



Lab
Global

Coursera

Disclosure Report

Date Submitted: September 2nd, 2025



Disclosure Materials

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire that B Lab deems relevant for public stakeholders, then, as a condition of their certification, the company must:

- 1) Be transparent about details of the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue
- 3) Demonstrate that management practices are in place to avoid similar issues from arising in the future, when necessary.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit and integrity of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to a background check by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company



Disclosure Questionnaire

Industries and Products

	Yes	No
Please indicate if the company is involved in production of or trade in any of the following. Select Yes for all options that apply.		
Animal Products or Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Biodiversity Impacts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Alcohol	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Firearms Weapons	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Mining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Pornography	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Tobacco	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Energy and Emissions Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gambling	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Genetically Modified Organisms	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Illegal Products or Subject to Phase Out	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Industries at Risk of Human Rights Violations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Monoculture Agriculture	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nuclear Power or Hazardous Materials	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payday, Short Term, or High Interest Lending	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Water Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Advisory Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Outcomes & Penalties

	Yes	No
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Breaches of Confidential Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bribery, Fraud, or Corruption	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company has filed for bankruptcy	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Consumer Protection	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financial Reporting, Taxes, Investments, or Loans	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Labor Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Large Scale Land Conversion, Acquisition, or Relocation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Litigation or Arbitration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
On-Site Fatality	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Penalties Assessed For Environmental Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Political Contributions or International Affairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recalls	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Significant Layoffs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Violation of Indigenous Peoples Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Practices

	Yes	No
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company prohibits freedom of association/collective bargaining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company workers are prisoners	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Conduct Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Confirmation of Right to Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does not transparently report corporate financials to government	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employs Individuals on Zero-Hour Contracts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Facilities located in sensitive ecosystems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ID Cards Withheld or Penalties for Resignation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No formal Registration Under Domestic Regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No signed employment contracts for all workers	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overtime For Hourly Workers Is Compulsory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payslips not provided to show wage calculation and deductions	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
Sale of Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Reduction Through Corporate Shells	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers cannot leave site during non-working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers not Provided Clean Drinking Water or Toilets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers paid below minimum wage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers Under Bond	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Supply Chain Disclosures

	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Child or Forced Labor	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Environmental Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Social Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Other Disclosure Industries

Disclosure Questionnaire Statement	
Topic	Clients in Controversial and Ineligible Industries
Summary of Issue	<p>Coursera, Inc. has clients in the following industries: Fossil Fuel, Gambling, Mining, Offensive Firearms/Weapons/Defense, Pharmaceuticals and Tobacco/Nicotine/Vapes.</p> <p>The company partners with universities and companies to bring job-relevant online learning to individuals and organizations worldwide. They offer a range of learning opportunities—from hands-on projects and courses to job-ready certificates and degree programs.</p>
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	In the last fiscal year, less than 2.5% of the company's annual revenue came from customers in industries that B Lab considers controversial, with the largest share (1.02%) from the Pharmaceutical sector.
Impact on Stakeholder(s)	<p>Companies that work with clients in controversial industries can directly or indirectly increase the harmful impact to stakeholders by enabling business growth. Therefore, companies that work with clients in these industries should have practices in place to ensure that their impact is aimed at decreasing the negative impacts of the industry.</p> <p>Companies offering certain types of services and products to controversial clients are required to have at minimum a grievance/complaints mechanism and a whistleblower protection policy.</p>
Implemented Management Practices	<p>B Lab has been able to verify that the company has the necessary mechanisms in place to manage the risks related to their business relationships with clients in controversial and ineligible industries, in line with B Lab's requirements (see link below). This includes:</p> <ul style="list-style-type: none">- A mechanism for internal and external stakeholders to raise grievances;- A policy that is shared with individuals who raise a grievance, containing information related to the grounds for accepting a grievance and how their grievance will be dealt with, as well as



	<p>related timelines;</p> <ul style="list-style-type: none">- A Whistleblower Policy that establishes the company's commitment to protecting whistleblower identity as well as the processes and controls in place to protect stakeholders who raise grievances from any form of retaliation.
Report	<p>B Lab's Compliance Criteria for working with clients in controversial or ineligible industries</p> <p>Ethics & Compliance Reporting</p> <p>Anonymous Reporting</p>
Management Comments	<p>"As an online learning platform, we are focused on expanding access to high-quality education and empowering learners everywhere. We recognize that some of our customers may operate in industries that are considered sensitive or controversial by B Lab. However, we believe that education can be a powerful force for progress, even—and perhaps especially—within those industries. Rather than refusing to work with these organizations, we see value in supporting their employees' learning and enabling more informed decision-making, especially on topics such as corporate responsibility, ethics and sustainability, and we believe this educational mission inherently supports responsible and positive outcomes.</p> <p>As a platform dedicated to supporting career advancement and building workforce talent, we believe that providing skills to professionals is an important element of fulfilling our mission. Our institutional clients operate in a wide variety of industries, and a nominal portion of our business is with those in industries deemed controversial by B Lab, specifically Pharmaceuticals, Fossil Fuels, Defense, Mining, Tobacco/Nicotine/Vapes and Gambling.</p> <p>As part of our commitment to ethical business relationships, we have established robust management practices to address, manage and mitigate potential risks effectively. B Lab has verified that our company meets its requirements for strong governance and accountability, including the following whistleblowing / grievance mechanisms:</p>



	<p>Reporting mechanisms: Coursera provides multiple reporting channels for both internal and external stakeholders to confidentially and, if they choose, anonymously raise grievances or other concerns for investigation by the company.</p> <p>Reporting policies: Guidance on the grievance process, including the process for assessing and investigating the grievance, and communicating the outcome of the investigation, as well as related timelines, is publicly available on Coursera's ethics and compliance reporting portal. Key governance and compliance policies for internal and external stakeholders, including Coursera's Code of Business Conduct and Ethics, are also publicly available on the company's website.</p> <p>Whistleblower Policy: Coursera's Whistleblower Policy establishes the company's commitment to protecting whistleblowers. Coursera states publicly that it: (i) prohibits retaliation against anyone, including its personnel and external stakeholders, for raising a concern in good faith; and (ii) views retaliation by an external party as a serious violation of its policies and, if substantiated, is prepared to take appropriate action."</p>
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Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Litigation, Arbitration, and/or Penalties

Issue Date	2023-2025
Topic	Class Action Lawsuit and Mass Arbitrations related to Video Privacy
Summary of Issue	The company was party to a class action lawsuit for alleged Video Privacy Protection Act (VPPA) violations. The lawsuit alleged that, without consent or knowledge of the plaintiff, Coursera disclosed the video viewing history and certain other information of the plaintiff to a third-party company and made similar disclosures without the knowledge or consent of other unidentified users. The lawsuit was dismissed with prejudice after the parties agreed to a mutual release of claims without monetary settlement in January 2025. There were also five mass arbitration demands on similar grounds. Settlements have been reached with parties representing a significant number of purported claimants without any admission to any liability or wrongdoing by Coursera.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The class action lawsuit was settled without payments and without any liability or wrongdoing by Coursera, and settlements related to the mass arbitration demands represented 1-5% of the company's total revenue in the last fiscal year.
Impact on Stakeholder(s)	Potential consumer privacy violation.
Resolution	The class action lawsuit was settled without payments and without any liability or wrongdoing by Coursera. The arbitrations were settled with payments.
Implemented Management Practices	Coursera has established technical and legal procedures to enable compliance with data privacy regulations globally. The approach involves legal and technical assessments, including reviews of privacy policies, internal controls, and standardized operational procedures. Coursera has also adopted a comprehensive, long-term and strategic approach towards tracking technologies to minimize future risks and to respond to trends in litigation and new, emerging privacy laws. This includes updates to the company's notices, Privacy Policies and Terms of Use.