

## GLOBAL APPROACH TO MENTAL HEALTH AND WELLBEING

### 1. Our Commitment

Experian is committed to providing a psychologically safe and healthy environment where all employees can achieve good mental wellbeing. We commit to providing support to improve individuals' mental health and wellbeing and create conditions under which every individual can thrive. We are committed to raising awareness, reducing stigma, and fostering a preventative and open culture around mental health. We believe it is imperative that all our employees have the same level of support, training, and a proactive senior leadership both globally and regionally.

This statement should be read alongside our [DEI Key Principles](#) and accompanies several different people policies across our regions to ensure all individuals are provided with a safe place to work which meets their specific needs to enable them to work productively and safely. We are committed to 'good work' principles, to support better work and working lives for our people including: diversity, equity and inclusion; professional development; fair pay and financial wellbeing; flexible work arrangements; and the absence of bullying and harassment. Through this approach, we can help to prevent ill-mental health, and support those living with a pre-existing condition to succeed.

Our commitment is set by our Chief Executive Officer (CEO) and driven by our global mental health sponsor, the Chief Financial Officer (CFO), and our Global Chief Diversity & Talent Acquisition Officer. Our commitment is underpinned by Experian's sustainable business strategy which includes the focus area of 'Inspiring and supporting our people'.

The wellbeing of our people is essential to our success as a company, and we recognise that good wellbeing is key to employee personal growth and business performance. We acknowledge the importance of fostering a psychologically safe workplace, both for our people and the communities we serve. Not only is there an ethical case for improving workplace mental health, but it is also clear that investing in the mental health of employees is a financial imperative. Deloitte found a 430% return on invested capital, while the World Health Organisation (WHO) estimates that depression and anxiety alone cost the global economy \$1 trillion per year in lost productivity.

For employees to feel that their mental health is important and respected, it is vital that all employees are treated equally and with dignity and respect by those with whom they have contact. This is the responsibility of all those who work at Experian.

### 2. Our Approach

Our strategic approach to mental health and wellbeing is aligned with our global Diversity, Equity, and Inclusion framework and provides a consistent company-wide mental health support offering.

We foster a psychologically safe culture through proactive and inclusive support, training, and employee resource groups. Our global mental health strategy informs our regional strategies, recognising cultural nuances and local contexts; allowing regions to directly contribute to both design and development of mental health programmes.

We drive high impact through a global holistic framework, with local relevance and a common goal to making wellbeing a priority for all. Our holistic approach is centred around psychological safety, support and flexibility, and set out below is how we aim to achieve our KPIs and objectives:

1. Providing Continued Wellbeing Education - Raising awareness, reducing stigma, and providing continued education around the importance of wellbeing.
2. Equipping Teammates and People Leaders - Equipping our teammates and people leaders with the tools and resources needed to proactively support their wellbeing and resilience.
3. Building Consistent and Integrated Employee Experiences - Offering a consistent and empathetic support programme that sets us apart and amplifies our inclusive culture.
4. Future-Proof Enhancements - Fostering a proactive and preventative strategy that is committed to continued improvement.

### 3. Our Offering

Experian is proud to be an organisation that prioritises mental health through actively creating safe spaces for its people, as part of its global DEI efforts. Several supportive tools and resources exist to ensure wide-spread success, inside and outside of work. Our mental health support resources are accessible and user-friendly, and offer options for remote access, flexible scheduling, and multilingual services. We implement our commitment through initiatives, programmes, training, and access to support. You can read more about our offering in the Employees section of our [ESG Presentation](#).

#### 4. Governance

Our commitment extends to every employee, whether permanent or temporary, full time or part time, in every country we operate in. Our CEO sets the company's commitment for ensuring the health and wellbeing of employees. We have defined responsibilities for the day-to-day management of workplace mental health, as well as strategic oversight of our approach:

- CEO: sets the company's commitment to promoting mental health in the workplace.
- Board of Directors: the Global Chief Diversity & Talent Acquisition Officer provides an update to the Operating Committee (OpCo) and the Board of Directors annually and the Board holds the Global Chief Diversity & Talent Acquisition Officer accountable on delivery of the strategy. As part of our ongoing commitment to fostering a positive working environment where our people can thrive, we have strengthened our communication channels between the Board and our workforce which encourages engagement on topics such as culture, wellbeing, and business growth. Activities in FY23 include:
  - People and sentiment survey and Pulse survey updates to the Board.
  - Board reporting at every scheduled Board meeting (People section of Board report).
  - People Strategy, Talent and Culture update to the Nomination and Corporate Governance Committee.
  - Direct feedback to the Board from Remuneration Committee Chair, who met with the UK and Ireland Experian People Forum in March 2023.
  - Confidential Helpline updates to the Audit Committee.
- Global Mental Health Sponsor (CFO): is responsible for driving global commitment to psychological safety in the workplace and encouraging a culture of openness on mental health.
- Chief People Officer: owns the overall people strategy with oversight for the global wellbeing strategy.
- Global Chief Diversity & Talent Acquisition Officer: owns the global wellbeing strategy. Within their team the Global Head of Employee Resource Groups & Wellbeing and the Global Wellbeing Manager are accountable for delivering the strategic implementation of solutions, training, and tools to drive company-wide awareness of wellbeing. The Global DEI team are accountable for ensuring the strategy is effectively implemented and monitored and take corrective action if it's not. The strategy is aligned to standards including [ISO 45003:2021](#) (Psychological Health in the Workplace) and the World Health Organisation (WHO) [guidelines on mental health at work](#).
- OpCo DEI Committee (comprised of the five DEI Sponsors): meet to discuss employee mental health twice a year and share intersectional insights to help shape the strategy.
- Global Mental Health Forum: is made up of regional leads across the globe and meets quarterly with the Global Mental Health Sponsor (CFO) to collaborate on strategy and report on performance against key deliverables.
- Global Mental Health First Aiders (MHFAs): are global mental health champions with representation from every region, business unit and function. Their role is to support their colleagues, as well as champion positive mental health across Experian.
- Human Resources (HR): takes responsibility for providing advice and support to managers and employees. HR engage with employees throughout the career lifecycle, in particular as new joiners. They also lead on reviewing employee wellbeing and monitoring sickness absence regionally. Wellbeing is part of the quarterly HR updates with OpCo.
- Line Managers: are responsible for assessing and supporting their teams' mental health, using and signposting to Experian's global wellbeing resources. Line managers should encourage open, two-way communication to foster a psychologically safe environment with each member of their team to ensure team meetings, one-to-ones or ad-hoc catch ups are safe spaces where employees can talk openly about issues which may be affecting them. All line managers are invited to participate in Mental Health First Aid training, and to date, 1/3 of those trained in Mental Health First Aid are line managers (around 3% of all line managers globally are Mental Health First Aiders).
- Employees: all colleagues are encouraged to access support when they need it and raise any concerns with their line manager, HR and/or a Mental Health First Aider. All employees, irrespective of their seniority in the organisation, are encouraged to have a healthy work/life balance.

## 5. Measuring our progress

We are committed to monitoring and reporting on employee mental health and wellbeing using global KPIs to inform our strategy. As part of our global Employee Listening Strategy, we run bi-annual company-wide confidential Pulse Surveys that contain questions around mental health and wellbeing for all employees, the results of which are reviewed by the Board. We listen to our people's views and value their feedback in helping us identify areas where improvements could be made, particularly in relation to workplace mental health. Our FY24 Pulse Survey saw 78% of employees state that Experian is a psychologically and emotionally healthy place to work, up 8% points since FY22.

In response to our regular engagement surveys (Pulse and Great Place to Work (GPTW)), we share practical suggestions through our enterprise-wide communication platform, Horizon. This platform enables employees to post comments on all articles, including those addressing mental health and wellbeing, and the authors of the articles respond to the comments in a timely manner. Our CEO, CFO, and COO host quarterly global meetings alongside our results sessions where all colleagues are invited to ask questions on any topic related to the business, including mental health and wellbeing initiatives. We also operate a confidential helpline, facilitated by an external provider, which is available for employees who wish to raise any concerns. Calls to the Confidential Helpline, and any actions required, are reviewed by the Audit Committee, in conjunction with HR or Compliance, as appropriate, at least every six months.

To underpin our commitment to providing a psychologically safe environment, we have a target of maintaining 1% of our employees as trained Mental Health First Aiders. To meet this target, we consistently promote the Global Mental Health First Aider Programme, train new volunteers and offer refresher training to existing MHFAs and provide them ongoing education and support. In FY24 we expanded the Global Mental Health First Aider programme in Latin America to include Spanish and Portuguese speaking colleagues, helping us to continue to exceed this target, with around 2% of our employees being trained in Mental Health First Aid. Progress against this target feeds into our Global Wellbeing Dashboard, and we report annually in our [DEI Report](#) on our progress on mental health, including progress against our target.

Experian is committed to continuous improvement around workplace mental health and conducts third-party assurance of our mental health approach against recognised frameworks. We participate in industry initiatives that promote positive mental health, such as the Mind Workplace Wellbeing Index and the Great Place To Work Wellbeing Index, to benchmark our progress and identify best practice. We have an objective to continue to improve our ranking in Great Place To Work Global Wellbeing Index by executing our global strategy. To date, we have seen a 4% point increase in our score, from 76% in FY22 to 80% in FY24. We are proud to have been recognised as a Great Place To Work in 24 countries, and to have been awarded one of The Best Workplaces for Wellbeing in the UK in 2023. We have also been recognised with a Gold Award in Mind's Workplace Wellbeing Index 2021/2022, and 'Best Mental Health in the Workplace Strategy: Multinational Implementation' at the This Can Happen Awards 2022.

A handwritten signature in black ink that reads 'Lloyd Pitchford'.

Signed: Lloyd Pitchford  
Chief Financial Officer and Global Mental Health Sponsor

Date: 18 April 2024