

Appendix – Disclosures

Appendix A: SASB -PHIL

The disclosures in this report are informed by the recommendations of the Sustainability Accounting Standards Board (SASB) Professional & Commercial Services standard.

Topic and Accounting Metric	Code	Selective Disclosure	
Data Security			
Description of approach to identifying and addressing data security risks	SV-PS-230a.1	See data privacy and information security	
Description of policies and practices relating to collection, usage, and retention of customer information	SV-PS-230a.2	See data privacy and information security	
(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	SV-PS-230a.3	Not reported	
Workforce Diversity & Engagement			
Percentage of gender and racial/ethnic group representation for (1) executive management, (2) all other employees	SV-PS-330a.1	See Employment and engagement for our employee diversity data	
(1) Voluntary and (2) involuntary turnover rate for employees	SV-PS-330a.2	Total turnover rate: 52.3% See Employment and engagement	
Employee engagement as a percentage	SV-PS-330a.3	Not disclosed See Employment and engagement for more information on our employee engagement survey and programs	
Professional Integrity			
Description of approach to ensuring professional integrity	SV-PS-510a.1	See Ethical and responsible business conduct	
Total amount of monetary losses as a result of legal proceedings associated with professional integrity	SV-PS-510a.2	Not reported	
Activity Metric			
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	SV-PS-000.A	Permanent Employees	2,184
		Contingent Employees	188
		Total	2,372