



ESG Report: FY24

This report contains forward-looking statements about nCino's financial and operating results, which include statements regarding nCino's future performance, outlook, guidance, the assumptions underlying those statements, the benefits from the use of nCino's solutions, our strategies, and general business conditions. Forward-looking statements generally include actions, events, results, strategies and expectations and are often identifiable by use of the words "believes," "expects," "intends," "anticipates," "plans," "seeks," "estimates," "projects," "may," "will," "could," "might," or "continues" or similar expressions and the negatives thereof. Any forward-looking statements contained in this report are based upon nCino's historical performance and its current plans, estimates, and expectations and are not a representation that such plans, estimates, or expectations will be achieved. These forward-looking statements represent nCino's expectations as of the date of this report. Subsequent events may cause these expectations to change and, except as may be required by law, nCino does not undertake any obligation to update or revise these forward-looking statements.

These forward-looking statements are subject to known and unknown risks and uncertainties that may cause actual results to differ materially including, but not limited to risks associated with (i) the impact of the COVID-19 pandemic, including the impact to the financial services industry, the impact on general economic conditions and the impact of government responses, restrictions, and actions; (ii) risks associated with the acquisition of SimpleNexus, (iii) breaches in our security measures or unauthorized access to our customers' or their clients' data; (iv) the accuracy of management's assumptions and estimates; (v) our ability to attract new customers and succeed in having current customers expand their use of our solution; (vi) competitive factors, including pricing pressures, consolidation among competitors, entry of new competitors, the launch of new products and

marketing initiatives by our competitors, and difficulty securing rights to access or integrate with third party products or data used by our customers; (vii) the rate of adoption of our newer solutions and the results of our efforts to sustain or expand the use and adoption of our more established solutions; (viii) fluctuation of our results of operations, which may make period-to-period comparisons less meaningful; (ix) our ability to manage our growth effectively including expanding outside of the United States; (x) adverse changes in our relationship with Salesforce; (xi) our ability to successfully acquire new companies and/or integrate acquisitions into our existing organization, including SimpleNexus; (xii) the loss of one or more customers, particularly any of our larger customers, or a reduction in the number of users our customers purchase access and use rights for; (xiii) system unavailability, system performance problems, or loss of data due to disruptions or other problems with our computing infrastructure or the infrastructure we rely on that is operated by third parties; (xiv) our ability to maintain our corporate culture and attract and retain highly skilled employees; (xv) adverse changes in the financial services industry, including as a result of customer consolidation; (xvi) adverse changes in economic, regulatory, or market conditions, including as a direct or indirect consequence of the outbreak of hostilities in Ukraine and higher interest rates; and (xvii) the outcome and impact of legal proceedings and related fees and expenses.

Additional risks and uncertainties that could affect nCino's business and financial results are included in our reports filed with the U.S. Securities and Exchange Commission (available on our web site at www.ncino.com or the SEC's web site at www.sec.gov). Further information on potential risks that could affect actual results will be included in other filings nCino makes with the SEC from time to time.

In addition to financial information presented in accordance with U.S. generally accepted accounting principles ("GAAP"), this presentation includes certain non-GAAP financial measures, including Non-GAAP Operating Loss. Any non-GAAP measure is presented for supplemental informational purposes only and should not be considered a substitute for financial information presented in accordance with GAAP. Non-GAAP measures have limitations as analytical tools and should not be considered in isolation or as substitutes for analysis of other GAAP financial measures. A reconciliation of these measures to the most directly comparable GAAP measures is included at the end of this report.

This report also contains statistical data, estimates and forecasts that are based on independent industry publications or other publicly available information, as well as other information based on our internal sources. This information involves many assumptions and limitations, and you are cautioned not to give undue weight to such information. We have not independently verified the accuracy or completeness of the information contained in the industry publications and other publicly available information. Accordingly, we make no representations as to the accuracy or completeness of that information nor do we undertake to update such information after the date of this report.

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CEO Letter

Dear Shareholders, Customers and Team Members:

As we reflect on our journey from February 1, 2023 to January 31, 2024, I'm pleased to share with you our latest ESG report. I continue to be exceptionally proud of nCino's commitment to our mission of transforming the financial services industry with our interconnected platform of best-in-class solutions. Central to this mission is our dedication to diversity, inclusion, community engagement, corporate governance, and environmental sustainability. These principles are not just part of an agenda; they are integral to our corporate values and initiatives. This FY2024 ESG report highlights the progress we have made over the past year.

As we move through the year, our commitment to driving further transformation remains strong. We recognize that achieving long-term sustainability is a continuous journey, and we are dedicated to making ongoing improvements.

Your support as shareholders, customers, and employees is crucial to our success. We value your feedback and insights, which help us refine our strategies and enhance our impact. Together, we will continue to drive meaningful change and build a more sustainable and equitable future.

Thank you for your ongoing support and trust.

Sincerely,

Pierre Naudé
Chairman and Chief Executive Officer, nCino



"If we create the **right culture and take care of our people**, they will be passionate about their jobs and committed to nCino's long term success."

A handwritten signature in black ink that reads "Pierre Naudé". The signature is written in a cursive style and is located below the quote on the yellow background.

Company Overview



About nCino

nCino (NASDAQ: NCNO) is the worldwide leader in cloud banking. A global company of over 1,650 employees, we are passionately dedicated to transforming the financial services industry while building an award-winning company culture, empowering our customers and employees, and improving our communities.

nCino's Mission: To transform the financial services industry through innovation, reputation and speed.

A pioneer in the global financial services technology industry, nCino is a proven partner that has helped more than 1,800 financial institutions of all sizes and complexities, including global CIBs, enterprise, regional and community banks, credit unions, new market entrants and independent mortgage banks, power distinctive experiences, drive growth efficiencies and run with full integrity.

nCino was originally founded in a bank to improve that institution's operations and client service. After realizing that virtually all banks and credit unions were dealing with the same problems – cumbersome legacy technology, fragmented data, disconnected business functions and a disengaged workforce that made it difficult to maintain relevancy in their clients' lives – we were spun out as a separate company in late 2011. This heritage is the foundation of our deep banking domain expertise, which differentiates us, continues to drive our strategy and makes us uniquely qualified to help banks and credit unions cross the modernization divide by providing a comprehensive solution that onboards clients, originates loans and opens accounts on a single, cloud-based platform.

Our Footprint

 **1650+** employees globally

Lehi, Utah | Toronto, Canada | London, United Kingdom | Paris, France
Wilmington, North Carolina GLOBAL HEADQUARTERS | Madrid, Spain
Macon, Georgia | Tokyo, Japan

Sydney, Australia | Auckland, New Zealand
Melbourne, Australia

1800+ customers globally

3 of the top 5 banks in the US and **5 of the top 9** banks in the UK and Ireland are nCino customers

50% of the top 50 financial institutions in the US are nCino customers

6 of the top 10 banks by asset size in Canada are nCino customers

Customers in **19 countries** around the world

Our Mission

Built by bankers for bankers, the nCino cloud banking platform is a single, multi-tenant software-as-a-service (SaaS) solution that helps financial institutions modernize, innovate and outperform.

We initially focused the nCino cloud banking platform on transforming commercial and small business lending for community and regional banks. We introduced this solution to enterprise banks in the United States in 2014, and then internationally in 2017, and have subsequently expanded across North America, Europe and Asia-Pacific. Throughout this market expansion, we broadened the nCino cloud banking platform by adding functionality for consumer lending, client onboarding, deposit account opening, analytics and AI/ML. In January 2022, nCino acquired SimpleNexus, a leading cloud-based mobile-first homeownership software company in the United States whose complementary products and mobile-first offerings unlock additional opportunities and provide greater value for new and existing customers.

Our ESG Solution

Our ESG Solution is one example of how nCino solves our customers' current and evolving needs. This fully cloud-based, omni-channel solution embeds ESG as a key component of the lending process and credit lifecycle and helps our customers have more meaningful conversations with their clients around ESG improvements.

With nCino's ESG Solution, financial institutions can increase overall operational effectiveness by avoiding fragmented ESG management; embed ESG data capture and assessment as a key component of the lending process; provide a clear sustainability picture across the portfolio; and integrate wider sustainability management capabilities from external providers. Learn more [here](#).

Since our inception over twelve years ago, we've been innovating and growing our solutions to help financial institutions meet their clients' and members' evolving needs. We plan to continue investing in and expanding the depth and breadth of our solutions, and we believe our product development and global initiatives will continue to drive further transformation of the financial services industry.

Our Culture

We are in the business of fundamentally changing the way financial institutions operate. To transform an industry, we believe it's essential to foster a company culture that not only empowers its employees to challenge the status quo, but also emboldens them to drive change, champion customer success, actively grow their careers and make a positive impact in their communities.

Culture is one of our key differentiators; our position as the worldwide leader in cloud banking depends on the people who work at nCino. We believe our culture is the foundation for the successful execution of our strategy and is a critical strength of our organization.

In recognition of our continued focus on employee engagement, satisfaction and culture, we have received numerous awards, including being named one of the Highest-Rated Public Cloud Computing Companies to Work For in 2021 by Battery Ventures. In 2023, nCino was also presented with 5 workplace-focused awards by Comparably, a leading workplace culture and compensation monitoring site, including Best Company for Women, Best Company Culture, Best Company Compensation, Best Company Perks & Benefits, and Best Company Work-Life Balance.



Our Core Values

nCino's culture is a combination of our shared vision, values, beliefs and habits. It's what employees feel when they come to work, what customers experience when they partner with us and why we're able to transform our communities for the better.

Our six core values form the foundation of our culture and were established on Day 1. Woven into the fabric of how we operate, values such as "Respect Each Other" and "Do the Right Thing" encourage us to create an inclusive and equitable environment built on trust and ensure good governance by adopting strong ethical standards and practices.

These values are shared with all employees during their onboarding process and are continually demonstrated and reinforced by every employee at every level of the company.





Bring Your A-Game

We always do our best and give our best so we can create our best. We hire talented individuals, provide them with resources they need to perform at the top of their game and recognize and reward their efforts.



Do the Right Thing

We trust our employees to do the right thing for our customers, colleagues and partners. This creates a culture of trust, a willingness to take risks when appropriate and the ability to be agile and innovative.



Respect Each Other

We value each and every person at nCino. Their opinions matter, and their contributions to the workplace are vital. We treat all people with respect and dignity and seek ways to celebrate our differences.



Make Someone's Day

Offering a helping hand can not only brighten someone's day—it can also transform their experience at nCino. We always look for opportunities to help someone solve a problem or to simply be kind.



Have Fun!

We take our work seriously, but we don't take ourselves too seriously. We know that having fun fosters creativity, encourages innovation and promotes collaboration, which is why we work hard and play hard.



Be a Winner

When we have a winning attitude and are passionate about what we do, our customers are happy and our employees are excited to come to work every day. When nCino's company culture works, everybody wins.

Diversity, Equity & Inclusion

nCino is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion (DEI).

We understand that the most valuable asset we have is our people. The individual differences, experiences, knowledge, innovation, self-expression and talent that our employees invest in their work represents a significant part of our culture, reputation and achievements.

Our Progress

Diversity, Equity, Inclusion & Community (DEI&C) Program Manager

The DEI&C Program Manager is tasked with developing our internal DEI strategy and implementation plan, aligning processes, policies, and procedures to ensure an inclusive environment across the employee lifecycle and managing our corporate philanthropy partnerships and employee volunteer opportunities.

In the three years since the inception of our DEI department within nCino, we have made incredible strides in our DEI programming. Our DEI&C Program Manager continues to push the company forward with strategic initiatives focused on building a more inclusive work environment. These initiatives include many cultural celebrations, mentoring and interview preparation for transitioning service members, consulting with our Benefits department on a more inclusive benefits package, advising our Talent Acquisition team on strategies for attracting diverse candidates, and more.

DEI Council

In 2020, we developed our first DEI Council, consisting of 15 diverse employees from across our U.S. locations, to directly advise and consult with our Chief Executive Officer regarding strategic initiatives, help enhance corporate DEI activities and manage and oversee our Employee Resource Groups (ERGs). After the 2022 acquisition of SimpleNexus, we expanded this council to 25 individuals, to include employee representation from all our global offices. In 2023 we hosted our inaugural DEI Summit with all members of the DEI Council to set strategic objectives for the fiscal year. Target goals were set around the following areas: talent attraction, Employee Resource Group (ERG) global expansion, and employee education and engagement.

Employee Resource Groups

The creation of ERGs at nCino began as a way for employees to find and connect with other members of their communities. Since their establishment, our ERGs have made a positive impact on our employee base and external community. Prior to 2023, nCino had six employee resource groups; an additional ERG was added in 2023 to support our employees with differing abilities. All seven ERGs have executive sponsors and are financially funded through budget allocations.

Since the formation of these ERGs, our ERG leaders have been intentional about creating an inclusive experience for all employees, while also acknowledging and celebrating our differences. Not only are our ERGs focused on employee empowerment and engagement, they're also passionate about community engagement. Many of our ERGs volunteer and partner with outside organizations and non-profits. Here are some highlights from FY24:

- Women nTech hosted University of North Carolina Wilmington's first female Deputy Athletic Director for a fireside chat, discussing the opportunities and challenges for women to advance in their careers.
- For the last two years, Women nTech have volunteered with Cape Fear Habitat For Humanity for their Women Build. The build consists of teams of women who partner to build a home for single mother or women-led household.
- The Diaspora hosted nCino's African-American board member, Bill Spruill, to talk about the importance of having a diverse board of directors and the opportunities and challenges he faces as a minority founder.
- The Diaspora also held a Juneteenth Celebration event at our Wilmington headquarters, which consisted of food and music, as well as an educational session on the importance of Juneteenth in the U.S.
- Members from nPride hosted leaders from the LBGTO Center in Wilmington to talk about community resources available to Wilmington residents who identify as LBGTQIA+ and volunteer opportunities and events.
- Initiated by employees in our Japan office, the AAPI partnered with employees in all nCino global offices to participate in Onigiri Action in support of World Hunger Day. This event required employees to make onigiri and post pictures of them to their social media sites. As a result, nCino was awarded the "Best Team" award by the Onigiri Action organization in 2023.



DEI Learning Journey

As part of nCino's professional and leadership development offerings, we created DEI-related learning journeys in 2021 and refreshed these journeys with new content in 2022. These learning journeys touch on topics such as unconscious bias, the difference between equality and equity, tips for acknowledging and celebrating our differences and strategies for creating a company culture of inclusion. In 2023, these learning journeys were merged into LevelUP, nCino's new leadership and development initiative, which consolidates all our learning initiatives into one streamlined platform, with additional instructor-led DEI training courses for all people leaders. In the future, separate learning pathways will be created for both individual contributors and people managers in order to tailor content to targeted audiences.

Recruiting and Early Talent Identification

nCino has had tremendous success identifying early career talent through our college and university internship program, and many of our interns have transitioned to full-time roles after successfully completing their internship and degree programs. To further diversify our early talent pipeline, nCino participates in the North Carolina Governors Historically Black Colleges and University (HBCU) program, which encourages and incentivizes companies to hire students from one of North Carolina's many HBCUs. nCino currently performs active recruiting activities at North Carolina A&T, Fayetteville State University, and Winston-Salem State University. In addition, in 2023, nCino's Early Talent program sponsored onsite career forums with diverse student organizations and cultural centers at UNCW.

Our Future

While we are proud of the progress we've made in our DEI efforts, we acknowledge that there is still work to do. Our main focus areas for improvement and growth are as follows:

1. Increase our inclusive talent sourcing efforts for all levels within the organization
2. Continue to broaden global employee engagement efforts in all our ERGs.



WINSTON-SALEM
STATE UNIVERSITY



nVolve: nCino in the Community

FY24 was nCino's second largest year of philanthropic giving to date. Combining corporate giving and matching along with employee giving and including the monetary value of our laptop donation program, nCino made over seventy separate charitable contributions in FY24, totaling more than \$725,000.

All nCino employees receive two paid volunteer days per year and \$100 in matching donations to help support causes that are important to them. In FY24, employees used these benefits to log 3,385 volunteer hours globally. Non-profit organizations that we supported include, but are not limited to, The Food Bank of Central & Eastern North Carolina, Bow Food Bank in London, Habitat for Humanity, Our Big Kitchen in Sydney, American Red Cross, Fundacion Banco de Alimentos de Madrid, and The Plastic Ocean Project.

With respect to philanthropic giving, we have outlined but not limited nCino's giving philanthropic causes into four major categories. These categories include:

STEAM-focused Education: As a technology company, we believe in empowering and supporting STEAM education that will build the next generation of STEAM professionals. Specifically, our efforts will support STEAM education in underrepresented communities, at both the K-12 levels and adult education programs.

Environmental Causes: nCino is an avid supporter of environmental-related advocacy. From ensuring the cleanliness of our rivers and beaches to supporting the protection of our natural environment, nCino and our employees support many causes that advocate for the proper stewardship of our natural resources.

Social/Community Needs: Our goal is to partner with non-profit organizations to help solve social and community-related issues such as food insecurity, child advocacy, job training, homelessness, elderly care, women's protective services and more. Our philanthropic efforts seek to provide funding to organizations that address these needs within our communities.

Health Research: nCino promotes ongoing research and advances in medical technology and disease prevention and treatment. From research in cancer treatment to advocating for the need of blood donations from minority populations, nCino recognizes that equity in healthcare access is vitally important.



nCino committed to donating **\$1 million** to the Food Bank of Central & Eastern North Carolina to build a new **35,000 square foot facility** in Wilmington, NC, which celebrated its grand opening in May 2023.

Bitty & Beau's Coffee

In January 2023, we celebrated the one-year anniversary of Bitty & Beau's Coffee in our Headquarters. Bitty & Beau's is a business with the goal of being an empowering workplace for individuals with intellectual and developmental disabilities. The founders, Amy and Ben Wright, are parents to four children. Their two youngest – Bitty and Beau – have Down syndrome, and their oldest is autistic. These experiences made them aware of the challenges people with disabilities encounter, particularly in finding employment opportunities.

Since opening their first coffee shop in Wilmington in 2016, Bitty & Beau's has grown to 19 shops across 12 states. nCino is proud to be only the second corporation to house a café on our premises, but hopefully not the last.

nCino Hunger Solutions Center

Inspired by our core values "Do the Right Thing" and "Make Someone's Day", nCino and Food Bank of Central & Eastern North Carolina have partnered to eradicate hunger in the Wilmington community. In 2021, nCino committed to donating \$1 million to the Food Bank to help build a new, 35,000 square foot facility, to be named the "nCino Hunger Solutions Center," that will increase its current capacity threefold, including an increase in cold storage by 80%. In doing so, the Food Bank will be able to expand its impact to communities in surrounding counties. In addition to our monetary donations, nCino volunteers contributed nearly 100 volunteer hours to the Food Bank in 2022. The new facility celebrated its grand opening in May 2023.



In May 2021, nCino announced a **\$1.2 million sponsorship** with The City of Wilmington to help ensure **youth sports** will always have a home in Wilmington, NC. **The project officially broke ground in 2023.**

nCino Sports Park

In May 2021, nCino announced a \$1.2 million sponsorship with The City of Wilmington to help ensure youth sports will always have a home in Wilmington, NC. The Wilmington Hammerheads Youth Soccer Club approached nCino to sponsor the city-owned park, which will be shared by all members of the community. The park will have 11 full-sized fields and will include outdoor lighting for evening games. On any given day, as many as 3,600 people will be able to attend a sporting event at the nCino Sports Park, including soccer, lacrosse, football, ultimate frisbee, rugby, college intramural events and high school tournaments. With the addition of these extra fields, the nCino Sports Park can expect upwards of 140,000 people to visit the facility on an annual basis. The project officially broke ground in February 2023 and is slated to open in August 2024.

STEAM-Related Giving

In support of STEAM programs that serve underrepresented communities in Wilmington, NC, nCino has made several partnerships with organizations that align with our mission. In 2022, nCino began a three year initiative to donate \$15,000 a year to the Cameron Arts Museum, with the intention of reaching a total donation of \$45,000 at the end of the three year period. These donations are directed to fund the Museum's "Diversity in Arts" program, which introduces minority students to careers in Museum Science through summer internship programs.

Additionally, nCino is an avid supporter of the Girls Leadership Academy of Wilmington (GLOW). GLOW is an all-girls public charter school in Wilmington that services a diverse population of students from grades 6 through 12 and focuses heavily on college preparation and STEM-related education. In 2023, nCino gave \$55,000 to support ongoing efforts at GLOW Academy.

In 2023, nVolve hosted students from the Wilmington Chamber of Commerce Career and Leadership Development Academy, which is a cohort of 7th grade students from New Hanover County Schools that are focused on exposing students to community leadership and career exploration opportunities on the nCino campus for job shadowing and mentoring.

We also renewed our commitment to funding the leased space of the Young Scientist Academy, a non-profit organization in Wilmington committed to engaging students' innate interest in the natural world, allowing them to explore real world research in Science, Technology, Engineering, Art and Math. Their priority is to promote youth participation from underserved communities by providing after-school and summer science-based learning services at no cost to participants. In addition, nCino provides volunteer and mentoring services to students of this organization.



the nCino Golf Tournament had its most successful year ever, **raising a total of \$10,000** on behalf of Coastal Carolina Wildlife Rehab



Governance, Ethics & Compliance

As a technology company that supports highly regulated financial institutions around the globe, our commitment to ethics and compliance is of the utmost importance.

Governance, Ethics & Compliance

Company Governance

nCino's board of directors is comprised of eight members, two of whom identify as LGBTQ, one of whom is a woman, and one of whom is a person of color. Seven of the eight Board members are classified as independent under SEC guidelines. nCino's board is led by our CEO/Chairman of the Board and by a Lead Independent Director who presides over executive sessions of our Board. nCino's board members serve on three board committees: Nominating & Corporate Governance, Audit, and Compensation. The charter of the Nominating and Governance Committee includes oversight and reporting on ESG matters.

One of the key functions of our board of directors is informed oversight of our risk management process. Our board of directors recognizes the importance of effective risk oversight in running a successful business and in fulfilling its fiduciary responsibilities. The Board of Directors is responsible for ensuring that an appropriate culture of risk management exists within the Company, monitoring and assessing strategic

risk exposure, and focusing on how we address specific risks, such as cybersecurity and privacy risks, brand and reputation risks, strategic and competitive risks, operational risks, financial risks, and legal and compliance risks. Our executive officers are responsible for the day-to-day management of the material risks we face.

The board of directors does not have a standing risk management committee, but rather administers this oversight function directly through the board of directors as a whole, as well as through its standing committees that address risks inherent in their respective areas of oversight. In particular, our board of directors is responsible for monitoring and assessing strategic risk exposure, including a determination of the nature and level of risk appropriate for the Company. The Company's Audit Committee is responsible for overseeing the management of risks associated with our financial statements, compliance with legal and regulatory requirements, the qualifications and independence of the Company's external auditor, and the performance

of our internal auditing department and external auditor. Our Compensation Committee reviews our employee compensation practices and policies as they relate to risk management and risk-taking incentives to determine if such compensation policies and practices are reasonably likely to have a material, adverse effect on the Company. Our Nominating and Corporate Governance Committee oversees the management of risks associated with corporate governance, director independence, composition and organization of our board of directors, succession planning, and ESG.

nCino's board of directors has adopted a Code of Business Conduct and Ethics applicable to our employees, officers and directors, as well as corporate governance guidelines that cover a wide range of subjects, including the conduct of board meetings, independence and selection of directors, board membership criteria, and board committee composition. Our Code of Business Conduct and Ethics and corporate governance

Internal Audit, Enterprise Risk, Security & Privacy

nCino is committed to achieving and maintaining the trust of our customers. Integral to this mission is providing robust internal audit, enterprise risk management, security and privacy programs that carefully consider data protection matters across our suite of global services, while also supporting ESG strategic initiatives and risk management.

Internal Audit

nCino's internal audit program is an independent function that actively provides objective assurance and consulting services designed to add value and improve nCino's operations, increase efficiencies and reduce risk. The head of internal audit reports functionally to nCino's Audit Committee and administratively to the Chief Financial Officer to support the independence of the function. The scope of internal audit's activities extends to all legal entities and business units forming part of nCino, Inc. Internal audit assessments include, evaluating whether risks are appropriately identified and managed and internal controls are operating effectively.

The head of internal audit reports periodically to senior management and nCino's Audit Committee regarding the risk-based audit plan, audit engagement results, and significant risk exposures and control issues, including fraud risks, governance issues, and other matters requiring the attention of, or requested by, the Audit Committee.

Enterprise Risk Management

nCino's Enterprise Risk Management (ERM) program enables nCino to respond to risk in a managed way to support the achievement of nCino's mission, vision, strategic and operational objectives. Our approach to ERM is informed by principles outlined by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) framework and is comprised of five integrated components: 1) Strategy & Objectives, 2) Governance & Oversight, 3) Risk Identification & Prioritization, 4) Risk Management & Monitoring and 5) Information, Communication & Reporting.

Adequate governance is core to the management of enterprise risks and supports individuals and business units across the Company. All nCino employees share responsibility for risk management and work collaboratively to ensure an effective program is in place. nCino's ERM program deploys a governance structure intended to provide a high-level framework to enable a coordinated approach to risk management across nCino. nCino's ERM governance structure includes one overarching Enterprise Risk Management Committee (ERMC) that is supported by risk subcommittees, business area focus risk owners, and supporting workgroups as needed.

The ERM program evaluates risks, including ESG risks, based on potential impact and likelihood and subsequently categorizes them into severity levels for prioritization. The ERMC plays a key role in synthesizing and assessing risks to either recommend to a subcommittee or to compile the list of the most critical enterprise level risks for ongoing monitoring.

ERMC meetings are held at least quarterly to review the status of risk responses for areas of highest risk to ensure ongoing oversight.

Data Privacy

nCino is dedicated to ethical data practices in its collection, use and processing of personal information. This dedication is underpinned by our privacy policies (corporate, employee and applicant) and our robust internal procedures for responsible data handling and processing in compliance with applicable laws. In addition, to support environmental and social responsibilities initiatives, we provide all materials as cloud- and electronic-based, embracing a paperless strategy whenever possible. This is one of the many benefits of our secure, cloud-based platform and one of the many reasons our customers choose to partner with nCino.

In conjunction with our information security program described in further detail below, nCino's commitment to accountability and transparency in its use of data is a key pillar of our data privacy practices.



Information Security Program

With trust as our foundation, nCino has adopted and aligned to many best practice frameworks that validate our uncompromising commitment to security, privacy and transparency. Most notably, we align, validate and certify to these best practice frameworks: American Institute of Certified Public Accountants' (AICPA) auditing standard Statement on Standards for Attestation (SSAE or SOC), International Standards Organization (ISO) 27001, Amazon Web Services (AWS) Well-Architected Framework, Cloud Security Alliance STAR (Security, Trust, Assurance, and Risk) and Data Privacy Framework (DPF) program. In addition to industry best practices, nCino is regulated by all five agencies under the United States' Federal Financial Institutions Examination Council (FFIEC).

nCino's Best Practice Frameworks Adoption

To align, validate and certify to these best practice frameworks, nCino has adopted a formal nCino best practices framework, which provides a consistent approach to evaluating our systems and services against the qualities our customers expect from modern Software-as-a-Service (SaaS) entities.

Trust Services Third-party Validations and Industry Certifications

The following security and privacy-related audits and certifications represent nCino's continued process to validate our Operational Excellence and best practice alignment:

ISO 27001 certification: nCino operates an information security management system (ISMS) in accordance with the ISO 27001 international standard. nCino has achieved ISO 27001 certification for its ISMS from an independent third party.

System and Organization Controls (SOC) reporting:

nCino's information security control environment undergoes an independent evaluation in the form of SOC 1 (SSAE 18 / ISAE 3402) and SOC 2 audits.

Cloud Security Alliance STAR certification: Developed and maintained by the Cloud Security Alliance, the Security, Trust, Assurance and Risk (STAR) certification process documents industry best practice security and privacy controls for cloud services. STAR encompasses the key principles of transparency, rigorous auditing, and harmonization of standards outlined in the Cloud Controls Matrix.

EU-U.S. and Swiss-U.S. Data Privacy Framework: Customer Data submitted to the Covered Services is within the scope of an annual certification to the EU-U.S. Data Privacy Framework and the Swiss-U.S. Data Privacy Framework as administered by the U.S. Department of Commerce. The current certification is available at <https://www.dataprivacyframework.gov/list>.

nCino's Information Security Management System (ISMS)

nCino is committed to achieving and maintaining the trust of our customers through formal and industry best practice alignment to the International Standards Organization (ISO). Having a solid governance foundation, aligned to international standards, is integral to our mission for providing a robust security and privacy program that carefully considers data protection matters across our suite of services, across the globe. As such, nCino aligns and certifies to ISO/IEC 27001:2022 (also known as ISO 27001) as the international best practice standard for information security. This framework sets out specifications for an information security management system (ISMS) with nCino, and certification to the ISO 27001 Standard is recognized worldwide as an indication of an organization's alignment with information security best practices.

Integral to our mission is our personnel. In alignment with our certification to ISO 27001 and Information Security Management System (ISMS) framework—a system of people, processes and technology that manage, monitor, audit and improve information security—our personnel supporting security and operational roles span multiple disciplines and maintain industry-specific training and certifications. All nCino employees must agree to security policies before gaining access to nCino systems, which include annual security and privacy awareness training.

Trust Architecture and Service Isolation

nCino operates in self-contained, geographically-based and customer-selected hosted platforms under a "Trust Zone". Each zone is designed to provide localized and regional electronic processing within a Software-as-a-Service (SaaS) Pool Isolation model. Pool Isolation is an architectural technique that enforces security and segregation at the infrastructure/platform level, rather than at the application code level. This isolation approach, using individual Tenant IDs, unique encryption keys, and identity roles, ensures that each service is isolated and controlled. This architecture allows customer and user role-based access privileges, as well as encryption keys specific to each customer and environment. nCino ensures additional data segregation by providing separate environments (e.g., testing and production) for different functions within customer selected regions. Leveraging this model, our customers can adopt a print-free transformation process to support their social responsibility and ESG efforts.

Trust Services' Control of Processing

nCino has implemented procedures designed to ensure that customer data is processed only as instructed or permitted by the customer throughout the entire chain of processing activities by nCino and its sub-processors. In particular, nCino and our affiliates have entered into written agreements with our sub-processors to address privacy, data protection and data security obligations and ensure a requisite level of protection appropriate for each entity's processing activities. Compliance with such obligations, as well as the technical and organizational data security measures implemented by nCino and our sub-processors, are subject to regular audits.

Trust Services' Security Assessment and Penetration Testing

nCino's services undergo security industry leading certification and assessments by internal personnel and third parties, which include infrastructure vulnerability assessments and application security assessments, on routine basis.

Trust Services' Reliability that is Environmental and Sustainability Responsible

nCino has developed an environmentally and sustainably responsible reliability strategy that supports our customer's environmental and sustainability initiatives. Our services, offering highly available services, perform correctly and consistently between nCino Availability Zones (nAZ) within Trust Zones (nTZ), aligned to data privacy requirements, in an environmental and sustainable electronic and paperless processing capability.

nCino Trust Zones (nTZ)

An nCino Trust Zone is comprised of customer-selected electronic processing regions where data and services will be logically and electronically contained and controlled to meet our customers' ESG requirements. Typically driven by data privacy requirements, nCino services and data within a Trust Zone will remain within the customer's assigned or selected Trust Zone region. These regions consist of localized, highly available hosting centers and Salesforce instances that support ESG transformation initiatives.

nCino Availability Zones (nAZ)

An nCino Availability Zone (nAZ) is one or more discrete nCino data centers with redundant power, networking, and connectivity within an nCino Trust Zone. nAZs operate production applications and databases in a highly available, fault tolerant, and scalable electronic-only way between multiple data centers. Each data center within an nAZ is interconnected with high-bandwidth, low-latency networking, redundant, dedicated metro fiber providing high- throughput, and encryption, which enhances our customer's ESG initiatives to pursue electronic-only processing.

Data Backup

nCino implements a centralized backup strategy for service under our control that supports ESG-focused and friendly electronic-only analysis and service recovery initiatives. Storage volumes, databases and file systems have automated backup schedules and retention policies that are electronic-only, reducing the need for potentially hazardous magnetic tape, paper or traditional physical media.

**nCino Availability Zone enhances
our customer's ESG initiatives
to pursue electronic-
only processing**

Facilities & Environmental Impacts

One way nCino lives our core value of “Do the right thing” is through our environmental impact.

As a software and technology provider, we maintain a modest environmental footprint, and our cloud banking platform helps our customers minimize their reliance on paper and allows them to connect with their clients digitally, anywhere, at any time, from any device. Clients don’t need to drive to a bank branch to access their financial services - with nCino, they can do it in the cloud.

Sustainable Offices

In 2023, many employees began to return to the office. To welcome them back, we made every effort to ensure that our offices are comfortable yet sustainable, while prioritizing energy-efficient products and processes. Our Wilmington campus, where 50% of our employees are based, was designed with the following sustainable practices:

Energy Efficiency: To conserve energy, we use Energy Star Appliances, LED light bulbs, light occupancy sensors, energy-efficient windows, proper insulation and lavatory sensors for faucets.

Recycling and Composting: Recycling bins are located in all breakroom areas and kitchens. Our office kitchens are stocked with Bio-Blend Cutlery, recycled paper products (plates, bowls, cups, paper towels and napkins) and reusable mugs and tumblers. We encourage minimal use of K-cups, and coffee grounds are recycled monthly.

Water: We use an in-office water filtration system and have water bottle filling stations located in each kitchen and near restrooms.

Electric Car Charging Stations: Our new parking deck is equipped with a number of electric charging stations and bike racks for those who prefer to pedal to work.

Electronic Recycling & Donating: Instead of destroying used electronic equipment, we donate old machines to local non-profits on a yearly basis.

Coming Soon

TV Sleep Activation: The television displays in our conference rooms will be set to sleep after a certain amount of inactive time, just like computer monitors, to help save energy.

Window Tinting: We are making investments to install Reflective Series window tinting on the windows in our offices, which will block up to 82% solar energy and 99% UV radiation. This will reduce our need for cooling, reduce our air conditioning usage, and reduce fading on valuables, fabrics and furnishings.

Carbon Footprint Numbers

2023 was our third year calculating nCino's carbon footprint and reporting to the Carbon Disclosure Project (CDP).

In this third year we've further improved our process, including aligning our reporting period with our fiscal year. This year our Scope 3 emissions remain the same categories as 2022. We are currently considering enterprise software to further improve our efforts and auditability as we prepare for future regulation and our reduction targets. This year our overall number increased as we commissioned 90,000 sq/ft of new office space to house our growing business.

Reporting period: 1/Feb/2023 - 31/Jan/2024

Electricity sourced from renewables: 24%

Comment: Our gross renewable energy consumed increased this year as our offices in Europe, and APAC are now all reporting 100% renewables, with some of this generated onsite. However new renewables sourced power decreased slightly from 28% to 24% in this year's submission and activity. The increased office footprint remained on grid power so offset the gross renewables increase.

Scope 1 emissions: 2749 metric tons CO₂e

Comment: We used the same methodology as the previous year, and used estimates for stationary combustion, mobile sources, refrigeration and AC, fire suppression, and purchased gases for each of our locations and offices, based on total Sq/ft. The increase in office space as we commissioned 90,000 sq/ft at our HQ directly impacted the increase in Scope 1 (2022 figure: 1,928.75 mtCO₂e)

Scope 2 emissions: 1161.87 metric tons CO₂e

Comment: This year's Scope 2, location-based figure, used raw electrical, and gas usage data where possible. As some nCino offices are within shared office spaces we estimated these based on utilised sq/f for those buildings. Emissions were then based on total energy consumed using the same calculation tool we used for Scope 3. (2022 Figure 857.8 mtCO₂e)

Scope 3 emissions: 13100 metric tons CO₂e

Comment: In this third year of calculating our carbon footprint we continued to calculate Scope 3 figures using a spend-based methodology for categories deemed within our boundary, with some exclusions. As a cloud-based software provider, several of the Scope 3 categories related to product distribution are deemed not relevant. Emissions in Scope 3 reduced significantly YoY as 2022's figures included the costs of construction for our new HQ building. (2022 Figure: 21,900 mtCO₂e)

Inclusions:

Purchased goods and services, specifically related to our purchase of data and hosting services.

Capital goods and services, specifically related to the purchase of IT hardware, office equipment and phones.

Business travel, including flights, car rental, hotels and restaurants.

Exclusions (deemed within boundary):

Upstream transportation and distribution, Waste generated in operations, and employee commuting.

Exclusions (deemed not relevant):

Fuel and Energy related activities, Upstream leased assets, downstream transportation and distribution, Processing of sold products.

Calculation methodology

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

US EPA Center for Corporate Climate Leadership: Direct Fugitive Emissions from Refrigeration, Air Conditioning, Fire Suppression, and Industrial Gases

US EPA Center for Corporate Climate Leadership: Direct Emissions from Stationary Combustion Sources

US EPA Center for Corporate Climate Leadership: Direct Emissions from Mobile Combustion Sources

US EPA Emissions & Generation Resource Integrated Database (eGRID)



Looking Ahead

We're proud to be taking early steps against our ESG efforts. Our core values are strong, and our mission remains clear. We have continued to build on our commitment to responsible, sustainable business practices.

As a company dedicated to transforming the financial services industry, the lives of our employees and the communities we live in, we still have work to do to achieve our goals and live up to our full potential.

This second annual ESG report shares our progress, as well as our plans for the future. We welcome input from stakeholders, customers and employees on how we can continue to improve and help build a more equitable, prosperous and sustainable world, in 2024 and beyond.



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