Non-financial data metrics

People

Employee Engagement [1]

	2020	2021	2022
Score (%)	82%	76%	78%

1 Measures the likelihood of full time permanent employees (including those in PEOS) referring a friend or colleague to Appen based on their employee experience. The scale is a 5 point Likert resulting in 1–2 Detractor, 3 Passive and 4–5 Promoter. NPS is calculated by subtracting the % of total detractors from the % of total promoters. Survey results are provided by Workday Peakon.

Training hours [1]

	2020	2021	2022
Total training hours	29,380	32,527	41,665

1 Data from Appen University.

Mandatory training completion rates [1]

	2020 [2]	2021	2022
Code of conduct	–	91%	91%

1 Data from Appen University, excluding China and Quadrant employees.
2 Appen University is setup in 2019 and not consistently tracked till 2021.

Employee demographics – gender [1]

	2020	2021	2022
Female			
Overall workforce (%)	58	58	57
Board director (%)	43	50	50
Executive Team/SVP (%)	13	30	30
Vice President (%)	25	28	32
Senior Director (%)	50	53	63
Director (%)	60	41	45
Manager (%)	61	60	57
Male			
Overall workforce (%)	42	42	43
Board director (%)	57	50	50
Executive Team/SVP (% mgmt.)	87	70	70
Vice President (%)	75	72	68
Senior Director	50	47	37
Director	40	59	55
Manager	39	40	43

1 HR report for all permanent employees generated from Workday. Refer to link https://appen.com/company-about-us/#Leadership for percentage on Board director.

Non-financial data metrics

Employee demographics – ethnicity [1]

US Only

	2021		2022	
Breakdown	Share of total workforce (%)	Share in all mgmt. positions (%)	Share of total workforce (%)	Share in all mgmt. positions (%)
Asian	25.6	26.7	21.5	22.0
Black or African American	4.2	0	6.5	2.0
Hispanic or Latino	6.7	3.3	4.3	2.0
White	55.2	65.6	54.8	64.0
Indigenous or Native	0.3	1.1	0.0	0.0
Other	4.5	1.1	12.9	10.0
Not disclosed	3.5	2.2	0.0	0.0

1 HR report for all permanent employees generated from Workday.

All regions

	2021		2022	
Breakdown	Share of total workforce (%)	Share in all mgmt. positions (%)	Share of total workforce (%)	Share in all mgmt. positions (%)
Asian	47.0	34.9	40.9	32.5
Black or African American	1.1	0	1.5	0.6
Hispanic or Latino	1.8	1.1	1.0	0.6
White	18.5	25.7	16.9	21.4
Indigenous or Native	0.1	0.4	0.0	0.0
Other	1.8	0.8	3.6	3.3
Not disclosed	29.7	37.1	36.1	41.6

Crowd

Crowd NPS [1]

	2020	2021	2022
Score (%)	47	40	31

1 Measures the likelihood of crowd contractors to recommend Appen to a friend or colleague, according to a scale of 1–10 where 10 means extremely likely (0–6 Detractor, 7–8 Passive, 9–10 Promoter). NPS is calculated by subtracting the % of total detractors from the % of total promoters. Scores can range from -100 to +100. Source: Cascade Insights.

Customer

Customer NPS [1]

	2020	2021	2022
Score (%)	Not disclosed	Not disclosed	22

1 Measures the likelihood of Customer to recommend Appen to a friend or colleague, according to a scale of 1–10 where 10 means extremely likely (0–6 Detractor, 7–8 Passive, 9–10 Promoter). NPS is calculated by subtracting the % of total detractors from the % of total promoters. Scores can range from -100 to +100. Source: ChurnZero.

Non-financial data metrics

Environment

Geographic distribution of emissions (Scope 1 and 2) [1,2]

	Gas (MWh)	Electricity (MWh)	Electricity -renewable (MWh)	Scope 1 tCO$_2$e	Scope 2 tCO$_2$e	Scope 2 (location based) tCO$_2$e
Australia	–	53.9	–	–	39.4	39.4
US	709.2	923.3	23.6 [3]	128.5	323.7	323.4
China and Japan	684.6	398.2	–	124.1	338.8	338.8
UK	59.1	–	44.8	10.7	–	9.5
Philippines	–	1,209.4	–	–	764.4	764.4
Total	1,452.9	2,584.8	68.4	263.3	1,466.3	1,475.5

1 Greenhouse Gas (GHG) emissions for scope 1 and 2 are calculated based on the GHG Protocol.
2 Electricity and Gas consumptions are based on utility bills (if available) or estimation by leased floor area.
3 Based on Cleanpower SF mix – 2021 (33.6% renewables).

Scope 3 [1]

Category	Description	Emissions
Category 1 – Purchased goods and services [2]	Suppliers and Crowd contractors	9,546
Category 5 – Waste generated in operations [3]	Disposal and treatment of waste generated in the company's operations	217
Category 6 – Business travel [4]	Business flights and accommodation	370
Category 7 – Employee commuting [5]	Employees commuting between their homes and their worksites and employees working from home	709
Category 11 – Use of sold products [6]	End use of goods and services sold	162

1 Scope 3 categories and GHG emissions are calculated based on GHG Protocol Scope 3 value chain reporting.
2 Estimated emissions based on supplier spend data and crowd contractors' work hours in 2022.
3 Estimated waste generation based on employee attendance in 2022.
4 Based on business travel information retrieved from travel agency Egencia, and credit card bookings. Estimated emissions are calculated using web-based calculators for flight (provided by International Civil Aviation Organisation (ICAO)) and hotel (provided by Greenview).
5 Based on employee attendance in 2022.
6 Based on carbon footprint report from Amazon Web Service, our third party cloud service provider.

Technology

	2020	2021	2022
Data privacy breaches (number) [1]	1	0	0
System availability [2] (%)	99.98%	99.9%	99.9%

1 Based on report from IT services platform, Solarwinds.
2 Based on report from third-party website monitoring company, StatusCake.

Governance

	2020 $	2021 $	2022 $
Political donations [1]	0	0	0

1 Based on financial data from Workday.

Social

Philanthropic donations [1]

	2020 $	2021 $	2022 $
Contributions	Not Disclosed	Not Disclosed	25,953
Campaigns	Not Disclosed	Not Disclosed	18,628

1 Based on CSR financial report from Workday.