

## 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, Equity and Inclusion Officer (Global Chief DEI 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 networks. Our global mental health strategy informs our regional strategies, recognising cultural nuances.

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 aims to:

- Educate - Raise awareness, reduce stigma, and foster a preventative and open culture around mental health
- Equip - Equip our people with tools and resources needed to proactively support their wellbeing
- Empathise - Offer consistent and empathetic support for all people

### 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. 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 DEI Officer provides an update to the Operating Committee (OpCo) and the Board of Directors annually and the Board holds the Global Chief DEI Officer accountable on delivery of the strategy.
- 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 DEI Officer: owns the global wellbeing strategy. Within their team the Global Head of Employee Resource Groups & Wellbeing and the Global Wellbeing Lead 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 informed by standards including ISO 45003 (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.
- 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.

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.

To underpin our commitment, we have set a target of training 1% of our employees as Mental Health First Aiders, and progress against this feeds into our Global Wellbeing Scorecard. 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, to benchmark our progress and identify best practice. We are proud to have been recognised with a Gold Award in Mind's Workplace Wellbeing Index 2021/2022, and to be awarded '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: 5 December 2022