ESG performance data
2024

experian.

Welcome to Experian's ESG performance data

The data tables in this document aim to provide a thorough overview of key ESG performance indicators.

At Experian, we recognise that we can add the most value to society by improving financial health for all, and we have made this our sustainable business strategic priority.

Helping people improve their financial health enables them to get fairer access to credit and the essentials they need to transform their lives – from having a home or building their business, to paying for education and healthcare. This in turn drives social and economic development, and contributes to three of the United Nations Sustainable Development Goals (1.4, 8.10 and 9.3), including helping to lift people out of poverty.

The data tables support different elements of our sustainable business strategy (see diagram on the right). The subsequent pages are therefore split into the following sections:

Unless otherwise noted, the data in this document reflects performance for the period of 1 April 2023 to 31 March 2024, which is referenced as '2024' in tables.

You can find out more about our Sustainable Business Strategy in our Driving Social Impact and Diversity, Equity and Inclusion Report and on pages 56-81 of our Annual Report.
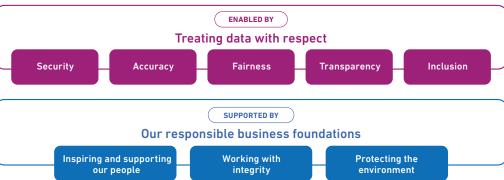
↗ Power of YOU Report: Driving Social Impact and Diversity, Equity and Inclusion

↗ Annual Report and Accounts 2024

Our sustainable business strategy

OUR PURPOSE

Creating a better tomorrow

OUR AMBITION

Helping people thrive on their financial journey

DELIVERED BY

- Driving financial inclusion
- Enabling our clients to deliver positive outcomes
- Building financial health and confidence

CONTRIBUTING TO THE UN SUSTAINABLE DEVELOPMENT GOALS

1 NO POVERTY — 1.4

8 DECENT WORK AND ECONOMIC GROWTH — 8.10

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE — 9.3

ENABLED BY

Treating data with respect

- Security
- Accuracy
- Fairness
- Transparency
- Inclusion

SUPPORTED BY

Our responsible business foundations

- Inspiring and supporting our people
- Working with integrity
- Protecting the environment

Our sustainability strategy is underpinned by our robust ESG governance.

Consumer profiles

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Number of people with profiles in Experian's consumer bureaux	Billions of people	1.11	1.46	1.41	1.28	1.20	1.00	0.95	0.93	0.86	0.82

We have reviewed our reporting definitions across all our regions to apply a more consistent approach and are applying this for our annual reporting period up to 31 March 2024.

Free access to credit scores

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
USA	Millions of people	70	62	52	41	29.5	19	14	9	4	—
Brazil	Millions of people	88	81	71	59	45	32	22	11	—	—
Spanish Latin America – Colombia and Peru	Millions of people	11	13	11	—	—	—	—	—	—	—
UK	Millions of people	13	12	11	9.5	7.5	5.6	4	2	—	—
Total number of people using Experian to access their credit scores for free	Millions of people	182	168	145	110	82	57	40	22	4	—

We have reviewed our reporting definitions across all our regions to apply a more consistent approach and are applying this for our 31 March 2024 reporting onwards.

Limpa Nome

	Unit	2024	2023	2022	2021	2020	2019
Value of debts on Limpa Nome for which consumers took up renegotiated offer	$bn	14.5	8.9	5.9	7.8	2.7	0.5
Value of payments made to pay off renegotiated debts	$bn	2.6	1.8	1.2	1.1	0.4	0.1
Value of debt written off for consumers	$bn	11.9	7.1	4.7	6.7	2.3	0.4

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	2024	2023	2022	2021	2020	2019	2018	2017
Total revenue generated through social innovation products	$m	116	79	59	63	23	7	3	7
Total people reached through social innovation products	Millions of people	8	24	22	25	14	8	9	4

2017 includes data for 2013 to 2017 inclusive.

United for Financial Health

	Unit	2024	2023	2022	2021
Connections reached through United for Financial Health programme (cumulative)	Millions of people	146	113	87	35

Community Investment

Community investment data

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Charitable contributions	US$ '000s	16,865	14,622	14,072	10,319	8,424	8,536	7,746	6,959	5,969	6,347
Voluntary contributions	US$ '000s	2,863	3,017	1,807	1,726	2,724	2,160	1,625	1,435	1,770	1,141
Total from Experian	US$ '000s	19,728	17,639	15,879	12,045	11,147	10,696	9,371	8,394	7,739	7,488
% Benchmark Profit Before Tax*	%	1.10	1.06	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	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Funds from Experian plc	US$ '000s	4,300	4,455	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	9,358	7,486	5,632	3,754	3,077	3,651	2,781	2,237	1,594	1,565
Employee time volunteered	US$ '000s	2,450	1,874	849	725	1,943	1,528	1,524	1,243	1,296	1,173
Gifts in kind	US$ '000s	728	1,119	1,070	1,947	737	712	711	648	620	503
Management costs	US$ '000s	2,892	2,705	2,645	1,677	1,700	1,414	1,401	907	957	937
Total from Experian	US$ '000s	19,728	17,639	15,879	12,045	11,147	10,696	9,371	8,394	7,739	7,488

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Board and Group Operating Committee   Employee diversity   Employee composition   Employee engagement/health & safety

Board – Composition

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Total number of Board members	Number	11	11	11	11	9	11	12	10	10	12
Number of independent Board members[1]	Number	8	8	8	8	6	7	8	6	6	8
% independent non executive directors	%	73	73	73	73	67	64	67	60	60	67
Number of women	Number	5	5	4	4	3	3	3	2	2	4
% women on Board	%	45	45	36	36	33	27	25	20	20	33
Number of women in Board Senior Positions[2]	Number	1	1				Not disclosed				
Number of ethnically diverse directors on Board	Number	2	2	2	2	2	2	2	1	1	0

Figures for 2024 and 2023 as reported at 31 March. For prior years (2015 to 2022) figures are as per those in the annual reports, as at May each year.
1   Includes Board Chair Mike Rogers (independent on appointment on 24 July 2019) from FY20 onwards. The previous Board Chair has not been classified as independent in this data.
2   As defined by the UK Financial Conduct Authority (FCA), senior positions on the Board comprise the Chair, Chief Executive Officer, Chief Financial Officer and Senior Independent non-executive Director.

Board – Ethnicity

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
White British or other White (including minority-white groups)	Number	9	9	9	9	7	9	10	9	9	12
Mixed/Multiple Ethnic Groups	Number	—	—	—	—	—	—	—	—	—	—
Asian/Asian British	Number	1	1	—	—	—	—	—	—	—	—
Black/African/Caribbean/Black British	Number	—	—	—	—	—	—	—	—	—	—
Other ethnic group, including Arab	Number	1	1	2	2	2	2	2	1	1	—
Not specified/Prefer not to say	Number	—	—	—	—	—	—	—	—	—	—
Total number of ethnically diverse directors on Board	Number	2	2	2	2	2	2	2	1	1	—

Figures for 2024 and 2023 as reported at 31 March. For prior years (2015 to 2022) figures are as per those in the annual reports, as at May each year.

Board – Nationality

	Unit	2024	2023
American	Number	3	3
Brazilian	Number	1	1
British	Number	6	6
Irish	Number	1	1

Historic data not available.

Board – Age

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
30 to 39	Number	—	—	—	—	1	1	1	—	—	—
40 to 49	Number	1	1	1	2	1	1	1	2	2	3
50 to 59	Number	5	5	6	6	5	6	6	5	6	6
60 and over	Number	5	5	4	3	2	3	4	3	2	3

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Board and Group Operating Committee | Employee diversity | Employee composition | Employee engagement/health & safety

Board – Tenure

	Unit	2024	2023	2022	2021	2020	2019	2018
< 1 year	Number	—	4	1	2	—	—	2
1 to <3 years	Number	5	2	1	2	2	3	2
3 to <6 years	Number	1	1	3	4	4	3	5
6 to <9 years	Number	3	3	3	2	3	4	1
9+ years	Number	2	1	3	1	—	1	2
Total number of directors	Number	11	11	11	11	9	11	12
Average board tenure	Number	5 years 1 month	4 years 1 month	6 years 3 months	5 years 9 months	Not disclosed	Not disclosed	Not disclosed

Operating committee (and direct reports) composition

Group Operating Committee – Gender Identity

	Unit	2024	2023
Men	Number	10	11
Men	%	71	73
Women	Number	4	4
Women	%	29	27
Other	Number	—	—
Other	%	—	—
Not specified/prefer not to say	Number	—	—
Not specified/prefer not to say	%	—	—

Group Operating Committee includes the Chief Executive Officer, the Chief Financial Officer, the Chief Operating Officer and other members of executive management, and as defined under "Executive management" in the FCA's Listing Rules. Historic data not available.

Group Operating Committee – Ethnicity

	Unit	2024	2023
White British or other White (including minority-white groups)	Number	11	12
Mixed/Multiple Ethnic Groups	Number	—	0
Asian/Asian British	Number	—	—
Black/African/Caribbean/Black British	Number	—	—
Other ethnic group, including Arab	Number	3	3
Not specified/Prefer not to say	Number	—	

Group Operating Committee includes the Chief Executive Officer, the Chief Financial Officer, the Chief Operating Officer and other members of executive management, and as defined under "Executive management" in the FCA's Listing Rules. Historic data not available.

Group Operating Committee and their direct reports – Gender diversity

	Unit	2024	2023	2022	2021	2020	2019	2018	2017
Group Operating Committee and their direct reports	% women	30	27	27	26	24	24	25	29

Group Operating Committee includes the Chief Executive Officer, the Chief Financial Officer, the Chief Operating Officer and other members of executive management, and as defined under "Executive management" in the FCA's Listing Rules.
Direct reports excludes administrative and support functions.
2022 to 2024 figures as at 31 March. Prior year figures are those submitted for Hampton Alexander Review during the calendar year.

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Board and Group Operating Committee   Employee diversity   Employee composition   Employee engagement/health & safety

Employees – Gender diversity

Gender diversity by level (SASB SV-PS-330a.1)

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Senior leaders	% women	34.6	34	33	32	30	31	32	30	29	28
Total population of senior leaders (men & women)	Number	1,055	1,068	1,016	869	806	762	718	710	681	680
Mid-level leaders	% women	36.6	36	36	35	35	35	35	35	35	35
Total workforce	% women	44.7	44	44	44	44	44	45	45	45	44

Senior leaders = EB1-EB6 (Senior Leadership/leadership roles), Mid-tier leaders = EB7-EB8 (Senior career, experienced and managerial roles), Total workforce = EB1-EB12 (previous categories plus Administrative, junior and early/mid-career roles).

Gender diversity by region

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North America	% women	47.1	47	47	47	46	46	47	47	49	47
Latin America	% women	45.2	45	44	45	47	48	50	50	47	49
UK and Ireland	% women	38.8	37	36	36	35	36	37	37	37	38
EMEA/Asia Pacific	% women	44.3	44	44	45	45	44				
Total workforce	% women	44.7	44	44	44	44	44	45	45	45	44

Data not available for EMEA/Asia Pacific for 2015 to 2018.

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Board and Group Operating Committee   **Employee diversity**   Employee composition   Employee engagement/health & safety

Employees – Ethnic diversity – USA

Racial and Ethnic diversity in USA by year

	Unit	2024	2023	2022	2021	2020	2019	2018
Asian	%	**20.4**	20.4	19.2	18.8	19.3	18.0	16.0
Black or African American	%	**8.5**	8.6	8.2	7.9	6.4	6.2	8.3
Hispanic or Latino	%	**8.8**	8.9	8.7	8.6	8.9	9.1	9.1
White	%	**54.8**	55.1	56.7	60.0	62.2	63.0	63.5
Other	%	**2.7**	2.5	2.3	2.1	1.9	1.9	1.9
Not disclosed	%	**4.8**	4.4	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.

Racial and Ethnic diversity in USA by level in 2024 (SASB SV-PS-330a.1)

	Unit	Asian	Black or African American	Hispanic or Latino	White	Other	Not disclosed
Senior leaders	%	13.7	2.3	3.9	72.5	2.4	5.2
Mid-level leaders	%	30.8	4.1	6.8	51.7	2.0	4.6
Total workforce	%	20.4	8.5	8.8	54.8	2.7	4.8

Senior leaders = EB1-EB6 (Senior Leadership/leadership roles), Mid-tier leaders = EB7-EB8 (Senior career, experienced and managerial roles), Total workforce = EB1-EB12 (previous categories plus Administrative, junior and early/mid-career roles)
Other includes Native American or Alaska Native, Native Hawaiian or Pacific Islander, and 'Two or More Races' classifications.

Employees – Ethnic Diversity – Brazil

Ethnic diversity in Brazil by year

	Unit	2024	2023
Asian	%	**2.2**	2.2
Black and Brown	%	**27.3**	25.8
White	%	**66.2**	65.7
Not disclosed	%	**4.3**	6.3

These categories follow Brazil IBGE (census) categories, which have been presented in the table above as follows: 'Amarela' – Asian; 'Preta' and 'Parda' – Black and Brown; 'Branca' – White.

Employees – Ethnic diversity – UK

Ethnic diversity in UK by year

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Asian or Asian British	%	**6.8**	6.0	3.5	2.9	—	1.8	1.6	1.8	1.9	2.2
Black, African, Caribbean or Black British	%	**1.7**	1.5	1.1	0.8	—	0.4	0.3	0.3	0.3	0.3
Mixed or Multiple ethnic groups	%	**1.8**	1.7	1.0	0.9	—	0.4	0.3	0.4	0.4	0.4
White	%	**42.7**	37.6	23.4	20.0	—	24.8	26.2	26.9	27.5	29.9
Other	%	**0.4**	0.0	0.0	0.2	—	—	—	—	—	—
Not disclosed	%	**46.6**	53.2	71.0	75.2	—	72.7	71.6	70.5	69.9	67.2

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Board and Group Operating Committee   Employee diversity   Employee composition   Employee engagement/health & safety

Employees – Disability diversity

Disability diversity

	Unit	2024	2023
Disabled	%	3.5	3.1
Not disabled	%	43.2	42.6
I prefer not to say	%	3.7	3.8
Not disclosed	%	49.6	50.4

Data from employees in countries comprising 94% (FY23: 87%) of Experian's global headcount.

Employees – Age diversity

Age diversity by year

	Unit	2024	2023	2022	2021	2020	2019	2018	2017
16-24	%	6.1	6.4	6.4	4.6	5.4	6.1	6.9	7.4
25-34	%	33.8	34.2	34.4	34.4	36.5	36.2	36.3	37.0
35-44	%	32.0	31.7	31.6	32.4	31.7	31.4	31.1	30.4
45-54	%	18.5	18.4	18.5	19.3	18.1	18.1	17.8	17.7
55-64	%	8.5	8.3	8.1	8.4	7.4	7.3	7.0	6.9
65+	%	1.1	1.0	1.0	0.9	0.9	0.9	0.9	0.8

Age diversity by region in 2024

	Unit	Total	North America	Latin America	UK & Ireland	EMEA/ Asia Pacific
16-24	%	6.1	4.1	10.3	6.1	5.2
25-34	%	33.8	27.5	43.5	28.3	38.3
35-44	%	32.0	28.5	33.0	32.0	37.3
45-54	%	18.5	23.0	10.4	24.3	15.1
55-64	%	8.5	14.4	2.6	8.8	3.9
65+	%	1.1	2.5	0.2	0.5	0.2

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Board and Group Operating Committee   Employee diversity   **Employee composition**   Employee engagement/health & safety

Employees – Composition

Employee population by region

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North America	Number	**9,084**	8,819	8,697	7,016	6,645	6,666	6,583	6,245	5,867	6,691
Latin America	Number	**5,790**	5,280	4,606	3,328	3,276	3,109	3,184	3,187	3,021	3,031
UK & Ireland	Number	**3,749**	3,615	3,240	3,313	3,497	3,589	3,742	3,632	3,455	3,569
EMEA/Asia Pacific	Number	**3,656**	3,651	3,908	3,989	3,707	3,150	2,806	2,615	2,655	3,229
Central	Number	**258**	242	206	189	199	193	180	159	158	157
Total	Number	**22,537**	21,607	20,657	17,835	17,324	16,707	16,495	15,838	15,156	16,677

This represents the average monthly number of FTE (full time equivalent employees), including executive directors.
2016 data re-presented for sale of 75% share in CCM.

Workforce composition by type (SASB SV-PS-000.A)

	Unit	2024	2023	2022	2021	2020	2019	2018
Permanent full-time employees	%	**94.4**	93	92	93	94	93	93
Permanent part-time employees	%	**3.5**	4	5	3	2	3	3
Temporary employees	%	**2.0**	3	3	4	4	4	3
Contractors	%	**0.1**	0	0	0	0	0	0

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Board and Group Operating Committee   Employee diversity   Employee composition   **Employee engagement/health & safety**

Employee – engagement

Employee engagement (SASB SV-PS-330a.3)

	Unit	2024	2023	2022	2021	2020	2019	2018
Employee engagement	%	83	82	78	—	76	75	76

We report employee engagement as one of our key performance indicators for the business. During 2021 we switched from annual surveys to more regular pulse surveys check on our employees' health and well-being during the COVID-19 pandemic. Our annual survey was reinstated for 2022.
Since 2022 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 (SASB SV-PS-330a.2)

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Voluntary employee turnover rate	%	7.9	11.9	16.1	10.1	11.6	12.3	11.0	11.5	13.0	14.9
Involuntary employee turnover rate	%	7.4	6.4	5.5	6.3	7.2	8.5	10.6	10.2	9.8	11.4
Total employee turnover	%	**15.4**	18.4	21.7	16.5	18.8	20.8	21.6	21.7	22.8	26.3

Employee – health & safety

Accidents with and without absence and number of lost days in 2024

	Unit	Accidents with absence	Accidents with no absence	Total number of accidents	Lost days
North America	Number	1	2	3	55
Latin America	Number	9	3	12	50
UK and Ireland	Number	1	3	4	29
EMEA/Asia Pacific	Number	–	–	–	–
Total workforce	Number	11	8	19	134

Lost time injury frequency rate

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Lost time injury frequency rate[1]	Per 1m hrs worked	0.24	0.27	0.27	0.20	0.49	0.34	0.52	0.52	0.8	0.69

1   Total number of accidents with absence per one million hours worked.

Carbon emissions – overview

In order to accurately reflect our renewable electricity consumption, we have shifted 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 Target are based on our market-based emissions.

Absolute CO_2e emissions

	Unit	2024[3]	2023[3]	2022[3]	2021[3]	2020[3]	2019[3]	2018	2017	2016	2015
Scope 1	000s tonnes CO_2e	2.6	2.8	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	4.8	7.3	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	7.4	10.1	16.4	16.5	25.1	29.2	31.9	38.6	41.0	—
Scope 3[2]	000s tonnes CO_2e	206.8	180.6[4]	179.8	453.9	493.4	495.3	—	—	—	—
Total emissions – Scope 1, 2 and 3 (market-based)	000s tonnes CO_2e	214.2	190.7[4]	196.2	470.4	518.5	524.5	—	—	—	—

Annual changes in absolute CO_2e emissions

	Unit	2024[3]	2023[3]	2022[3]	2021[3]	2020[3]	2019	2018	2017
Scope 1 and 2 (market-based) total	%	-27	-38	-1	-34	-14	-8	-17	-6
Scope 1 and 2 (market-based) total (cumulative)	%	-75	-65	-44	-43	-14	—	—	—
Scope 1, 2 and 3 (market-based) CO_2e emissions	%	12	-3[4]	n/a	-9	-1	—	—	—

Normalised CO_2e emissions

	Unit	2024[3]	2023[3]	2022[3]	2021[3]	2020[3]	2019[3]	2018	2017	2016
Scope 1 and 2 (market-based) normalised by revenue – per $1m revenue	Tonnes CO_2e	1.0	1.5	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	30.2	28.8[4]	31.2	87.6	100.1	107.9	—	—	—
Scope 1, 2 and 3 emissions (market-based) normalised by headcount – per FTE	Tonnes CO_2e	9.5	8.7[4]	11.1	26.4	29.7	30.8	—	—	—

Annual changes in normalised CO_2e emissions

	Unit	2024[3]	2023[3]	2022[3]	2021[3]	2020[3]
Scope 1, 2 and 3 emissions (market-based) normalised by revenue – per $1m revenue	%	5	-8[4]	n/a	-12	-7
Scope 1, 2 and 3 emissions (market-based) normalised by headcount – per FTE	%	9	-21[4]	n/a	-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 mix emission factors. If residual mix factors were not available we used location-based factors.
2   Includes our total Scope 3 emissions (Purchased Goods and Services, Fuel- and Energy-Related Activities, Business Travel, Upstream Leased Assets, Capital Goods, Employee Commuting, Investments and Waste Generated in Operations).
3   In 2023 we upgraded our Scope 3 methodology, from using a purely spend-based analysis to including actual supplier emissions data. We therefore restated our 2022 Scope 3 figures using the same methodology, to provide comparable figures, resulting in restated figures for Purchased Goods and Services, Upstream Leased Assets, Capital Goods, and Investments. We did not restate these categories for 2021, 2020, and 2019, due to data limitations. Please refer to our 2024 Carbon Reporting Principles and Methodologies for further detail.
4   2023 emissions from Business Travel have been restated from 7.5 to 10.0 thousand tonnes CO_2e, following an issue found in the data provided by our third-party global travel provider. This changes the 2023 total scope 3 emissions from 178.1 to 180.6 thousand tonnes CO_2e, the 2023 total market-based emissions from 188.2 to 190.7 thousand tonnes CO_2e, the 2023 changes in Scope 1, 2, and 3 market-based emissions from -4% to -3%, the 2023 Scope 1, 2, and 3 market-based emissions normalised by US$1m revenue from 28.4 to 28.8 tonnes CO_2e, the 2023 Scope 1, 2, and 3 market-based emissions normalised by headcount (per FTE) from 8.6 to 8.7, the 2023 annual change in Scope 1, 2, and 3 market-based emissions normalised by US$1m revenue from -9% to -8%, and the 2023 annual change in Scope 1, 2, and 3 market-based emissions normalised by headcount (per FTE) from -22% to -21%.

Carbon emissions – location based

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

Absolute CO_2e emissions

	Unit	2024[2]	2023[2]	2022[2]	2021[2]	2020[2]	2019[2]	2018	2017	2016	2015
Scope 1	000s tonnes CO_2e	**2.6**	2.8	2.5	2.2	3.0	3.6	3.9	4.4	4.4	4.8
Scope 2 (location-based)	000s tonnes CO_2e	**15.7**	18.4	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	**18.3**	21.2	23.6	24.4	28.5	33.4	36.9	41.4	42.4	45.7
Scope 3	000s tonnes CO_2e	**206.8**	180.6[3]	179.8	453.9	493.4	495.3	—	—	—	—
Total emissions – Scope 1, 2 and 3 (location-based)	000s tonnes CO_2e	**225.1**	201.8[3]	203.4	478.3	521.9	528.7	—	—	—	—

Normalised CO_2e emissions

	Unit	2024[2]	2023[2]	2022[2]	2021[2]	2020[2]	2019[2]	2018	2017	2016	2015
Scope 1 and 2 (location-based) normalised by revenue – per $1m revenue[1]	Tonnes CO_2e	**2.6**	3.2	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	**31.7**	30.5[3]	32.4	89.0	100.8	108.8	—	—	—	—
Scope 1, 2 and 3 emissions (location-based) normalised by headcount – per FTE	Tonnes CO_2e	**10.0**	9.2[3]	11.5	26.9	29.9	31.0	—	—	—	—

Location-based carbon emissions. We have calculated location-based Scope 2 emissions using the International Energy Agency (IEA) 2022 carbon emission factors for electricity.

1   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 Tonnes of CO_2 e per US$1,000.

2   In 2023 we upgraded our Scope 3 methodology, from using a purely spend-based analysis to including actual supplier emissions data. We therefore restated our 2022 Scope 3 figures using the same methodology, to provide comparable figures, resulting in restated figures for Purchased Goods and Services, Upstream Leased Assets, Capital Goods, and Investments. We did not restate these categories for 2021, 2020, and 2019, due to data limitations. Please refer to our 2024 Carbon Reporting Principles and Methodologies for further detail.

3   2023 emissions from Business Travel have been restated from 7.5 to 10.0 thousand tonnes CO_2e, following an issue found in the data provided by our third-party global travel provider. This changes the 2023 total scope 3 emissions from 178.1 to 180.6 thousand tonnes CO_2e, the 2023 total location-based emissions from 199.3 to 201.8 thousand tonnes CO_2e, the 2023 Scope 1, 2, and 3 location-based emissions normalised by US$1m revenue from 30.1 to 30.5 tonnes CO_2e, the 2023 Scope 1, 2, and 3 location-based emissions normalised by headcount (per FTE) from 9.1 to 9.2.

Carbon emissions – buildings and travel

CO_2e emissions breakdown (market-based)

	Unit	**2024**	2023	2022	2021	2020	2019	2018	2017	2016
Buildings (offices + data centres)	000s tonnes CO_2e	**5.7**	8.3	14.9	15.4	23.1	27.1	29.7	36.1	38.4

Offices CO_2e emissions (market-based)

	Unit	**2024**	2023	2022	2021
Total CO_2e emissions	000s tonnes CO_2e	**5.6**	7.8	10.7	10.7
CO_2e emissions normalised by revenue – per $1m revenue	Tonnes CO_2e	**0.8**	1.2	1.7	2.0
CO_2e emissions normalised by headcount – per FTE	Tonnes CO_2e	**0.2**	0.4	0.6	0.6

Data centres CO_2e emissions (market-based)

	Unit	**2024**	2023	2022	2021
Total CO_2e emissions	000s tonnes CO_2e	**0.1**	0.5	4.2	4.6
CO_2e emissions normalised by revenue – per $1m revenue	Tonnes CO_2e	**0.02**	0.1	0.7	0.9
CO_2e emissions normalised by FTE	Tonnes CO_2e	**0.01**	0.02	0.2	0.3

Emissions for offices and data centres are in both Scope 1 and Scope 2. Emissions for third party cloud data centres are not included above, these are in Scope 3 emissions within 'Purchased goods and services' and 'Upstream leased assets'.

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

	Unit	**2024**	2023[2]	2022	2021	2020	2019	2018	2017	2016
Total CO_2e emissions	000s tonnes CO_2e	**15.4**	11.3	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	**2.2**	1.7	0.5	0.3	3.3	3.4	3.5	3.5	3.5
CO_2e emissions normalised by FTE	Tonnes CO_2e	**0.7**	0.5	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 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.
2   2023 emissions from Business Travel have been restated from 7.5 to 10.0 thousand tonnes CO_2e, following an issue found in the data provided by our third-party global travel provider. This changes the 2023 total emissions from air travel and owned and leased vehicles from 8.9 to 11.3 thousand tonnes CO_2e, the 2023 emissions normalised by US$1m revenue from 1.3 to 1.7 tonnes CO_2e, and the 2023 emissions normalised by headcount (per FTE) from 0.4 to 0.5 tonnes CO_2e.

Carbon emissions – breakdown of Scope 3 emissions

Sources of Scope 3 Emissions

	Unit	2024[1]	2023[1]	2022[1]	2021[1]	2020[1]	2019[1]	Unit	2024 contribution to Scope 3
Purchased Goods and Services	000s tonnes CO_2e	**149.5**	130.9	125.7	350.9	378.9	357.4	%	**72.3**
Fuel- and Energy-Related Activities	000s tonnes CO_2e	**5.3**	6.1	6.3	3.9	4.2	6.2	%	**2.5**
Business Travel	000s tonnes CO_2e	**14.4**	10.0[3]	1.8	0.3[2]	15.2	49.1	%	**6.9**
Upstream Leased Assets	000s tonnes CO_2e	**13.4**	6.3	8.3	35.4	31.0	17.5	%	**6.5**
Capital Goods	000s tonnes CO_2e	**6.8**	7.2	19.1	40.4	31.4	31.2	%	**3.3**
Employee Commuting	000s tonnes CO_2e	**17.2**	19.7	17.8	13.7	24.8	24.6	%	**8.3**
Investments	000s tonnes CO_2e	**0.1**	0.3	0.5	8.9	7.7	4.3	%	**0.1**
Waste Generated in Operations	000s tonnes CO_2e	**0.1**	0.1	0.3	0.4	0.2	5.2	%	**0.1**
Total Scope 3	000s tonnes CO_2e	**206.8**	180.6[3]	179.8	453.9	493.4	495.3		

Supplier engagement target[4]

	Unit	2024
Percentage of suppliers by spend with science-based targets	%	**27**

1 In 2023 we upgraded our Scope 3 methodology, from using a purely spend-based analysis to including actual supplier emissions data. We therefore restated our 2022 Scope 3 figures using the same methodology, to provide comparable figures, resulting in restated figures for Purchased Goods and Services, Upstream Leased Assets, Capital Goods, and Investments. We did not restate these categories for 2021, 2020, and 2019, due to data limitations. Please refer to our 2024 Carbon Reporting Principles and Methodologies for further detail.
2 Only covers emissions from air travel.
3 2023 emissions from Business Travel have been restated from 7.5 to 10.0 thousand tonnes CO_2e, following an issue found in the data provided by our third-party global travel provider. This changes the 2023 total scope 3 emissions from 178.1 to 180.6 thousand tonnes CO_2e.
4 78% of Experian's suppliers by spend covering Purchased Goods and Services, Upstream Leased Assets, Capital Goods, and Investments have a science-based target by 2029.

Energy

Total energy use

	Unit	2024	2023	2022	2021	2020	2019	2018	2017
Energy consumption	GWh	56	69	75	76	80	95	89	99
Energy consumption normalised by revenue – per $1m revenue[1]	MWh	7.9	10.5	12.0	14.1	15.4	19.5	19.1	22.8
Energy consumption normalised by headcount – per FTE	MWh	2.5	3.2	4.2	4.3	4.5	5.5	5.4	6.3
Energy consumption normalised by floor area – per square foot	kWh	23.4	25.9	27.0	24.6	29.1	32.7	29.8	34.6

Office building energy use

	Unit	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Energy consumption	GWh	25	30	35	40	44	55	51	63	74	79
Energy consumption normalised by revenue – per $1m revenue[1]	MWh	3.5	4.5	5.5	7	9	11	11	21	22	22
Energy consumption normalised by headcount – per FTE	MWh	1.1	1.4	2.0	2.2	2.5	3.2	3.1	3.5	3.8	4.0

Office building energy used is predominantly electricity

Data centre energy use

	Unit	2024	2023	2022	2021	2020	2019	2018	2017
Energy consumption	GWh	31	40	40	36	36	40	38	36
Energy consumption normalised by revenue – per $1m revenue[1]	MWh	4.4	6.0	6.5	6.7	7.0	8.2	8.2	8.3
Energy consumption normalised by headcount – per FTE	MWh	1.4	1.8	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 to the Group financial statements on page 118 of the Annual Report 2019 for further detail.

Renewable Electricity

	Unit	2024	2023	2022	2021	2020	2019	2018	2017
Proportion of electricity from renewable sources	%	75	62	32	34	29			
Proportion of electricity from renewable or low carbon sources	%	—					26	27	26

In 2024, 91% of energy consumption was electricity.

Streamlined Energy and Carbon Reporting (SECR) Disclosure

	Unit	2024	2023	2022	2021
Scope 1: Global (excluding UK)	000s tonnes CO_2e	2.1	2.3	2.0	1.9
Scope 1: UK	000s tonnes CO_2e	0.5	0.5	0.5	0.3
Scope 2 (location based): Global (excluding UK)	000s tonnes CO_2e	13.4	14.7	16.7	16.8
Scope 2 (location based): UK	000s tonnes CO_2e	2.3	3.7	4.4	5.4
Total Scope 1 & 2 (location based): Global (excluding UK)	000s tonnes CO_2e	15.5	17.0	18.7	18.7
Total Scope 1 & 2 (location based): UK	000s tonnes CO_2e	2.8	4.2	4.9	5.7
Energy consumption used to calculate above emissions: Global (excluding UK)	kWh	42,414,261	48,675,621	50,859,896	51,154,107
Energy consumption used to calculate above emissions: UK	kWh	13,626,527	20,626,911	24,358,946	25,401,992
Total emissions normalised by revenue – per US$1m revenue: Global (excluding the UK)	Tonnes CO_2e/US$1m revenue	2.5	2.9	3.4	4.0
Total emissions normalised by revenue – per US$1m revenue: UK	Tonnes CO_2e/US$1m revenue	3.3	5.4	5.9	7.7

Natural resources and waste

Water usage in data centres	Unit	2024	2023
Water usage in data centres	Cubic metres	35,290	40,119

Data on water usage from the two Experian-owned dedicated centres that use water in their cooling systems. Other Experian-owned data centres do not use water in their cooling systems.

Non-hazardous waste	Unit	2024	2023
Non-hazardous waste recycled	Tonnes	471	520
Non-hazardous waste landfilled	Tonnes	179	254
Non-hazardous waste incinerated	Tonnes	69	96
Total non-hazardous waste	Tonnes	**719**	870

Data covers all offices and Experian-owned data centres.

Non-hazardous waste	Unit	2024	2023
Non-hazardous waste recycled	%	65	60
Non-hazardous waste landfilled	%	25	29
Non-hazardous waste incinerated	%	10	11
Total non-hazardous waste	%	**100**	100

Data covers all offices and Experian-owned data centres.

Sustainability Accounting Standards Board (SASB) – FY24

The Index below shows our reporting against the SASB metrics for the professional and commercial services sector for FY24.

Data security

Activity Metric	Code	Response
Description of approach to identifying and addressing data security risks	SV-PS-230a.1	See the "Data security" section of our Annual Report (page 61).
Description of policies and practices relating to collection, usage, and retention of customer information	SV-PS-230a.2	See the "Treating data with respect" section of our Annual Report (pages 61-64), which includes our Global Data Principles. This section details the processes we follow to ensure accuracy of data, the regulations we comply with and the consumer websites where we detail our approach to data privacy.
(1) Number of data breaches, (2) percentage that (a) involve customers' confidential business information and (b) are personal data breaches, (3) number of (a) customers and (b) individuals affected.	SV-PS-230a.3	In the event of a serious breach, we would disclose information about the incident and commit to contact any affected data subjects in a timely way. We do not publicly disclose vulnerabilities or lapses due to client sensitivities. To the extent that any relevant regulator should find fault with our data breach management or data security practices, they will publish their findings and any related sanctions. There were no new findings or sanctions in FY24.

Workforce diversity and engagement

Activity Metric	Code	Response
Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, and (c) all other employees.	SV-PS-330a.1	We report gender and racial/ethnic diversity in the FY24 ESG Performance Data (pages 7-8), with our US racial/ethnic diversity shown in accordance with the EEO-1 categories. See the "Inspiring and supporting our people" section of our Annual Report (pages 65-67) and in our Power of YOU Report: Driving Social Impact and Diversity, Equity and Inclusion.
Voluntary and involuntary turnover rate for employees	SV-PS-330a.2	We report both voluntary and involuntary turnover rates in the FY24 ESG Performance Data (page 11).
Employee engagement (%)	SV-PS-330a.3	We report employee engagement as one of our key performance indicators for the business. See the "Inspiring and supporting our people" section of our Annual Report (pages 65-67) and the FY24 ESG Performance Data (page 11). Our employee engagement score in our FY24 Great Place To Work survey was 83%, up one point from the previous year.

Professional integrity

Activity Metric	Code	Response
Description of approach to ensuring professional integrity	SV-PS-510a.1	See our Data Principles (page 61) and the "Working with integrity" section of our Annual Report on (pages 68-69). This latter section outlines the importance of our Global Code of Conduct, designed to give everyone a clear understanding of our approach to professional and ethical standards and ensure employees all know exactly what is expected of them individually, and the role they play in helping Experian live up to those standards. This code has been approved by the Experian plc Board and we are fully committed to implementing it across our business.
Total amount of monetary losses as a result of legal proceedings associated with professional integrity	SV-PS-510a.2	Any material monetary losses associated with legal proceedings, sanctions or fines that are a matter of public record would be disclosed in our Financial Statement (page 176 onwards). In the case of pending and threatened litigation claims, management applies judgment as to the likelihood of ultimate liability and recognises the liability where the likelihood of potential loss arising is possible rather than probable and having a potentially material impact.

Activity metrics

Activity Metric	Code	Response
Number of employees: full-time and part-time, temporary and contract	SV-PS-000.A	See page 10 of the FY24 ESG Performance Data
Employee hours worked and % billable	SV-PS-000.B	Not applicable to our business.

SFDR Principal Adverse Impact (PAI) indicators – FY24

Experian has reported on the Principal Adverse Impact (PAI) indicators to help investors with their reporting for the EU Sustainable Finance Disclosure Regulation (SFDR).

Unless otherwise noted, the data in this table reflects performance for the period of 1 April 2023 to 31 March 2024, which is referred to as 'FY24' in the table below.

Climate and other environment-related indicators

Adverse sustainability indicator			Metric	Experian response
Greenhouse gas emissions	1	GHG emissions	Scope 1 GHG emissions	Experian's Scope 1 GHG emissions were 2.6 thousand tonnes CO_2e in FY24.
				See page 12 of FY24 ESG Performance Data
			Scope 2 GHG emissions	Experian's Scope 2 (market-based) GHG emissions were 4.8 thousand tonnes CO_2e in FY24.
				See page 12 of FY24 ESG Performance Data
			Scope 3 GHG emissions	Experian's Scope 3 GHG emissions were 206.8 thousand tonnes CO_2e in FY24.
				See page 12 of FY24 ESG Performance Data
			Total GHG emissions	Experian's Total GHG emissions for Scope 1, 2 (market-based) and 3 were 214.2 thousand tonnes CO_2e in FY24.
				See page 12 of FY24 ESG Performance Data
	2	Carbon footprint	Carbon footprint	–
	3	GHG intensity of investee companies	GHG intensity of investee companies	Experian's GHG emissions intensity for scope 1, 2 (market-based) and 3 is 30.2 tonnes CO_2e per $1m revenue for FY24.
				See page 12 of FY24 ESG Performance Data
	4	Exposure to companies active in the fossil fuel sector	Share of investments in companies active in the fossil fuel sector	Experian does not operate in the fossil fuel sector.
	5	Share of non renewable energy consumption and production	Share of non-renewable energy consumption and non-renewable energy production of investee companies from non-renewable energy sources compared to renewable energy sources, expressed as a percentage	75% of Experian's electricity consumed in FY24 was renewable, 25% was not renewable. Electricity was 91% of FY24 total energy consumption.
				See page 16 of FY24 ESG Performance Data
	6	Energy consumption intensity per high impact climate sector	Energy consumption in GWh per million EUR of revenue of investee companies, per high impact climate sector	Experian's energy intensity was 7.9 MWh per $1m revenue in FY24.
				See page 16 of FY24 ESG Performance Data
Biodiversity	7	Activities negatively affecting biodiversitysensitive areas	Share of investments in investee companies with sites/operations located in or near to biodiversitysensitive areas where activities of those investee companies negatively affect those areas	We established that only one of our sites is located in an area of biodiversity risk, a small office (280 square metres) that we lease in Umhlanga, South Africa, which is in a Key Biodiversity Area. Our operations do not depend on biodiversity or present any risk to biodiversity.
Water	8	Emissions to water	Tonnes of emissions to water generated by investee companies per million EUR invested, expressed as a weighted average	Experian does not publish data on emissions to water as it is not material to our business.
Waste	9	Hazardous waste ratio	Tonnes of hazardous waste generated by investee companies per million EUR invested, expressed as a weighted average	Experian does not publish data on hazardous waste as it is not material to our business.

SFDR Principal Adverse Impact (PAI) indicators – FY24 – continued

Social and employee, respect for human rights, anti-corruption and anti-bribery matters

Adverse sustainability indicator			Metric	Experian response
Social and employee matters	10	Violations of UN Global Compact principles and Organisation for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises	Share of investments in investee companies that have been involved in violations of the UNGC principles or OECD Guidelines for Multinational Enterprises	Experian has not violated the UNGC principles or OECD Guidelines for Multinational Enterprises.
	11	Lack of processes and compliance mechanisms to monitor compliance with UN Global Compact principles and OECD Guidelines for Multinational Enterprises	Share of investments in investee companies without policies to monitor compliance with the UNGC principles or OECD Guidelines for Multinational Enterprises or grievance/complaints handling mechanisms to address violations of the UNGC principles or OECD Guidelines for Multinational Enterprises	We have policies in place that align with the principles of both the UNGC and OECD Guidelines, except where they conflict with local legal requirements or rights.
	12	Unadjusted gender pay gap	Average unadjusted gender pay gap of investee companies	Experian publishes gender pay gap data for the UK only. See 2023 UK Gender Pay Gap Report for FY23 data.
	13	Board gender diversity	Average ratio of female to male board members in investee companies	At 31 March 2024, 45% of the Experian Board was female. See page 5 of FY24 ESG Performance Data.
	14	Exposure to controversial weapons (antipersonnel mines, cluster munitions, chemical weapons and biological weapons)	Share of investments in investee companies involved in the manufacture or selling of controversial weapons	Experian is not involved in the manufacture or selling of controversial weapons, and also as a matter of policy does not provide services to these companies.

Task Force for Climate-related Financial Disclosure (TCFD) – FY24

This TCFD index table indicates where the relevant information can be found in the FY24 Annual Report.

Governance

Disclose the organization's governance around climate-related issues and opportunities

a) Describe the board's oversight of climate-related risks and opportunities	Pages 70 and 77
b) Describe the management's role in assessing and managing climate-related risks and opportunities	Pages 70 and 77

Strategy

Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's business, strategy and financial planning where such information is material

a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	Pages 71-73
b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	Pages 71-73, 181
c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	Pages 71-73

Risk management

Disclose how the organization identifies, assesses and manages climate-related risks

a) Describe the organization's processes for identifying and assessing climate-related risks	Pages 70-73, 92-94
b) Describe the organization's processes for managing climate-related risks	Pages 70-73, 92-94
c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management	Pages 70-73, 92-94

Metrics and targets

Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material

a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	Pages 71-76
b) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 GHG emissions, and the related risks	Page 76
c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	Pages 74-76 and 78