



2020 REPORTING PRINCIPLES AND METHODOLOGIES

This document sets out the principles and methodologies we use in reporting our corporate responsibility (CR) data.

CR Performance Metrics

Employee Diversity

- Headcount
- Gender split
- Gender diversity by region (%)
- Women in leadership population positions
- Age diversity (%)
- Ethnic diversity US and UK (%)

Employee Engagement

- Employee engagement (%)

Community Investment

- Charitable contributions
- Voluntary contributions
- Funds from Experian plc
- Financial contributions and investments from Experian subsidiaries
- Employee time volunteered
- Gifts in kind
- Management costs

Social Innovation Social Reach Data

- Reach for Recovery Portal (Brazil)
- Reach for ABCUL (UK)
- Reach for Payment Plan Advisor (US)

Health and Safety

- Accidents with and without absence and number of lost days
- Lost time injury frequency rate

Carbon Emissions

- Total carbon footprint
- Total footprint (kg per US\$1,000 of revenue)
- Total footprint (tonnes per full time equivalent employee)

1. Our general reporting principles

We endeavor to ensure that:

- The reported information reflects our performance and serves the decision-making needs of all users.
- The data is meaningful and is consistent with the stated definitions, scope and boundaries.
- Any specific exclusions are stated clearly and explained. We use consistent methodologies wherever possible to allow for comparisons over time and if we make any changes, they are transparent to all users.
- We describe openly any assumptions we make and our accounting and calculation methods.
- We aim for appropriate transparency to enable users to have confidence in the integrity of our report.
- The following data sets have been subject to external assurance:

Environmental management

Total footprint (thousand tonnes CO₂e)

Total footprint (kg CO₂e per US\$1,000 of revenue)

Total footprint (tonnes CO₂e per full time equivalent employee)

Gender Diversity

Gender diversity among all employees – women (%)

Gender diversity among leadership population – women (%)

1.1 Uncertainty and estimates

Every effort has been made to capture all relevant data, but it is not always feasible or practical to capture everything. Where we have made estimates to cover such occasions, we make this clear in the criteria and where we deviate from this, we will give a further explanation in the relevant sections of our reporting.

1.2 Re-statement of reported data

Where information is available, we will restate prior year figures to make the data comparable as possible between years.

1.3 Reporting boundaries

- Our business is managed and reported on a regional basis. We therefore manage, gather and report CR data either for Experian as a whole or on a regional basis. We do not report on a legal entity basis.



- The Experian Group is comprised of five regions: North America, Latin America, UK and Ireland, EMEA and Asia Pacific. Unless otherwise stated, for CR reporting purposes, the North America region includes Costa Rica and Chile – this is consistent with our financial reporting. Where we have the controlling stake in an acquired business but not the whole entity, we state actual or estimated figures for the whole of the entity.

2. Employee diversity

We report the employee diversity metrics outlined below. The Gender split and Women in leadership population positions are subject to independent assurance by PricewaterhouseCoopers LLP ('PwC').

2.1 Headcount

- **Definition:** The total number of employees as at 31 March 2020.
- **Scope:** All employees in each region – excludes outsourced, contractors and other contingent workers.
- **Units:** Number of employees.
- **Method:** Sum of employees per region. Each employee is treated as one person regardless of the contractual hours worked (i.e. a part time staff member is treated as a whole individual).
- **Source:** Reported from HR database systems.

2.2 Gender split

- **Definition:** The percentage of male or female employees among total headcount as at 31 March 2020.
- **Scope:** all employees in each region, excluding outsourced, contractors and other contingent workers
- **Units:** Percentage (%).
- **Method:** Percentage – calculated as number of employees for specified gender divided by total number of employees.
- **Source:** Reported from HR database systems.

2.3 Gender diversity by region (%)

- **Definition:** The percentage of male or female employees among total headcount as at 31 March 2020.
- **Scope:** All employees in all regions, excluding outsourced, contractors and other contingent workers
- **Units:** Percentage (%).
- **Methods:** Percentage – calculated as number of employees for specified gender divided by total number of employees by region.
- **Source:** Reported from HR database systems.

2.4 Women in leadership population positions

In 2017 we expanded our internal reporting of the group formerly referred to as 'senior leaders' (grades EB1-EB4) to include all roles in all regions where business critical decisions are made. To mark this change, we now refer to this group as the 'leadership population' (grades EB1- EB6) and have updated our externally reported statistics to reflect this, including prior years.

- **Definition:** The number of women in leadership population positions, as at 31 March 2020. Senior Leaders are all individuals flagged as being in Senior Leader roles (Grades EB1- EB6) as a part of the annual Global Talent Review process (excluding Experian's Chairman). Process reviewed and signed off by Experian Group CEO, all regional Managing Directors and the Experian Group HR Director.
- **Scope:** All employees in each region – excludes outsourced, contractors and other contingent workers
- **Units:** Percentage (%).
- **Methods:** Percentage – calculated as number of women in senior management positions divided by total number of senior management positions.
- **Source:** Reported from HR database systems.



2.5 Age diversity (%)

- **Definition:** The percentage of employees belonging to specific age groups per region, on 31 March 2020. Age groups are defined as follows: 16–19, 20–24, 25–34, 35–49, 50–59, 60–65 and Over 65 years.
- **Scope:** All employees in each region, excluding outsourced, contractors and other contingent workers
- **Units:** Percentage (%).
- **Methods:** Percentage – calculated as number of employees for specified age group divided by total number of employees.
- **Source:** Reported from HR database systems.

2.6 Ethnic diversity US and UK (%)

- **Definition:** The percentage of employees belonging to specific ethnic groups, on 31 March 2020. There are 8 different reported ethnicity groups available and can be applied to all regions.
- **Scope:** All employees, excluding outsourced, contractors, other contingent workers. Calculated and reported for UK and US only.
- **Units:** Percentage (%).
- **Methods:** Percentage – calculated as number of employees for specified ethnic group divided by total number of employees (calculated on a headcount basis – refer to definition of headcount above).
- **Source:** Reported from HR database systems.

3. Employee Engagement

3.1 Employee Engagement (%)- We measure employee engagement every 12 months

- **Definition:** We use KornFerry Hay Group's Model of Engaged Performance™ which focuses on two equally important outcomes of performance:
 - Engagement – a measure of employee pride, levels of motivation, willingness to recommend the company as a place to work and long-term commitment to the business
 - Enablement – a measure of how well an organisation enables people to be productive, based on two distinct parts: Job role fit & Supportive work conditions

We compare our performance against these two outcomes to other organisations using KornFerry Hay Group's Global High Performing Companies (HP) Norm - a stretch benchmark based on both financial results over a 5-year period and above average engagement and enablement scores.

- **Scope:** All employees that have been in employment at least three months are eligible to complete the survey.
- **Units:** Percentage of employees stating a favorable response to statements regarding working at Experian (Agree or Strongly Agree).
- **Method:** Survey sent to all eligible employees annually in May-June. Results are calculated and verified by KornFerry Hay Group.

4. Community Investment

We are members of the London Benchmarking Group (LBG) and follow their guidelines in our community investment reporting.

4.1 Charitable contributions

- **Definition:** Comprises all contributions that fall within the LBG framework.
- **Scope:** Includes monetary contributions made by Experian Group that can be counted as charitable contributions as per LBG guidelines and regional charitable contributions which also fall under the LBG framework (these include: Financial contributions and investments from Experian subsidiaries, Employee time volunteered, Gifts in kind and Management costs).
- **Units:** Reported in US Dollars (all translations to USD are carried out at the Group's defined average exchange rate for the reporting period).



- Source: Reported from CR database system.
- This figure is reported in the 2020 Sustainable Business Report.

4.2 Voluntary contributions

- Definition: Comprises charitable contributions that fall outside of the LBG framework and investments in social innovation (products and services that are designed to offer additional societal benefits, while generating new revenue streams for our business).
- Scope: Includes investments in social innovation and monetary commitments of contribution via an Experian subsidiary. These contributions are recognised from the point of instructing the Finance department to carry out the transaction. Contributions under this metric include funds transferred to an Experian subsidiary for onward contribution but accrued.
- Units: Reported in US Dollars (all translations to USD are carried out at the Group's defined average exchange rate for the reporting period).
- Source: Reported from CR database system.
- This figure is reported in the 2020 Sustainable Business Report.

4.3 Funds from Experian plc

- Definition: Comprises only financial contributions made by Experian plc, taking any of the following forms:
 - Direct contributions to regional charity or not-for-profit organisations; or
 - Monetary transfers to an Experian subsidiary for onward contribution to relevant local charity or not-for-profit organisation (includes internal support costs of delivering a charitable project); or
 - Monetary transfers to an Experian subsidiary to invest in the development of social innovation products (a product with social benefits). The funding supports product innovation at any stage of development.
- Scope: Monetary contributions incurred by Experian plc. Contributions are recognised from the point of instructing the Finance department to carry out the transaction. Recognised contributions include funds transferred to an Experian subsidiary for onward contribution but accrued.
- Units: Reported in US Dollars (all translations to USD are carried out at the Group's defined average exchange rate for the reporting period).

4.4 Financial contributions and investments from Experian subsidiaries

- Definition: Monetary contributions and investments from an Experian subsidiary towards local community projects/charities and commercial initiatives in the communities as defined by the subsidiary's regional giving policy. Recognised contributions and investments include:
 - matched-funding (monies contributed to a not-for-profit organisation/charity by an Experian subsidiary to match funds raised by an employee);
 - funds to support education (scholarships) for young people identified through local programmes;
 - contributions supporting education initiatives e.g. sponsorship of financial literacy events; and
 - value of commercial initiatives in the community, specifically the costs incurred that lead to benefit for the community e.g. cost of a free drop-in center to help communities better understand their credit score.
- Scope: Monetary contributions incurred by Experian subsidiaries (contributions are recognised once the transaction has been executed/payment made); and cost of commercial initiatives in the community.
- Method: For commercial initiatives in the community, we follow the relevant LBG guidance.
- Units: Reported in US Dollars (all translations to USD are carried out at the Group's defined average exchange rate for the reporting period).
- Source: Reported from CR database system.



4.5 Employee time volunteered

- **Definition:** Monetary value of employee time spent volunteering on community initiatives during working hours. Includes both manual and skilled volunteering. Community initiatives are defined as activities to benefit not-for-profit organisations, local government programmes and charities.
- **Scope:** Employee volunteering taking place during working hours for the reporting period.
- **Units:** Reported in US Dollars (all translations to USD are carried out at the Group's defined average exchange rate for the reporting period).
- **Method:** The value placed on volunteering per country is determined centrally from HR and payroll systems. This includes salary, payroll taxes and benefits received. No distinction is made for manual, skilled or senior management level volunteering. Volunteering hours are captured locally by CR teams and entered into the central CR database system.
- **Source:** Reported from CR database system.
- This figure is reported in the 2020 Sustainable Business Report.

4.6 Gifts in kind

- **Definition:** Monetary value of physical assets, products or services and associated consultancy services donated by Experian subsidiaries for community initiatives. Community initiatives are defined as activities to benefit not-for-profit organisations, local government programmes and charities.
- **Scope:** Gifts in kind contributions taking place within the reporting period, these include the use of Experian products and associated consultancy services but exclude monetary contributions and employee time volunteered.
- **Units:** Reported in US Dollars (all translations to USD are carried out at the Group's defined average exchange rate for the reporting period).
- **Method:** Valued as the cost to Experian subsidiaries (for example, written down cost of fixed asset and the standard unit cost of delivering a product or service rather than its market price).
- **Source:** Reported from CR database system.

4.7 Management costs

- **Definition:** Monetary value of staff time spent managing the Group's involvement in community initiatives and in developing and coordinating volunteering opportunities for employees. Community initiatives are defined as activities to benefit not-for-profit organisations, local government programmes and charities.
- **Scope:** Management costs relate to time spent by employees committed towards managing and developing activities as described above within the reporting period. Excludes employee time volunteered.
- **Units:** Reported in US Dollars (all translations to USD are carried out at the Group's defined average exchange rate for the reporting period).
- **Method:** In line with guidance given in London Benchmarking Group (LBG), management time includes salary, benefits, bonuses and other headcount attributable overheads.
- **Source:** Reported from CR database system.

5. Social Innovation Social Reach Data

5.1 Reach for Recovery Portal (Brazil)

- **Definition:** The number of consumers enrolled on the Limpa Nome Online (LNO) platform whose status is registered as in process of fixing their debt.
- **Scope:** Total number of consumers enrolled on LNO that have debts with the grantors and are in process of fixing their debt during the period 1 April 2019 to 31 March 2020.
- **Units:** Number of consumers.
- **Method:** Number – calculated the total number of consumers enrolled whose status is currently in process of fixing their debt during the time frame indicated.
 - o Excludes any member enrolled with no debt.



- o Excludes any member enrolled with a debt but that haven't started to fix their debt yet.
- o Excludes any member having resolved a debt outside of this timeframe.

- Source: Magento System and Negative Data (match).

5.2 Reach for ABCUL (UK)

- Definition: All unique consumers registered on the ABCUL Credit Union Application Processing system who applied for credit and got it approved.
- Scope: Total number of unique customers with approved credit applications, excluding any other application status, during the period 1 April 2019 to 31 March 2020.
- Units: Number of consumers.
- Method: Number- calculated looking at consumers registered on the ABCUL system who applied for credit, including the date and result of the application.
- Includes the number of consumers with Status: Approved1 (application volumes + referrals from April 1, 2019 to March 31, 2020).
- 1 Under the assumption of a 60% approval rate from all referrals received.
- Includes the number of "Unique Searches" to help address the question of unique customers. o Excluding those with any other status (i.e. "Declined")
- Source: Current application datasets that teams get from ALD.

5.3 Reach for Payment Plan Advisor (US)

- Definition: The total unique number of patient's applications received with a calculated payment plan, based on a report pulled on client activity.
- Scope: The total unique number of applications received during the period 1 April 2019 to 31 March 2020.
- Units: Number of patient applications.
- Method: Number – calculated as the number of applications handled via Payment Plan Advisor (PPA) plan, date of inquiry, unique identifier, min and max plan returned, and other useful information that can be analysed. o Excludes patient's applications outside of this timeframe.
- Source: A report compiled on client activity from various Hospital Information Systems (such as Epic, McKesson and Meditech) that are integrated into our Payment Plan Advisor platform.

5.4 Reach for Prove-ID (India)

- Definition: The number of consumer verification reports generated using Prove ID
- Scope: Total number of consumers registered during the period 1 April 2019 to 31 March 2020.
- Units: Number of consumers.
- Method: Running queries on the ProveID Database that stores the details of all transactions
- Source: ProveID Link Mongo Database

5.5 Micro-credit Platform (India)

- Definition: The number of credit bureau reports pulled through the E-Link platform which supports the Microcredit product
- Scope: Total number of reports generated during the period 1 April 2017 to 31 March 2018.
- Units: Number of consumers reports generated.
- Method: Approximation of the reports pulled by a given customer for each Bureau
- Source: A report compiled and collated by collecting reports sent to us from individual business customer databases queries.

6 Health and Safety

6.1 Accidents with and without absence and number of lost days

- **Definition:** Any unplanned event that results in injury or ill health of an employee leading to absence from work / no absence from work and reported number of lost days related to accidents with absence. We do not report on occupational illnesses.
- **Scope:** We report for all the sites within the regions. For cases where we had a disposal over the reporting period, we include the number of accidents up to the time where the Company had responsibility for the site. Where we had new acquisitions over the financial year, we have included all the sites which have been fully integrated into the business in terms of insurance coverage.
- All regions reported for accidents that have occurred in the workplace and accidents that have occurred while on business travel.
- **Units:** Number of accidents leading to absence from work / no absence from work and number of lost days due to accidents with absence.
- **Method:** Regional specific information reported by Health and Safety Advisors as follows:
 - **UK and Ireland:** Accidents with absence and numbers of lost days are reported from HR database systems. Accidents without absence are comprised of all other accidents, as reported through our Health and Safety reporting.
 - **North America:** Accidents with absence are comprised of injury claims that involve a period of absence from the workplace. Accidents without absence are comprised of all other injury claims that relate to accidents at work excluding occupational illnesses. All workers' compensation claims for the US and Canada are managed by external insurance providers. Accidents in Chile and Costa Rica are reported by local site managers.
 - **LATAM:** Accidents with absence / with no absence and number of lost days due to absence from the workplace are reported quarterly by local site managers to the Health and Safety Advisor.
 - **EMEA:** Accidents with absence / with no absence and number of lost days due to absence from the workplace are reported quarterly by local site managers to the Health and Safety Advisor.
 - **APAC:** Accidents with absence / with no absence and number of lost days due to absence from the workplace are reported quarterly by local site managers to the Health and Safety Advisor.

6.2 Lost Time Injury Frequency Rate (LTIFR)

- **Definition:** Lost-time injury frequency rates are the number of lost time injuries within a given accounting period relative to the total number of hours worked in the same accounting period.
- **Scope:** Includes all employee accidents from the Group which incur lost time during the financial year as part of an employees work activity. Hours worked includes all contracted hours recorded by HR for all employees in the Group, which included regular working hours.
- **Method:** The number of Lost Time Injuries recorded for the Group per million hours worked as defined above.



7. Carbon emissions

7.1 Definition

The amount of carbon dioxide equivalent emissions (CO₂e) emitted during a financial year (1 April to 31 March) as a result of operational activities undertaken by Experian Group, by this we mean all operations under operational control of the group. Where operations are not wholly owned but are controlled by the group, we report on 100% of the emissions for that operation. Carbon Dioxide (CO₂) is the only greenhouse gas that we measure in our carbon footprint.

We report the carbon emissions metrics outlined below. The three key performance indicators we use to measure our environmental footprint: total carbon footprint; total carbon footprint by US\$1,000 of revenue* and total carbon footprint by full time equivalent employee) are subject to independent assurance by PricewaterhouseCoopers LLP ('PwC').

*For the purpose of the intensity calculations, the revenue data is taken from our 2020 annual report and accounts.

7.2 Frameworks and principles

We have adopted a methodology that is based on well-established frameworks. These include the UK government's Environmental Reporting guidelines (DEFRA, June 2013) and internationally recognised guidelines such as the WRI/WBCSD Greenhouse Gas Protocol (GHG Protocol).

We report all the emission sources required under the Companies Act 2006 (Strategic Report and Directors' Reports) Regulations 2013. These sources fall within our consolidated financial accounts. We do not have responsibility for any emission sources that are not included in our consolidated statement. We have used the 'Environmental reporting guidelines: including mandatory greenhouse gas emissions reporting guidance' June 2013, data gathered to fulfil our requirements under the CRC Energy Efficiency scheme, and the IEA Carbon Factors for 2018.

In 2016 we changed the way we report our Scope 2 (purchased electricity) emissions to align with the Greenhouse Gas (GHG) Protocol Scope 2 Guidance. We now report both a location-based (subject to assurance by PwC) and a market-based Scope 2 figure. In line with expectations our market-based figure is slightly lower than the location-based figure due to the procurement of electricity that has been generated from low-carbon or renewable sources. Further details of the location and market-based methodologies are provided below.

7.3 Coverage

We report two main sources of CO₂e emissions:

- Emissions from buildings (electricity, gas, district heating and oil used in offices and other premises).
- Emissions from transport (business air travel and cars owned or leased by Experian).

7.4 Use of estimation

Where measurement estimations are applied, these have been explained in the following subsections in relation to the data reported.

7.5 Carbon emissions from buildings

- Where possible, fuel or energy use is based on purchase invoices or actual mileage data; in other cases, it has been necessary to obtain estimations.
- We collect actual data from our data centers across all geographic regions.
- We aim to collate data from at least 70% of the Group as defined by floor space area of our offices across the total of all our geographic locations.



- In order to represent the impact of the whole group, a scaling factor is applied to the measured emissions based on representative data collected from each region and the floor space area. The aim is to account for the impact of the offices from which data was not available or collated.
- Data centers are high energy consumers and are not representative of our general office usage. Data centers are excluded prior to applying a scaling factor and are subsequently added back.
- The floor space area data used in determining the scaling factor is adjusted to exclude the following:
- land, property owned by Experian but leased to third parties (i.e. not occupied by Experian) and unoccupied sites no longer in use. These are expected to have minimal contribution to Experian's carbon footprint.

7.6 Carbon emissions from transport

- Emissions from long and short haul air travel for business by Experian employees are based on mileage data from the air travel provider.
- Emissions from cars owned and leased by Experian are calculated using mileage data and type of fuels used (petrol, diesel or hybrid).
- Where it has not been possible to obtain distance travelled through air travel, but cost has been incurred an estimate has been calculated based on the cost per CO₂ of the flight mileage reported.
- Where road travel figures have not been obtained this data has been estimated on the average mileage per car of the cars which have been reported under the Group insurance policy.

7.7 Final month of financial year estimation

Due to the reporting timeline the data for March is estimated each year, usually extrapolating actual values from March 2019 or, where these are not available, a scaling factor is applied. This year, as a result of the impacts from COVID-19, we have made different adjustments to some of our March 2020 figures, as outlined below:

- i. Air travel: Short Haul and Long-Haul mileage for March 2020 has been estimated as an average of the prior two months, based on actual data obtained from the travel provider for January 2020 and February 2020.
- ii. Carbon emissions from buildings: Our usual March 2020 estimation (excluding data centers) has been adjusted by determining the average number of days all our offices were open in March and applying a daily average consumption. We haven't applied any further adjustments to data centers after the baseline estimation.

7.8 Acquisitions and disposals

- We are gradually increasing the amount of data being collated and therefore reported emissions are becoming more robust. This can affect the trends reported between years.
- Floor space in respect of acquired businesses are included in the scaling calculation from the point that Experian takes operational control of the business.
- Travel data is included in the year following acquisition of a business.
- Disposed businesses are included within carbon reporting until the point that Experian relinquishes operational control. No adjustment is made to prior year comparatives in respect of discontinued or disposed operations.

7.9 Exclusions

- Other business travel: Includes travel by employees in their own cars, hire cars, rail journeys and taxi journeys.
- Refrigerants: A significant volume of refrigerants are used for air conditioning and cooling, particularly within data center facilities. These are closed systems and emissions of greenhouse gases are considered to be negligible and are not measured. The lifetime impact and carbon credentials of hardware and building systems are considered at point of purchase.

- Supply chain and outsourced activities: Experian acknowledges that it can influence suppliers to take action to reduce their carbon emissions. We also recognise there are difficulties gathering accurate and reliable data, particularly as our suppliers are generally substantial and provide services to a number of other companies. Carbon dioxide equivalent emissions from these activities are not currently measured.
- Where third parties utilise space, which is not part of our core business and are responsible for the utility costs these utilities have been excluded.

7.10 Baseline

- We do not report our carbon footprint against a baseline year, instead favouring an approach that reports year-on-year performance on an absolute (i.e. total emissions) and normalised basis (i.e. as a function of revenue and average full-time employee numbers) to take into account growth and other changes to the business.
- Where long term targets have been set, a baseline has been identified alongside the target within our report.
- For significant changes in the Group's composition, emissions associated with the operation acquired or disposed of are separately identified to enable users of the data to identify trends on a like-for-like basis with historical data. Significant change is defined as one that changes the workforce by +/- 10%.

7.11 Emissions calculation methodology

Our carbon emissions are calculated by multiplying publicly available emission factors by collated energy and travel data. Data collated is comprised of power and fuel usage (electricity, natural gas, district heating and fuel oil) for energy in buildings and distance travelled for air and road business travel.

- Location based emissions: Location based emissions have been calculated using emission factors derived from Department for Environment Food and Rural Affairs (DEFRA) and the International Energy Agency (IEA).
- Market based emissions: Market based emissions have been calculated in line with the GHG Protocol Scope 2 Guidance, in the first instance an emission factor supplied by the electricity company and derived from contractual instruments is used. Where this factor is not available a residual mix factor per country is applied, residual mix factors are obtained from RE-DISS. Finally, where neither a supplier nor residual mix factor is available, IEA factors are used as described above.

Key assumptions in using the IEA emissions factors are as follows:

- Grid electricity: We have applied the latest emission factors available at country level as per IEA guidance.
- District heating: We have applied the latest emission factor available for this source as per DEFRA guidelines. This includes an adjustment for assumed energy losses.
- Distance travelled is used to calculate emissions for company owned and leased vehicles, using the
- 'average' factor for vehicles of each fuel type (petrol, diesel and hybrid).
- Distance travelled is used to calculate emissions for business air travel. Short haul is defined as flights up to 3,700km; long haul as flights over 3,700km, using the 'average' factor excluding radiative forcing for each class of travel i.e. long haul and short haul and not seat class.

While we recognise there is some variation in the emissions associated with different fuel types in different countries, owing to the specific local composition of the fuel, such as the proportion of bio-fuel in vehicle fuel, for the purposes of carbon reporting, a consistent approach using the same factor for each fuel (except for grid electricity) is adopted globally.