

2022

# Dropbox Impact Fact Sheet



# Table of Contents

A message from our CEO .....	3
About this report .....	6
ESG at Dropbox .....	9
Protecting our users .....	14
Putting people first .....	16
Acting with integrity .....	23
Owning our impact .....	26
Appendices .....	31





# A message from our CEO

Dear colleagues, customers, investors, and partners:

At Dropbox, we're committed to building a sustainable business that creates long-term value. In 2022, we continued to make progress executing against our impact initiatives. Over the past year, we have reduced our carbon footprint and have continued to invest in our employee-focused programs and initiatives.

2022 marked our second full year as a Virtual First company, and we're pleased with how it's progressing so far. Since our employees' work experience is primarily remote, we now measure work-from-home (WFH) emissions, and we're proud that we have achieved carbon neutrality for our Scope 1, Scope 2, and Scope 3 business travel emissions, as well as our WFH emissions, in 2022. We've also sourced 100% renewable electricity for our operations, including our co-located data centers, in 2022. And I'm especially proud that we have achieved these goals eight years ahead of our pledge to complete them by 2030.

We continue to work against our three multi-year commitments to promote diversity and inclusivity within our organization: building a diverse and inclusive team, developing and advancing equitably, and helping employees engage in personal growth. We believe that diversity—in backgrounds, experiences, and perspectives—makes us stronger as a company and always strive to be inclusive to all.

Finally, we've believed for many years in the potential for artificial intelligence (AI) to completely transform knowledge work. Our customers have told us how challenging it is to stay organized and find what they need to do their best work amidst an overwhelming amount of content, apps, and tabs. We recently introduced a new generation of personalized AI-powered experiences, Dropbox Dash, our AI-powered universal search product, and Dropbox AI, in Dropbox to improve our customers' working lives and offer a more focused, efficient, and productive workday.

At the same time, we recognize the deep responsibility that comes with applying new technology like this on behalf of our customers. To "be worthy of trust" has long been at the center of everything we do at Dropbox, and in this next era of AI, it's critical that we hold ourselves accountable in protecting our customers' privacy, championing fairness, and acting transparently. We published a set of AI Principles to guide our teams as we develop AI products and features responsibly in the years to come.

As we expand our use of AI, we're also mindful of the significant energy consumption required to power this technology. To address this, we'll continue to focus on renewable energy sources for our data centers and will remain transparent about our progress.

We firmly believe that by prioritizing sustainability, and investing in responsible AI and renewable energy, we're building a stronger, more sustainable business that is well positioned to deliver long-term value for all our stakeholders.

Thank you for your continued support.

Sincerely,

Drew Houston  
CEO and Co-founder, Dropbox

"We firmly believe that by prioritizing impact, and investing in responsible AI and renewable energy, we're building a stronger, more sustainable business that is well positioned to deliver long-term value for all our stakeholders."

-Drew Houston

# About this report

The 2022 Impact Fact Sheet summarizes some of Dropbox's key environmental, social, and governance (ESG) programs and issues, with updates on our ESG progress and achievements from 2022. We plan to publish a full impact report every other year. For more information, please visit [www.dropbox.com/esg](http://www.dropbox.com/esg).

### Reporting frameworks

The contents of this fact sheet are informed by our ESG priority assessment, which was informed by leading sustainability reporting standards and frameworks including the [Global Reporting Initiative](#). Our ESG reporting is aligned with the [Sustainability Accounting Standards Board \(SASB\)](#) standards. Dropbox is also a signatory of the [UN Global Compact \(UNGC\)](#), and this report also serves as our UNGC Communication on Progress.

### Reporting period and boundary

This fact sheet includes information from January 1, 2022, through December 31, 2022, unless otherwise indicated. Data in this fact sheet reflects the activities of Dropbox, Inc. and its wholly owned subsidiaries.

### External assurance

Dropbox engaged Ernst & Young LLP (EY) to perform an independent review of select ESG metrics, including Scope 1, Scope 2 and Scope 3 Category 6 greenhouse gas (GHG) emissions and select diversity-related metrics. A copy of the Independent Accountants' Review Report, including a schedule of reviewed metrics, can be found in Appendix C.



## Forward-looking statements and materiality disclaimer

Certain statements in this report constitute “forward-looking statements,” which are made pursuant to the safe-harbor provisions of Section 21E of the Securities Exchange Act of 1934 and other federal securities laws. These statements are based on management’s opinions, expectations, beliefs, plans, objectives, assumptions, or projections regarding future events or results as of the date of this report, including, but not limited to, our ESG commitments, strategies, initiatives, and goals, and the impact of those commitments, strategies, initiatives, and goals on our business; our business plans and strategy; our business operations; our technology and services; our opportunities for growth; and our stakeholder engagement efforts. These forward-looking statements are only predictions, not historical facts, and involve certain risks and uncertainties, as well as assumptions. Actual results, levels of activity, performance, achievements, and events could differ materially from those stated, anticipated, or implied, by such forward-looking statements. While Dropbox believes that its assumptions are reasonable, there are many risks and uncertainties that could cause actual results to differ materially from forward-looking statements, including the risks discussed under the heading “Risk Factors” in our Annual Report on Form 10-K for the year ended December 31, 2022, filed with the U.S. Securities and Exchange Commission (SEC) as well as other factors described in our filings with the SEC. Dropbox undertakes no obligation to update or revise any forward-looking statement contained in this report, except as otherwise required by law.

While Dropbox believes that our ESG goals and initiatives are important, we currently do not believe that our ESG goals, initiatives, or risks are material to our financial results and results of operations, except to the extent referenced in our annual report on Form 10-K and subsequent 10-Q filings. This report also contains human capital measures or objectives that may be different from or are in addition to the human capital measures or objectives that Dropbox is required to disclose in its U.S. SEC filings. For a discussion on human capital measures or objectives that Dropbox focuses on in managing its business, please see the “Human Capital” section in our most recent annual report on Form 10-K.

## Acknowledgements

Thank you to the external partners who helped Dropbox develop this Fact Sheet:

- [Orrick Herrington & Sutcliffe LLP](#)
- [Persefoni](#)
- [WSP](#)

# ESG at Dropbox

ESG highlights .....	10
Our ESG priorities .....	11
ESG commitments .....	12

## Environmental highlights

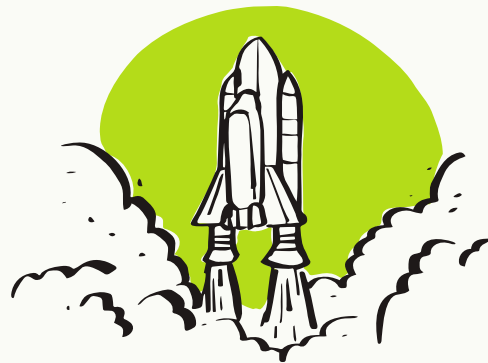
- Developed our Deep Sleep technology, which was critical in lowering our electricity usage by an estimated 5.1 million kilowatt hours in our data centers in 2022.<sup>1</sup>
- Sourced 100% renewable energy for the second year in a row.<sup>2,3</sup>
- Achieved carbon neutrality for Scope 1, Scope 2 (market-based), and Scope 3 business-travel emissions and work-from-home (WFH) emissions.<sup>4,5</sup>

## Governance highlights

- Published our inaugural ESG Impact Report in 2022.
- Expanded the Office of the Data Protection Officer.

## Social highlights

- Expanded our fertility and family formation benefits internationally to support employees trying to grow their families.
- Launched a new mandatory leadership development program for all managers called “High Impact Leadership” to help foster a culture focused on ownership and accountability for results.
- Saw an increase of 91.5% in employee volunteer hours from 2021.<sup>6</sup>



<sup>1</sup> For more information on **Deep Sleep technology**, please see Appendix C.

<sup>2</sup> For more information on our **renewable energy goal**, see Appendix C.

<sup>3</sup> For more information on our **data center infrastructure**, see Appendix C.

<sup>4</sup> For information on the methodology used to estimate **WFH emissions**, see Appendix C.

<sup>5</sup> We purchased an equivalent quantity of carbon credits to neutralize Scope 1 and Scope 3 category 6 emissions.

<sup>6</sup> This increase is attributed to an increase of in-person events following the COVID-19 pandemic, as well as a strategic focus to increase volunteer hours for climate-related nonprofits.



# Our ESG priorities

In 2021, Dropbox conducted an ESG priority topic assessment and identified 12 ESG priority topics (listed below). Based on these 12 priority topics, we established four key impact areas in 2022<sup>7</sup>: protecting our users, putting people first, acting with integrity, and owning our impact. For detailed information about our approach to each of these topics, please read our [2021 ESG Impact Report](#).

Impact areas	Priority topics
Protecting our users	<ul style="list-style-type: none"><li>• Privacy and data security</li><li>• Product responsibility and data ethics</li></ul>
Putting people first	<ul style="list-style-type: none"><li>• Talent attraction and engagement</li><li>• Employee health, safety, and well-being</li><li>• Diversity, equity, and inclusion</li><li>• Equal pay and wage gap</li><li>• Accessibility</li></ul>
Acting with integrity	<ul style="list-style-type: none"><li>• Business ethics and integrity</li><li>• Human and labor rights</li><li>• Risk management</li></ul>
Owning our impact	<ul style="list-style-type: none"><li>• IT infrastructure sustainability</li><li>• Energy, emissions, and climate</li></ul>

This fact sheet includes an update on our recent progress for certain ESG priorities. For detailed information about our approach to each of these topics, please read our [2021 ESG Impact Report](#).

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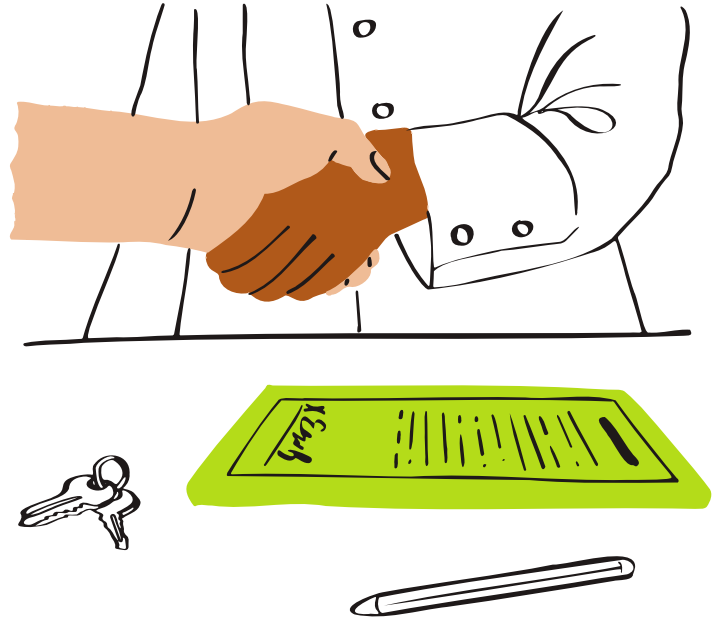
<sup>7</sup> In 2022, we updated the titles and groupings of our ESG impact areas and priority topics to organize the information more clearly and concisely for ease of understanding. The content and topics we prioritize substantively remain the same.

# ESG commitments

## Sustainability goals

In 2020, we set the following sustainability goals to be completed by 2030. And we achieved each of them in 2022.

1. Achieved carbon neutrality for Scope 1 and Scope 2 (market-based) emissions, as well as Scope 3 business travel emissions and WFH emissions.
2. Sourced 100% renewable energy for operations, including data centers.
3. Supported organizations working for climate action, such as the Environmental Justice Foundation and Surfrider Foundation.<sup>8</sup>
4. Mobilized employees to use volunteer time off for environmental causes.



We regularly review our sustainability goals and our progress towards those goals, so we may update our sustainability goals in the future to reflect developments in our ESG program and strategy.

We're happy to report that we achieved all four of our Sustainability Goals in 2022, eight years ahead of schedule!

<sup>8</sup> We support the Environmental Justice Foundation and the Surfrider Foundation through our partner, the Dropbox Foundation, and employee gift matching.



## Diversity, equity, and inclusion goals

We continue to work toward our three multi-year commitments to promote diversity and inclusivity within our organization:

1. Continue building a diverse and inclusive team.
2. Develop and advance equitably.
3. Engage in personal growth.

You can read about our progress towards these commitments in our [2022 Diversity Report](#).

## Expanding our carbon neutrality goal

Dropbox became a Virtual First<sup>9</sup> company in 2021, a move that positioned us as early adopters of remote work. Just as we've iterated on Virtual First over the years to ensure we're continuing to set our employees up for success, we also want to make sure our operating model aligns with our ESG priorities. In 2022, we expanded our carbon neutrality goal to cover GHG emissions associated with virtual work. We're proud to announce that we neutralized all our estimated WFH emissions using carbon offsets and removals in 2022.

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<sup>9</sup> At Dropbox, "Virtual First" means that remote work is the primary experience for Dropbox employees. This does not mean Dropbox has no office: we have Dropbox Studios, which are flexible spaces that can be used for occasional in-person collaboration, meetings, and events, and on-demand workspaces through third-parties.

# Protecting our users

Data privacy, security, and reliability ..... 15

# Data privacy, security, and reliability

Our number one value at Dropbox is “Be worthy of trust,” and we don’t take that lightly. We believe it’s vital that data, teams, and devices are protected wherever they are. At the core of all our products is our comprehensive security, compliance, and privacy program—the [Dropbox Trust Program](#). Our program is constantly evolving to respond to market changes and new challenges. Up-to-date resources regarding compliance with security, data storage, and privacy standards and regulations are available on our [website](#).

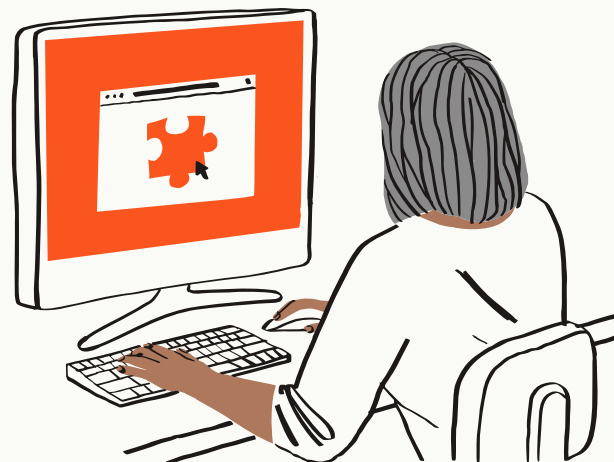
Our [Privacy Policy](#) describes the handling and protection of user information, including how we collect, use, and store your personal data when you use Dropbox services.

More information about our approach to data privacy, security, and reliability is also available in our [2021 ESG Impact Report](#), [Privacy and Data Protection whitepaper](#), [Dropbox Business Security Whitepaper](#), [Acceptable Use Policy \(AUP\)](#), biannual [Transparency at Dropbox report](#), and [Guiding Principles](#) for responding to government data requests.

## Evolving our approach

We’re continuously improving our approach to compliance, security, privacy, and data protection. A few of our achievements from 2022 are included below.

- Achieved adherence to the [EU Cloud Code of Conduct](#) for Dropbox Business.
- Created a new Privacy Engineering team dedicated to building out privacy related technical controls and capabilities.
- Implemented a global right to opt-out of sharing personal information for targeted advertising purposes.
- Made ransomware detection available to customers on Dropbox Advanced, Dropbox Enterprise, and Dropbox Standard with Dropbox Security add-on, which helps prevent malicious ransomware attacks from spreading by detecting suspicious activity early.

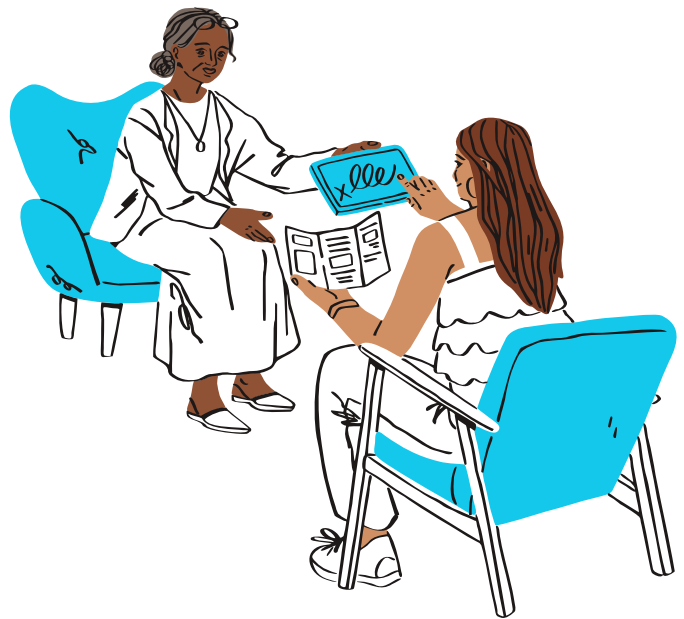


# Putting people first

Talent attraction and engagement .....	17
Diversity, equity, and inclusion .....	18
Health, safety, and wellbeing .....	20
Social impact .....	21

# Talent attraction and engagement

We want all employees to grow, develop, and thrive in their careers at Dropbox. More information about our talent attraction and engagement is available below and on our [employee perks webpage](#).



## Measuring employee engagement at Dropbox

Twice a year, we conduct an employee engagement survey called “Soapbox” which provides employees and company leaders with a formal channel for submitting feedback on what’s going well and where we need to improve. In 2022, 91% of employees responded to the Soapbox survey. We also reached record-high positive scores on our employee engagement survey, with employees citing that Virtual First has contributed to better engagement, productivity, effectiveness, and wellbeing.

## Designing an impactful workforce

In 2022, we:

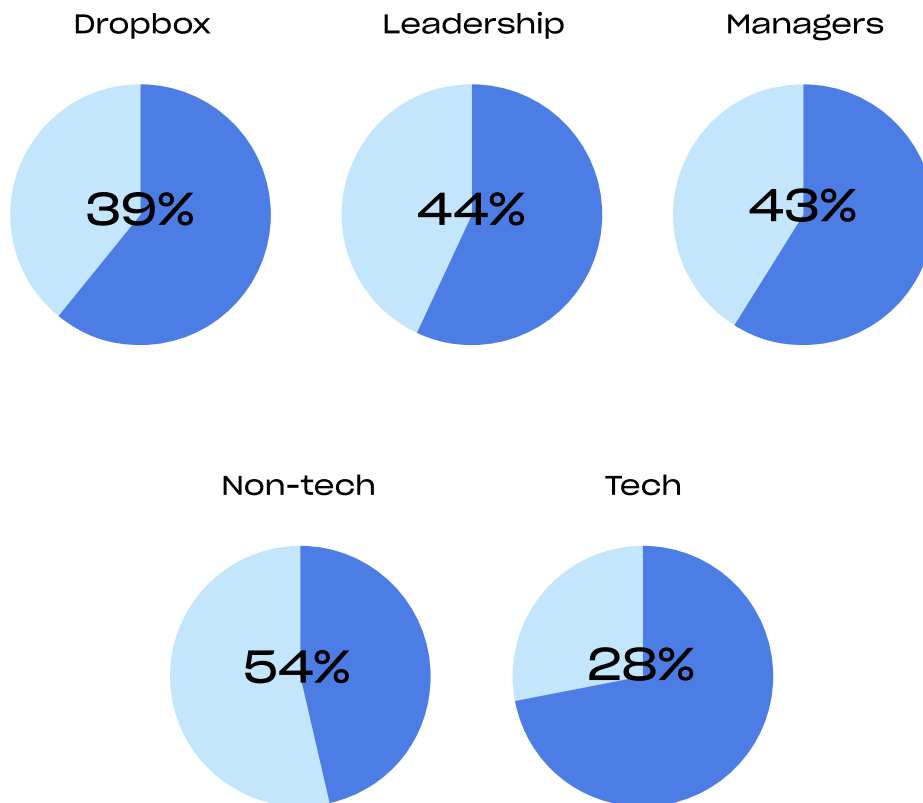
- Developed a new hiring philosophy—[The Dropbox Way](#)—composed of six hiring principles to drive a culture of hiring high impact talent, which are: work with the best, hire equitably, assess with purpose, invest in success, treat candidates like customers, and Dropbox delivers.
- Launched a “High Impact Leadership” program to help foster a culture with a laser-focus on ownership and accountability for results and driving the right outcomes for our business.

# Diversity, equity, and inclusion

We strive to cultivate a community that is authentic, inclusive, and connected. More information about our approach to diversity, equity, and inclusion is available in our [2021 ESG Impact Report](#), [Diversity at Dropbox](#) webpage, and [2022 Diversity Report](#).



## Representation of Women at Dropbox<sup>10</sup>

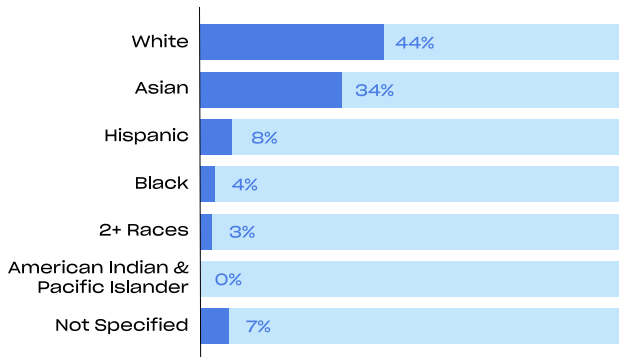


<sup>10</sup> For more information on how Dropbox defines certain Diversity terminology, please see Appendix C.

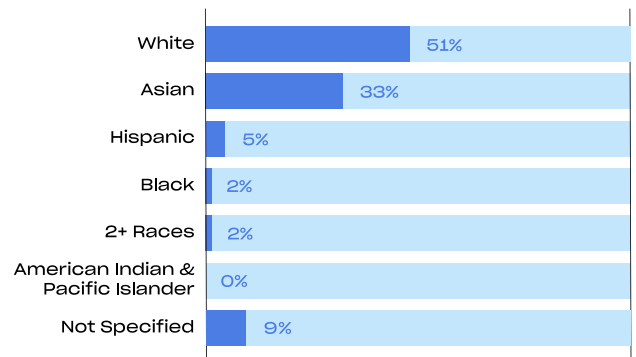


# US Ethnicity at Dropbox<sup>11</sup>

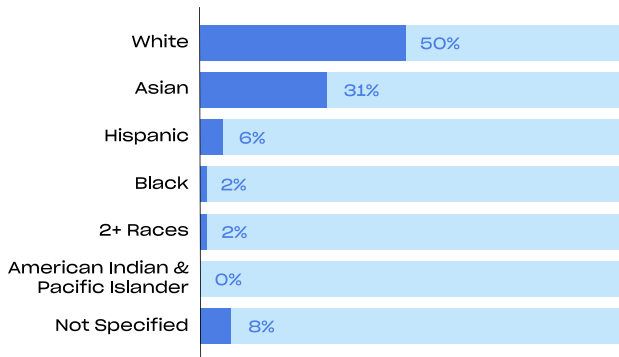
## Dropbox



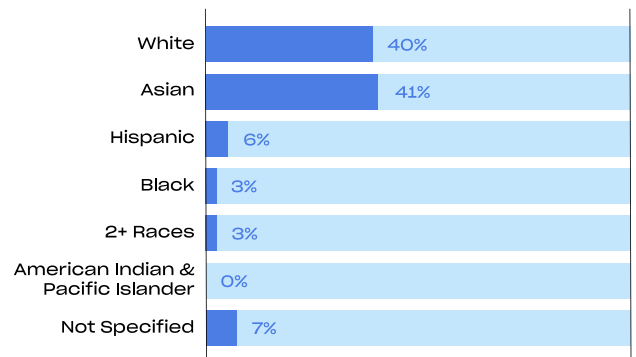
## Leadership



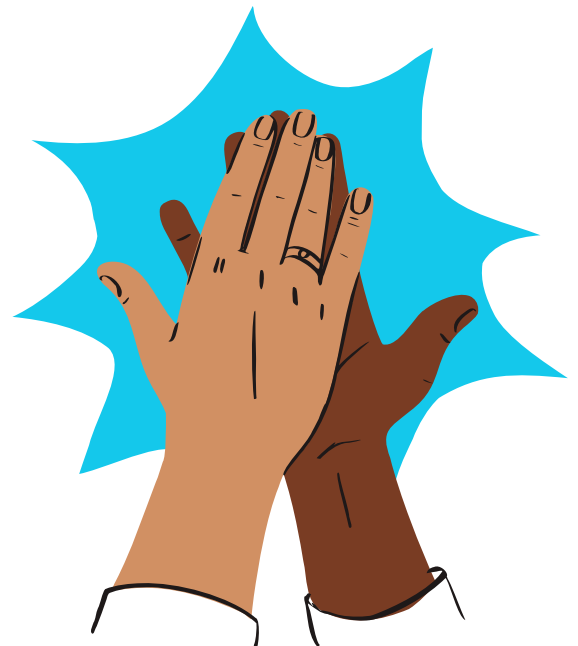
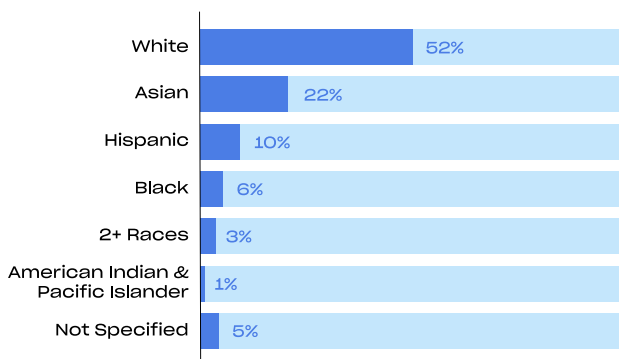
## Managers



## Tech



## Non-tech



<sup>11</sup> For more information on how Dropbox defines certain Diversity terminology, please see Appendix C.

# Health, safety, and wellbeing

In April 2021, we transitioned to a Virtual First operating model in which remote work is the primary experience for employees. As part of this, we committed to maintaining a learning mindset and sharing our findings as we go.

In that spirit, we conducted our first ever Life in Virtual First survey in Summer 2022, where we asked Dropbox employees about their experience in Virtual First and what tools they needed to be successful. Through this we found 93% of respondents to the survey agreed that they can effectively work from home. The full results, which gave us valuable, encouraging insights about our pivot to Virtual First, are shared in this [blog post](#). It's our hope that the insights gathered may provide additional guidance to individuals and companies looking to continue to optimize their hybrid or remote work experience.

More information about our approach to health, safety, and wellbeing is available in our [2021 ESG Impact Report](#).



## Holistic wellness

Our [benefits](#) include medical, dental, and vision plans, retirement planning and 401k programs, life and disability coverage, and coaching and therapy options offered through Modern Health.<sup>12</sup>

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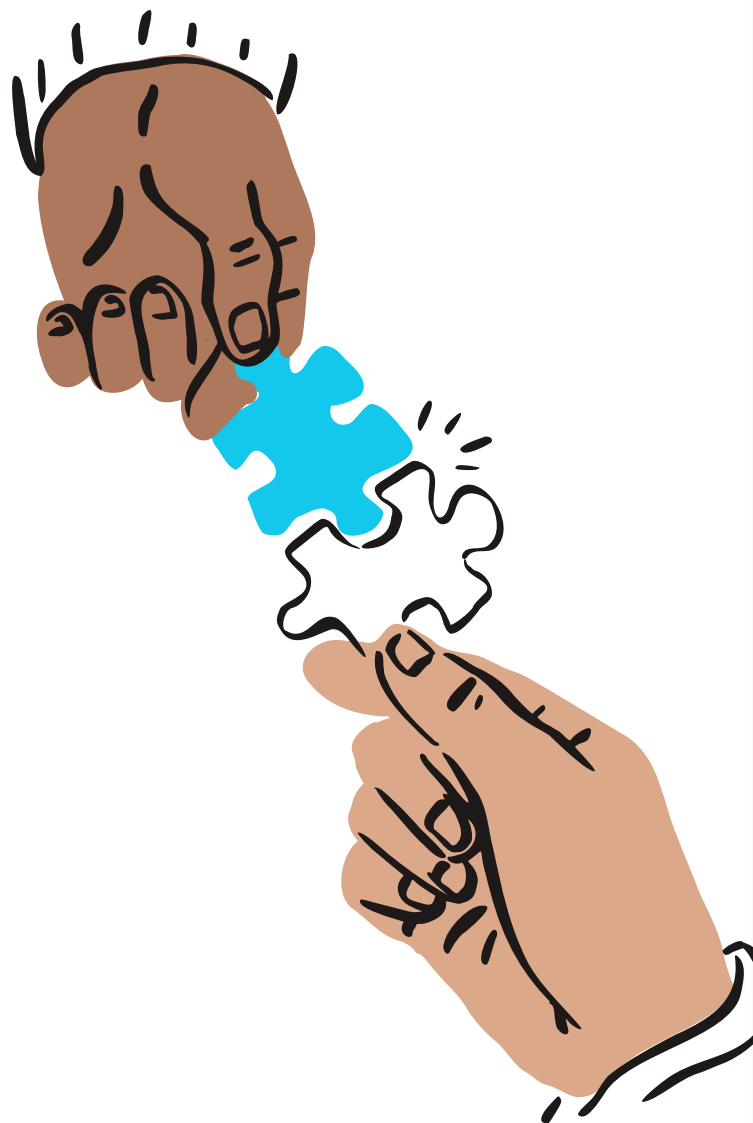
<sup>12</sup> These are US benefits. Across the globe, we provide financial and wellness benefits in the context of what is relevant and beneficial locally.

# Social impact

At Dropbox, we're committed to leveraging our people, products, and resources for good, which we believe positively contributes to our work culture and helps us recruit and retain talented employees.

## 2022 highlights

- **Increased employee volunteer hours** by 91.5%.
- **Began our third apprenticeship program** in partnership with [Next Chapter](#), an organization creating a more equitable workplace for formerly incarcerated individuals.<sup>13</sup>
- **Hosted three global [Impact Days](#)**—dedicated time to empower employees to give back to their communities



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<sup>13</sup> Our third cohort of Next Chapter apprentices completed the program in July 2023.

## Dropbox for Good

Dropbox for Good is an employee-led group that encourages people to use their skills and time to serve their communities. We provide 32 hours of volunteer time off per year to all full-time employees, allow all full-time employees to donate our products to nonprofits annually, and offer charitable gift matching of employee donations up to \$2,000 per year per full-time employee.

### At a glance—Dropbox for Good

	2021	2022
Hours of employee volunteer time	1,910	3,657
Employee donations and corporate gift matching <sup>14</sup> (USD)	\$1.7M	\$1.6M

## Dropbox Foundation

We partner with the [Dropbox Foundation](#), which provides unrestricted grants for up to three years and empowers Dropbox employees to give back through skills-based volunteering. As of December 31, 2022, the Dropbox Foundation had donated over \$5 million to human rights organizations since 2018.

You can read about some of the skills-based volunteering projects our employees worked on during our 2022 Hack Week in [this blog post](#).



<sup>14</sup> These amounts are rounded to the nearest hundred thousand dollars.

# Acting with integrity

Business ethics and integrity .....	24
Corporate governance .....	25

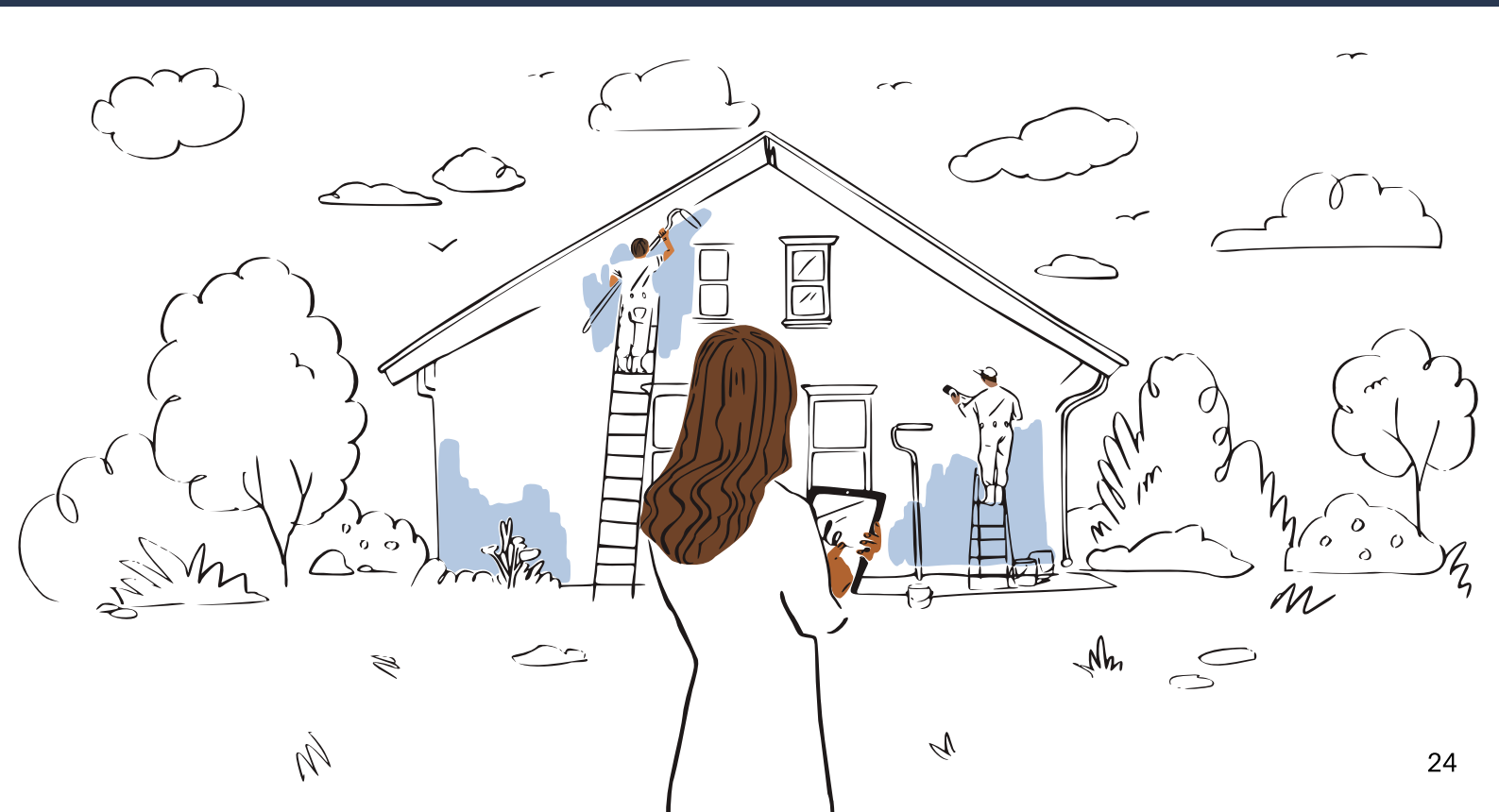
# Business ethics and integrity

We're not just changing the way people work, we're designing a more enlightened way of working—and that starts from within.

Our [Worldwide Code of Business Conduct and Ethics \(Code of Conduct\)](#) is designed to deter wrongdoing and promote integrity, honesty, compliance with laws, rules, and regulations, fiscal responsibility, and accountability. Our Code of Conduct, which has been adopted by our board, applies to all our employees, officers, contingent workers, and directors and is reviewed annually and updated as necessary. Our Audit Committee is responsible for reviewing and monitoring compliance with the Code of Conduct.

Our employees are required to complete an annual code of conduct training, in addition to annual information security and privacy trainings. In 2022, 99% of full-time employees completed these trainings. Employees are also required to comply with our information security and privacy policies, which are reviewed and updated annually.

More information about our approach to business ethics and integrity is also available in our [2021 ESG Impact Report](#), [FCPA and Anti-Bribery Policy](#), and [Supplier Code of Conduct](#).



# Corporate governance

At Dropbox, we're committed to strong corporate governance to support our mission of designing a more enlightened way of working. More information about our approach to corporate governance is available in our [2021 ESG Impact Report](#), [2022 Proxy Statement](#), and [Corporate Governance webpage](#).

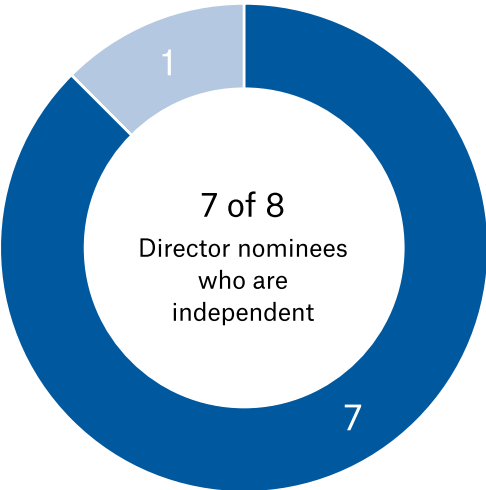
## ESG governance and oversight

In May 2022, our company's board of directors delegated oversight of Dropbox's ESG activities, programs, and disclosures to its [Nominating and Corporate Governance committee](#). The board also delegated oversight of Dropbox's human capital management activities to its [Talent and Compensation committee](#). Additionally, the [Audit Committee](#) oversees initiatives related to our operational

infrastructure, particularly reliability, business continuity, cybersecurity, and data privacy, as well as our enterprise-risk management program, which is further described in the "Role of Board in Risk Oversight Process" in our [2021 ESG Impact Report](#).

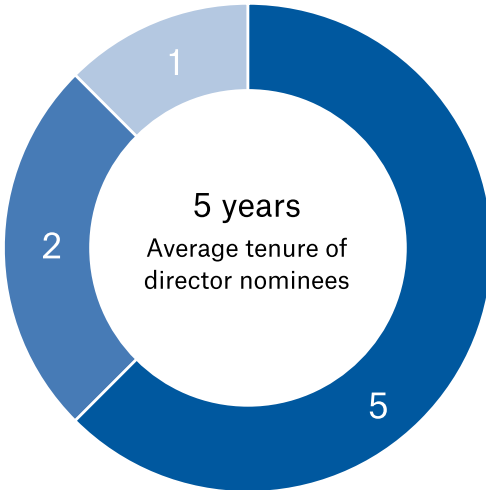
More information about our approach to ESG governance and oversight is also available in our [2021 ESG Impact Report](#).

### Director independence



- Independent
- Non-independent

### Director tenure



- < 5 Years
- 5-9 Years
- 9+ Years

Board diversity matrix (as of March 23, 2023) <sup>(15)</sup>				
Directors	8			
	Female	Male	Non-binary	Did not disclose gender
Gender identity				
Directors	3	5		
Number of Directors who identify in any of the categories below				
African American or Black		1		
Alaskan Native or Native American				
Asian	1	1		
Hispanic or Latinx				
Native Hawaiian or Pacific Islander				
White	2	3		
Two or More Races or Ethnicities				
LGBTQ+				
Did not disclose demographic background				

<sup>15</sup> The board diversity matrix above presents our board's diversity statistics in the format prescribed by the Nasdaq rules.

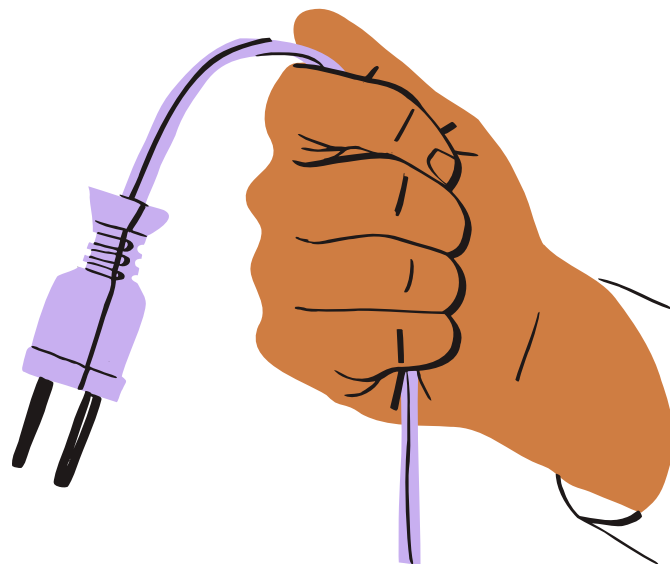


# Owning our impact

Energy .....	28
Emissions .....	30
Electronic waste .....	30

# Energy

Dropbox relies on data centers to run our business, and electricity use is one of the largest causes of our GHG emissions. Proper energy management is an important component of operating our business in a sustainable and responsible manner. More information about our approach to managing our energy use is available in the Environmental section of our [2021 ESG Impact Report](#)

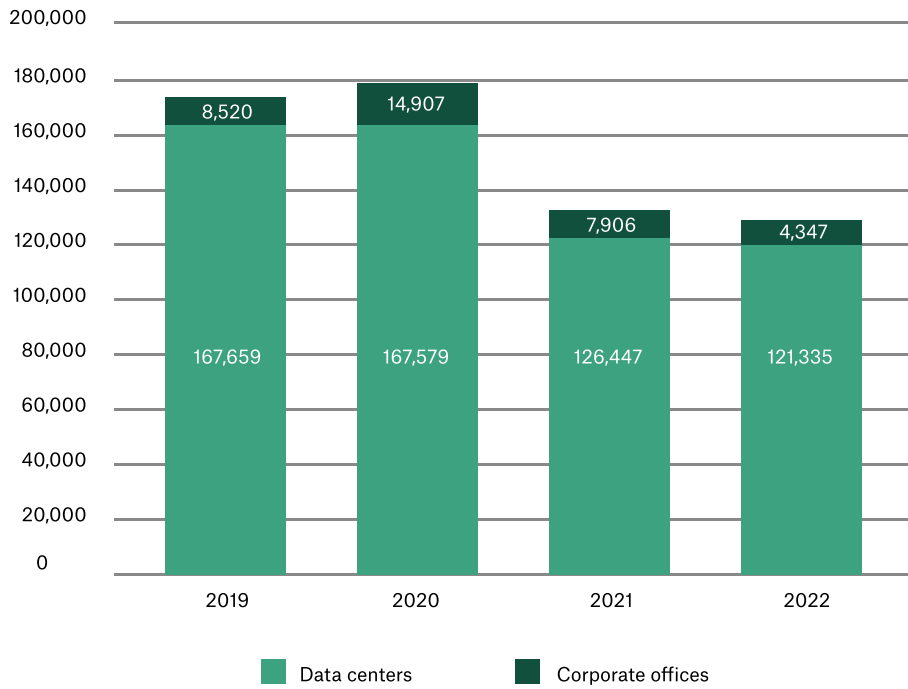


## Electricity Conservation through our Deep Sleep Technology

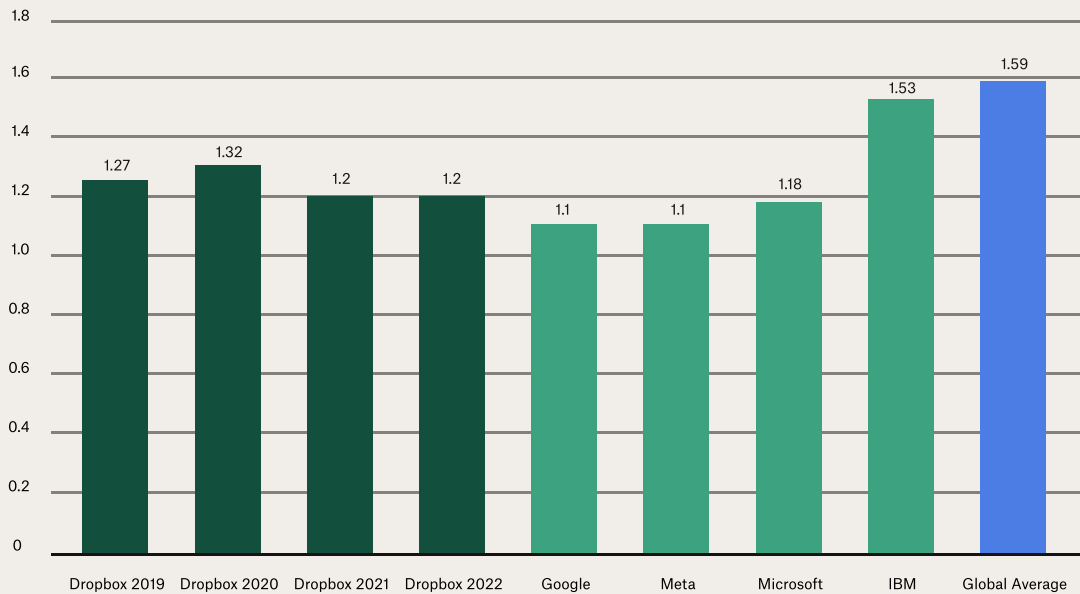
Our innovative and automated Deep Sleep technology played a critical role in lowering energy usage by an estimated 5.1 million kilowatt hours in our data centers in 2022.

Deep Sleep technology optimizes server usage by allowing idle servers to automatically enter a low-power mode, reducing energy consumption without affecting performance. As a result, data centers using this automated technology significantly decrease their energy footprint and utility costs.

### Electricity use (MWh)



### Data center power usage effectiveness (PUE) benchmark



# Emissions

Dropbox measures direct and indirect GHG emissions from energy consumption in our facilities and our data centers, and fugitive emissions from refrigerants—Scope 1 and Scope 2 GHG emissions. We also measure Scope 3 GHG emissions from business travel and WFH emissions. More information about our approach to managing our GHG emissions is available in our [2021 ESG Impact Report](#).

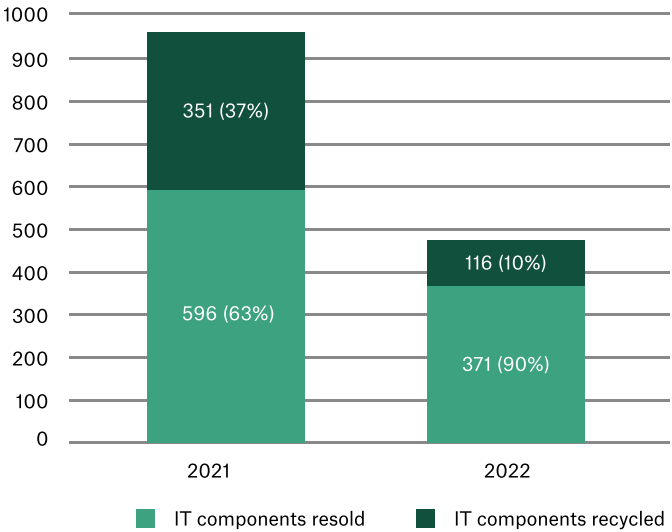
## GHG emissions

	2019 mtCO <sub>2</sub> e	2020 mtCO <sub>2</sub> e	2021 mtCO <sub>2</sub> e	2022 mtCO <sub>2</sub> e
Scope 1	773	1,623	1,053	768
Scope 2 (market-based)	54,729	53,533	0	0
Scope 3 business travel	5,113	419 <sup>16</sup>	41 <sup>17</sup>	1,687

# Electronic waste

Maintaining resource efficiency and reliability in our data centers requires periodic upgrades to IT hardware. We take our responsibility seriously to do our best to dispose of decommissioned hardware responsibly. We also do our best to resell IT hardware when possible because it extends the lifespan of the equipment, promotes resource conservation, and allows for economic value recovery. More information about our approach to managing e-waste is available in our [2021 ESG Impact Report](#).

E-waste generated: resold vs. recycled servers  
(short tons)



<sup>16</sup> Our Scope 3 business travel emissions decreased significantly between 2019 and 2021 due in large part to a reduction in business travel due to the COVID-19 Pandemic.

<sup>17</sup> Our Scope 3 business travel emissions remained low in 2021 due in large part to a reduction in business travel due to the COVID-19 Pandemic.

# Appendix

Appendix A .....	32
Appendix B .....	36
Appendix C .....	38

# Appendix A

## SASB index

SASB Software & IT Services Standard 2018		
Code	Accounting metric	Response
<b>Environmental footprint of hardware infrastructure</b>		
TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	<p>In 2022, our data centers consumed 436,806 gigajoules (GJ) of electricity. 100% was grid electricity, and 100% of co-located data-center direct IT load was renewable through purchase of RECs.</p> <p>See the Environmental section of our <a href="#">2021 ESG Impact Report</a> or the Owning our Impact section of this Impact Fact Sheet for more information.</p>
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	<p>In 2022, our data centers withdrew 76,515 cubic meters of water. The water was used for cooling in a closed-loop process, so no water was consumed. 3.07% of these withdrawals occurred in areas identified by the World Resources Institute as having high or extremely high baseline water stress.</p>
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	<p>Dropbox is focused on reducing energy consumption at its data centers by maintaining excellent PUE, optimizing overall power consumption, and sourcing 100% renewable electricity for its direct data-center IT load. See the Environmental section of our <a href="#">2021 ESG Impact Report</a> or the Owning our Impact section of this Impact Fact Sheet for more information.</p>

<b>Data privacy and freedom of expression</b>		
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	See the Data Privacy, Security, and Reliability section of our <a href="#">2021 ESG Impact Report</a> and the <a href="#">Privacy Policy</a> .
TC-SI-220a.2	Number of users whose information is used for secondary purposes	Dropbox does not sell user data and does not make money from advertising. See the What & Why section of our <a href="#">Privacy Policy</a> for more information.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	In 2022, we did not have any material monetary losses as a result of legal proceedings associated with user privacy. When public disclosure criteria are met, monetary losses as a result of legal proceedings are included in our <a href="#">Form 10-K</a> .
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	See our <a href="#">Transparency at Dropbox reports</a> for information about how we handle requests from law enforcement.
TC-SI-220a.5	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	Dropbox believes that government data requests should be limited in the information they seek and narrowly tailored to specific people and legitimate investigations. In accordance with our <a href="#">Privacy Policy</a> , Dropbox may disclose user information to third parties only if we determine that such disclosure is reasonably necessary. We abide by specific guiding principles when receiving, scrutinizing, and responding to government (including national security) requests for user data.

<b>Data security</b>		
TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information, (3) number of users affected	We did not experience any material data breaches in 2022. When public disclosure criteria are met, material data breaches are included in our securities filings.
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	See the Data privacy, security, and reliability section of our <a href="#">2021 ESG Impact Report</a> and the <a href="#">Privacy Policy</a> .
<b>Recruiting and managing a global, diverse, and skilled workforce</b>		
TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	(1) Not reported (2) 14% of employees are located offshore.
TC-SI-330a.2	Employee engagement as a percentage	In 2022, 91% of Dropbox employees responded to our engagement surveys. Known internally as “Soapbox,” the exercise is designed to provide employees and company leaders with a formal channel for submitting feedback on what’s going well and where we need to improve.
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	See the Putting People First section of this Impact Fact Sheet and the Diversity, Equity, and Inclusion section of our <a href="#">2021 ESG Impact Report</a> .



<b>Intellectual property protection and competitive behavior</b>		
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	In 2022, we did not have any material monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations. When public disclosure criteria are met, monetary losses as a result of legal proceedings are included in our <a href="#">Form 10-K</a> .
<b>Managing systemic risks from technology disruptions</b>		
TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	In 2022, Dropbox experienced three performance issues and zero service disruptions, for a total of 64 minutes of customer downtime.
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	See the Data Privacy, Security, and Reliability section of our <a href="#">2021 ESG Impact Report</a> , page 19 of our 2022 <a href="#">Form 10-K</a> , and our <a href="#">SOC 3 report</a> .

# Appendix B

## Performance data tables

Due to rounding, numbers presented throughout the tables below may not add up precisely to the totals provided, and percentages may not precisely reflect the absolute figures.

### Greenhouse gas (GHG) emissions<sup>1</sup>

Total GHG emissions (mtCO <sub>2</sub> e)	2019	2020	2021	2022
Scope 1	773	1,623	1,053	768
Scope 2 (location-based)	54,602	53,414	37,106	36,948
Scope 2 (market-based)	54,729	53,533	0	0
Scope 3 (business travel)	5,113	419	41	1,687
Total reported emissions (location-based)	60,489	55,456	38,200	39,403
Total reported emissions (market-based)	60,616	55,575	1,094	2,455
Carbon offsets/renewables	0	0	1,094	2,456
<b>Scope 1 and 2 emissions by location (mtCO<sub>2</sub>e) (studios/office and data centers)</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
United States (location-based)	54,720	54,392	38,094	37,676
United States (market-based)	54,720	54,392	1,013	743
Australia (location-based)	108	112	NA	NA
Australia (market-based)	108	112	NA	NA
Ireland (location-based)	311	321	64	40
Ireland (market-based)	438	440	39	25
Israel (location-based)	236	212	NA	NA
Israel (market-based)	236	212	NA	NA
<b>Scope 1 and 2 emissions by source (mtCO<sub>2</sub>e)</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Studios/offices (location-based)	2,688	3,771	1,827	1,847
Studios/offices (market-based)	2,815	3,890	1,053	768
Data centers (location-based)	52,687	51,266	36,332	35,870
Data centers (market-based)	52,687	51,266	0	0
<b>GHG emissions intensity (mtCO<sub>2</sub>e/employee)</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
GHG emissions intensity (market-based)	21.64	20.14	0.41	0.32

<sup>1</sup> See Appendix C for GHG emissions calculation methodology.

## Energy use

Energy use	2019	2020	2021	2022
<b>Total energy use (MWh)</b>	176,177	182,486	134,354	129,062
Electricity	173,848	175,308	129,645	129,062
Studios/offices	6,191	7,729	3,198	4,347
Data centers	167,657	167,579	126,447	121,335
Renewable electricity	0	0	129,645	125,682
Renewable electricity (%)	0	0	100	100
Other fuels	2,328	7,178	4,708	3,380
Data-center power usage effectiveness (PUE)	1.27	1.32	1.20	1.24

## Waste generated

Total waste	2019 <sup>2</sup>	2020 <sup>2</sup>	2021	2022
<b>Total waste (short tons)</b>	—	—	<b>1,413</b>	<b>776</b>
<b>Data center</b>	—	—	<b>197</b>	<b>612</b>
Recycled IT waste	—	—	351	116
Remarketed IT waste	—	—	592	371
<b>Studios/offices</b>	—	—	<b>38</b>	<b>164</b>
Composted waste	—	—	6	97
Landfilled waste	—	—	193	65
Recycled waste	—	—	36	0.86

<sup>2</sup> Waste data is unavailable.

# Appendix C

**Diversity terminology:** Dropbox, Inc. categorizes its workforce into various categories, as defined below.

- The Leadership category includes employees at a Director level or above; based on level designations in Dropbox's HR system.
- The Manager category includes individuals with people management responsibilities (including those at the Director level and above); based on level designations in Dropbox's HR system.
- The Tech Worker category includes full-time employees (including individuals within the Manager category or above) working in Dropbox's Engineering, Product and Design functions.
- The Non-Tech Worker category includes all other full-time employees (including individuals within the Manager category or above) working in any function outside of Dropbox's Engineering, Product and Design functions.
- Gender and race/ethnicity designation is self-reported by employees within the Dropbox HR system.
- Individuals that elect to not specify their gender or race/ethnicity within the Dropbox HR system are represented in the "Not available" or "Not specified" categories.

**Renewable energy goal:** Our renewable energy goal reflects electricity use in corporate offices and data center direct IT load, and excludes direct combustion fuels (e.g., natural gas, diesel) and data center heating and cooling (outside of Dropbox control boundary). This includes the use of renewable energy credits (RECs) to cover our energy consumption. We achieved our goal to source 100% renewable electricity in 2021 and 2022 by reducing our energy needs as described in the [2021 ESG Impact Report](#) and purchasing enough RECs to cover our remaining corporate office and data center direct IT electricity consumption.

**Data center infrastructure:** More than 90% of our users' data is stored on our own infrastructure in our data center co-location facilities. We utilize Amazon Web Services (AWS) for the remainder of our users' storage needs and purchase RECs to cover energy used by AWS on behalf of Dropbox.

**WFH emissions:** In accordance with the [GHG Protocol](#), WFH emissions fall under Scope 3, Category 7: employee commuting emissions. Our WFH calculation is based on employee full time equivalent (FTE) by country and incorporates the average WFH energy usage estimates—including plug loads, based on an average usage of laptop, monitor, and lighting for each employee, fuel usage for office heating and cooling, adjusted by climate region and reflective of the employee count by country. It was assumed that 10% of the home was used for work attributed to office energy use rather than that of the employee's entire residence. Additionally, an adjustment was made for percentage of time an employee works (using [OECD](#) hours worked/worker) and an additional adjustment was made for percentage of time working from home (90%).

**Deep sleep technology:** The Dropbox Data Infrastructure team created this to optimize server usage by allowing idle servers to automatically enter a low-power mode, reducing energy consumption without affecting performance. As a result, data centers using this automated technology significantly decrease their energy footprint and utility costs.

**GHG protocol definitions:** GHG Protocol provides the following definitions for Scope 1, 2, and 3 emissions:

- Scope 1 emissions: Direct greenhouse gas emissions that occur from sources that are controlled or owned by an organization.
- Scope 2 emissions: Indirect emissions associated with the purchase of electricity, steam, heat, or cooling.
- Scope 3 emissions: Emissions resulting from activities from assets not owned or controlled by the reporting organization, but that the organization indirectly impacts its value chain. Scope 3 emissions include all sources not within an organization's scope 1 and 2 boundary.
- Business travel emissions: This category includes emissions from the transportation of employees for business related activities in vehicles owned or operated by third parties, such as aircraft, trains, buses, and passenger cars.
- Market-based emissions: A market-based method calculates emissions based on the electricity that organizations have chosen to purchase, often spelled out in contracts or instruments like RECs.
- Location-based emissions: A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data).

**GHG emissions calculation methodology:** Calculations are consistent with the GHG Protocol Corporate Accounting and Reporting Standard, made available by the World Business Council for Sustainable Development and the World Resources Institute, and The Climate Registry's General Reporting Protocol. All facilities over which Dropbox has operational control are included in the Scope 1 and Scope 2 GHG inventory, including all leased facilities. Where actual energy bills were not available, emissions were estimated using the Commercial Buildings Energy Consumption Survey database. Reported GHG emissions include CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O emissions from electricity, natural gas, and fuel consumption, and HFC emissions from refrigerant use in buildings and data centers. Dropbox has no emissions resulting from use of PFCs, SF<sub>6</sub>, or NF<sub>3</sub>. To convert energy consumption, fuel combustion, and business travel data into GHG emissions, we used factors from the US Environmental Protection Agency (EPA) Emissions & Generation Resource Integrated Database, International Energy Agency, Environment Canada National Inventory Report, US EPA Emission Factors Hub, US EPA Office of Research and Development Supply Chain Greenhouse Gas Emission Factors for US Industries and Commodities, and the UK Department for Environment, Food and Rural Affairs. Global warming potentials used for converting emissions into CO<sub>2</sub>e are sourced from the Intergovernmental Panel on Climate Change Fourth Assessment Report.

- Scope 1 direct emissions include stationary combustion and refrigerant leakage. Direct sources of emissions for Dropbox include natural gas for building heat, stationary diesel use for emergency generators, and refrigerant leakages in owned and operated facilities.
- Scope 2 indirect emissions include emissions from purchased electricity. For leased co-location data centers, we've taken an operational-control consolidation approach and are accounting for upstream emissions of leased co-location data centers in the Scope 2 reporting.
- Location-based emissions are calculated using a location-based electricity grid emissions intensity factor, which defines the amount of GHG emissions generated per unit of electricity consumed in a certain geography.
- Market-based emissions are calculated using a residual factor for grid emissions intensity, after accounting for the use of renewable energy in a certain geography.
- For 2019, 2020, 2021, and 2022, Dropbox is reporting only Scope 3 emissions associated with business travel, which includes emissions generated from flights, hotel rooms, rental cars, and rail transportation.
- In accordance with the GHG Protocol, WFH emissions fall under Scope 3 Category 7: employee commuting emissions. Our WFH calculation is based on employee FTE by country and incorporates the average WFH energy usage estimates—including plug loads, based on an average usage of laptop, monitor, and lighting for each employee, fuel usage for office heating and cooling, adjusted by climate region and reflective of the employee count by country. It was assumed that 10% of the home was used for work attributed to office energy use rather than that of the employee's entire residence. Additionally, an adjustment was made for percentage of time an employee works (using OECD hours worked/worker) and an additional adjustment was made for percentage of time working from home (90%).

**Performance data tables, Scope 3 (business travel):** Our Scope 3 emissions decreased significantly between 2019 and 2020 due in large part to a reduction in business travel due to the COVID-19 pandemic.

**Performance data tables, Australia and Israel:** In April 2021, we transitioned to a Virtual First working model in which remote work is the primary mode of working for employees. Dropbox leases all our studio space and shifting from full-time office space to studios has decreased the amount of physical space needed for our operations. Additionally, the move to Virtual First means that emissions associated with our studios and offices in certain locations that are owned and managed by third parties fall under Scope 3 of the GHG Protocol Corporate Accounting and Reporting Standard. We currently only report emissions from our studios, offices, and data center locations that fall under Scope 1 and Scope 2. We do not currently report emissions from studios, offices, and data center locations that are owned and managed by third parties, as these fall under Scope 3.

















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