Akamai 2021
ESG Impact Report

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Letter from the CEO

At Akamai, we believe in delivering business results the right way. That means operating at all times in ways that reflect our core values of trust and integrity, inclusion and respect, and giving back to the communities in which our employees work and live around the world.

Akamai approaches environmental, social, and governance (ESG) priorities not as isolated initiatives, but as fundamental components of a holistic strategy to be the most innovative and highest performing company we can be — on all fronts. That means operating our business in ways that best serve the interests of all our stakeholders: employees, customers, partners, communities, and our planet, as well as our shareholders.

We seek to have a positive impact on the places where we work and live, extending our efforts beyond the company. We do this in multiple ways. For example, we work with environmentally conscious suppliers and partners to reduce our environmental impacts collectively. We partner with sustainability organizations, through public advocacy, and with like-minded companies focusing on expanding the benefits of a carbon-free internet.

A core component of our commitment to corporate responsibility has been supporting K–12 math education programs to encourage today's students to become tomorrow's innovators and technology leaders. This work is carried out by our philanthropic arm, the Akamai Foundation, which in recent years has broadened its impact by making grants in response to needs caused by the global COVID-19 pandemic and, most recently, the humanitarian crisis caused by the tragic war in Ukraine.

This year, Akamai was ranked by JUST Capital as #46 (and #2 among internet companies) on a list of America's "most just" companies for the way Akamai powers and protects life online and makes life better for billions of people, billions of times a day. Akamai was praised for the way we treat and pay our employees fairly, provide good benefits and work-life balance, cultivate a diverse and inclusive workforce, deliver services in a sustainable manner, protect customer privacy, and prioritize public accountability to all stakeholders.

This report is one of the ways that we fulfill our commitment to remain transparent in our business practices and accountable to you. Thank you for supporting us in this work.

Tom Leighton
CEO and Co-Founder, Akamai

Letter from the Chief ESG Officer

Akamai's mission is to power and protect life online. Through our work in delivering internet content, cybersecurity, and edge computing services to organizations all over the world, we make life better for billions of people, billions of times a day. This sense of purpose animates everything we do.

Akamai has been in business since 1998. We have made substantial progress in our ESG-related objectives. From reducing our greenhouse gas emissions by 30%, to powering half of our global platform's energy needs with renewable sources, to earning recognition as one of the best employers for inclusion and diversity among our workforce, to the grants that the Akamai Foundation has invested in STEM education for underserved students, operating in the best interests of all our stakeholders has been core to who we are.

In February 2021, Akamai took the next step in its commitment to ESG by creating a new ESG Office to coordinate our efforts across the company. I am grateful for the responsibility to lead this office and drive Akamai's overarching ESG strategy, especially at a company with such a solid track record of doing so much already.

Having one hub for our ESG spokes better enables Akamai to: conduct comprehensive assessments and analyses; keep expanding programs closely aligned with business goals; integrate efforts across the enterprise and with our suppliers; and measure and communicate performance in a holistic and accountable way.

It is my commitment that the Akamai ESG Office will continue to add leverage to help ensure that the whole company continues to be a true catalyst for positive, systemic change and beneficial impact for our customers, investors, employees, and the communities where we work and live. By sharing our progress and lessons learned along the way in this report, we hope to show how other companies can do the same.

Nicole Fitzpatrick
Deputy General Counsel and Chief ESG Officer, Akamai

The Akamai Foundation

In 2021, the Akamai Foundation, a charitable fund endowed by Akamai Technologies, Inc. and driven by Akamai's purpose, accelerated making life online more accessible, equitable, and inclusive through its STEM education programs — awarding $1.1M in grants to 52 partners around the world.

While the core mission of the Akamai Foundation has focused historically on STEM education, over the years, and with the evolving geopolitical climate, the Akamai Foundation has expanded its purview to include global disaster resilience, relief, and humanitarian aid. In so doing, the Akamai Foundation is helping to meet the needs of communities by providing support in the face of global crises. To get this done, the Akamai Foundation ignites the passion of its best resource: Akamai's employees. An unstoppable force for good around the world, Akamai employees serve the diverse needs of their communities with inspiration, action, and tangible results.

> **"Helping others just feels good. Especially when opportunities present themselves to give something we already have in abundance — knowledge about technology — it just makes so much sense."**
>
> — Lisa A., Akamai employee

A powerful example of this occurred in 2021 when the Akamai Foundation launched the Akamai Compassion Fund out of a desire to help employees experiencing complex and unforeseen challenges during the COVID-19 pandemic. Although the Akamai Foundation established the fund, it is powered by the generosity of Akamai employee contributions in the spirit of supporting global colleagues in need.

In 2022, the Akamai Foundation has continued its efforts to help provide relief where needed. Less than 24 hours after the invasion of Ukraine, the Akamai Foundation selected three nonprofit partners who were prepared to act swiftly and provide an initial wave of humanitarian aid. In association with Akamai's employees, global site leaders, and the Akamai Foundation's charity partners, the Akamai Foundation will continue to support those who are most vulnerable.

The Akamai Compassion Fund, along with other programs partnering with Akamai employees, such as the Employee Resource Group collaborative, the STEM education grant program, and Danny Lewin Community Care Days, demonstrate the Akamai Foundation's core belief that when you empower employees and build channels for connecting with communities and giving back to them, amazing work is achieved.

To learn more about the Akamai Foundation's educational and community initiatives, visit the 2021 Akamai Foundation Annual Report.

| **3,113+** Volunteer Hours	**80+** Volunteer Activities	**20** Countries	**30** Cities

Innovators for Purpose, Cambridge, MA, United States

Innovators for Purpose (iFp) was founded to unearth a diverse group of high-potential young people, cultivate their identity as innovators, and remain invested in their success. All programs are designed to serve equity and inclusion objectives.

In 2021, Akamai Foundation grants allowed iFp to expand their flagship program, iFp Studios. This program is helping to change the trajectory of student lives.
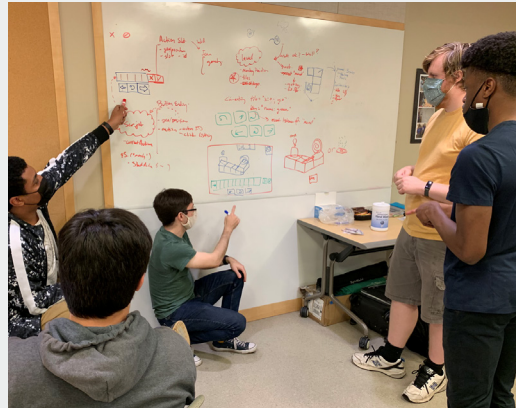
Innovators for Purpose student classroom and coding lab

Danny's Lab mobile learning unit

University of the Nations/Global Communities of Hope, Costa Rica

University of the Nations (UoN) is working to reach indigenous peoples in Costa Rica by creating mobile learning solutions. UoN partnered with the Akamai Foundation to create Danny's Lab, a mobile shipping container makerspace and classroom that brings STEM education to difficult-to-reach locations. In 2021, UoN again partnered with the Akamai Foundation to work on "STEM in a Box," which was a STEM kit designed to offer mobile, flexible, accessible, and inclusive STEM camps for children.

"In a time when students are seeking careers with impact and employers are demanding graduates to have skills including analytical thinking, complex problem solving, creativity, resiliency, and flexibility — we have figured out how to deliver on the needs of both. We can't thank Akamai enough for being the first tech company to recognize our unique method of building an inclusive pathway into the innovation economy."

— **Michael Dawson**, Co-founder and CEO, iFp

Environmental sustainability

Over the past two years the internet became a critical lifeline for us all, powering the way we work, live, transact, learn, and play. And the Akamai Intelligent Edge Platform played an enormous role in the internet ecosystem by securing and delivering online experiences for billions of people.

Powering and protecting life online requires a globally distributed network of servers in thousands of data centers (many as big as football fields). These data centers are estimated to account for approximately 1% of global electricity demand. Akamai believes it is time for companies in the internet industry (and beyond) to take shared responsibility for climate change and engage in efforts to reduce their collective impact.

Akamai is committed to reducing our environmental impact. To fulfill that commitment, Akamai announced five goals in 2021 to reduce and mitigate our effects on the environment by 2030. They are:

1. 100% renewably sourced energy
2. A 50% more energy-efficient platform
3. 100% platform emissions mitigation
4. Responsible supply chain management
5. Global expansion of 100% e-waste recycling

Read Akamai's 2021 Sustainability Report to learn more about how we have already begun to make progress on the goals we have set; how we are overcoming headwinds; and how we are mobilizing our people, our business, and our supply chain to make more sustainable decisions now and for the future.

Our progress by the numbers

Akamai Global Intelligent Platform Data as of Jan 1, 2022

170
Renewable Data Center Facilities in 2021

3
Virtual Power Purchase Agreements in the United States

50%
Percentage of Green Power in 2021

47%
Platform Energy Efficiency Goal Met in 2021

746,610
MWh Power Used in Colocation Facilities Scope 2 and Scope 3 in 2021

80%
Attestable Sources of Renewable Power in Europe During 2021

rtl

"The Akamai platform offers us a lot of advanced options to ensure the users of our weather app receive the best experience, and it's built in such a way that it helps us to drive our sustainability efforts, too."

— **Charles-Edouard Monier**, Manager of Sustainability, RTL Netherlands

Green River Wind Farm Project

Akamai believes it is crucial to partner with renewable energy providers that "go beyond the megawatt" — meaning that they are doing more than just providing renewable energy to our operations. An excellent example of this is our Green River Wind Farm project with National Grid Renewables, whose mission as a farmer-friendly, community-focused business includes a commitment to give back to the communities that host its renewable energy projects. In 2021, Akamai's portion of the Green River Wind Farm project produced more than 24,000 megawatt hours of renewable energy, and the estimated charitable commitment for the Green River Community fund for the year was approximately $775,000.

Akamai Water Accelerator Program

India's water crisis is an unfortunate and persistent reality. With a population of 1.38 billion people, India is the second-most populous country in the world. More than 6% of its population do not have access to safe water.

The Akamai Water Accelerator Program supports innovators working on water technologies designed to help solve the Indian water crisis. Applications are received from startups focused on social benefits, technological innovation, and readiness to help improve water impact. After completion of a rigorous boot camp, two startups are selected for a grant to bring their ideas to life for the people of India.

During the first cohort of the Akamai Water Accelerator Program, the two candidates selected for grants were Trust for Research in Ecology and the Environment (ATREE) and the Foundation for Environmental Monitoring (FFEM). ATREE builds a citizen-centric platform that connects communities, local bodies, and corporations to protect lakes. FFEM develops a simple, inexpensive, open-source water test kit designed for citizens.

In 2021, the second cohort of the program kicked off by partnering with the International Center for Clean Water. The grantees for the second cohort are Smartterra — an artificial intelligence–powered operational intelligence for water utilities — and Centre for Aquatic Livelihood Jaljeevika.

"Akamai India is passionate about providing marginalized communities with opportunities for sustainable development and meaningful improvements in their lives."

— Prasad Mandava,
  Vice President and Managing Director, Akamai India

Inclusion, diversity, and engagement

Employees are the heart of Akamai, united in our purpose of making life better for billions of people, billions of times a day. Our values guide everything we do, and nowhere is that more evident than in the sincere and consistent measures we take to support inclusion, diversity, and engagement (ID&E).

At Akamai, we see ID&E as essential to our success and the quality of our professional lives.

In 2021, we observed modest gains in many of the traditionally underrepresented communities at Akamai. Our percentage of female employees increased by 1.1%, our highest single year gain in years. We also slightly increased or maintained the percentage of Black employees (+0.1%), Hispanic employees (+0.3%), and Asian employees (+0.4%).

We are both heartened by our progress and humbled by our ongoing journey and commitment toward full representation.

We believe that listening to our employees — the people who drive the business day after day — is incredibly valuable. We engage with our employees regularly to share ideas and provide feedback that is meant to benefit the entire company. As part of that ongoing invitation for feedback, we conduct an anonymous quarterly employee engagement survey, targeting about half of the global employee population. Our results continue to outperform the high-performing benchmark comparative index used by our third-party survey provider, an internationally recognized consulting firm specializing in corporate culture.

In 2021, Akamai received more than 6,600 responses and we collated the responses to 60+ statements and categorized them into overall "dimensions" to aid analysis. Two dimensions that we pay particular attention to are engagement and inclusion.

Engagement — Consists of six statements, including: "I am proud to work for Akamai" and "I would recommend Akamai as a great place to work."

Inclusion — Consists of three statements: "People at all levels of Akamai are treated with respect," "People of all backgrounds can succeed at Akamai," and "Overall, there is a free exchange of views at Akamai."
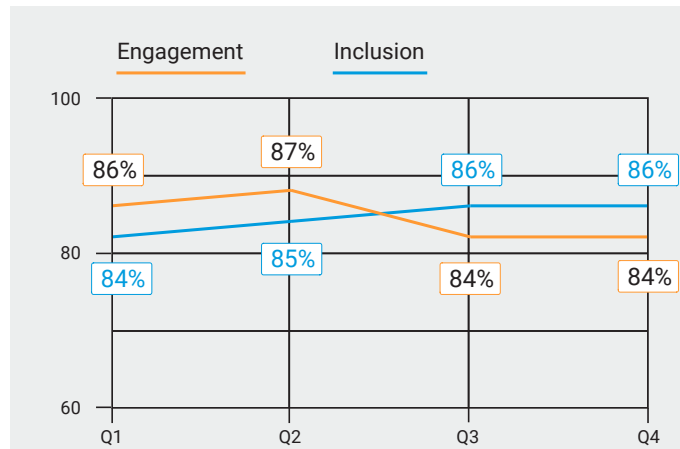
Key takeaway from the 2021 engagement survey: Across the four quarterly surveys, 87%–90% agree or strongly agree that "I would recommend Akamai as a great place to work."

We remain focused on cultivating a culture of accountability, community, and transparency through a collection of people, policies, and projects. From our Employee Resource Groups, to joining causes that align with Akamai's values, to developing close partnerships with industry and business leaders throughout Akamai, we have a lot to share — and a strong foundation upon which to continue growing, learning, and communicating.

Learn more about Akamai's ongoing journey to make meaningful change in the world from the inside out by reading our 2021 Inclusion, Diversity, and Engagement Annual Report.

Language and code inclusivity at Akamai

The year 2021 provided many opportunities to demonstrate our opposition to racism in all its forms and our commitment to creating an inclusive and respectful environment for customers and employees. Starting in 2020 and continuing through 2021, we joined other technology-industry leaders to identify and remove biased, offensive, and racially insensitive terminology in the everyday language we use to conduct business.

Akamai Fellow and Chief Architect Erik Nygren explained the importance of this work in this way: "Addressing bias and insensitivity by changing terminology is only a small step in the broader corporate journey toward ensuring a culture that fosters diversity by focusing on equality and fairness. However, joining other technology-industry leaders in removing biased, oppressive, and racially insensitive terminology across our portfolio is a step we can take."

In 2021, Akamai signed on to the Inclusive Naming Initiative. Akamai was represented by Senior Software Engineer Ben Kaduk and Akamai Fellow and Chief Architect Erik Nygren. Read Erik's piece "Toward Inclusive Language in Software" to learn more.

Building tomorrow's workplace today

In 2021, Akamai comprehensively examined workplace trends and responded to employee input by establishing a Future of Work initiative focusing on four core beliefs:

Flexibility and personalization: Empowering employees with the flexibility to choose where we work — at home, at an office, or both — supports better work-life balance, enhances employee satisfaction, inspires innovation, and fuels productivity.

Culture and connection: Building a flexible work culture based on trust and connection enhances our customer-first, results-driven, inclusive, and innovative culture so that we remain connected to our stakeholders and one another other as a more distributed workforce.

Efficiency and sustainability: Operating as a more distributed workforce will lead to more purposeful and innovative uses of technologies, communications, and collaboration methods that are more efficient and enable Akamai to realize and achieve sustainability opportunities.

Opportunity and growth: Working with more flexibility positions Akamai to access broader labor markets and attract the best talent while presenting new and exciting growth and development opportunities for team members across the globe.

Ethics and compliance

A reflection of our values

Akamai's culture and values are embodied in our Code of Ethics — and our Ethics and Compliance Program helps ensure that we live by those values when doing business. Not only is this the right thing to do, it is vital to ensuring our future success.

Ethics and compliance procedures are integrated in various business processes across Akamai, with a primary focus on ethical conduct, antibribery, sanctions, and conflicts of interest. These procedures are routinely tested and audited in an attempt to identify gaps. We actively monitor changes in the business climate and also keep track of emerging laws and regulations to assess risks and adapt our procedures.

Strengthening a culture of compliance

In 2021, we substantially revised our online training curricula, which will be launched this year. In addition, we engaged directly with numerous resale partners to focus on addressing specific regional and legal risks. In response to emerging sanctions regulations aimed at technology companies, we updated and strengthened procedures designed to avoid business interactions with sanctioned entities and to address export control risks. We also continue to take an active role in responding to concerns escalated through our global Ethics Hotline, undertaking investigations and driving corrective action, when appropriate. As companies increasingly embrace ESG principles, we aim to leverage Akamai's ethical culture to ensure that our business partners also share and live by our values.

Human rights

Respect for human rights — and for each other — is fundamental to unlocking the potential of the internet. It is an essential value of the communities in which we operate, both within Akamai and in relation to our business partners.

We strive to partner with companies that share our values

Akamai stands against the damaging and shameful effects of slavery, servitude, forced or compulsory labor, and human trafficking in societies around the world. In 2021, we filed our joint disclosure in accordance with the UK Modern Slavery Act of 2015 and the Australia Modern Slavery Act of 2018 after reviewing our business operations and incorporating modern slavery concerns within the scope of Akamai's Responsible Supply Chain Program (RSCP; described in more detail below). We plan to build on the efforts of the RSCP to establish additional third-party diligence procedures to continue to identify potential risks while working with our partners to help ensure that our collective business activities are free from the effects of human rights violations and modern slavery.

Our Supplier & Partner Guiding Principles, Human Rights Policy, and other policies embody our corporate values and the international principles encompassed by the Universal Declaration for Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, and the United Nations Global Compact Strategy.

We strive to ensure that Akamai is a great place to work

Akamai values and respects individual and cultural differences and is committed to providing an inclusive work environment that is free from inappropriate behaviors, such as unlawful harassment and discrimination, allowing for freedom of association and collective bargaining, and maintaining a safe, healthy, and secure workplace with wages and benefits that are competitive and appropriate. These principles are reflected in our ID&E efforts, discussed in more detail above. We are proud that our offices around the world are consistently recognized as great places to work.

Responsible supply chain

Akamai's RSCP is designed to encourage our suppliers to align with our corporate goals and values in ESG areas. In 2021, we launched our revamped program with our top global suppliers to help mitigate supply chain risks, create opportunities for diverse representation, protect our stakeholders, and inspire better business practices. In partnership with these top suppliers, we are baselining their ESG

performance today and establishing goals designed to achieve meaningful ESG improvement by the year 2030. In 2021, we also launched our new Supplier Diversity tool with our partner Viva, which allows us to better identify and track opportunities to broaden the range of minority-owned suppliers that we engage through our corporate procurement and spending.

Data privacy

A principled approach

Every day, Akamai's customers and billions of internet users place their trust in us. We understand that the way we process personal data is a critical part of that trust. Akamai is committed to upholding and protecting the privacy of individuals, and we strive to comply with the privacy laws of all countries in which we operate. Simple compliance, however, is not enough — trust requires a commitment.

Akamai's Data Protection and Privacy Program is therefore designed to protect the personal information that we process through a privacy-first ethical data program based on globally established privacy principles. These principles, which form the basis of virtually all modern data protection laws, allow us to operationalize privacy at Akamai in a way that a rule-based approach would not, and to make privacy a part of everything that we do.

Privacy with a purpose

Akamai processes personal information only to provide and improve our services, identify malicious activity that threatens people on the internet, secure our systems and those of our customers, and communicate and manage our business. Akamai does not process service data in a manner designed to identify individuals, and we do not sell or share information intended to identify individuals or information that is linked to identified individuals.

Milestones in 2021

We completed the shift of our program from a rule-based compliance approach to a principles-based ethical data program. This shift allows us to operationalize privacy by inserting these principles into critical business processes across the company.

Rather than try to teach legal rules to all employees, we focus on building awareness around clear principles that guide everyday activities.

We completed our initial third-party assessment of our privacy controls in accordance with the ISO 27701:2013 Standard.

We created a new privacy training curriculum to strengthen employee awareness and understanding of the privacy principles set forth in our ethical data program. The curriculum was launched company-wide for all Akamai employees.

We published detailed information on data transfers performed in the course of service performance in our Privacy Trust Center to enable customers to perform their data transfer impact assessment, as required by applicable laws.

You can read about Akamai's Global Data Protection Office and Privacy Trust Center for more information on Akamai's ethical data practices and compliance with applicable laws.

Data security and cybersecurity

The protection of our customers' data is fundamental to the position of trust that we maintain with our customers. Akamai's globally distributed CDN platform was purpose-built to deliver content that is consistent, for example, with the Payment Card Industry Data Security Standard and the System and Organization Controls 2 reporting standard, providing customers and internet users with confidence in knowing that their data is safe as it traverses the globe.

Along with data privacy, cybersecurity is also a central challenge in our hyperconnected world, and it has become an even larger issue during the ongoing pandemic. Akamai remains steadfast in our mission to power and protect life online and we have been recognized for our diligent efforts. An example of this is the German BSI (Federal Cyber Security Authority) that classifies Akamai as a "qualified DDoS protection provider" able to protect critical infrastructure providers in Germany. Recently, Akamai was designated a critical provider to the Financial Services Information Sharing and Analysis Center.

Akamai's culture is grounded in giving back to the communities in which we live and conduct business, and that includes the cybersecurity community. Our widely lauded State of the Internet (SOTI) report summarizes the types of threats we identify in the constantly evolving threat landscape. The SOTI report is made available for free download to the technology industry, and it is consistently ranked at the top of Akamai's most downloaded asset list.

You can read about our compliance programs to learn more about Akamai's certifications, attestations, audits, frameworks, alignments, and self-assessments.

> "I am proud that I get to help people with their education regarding information security. I ensure they stay safe from cyberthreats by monitoring events, alerting and triaging customers, and managing the Security Operations Command Center's prioritization of incidents. I communicate alert details to customers, while gathering important, relevant security details for our security architects to assess the next steps needed to protect them."

— Jessie P., Akamai employee
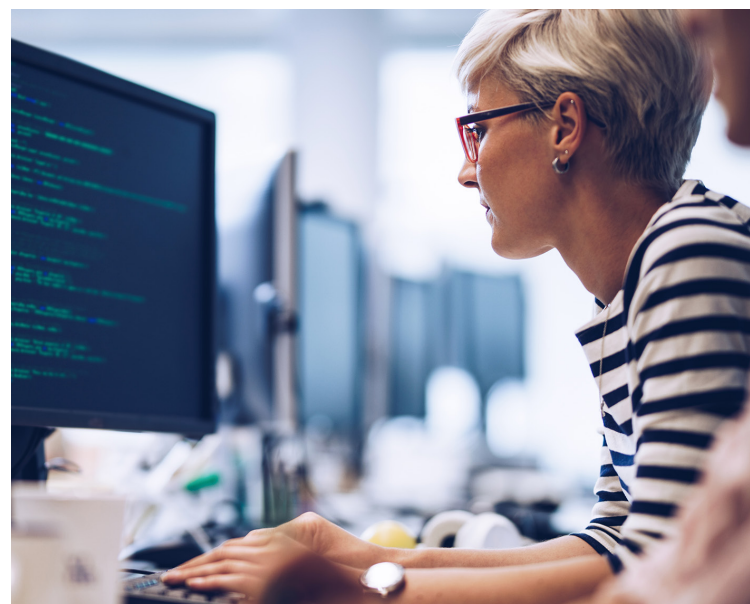
Wellness

The Akamai Wellness Program was created in 2014 to empower employees to improve their health by building stronger connections with colleagues, engaging in friendly competition, and building healthy habits. In 2021, with resources and tools to support them, employees around the globe engaged in activities across five key pillars: active, calm, nourished, balanced, and healthy.

Key highlights from Akamai's Wellness Program in 2021 include:

Health education seminars on the COVID-19 vaccine and other topics

The Every Minute Counts fitness challenge, which had more than 750 employee participants and triggered the Akamai Foundation to donate $10,000 to Doctors Without Borders

Monthly wellness campaigns for employees about making good food choices and incorporating fitness into their lifestyle — certain milestones earned employees rewards and recognition

Akamai Wellness Days Program (our most popular program), which provides all Akamai employees contemporaneous time off to completely disconnect from work

Wellness in Action

Here are two examples of Akamai employees flexing their wellness muscles:

Lauren coaches a high school soccer team, and playing alongside the team in practice helps her rack up active minutes in wellness competitions.

Ina enjoying a Wellness Day surrounded by sunflowers at Confetti Fields in Wick, Pershore, UK.

Materiality assessment

Our 2021 materiality assessment

In 2021, Akamai worked with an external advisor to conduct a "materiality assessment" — an unbiased and comprehensive process to determine potentially material ESG topics for Akamai. By evaluating Akamai's current state relative to five selected industry peers — informed by existing ESG frameworks and standards, a series of interviews conducted with stakeholders, and research on emerging and relevant ESG topics and trends — six topics were identified as potential key ESG priorities for Akamai.

Key stakeholders

A critical part of Akamai's materiality assessment consisted of interviews conducted with internal and external stakeholders to gain their perspectives and insights on Akamai's ESG program. The interviewed stakeholders included employees (including some executives), certain members of Akamai's Board of Directors, customers, partners, suppliers, and NGOs. All interviews were led by our external advisor and the feedback was summarized in a comprehensive overview.

Six key topics

The six key ESG priority areas that were identified in the materiality assessment were:

1. Carbon emissions
2. Energy management
3. Climate change
4. Diversity, inclusion, and equal opportunity
5. Data and customer privacy
6. Data security

These six areas, along with additional key ESG priorities — including those highlighted in this report — are part of Akamai's overall ESG strategy, risk oversight, and management. Akamai's management has reported the results of the materiality assessment to the ESG Committee of its Board of Directors.

Akamai's awards and accolades

Disclaimer

This report, published 4/11/2022, speaks as of the date it is published. The contents of this report were developed based on feedback from our internal and external stakeholders and metrics used by corporate responsibility and sustainability rating providers. The metrics and quantitative data contained in this report are not based on generally accepted accounting principles and have not been audited. Neither Akamai Technologies, Inc. (the "Company") nor any of its affiliates assume any responsibility or obligation to update or revise any such information, data, opinions or activities. This report does not, and is not intended to, create any relationship, rights or obligations, legal or otherwise, and you should not rely upon this report to do so.

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