



NEWS RELEASE

Zuora Reaches 100% Renewable Energy, Maintains Carbon Neutrality and Progresses DE&I Efforts in Latest ESG Impact Report

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REDWOOD CITY, Calif.--(BUSINESS WIRE)-- **Zuora, Inc.** (NYSE: ZUO), a leading monetization platform provider for recurring revenue businesses, today launched its second annual Environmental, Social and Governance (ESG) Impact Report.

The second annual report underscores the creation of Zuora's global, cross-functional ESG leadership team to guide its overall strategy. This includes the development of publicly facing metrics and goals for "Human Capital Management," "Diversity, Equity and Inclusion" and "Environmental Management" that align to Zuora's company values.

Zuora's fiscal year 2023 ESG Impact Report highlights the following accomplishments:

- Reached 100% renewable energy for Zuora's global real estate footprint.
- Maintained carbon neutrality for the second year in a row, reaffirming the company's commitment moving forward.
- Built a more inclusive and equitable team: 42% of Zuora employees self-identified as members from underrepresented groups, progressing toward the company's goal to have 50% of its global workforce self-identify as members from underrepresented groups by the end of fiscal year 2025.*
- Upheld Zuora's Pledge 1% commitment: Zuora donated over \$1 million to mission-aligned nonprofits around the world, and 81% of Zuora employees gave back through volunteer hours or company-matched donations.
- Obtained ISO 27701 certification, a certification standard for privacy information management systems (PIMS) that helps protect privacy rights when an organization processes personal information.

"Zuora's purpose is to help people subscribe to modern ways of doing business – ways that are better for people,

better for companies and ultimately better for the planet,” said Tien Tzuo, Founder and CEO at Zuora. “This inspires how we approach ESG authentically at Zuora, the progress we’ve made and our commitment to expanding these efforts.”

The report reiterates Zuora’s ESG focus areas and provides comprehensive updates to its ESG strategy and execution. As the company continues to scale, ESG will continue to be a top priority to drive long-term business success.

To access the full report, **visit here**.

About Zuora, Inc.

Zuora provides a leading monetization platform for recurring revenue businesses across all industries, enabling companies to unlock and grow customer-centric business models. After starting with Zuora Billing in 2007, Zuora’s award-winning multi-product portfolio now also includes Zuora Revenue, Zuora Collect, and Zephhr, all powered by the Zuora Platform. Zuora serves as an intelligent hub that monetizes and orchestrates the complete quote to cash and revenue recognition process at scale. Through its industry leading technology and expertise, Zuora helps more than 1,000 companies around the world, including BMC Software, Box, Caterpillar, General Motors, Penske Media Corporation, Schneider Electric, Siemens and Zoom nurture and monetize direct, digital customer relationships. Headquartered in Silicon Valley, Zuora operates offices around the world in the Americas, EMEA and APAC. To learn more about the Zuora monetization platform, please visit **www.zuora.com**.

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Forward-Looking Statements

The report does not cover all information about our business. References in the report to information should not be construed as a characterization regarding the materiality of such information to our financial results or for purposes of the U.S. securities laws. The information covered by the report and this press release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our ESG goals, commitments, and strategies and related business impacts. These statements involve risks and uncertainties, and actual results may differ materially from any future results expressed or implied by the forward-looking statements. More information on risks, uncertainties, and other potential factors that could affect

our business and performance is included in our filings with the SEC, including in the “Risk Factors” and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” sections of the company’s most recently filed periodic reports on Form 10-K and Form 10-Q and subsequent filings. We assume no obligation to update any forward-looking statements or information, which speak as of their respective dates.

*For purposes of Zuora’s ESG Impact Report, underrepresented groups are currently defined as women globally and US-based employees who self-identify as Asian, Black or African American, Hispanic or Latinx, Native American or Alaska Native, Native Hawaiian or Pacific Islander, or two or more races.

SOURCE: ZUORA FINANCIAL

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