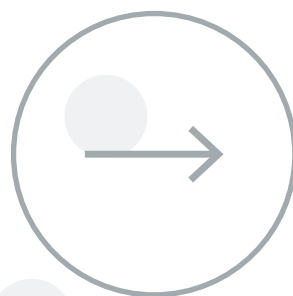


EQUIFAX®

ESG (Environmental Social Governance)

A year of impact





Foreword

2023 is a year we'll look back on with pride. For more than 120 years, Equifax has helped people to live their financial best, and in the UK – amid the rising cost of living and the ongoing economic recovery post-pandemic – we are proud to be telling the story of how we're playing our part.



For more than 120 years,
Equifax has helped people to live
their financial best

Our ESG strategy focuses on the consumer; driving financial inclusion, ensuring a brighter financial future, for all, through the power of data – our data. With regulation in the UK moving towards better reporting and transparency, we have made small steps to solidify our corporate measurements of social value – as well as our environmental impact – allowing us to capture, qualify and quantify the impact we bring to our communities and people.

We have also deepened our client relationships, aligning visions and driving initiatives – such as social tariff accessibility and the use of digital technology for better consumer outcomes – to help them have a positive impact, just as we strive for.

We have made progress in our sustainability journey with a successful migration to the cloud, and investment in new facilities to reduce our impact on the environment and contribute to our Net Zero ambitions.

However, we are on a journey. There is much still to do to build momentum in creating lasting and purposeful change, and to hold ourselves accountable for ever-better outcomes for our consumers, our people, our communities, and our planet.

Patricio Remon,
President of Europe, Equifax



Our vision

At Equifax, we believe in helping people live their financial best. We are committed to using our unique data to create a legacy, making a measurable impact on the financial landscape and creating a more sustainable future.

Half of adults in the UK are not confident managing their money day-to-day, and we're on a mission to change that – providing the ability to act (knowledge, confidence, motivation and skills) along with the opportunity to act (access to products and services).

We know that nearly £20 billion of financial support goes unclaimed in the UK each year, and we want to help those who need it most to understand how they can gain access to this.

We recognise that the attainment gap between poorer and more affluent young people has widened to 46%, as a result of COVID-19, with a direct impact on the financial resilience and capability of future generations. So, we want to educate consumers, and our future consumers, to protect against financial distress whilst identifying and tackling the barriers to financial inclusion.

At the same time, we understand that growing and shaping our existing talent and inspiring the next generation of diverse bright minds will help us to become a more sustainable business. Therefore, we want to develop the skills that young people need, help them to overcome the challenges preventing them from succeeding, and facilitate employability activities to not only broaden horizons but also provide real, tangible workplace experience.

As a global organisation, we're committed to minimising the impact we have on our planet. We want to work with organisations that share our values and make ethical and sustainable choices. This is why we have pledged to reduce our global environmental impact, committing to net-zero greenhouse gas emissions by 2040, a sustainability commitment enabled by our Equifax Cloud™.



We have pledged to reduce our global environmental impact, committing to net-zero greenhouse gas emissions by 2040

Measurement and reporting

In 2022, we partnered with Thrive CSR to measure and report the social value of our impact. More than 30 metrics, aligned to the Social Value Model and UN Sustainable Development Goals, are now being reported, and in 2024 we will be collaborating with Thrive on developing the Impact Evaluation Standard, particularly around the debt resolution services framework. Since September 2022, we have reported more than £23m of value to society.

About Thrive CSR

Used by some of the largest organisations in the UK, Thrive is an online software platform specifically designed to help organisations track, audit and report on all of their social value and broader ESG activities.





Our Environmental, Social and Governance Priorities

Everyday, we are guided by our nine shared values as we work to bring our purpose to life: **Helping People Live Their Financial Best.**



Click a section to find out more





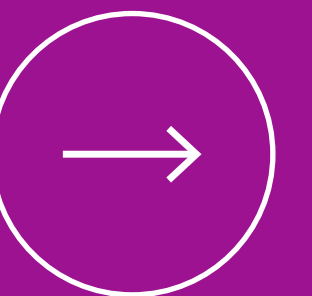
Consumer impact

Our mission is clear – we want to help more people live their financial best and make the debt industry better for everyone.





We are committed to using our **unique data to create a legacy**, making a measurable impact on the financial landscape and **creating a more sustainable future** by identifying and tackling some of the barriers to financial inclusion.





“

We launched our first financial health report in 2023. This has joined together unique data insights from Equifax and TDX Group in partnership with the Centre of Social Justice (CSJ), with collaboration from Vulnerability Registration Service and Policy in Practice, amongst others. The report provided great insight into the financial health of the nation, whilst raising questions about what we, as an industry, need to do to improve and tackle some of the barriers to financial inclusion and how we can drive impact through our products and purpose.”

Craig Tebbutt,
CHIEF STRATEGY &
INNOVATION OFFICER

Partnerships in action

We are proud to have created several new partnerships throughout 2022 and 2023 to positively impact consumer outcomes.

Centre for Social Justice

The Centre of Social Justice (CSJ) is the Government think-tank driving large-scale reform for the most vulnerable in society. Our two-year partnership has enabled us to begin identifying and addressing some of the barriers to financial inclusion among the hardest-hit households. Our aim is clear – to help more people in the UK live their financial best by creating a narrative to lobby for government policy change and raising industry standards.

Policy in Practice

Policy in Practice is a social policy software and analytics company working with councils, government, housing providers and community organisations. As a team of policy experts who combine cutting-edge tech, insightful data, and expert analysis, they help organisations analyse the impact of policy, identify and engage the people impacted, and track the effectiveness of interventions.

Whilst the spiralling cost of living was the headline for this year’s Financial Health Report, ‘Making Ends Meet’, one of the key barriers we identified was awareness of, and access to, the £20bn unclaimed benefits that consumers miss out on every year.

“We are proud to be working with Policy in Practice on several initiatives to drive better awareness and accessibility to benefits such as social tariffs they may be eligible for. Utilising our data, we will collaborate to build a profile of consumers who are likely to benefit from an intervention and be a part of our consumer’s digital journey with us.”

Beth Whelan,
Chief Strategy and Transformation Office, TDX Group

“Support from organisations like Equifax is vital to allow us to help the UK’s hardest-hit households. Britain has endured higher costs for essential goods and services driven largely by inflation, and we know those on lower incomes have borne the brunt of the cost-of-living crisis. The partnership with Equifax provides vital data and insights into the current health of the UK’s finances, and is just the starting point from which we can identify where support is most needed.”

Matthew Greenwood,
Head of Debt, Centre for Social Justice





SPOTLIGHT ON

Digital inclusion

Whilst AI and digital technology have fuelled progression in helping more consumers within our industry, digital inclusion is one area where we are keen to support clients in making an impact to drive better access to a full range of products and services.

“Most consumers now access goods and services digitally, but many still cannot. Without digital access and capability, it can be hard to find the best deals and shop around – two things we know help save consumers money. Boosting digital access and skills, therefore, while not a silver bullet for financial inclusion, is a good start.”

Matt Greenwood,
Head of Debt, Centre for Social Justice

Digital inclusion in the Telco industry

The latest annual Pricing Trends report from UK regulator Ofcom shows that take-up of social tariffs has increased to 380,000 as of September 2023, from 147,000 a year earlier.

However, awareness of social tariffs among eligible customers remains low, with more than half (55%) of eligible households still unaware of social tariffs. Overall take-up of social tariffs is currently 8.3% of all eligible households.

The report shows that many existing customers are experiencing price increases of over 10%. Ofcom found that 3 in 10 (8.5 million) UK households were struggling to pay for communications services as of October 2023.

Despite this, average broadband and mobile prices have dropped in the last five years. Superfast list prices and ultrafast promoted prices have fallen by 13 – 15% respectively, with the average list and promoted prices for standard broadband dual-play bundles falling by 5 – 9%. To put this into perspective, the average monthly cost of mobile services has dropped by 33% over the last five years.

KCOM

As part of their digital inclusion strategy, KCOM has used our Open Banking journey to proactively identify consumers eligible for their special social access products, offering low-cost line rental and inclusive calls to consumers in receipt of benefits. As a result, consumer access to social tariffs increased by 30%, service time was reduced from 6 weeks to 10 minutes, and operational overheads fell by 90%.



2023 started with 1,619 customers on Flex (Flex is the Social Tariff for customers who are on Universal Credit). **As of 5th September 2023, KCOM added 2,088 customers** (now 3,707 total)

The project helped to drive 6,589 total Flex applications, with a 41% conversion rate.

Implementation time: 6 weeks





Front-line skills and resilience

459 

hours of training delivered, with an aim of 3,000 people trained over the next 3 years, impacting over 700,000 consumers every year

The Money Advice Trust is a national charity that helps people across the UK tackle their debts and manage their money with confidence. In partnership, we created a training programme to improve understanding of consumer vulnerability and increase confidence and resilience within the debt services industry. Delegates explored the definition of vulnerability – what it is today and how it has changed – as well as sharing real-life case studies, tools and best practices for dealing with vulnerable consumers.

“We’ve found the training invaluable to our front-line teams in understanding vulnerability more deeply and having the skills and confidence to offer a best-in-class service to our consumers.”

Naomi Stoddard,
Head Of Business Support Services, Advantis Credit

Innovating and improving our services

We are delighted to be working with the Vulnerability Registration Service (VRS) to share insights and collaborate on research focused on vulnerable consumers. This can be accessed through our financial health report.

We have also revised many of our policies this year, considering our learnings from partners – such as VRS and Money Advice Trust, along with regulatory changes and client insights – to create our brand new vulnerability policy for debt services.





“This excellent entry outlined the impact Isobel is having at TDX Group and across its wider client base. She is also active across the wider industry, including launching a women’s network focused on addressing financial health”

Vulnerability Champion
VULNERABILITY AWARENESS GALA 2023

“

We are proud to have undertaken a review on our approach to vulnerability across the Equifax business and how we continually improve our approach as technology advances with digital collections and voice analytics.

“Resilience and self-care are also critical to our success and providing the best service possible, this year we have completed a whole range of work within the business and collaboratively with our debt collection agency teams on front-line well-being.

“This is an exciting journey and our next step is to map our requirements to our supply chain to embed inclusivity to the highest standard across the consumer journey.”

Isobel Crosse,
HEAD OF STRATEGY AND CX, TDX GROUP

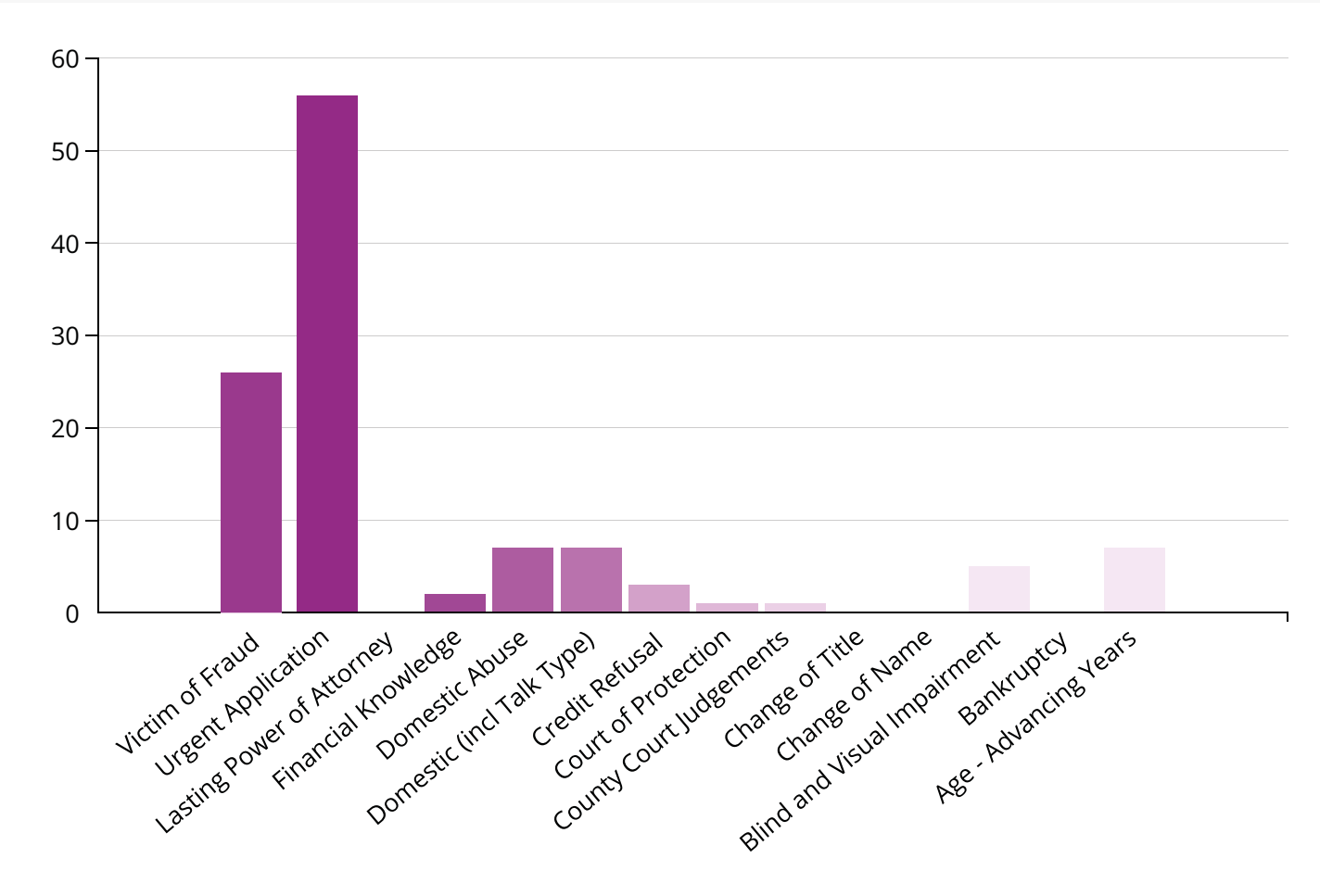
Consumer impact

Consumer experience

A key part of how we help our consumers live their financial best is their immediate experience with us. This has always been an area we’ve strived to continuously improve upon. We aim to make our complaints process as simple and transparent as possible, ensuring consumers receive a fair outcome and high-quality standards are met. In 2023, through collaboration, reassessing and regular meetings, we reduced our open complaints caseload by 55%. On top of this, the average resolution timeframe was reduced by 75%.

Complaints

- 4,276 complaints opened
- 4,734 closed
- 210 Financial ombudsman cases opened
- 30% upheld rate
- 65% reduction in the queue

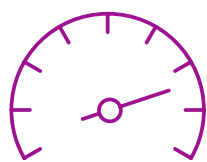


We now track vulnerable customers who come to us through complaints and diligently ensure we’re tracking any issues. This means we’re able to identify where we can help, and – thinking about future product developments – how.

Consumer education

In 2022, we partnered with the Money and Pensions Service to signpost consumers on the debt resolution framework towards debt advice and the MoneyHelper tool. So far, we’ve signposted more than 8 million consumers.

We have also begun to review our consumer education content within our knowledge centre (<https://www.equifax.co.uk/resources/home.html>). We will be further improving upon this in 2024, through our partnerships and collaborations.



81%

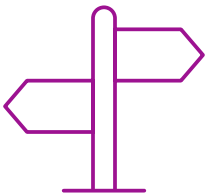
of debt services consumers are satisfied or very satisfied

(based on 7,057 TDX consumers in 2023)

An inclusive service for the future

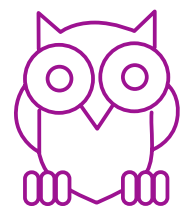
This year, we have continued to drive innovation for vulnerable consumers. We have established a cross-functional team to drive better outcomes at every point of the consumer journey – from the way we design our products to the way we continually improve our service. Whilst we will use technology on this journey, we are committed to working with our partners to boost digital access and skills.

6,783,924



signposts to the MoneyHelper tool in 2023

628,856



visits to our knowledge centre in 2023



Digital customer engagement

Today, the debt management landscape faces a series of unprecedented challenges. As the increased cost of living continues to put pressure on household finances, more customers are finding themselves in vulnerable financial positions, and in need of debt resolution services.

The increasing complexity of consumer debt has further emphasised the need for an innovative, customer-centric, data-driven solution that responds to these challenges, but also to the ever-evolving regulatory requirements.

Our new product offers an innovative, cutting-edge solution, using a variety of data sources to drive personalised, appropriate customer outcomes, allowing individuals to regain control over their financial journey. With this solution, consumers can access self-service digital pathways. They can make payments, create affordable payment plans with an optional Open Banking journey to reduce friction, and seek additional support – all at their convenience. This marks a significant shift in how consumers engage with their debt, putting them at the centre of the process.

“Our digital customer engagement solution is a fully automated communication tool that empowers consumers to create sustainable payment plans, settle an account in full or access advice and or assistance including social tariffs. This will mean more efficient and cost-effective outcomes for clients but ultimately, better outcomes for consumers managing their money in the future.”

Phil McGilvray,
Managing Director, debt services, Equifax

Voice analytics

Voice analytics can revolutionise the insight we have about our debt collection agency partners and consumer interactions. By harnessing the power of AI-driven speech analytics, we can ensure compliance, enhance customer experience, and optimise agent performance, ultimately leading to a more efficient and sustainable debt collection process for our consumers, and a better outcome for our clients.

‘In 2024 we will be testing our voice analytics to deliver our Conduct & Oversight assurance, allowing us to scale the levels of assurance we deliver, learn new insights to improve consumer journeys, and, ultimately, lead to a more complete picture of consumer outcomes.





SPOTLIGHT ON



Hackathon overview

A hackathon is a timed event in which teams made up of both technical and business experts get together to collaborate intensively on creative and innovative projects.



Delegates from public and private sector industry collectively created almost 100 hours of collaboration to solutionise the improvement of debt collection practices, foster financial resilience, and supporting consumers in these challenging times.

Participants were challenged to create data-driven, AI-powered solutions that can assist collections and recoveries teams in delivering great outcomes for clients and consumers - the three teams were focused on Customers, AI and Technology.



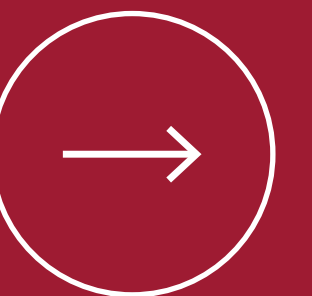
Community engagement

Positively impacting our communities through education, employee volunteerism and philanthropy, partnering with organisations aligned to our purpose.





Our community-focused initiatives revolve around three main pillars: **education outreach, skills sharing, and projects aimed at improving or creating more sustainable environments.** Each member of our team is granted up to two additional days of leave for volunteering in the community. This year, **13% of our team members have utilised this volunteering time.**





£15,000

raised for Theodora's Children's Charity

100%

of our volunteers would like to volunteer again, 13% have utilised volunteering time

1,550

young people have received financial education or employability interventions

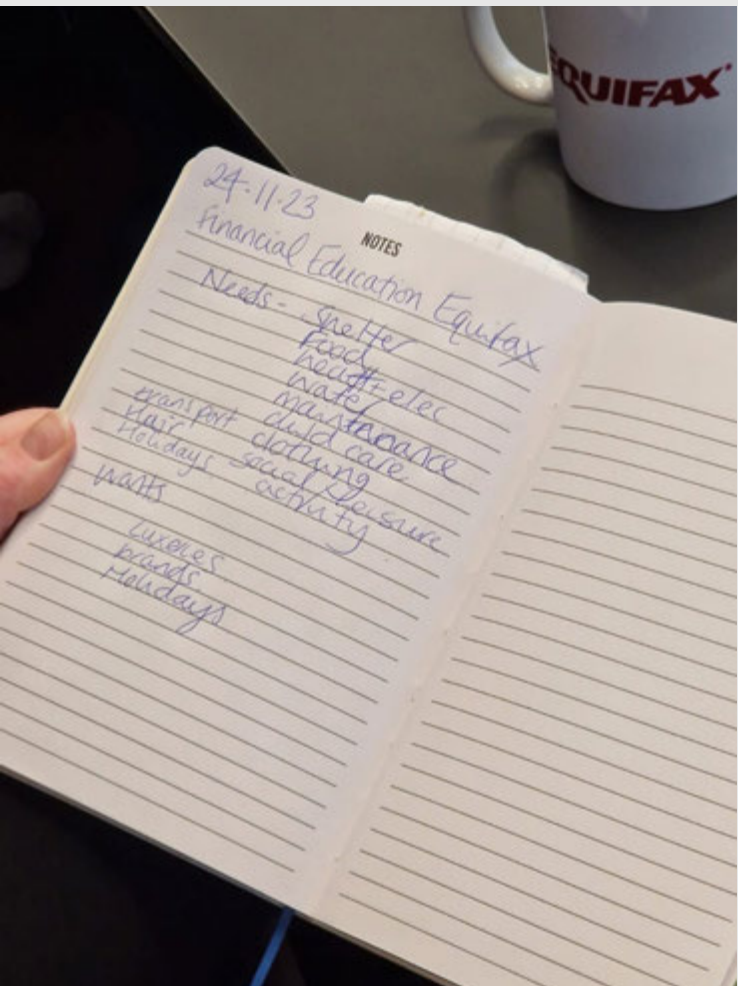


SPOTLIGHT ON

Our charity partners supporting us to help people live their financial best

Juno Women's Aid

In June 2023, we established a partnership with Juno Women's Aid in Nottingham, recommended and selected by our colleagues. Our collaboration initially centred around addressing financial abuse, a concern affecting approximately 33% of the women assisted by Juno, often perpetrated by individuals close to them. Since then, we've actively engaged with their service managers through our Best Credit programme, aiming to impart essential skills and knowledge. This initiative sought to empower not only the 40 adult female residents under Juno's care but also the hundreds of women they support annually, fostering confidence and facilitating improved financial well-being.



“Juno are extremely pleased and excited to work with Equifax. The support that Equifax can provide around finances and debt will make such a massive difference to women and their families, as many women will have also experienced financial abuse as part of the controlling behaviours of their perpetrator. At Juno, our aim is to provide support for women, children and young people so that they are empowered and able to live their lives independently, with confidence and free from further abuse and harm.”

Paula Clarke, Deputy CEO at Juno Women's Aid



SPOTLIGHT ON



Supporting our local communities

St Vincents is a long-standing partner of our Leeds office providing vital support services to those most vulnerable in communities around Leeds City Centre. Our support has included almost 100 volunteer hours working in the charity shops sorting donations to preparing meals. In December 2023, we collected hundreds of pounds worth of seasonal treats and gifts that will be made into hampers and distributed to those St Vincents’ support recipients.

Our Wexford team also supported Wexford Homeless Housing Action Group with collections for their most vulnerable service users.

And our London team have proudly raised £15,000 for Theodora Children’s Charity.



Speakers for Schools

In 2023, we partnered with national charity, Speakers for Schools, to design and deliver a pilot education outreach programme, matching volunteers with local schools to share financial skills.

In the UK, just one in four children receive some sort of financial education in school and around half of adults lack the confidence to be able to manage their finances (Money and Pensions Service’s Money Management and Confidence Report 2021).

The sessions covered fundamental topics such as credit scores, an overview of our business and its available resources, budgeting strategies, insights into debt management (including distinguishing between manageable and problematic debt), and guidance on protecting against online scams.



More than 170 young people have received workshops this year from colleagues in our Nottingham and Leeds offices. Every single one left the session with a budget planner to help them manage their finances as they embark on independent living, plus tips on making the most of their money.

Our volunteers have really enjoyed taking part and understanding more about the challenges young people are facing when it comes to being money-confident. Pleasingly, they were already pretty savvy about online security and passed our scam-buster challenge but actually, got a lot of value from simply exploring spending habits and effective budgeting, something which will stick with them for life."

Sarah Simpson,
ENGAGEMENT AND COMMUNICATIONS MANAGER, EQUIFAX UK



“We are delighted to be working with Equifax to improve financial inclusion for young people. The feedback from the pilot in Nottingham and Leeds has been really positive and we are looking forward to seeing the impact we can make in the next academic year.”

Laura Morris,
Head of Engagement, Speakers for Schools

In the academic year 2023/24, our programme has expanded to include work insights and practical, work-based projects. This extension aims to enhance financial literacy and offer valuable insights into the world of work in data and analytics. The programme is now active across three locations, reaching over 1,000 young people in deprived areas. Additionally, we are initiating the development of our digital insights proposition this year.

Our partnership extends beyond building financial literacy, however – it offers a distinctive perspective into life at a global organisation, sharing real-life career stories and providing role models. This partnership aims to elevate aspirations for young people who may not have previously considered a role at a business like ours.

“Good quality work insights are key in bridging the attainment gap and driving social mobility, and in return we will broaden the diversity of our talent pool for future recruitment to make us a more sustainable business for the future.”

Sue Owen-Bailey,
Social Innovation and Sustainability Manager, Equifax UK

Community engagement

Think Forward

Nottingham is one of the most deprived cities in England (Indices of deprivation 2019), with an estimated 30% of children living in an income-deprived family. Think Forward is a national charity providing long-term coaching that gets young people ready for the world of work. They help to develop the skills that young people need, support them to overcome the challenges keeping them from succeeding and facilitate employment-related activities to broaden their horizons.

The charity's work is now focussed on four areas around the UK, including Nottingham, where high levels of intergenerational unemployment, low educational attainment and social deprivation are prevalent. The FutureMe programme works closely with young people from the age of 13.

In January 2023, we began working with nine young people at risk of being 'NEET' – Not in Education, Employment or Training – in partnership with Think Forward.

Volunteers from various teams based in Nottingham became business mentors as part of a three-month programme working with these nine individuals on establishing their goals, identifying key skills and weaknesses, and exploring routes to success alongside practical sessions on CV writing and interview practice. Workplace preparation activities were delivered at our Nottingham office where the young people were able to experience first-hand life in a workplace and interact with positive and diverse role models.



From Think Forward:

- Young people who face barriers, such as poverty, having a learning disability or being at risk of exclusion are twice as likely to be unemployed as their peers who don't face these barriers. Once excluded, young people enter a cycle that sees 50% make up the prison population
- 770,000 people aged 16-24 in the UK were NEET in January-March 2023. This is 11.3% of all young people in the UK
- Being long-term NEET is linked to poorer health and employment even decades later – a scarring effect on young lives, communities and society

“Business mentoring has been great. It wasn’t what I imagined at all, the mentors really care and the person I’m working with feels like a friend. I feel like I can be open and honest with her and she is there to listen and support me.”

Holly-Mae,
15 years old



Nottingham Green Guardians

Sustainability and making a positive impact on our planet are important to us. In the past 12 months, 26 team members actively participated in activities alongside Nottingham City Council Park Rangers, contributing to the enhancement of biodiversity in our local green spaces. Looking ahead, we plan to donate approximately 350 hours to this ongoing project in the coming year. Additionally, we will organise various learning events to inspire our UK team to create and nurture their own spaces, thereby increasing awareness and promoting biodiversity in our local communities.

“We are proud to be working with Equifax to create more green spaces and improve biodiversity in Nottingham. Green Guardians would not be possible without the generous support from our local communities and businesses and we’ve loved sharing some of our park rangers’ knowledge with the Equifax team.”

Sandra Horner,
Volunteer and Tree Planting Coordinator,
Nottingham City Council



370

trees planted in Nottingham



Environment

Reducing our environmental impact through efficient, everyday use, waste management, and ISO 14001 performance management, with a commitment to achieving net-zero by 2040.





Equifax is committed to reducing its environmental impact. In 2021, Equifax committed to tracking our environmental impact in a more detailed manner by examining and disclosing the company's emissions of greenhouse gas. After a systematic review of scopes 1, 2 and 3 with the assistance of outside experts, we disclosed our emissions data and made a market-leading sustainability commitment to reach net-zero greenhouse gas emissions by 2040."

Mark Begor,
EQUIFAX CEO



Our environmental governance approach

Our global strategy is led by a cross-functional team, with direction and prioritisation provided by senior leadership, including our CEO, CFO, and Chief Legal Officer. Our Environmental Policies and Management Plans are headed up by Executive Members and are certified to ISO 14001:2015. We are fully up-to-date with our reporting for ESOS, SECR, and others, and our baseline emissions are audited by an external third party.

Priorities and targets

Our carbon reduction plan

We are committed to being net-zero by 2040. Our 2018-2020 energy usage globally has been collated and externally audited to be used as our baseline for a 4% YOY reduction.

In the UK, our efforts have been focussed on:

- ✓ **Workplace Enhancements** – Energy usage reduction targets and waste management initiatives
- ✓ **Space Utilisation** – In 2023 we have reduced our space requirement and associated environmental impacts – we surrendered 16,822 Sq Ft in 2023 (20% of UK&I's Real Estate Portfolio)
- ✓ **Renewable Energy** – Purchasing of 100% of energy from renewable sources through our landlords
- ✓ **Purchased Goods & Services** – Sustainable location and procurement strategies for new premises
- ✓ **Employee Commuting** – Electric Vehicle and cycle-to-work incentives: 3% of eligible employees have consumed our EV benefit since July 2023
- ✓ **Business Travel** – Investment in Video Conferencing technology and a 3 + 2 strategy to balance office and home working



Environment



Cloud technology

Our investment in cloud technology exemplifies the alignment between our business strategy and our ESG priorities. Our \$1.5 billion investment in cloud transformation significantly reduces the footprint of on-site technology and data centres and leverages the enhanced energy efficiency of its cloud service providers. Between 2019 and 2022, we decommissioned 19 data centres, and we plan on maintaining this motivated strategy.

Google is carbon neutral but aiming higher. Their goal is to run on carbon-free energy, 24/7, at all data centres by 2030. On average, a Google data centre is twice as energy efficient as a typical enterprise data centre. Equifax is finishing the cloud transformation to Google Cloud Platform, increasing our own energy efficiency by moving to a carbon-free and sustainable system.

Five of our UK data centres closed in 2023, and we're working on closing the another two by the end of 2024.

Reporting

We include details of Scope 1 and 2 emissions as part of our annual financial reports and will be measuring Scope 3 from 2025. In our supply chain, we are committed to targeting 73% of total spending with SBTi-approved suppliers by 2027.

Nottingham office move

In July 2023, we completed our relocation to EastWest, where nearly 300 members of our Nottingham-based team now work in a specially designed workspace prioritising sustainability and colleague wellbeing. This project, amounting to a £5 million redevelopment over the past year, encompasses a spacious 19,045 sq ft area on the entire 5th floor of the expansive office development on Maid Marian Way in the city centre. Noteworthy features include highly efficient LED lighting with a DALI control system, allowing presence and daylight dimming control. Moreover, the air conditioning system incorporates highly efficient variable refrigerant flow condensers, providing six times the heat or cooling compared to the electric energy consumed.



We will reduce our consumption by around 30%,
contributing to the wider goal of net-zero emissions by 2040



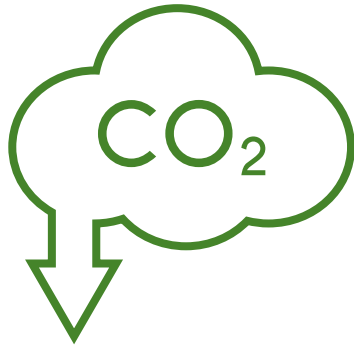
As part of our relocation, we introduced several environmental initiatives to promote sustainability. This includes recycling programmes, discounts at local cafes to encourage reduced food miles, and transport incentives. The workspace is designed to include cycling facilities, showers, and lockers, aimed at fostering cycle-to-work schemes. These measures both support our environmental commitment and align with our transition to Scope 3 measurement.”

Damon Tuppen,
GLOBAL SOURCING AND REAL ESTATE LEAD
EUROPE, EQUIFAX UK



Responsible marketing

Carbon footprint reduction



Emails sent = carbon footprint reduction; print footprint reduction 4g of carbon was generated from email, 0.014g from SMS, and 200g from a posted letter

(Source: Carbon Literacy Trust).

“This year we made a conscious decision to minimise our print and digital footprint and the way we engage with our clients in debt services. Initiatives have included a digital-first policy for all debt services marketing materials resulting in a 100% reduction in print, utilising technology such as QR codes and driving traffic to our improved websites to minimise our carbon footprint in the digital world. In 2024 we remain committed to driving carbon savings through responsible consumption and ethical supply chain.”

Smita Patel,
Marketing and Communications Manager, TDX Group



Nottingham city is committed to becoming carbon neutral by 2028 and to be the first UK city to achieve this. We will deliver that not only through our own City Council initiatives but also through the commitment of organisations such as Equifax within our city.”

Councillor Shuguftah Quddoos,
the Sheriff of Nottingham





Our Suppliers

Seeking opportunities to create a diverse and sustainable supply chain and engaging our suppliers in our ambition to create a positive impact.





Recognising the significant influence of our supply chain, we have taken proactive steps in 2023 to collaborate closely with our suppliers in the co-creation of social value best practices.

This collaborative effort has culminated in the development of a comprehensive Code of Ethics and Conduct. Initially, the focus was on Debt Collection Agencies (DCAs) involved in our government contracts. However, this marks the first stride in pinpointing industry priorities intending to disseminate best practice guidelines across our entire supplier base. This strategic approach enables us to clearly articulate our expectations to the supply chain, fostering a more ethical, diverse, and transparent procurement process.



Anti Corruption



Environment
Management



Gender, Equality
& Diversity



Health & Safety



Labour Standards



Modern Slavery



Debt collection agency excellence

This year we have worked collaboratively with eight strategic suppliers to drive service excellence in delivering the debt resolution framework for our government clients. Quarterly roundtable sessions have covered social value action plans, measurement and reporting impact, signposting for consumers, vulnerability trends and call listening and wellbeing and engagement of front-line teams. In 2024 we will be expanding the scope of this.



hours of collaboration in 2023 with our debt collection agency supply chain on best practices for responsible business, 100% engagement

Supplier Diversity and Corporate Citizenship



Diverse supply chain SME Percentage UK
(October 2023)



Initiative to have 73% of total spend with SBTi approved suppliers by 2027

Diverse Initiative

- 1 Gather measurable data for the existing supply chain
- 2 Implement diversity targets
- 3 Find local suppliers, SMEs, and diversely owned organisations
- 4 Proactively identify and approach diverse suppliers and implement
- 5 Measure % of supply chain and £ spend



Through the source to contract process Equifax ensures the necessary due diligence is carried out on the supply chain, balancing its own needs with those of its customers whilst ensuring it attains its longer-term goals. Equifax seeks to provide a fair opportunity for diverse suppliers to compete for procurement of goods and services that will uphold our business imperative to deliver innovative and differentiated service solutions for customer challenges and to provide profitable growth for the company, our suppliers, and service providers. Where possible we focus on ethical inclusion and show leadership in building the economic strength of companies that buy our products and services and of communities in which we conduct business.”

Elizabeth Chapman,
VP OPERATIONS, TRANSFORMATION
AND CHANGE, EQUIFAX UK



+ SPOTLIGHT ON

MEPC

Leeds Wellington Place

“Businesses have a responsibility to protect the planet alongside their profits. At Wellington Place, we strive to benefit the broader community through positive environmental, social and economic impact. In short, we take sustainability seriously. Our buildings combine low-carbon design with state-of-the art technology, creating energy-efficient offices that meet the demands of modern businesses. Not only does this help companies to minimise their carbon footprint, it also saves money by decreasing energy usage. We’re always looking for new ways to reduce environmental impact and enrich the local community – from embracing zero-carbon technology to providing greener travel incentives, like discounted public transport and free bike hire. Our track record is second to none.”

Paul Pavia,
Head of Development/Commercial Director MEPC





Culture and careers

Creating an inclusive and diverse work environment with meaningful recognition and reward whilst inspiring and supporting the next generation of leaders to power their possible.





Well-being

Our approach to employee well-being is mature, with our current programme of work launched in 2018 when we signed up to the ‘Time to Change’ pledge from charity MIND. Designed around physical, financial and mental well-being, our team of volunteer well-being champions work across all UK sites to curate events and content to promote well-being and self-care. We also have a team of mental health first aiders and a successful EAP (Employee Assistance Programme) accessible 24/7 by colleagues and immediate family.

In an effort to enhance our approach to mental health, we collaborated with the University of Derby for the first company-wide mental health survey, participating in the ‘Mental Health at Work Productivity Pilot’. This initiative, led by the University of Coventry in partnership with MIND and the Department of Work and Pensions, involved over 1,000 UK organisations. The survey provided valuable insights, allowing us to establish baseline metrics and track progress. Analysis of the survey results informed the evolution of our approach, aligning with the Mental Health at Work Commitment Standards.

The resultant action plan involves regular metric reporting to both leadership and our board. Manager training has been implemented to enhance confidence and skills in managing colleagues with poor mental health. Efforts also include marketing our employee support benefits and self-serve tools, along with a comprehensive review of our people policies to ensure the appropriate reflection of mental health considerations.

16

Mental Health Champs

29

Mental Health First Aiders

78

EAP (Employee Assistance Programme) interventions provided



65%

of our team rated their mental health as positive

260 employees took part in our H1 2023 survey

207



hours of training undertaken by managers

to support their teams’ mental health and well-being



“The opportunity to take part in the MHPP gave us a unique insight into our colleagues’ well-being and numerous data points from which we can structure and measure our performance moving forward. The output that has been created from this project has resulted in a robust action plan to continually improve our approach for the future with bi-annual surveys planned. But what’s more, is that we have been able to contribute to a wider research programme to improve best practices and reform in guidance for businesses in the future.”

Giles Rhodes,
Head of Reward Europe, Equifax

Financial well-being

We are proud to partner with Nudge to deliver financial education to our colleagues. This year, 95% of our team signed up for the programme and we will be evolving our approach in 2024.
[Visit Nudge.](#)

Physical well-being

From walking clubs to recipe sharing, our colleague chat rooms are always busy with tips to stay healthy. In 2024, we are partnering with LiveSmart to effectively measure and report our health.

What does Power your Possible mean to us?

Power your Possible is our strapline for an inclusive and barrier-free workplace. We want to attract and retain the best talent across all communities, including those who may have historically been underrepresented, whilst creating a culture where everyone can grow and thrive. Equifax is where you can chart these new paths, share your skills, develop new ones, and make a powerful impact. Our pay gap analysis and a robust Equality, Diversity and Inclusion approach for 2024 demonstrates our commitment to building a long-term equitable business for the future.

Inclusion and diversity – our strategy

“Creating a workplace in which the Equifax values drive the employee experience, where employees feel able to realise their potential, and where difference is celebrated. We will use data and insights to baseline our efforts, measure progress and report performance.”

Nadia Strone,
VP HR Europe, Equifax

Our employee-led groups

This year we have revitalised our employee-led groups, attracting advocates from across our organisation. Collectively, the groups are driving initiatives and awareness activities across several areas:

Women’s Career Development Network

We are proud that our network has continued to grow to give all women at Equifax the chance to thrive. Activities have included our ‘Conversation with...’. The series has focussed on sharing insights from our female leaders. In the summer of 2023, 12 female leaders and aspiring leaders took part in a three-month programme – Playing Big – by women’s leadership expert Tara Mohr. The team navigated a deep-dive self-discovery, vocalising self-limiting beliefs, and explored ambitions for their futures.

In September 2023, eight delegates from around our business began our newly developed coaching programme for women, Conquer. The sessions include personal brand, mindset toolkit, and tools to communicate with confidence to progress and succeed in middle-management positions. We are excited to be extending the reach of our development programmes to impact more women in 2024.



Thank you so much for all of your help so far. I really appreciate it, it’s so wonderful that we’ve been able to do the Playing Big programme. I think it’s helped the women involved – I know it’s helped me – and given me the push I needed to put myself out there a bit more!”

Aneesha Tokelove,
Test Lead, TDX Group and Playing Big 2023 delegate



Gender equality

As the first UK CRA to sign the Women in Finance Charter, we remain committed to creating gender equality within our business. Our most recent gender pay gap showed a 17% gap. We have committed to re-establishing our gender pay working group, reviewing our approach to analysing our pay data, creating our priorities and roadmap and reporting progress to our leadership team quarterly.



hours on the development of women

11% of female population / 8% of male population were promoted between October 2022 and September 2023

Disability

In 2023, we have revised our approach to how we can support colleagues with additional needs, working with our employee-led groups to learn more about living with disabilities.

2023 initiatives have included working with charity The Guide Dogs for the Blind in Leeds to sponsor ‘Dayta’, a loving golden retriever puppy that will be trained by specialist Puppy Raisers to eventually support a partially sighted and/or registered blind individual in the community, as well as installing quiet workspaces to better support neurodiverse colleagues.

LGBTQ+

In our celebration of Pride this year, we directed our focus towards the experiences of our LGBTQ+ staff. Over the course of the Pride month, we actively sought and shared the deeply personal perspectives of what Pride meant to each individual. The dissemination of these intimate recordings served as a powerful means for the entire organisation and its employees to connect with the stories and experiences of our LGBTQ+ colleagues, encouraging a greater sense of understanding and community.

Ethnic, cultural and faith diversity – inclusion calendar

This year, we have proudly celebrated festivals and faith holidays with colleagues around the world. We recognise the value of exploring cultures and the experience of bringing people together. We have embraced the culture of our Indian colleagues working on-shore and celebrated wholeheartedly with them. As well as celebrating successes, we have shared knowledge and helped to celebrate festivals including Onam, Navratri, Diwali, and Holi festival.

Fair pay

The UK & Ireland business is committed to paying the Living Wage (as a minimum) to all UK employees. With the cost of living increasing in the UK, we undertook a thorough review of all salaries to ensure that colleagues were fairly paid and in line with increasing costs.



We are proud to have taken action to support approximately 25% of our employees in the UK & Ireland with an additional payment to recognise the heightened cost of living. We put in place a monthly allowance to over 180 colleagues to top-up their pay during the current tough economic climate. We actively chose to help those at the lower end of our wage bandings as they were disproportionately impacted by inflation. This also means that we can help staff while keeping the increase affordable. This action was endorsed by our People Forum (employee representative group) and has been well received by our employees."

Andrew Riding,
HR BUSINESS PARTNER, TDX GROUP



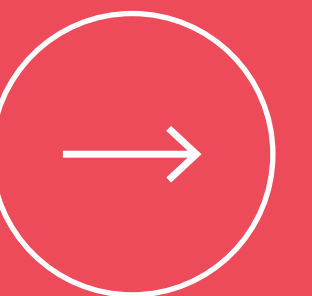
Security

We remain committed to being an industry leader in security. It is in our DNA.





Security is in our DNA because security is everyone's responsibility. **Security is a key competitive differentiator for us**, and we are proud to work with many clients and partners who put their **trust in us to protect their data.**





Security remains at the heart of everything we do – from our people to our systems, through our processes to how we deliver to our customers and drive their engagement. A key part of maintaining the industry-leading high levels of security and engineering that we operate is our continual engagement with our policies and requirements that our customers have grown to expect from us.”

Phillip Davies,
CHIEF INFORMATION SECURITY
OFFICER EUROPE, EQUIFAX

Security

Cloud transformation

We are finishing our cloud transformation to Google Cloud Platform, further strengthening our security. Our automated cloud security is monitored in real-time. Security patching and hygiene, as well as continual security testing, are a particular focus.

Security policies

We are taking huge steps forward to bring more transparency in cybersecurity for businesses, government, and society to become more cybersecure.

Through transparency and innovation, we are continuing to prove what it means to be security leaders.

We are furthering our commitment to transparency in cybersecurity by making our security and privacy controls framework (the blueprint for how we protect our data and infrastructure) public for the benefit of security and privacy teams. We are playing a pivotal role in empowering the broader technology ecosystem by providing essential tools for designing, building and maintaining secure processes. This support enables companies to establish a cybersecurity and privacy posture that is not only robust but also adaptable to the ever-evolving landscape of threats. Through these efforts, we are contributing to the overall resilience and security of organisations within the technology ecosystem.

Our controls framework is one of the most instrumental pieces of our security transformation. It's become the foundation for our ability to manage risk and reduce vulnerabilities across cybersecurity, privacy, fraud prevention, crisis management, and physical security.

Equifax Security Controls Framework released to the Public:

With this, anyone can now easily develop and utilise a controls framework — based on their own organisation's unique needs.

- ✓ Equifax Security Annual Report
- ✓ Certifications: ISO27001, PCI, CE+
- ✓ Bitsight score

Security Posture

A leading cybersecurity reporting service continuously monitors the posture of our security program and assesses the risk of our supply chain ecosystem.

What is Security Posture?

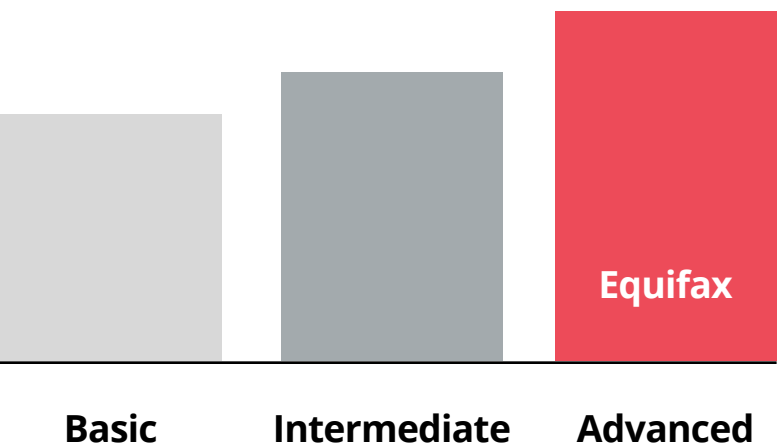
An organisation's security posture is its readiness and ability to identify, respond to, and recover from security threats and risks.

Our security posture score exceeded Technology and Financial Services industry averages for a third consecutive year.

Security Posture Rating

These are the rating categories assigned by the reporting service that monitors our posture.

Equifax maintains a rating that places us in the highest category.



PARTNER WITH US TO PROTECT OUR DATA AND PREVENT ATTACKS. WE ARE SECURITY.



Security

Europe: 94.4/100
UK: 94.7/100
Ireland: 94.8/100



Remember

- Clean desk
- Phishing Training
- Physical security
- Secure browsing
- Malware
- Password security
- Data Handling

487 hours of security training has been completed by our team





Privacy

We are committed to considering the responsible and appropriate use of personal data when moving to sustainable systems, as well as being transparent and safeguarding the personal data that is entrusted to us as we power the world with knowledge.





Data powers today's modern economy. We are committed to responsibly and appropriately using personal data, striking a balance between respecting individuals' privacy and powering the world with knowledge. We also understand people want more control over how their data is collected, used, shared and protected and have taken steps to ensure our consumers are informed and empowered to have full transparency of their data."

Katy Deri,
PRIVACY DIRECTOR AND
DATA PROTECTION OFFICER, EQUIFAX UK

Ethical use of data

We recognise our responsibility to ensure the lawful and fair processing of personal data, placing privacy at the forefront of our business operations. A comprehensive approach is adopted to assess every purpose for processing personal data, evaluating the benefits to consumers and the wider public, while also considering potential prejudice to the consumer.

We conduct thorough risk assessments for all uses of personal data, meticulously examining the data privacy and ethical implications associated with processing. This includes assessing high-risk processes such as those involving 'special category data' (e.g. health data) and the utilisation of new technologies, like artificial intelligence (AI). Our commitment is to ensure that our data processing activities are lawful, transparent, and fair, as well as considerate of the rights and well-being of data subjects.



17

2023 Data Protection Impact Assessments reviewed



GDPR accountability (training) & Data Subject Rights

Training

All employees accessing UK personal data are required to complete mandatory Data Protection Training when they join, and then annually thereafter. The training includes a range of privacy and data protection topics, including key GDPR concepts, Data Protection Principles, Lawful Basis of Processing, Data Subject Rights, and Data Protection Impact Assessment & Breach Notifications.

In 2023, the training was rolled out to 650 employees in the UK plus many more in various countries that access UK data.



Actual pass rate
Target pass rate of 95%

Data Subject Rights

We ensure that Data Subjects Rights, such as Data Subject Access Requests, are upheld and that our organisation has appropriate records and controls in place to demonstrate compliance.

Our online portal allows consumers to request personal data that we hold about them. We also provide this information in formats such as Braille or audio.

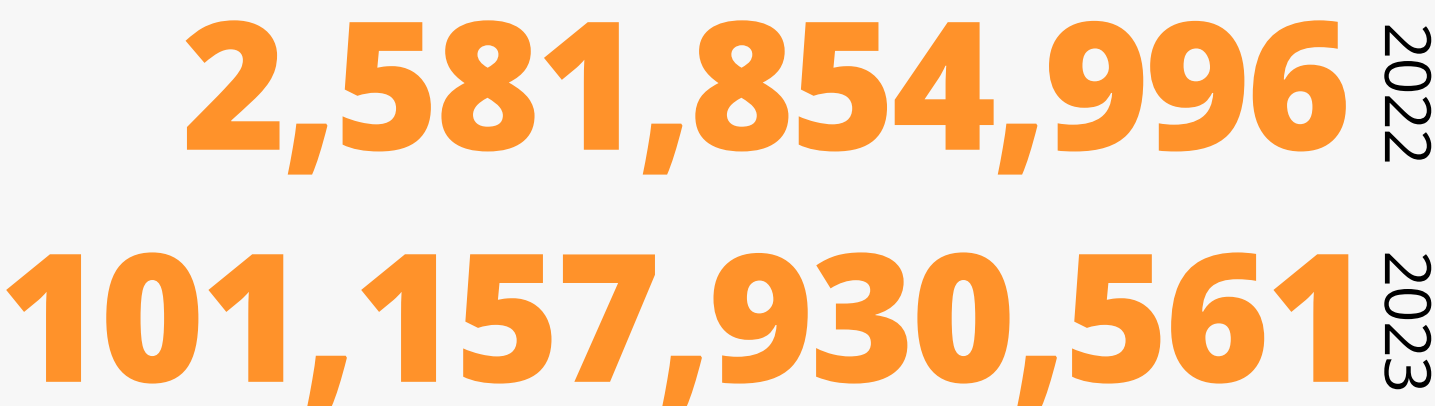
We also understand that data we receive from third parties may sometimes be inaccurate and can cause stress or inconvenience when trying to obtain credit. We offer our consumers the 'Right to Rectification' through a robust data disputes process to support consumers and make the process as smooth as possible.

Minimisation to be more sustainable

We ensure that personal data processing is minimised (by design), and data is retained only whilst there is a legitimate business need to do so. Less (legacy) data takes up less space/uses fewer resources, which ultimately reduces our environmental impact. What's more, we regularly review the data we hold and minimise it as much as possible.



Data records securely deleted:





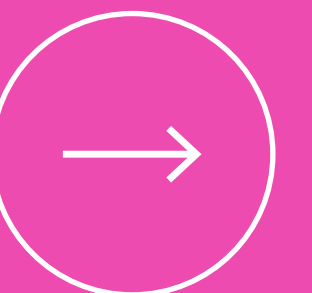
Corporate governance

Our vision is to be the trusted global leader in data, advanced analytics, and technology that creates innovative solutions and insights that help customers drive growth and move people forward.





Good corporate governance is **vital to meeting our performance goals** by ensuring that our governing processes run smoothly and efficiently, and we are prepared to **robustly and rapidly meet the challenges and opportunities** posed in our competitive environment.





As we progress our ESG goals and reporting in the UK, our governance model has been developed to help us power our purpose through our everyday business with accountability and transparency in our leadership. We look forward to continuing to develop this into 2024.”

James Atkin,
GENERAL COUNCIL, EQUIFAX UK

Overarching governance

Our newly-formed ESG Forum reports to the Equifax UK board. The forum develops our ESG agenda, manages our ESG imperatives, ensures global alignment with the Equifax corporation, defines and tracks ESG performance metrics, and ensures the continuous improvement of our ESG outcomes alongside a dedicated Social Innovation and Sustainability Manager overseeing strategy. We aim for demonstrable commitment to strong outcomes, with meaningful goals which can grow.

In addition to strong formalised corporate governance, including diverse senior leadership, we track performance metrics in key areas:

- ✓ Training and engagement
- ✓ Risk management
- ✓ Policy adherence
- ✓ Leadership and incentivisation
- ✓ Regulatory compliance





Engaging our team

As well as training, we have hosted regular informal **Knowledge Heroes sessions** and created subject matter experts across the business to engage our team in our purpose of helping more people live their financial best.



hours of informal training through Knowledge Heroes in 2023



hours of forum engagement in 2023

“Working at Equifax has enabled me to work on my passion for making the planet a better place. I was offered the opportunity to lead our ESG product innovation workstream and heading into 2024 we’re now working with partners and clients to help more clients achieve their responsible business ambitions. We want to enable clients to make smarter decisions about whom they work with and work collaboratively to achieve better outcomes for people and the planet.

The world of ESG rating is growing – good ESG rated companies drive better revenue streams with green funding options outperforming standard funding since 2019.

I’m proud to work for Equifax and be part of a strategic team powering our purpose with profit.”

Brad Davies,
Product Manager, Equifax UK

Our certifications

ISO 14001, ISO 9001, ISO 22301, ISO 27001



Training modules

- Code of Ethics and Business Conduct
- Security Awareness
- Business Continuity Management
- Data Protection
- Environmental Management and Sustainability
- Modern Slavery
- Unconscious Bias
- Compliance & Risk Awareness



training completed



Visit our website to find out more:

[https://www.equifax.co.uk/about-equifax/
corporate-social-responsibility/en_gb/](https://www.equifax.co.uk/about-equifax/corporate-social-responsibility/en_gb/)

