Experian
ESG performance data 2021/22

Unless otherwise noted, the data in these tables reflects performance for the period of 1 April 2021 to 31 March 2022, which is referenced as '2022' in tables.

Board and executive committee (and direct reports) composition

Board composition

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Total number of Board members	number	**11**	11	9	11	12	10	10	12
Number of independent Board members[1]	number	**8**	8	6	7	8	6	6	8
% independent non executive directors	%	**73**	73	67	64	67	60	60	67
Number of women	number	**4**	4	3	3	3	2	3	4
% women on Board	%	**36**	36	33	27	25	20	30	33
Number of ethnically diverse directors on Board	number	**2**	2	2	2	2	1	1	0

Figures are as per those in the annual reports, as at May each year

1 Includes Board Chairman Mike Rogers (independent on appointment on 24 July 2019) from FY20 onwards. The previous Board Chairman has not been classified as independent in this data

Board composition – ethnicity

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
White – North American	number	**3**	3	3	4	4	4	4	6
White – European	number	**6**	6	4	5	6	5	5	6
Non-white ethnic group – Arabic	number	**1**	1	1	1	1	–	–	–
Non-white ethnic group – South American	number	**1**	1	1	1	1	1	1	–
Total number of ethnically diverse directors on Board	number	**2**	2	2	2	2	1	1	0

Figures are as per those in the annual reports, as at May each year

Executive committee and direct reports gender diversity

	Unit	2022	2021	2020	2019	2018	2017
Executive committee and their direct reports	% women	**28**	26	24	24	25	29

Direct reports excludes administrative and support functions

2022 figure as at 1 May 2022

2021 figure as at May 2021. Prior year figures are those submitted for Hampton Alexander Review during the calendar year

Employees – Gender diversity

Gender diversity by level

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Senior leaders	% women	**33**	32	30	31	32	30	29	28
Total population of senior leaders (men & women)	number	**1,016**	869	806	762	718	710	681	680
Mid-level leaders	% women	**36**	35	35	35	35	35	35	35
Total workforce	% women	**44**	44	44	44	45	45	45	44

Senior leader = EB1-EB6, Mid-level leaders = EB7-EB8, Total workforce = EB1-EB12

Gender diversity by region

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
North America	% women	**47**	47	46	46	47	47	49	47
Latin America	% women	**44**	45	47	48	50	50	47	49
UK and Ireland	% women	**36**	36	35	36	37	37	37	38
EMEA	% women	**45**	44	43	45	43	43	44	44
Asia Pacific	% women	**43**	45	45	43	46	46	45	44
Total workforce	% women	**44**	44	44	44	45	45	45	44

Employees – Age diversity

Age diversity by year

	Unit	2022	2021	2020	2019	2018	2017
16-24	%	**6.4**	4.6	5.4	6.1	6.9	7.4
25-34	%	**34.4**	34.6	36.5	36.2	36.3	37.0
35-44	%	**31.6**	31.6	31.7	31.4	31.1	30.4
45-54	%	**18.5**	18.4	18.1	18.1	17.8	27.7
55-64	%	**8.1**	8.1	7.4	7.3	7.0	6.9
65+	%	**1.0**	0.9	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	%	**6.4**	4.2	13.3	5.1	3.5	4.2
25-34	%	**34.4**	27.8	44.2	29.3	37.0	42.8
35-44	%	**31.6**	28.6	30.3	32.8	34.6	41.1
45-54	%	**18.5**	23.2	9.9	24.6	19.0	9.6
55-64	%	**8.1**	14.0	2.2	8.0	5.5	2.1
65+	%	**1.0**	2.2	0.1	0.2	0.3	0.1

Employees – Ethnic diversity – USA

Racial and Ethnic diversity in USA by year

	Unit	2022	2021	2020	2019	2018
Asian	%	**19.2**	18.8	19.3	18.0	16.0
Black or African American	%	**8.2**	7.9	6.4	6.2	8.3
Hispanic or Latino	%	**8.7**	8.6	8.9	9.1	9.1
White	%	**56.7**	60.0	62.2	63.0	63.5
Other	%	**2.4**	2.1	1.9	1.9	1.9
N/A	%	**4.9**	2.5	1.4	1.8	1.1

Other includes Native American or Alaska Native, Native Hawaiian or Pacific Islander, and 'Two or More Races' classifications. N/A includes not disclosed/available.

Racial and Ethnic diversity in USA by level

	Unit	Asian	Black or African American	Hispanic or Latino	White	Other	N/A
Senior leaders	%	14.6	1.5	3.5	73.0	1.7	5.2
Mid-level leaders	%	29.2	3.3	6.7	53.9	1.6	5.3
Total workforce	%	19.2	8.2	8.7	56.7	2.4	4.9

Senior leaders = EB1-EB6, Mid-tier leaders = EB7-EB8, Total workforce = EB1-EB12.
Other includes Native American or Alaska Native, Native Hawaiian or Pacific Islander, and 'Two or More Races' classifications. N/A includes not disclosed/available.

Employees – Ethnic diversity – UK

Ethnic diversity in UK by year

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Asian or Asian British	%	**3.5**	2.9	–	1.8	1.6	1.8	1.9	2.2
Black, African, Caribbean or Black British	%	**1.1**	0.8	–	0.4	0.3	0.3	0.3	0.3
Mixed or Multiple ethnic groups	%	**1.0**	0.9	–	0.4	0.3	0.4	0.4	0.4
White	%	**23.4**	20.0	–	24.8	26.2	26.9	27.5	29.9
Other	%	**0.0**	0.2	–	–	–	–	–	–
Not disclosed	%	**71.0**	75.2	–	72.7	71.6	70.5	69.9	67.2

Employees – composition

Employee composition by type

	Unit	2022	2021	2020	2019	2018
Permanent full-time employees	%	**92**	93	94	93	93
Permanent part-time employees	%	**5**	3	2	3	3
Temporary employees	%	**3**	4	4	4	3
Contractors	%	**0**	0	0	0	0

Employees

Employee engagement

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Employee engagement	%	**78**	–	76	75	76	–	68	–

We report employee engagement as one of our key performance indicators for the business. During FY21 we switched from annual surveys to more regular pulse survey checks on our employees' health and well-being during the COVID-19 pandemic. Our annual survey has been reinstated for FY22. For FY22 going forwards we have switched our engagement survey from Korn Ferry to Great Place To Work, the questions are very similar in sentiment but not like-for-like.

Employee turnover

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Voluntary employee turnover rate	%	**16.1**	10.1	11.6	12.3	11.0	11.5	13.0	14.9
Involuntary employee turnover rate	%	**5.5**	6.3	7.2	8.5	10.6	10.2	9.8	11.4
Total employee turnover	%	**21.7**	16.5	18.8	20.8	21.6	21.7	22.8	26.3

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	7	5	12	38
Latin America	Number	4	0	4	30
UK and Ireland	Number	0	2	2	0
EMEA	Number	0	0	0	0
Asia Pacific	Number	0	0	0	0
Total workforce	Number	11	7	18	68

Lost time injury frequency rate

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Lost time injury frequency rate	Per 1m hrs worked	**0.27**	0.20	0.49	0.34	0.52	0.52	0.80	0.69

Social – Community Investment

Community investment data

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Charitable contributions	US$ '000s	**14,072**	10,319	8,424	8,536	7,746	6,959	5,968	6,347
Voluntary contributions	US$ '000s	**1,807**	1,726	2,724	2,160	1,625	1,435	1,770	1,141
Total from Experian	US$ '000s	**15,879**	12,045	11,147	10,696	9,371	8,394	7,738	7,488
% Benchmark Profit Before Tax*	%	**1.03**	0.95	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	2022	2021	2020	2019	2018	2017	2016	2015
Funds from Experian plc	US$ '000s	**5,683**	3,942	3,690	3,391	2,955	3,359	3,272	3,310
Financial donations and investments from Experian subsidiaries	US$ '000s	**5,632**	3,754	3,077	3,651	2,781	2,237	1,594	1,565
Employee time volunteered	US$ '000s	**849**	725	1,943	1,528	1,524	1,243	1,296	1,173
Gifts in kind	US$ '000s	**1,070**	1,947	737	712	711	648	620	503
Management costs	US$ '000s	**2,645**	1,677	1,700	1,414	1,401	907	957	937
Total from Experian	US$ '000s	**15,879**	12,045	11,147	10,696	9,371	8,394	7,738	7,488

Social – Improving Financial Health

Consumer profiles

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Number of people with profiles in Experian's consumer bureaux	billions of people	**1.41**	1.28	1.20	1.00	0.95	0.93	0.86	0.82

Free access to credit scores

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
North America	Millions of people	**52**	41	29.5	19	14	9	4	–
Latin America	Millions of people	**71**	59	45	32	22	11	–	–
UK and Ireland	Millions of people	**11**	10	7.5	5.6	4	2	–	–
Total number of people using Experian to access their credit scores for free	Millions of people	**134**	110	82	57	40	22	4	–

Limpa Nome

	Unit	2022	2021	2020	2019
Value of debts on Limpa Nome for which consumers took up renegotiated offer	$bn	**5.9**	7.8	2.7	0.5
Value of payments made to pay off renegotiated debts	$bn	**1.2**	1.1	0.4	0.1
Value of debt written off for consumers	$bn	**4.7**	6.7	2.3	0.4
Number of people helped by Limpa Nome	Millions of people	**9.0**	8.3	2.9	0.6

The Limpa Nome portal allows consumers to renegotiate their debts, they then have a choice whether or not to accept the renegotiated lower figure and repayment plan. The data above relates to those offers that have been accepted, which is a subset of the larger number of debts that have been renegotiated on the platform.

Social Innovation impact

	Unit	2022	2021	2020	2019	2018	2017
Revenue generated through social innovation products	$m	**59**	64	22	7	4	2
Total revenue generated through social innovation products since 2013 (cumulative)	$m	**162**	103	40	17	10	7
People reached through social innovation products	Millions of people	**21**	28	14	7	9	2
Total people reached through social innovation products since 2013 (cumulative)	Millions of people	**82**	61	35	21	13	4

United for Financial Health

	Unit	2022	2021
People reached through United for Financial Health programme (cumulative)	Millions of people	**87**	35

Carbon emissions – overview

In order to accurately reflect our renewable electricity consumption, we are shifting our key emissions metrics from using location-based Scope 2 emissions to market-based Scope 2 emissions. Our carbon neutral commitment, our offsetting commitment, and our science-based targets are based on our market-based emissions.

Absolute CO_2e emissions

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Scope 1	000s tonnes CO_2e	**2.5**	2.2	3.0	3.6	3.9	4.4	4.4	4.8
Scope 2 (market-based)[1]	000s tonnes CO_2e	**13.9**	14.3	22.1	25.6	28.0	34.2	36.6	–
Scope 1 and 2 (market-based) total	000s tonnes CO_2e	**16.4**	16.5	25.1	29.2	31.9	38.6	41.0	–
Scope 3[2]	000s tonnes CO_2e	**532.9**	453.9	493.4	495.3	–	–	–	–
Scope 3 (Purchased Goods and Services, Business Travel and Fuel-and-energy related activity)[3]	000s tonnes CO_2e	**420.1**	355.1	398.3	412.6	–	–	–	–
Total emissions – Scope 1, 2 and 3 (market-based)	000s tonnes CO_2e	**549.3**	470.4	518.5	524.5	–	–	–	–

Annual changes in absolute CO_2e emissions

	Unit	2022	2021	2020	2019	2018	2017	2016
Scope 1 and 2 (market-based) total	%	**-1**	-34	-14	-8	-17	-6	–
Scope 1, 2 and 3 (market-based) CO_2e emissions	%	**17**	-9	-1	–	–	–	–

Normalised CO_2e emissions

	Unit	2022	2021	2020	2019	2018	2017	2016
Scope 1 and 2 (market-based) normalised by revenue – per $1m revenue	Tonnes CO_2e	**2.6**	3.1	4.8	6.0	6.8	8.9	9.7
Scope 1, 2 and 3 emissions (market-based) normalised by revenue – per $1m revenue	Tonnes CO_2e	**87.4**	87.6	100.1	107.9	–	–	–
Scope 1, 2 and 3 emissions (market-based) normalised by headcount – per FTE	Tonnes CO_2e	**31.0**	26.4	29.7	30.8	–	–	–

Annual changes in normalised CO_2e emissions

	Unit	2022	2021	2020	2019	2018	2017	2016
Scope 1, 2 and 3 (market-based) CO_2e emissions normalised by revenue – per $1m revenue	%	**0**	-12	-7	–	–	–	–
Scope 1, 2 and 3 (market-based) CO_2e emissions normalised by headcount – per FTE	%	**17**	-11	-4	–	–	–	–

1 We have calculated marked-based scope 2 emissions using electricity supplier emission factors where available. Where these were not available, we used residual emission factors. If residual factors were not available we used location-based factors.
2 Includes our total Scope 3 emissions (Purchased goods and services, Capital goods, Fuel-and-energy-related activities, Waste generated in operations, Business travel, Employee commuting, Upstream leased assets, and Investments). In prior years, this only included emissions from air travel. As we have now conducted a full Scope 3 analysis, we are able to report total Scope 3 emissions data for each year since our baseline year of 2019. This does not just include emissions from air travel, but all Scope 3 categories relevant to our business.
3 Scope 3 categories that make up our Scope 3 science-based target.

For completeness and transaparency we have also reported our location-based emissions below.

Absolute CO_2e emissions

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Scope 1	000s tonnes CO_2e	**2.5**	2.2	3.0	3.6	3.9	4.4	4.4	4.8
Scope 2 (location-based)	000s tonnes CO_2e	**21.1**	22.2	25.5	29.8	33.0	37.0	38.0	40.9
Scope 1 and 2 (location-based) total	000s tonnes CO_2e	**23.6**	24.4	28.5	33.4	36.9	41.4	42.4	45.7
Scope 3	000s tonnes CO_2e	**532.9**	453.9	493.4	495.3	–	–	–	–
Scope 3 (Purchased Goods and Services, Business Travel, and Fuel-and-energy related activity)[1]	000s tonnes CO_2e	**420.1**	355.1	398.3	412.6	–	–	–	–
Total emissions – Scope 1, 2 and 3 (location-based)	000s tonnes CO_2e	**556.5**	478.3	521.9	528.7	–	–	–	–

Normalised CO_2e emissions

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Scope 1 and 2 (location-based) normalised by revenue – per $1m revenue[2]	Tonnes CO_2e	**3.8**	4.5	5.5	6.9	8.0	8.9	9.3	9.5
Scope 1, 2 and 3 emissions (location-based) normalised by revenue – per $1m revenue	Tonnes CO_2e	**88.5**	89.0	100.8	108.8	11.0	11.7	12.0	12.0
Scope 1, 2 and 3 emissions (location-based) normalised by headcount – per FTE	Tonnes CO_2e	**31.4**	26.9	29.9	31.0	3.1	3.0	3.3	3.5

Location-based carbon emissions. We have calculated location-based Scope 2 emissions using the International Energy Agency (IEA) 2021 carbon emission factors for electricity.

1 Scope 3 categories that make up our Scope 3 science-based target.

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: 10.8 Kilograms of CO_2 e per US$1,000.

Carbon emissions – buildings and travel

CO_2e emissions breakdown (market-based)

	Unit	2022	2021	2020	2019	2018	2017	2016
Buildings (offices + data centres)	000s tonnes CO_2e	**14.9**	15.4	23.1	27.1	29.7	36.1	38.4

Offices CO_2e emissions (market-based)

	Unit	2022	2021
Total CO_2e emissions	000s tonnes CO_2e	**10.7**	10.7
CO_2e emissions normalised by revenue – per $1m revenue	Tonnes CO_2e	**1.7**	2.0
CO_2e emissions normalised by headcount – per FTE	Tonnes CO_2e	**0.6**	0.6

Data centres CO_2e emissions (market-based)

	Unit	2022	2021
Total CO_2e emissions	000s tonnes CO_2e	**4.2**	4.6
CO_2e emissions normalised by revenue – per $1m revenue	Tonnes CO_2e	**0.7**	0.9
CO_2e emissions normalised by headcount – per FTE	Tonnes CO_2e	**0.2**	0.3

Emissions for offices and data centres in both Scope 1 and Scope 2.

Travel CO_2e emissions (air travel + owned and leased vehicles)

	Unit	2022	2021	2020	2019	2018	2017	2016
Total CO_2e emissions	000s tonnes CO_2e	**3.3**	1.4	17.2	16.4	16.3	15.3	14.7
CO_2e emissions normalised by revenue – per $1m revenue[1]	Tonnes CO_2e	**0.5**	0.3	3.3	3.4	3.5	3.5	3.5
CO_2e emissions normalised by headcount – per FTE	Tonnes CO_2e	**0.2**	0.1	1.0	1.0	1.0	1.0	1.0

Air travel emissions are recorded within Scope 3. Company-owned and leased vehicle emissions are recorded within Scope 1.

1 The 2018 intentsity 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 2019 Annual Report) for further detail.

Carbon emissions – breakdown of Scope 3 emissions

Scope 3 emissions

	Unit	2022	2021	2020	2019	2022 contribution to Scope 3 (%)
Purchased goods and services[1]	000s tonnes CO_2e	**412.0**	350.9	378.9	357.4	77.3
Fuel-and-energy-related activities[1]	000s tonnes CO_2e	**6.3**	3.9	4.2	6.2	1.2
Business travel[1]	000s tonnes CO_2e	**1.8**	0.3	15.2	49.1	0.3
Upstream leased assets	000s tonnes CO_2e	**45.3**	35.4	31.0	17.5	8.5
Capital goods	000s tonnes CO_2e	**40.8**	40.4	31.4	31.2	7.7
Employee commuting	000s tonnes CO_2e	**17.8**	13.7	24.8	24.6	3.3
Investments	000s tonnes CO_2e	**8.6**	8.9	7.7	4.3	1.6
Waste generated in operations	000s tonnes CO_2e	**0.3**	0.4	0.2	5.2	0.1
Total Scope 3	000s tonnes CO_2e	**532.9**	453.9	493.4	495.3	100.0
Subset of emissions within our Scope 3 science-based target (Purchased Goods and Services, Business Travel, and Fuel-and-energy-related activities)	000s tonnes CO_2e	**420.1**	355.1	398.3	412.6	

1 Scope 3 emissions within science-based targets.

Energy use

Total energy use

	Unit	2022	2021	2020	2019	2018	2017
Energy consumption	GWh	**75.0**	76.0	80.0	95.0	89.0	99.0
Energy consumption normalised by revenue – per $1m revenue[1]	MWh	**12.0**	14.1	15.4	19.5	19.1	22.8
Energy consumption normalised by headcount – per FTE	MWh	**4.2**	4.3	4.5	5.5	5.4	6.3
Energy consumption normalised by floor area – per square foot	kWh	**27.0**	24.6	29.1	32.7	29.8	34.6

1 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

Office building energy use

	Unit	2022	2021	2020	2019	2018	2017	2016	2015
Energy consumption	GWh	**35.0**	40.0	44.0	55.0	51.0	63.0	74.0	79.0
Energy consumption normalised by revenue – per $1m revenue[1]	MWh	**5.5**	7.0	9.0	11.0	11.0	21.0	22.0	22.0
Energy consumption normalised by headcount – per FTE	MWh	**2.0**	2.2	2.5	3.2	3.1	3.5	3.8	4.0

Office building energy used is predominantly electricity

1 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

Data centre energy use

	Unit	2022	2021	2020	2019	2018	2017
Energy consumption	GWh	**40.0**	36.0	36.0	40.0	38.0	36.0
Energy consumption normalised by revenue – per $1m revenue[1]	MWh	**6.5**	6.7	7.0	8.2	8.2	8.3
Energy consumption normalised by headcount – per FTE	MWh	**2.3**	2.0	2.0	2.3	2.3	2.3

Data centre energy used is 100% electricity

1 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

Renewable Electricity

	Unit	2022	2021	2020	2019	2018	2017
Proportion of electricity from renewable sources	%	**32**	34	29			
Proportion of electricity from renewable or low carbon sources	%				26	27	26

93% of energy consumption is electricity