



ESG @ Equifax

CEO Message

Equifax is a global cloud-native data, analytics, and technology company with industry leading security. Through our unique combination of data assets, innovative analytics and leading technology, we play an important role in the global economy and the lives of individual consumers. I am incredibly energized about the future of our company and committed to the important initiatives underway regarding environmental, social and governance (ESG) issues. Our 11,000 employees rally everyday around our refreshed corporate purpose — helping people live their financial best — and this purpose helps guide our ESG efforts.

Each of the topics addressed in this ESG section of our website reflects an important area of focus for Equifax. Our investors have encouraged us to prioritize ESG initiatives and disclosure, and we know that focusing on ESG will better position our company for long-term sustainability and, in turn, build shareholder value. As you will see on our website and elsewhere, Equifax has incorporated ESG into our overall business strategy and implemented ESG initiatives that address key risks and make business sense for our company.

One leading example of embedding ESG within our business is the positive role our company plays in the lives of consumers — which aligns with our purpose of “helping people live their financial best.” Daily, Equifax helps thousands of people around the world achieve significant life events such as purchasing a home. In the US, for example, in 2019 Equifax helped 13 million people secure home loans and 30 million people access government assistance programs. According to the Consumer Financial Protection Bureau, roughly 45 million people operate outside the formal financial system and do not have access to regulated, lower cost loans. Our unique and differentiated data assets — like rent, utilities and phone payments — reach an additional 30 million Americans without traditional credit files and help bring them into the formal credit system, increase their access to credit and lower their credit costs. We help power the economies of the 27 countries where we do business, and I proudly reinforce this message both inside and outside the company.



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Mark Begor
Chief Executive Officer

Equifax is helping people live their financial best through credit education and financial literacy.

Another great example of the alignment between our business strategy and our commitment to ESG is our cloud data and technology transformation. Since 2018, Equifax has invested an incremental \$1.5 billion in game-changing cloud technology and industry-leading security. Through this bold strategic investment, we are moving our technology infrastructure and data assets to the cloud, which will improve our stability, efficiency and responsiveness to customers, and accelerate our ability to innovate to deliver new products that better serve our customers and consumers. Moving to the cloud will have a meaningful environmental impact as well through a reduction in our energy usage and our greenhouse gas emissions. During 2019, we decommissioned four data centers, more than 550 legacy servers and more than 475 legacy applications. We expect to see a positive environmental impact as we execute our cloud transformation.

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In addition to our unique data and insights, Equifax is helping people live their financial best through credit education and financial literacy. On Equifax.com, we offer a knowledge center to help consumers learn more about credit reports, identify theft, credit scores and other important topics. We also host webinars to educate consumers and enhance their financial knowledge. During the COVID-19 pandemic, we established a COVID + Credit Financial Resources Center to provide information and resources to help consumers better navigate financial considerations related to the pandemic and we proactively offered free credit reports to all US consumers to help them manage in this challenging environment.

We also focus in the communities where we live and work with financial education workshops and other efforts that help consumers strengthen their financial capabilities. In both St. Louis and Atlanta, we've launched citywide efforts to help vulnerable consumers and communities move from subprime to prime credit over the course of the next few years. And we are encouraging our employees to personally engage in the communities where we operate. The Equifax Foundation matches employees' financial support of nonprofit organizations up to \$10,000 per year — an increase from \$5,000 — with over \$350,000 matched in 2019. We also encourage employees to volunteer their time and energy to community organizations by paying employees for 16 hours per year of volunteerism, doubling our prior commitment.

Let me also highlight our ongoing commitment to inclusion and diversity. Diversity is a personal priority for me, and for our Board. Our Board of Directors has discussed inclusion and diversity during Board meetings in 2019 and 2020, with strategic directives to management regarding representation and cultural improvements. In the last two years, all six hires who've been added to our Senior Leadership Team have been diverse, and the Board added another female Director, bringing the representation of women on our Board to 30%.

People have become even more acutely aware of the inequities facing Black Americans and Equifax is committed to listening, learning and improving. We have made a number of impactful and immediate efforts to drive change: (1) we accelerated the launch of our Black employee network, (2) we are requiring unconscious bias training for company leaders by the end of the year, and (3) we are requiring a diverse slate of candidates to be considered for all higher level management roles. I am also leading efforts to promote an ongoing employee dialogue about race, including an inaugural global town hall that attracted over 3,200 employee participants. As the CEO of a company headquartered in Atlanta, I am proud to have publicly encouraged the Georgia state legislature to pass a hate crimes bill in June 2020. We include a robust discussion of our initiatives to support inclusion and diversity at Equifax under this ESG section of our website.

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I am also driving a culture at Equifax that values transparency and open communication among our employees. I personally maintain a regular cadence of communication with our global workforce through recurring town hall events and a weekly email from me to all employees that reinforces our corporate strategy and describes how we executed against the strategy that week. In the performance review process, our managers are encouraged to provide ongoing feedback throughout the year to create motivation and clarity through goal setting conversations, mid-year check-in conversations and end-of-year progress reviews with their teams. We also enable a number of feedback opportunities for our employees through formal means, such as employee surveys, as well as informal communication. Employee survey results are reviewed by my senior leadership team and our board of directors to help inform our strategy and priorities.

These are just a few examples of the great work we're doing here at Equifax. We are committed to delivering for our investors while supporting our team, customers, consumers, communities, and the environment. I hope you will explore our website and learn more about our important ESG initiatives. Thank you for your time and interest in Equifax. We look forward to updating you on our progress.