

CORPORATE RESPONSIBILITY PERFORMANCE DATA 2020

THIS DOCUMENT SHARES OUR CR PERFORMANCE DATA AND SHOULD BE READ IN CONJUNCTION WITH THE SUSTAINABLE BUSINESS REPORT 2020, ANNUAL REPORT AND ACCOUNTS 2020 AND THE 2020 REPORTING PRINCIPLES AND METHODOLOGIES DOCUMENT.

These are all available on our website at www.experian.com/responsibility. Caveats, notes and supporting narratives to the data are addressed in those other documents.

See the Sustainable Business Report 2020, regarding 'Our Approach and Performance' (on page 16) to find out which indicators are externally assured by PwC. Unless otherwise noted in this document or the others referenced above, the data reflects performance for the period of 1 April 2019 to 31 March 2020, which is referenced as '2020' in tables.

EMPLOYEE DIVERSITY

GENDER DIVERSITY BY LEVEL	UNIT	2020	2019	2018	2017	2016	2015
Board	% women	33	27	25	20	20	33
Executive committee and their direct reports	% women	30	26	28	32	n/a	n/a
Senior leadership	% women	30	31	32	30	29	28
Total population of senior leadership team (men & women)	number	806	762	718	710	681	680
Mid-tier leadership	% women	35	35	35	35	35	35
Total workforce	% women	44	44	45	45	45	44

GENDER DIVERSITY BY REGION	UNIT	2020	2019	2018	2017	2016	2015
North America	% women	46	46	47	47	49	47
Latin America	% women	47	48	50	50	47	49
UK&I	% women	35	36	37	37	37	38
EMEA	number	43	45	43	43	44	44
Asia Pacific	% women	45	43	46	46	45	44
Total workforce	% women	44	44	45	45	45	44

EMPLOYEE DIVERSITY (CONTINUED)

AGE DIVERSITY	UNIT	2020	2019	2018	2017
16-24	%	5.4	6.1	6.9	7.4
25-34	%	36.5	36.2	36.3	37.0
35-44	%	31.7	31.4	31.1	30.4
45-54	%	18.1	18.1	17.8	17.7
55-64	%	7.4	7.3	7.0	6.9
Over 65	%	0.9	0.9	0.9	0.8

AGE DIVERSITY BY REGION	UNIT	TOTAL	NORTH AMERICA	LATIN AMERICA	UK & IRELAND	EMEA	ASIA PACIFIC
16-24	%	5.4	4.8	7.6	6.0	4.3	4.1
25-34	%	36.5	28.2	46.7	32.5	44.5	46.7
35-44	%	31.7	28.4	32.8	32.9	32.7	38.2
45-54	%	18.1	23.2	10.5	22.2	15.2	9.3
55-64	%	7.4	13.5	2.4	6.3	3.1	1.7
Over 65	%	0.9	1.9	0.1	0.3	0.3	0.1

ETHNIC DIVERSITY IN NORTH AMERICA	UNIT	2020	2019	2018	2017	2016	2015
American Indian or Alaska Native	%	0.3	0.3	0.4	0.5	0.5	0.4
Asian	%	14.7	13.7	12.4	12.8	12.5	11.8
Black or African American	%	4.9	4.7	6.4	5.5	5.3	5.6
Hispanic or Latino	%	6.8	6.9	7.1	6.5	6.4	6.8
Native Hawaiian or Other Pacific Islander	%	0.3	0.3	0.3	0.4	0.4	0.4
Two or More Races	%	0.8	0.7	0.7	0.8	1.0	1.1
White	%	47.5	47.9	49.2	49.1	51.2	53.9
Not disclosed	%	24.7	25.5	23.5	24.4	22.7	20.0

EMPLOYEE ENGAGEMENT

EMPLOYEE ENGAGEMENT	UNIT	2020	2019	2018	2017	2016
Employee engagement	%	76	75	76	n/a	68

EMPLOYEE TURNOVER	UNIT	2020	2019	2018	2017	2016	2015
Total employee turnover	%	18.8	20.8	21.6	21.7	22.8	26.3
Voluntary employee turnover rate (attrition)	%	11.6	12.3	11.0	11.5	13.0	14.9

HEALTH AND SAFETY

ACCIDENTS WITH AND WITHOUT ABSENCE AND NUMBER OF LOST DAYS	UNIT	ACCIDENTS WITH ABSENCE	ACCIDENTS WITH NO ABSENCE	TOTAL NUMBER OF ACCIDENTS	LOST DAYS
North America	Number	4	16	20	35
Latin America	Number	16	2	18	270
UK&I	Number	0	7	7	0
EMEA	Number	1	0	1	10
Asia Pacific	Number	1	2	3	62
Total	Number	22	27	49	377

LOST TIME INJURY FREQUENCY RATE	UNIT	2020	2019	2018	2017	2016	2015
Lost time injury frequency rate	Per 1m hrs worked	0.49	0.34	0.52	0.52	0.80	0.69

COMMUNITY INVESTMENT

COMMUNITY INVESTMENT DATA (AS REPORTED IN THE SUSTAINABLE BUSINESS REPORT 2020)	UNIT	2020	2019	2018	2017	2016	2015
Charitable contributions	US\$ '000s	8,424	8,536	7,746	6,959	5,968	6,347
Voluntary contributions	US\$ '000s	2,724	2,160	1,625	1,435	1,770	1,141
Total from Experian	US\$ '000s	11,147	10,696	9,371	8,394	7,738	7,488
% Benchmark PBT	%	0.89	0.89	0.81*	0.75	0.68	0.61

* The 2018 metrics based on Benchmark PBT have been restated following the adoption of IFRS 15. See note 3 of the Group financial statements (on page 118 of the Annual Report 2019) for further detail.

COMMUNITY INVESTMENT DATA (FULL BREAKDOWN)	UNIT	2020	2019	2018	2017	2016	2015
Funds from Experian plc	US\$ '000s	3,690	3,391	2,955	3,359	3,272	3,310
Financial donations and investments from Experian subsidiaries	US\$ '000s	3,077	3,651	2,781	2,237	1,594	1,565
Employee time volunteered	US\$ '000s	1,943	1,528	1,524	1,243	1,296	1,173
Gifts in kind	US\$ '000s	737	712	711	648	620	503
Management costs	US\$ '000s	1,700	1,414	1,401	907	957	937
Total from Experian	US\$ '000s	11,147	10,696	9,371	8,394	7,738	7,488

IMPROVING FINANCIAL LIVES

SOCIAL INNOVATION IMPACT	UNIT	2020	2019	2018	2017
Revenue generated through social innovation products	US\$m	22	7	4	2
Total revenue generated through social innovation products since 2013	US\$m	40	17	11	7
People reached through social innovation products	No. of people (million)	14	7	10	2
Total people reached through social innovation products since 2013	No. of people (million)	35	21	14	4

CORE BUSINESS	UNIT	2020	2019
People reached through core business products	No. of people (million)	13.4	7.1

Measures the number of unique individuals positively impacted by our core products in the UK and the US. We re-baselined the products we report on back in 2019.

FREE ACCESS TO CREDIT SCORES	UNIT	2020	2019	2018	2017	2016	2015
Number of people using Experian to access their credit score for free	No. of people (million)	82	57	40	22	4	0

CARBON FOOTPRINT

This year, due to the impacts of COVID-19, we have adjusted the carbon emission calculation for March 2020 data. Detailed information on our calculations can be found on the 2020 Reporting Principles and Methodologies document, available at www.experianplc.com/responsibility/data-and-assurance.

CO ₂ EMISSIONS	UNIT	2020	2019	2018	2017	2016	2015
Scope 1	000's tonnes CO ₂ e	3.0	3.6	3.9	4.4	4.4	4.8
Location-based Scope 2	000's tonnes CO ₂ e	25.5	29.8	33.0	37.0	38.0	40.9
Scope 1 and 2 normalised by revenue¹ – per \$1,000 revenue	Kilograms CO ₂ e	5.5	6.9	8.0 ²	8.9	9.3	9.5
Scope 3	000's tonnes CO ₂ e	15.2	14.3	14.1	12.8	12.1	n/a
Total CO₂ emissions	000's tonnes CO ₂ e	43.7	47.7	51.0	54.2	54.5	57.9
Total CO₂ emissions normalised by revenue – per \$1,000 revenue	Kilograms CO ₂ e	8.4	9.8	11.0 ³	11.7	12.0	12.0
Total CO₂ emissions normalised by headcount – per FTE	Tonnes CO ₂ e	2.5	2.8	3.1	3.0	3.0	3.5

¹ Using location-based emissions.

² The 2018 intensity metric based on revenue has been restated following the adoption of IFRS 15. See note 3 to the Group financial statements on page 118 of the Annual Report 2019 for further detail. Metric reported in our 2018 Annual Report: 7.8 Kilograms of CO₂ e per US\$1,000.

³ The 2018 intensity metric based on revenue has been restated following the adoption of IFRS 15. See note 3 to the Group financial statements on page 118 of the Annual Report 2019 for further detail. Metric reported in our 2018 Annual Report: 10.8 Kilograms of CO₂e per US\$1,000.

TOTAL CO ₂ EMISSIONS BREAKDOWN	UNIT	2020	2019	2018	2017	2016	2015
Buildings (office buildings + data centres)	000's tonnes CO ₂ e	26.5	31.3	34.7	38.9	39.8	42.9
Travel	000's tonnes CO ₂ e	17.2	16.4	16.3	15.3	14.7	15.0
Total CO₂ emissions	000's tonnes CO ₂ e	43.7	47.7	51.0	54.2	54.5	57.9

BUILDING CO ₂ EMISSIONS BY REGION (OFFICE BUILDINGS + DATA CENTRES)	UNIT	2020	2019	2018	2017	2016	2015
North America	000's tonnes CO ₂ e	17	20	21	23	23	24
Latin America	000's tonnes CO ₂ e	1	2	2	2	1	2
UK&I	000's tonnes CO ₂ e	6	7	9	11	13	14
EMEA	000's tonnes CO ₂ e	1	1	1	1	2	2
Asia Pacific	000's tonnes CO ₂ e	1	1	1	1	1	1

CARBON FOOTPRINT (CONTINUED)

TRAVEL CO ₂ EMISSIONS BY REGION	UNIT	2020	2019	2018	2017	2016	2015
North America	000's tonnes CO ₂ e	10	9	8	8	8	8
Latin America	000's tonnes CO ₂ e	2	2	2	1	1	2
UK&I	000's tonnes CO ₂ e	3	3	3	3	3	3
EMEA	000's tonnes CO ₂ e	1	1	2	1	1	2
Asia Pacific	000's tonnes CO ₂ e	2	2	2	2	2	1

CO ₂ EMISSIONS BREAKDOWN NORMALISED BY FTE HEADCOUNT	UNIT	2020	2019	2018	2017	2016	2015
Office buildings	Tonnes CO ₂ e	0.7	1.0	1.1	1.2	1.3	1.5
Data centres	Tonnes CO ₂ e	0.8	0.9	1.0	1.0	1.1	1.1
Travel	Tonnes CO ₂ e	1.0	1.0	1.0	0.9	0.9	0.9

TOTAL OFFICE BUILDING ENERGY USE	UNIT	2020	2019	2018	2017	2016	2015
Normalised by revenue – per \$1,000 revenue	kWh	9	11	11*	21	22	22
Normalised by headcount – per FTE	000kWh	2.5	3.2	3.1	3.5	3.8	4.0
Normalised by floor area – per square foot	kWh	16	19	17	22	24	25

* The 2018 intensity metric based on revenue has been restated following the adoption of IFRS 15. See note 3 of the Group financial statements (on page 118 of the Annual Report 2019) for further detail.

ELECTRICITY USED BY DATA CENTRES	UNIT	2020	2019	2018	2017	2016	2015
Electricity used by data centres	Million kWh	36	40	38	36	38	38

RENEWABLE ENERGY	UNIT	2020	2019	2018	2017
Proportion of electricity from renewable sources	%	29			
Proportion of electricity from renewable or low carbon sources	%		26	27	26

From FY19 our contracted energy in the UK moved from a mix of renewable and low carbon to 100% renewable, allowing us to report the % of our global energy which is purely renewable.