

A scenic coastal landscape featuring a large, dark rock formation on the left, a person standing with a dog in the foreground, and tall, golden-brown grasses. The ocean is visible in the background under a clear blue sky. A large, semi-transparent white circle is overlaid on the image, containing the text.

2026

**Purpose and
Impact Report**

SHUTTERFLY

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Purpose

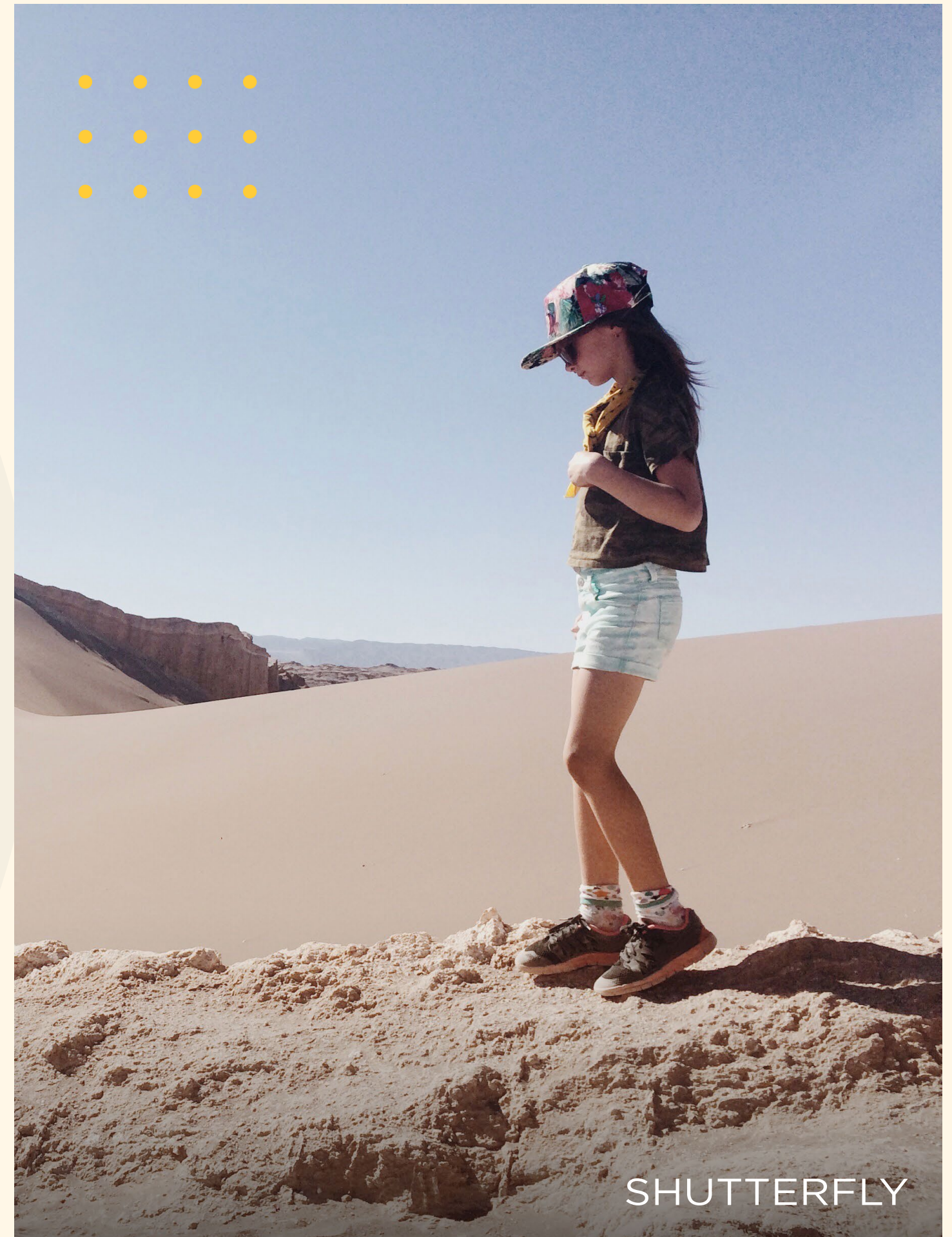
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Purpose

Across our family of brands, we make everything personal.





Welcome

Welcome to our updated Purpose and Impact report. This report serves as a coordinated approach to managing and sharing our efforts across a range of sustainability issues. We are excited to share our efforts and successes with you.

There's a lot to celebrate. In 2025, we completed our first third-party assurance of our greenhouse gas (GHG) emissions to proactively prepare ourselves for state and federal requirements. We donated more than \$400,000 to our communities through the Shutterfly foundation as well as in-kind donations, some of which helped us reuse and repurpose materials from our manufacturing processes. From sustainable packaging to recyclable paper, from community volunteerism to reducing energy use in our facilities, we're making strides that align with our purpose in many areas. We're proud of our progress — and know that we still have more work to do. This report is a big step forward, and we are excited to use it as a way to increase transparency around our environmental sustainability and social efforts across our brands.

About Shutterfly

We believe there is extraordinary power in self-expression. That's why Shutterfly and our family of brands help consumers create memories and capture moments that reflect who they uniquely are. Shutterfly's brand portfolio enables all dimensions of personalization and creative design across three divisions: 1) Consumer, which includes our Shutterfly, Snapfish and Spoonflower brands, 2) Lifetouch and 3) Shutterfly Business Solutions.

Shutterfly is majority-owned by certain investment funds managed directly or indirectly by Apollo Global Management, Inc. (Apollo) and its subsidiaries and affiliates. As a company that is part of a private equity portfolio, we have a unique kind of oversight and support around ESG topics. Shutterfly contributes to Apollo's consolidated ESG report by responding to an annual ESG disclosure questionnaire.

The questionnaire gives our executive team and Apollo's team the ability to review our environmental and social efforts and to benchmark us against other companies and industries. Our company is also supported by Apollo's ESG for Private Equity Team. We work with this team to get insights into recently-introduced regulations, tools for sustainability and social programs, and have the ability to collaborate with other portfolio companies working on similar efforts.

SHUTTERFLY

Shutterfly, our flagship brand, is a go-to destination of choice to discover, design and purchase unique and personalized items. Shutterfly offers a broad product assortment of personalizable items as diverse as canvas prints, jewelry, wine glasses, coffee mugs, photo books, holiday cards and wedding invitations.



Snapfish offers accessible, personalized products targeted at a value-conscious audience in categories similar to our Shutterfly brand, at a more affordable price point and with a strong presence in multiple international markets. Snapfish also provides white-label photo printing services for enterprise customers.

Spoonflower

Spoonflower is a vertically integrated curator of the most compelling assortment of wallpaper and fabric in the industry. Spoonflower connects independent artists who create custom designs with consumers, makers and interior designers looking for unique designs and products that are right for their projects.

Lifetouch

Lifetouch is a national leader in school photography, built on the enduring tradition of "Picture Day," and serves families through portrait studios and other partnerships.



Shutterfly Business Solutions provides digital printing services for enterprise customers that enable efficient and effective customer engagement through personalized communications.

As of December 31, 2025, our company had:



PURPOSE & IMPACT REPORT:

CEO Letter

At Shutterfly, our purpose is deeply personal. Across our family of brands, customers trust us to help capture and preserve their most precious moments. That responsibility extends beyond the products we create: it shapes how we operate, how we care for our people and communities, and how we steward the resources entrusted to us.

Sustainability at Shutterfly is rooted in who we are. We have long been focused on supporting the communities where we live and work, and we are committed to aligning our values, behaviors, and strategies with our long-term, sustainable growth. Our approach reflects the positive social and environmental impact we want to have, while continuing to advance the strategic priorities that allow us to serve our customers. This Purpose and Impact Report captures the progress we're making, with eyes wide open to the opportunities ahead.

Over the past year, we took important steps forward. In 2025, we completed our first third party assurance of our greenhouse gas emissions, strengthening the rigor and transparency of our environmental reporting and preparing for evolving regulatory requirements. We continued to reduce Scope 1 and 2 emissions, made meaningful progress in addressing our Scope 3 footprint, and advanced initiatives across energy efficiency, waste reduction, sustainable packaging, and responsible sourcing.

Equally important is our impact on people. I'm proud of the way our employees show up for one another and for the communities where we live and work. Through the Shutterfly Foundation, our teams have contributed volunteer hours, grants, and in-kind resources to support those in need. Internally, we remained focused on employee engagement, development, health, and safety, creating a workplace where people feel supported, heard, and empowered to grow.

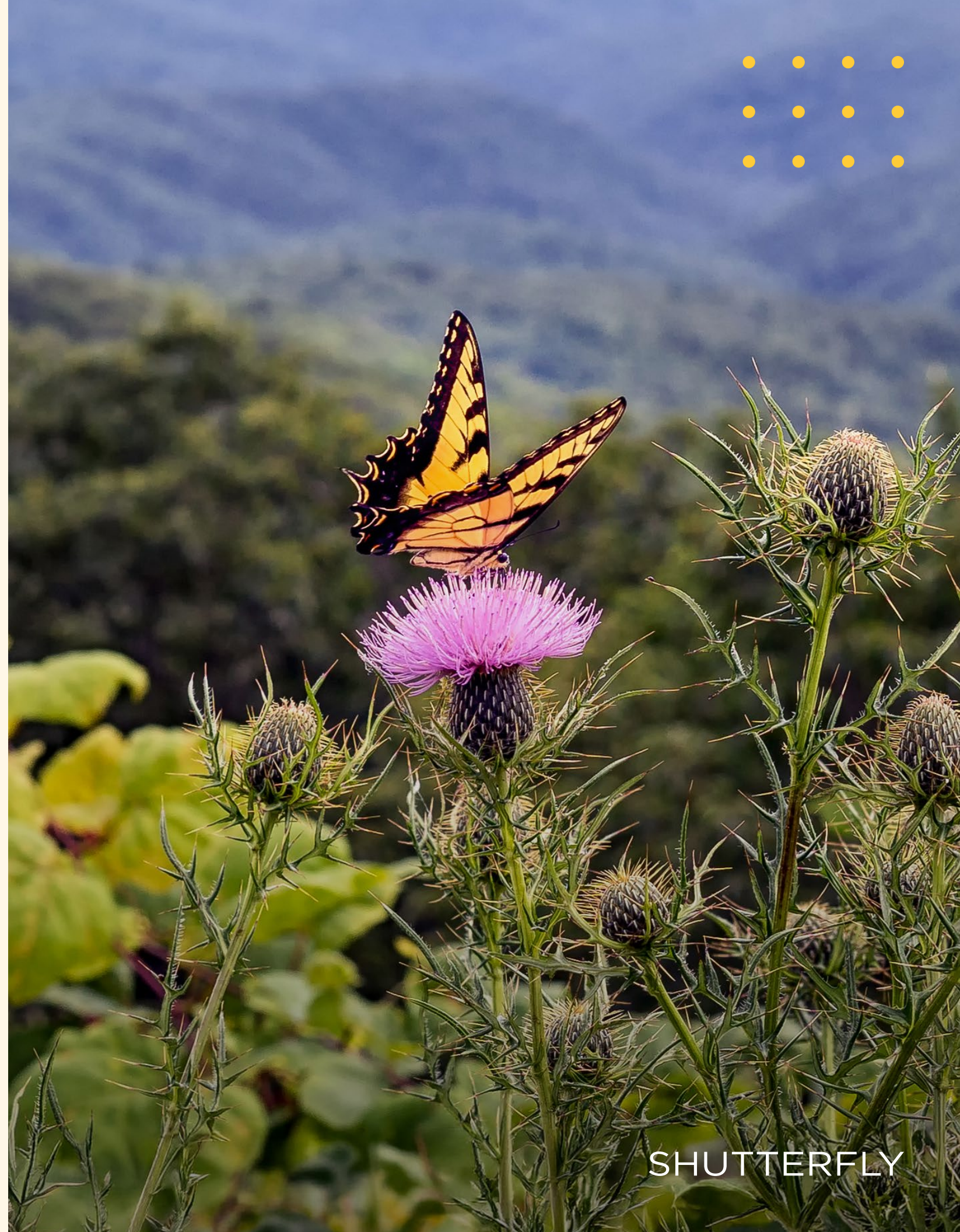
Purpose and impact are not static goals; they evolve alongside our business, our stakeholders, and the world around us. We are committed to listening, learning, and improving as expectations change and new challenges emerge. Transparency is a critical part of that commitment, and this report is one way we hold ourselves accountable.

On behalf of the entire Shutterfly team, thank you for taking the time to read this report and for holding us to high standards. We're excited to continue this journey, contributing to progress that matters.



A handwritten signature in black ink that reads "Emily Whittaker".

Emily Whittaker
Chief Executive Officer
Shutterfly, Inc.





Our Purpose and Mission

Our Approach

Shutterfly is committed to aligning our purpose to fuel our long-term growth. An integral part of this commitment is maximizing our positive social and environmental impact within our workplace, operations, and supply chain — as well as in the larger world. We are doing this by integrating ESG topics into our operations and business decisions where possible. These considerations are overseen by our executive leadership and discussed with our Board of Directors. Currently, we publish ESG-related information on our website. As we move forward, we envision continuing to externally share the efforts we are making across our business.



Assessing Our Priority Topics

We have been hard at work developing the strong foundation required to better understand our impacts, risks and opportunities so we can take appropriate action. In 2025, Shutterfly conducted a materiality assessment to identify the issues of greatest importance, risk and impact to our stakeholders, which include consumers, our majority shareholder, employees, vendors, business-to-business customers and community groups. The assessment provided key insights to inform our sustainability strategy and will help us set targets and goals for the future.

Our Priority Topics

The materiality assessment — which included internal and external interviews with stakeholders, employee surveys and peer benchmarking — enabled us to prioritize the following topics of greatest importance.

Planet	People	Product	Process
Climate & Energy	Our Workforce	Quality & Innovation	Risk Management
Sustainable Products	Data Privacy	Circular Economy	Supply Chain

About This Report

This is Shutterfly's second Purpose and Impact Report, covering our company's sustainability efforts from January 1, 2025, to December 31, 2025, unless otherwise indicated. This report can be found online at www.shutterflyinc.com/esg/.

Shutterfly is responsible for the preparation and integrity of this report. It was reviewed by subject matter experts who contributed content. We welcome communication on our sustainability efforts and the content of this report. To get in touch with us, please contact PRinquiries@shutterfly.com.





Impact

At Shutterfly, we make everything personal. But that's not all. We do so in a highly intentional way that creates positive impact.



Highlights and Awards

5%	Reduction in Scope 1+2 GHG emissions from FY2024 to FY2025
90%	Shutterfly packing units purchased in 2025 that were recyclable via curbside or drop-off programs
>\$370,000	In cash donated through Shutterfly foundation
>\$35,000	Of in-kind donations
200	Volunteers engaged
>2,600	Volunteer hours making an impact in the community



Environment

We continue to delight our customers around the world while owning our responsibility for protecting our planet's resources. This includes quantifying the greenhouse gas (GHG) emissions resulting from our operations and across our value chain. It also encompasses developing products more responsibly, reducing and recycling the waste they generate and decreasing the impact of our product lifecycle.

Climate and Energy Use

The need to take action to address climate change is ever more urgent, and we take seriously our responsibility to minimize the impacts of our manufacturing and printing operations by reducing our energy usage. Shutterfly's manufacturing operations are the primary source of our energy use. In 2024, we closed a manufacturing location and consolidated production to existing locations.

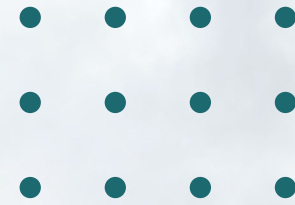
In 2025, this consolidation reduced companywide energy usage by approximately 3%. We have also adopted certain other best practices in our facilities. In the buildings and facilities where we have operational control, our standard practice is to use an automated building management system with lighting timers and sensors, and climate control settings. The facilities teams at our manufacturing sites conduct energy audits at least annually. These regular checkpoints help us pinpoint any problems and identify ways to implement more energy efficiency measures.



Climate-Related Risk Management

In a world grappling with climate change, identifying potential risks is essential. Our Sustainability team monitors climate-related risks on an ongoing basis and partners with our Legal team annually to consolidate the risks into a comprehensive assessment. The framework and risk-assessment process align with the Task Force on Climate-related Financial Disclosures (TCFD) recommendations. Once the risks are outlined, other teams – including our Direct Materials Supply Chain, Transportation & Logistics, Partner Fulfillment, Property Risk and Manufacturing – review and quantify these risks annually.

These risks are then evaluated to determine their priority and to see what risk mitigation actions have already been taken. Certain functions in the company prepare 3-year strategic plans and climate considerations are included in the short-term planning portion. Additionally, capital expense and material planning are made with mid-range time horizon, which may include considerations for adapting operations based on climate-related risks where applicable.



In 2025, our review process considered the impacts of physical and transition risks across short (0-5 years), medium (6-10 years), and long-term (10+ year) time horizons and considered multiple climate scenarios, including Business as usual, Nationally Determined Contributions (NDCs), Below 2°C, Delayed Transition, and Net Zero 2050. Physical and transition risks considered are rated on a scale of low to high based upon the expected disruption they may present across the designated time horizons to determine which risks were considered material.

These reviews are managed by the sustainability team and reported on an annual basis to the CEO and the board. This includes strategy and financial planning activities. Board-level oversight occurs as critical issues arise for awareness and oversight.

Climate-Related Scenario Analysis

Physical and transition risks considered are rated on a scale of low to high based upon the expected disruption they may present across the designated time horizons to determine which risks were considered material.

Physical Risks Considered

- Coastal Flood
- Drought/Water Stress
- Flash Flood
- Freeze
- Heatwave
- Riverine Flood
- Windstorms (tropical & temperate)
- Wildfire %

Transition Risks Considered

- Policy
- Technology
- Consumer Sentiment
- Liability
- Investor Sentiment
- Reputation

Risks

Risk	Potential impact on business	Potential impact on company strategy	Potential impact on financial planning
Physical risks, acute	<ul style="list-style-type: none"> Infrastructure damage Damage to facilities Damage to commodities to be sold 	Damage to infrastructure, facilities, or products may negatively impact customer experiences. To minimize these impacts, the Operations and Supply Chain teams work together to continuously monitor events that could impact production/distribution and if necessary, attempt to redistribute production to regions less likely to be impacted.	Damage to facilities and commodities may directly impact short-term Capex/Opex spending. Additionally, identifying, planning, and mitigating the impacts of these events may influence how we plan for the short and medium-term.
Physical risks, chronic	<ul style="list-style-type: none"> Increased energy demands Strained supply chain 	A continued increase in heat, drought, and other chronic weather events may strain our supply chain. If a material is expected to be impacted, such as cotton, the teams work to identify alternative sources. Additionally, increased heat may cause increased cooling expenses to keep our facilities safe for our employees and maintain product integrity. To address this Shutterfly is reviewing energy efficiency measures to help reduce our energy load.	Chronic weather events may require Shutterfly to find new sources of material, vendors, or alternatives to remain in operation. As a part of our process to vet potential suppliers, we have all new suppliers complete an evaluation questionnaire relating to their supply chain to review social and environmental standards. We continuously review our suppliers, their contracts, and their performance
Transition risks, market	<ul style="list-style-type: none"> Reduced demand for traditional products Increased cost for new technology and material demands. 	Paper-based products account for more than 70% of our revenue, so sourcing from well-managed forests and mills that take their environmental impacts seriously is one of our priorities. We also take product responsibility seriously. That is why we have reviewed opportunities to provide circular products that incorporate recycled materials. That's why since 2022, we have increased the recycled content in our corrugated shipping boxes, which now include a minimum of 60% recycled content and 45% postconsumer waste. As customers continue to consider and demand alternative products we will continue our efforts to review and source materials responsibly to help ensure that we are selling products that are safe for our employees to make and for our customers to use.	New or alternative products may require new machinery or investments across the short, medium, and long-term. As more sustainable innovations emerge, we seek to embrace them and work with our suppliers and partners to test more options for higher recycled content, easier recyclability, and less plastics in our products.

Opportunities

Opportunity	Potential impact on business	Potential impact on company strategy	Potential impact on financial planning
Markets, expansion	<ul style="list-style-type: none"> Increased revenue from new product offerings and new customers who may have looked to competitors in the past. 	Increasing our recycled content products may attract additional customers who have gone to competitors in the past for offerings we didn't support. By offering these products we may have access to new markets and increased revenue streams.	After recognizing environmental opportunities of introducing more sustainable products and materials, Shutterfly has projected these new products into forecasted reviews.

Climate Related Oversight

Climate-related risk assessments are conducted annually by the Sustainability Team as part of the sustainability/ESG program. Risk events or updates may be collected and assessed throughout the year. Cross-functional teams, including internal manufacturing, partner fulfillment, supply chain and EHS are responsible for identifying physical and transitional risks that may arise throughout the year. These are reviewed quarterly and incorporated into the risk-assessment at the end of the year.

Shutterfly Emissions

Shutterfly currently has internal goals and targets around reducing energy usage, waste, and minimizing GHG emissions from our operations and value stream. These metrics are reviewed on an annual basis for performance and target setting.

Scope 1 & 2 Emissions			
Metric Tons CO2e	2023	2024*	2025 **
Scope 1	7,898	5,545	4,696
Scope 2 Location-Based	19,528	15,531	15,290
Scope 2 Market-Based	N/A	14,090	12,250

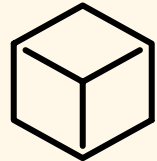





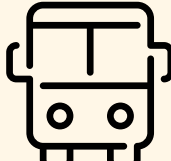


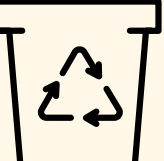
*Verified by independent third-party organization

**Pending verification by independent third-party organization

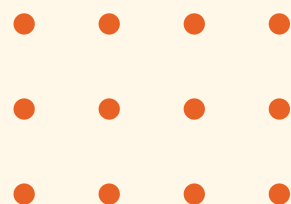
Emissions in the Supply Chain

Shutterfly's Scope 3 emissions are indirect emissions from our value chain that we do not directly own or control. In 2023, we completed a mapping activity to identify which of the fifteen Scope 3 categories are relevant to our operations, in accordance with the GHG Protocol. We then calculated the emissions from the relevant categories. This activity informed us that our Scope 3 emissions are estimated to contribute to over 92% of the company's total emissions. In 2025, we made efforts to reduce our impacts on transportation and travel and as a result, saw reductions across these categories leading to an overall reduction of 14% for Scope 3 emissions. We will continue to look for strategic ways to reduce our impacts across all relevant Scope 3 Categories.

Shutterfly's Applicable Scope 3 Categories

				
Purchased Goods & Services	Capital Goods	Fuel & Energy-Related Activities	Upstream Transportation & Distribution	Waste
				
Business Travel	Employee Commuting	Downstream Transportation & Distribution	Use of Sold Products	End-of-Life Treatment of Sold Products

Metric Tons CO2e	2023	2024	2025
Scope 3 – Total	N/A	282,348	198,412



Fleet and Transportation

As a global e-commerce company, our products need to move from one location to another. We continue to identify the areas where we can reduce emissions from logistics and transportation, such as:

- Using an internal system that minimizes shipping distance by finding the closest fulfillment location.
- Working with our value chain to encourage route optimization and joining initiatives such as SmartWay, the Environmental Protection Agency's program that helps companies advance supply chain sustainability by measuring, benchmarking and improving freight transportation efficiency.
- Implementing a No Idle policy for freight at our facilities, requiring trucks to turn their vehicles off when loading and unloading

SHUTTERFLY

Waste

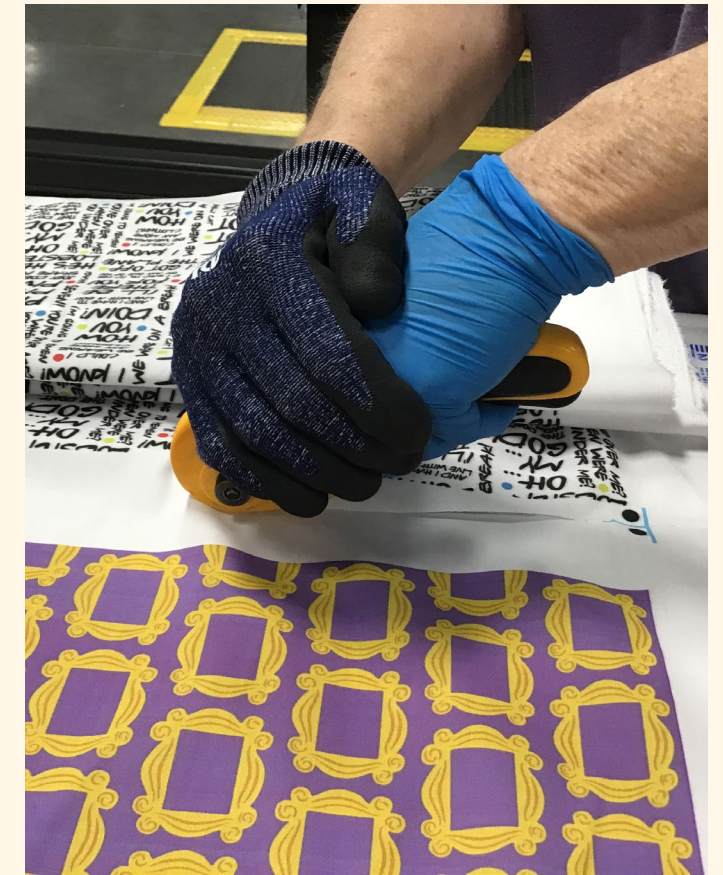
We aim to be responsible stewards when it comes to minimizing waste and disposing of it properly.

Reduce & Recycle

Because of our waste initiatives, in 2025 Shutterfly's manufacturing platform achieved a 50% diversion rate, meaning out of all the waste that resulted from creating products, less than half ended up in a landfill or incinerator. In 2025, the largest waste stream at Shutterfly's facilities was paper.

We use ink and coatings that are recycling compatible and have trim collection systems that ensure that even small bits of paper can be collected and recycled. Because so much of our industrial waste can be recycled, we take extra care to reinforce good recycling practices through on-the-job training, signage and audits across all of our manufacturing sites. In 2021, we introduced color coding and signage to make it easier to sort waste at a glance. In 2022, this was formalized and added to our job instructions and on-the-job training materials.

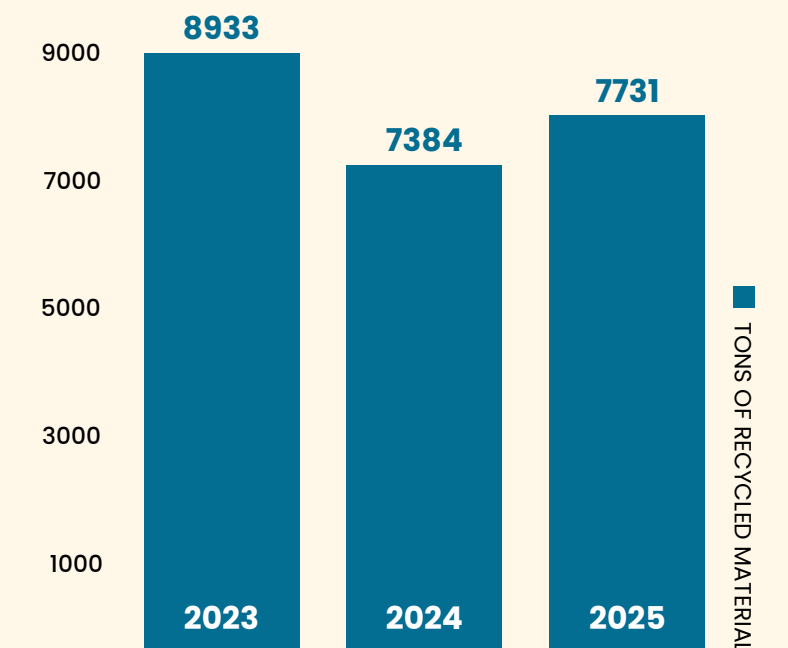
Our Operations teams audit our waste streams monthly to minimize contamination (recyclables going to landfill containers and vice versa) and annually to identify additional recycling opportunities and get cross-functional input on overall effectiveness. While we know these best practices are important and contribute to our high recycling rate, we aim to reduce the amount of waste created in the first place. For example, we optimize our printing batch size to minimize partially-printed sheets while maintaining high print quality.



Efficient Operations

At Shutterfly, we are always looking for ways to operate in a manner that reduces the amount of waste and resources needed to complete customer orders. That's why in 2025, with the help of HP we began implementing changes to the concentration of the inks, print imaging plates, and imaging oil which enhance the sustainability of our printing operations. By introducing five new consumable parts in our printers, we have started the process to reduce waste, reduce CO2 emissions, and save on our operating costs. We are expecting to see significant reductions in operator workload by reducing the amount of time needed for part replacements, reducing waste by eliminating the need for some materials and requiring less per job.

Waste Year Over Year Comparisons





Ink Recycling Program

We have partnered with one of our printing suppliers to pilot a program to recycle the industrial inks required in their printers. The idea dates back to 2020, when we began to recycle ink canisters by sending them back to the supplier for cleaning and refill. The large plastic canisters can be reused but still have residual ink that needs to be cleaned and processed. After some trial and error and feedback from Shutterfly, our supplier restructured the recycling program, which has now been successfully running at our facility in Plano since June of 2022. We are working to further implement the programs at our additional manufacturing facilities in 2026.

2023 Scrap Material Donations:

Paper	7%
Travel Mug	6%
Desk Plaque	8%
Metal	44%
Ornament	2%
Gift	16%
Frames	14%
Laminate	1%
Supplies	3%
Fabric	1%

Reusing Scrap Materials

Manufacturing our products can result in usable scrap materials, and we take care to avoid wasting them. In 2023, Shutterfly donated more than seven tons of material including paper, fabric, wallpaper, picture frames and home décor items. These went to places such as Kids In Need Foundation, an organization that provides supplies to under-resourced teachers and students, The Boys & Girls Clubs, and Habitat for Humanity's ReStores, as well as a number of local creative reuse nonprofits like Dallas Makerspace in Texas and the Children's Museum of Phoenix in Arizona.

Turning Trash Into Art

At Shutterfly, we think deeply and creatively about how our materials can be used to bring joy to others once they've exited our pipeline. That's why we donate materials to local organizations and local school districts, who then find creative ways to reuse them.

In 2025, we partnered with the Children's Museum of Phoenix to give new life to materials no longer usable in our operations. This collaboration transformed surplus resources into creative opportunities, empowering visitors to imagine, build, and create from individual works of art to a large-scale community mosaic made of cardboard squares.

"It's inspiring to see materials that no longer serve one purpose become the foundation for something entirely new. This work not only sparks creativity but also serves as an educational tool. It introduces young artists to upcycling and encourages them to discover multiple ways to create something truly meaningful".

— **Beth Jenkins**
*Exhibits & Expansion
 Project Manager
 Children's Museum
 of Phoenix*





Supply Chain

We expect our suppliers to care as much about social, ethical and environmental issues as we do. That's why we have processes in place to vet potential suppliers. We start by embedding performance criteria into the selection process. All new suppliers complete a supplier evaluation questionnaire that requests information relating to their supply chain, such as the country of origin for raw materials, current social compliance and quality audits in place for their manufacturing partners. We also request any other documentation that demonstrates adherence to the ethical and fair treatment of facility workers and to state and federal environmental regulations.

In addition to the questionnaire that new suppliers complete, we ask our direct materials suppliers and our partner network to complete an annual voluntary ESG Self-Assessment (see highlights below) that provides information about their ESG policies or commitments, what ESG data and indicators they're measuring, any targets they have set and their participation in additional voluntary disclosures. We also seek information on GHG emissions, diversity, equity and inclusion (DE&I) efforts, worker welfare and human rights topics.

This gives a good picture of our strengths and weaknesses throughout our value chain and helps us find opportunities to partner together to improve these areas.



ESG Self-Assessment Highlights

88%	Have made public commitments for one or more ESG topics.
66%	Track metrics for energy, water and waste, with the number of suppliers/ partners tracking emissions increasing from 18% in 2022 to 24% in 2025
56%	Have an environmental certification like FSC, Energy star, or similar in place.

Sourcing Paper Responsibly

sappi

Shutterfly's largest paper supplier, Sappi North America (SNA), is a leader in sustainability. Sappi has one of the lowest carbon footprints as a result of using renewable or alternative fuels for 78% of its energy needs. SNA mills are triple certified by leading sustainable forestry organizations ensuring that its paper and packaging products are sourced from responsibly managed forests. SNA's forestry practices go beyond just harvesting trees. They actively work to protect soil and water resources and plan for plant and animal habitat enrichment, promoting biodiversity.

Our Commitment

We work with suppliers that stand behind our paper sourcing policy. Our paper comes from sources that:

- Comply with applicable laws and regulations
- Conserve or maintain biodiversity and ecosystems
- Protect human rights
- Do not harvest or process from areas engaging in human rights, violations or armed conflict, use genetically modified trees or come from uncertified, high conservation value forests

Product Responsibility

We have taken steps to minimize product lifecycle impacts along all stages, including design, materials sourcing, manufacturing, distribution and packaging, product use and end-of-life disposal.

Paper-based products account for more than 70% of our revenue, so sourcing from well-managed forests and mills that take their environmental impacts seriously is one of our priorities. In 2023, our Spoonflower brand went live with three wallpapers certified by the Forest Stewardship Council®, a global, not-for-profit organization dedicated to the promotion of responsible forest management worldwide. This makes it easy for customers to feel confident in these responsible sourcing practices and creates more transparency in the pulp and paper sourcing. Our brands continue to evaluate third-party certifications and other ways to validate our responsible paper sourcing.

We also know that part of product responsibility is considering the full life cycle of the product. Our paper products are printed with inks and coatings that are compatible with recycling programs. We have also started looking at opportunities to provide circular products that incorporate recycled material. For example, Spoonflower has an eco-friendly product, REPREVE®, which is a canvas made from recycled bottles. In 2023, we shipped 26,000 yards of this recycled canvas to customers. We are excited to bring in more paper products made from postconsumer material and continue closing the circularity loop.

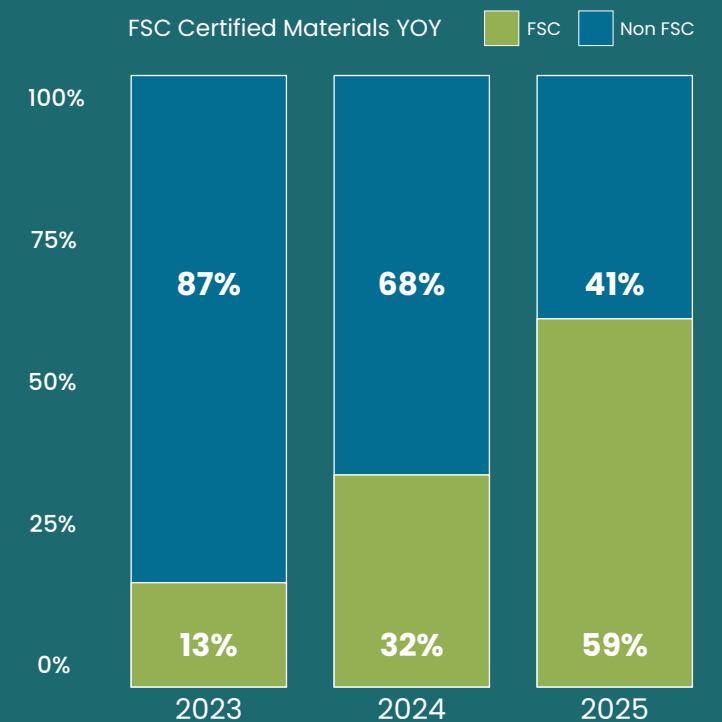
As sustainable innovations emerge, we embrace them. For example, we are working with our suppliers and partners to test more options for higher recycled content, easier recyclability and less plastic in our products.

In addition to sourcing materials responsibly, we work to ensure that we are selling products that are safe for our employees to make and for our customers to use. Our Product Compliance Team is dedicated to staying up to date with consumer safety regulations as new information becomes available and ensuring our products are aligned with these regulations.



FSC Program

As a part of our responsible product sourcing, Shutterfly uses Forest Stewardship Council certified products across multiple lines of business. This program sets the standard for responsible forest management and ensures that organizations are following appropriate chain-of-custody procedures to guarantee the quality of product and protections for forest and employee protections. Since 2023, the percent of products on FSC certified materials has increased by 28%. This demonstrates our customers interest in materials sourced in a responsible manner, and our commitment to meet those expectations. In order, to comply with this program, our manufacturing facilities go through an annual internal audit as well as a program audit from a certified auditor.

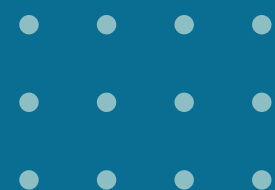




Delivering a Quality Customer Experience

Product responsibility includes making sure our customers are happy with their orders. We track top customer concerns and initiate continuous improvement actions to ensure our customers receive products that meet or exceed their expectations. In 2023, we introduced layered process audits, which span all levels of manufacturing leadership to proactively identify any opportunities for improvement in our processes. Improvements could be paths for

waste reduction, quality enhancements or higher efficiency. Because this involves participation from all levels of employees, it reinforces that through the organization, quality is everyone's responsibility.



Packaging

As an e-commerce company, the packaging we use to ship our products is a significant part of our footprint. We see this as an opportunity to become more circular, supporting the recycling industry. Since 2022, we have increased the recycled content in our corrugated shipping boxes, which now include a minimum of 60% recycled content and 45% postconsumer waste. Including postconsumer waste is an important step toward sustainable packaging because it reinforces curbside recycling programs and puts that material to use.

In addition to changes to make our packaging more sustainable, Shutterfly has added a recycling statement with our products to better inform customers of what packaging materials can easily be recycled. Today, over 90% of the packaging used for Shutterfly can be recycled through curbside or store drop-off programs. We continue to evaluate our packaging for additional ways to reduce waste, improve circularity, and protect your products.

Over 90%

of our packaging by volume is recyclable via curbside or store drop-off programs

Shutterfly®

Shutterfly®

Social

At Shutterfly, we don't think small. We see the big picture when it comes to how we show up at the workplace, for our communities and for each other. We focus on the collective good because we believe that's what makes us strong. From employee development to partnering with local community organizations, we reach high to meet our collective goals.

Employee Engagement

Engaged employees feel valued and inspired to do their best work. That's why we provide ways for our employees to use their voices and stay connected. We are always learning and continue to look for ways to engage employees. This includes communicating our efforts and letting employees know the resources available to them. For example, Shutterfly sends a companywide monthly newsletter that includes cultural issues; employee updates; and resources including health and wellness, digital security, and more. The company hosts Town Halls with the CEO and executive team so that employees can have more visibility into how company decisions are made and how they're connected to the overall strategy. We continue to ask for feedback, which we take very seriously. Feedback helps managers know exactly what they can focus on to deliver a better employee experience, and often results in developing action plans. Another way we seek to improve the experience of our employees is by reviewing our employee engagement scores from our employee satisfaction. In our 2025 Pulse Survey, we had an 81% response rate, which is six percentage points higher than the industry benchmark we compare against.

While working tirelessly to bring joy to our customers, we also find ways to have fun. Shutterfly sponsors Family Photo Days for family portraits, as well as small, team-driven networking and social events, such as onsite lunches for our manufacturing teams and Together Tuesdays at our office in Eden Prairie, Minnesota. One highlight is an annual cornhole competition in Tempe, now in its sixth year. This year, 58 teams signed up for the playful competition. We love to celebrate our exceptional employees by serving meals, like celebrating Mother's Day with heart-shaped pancakes and fully loaded nachos for Father's Day. In 2025, the Spotlight program recognized employees for going above and beyond what is expected and demonstrating exceptional company values. During our quarterly company meetings, exceptional individuals or teams were recognized for their tremendous work.



Our employees work tirelessly toward our purpose and our mission. But they still like to have fun, and we encourage this at every turn. Shutterfly sponsors Family Photo Days for family portraits, as well as small, team-driven networking and social events, such as onsite lunches for our manufacturing teams and Together Tuesdays at our office in Eden Prairie, Minnesota. One highlight is an annual cornhole competition in Tempe, now in its fourth year. In 2023, 72 teams signed up for the playful competition.

We love to celebrate our exceptional employees. In 2023, the Maximum Aperture program recognized employees for going above and beyond what is expected. Exceptional individuals or teams were chosen for quarterly Top Shot awards, culminating in the annual Maximum Aperture Award winners.

Employee Development

When our employees are seizing new opportunities and tackling challenges, we all win. That's why we offer a variety of development and mentorship programs for employees and people managers companywide to build new skills to advance their careers within the company. In 2025, these learning programs were developed internally with LinkedIn Learning resources and based on the evolving needs of our organization.

Professional development topics include change management, support for hybrid and remote models and role-specific training to support skill development and career growth. At our manufacturing sites, we host onsite career and development fairs for people to learn about new possibilities.

"The cornhole tournament is one of my favorite events to put on, the managers get to team up with employees and engage in a playful competition while getting to know employees they might not normally work with. They are outside enjoying the nice weather, laughing, listening to music, and having fun. The cornhole competition is a great opportunity to have a fun time while at work, and employees look forward to it every year!"



Stephanie Gamache
Staffing & Facilities Manager



>60

Hours of classroom instruction

8,440

Students completed leadership training

Health and Safety

Whether at a manufacturing site or in an office building, everyone deserves to be safe at work. We're proud of our rigorous safety program, which has positioned our Shutterfly manufacturing sites among the best in the industry. In 2019, our Tempe facility earned acceptance into OSHA's Voluntary Protection Programs (VPP), a distinction awarded to worksites that go beyond regulatory compliance to actively foster a culture of employee safety and well-being.

Since achieving VPP status, the Tempe site has consistently maintained its certification and continued to deliver top-tier safety and incident-rate performance.

Total Recordable Incident Rate (TRIR)

0.95	Industry average 2.10
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Days Away, Restricted or Lost Time (DART)

0.57	Industry average 0.57
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*Industry average based on industry code 323111

To look at our safety performance proactively, we utilize leading indicators such as Near Miss tracking, monthly audit scores, percentage of audits completed on time and the number of cause analyses performed for safety incidents.

In addition to Near Miss reporting, we track corrective action quality and time to complete corrective action with performance goals in place. Using these leading indicators allows us to identify risks or concerns that could lead to injuries or unsafe situations and correct them before an accident occurs.

Safety Training

Safety orientation is provided as part of the employee onboarding process, and we require annual refresher training sessions. The type of safety training employees receive is dependent on job type and their state's compliance requirements. Manufacturing employees receive general production safety training and job safety training, as well as annual Hazardous Communications training. Our manufacturing sites perform monthly safety audits using the company's safety management system, while hazardous waste audits are performed weekly. All manufacturing sites have established emergency evacuation procedures, with drills performed regularly. For our office employees, we offer ergonomic assessments and emergency preparedness programs..

Employee Well-Being

It's important to us that our employees experience life's important moments feeling healthy and balanced. Our holistic approach to well-being encompasses all aspects of wellness and work/life balance, featuring a comprehensive Total Rewards program that includes health, retirement and incentive plans, as well as perks from pet insurance to discount codes for free merchandise. In 2025, Shutterfly launched our newest wellness benefit through One Pass Select, allowing employees access to multiple gym and fitness studios to help achieve their health and fitness goals. We have also implemented a hybrid working arrangement for employees who are supporting our operational functions to allow for better work-life balance but also to continue collaboration and build the culture needed for success.

We listen closely to what our employees need and respond as these needs change. For example, we heard through our employee engagement survey that employees have a strong need for clearer, more transparent communication across teams. We heard that feedback and have adjusted our enterprise meeting cadence to include transparency in our strategy and company performance.

Life has inevitable and often unexpected challenges, and we find ways to support employees during these times. Our Employee Assistance Program is available for employees in the U.S. and Canada, providing support, counseling, referrals and resources to employees experiencing emotional or physical challenges. Employees on medical leave are also eligible for our meal takeout benefit, which allows reimbursement for meals up to \$300

Shutterfly Live and Work Well

This is a confidential program to help full-time employees deal with challenges such as stress, anxiety, depression, chemical dependency, relationship issues, legal issues, parenting questions, financial counseling and dependent care resources. It includes:

- Five no-cost in-network counseling visits per plan year
- 24/7 access to an emotional well-being specialist
- No-cost attorney consultation
- Two calls with a money coach per year
- A library of on-demand resources

SHUTTERFLY

Employee Resource Groups

Supporting a diverse and inclusive workforce directly reflects our core value of embracing our differences, because at Shutterfly, we know that our differences make us stronger. Different lived experiences, different perspectives and the ability to bring each person's whole self to work not only creates a better environment but also drives better results.

We also believe there is strength in connection. Shutterfly's dynamic ERGs (or ShuttERGroups, as we call them) provide ways for employees to come together, learn, and develop leadership skills based on common interests and experiences. Each ERG has employee leaders who drive actions and activities throughout the year, such as external guest speakers, community outreach, and professional and personal development programs. These events provide a space for employees to develop support, appreciation and respect. Every group is open to all employees within Shutterfly, and the resources and opportunities therein available to everyone. [Learn more here.](#)

Our ShuttERGroups

	<p>Orange Goes Green Provides education and resources that promote enhanced awareness and of and advocacy for the environment and sustainability.</p>
	<p>Frame of Mind Focuses on the well-being, morale, effectiveness and productivity of all employees through education and awareness, creating a safe and open space to share experiences and providing resources accessible to all</p>
	<p>Women in Leadership Promotes excellence and diversity by providing opportunities to attract, develop, motivate and retain women.</p>
	<p>ShutterColors Supports employees of color through talent development and leadership opportunities through education, increased visibility, professional development and mentorship.</p>
	<p>ShutterPride Advocates for a work environment that respects, welcomes and supports the LGBTQ+ community and its allies, and promotes education and sensitivity regarding orientation.</p>
	<p>Valor Promotes a culture of diversity and inclusion by providing resources and support for Veteran employees, military families and active service members.</p>



Across the company, Shutterfly and our family of brands is committed to supporting the communities where we live and work. In 2025, we were proud to continue our legacy of significant and meaningful community outreach. Our community and philanthropic efforts include partnerships, programs, grants, and employee volunteerism, and come to life through companywide efforts, local chapter engagements, and the Employee Hardship Fund.

Employees Supporting Employees

Shutterfly is proud to offer an Employee Hardship Fund, which provides financial assistance to employees and their family members when tragedy or crisis strikes. The program is funded by the company, and employees can also donate into the fund. Since its inception in 2016, more than \$425,000 was granted to employees, and of that total, more than \$67,000 has been contributed by employees. In 2025, we granted more than \$40,000 to 27 employees in their hour of need.



Shutterfly Foundation Takes Action



Shade Tree

For the second year, the Shutterfly Foundation took part in SRP's Shade Tree event where we partnered with our local utility provider to give away trees in the Tempe area. Participants in the program had to take a course on how to properly care for native trees and then Shutterfly volunteers helped facilitate and load them into vehicles to be planted at the participants' homes. This event helped distribute over 1,700 trees which will help to cool the valley and provide shade throughout the region.

In 2025, the Tempe team had over 40 individuals give over 100 hours of volunteer time across 3 events.



Roof Above

In Fort Mill, the Shutterfly Foundation partnered with Roof Above to help support those experiencing homelessness in the Charlotte area. We had 20 employees team up to make over 400 sandwiches and volunteer a total of 15 hours.

In 2025, the Fort Mill team had over 60 individuals give over 120 hours of volunteer time across 4 events.



Minnie's Food Pantry

For the 4th year, our team in Plano partnered with Minnie's Food Pantry to help deliver food to community members in need. In 2025 we had 65 volunteers donate 260 hours to this cause boxing about 15 pallets worth of food during that time.

In 2025, the Plano foundation team had over 70 volunteers donate over 280 hours to the community.



Our Signature Partners

Our signature consumer facing platform – the Open Door Project, which is an extension of our company purpose to make life’s experiences unforgettable – aims to provide access to life’s milestone moments to all people, especially those in underserved communities

Little Sleepies

In 2025, Shutterfly teamed up with Little Sleepies to create a capsule collection of holiday cards and ornaments featuring Little Sleepies designs, benefitting Baby2Baby. During the holiday season, Shutterfly donated \$60,000 to support Baby2Baby, a nonprofit organization that provides over 1 million children every year with critical items including diapers, clothing, and all the basic necessities that every child deserves.

Pediatric Brain Tumor Foundation

Also in 2025, Lifetouch began a partnership with the Pediatric Brain Tumor Foundation, the world’s leading nonprofit dedicated to children with brain tumors. Lifetouch teams participated in fund raising and awareness driving events during the year, and committed \$75,000 to support PBTf’s research funding, family support programs, and advocacy efforts.

Community Disaster Relief

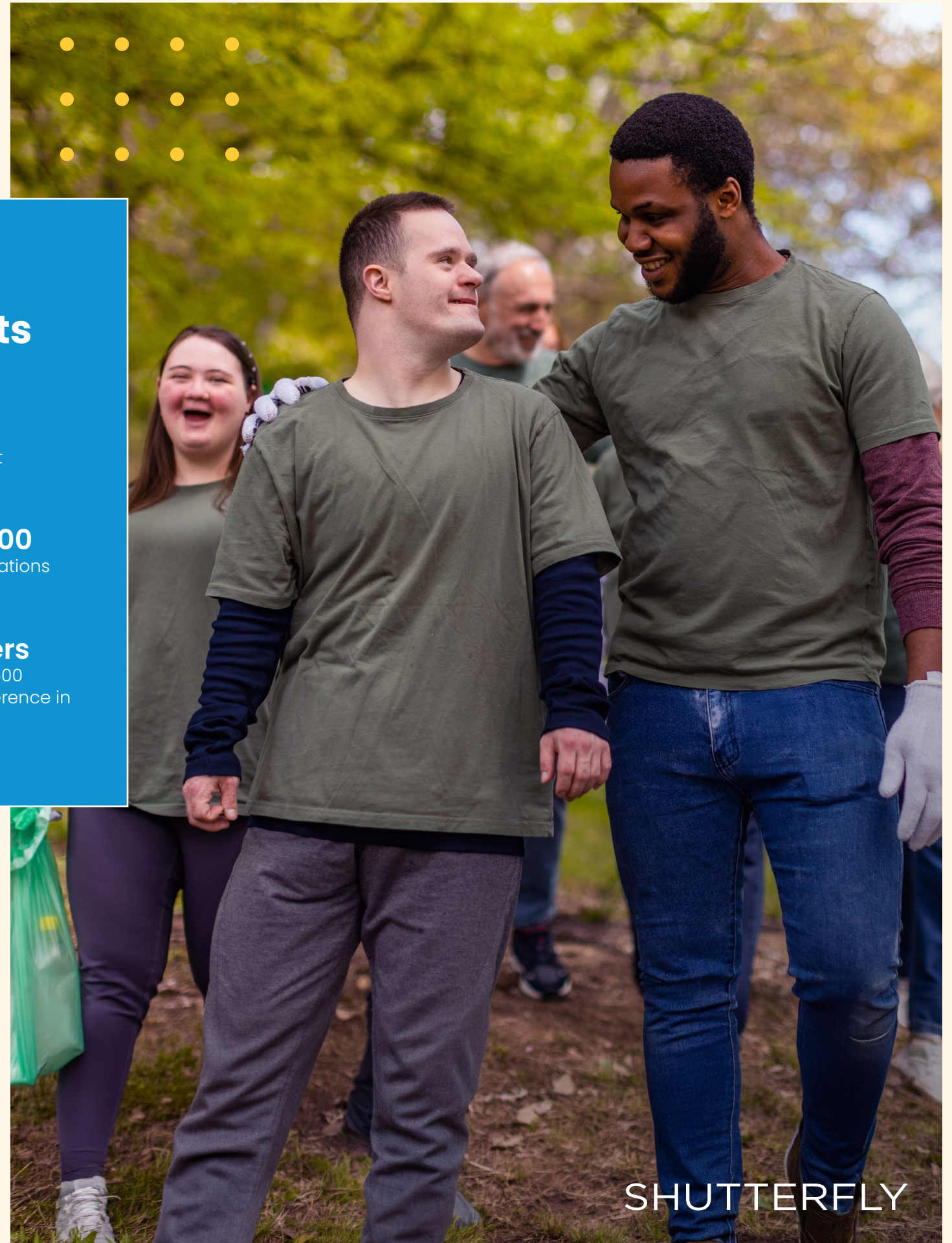
Additionally, the company contributed to the communities of Los Angeles and Texas Hill Country following the devastating wildfires and flooding experienced in those regions. Shutterfly also offered to reprint photo books, canvases, and prints for residents who lost homes or personal items during these events.

2025 Highlights

More than **\$400,000** donated to nonprofit organizations

Nearly **\$35,000** worth of in-kind donations

Engaged nearly **200 volunteers** who spent nearly 2,600 hours making a difference in communities



SHUTTERFLY



Accountability

At Shutterfly, we operate with good corporate practices and a sound governance structure. Our purpose and impact as a company are closely overseen by our executive leadership team and driven by individuals and teams who are passionate about these efforts.



Oversight

Our Leadership

Shutterfly is majority owned by certain investment funds managed directly or indirectly by Apollo Global Management, Inc. (NYSE: APO) and its subsidiaries and affiliates. The business is led by Emily Whittaker, CEO, and the executive team, and guided by a Board of Directors. Find details and information about our current leaders at www.shutterflyinc.com/leadership.

Sustainability

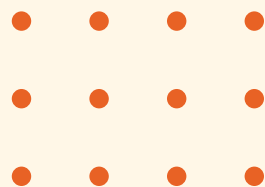
Sustainability is led by our ESG and Sustainability Manager. This function sits in our Operations division and works broadly with teams across the organization to drive increased sustainability. Additionally, Shutterfly has a Sustainability Committee which meets quarterly to review sustainability goals, risks, and opportunities throughout the organization.

Health & Safety

Our Environmental Health and Safety (EHS) efforts are supported by a dedicated team. This function sits in our Operations division and is made up of corporate EHS staff that manage companywide programs, as well as site-specific EHS team members that can deliver to the attention required in a manufacturing setting.

Citizenship & Philanthropy

Our citizenship and philanthropy efforts are driven by employees dedicated to these programs in addition to their other roles, and overseen by a Social Impact Committee. This function reports to our Chief Marketing Officer and is supported by site-specific teams that organize local impact opportunities.



Ethics and Compliance

We conduct business in a manner that is honest and fair, complying with all applicable regulations, and doing so with integrity. A guiding force is our transparent ethics and compliance policy found in our Code of Conduct, which includes our policies for anti-corruption, anti-discrimination, cybersecurity, Emergency Response plan, and more. Programs may be executed differently across different brands to ensure that the training and policies are delivered in a way that is effective for every employee and to address situations that are relevant for them. In 2023, the company revamped the Employee Handbook, making it available in a digital format and updating policies as needed. Shutterfly distributed the handbook to all employees and collected acknowledgments of receipt and review. At the time of hire, all new employees receive training on the Code of Conduct, the prevention of harassment and discrimination in the workplace, data privacy, and technology use and security. As of 2024, Shutterfly conducts regular refresher training for data privacy, technology use and security, the Code of Conduct and key compliance topics.

Cybersecurity and Privacy

Protecting customers' and creators' private personal information is a top priority, and we take our responsibility to protect data entrusted to us very seriously. Neither personal information nor images are ever sold or licensed to external parties. We have controls and policies in place for customer protection and privacy, which we update regularly in response to changes in the regulatory and threat landscape. We monitor privacy and cybersecurity issues that might affect Shutterfly and our consumers and creators. We stay proactive, ready to respond with updated policies, practices and or/controls. While we have a cybersecurity program and controls in place, no organization is immune to the risk of a cyberattack. In the event of a cyber incident, Shutterfly's incident response team will be activated to respond, mitigate, and investigate. As part of our incident response process, Shutterfly will provide notifications to impacted individuals in accordance with our legal obligations. As part of our ongoing commitment to the privacy of personal information in our care, we regularly review our existing procedures and work to put additional safeguards in place to further secure our information systems. See our Privacy Notices below.

Artificial Intelligence and Shutterfly

At Shutterfly, we harness the power of AI tools to enhance our customers' creative experiences and streamline our operations. We prioritize ethical AI practices, ensuring that our technology enhances user experiences while maintaining transparency and accountability. We recognize the potential risks associated with AI and are dedicated to fostering a culture of ethical and responsible AI usage among our employees.

Forward-Looking Statements

About Our GHG Emissions Estimates

Certain statements in this report may be considered forward-looking statements. Forward-looking statements generally relate to future events or our future financial or operating performance. In some cases, you can identify forward-looking statements by terminology such as “may”, “should”, “expect”, “intend”, “will”, “estimate”, “anticipate”, “believe”, “predict”, “potential” or “continue”, or the negatives of these terms or variations of them or similar terminology. Such forward-looking statements are subject to risks, uncertainties and other factors which could cause actual results to differ materially from those expressed or implied by such forward-looking statements. These forward-looking statements are based upon estimates and assumptions that, while considered reasonable by the Company and its management, are inherently uncertain. Factors that may cause actual results to differ materially from current expectations, include, but are not limited to, the possibility of economic downturn; decreased consumer discretionary spending, including as a result of general economic conditions; our substantial indebtedness; various factors beyond management’s control; and other risks and uncertainties set forth in the sections entitled “Risk Factors” and “Cautionary Note Regarding Forward-Looking Statements” in the Company’s annual and quarterly reports to lenders and noteholders. Nothing in this report should be regarded as a representation by any person that the forward-looking statements set forth herein will be achieved or that any of the contemplated results of such forward-looking statements will be achieved. You should not place undue reliance on forward-looking statements, which speak only as of the date they are made. The Company undertakes no duty to update these forward-looking statements.

CAUTIONARY NOTE

We calculate our emissions based on guidance from the Greenhouse Gas (GHG) protocol, the U.S. EPA, the World Resources Institute (WRI), and the World Business Council for Sustainable Development (WBCSD). Our protocols, methodologies, standards and assumptions for tracking and reporting on emissions continue to evolve and may change from time to time, which could result in a lack of comparative data for different periods. The uncertainty associated with our emissions estimates depends on the availability of sufficient representative data the quality of available data, and the methodologies used for measurement and estimation, among other factors. We intend to continue to update our emissions estimates, in accordance with applicable standards, in the event of significant changes as additional data become available or estimation methodologies are refined, (and to reflect significant changes to our assets operations or emissions boundaries).

This report may use certain terms that others refer to as “material” in connection with certain social impact and sustainability matters. Used in this context, however, these terms are distinct from, and should not be confused with, the terms “material” and “materiality” as defined by, or construed in accordance with, securities or other laws and regulations. Therefore, matters considered to be material for purposes of this report may not be considered material in the context of our financial statements, securities disclosure, or our other public statements, and the inclusion of information in this report is not an indication that such information is necessarily material in those contexts.

TCFD Appendix

Governance

- A. Board’s oversight of climate-related risks and opportunities – 10
- B. Management’s role in assessing and managing climate-related risks and opportunities – 10, 42

Strategy

- A. Describe the climate-related risks and opportunities the organization has identified over the short-, medium- and long-term
 - a. Risks – 17
 - b. Opportunities – 17
- B. Impact of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning
 - a. Risks – 18-19
 - b. Opportunities – 18-19
 - C. Resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario

Risk Management

- A. Describe the organization’s processes for identifying and assessing climate risks – 20
- B. Describe the organization’s process for managing climate-related risks – 20
- C. Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization’s overall risk management. – 2