In fact, we've only just begun. By meeting our commitments, we are playing and will continue to play a vital role in helping our society move forward, one action at a time.

## Yogesh Gupta

President and Chief Executive Officer  
Progress Software Corporation

### About Progress

Est. 1981

NASDAQ: PRGS

Headquartered in Bedford,  
Massachusetts, USA

Offices across North America,  
Europe, Latin America and  
Asia Pacific

1,800 employees

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# 2020 CSR Highlights

To do our part for a better world, we donated significantly to charities focused on eradicating racial and social injustice, domestic violence and child endangerment.



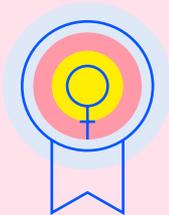
We became a supporter of Catalyst, a non-profit dedicated to building inclusive workplaces.



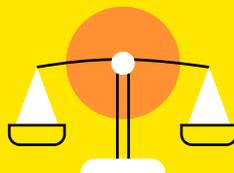
To support young women pursuing a degree in the STEM disciplines, Progress funded the \$12,000 Women in Technology Fund at the American University in Bulgaria.



We awarded the first annual Progress Mary Székely Scholarship for Women in STEM to Kaya Dorogi, now attending Columbia's School of Engineering and Applied Sciences.



To affect meaningful social change on a scale greater than any one company could achieve on its own, we joined with 90 organizations and MassTLC as a founding signatory to the Tech Compact for Social Justice.



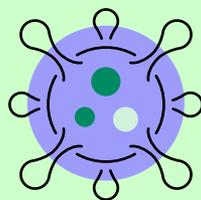
As a COVID-19 safety measure, we transitioned our global workforce to work from home status providing wellness, WFH and team building resources.



We launched a U.S. Charitable Giving Match, where Progress matches U.S.-based employees' personal contributions to pre-selected social justice organizations.

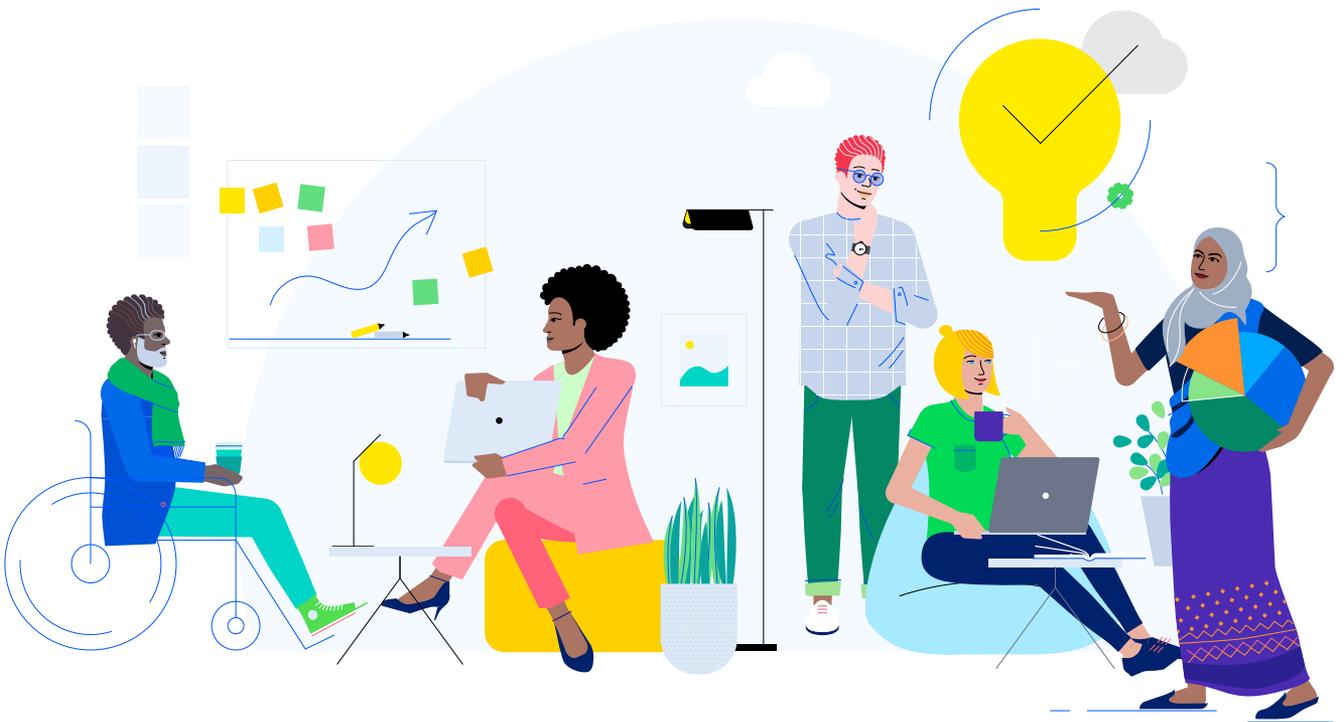


To help their communities cope with COVID-19, Progress donated \$100,000 to employee-chosen organizations around the globe.



For meeting its strict energy performance and conservation standards, Progress global headquarters was ENERGY STAR® certified by the U.S. Environmental Protection Agency.



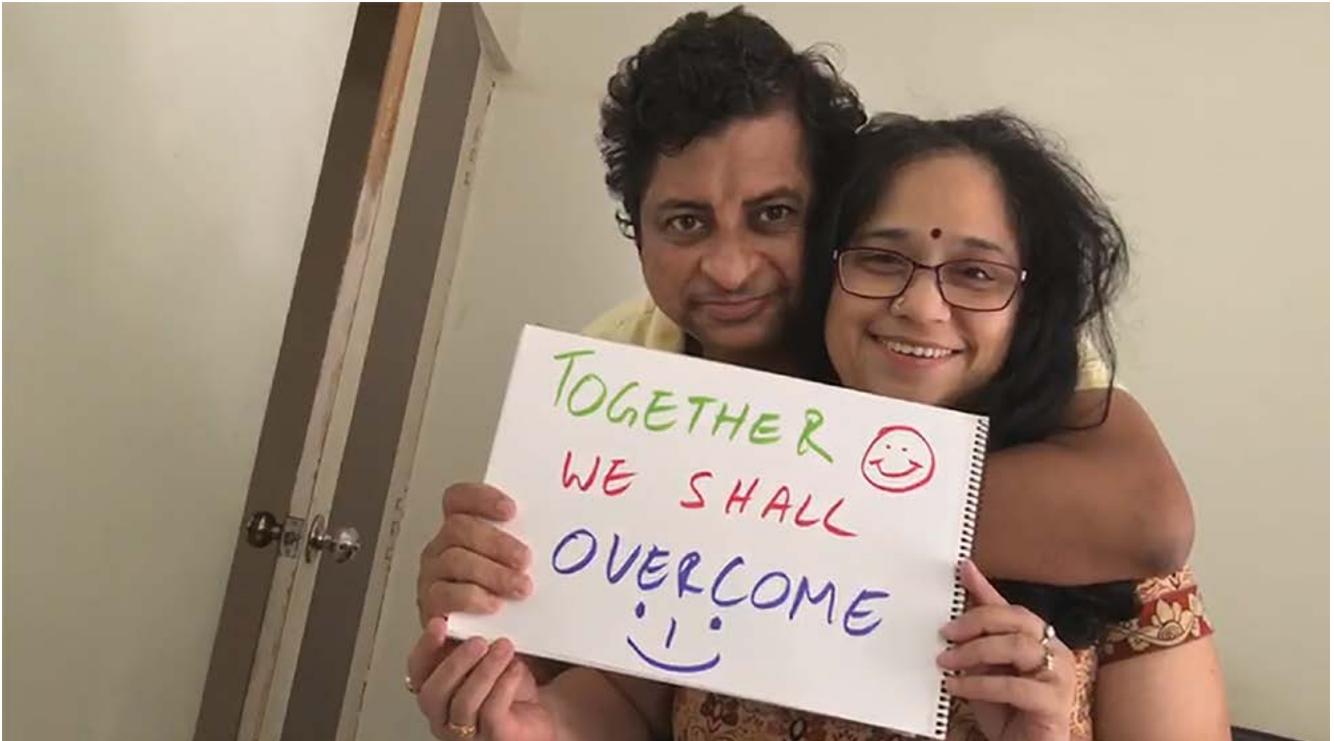


# Our People

The people of Progress are our most valuable resource and our greatest strength.

# Health and Safety

**Helping our people cope with COVID-19—  
People First, Safety First.**



Hyderabad employee embraced by her spouse during the virtual "Progress Got Talent" show

When COVID-19 emerged in 2020, we quickly transitioned our global workforce to work from home (WFH). To keep employees informed, we increased the pace of our All Hands meetings with the CEO and his team from quarterly to monthly and maintained frequent regular communications with the workforce through multiple touchpoints.

Throughout the year our leadership team took steps to ensure all Progress employees had the information and resources they needed to remain productive and both mentally and physically healthy.

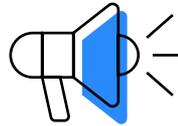
# Employee Engagement Efforts



Ensuring all employees have medical and support coverage for **COVID-19 related care**.



Providing a **steady stream of communication** with weekly COVID-19 update emails and a dedicated intranet page that offered comprehensive WFH transition information, third-party resources, company policies and guidelines, and more.



Conducting monthly company **All Hands meetings and regional town halls** to provide the latest information and address questions in an open Q&A format.



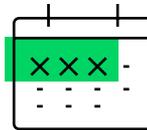
Launching a series of **health/wellness webinars** related to stress management, mental health, well-being and pursuit of potential.



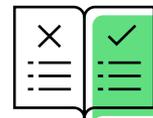
**Expanding global company reimbursement policy** to ensure access to necessary equipment, technology and furniture for a seamless WFH transition.



Providing manager training to account for and **enable flexibility** for employees caring for others as well as ways to stay connected in a remote working environment.



Expanding Progress calendar to **add two more company holidays** in appreciation for the hard work and dedication of Progressers everywhere.



Developing a **Return to Office protocol** to ensure the highest health and safety standards are met for our employees.



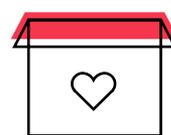
**Surveying** our workforce to gauge interest in returning to the office and WFH needs, and daily health self-assessment for those employees using our office. Instituted a contact tracing system to ensure proper notification of COVID-19 cases.



Supporting parents: the Progress for Her Employee Resource Group hosted a **Parent While Working from Home panel**. The company-run Kids Center in Sofia, Bulgaria provided **homeschooling resources** for parents with young children, organizing a virtual **“Bring Your Kids to Work”** series, as well.



Producing a **series of events and activities** to keep employees engaged and motivated, including the Progress' Got Talent Show, which included colleagues from around the world demonstrating their skills in music, art, literature and more.



Conducting departmental **team-building activities** to foster camaraderie, including virtual paint nights, trivia, card games, movie nights and more. Care packages were also delivered to employees and their families at home.

# Employee Development & Recognition

## Nurturing our people.

In 2020, we advanced our existing learning and development opportunities to include:



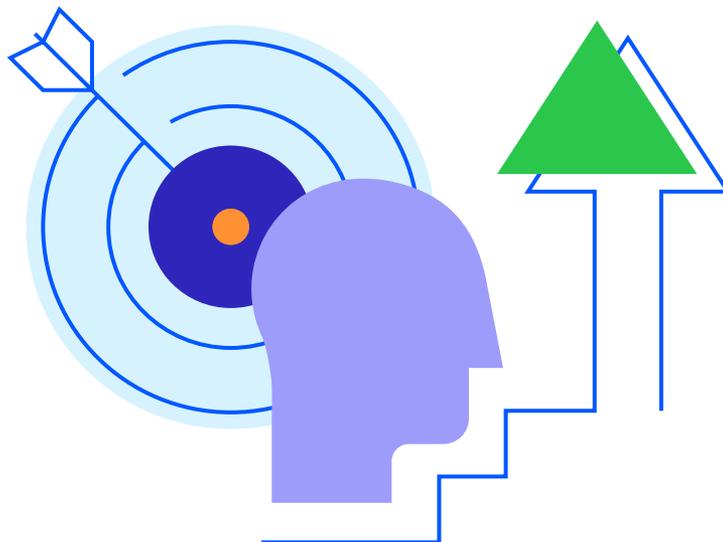
Mariyan of the Sofia, BG office captains a virtual LEAD management development session



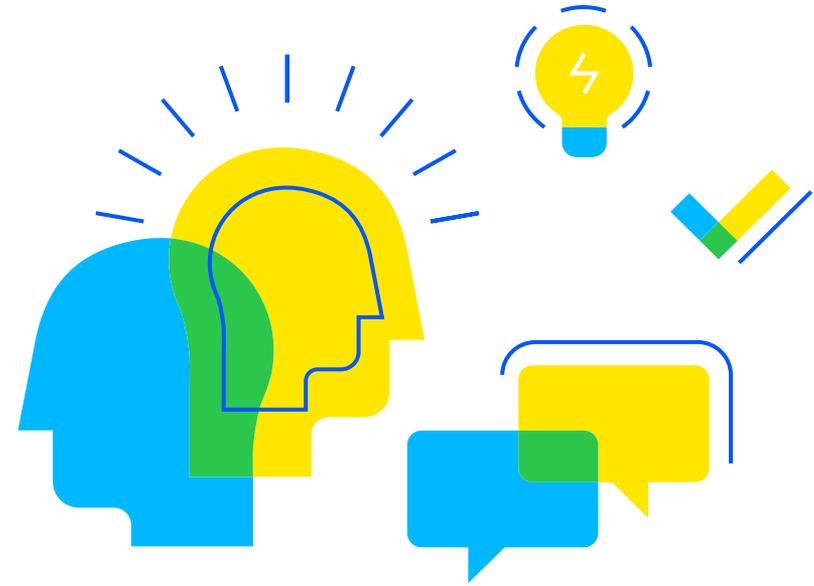
“LEAD opened my eyes to so many of the nuances in the art of leadership. It was incredible! I can’t express enough gratitude to the LEAD team who made it possible. Thank you!”

Veli,  
Creative Services,  
Bulgaria

**LEAD**—The LEAD management development program is a custom-built learning experience, created specifically for Progress managers to teach skills related to breaking down barriers, encouraging collaboration and inspiring innovation leading to exceptional results.

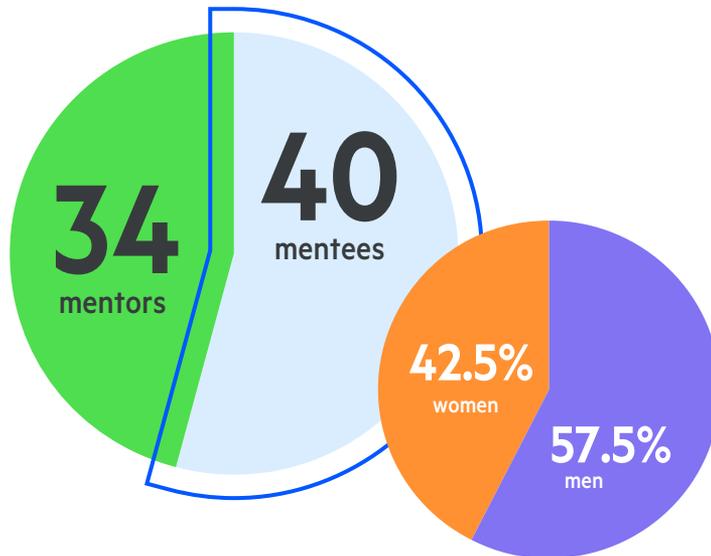


**Nurturing LEADers in 2020—101 new program participants joined, 27 of whom were individual contributors nominated by their manager.**



**Amplify**—The Progress approach to performance management and development puts the employee in the driver’s seat. With helpful resources, employees can partner with their manager on goals and priorities to manage their development through ongoing feedback.

**Progress Mentorship Program**—To encourage growth and development of employees from diverse backgrounds through accessible, structured and inclusive mentorship opportunities, the I&D committee kicked off a company-wide mentorship program in 2020.



80% of employees received recognition in 2020 via the Praise platform.

**Praise**—The Praise recognition program is a meaningful way to celebrate achievements, contributions and milestones. Any employee can nominate individuals, teams or groups. More than 80% of employees are recognized every year through the Praise platform and close to 40% recognize employees on other teams.



LEAD moderators share a laugh while preparing for a session



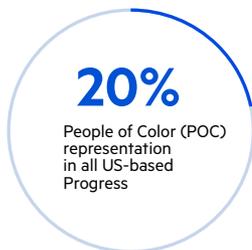
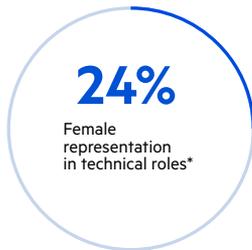
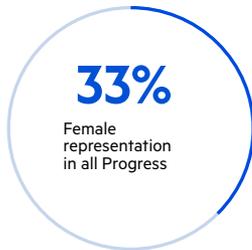
Marketing leadership team panel discuss how mentors have affected their individual career paths



Progress women are a noticeable presence at the two-day Hopper India 2020 conference for women in technology, of which Progress was a keynote sponsor

# Culture and Inclusion

## Fostering awareness, respect and inclusion in the workplace.



\*Includes roles in Software Development, Technical Support and Information Technologies family groups

\*\*Includes roles at level Directors, Sr Directors, Executives, and individual contributor Experts and Fellows



Burlington employees are all smiles after moving into their new office

Progress strives to be an inclusive, multicultural company serving a global community, where opportunities to succeed are available to everyone. We will continue our work in 2021 and beyond to remove barriers to diversity and inclusion, foster a more inclusive environment, attract a more diverse workforce and measure our progress.

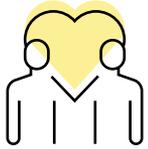
## Inclusion and Diversity Committee

We believe it's paramount to instill a culture of inclusion where diversity can be celebrated, and employees are appreciated for the unique perspectives, backgrounds and experiences they bring. To accomplish this, we put inclusion at the center of our commitment to I&D. It can be seen in our people processes, systems and interactions.

The Progress I&D Committee is made up of individuals from a variety of backgrounds, geographies, roles and departments, each bringing a unique perspective to key focus areas, including:

- Career Development
- Culture and Belonging
- Management and Leadership
- Talent Acquisition

# Key I&D Initiatives in 2020



## Expanded Employee Resource Groups

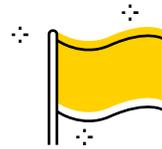
2020 saw the creation of three new Progress ERGs:

- Progress for Her
- **LGBTQ+**
- **Blacks@Progress**
- **Military Veterans @Progress**



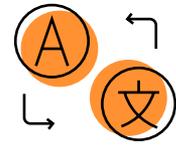
## Sustained Dialogue Moderator Skill Series

I&D committee members participated in a 10-week Sustained Dialogue series to build skills for facilitating dialogue. Learning about Sustained Dialogue can help diverse groups build relationships and move from talk to action on issues affecting their communities.



## Worldwide Cultural Celebrations

The I&D committee coordinated employee engagement activities for Women's History Month, Black History Month, Pride Month, Native American Citizenship Month and Hispanic Heritage Month.



## Representation Matters

Progress for Tomorrow began with a focus on gender diversity but, understanding that inclusion and diversity goes far beyond gender, in 2020, we expanded our areas of focus to include a greater emphasis on LGBTQ+, race and ethnicity.

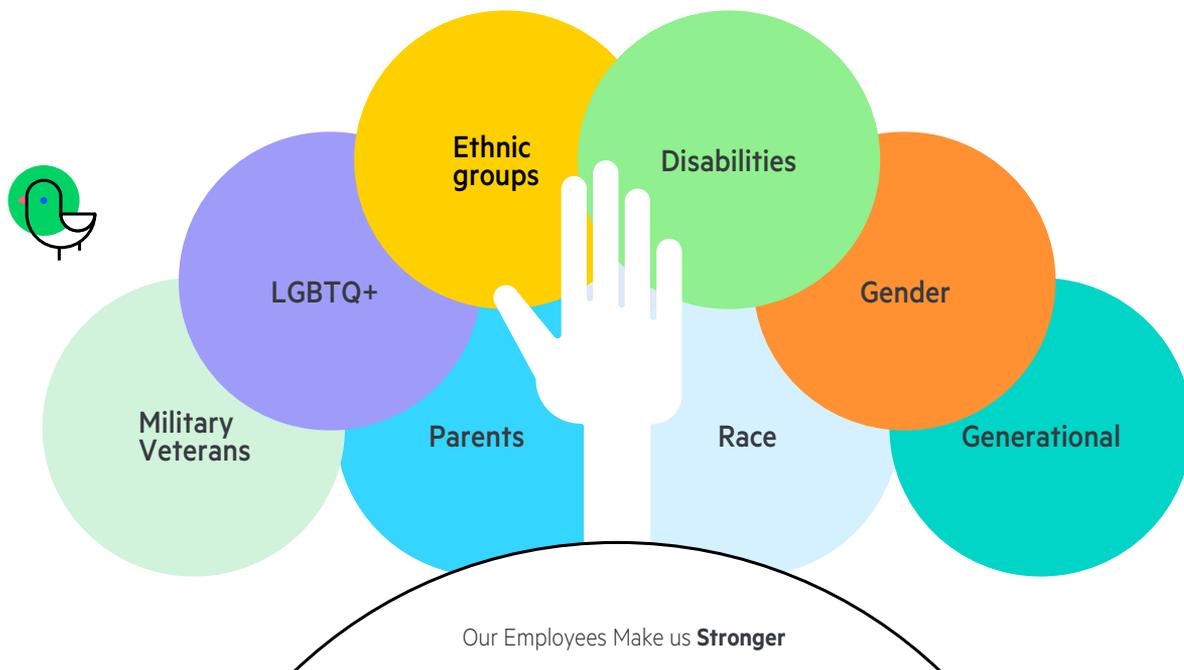


Progress employees from Asia-Pac, EMEA and North America

## Employee Resource Groups

Employee Resource Groups (ERG) are employee-led networking groups that celebrate the diversity within the Progress community, increase appreciation of different cultures, help inform our I&D efforts and strengthen our business overall.

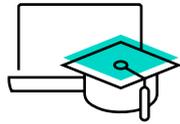
Our inaugural ERG in 2019 was Progress for Her, dedicated to networking and resources for our female employees, and 2020 saw the development of Blacks@Progress, LGBTQ+ and Military Veterans@Progress.



## ERG Goals



**Reflect** Progress' commitment to I&D and help foster and advance our I&D efforts.



**Provide** opportunities for employee development, education, training, recruitment, retention and business outreach and development.



**Act** as a sounding board for strategic I&D efforts to help create a more inclusive environment.



**Develop** a culture that encourages people of all backgrounds to come together in support of our I&D efforts.



**Identify** and build influential and trusted advisors to advance Progress commitment to I&D and foster communication between Progress leaders and employees.

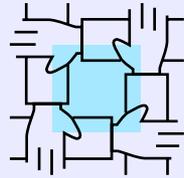


Bulgaria employees celebrate International Women's Day, March 2020. Their pose symbolizes the 2020 theme, "Each for Equal."

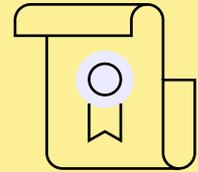
# Celebrating Us—We Are #ProgressProud

Our company culture is embodied in our hashtag #ProgressProud, which Progressers around the world characterize as:

The excitement of collaborating with amazing people



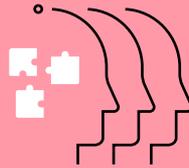
The satisfaction of working on industry-leading products



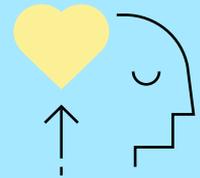
Being empowered by shared purpose—solving customer problems and helping them excel in their industries



Working hard to create a community where everyone can bring their whole selves to work



Taking pride in being part of a company where people matter beyond what they do or what they know—but for who they are



CEO Yogesh Gupta runs a virtual 5K race in Boston



Massachusetts employees volunteer at the annual Wonderfund holiday gift drive



U.S.-based Krystal Gillis shows she's #ProgressProud

## Compliance and Ethics

Progress believes that a fundamental element of business success is honest and ethical conduct by our employees in the conduct of our business. To that end, we've adopted and published expansive policies and agreements helping to guide employees, such as:

1. [Code of Conduct and Business Ethics](#)
2. [Progress Supplier Code of Conduct](#)
3. [Human Rights Statement](#)
4. [Privacy Policy](#)
5. [Cookie Policy](#)
6. [UK Modern Slavery Act of 2015 Statement](#)

We have also provided a mechanism for employees to anonymously raise concerns about company conduct.



**“At Progress, we’re part of a bigger family where people genuinely care. We are all driven to give our very best and given opportunities to excel!”**

**Tammy, United Kingdom,  
Field Marketing**



# Our Communities

**Applying our can-do spirit to serve the communities around the world where we live and work.**

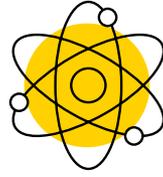
Progressers are passionate and engaged people. It's only natural that we enthusiastically turn our can-do attitude toward serving our communities. Progress has donated generously to social justice organizations, toward STEM education and to groups helping their communities cope with COVID-19. Progressers also regularly volunteer individually and in groups throughout their home communities, serving a wide variety of causes and charities.

Our corporate areas of focus for community engagement include:



**Children**—Progressers have a special affinity for children in need. We've donated school supplies and volunteered at schools, participating in activities with the students. We've donated to organizations worldwide that look after kids with programs to ensure their safety, as well as ones dedicated to transforming the way children experience foster care.

We were honored for the third consecutive year as the Most Valuable Corporate Partner from SOS Children's Villages in Bulgaria, the world's largest charity working with orphaned and abandoned children.



**STEM Education**—Our commitment to STEM education includes the Mary Székely Scholarship for Women in STEM, a \$10,000 four-year renewable scholarship for Massachusetts women or those who identify as women who are planning to major in STEM disciplines. We also grant \$12,000 to the Women in Technology Fund at the American University in Bulgaria for women pursuing a STEM degree.



**Social Justice**—Progress is committed to supporting organizations around the world combating all forms of racism, discrimination and inhumanity. In 2020, we donated to charities in support of eradicating racial and social injustice, domestic violence and child endangerment. We're also a signatory to the Tech Compact for Social Justice, created under the leadership of the Executive Diversity and Inclusion Steering Committee (EDISC) of the MassTLC Board of Trustees.



Donation of school supplies, North Carolina, US

## Some of Our 2020 Community Service Activities



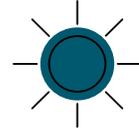
Bedford Progressers volunteered with **Habitat for Humanity** to help modify a disabled veteran's home to allow him greater mobility.



Morrisville Progressers donated to the **LGBT Center** of Raleigh in honor of Pride Month.



Progressers purchased, decorated and distributed duffel bags to children in foster care in cooperation with **Together We Rise**.



Hyderabad Progressers volunteered at the **Sphoorti Foundation**, a nonprofit focused on underprivileged children and Progress donations helped fund solar water heaters.



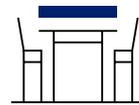
Progress launched its **Charitable Matching Program** in the U.S. to support organizations working to make our world a more inclusive and tolerant place.



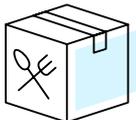
Our Boston area offices purchased gifts for 80 children as part of the **Wonderfund Holiday Drive**, a nonprofit that serves children.



Progress sponsored **Tech Together Boston**, Boston's largest all-female, femme, and non-binary hackathon. Five Progress employees also supported the event as judges and mentors.



Progress donated \$15,500 to **Mexico Giveaways**, which led to tables being built for 23 families.



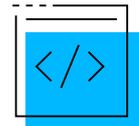
Progressers helped sort 9,837 lbs. of food volunteering with the **Greater Boston Food Bank**—the equivalent of 8,198 meals.



Progressers donated \$2,000 worth of snacks and school supplies to aid public schools in **Johnston County, NC**.



Sofia Progressers raised 8,3010 BGN during Holiday Vibes Week and donated the money to **BCause Foundation, For Our Children Foundation, and I Can Too**.



The Developer Relations team raised \$2,300 on their Twitch channel throughout 2020 and donated it to **Girls Who Code**.



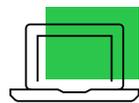
Progress donated \$30,000 to the **American Civil Liberties Union** on behalf of Seattle-based Chef employees.



Progressers in APAC donated to the **Victoria Cancer Council**, a non-profit cancer charity organization involved in cancer research, patient support, cancer prevention and advocacy.



Rotterdam Progressers donated \$3,000 to **Pauluskerk**, an organization that supports the most vulnerable people in the city.



Progress donated funds to enable **The Childhood Public Fund** in Bulgaria to purchase several laptops to aid children in their online studies.

# Sampling of organizations we support



We greatly value inclusion, diversity and encourage the mutual respect of others. We condemn all forms of racism, discrimination, hatred and inhumanity. These toxic forces undermine the values we hold dear and work exhaustively to cultivate in our company and our communities.

Progress' Stance on Humanity and Social Justice

# The Progress Commitment to STEM Education for Women



Kaya Dorogi

## Meet Kaya Dorogi – the 2020 Mary Székely STEM Scholarship Awardee

Kaya Dorogi graduated from Bancroft School in Worcester, Massachusetts, as a member of the Cum Laude Society earning top grades in classes such as AP Physics, Advanced Programming and Data Structures, AP English, Advanced Latin Literature Studies, and an independent study in Multivariable Calculus.

She was also captain of the varsity math team, a member of the Social Justice and Equity Force, and the co-founder and president of the Future Business Leaders of America chapter, in which she served on the State Leadership Board as vice president of programs for Massachusetts.

“I’m so grateful for this scholarship, and especially to carry on Mary’s legacy,” Kaya says. “She sounded like such an incredible woman, and I’m just so honored to have this scholarship in her name.”

Kaya is studying computer science at the Fu Foundation School of Engineering and Applied Sciences at Columbia University. She’s also a founder of [The Women in Academia Project](#).

## Women in Technology Scholarship Fund at the American University in Bulgaria

Progress sponsors the Women in Technology Fund for students at the American University in Bulgaria (AUBG). The \$12,000 fund is distributed as scholarships for young women pursuing a degree in Computer Science, Information Systems and Mathematics, and is open to girls in the second, third and fourth year of their study at AUBG.

Diana Radkova, a computer science student at AUBG, was one of the first recipients. “The Progress Fellowship has shown me that the IT industry values women’s talent and that I have a place in it,” she says. “Thanks to this opportunity, I can now dedicate myself entirely to gaining new knowledge and developing new skills that will help me in my future career development.”

In February 2020, Progress was named Best Corporate Partner by American University in Bulgaria (AUBG).



Students at the American University in Sofia, Bulgaria

# The Tech Compact for Social Justice

## Taking a public stand for action in cooperation with likeminded organizations



**“Only 5% and 7% of tech occupation workers are Black and Latinx respectively, and this will not change unless we as technology leaders do our part to recognize the issue and address the need for change head-on. Mr. Gupta has been a powerful force in driving the agenda for the EDISC and in the creation of the Tech Compact.”**

Tom Hopcroft,  
CEO, MassTLC

Devised by the Executive Diversity and Inclusion Steering Committee of the MassTLC Board of Trustees, of which Progress CEO Yogesh Gupta is Co-Chair, the compact is made up of 90 Massachusetts companies committed to educational programs, financial contributions, improved hiring practices, expanded training and development, advocacy for change to public policy and adoption of self-reporting on racial diversity, pay parity, executive and board appointments and more.

As the largest and most powerful technology association in the region, MassTLC’s mission is to accelerate growth, innovation and the development of an inclusive tech ecosystem in Massachusetts.



Progress CEO Yogesh Gupta and MassTLC CEO Tom Hopcroft





# Our World

Progress continually works to implement sustainable practices that minimize harm and maximize benefit to the environment, to develop a comprehensive approach to environmental sustainability and to implement strategies and methods that preserve and improve the quality of human life.

## Facilities

In 2020, we set a goal to reduce our electrical consumption by 5%. We completed a comprehensive audit of the enterprise-wide sustainability measures we employ at Progress and established focus areas, formalizing our processes for measuring, monitoring and benchmarking our efforts. As a result, our global headquarters is now ENERGY STAR® certified by the U.S. Environmental Protection Agency. In addition, we kicked off our composting initiative in our Morrisville, NC office and hope to expand that program to other offices.

To keep our employees safe when COVID-19 struck, we adopted a global mandatory WFH policy, which remained in place throughout most of our offices as 2020 closed. Although this was unexpected, we reduced our consumption of energy across the board as a result, with a major 27.73% reduction in our energy consumption. We also reduced our overall footprint by eliminating business travel and office commuting. These reductions were partially offset by an increase in energy consumption by employees working in home offices.

The events of 2020 haven't reduced our determination to better manage our energy consumption long-term by adopting measures aimed at running our facilities more efficiently. Because of the uncertainty of when we will return to the office due to COVID-19, we have not set precise goals for 2021. In the meantime, we will measure our progress throughout the year.

We've also laid groundwork for forming an employee-led global Green Committee that will help us come up with more innovative ideas to be more environmentally conscious.



Employees plant trees in Sofia, Bulgaria



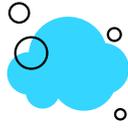
Progress-owned electric cars outside the Sofia, Bulgaria office

# Performance Data\*

## Greenhouse Gas Emissions

138

↓ 28.03 %



### Scope 1:

Direct emissions from owned/controlled operations  
[metric tons CO2e]

1,370

↓ 34.45 %



### Scope 2:

Indirect emissions from the use of purchased electricity, steam, heating, and cooling (including renewables)  
[metric tons CO2E]

## Total Energy Use ( MWh )

5,210

↓ 27.73 %

Direct Energy Use



4,450

↓ 27.64 %

Electricity



760

↓ 28.26 %

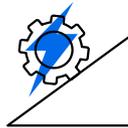
Fuel (for utilities)



9.5

↓ 34 %

Energy Usage Intensity ( kWh/ft2 )



## Other

4,680

↓ 18.32 %



Water Usage (CCF)\*\*

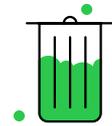
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Environmental Certifications\*\*\*



8.96

Waste Generation (US Tons)\*\*



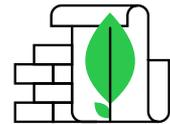
9.93

Mixed Recyclables ( US tons )\*\*



3.3%

Buildings with Certification\*\*\* (as percent of total active square footage)



0/0

Environmental Violations and Fines (USD)



Sites included in the data: Alpharetta, Bangalore, Bedford, Burlington, Galway, Hyderabad, Madison, Melbourne, Morrisville, Rotterdam, Sofia.

Data compared to 2019\*

Data from new Chef office locations not included\*

Where data is available\*\*

Certifications include LEED, WELL, Energy Star\*\*\*

# Benchmark Data

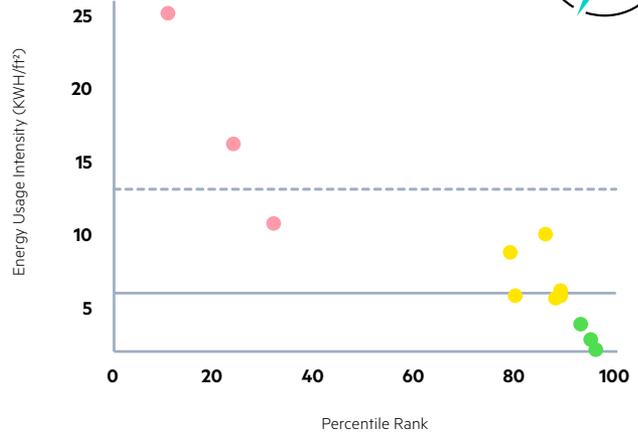
■ 0-9 Needs Improvement  
 ■ 10-39 Below Average  
 ■ 40-59 Average  
 ■ 60-89 Above Average  
 ■ 90-100 Excellent  
 - - - - Cohort Median  
 — Your Buildings' Median

## Energy

### Top Performers

Location	Percentile Rank
Bangalore, IN	96
Melbourne, AU	95
Alpharetta, US	93
Sofia, BG	89
Burlington, US	89

Last 12 Months (Dec 2019 – Nov 2020)

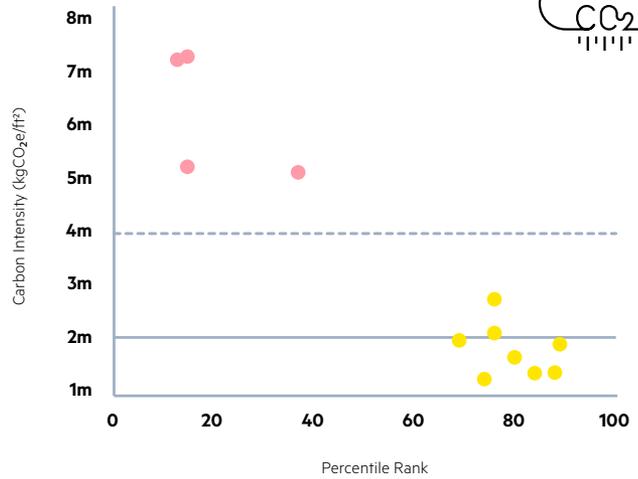


## Carbon

### Top Performers

Location	Percentile Rank
Melbourne, AU	89
Bangalore, IN	88
Burlington, US	84
Alpharetta, US	80
Bedford (Corporate HQ), US	76

Last 12 Months (Dec 2019 – Nov 2020)



Rank represents the percentage of similar sites in the region that our office is outperforming based on data gathered by a third-party vendor.



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## About Progress

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