



# 2025 ESG Report



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01

# Introduction

## Message from Co-Founder, CEO & Chairperson



At TaskUs, we believe that building a resilient, future-ready company means embedding sustainability and corporate social responsibility into the core of our business. Our 2025 Environmental, Social, and Governance (“ESG”) report captures our continued progress over the past year and reaffirms our broader ambition to create enduring value for our stakeholders. Since we began reporting on our ESG journey in 2022, we’ve remained committed to transparency and impact, viewing each year’s progress as a foundation for even greater transformation ahead.

In 2024, we set a clear objective: to return TaskUs to a path of sustained growth. I am proud to report that we delivered meaningful progress by focusing on expanding our market share, strengthening partnerships with leading technology and enterprise clients, and harnessing the power of generative AI. We also increased our sales, marketing, technology, and client services investments to support this momentum. These efforts drove a strong second half of the year, culminating in 17% year-over-year growth in the fourth quarter and \$995 million in annual revenue, our highest to date. This performance reflects the strength of our strategy, the dedication of our global teammates, and our ongoing commitment to delivering long-term value.

We have continued to advance our Trust & Safety services, and were again recognized as a Leader in Everest Group’s Trust and Safety Services PEAK Matrix® Assessment 2025 for the third consecutive year. This recognition reflects our progress in delivering our vision of trust and safety, combining a hybrid solution of talented teammates and AI to detect and remove harmful online and app-based content. Additionally, we were named a Leader in Everest Group’s Financial Crime and Compliance PEAK Matrix® Assessment 2024, which is a testament to the strength of these solutions. When combined with our recognition as a Leader in Everest’s Data Annotation and Labeling Solutions for AI/ML PEAK Matrix® Assessment 2024, TaskUs is now the only company to achieve recognition as a Leader in all three specialized service offering categories.

Over the course of 2024, we expanded our workforce to 59,000 teammates at year-end. Our culture of excellence continues to receive external recognition. In 2025, TaskUs was honored with several Comparably awards, including *Best Company for Diversity*, *Best Company for Women*, and *Best Company Outlook*. We were also certified as a *Great Place to Work* in both the Philippines and India, further validating our efforts to foster an inclusive, high-performing workplace environment.



As we continue to invest in generative AI and automation, we remain committed to enhancing the employee experience. We are investing in training and upskilling our teammates to prepare them for the jobs of the future, ensuring our people evolve alongside technology.

Supporting the communities we operate in remains a top priority. Through Together We Serve, we set a goal of delivering 10,000 hours of volunteer work in 2024. Our teammates exceeded expectations, contributing more than 26,000 service hours to over 370 nonprofits worldwide. We also made a long-term commitment to sustainable energy by supporting a fixed-price virtual power purchase agreement that began supporting the Ocotillo wind farm in Howard County, Texas.

As we execute our strategic initiatives and invest for growth, we are steadfast in our commitment to ESG matters and corporate social responsibility. ESG decision making at TaskUs is coordinated by a cross-functional working group which helps ensure strategic alignment and organizational accountability.

Looking ahead, we see an ongoing need to deepen collaboration and expand upon our efforts to drive positive change at scale. We plan to continue sharing information about our progress through our ESG reports. Thank you for your support on this journey.



A handwritten signature in black ink that reads "Bryce Maddock".

**Bryce Maddock**

TaskUs, Co-Founder, CEO & Chairperson





## About this Report

This TaskUs 2025 Environmental, Social, and Governance Report (the “2025 ESG Report” or “this Report”) is the third annual ESG report for TaskUs, Inc. (“TaskUs” or the “Company”). This update covers the period January 1, 2024 to December 31, 2024, except where indicated otherwise. This Report addresses a multitude of topics to meet the requests and interests of our wide range of stakeholders. Due to the varied interests of these groups, this Report contains voluntary disclosures and includes certain information that we believe is not material to TaskUs as such term is defined under applicable securities laws.

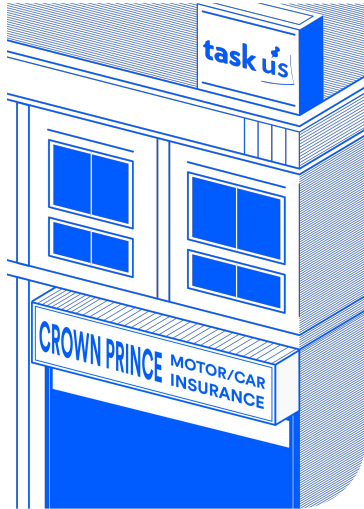
This Report includes disclosures that are informed and guided by the Sustainability Accounting Standards Board (“SASB”) Software and IT Services industry standard and the recommendations of the Task Force on Climate-Related Financial Disclosures (“TCFD”). Disclosures made in accordance with SASB standards and TCFD recommendations are not necessarily material to the Company within the meaning of the U.S. federal securities laws or securities laws of other jurisdictions, and the inclusion herein of such disclosures should not be considered as an admission of their materiality by the Company.

We welcome feedback on our ESG and sustainability progress and reporting; please share your comments with our team at [info@taskus.com](mailto:info@taskus.com).



# About TaskUs

TaskUs is a leading provider of outsourced digital services to the world's most innovative companies. We serve many of the largest technology companies, Fortune 500 enterprises and high-growth startups. Our performance, employee and client satisfaction scores, and industry accolades speak to the strength of our services and team. As of and for the year ended December 31, 2024, we had:



Established 2008

**59,000**  
Employees

Approximately  
**22%** Year-over-Year  
Headcount Increase

**39**  
New Client Wins

**63**  
Employee NPS

**71**  
Customer NPS

Approximately  
**200 Clients**

**28 Sites**  
Across  
**12 Countries**

**21.1%**  
Adjusted  
EBITDA Margin

**53%**  
Total Client  
Win Rate

**102%**  
Net Revenue  
Retention

**49:51**  
Female-to-Male Ratio

**46%**  
Managers at all Levels  
that are Women

**\$995M**  
Revenue in 2024

**7.6%**  
Year-over-Year  
Revenue Increase



# The TaskUs Experience Ecosystem

## Digital Customer Experience

TaskUs provides exceptional customer experience solutions for some of the most innovative brands globally. Our approach is rooted in a culture that prioritizes people and innovation, allowing us to support the entire customer journey, from sales and customer acquisition solutions through order fulfillment, marketplace management, and complex technical support. By utilizing proprietary tools and platforms, like TaskGPT, which leverage the world's leading large language models and generative AI technologies, we improve service delivery through automation, simultaneous interaction management, and strategic offshore deployment. We address our clients' most pressing challenges while facilitating ongoing enhancements in business processes, workflows, and product experiences.



61%

CY 2024 Revenue  
\$612mm

## SOLUTIONS



Omnichannel  
Care



Sales &  
Customer Success



Technical  
Support



Learning Experience  
Services



New Product or  
Market Launches



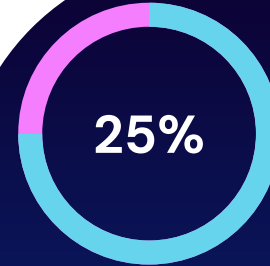
Consulting  
Services



# The TaskUs Experience Ecosystem

## Trust & Safety: Content Moderation, Financial Crime & Compliance

With user-generated content growing rapidly, platforms face increasing pressure to maintain safe and inclusive digital environments. TaskUs provides robust content moderation services across social media networks, dating apps, marketplaces, and job platforms, helping clients enforce policy guidelines and protect community integrity. In parallel, our Financial Crime & Compliance solutions address the growing reputational risks of online fraud and the rising cost of regulatory compliance. We support many functions, helping clients safeguard their reputation while staying ahead of regulatory complexity. Examples include chargeback management, Anti-Money Laundering, Know Your Customer, transaction monitoring, digital ID verification, sanctions screening, and anti-fraud solutions.



CY 2024 Revenue  
\$248mm

## SOLUTIONS



Policy  
Development



Tools & Innovation



FinCrime &  
Compliance



Fighting Fraud



Wellness-as-  
a-Service



Digital Identity



# The TaskUs Experience Ecosystem

## AI Services

TaskUs also plays a critical role in powering next-generation artificial intelligence. Through our AI Services offering, we provide a powerful combination of technology and human-in-the-loop capabilities that enable the development, maintenance, and safety of large language models and multimodal generative AI. Our teammates and TaskVerse gig workforce support data collection, annotation, evaluation, adversarial testing, prompt review, scoring, and expert response writing. By combining advanced instructional design, automation, and quality assurance processes, we help our clients train and refine high-performing AI systems with speed and scale.



14%

CY 2024 Revenue  
\$135mm

## SOLUTIONS



Autonomous  
Vehicles



Advanced  
Robotics



Generative  
AI



Optical Character  
Recognition  
Compliance  
Tracking



Object  
Identification &  
Classification

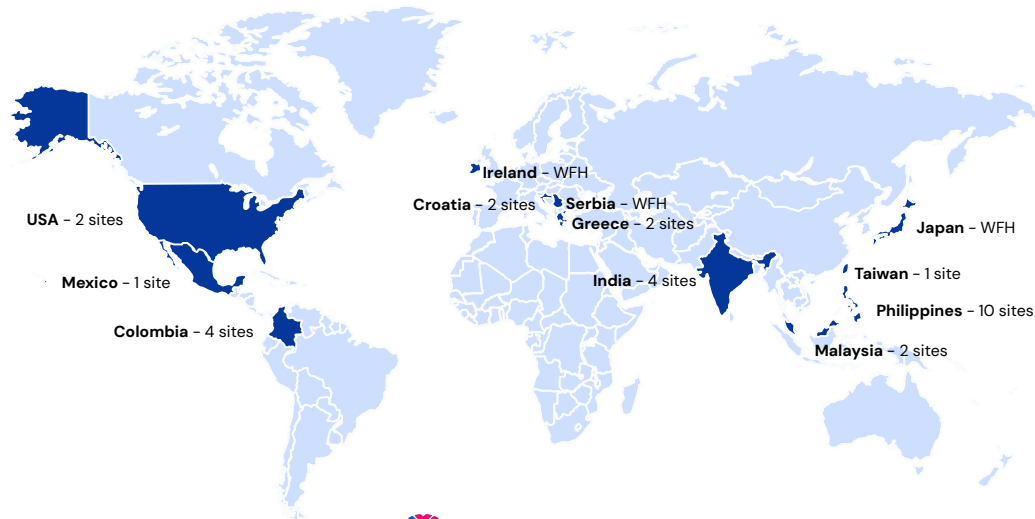


Speech to Text &  
Contextual  
Annotation



# Our Global Footprint

TaskUs provides 24/7 services through 28 locations across 12 countries. Our fully-functional, scaled work at home solution offers teammates flexibility and clients the ability to scale quickly with the most efficient solutions.



**Our Headcount**  
As of December 31, 2024

**~59,000**



# Commitment to Our Core Values

Our business is built on values that encourage professional development, empower our teammates and enable them to deliver market-leading results for our clients. In early 2025, we refined our core values to better reflect our ongoing commitment to TaskUs' unique culture and our commitment to ESG initiatives.

- 1. Frontline First:** TaskUs exists because of the contributions of our frontline teammates. These teammates around the globe work day and night to deliver for our clients. The quality of their work determines whether they succeed or not. The number one responsibility of TaskUs leaders is to support our frontline teammates. From our world-class facilities to our science-based wellness programs, we keep our commitment to always put the Frontline First.
- 2. Protect the Team:** TaskUs is a team. We call one another teammates. As teammates, we look out for each other through honesty, integrity, and accountability. We make smart decisions to safeguard our future and ensure our clients' success.
- 3. Continuous Self-Improvement:** We believe every experience teaches us something and helps us to grow. We also believe it is our duty to help others to grow, whether it's through our charitable foundation or by providing our team with professional education to assist them in advancing their lives.
- 4. Always Strive for Excellence:** We're not satisfied with "good" or even "great." We want to be the best in everything we do for our clients so they can be the best at what they do. Period.





## Commitment to Our Core Values

- 5. Inspire Others by Believing in Yourself:** A positive, can-do attitude is infectious. We believe in our own abilities and encourage each other to do the same.
- 6. Exercise Emotional Intelligence:** We believe in looking beyond our understanding to empathize with our clients and colleagues so we can find the best solution possible—not simply the most convenient.
- 7. Teamwork Makes the Dream Work:** As individuals, we are strong, but together we are formidable. We believe that teams that work together and choose selfless dedication over personal ambitions can build something truly excellent.
- 8. Be Ridiculous:** The craziest ideas are the seedlings that sprout genuine innovation. We encourage our team to approach problems by first proposing a ridiculously good solution and asking, “Why not?” This applies to our communities as well. We always ask ourselves: “What impact can our work make—on each other, for our clients, and for our communities?” The traditional path does not always work when trying to change the world.



Introduction

# Awards and Accolades

## Comparably and Great Place to Work Awards



## Analyst Recognition





## ESG @ TaskUs

Environmental, Social, and Governance principles are an integral part of our organizational culture. We believe that success and corporate responsibility are interconnected, which drives our commitment to integrating responsible practices into all aspects of our operations. Building upon past years' progress, we have made notable strides in formalizing our ESG initiatives, enhancing alignment and accountability throughout the organization.

## Stakeholder Engagement

At TaskUs, we know that truly understanding our stakeholders is vital to our success. By weaving their insights into our strategies and initiatives, we reinforce our commitment to collaboration, sustainable growth, and positive social impact. We strive to act with transparency and build trust as we adapt to our stakeholders' evolving needs and expectations. We periodically engage with our largest investors, clients, and teammates in discussions about corporate governance, ESG priorities, and disclosure practices—creating an open forum for dialogue and feedback. Moving forward, we will remain dedicated to ensuring our stakeholders' perspectives continue to inform our decisions and drive our business forward.

## Our Highest-Priority ESG Issues

To define our ESG priorities, we evaluate the issues most important to our stakeholders and our business. We complement this work by benchmarking against industry peers and reviewing third-party ratings and rankings, which help us align with evolving standards and expectations. This process offers valuable insights into our stakeholders' expectations. The ESG topics listed below emerged as high priorities and are explored in greater depth throughout this Report.



**Social Impact and Inclusion**



**Risk Management**



**Greenhouse Gas Emissions  
and Energy Management**



**Teammate Engagement  
(including Wellness & Resiliency)**



**Information Security & Data Privacy**





**Social**

**02**



## Our Teammates

Our dedicated TaskUs teammates are at the heart of our operations, playing an instrumental role in delivering exceptional customer service and driving positive impact in the communities we serve. We believe that a team empowered by diverse perspectives and experiences delivers the most substantial results. As such, we strive to create a supportive environment where teammates can thrive and build fulfilling careers. We unlock innovation and drive business success by fostering a company culture where every team member feels valued, respected, and supported.

We never rest when it comes to our Frontline First value and delivering results for our clients. Our core values emphasize social impact, inclusion, and excellence. We believe clients choose TaskUs in part because they view our company culture as aligned with their own, which enables us to act as a natural extension of their brands and gives us an advantage in the recruitment of highly engaged frontline teammates who produce better results. We are deeply committed to upholding high standards for both our teammates and our clients.

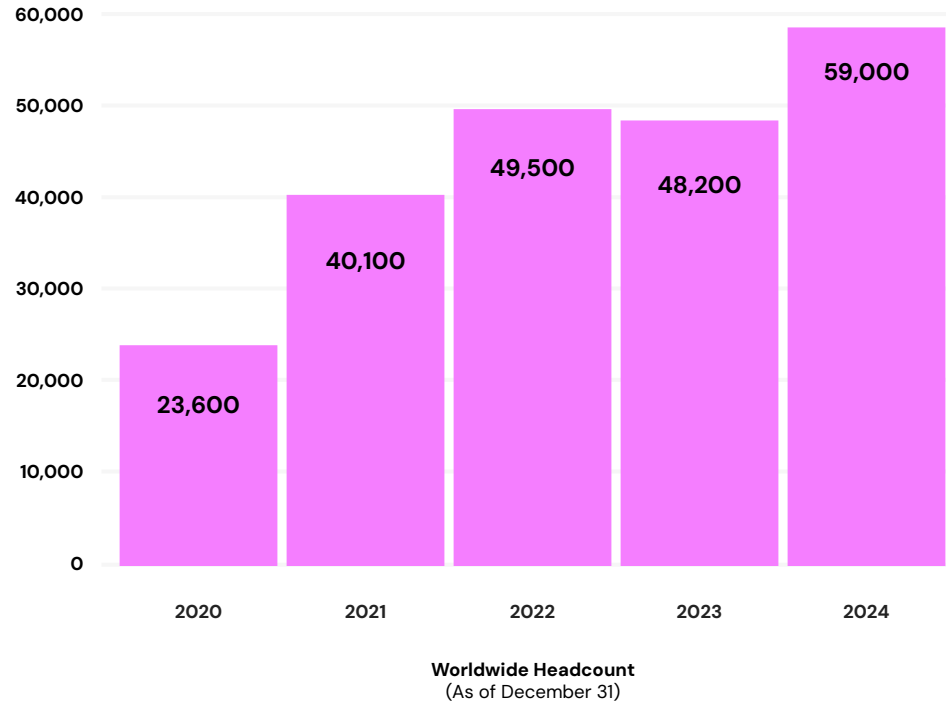
We provide our teammates with comprehensive benefits and programs, including employee-centric sites and facilities, and onsite and work-from-home wellness support. We also actively foster a culture of inclusivity and a commitment to social impact.

Since the end of 2020, we have grown our global operations footprint from 23,600 teammates in eight countries to 59,000 teammates in 12 countries at the end of 2024. We believe our focus on employee culture leads to lower employee attrition levels. We are proud to share that our voluntary attrition rate for teammates employed for more than 180 days dropped again in 2024 to 22.2% compared to 25.2% in 2023 and 26.0% in 2022.

From our employee-centric sites and facilities around the globe; to more than 1,000 educational grants for our teammates' children annually; to healthy, subsidized meals that help fund local charities—we provide comprehensive benefits and programs for our people.\*

\*Our specific benefits vary by geography yet share many common features.

			
World-Class, Employee Centric Sites and Facilities	Life Insurance	Healthcare for Employees and Dependents	Birthday Leave and Paid Time Off
			
Engagement and Experience Rewards	Retirement Savings Program	Healthy Food Subsidy Program	Elective Benefits (Pet Insurance, Gym Membership, Ergonomic Workstation)





## Promoting Social Impact & Inclusion

We are deeply committed to fostering an inclusive workplace that enables our teams, clients, and community to thrive. We strive to create a safe and inclusive environment that nurtures each individual's freedom to express their unique personalities and flourish professionally. Our focus on fostering individuality, supporting professional growth, promoting positive client interactions, and actively contributing to our community upholds our Frontline First culture and is rooted in our TaskUs Core Values. We recognize that an inclusive workplace is essential for creating a sense of belonging, where all teammates are valued, engaged, and have equal opportunities to grow and succeed.

Pillars of our Frontline First strategy consist of the following:

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**Inclusive Hiring & Recruiting Strategies:** Welcoming talent from all walks of life and sourcing talent from diverse backgrounds.

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**Leadership & Global Development:** Cultivating an environment that inspires inclusive practices for all and leadership to drive a thriving Frontline First culture through strong commitment to diversity, fairness, and belonging. Setting the engagement from the top and actively championing inclusive decisions and/or practices.

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**Environment & Culture:** Fostering an environment that aligns our values with our business strategies and practices to create an inclusive environment that drives innovation, productivity, and a powerful Frontline First culture.

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**Continuous Evaluation & Improvement:** Consistently evaluating and gauging the effectiveness of initiatives by analyzing data and gathering feedback to pinpoint areas for enhancement and propel advancement.





In January 2024, we launched our Global Diversity, Equity, and Inclusion (“DEI”) Policy, which codifies our dedication to establishing a workplace that values diversity, and promotes inclusion for everyone by extending our principles to external engagements, partnerships, and collaborations.

Our global DEI strategy continues to drive education and awareness for our Global Communities of Focus: Women, LGBTQIA+, Disabilities, and Ethnic Diversity, through various events with global and local scope.

We regularly conduct workshops on diversity awareness and unconscious bias. We champion pronoun use. We strictly prohibit and do not tolerate any type of workplace harassment. Our annual Code of Conduct training underscores topics like harassment, discrimination, inclusion, and diversity.

We have been recognized externally for our diversity and inclusion efforts. In 2025, we won several Comparably Awards including Best Company for Diversity and Best Company for Women. TaskUs is also a signatory to the UN Women Empowerment Principles and committed to continuing to prioritize its seven principles.



## Global DEI & Corporate Social Responsibility (“CSR”) Survey

TaskUs has implemented several programs to create a culture of inclusivity and positive engagement with our teammates. Since 2022, we have been conducting an annual Global DEI & CSR Survey to understand our teammates’ experience and determine our priorities for the following year. This year, we conducted our third annual survey, with results showing positive progress. We identified the following highlights (based on % of survey respondents):

**90%** are informed about TaskUs’ commitment to DEI

**82%** say that we treat people fairly regardless of sexual orientation

**93%** of hiring managers seek diverse candidates

**95%** of hiring managers make an effort to mitigate bias





## Inclusion Programs and Interest Groups

With people at the core of our operations, we have initiated several programs that nurture our corporate culture and instill greater camaraderie among our teammates. We offer a variety of global educational events and volunteer opportunities for teammates to promote our Frontline First culture. Examples of initiatives include engaging roundtable discussions with both internal and external leaders and experts, global learning sessions, discussion panels, mentorship programs, and community volunteer initiatives.

We also host several family-related events as well as different activities with our teammates. For instance, we hold events and activities every year during Pride Month to celebrate and support our LGBTQIA+ teammates and community. Each site also holds its own Year-End Party to celebrate the holidays with one another. Furthermore, our Social Impact and Inclusion microsite serves as the main repository for news, updates, and resources for all related activities.





We also engage our teammates through various interest groups within TaskUs. We have a large variety of interest clubs and Employee Resource Groups (“ERGs”) that help teammates discover and practice their passions and promote safe spaces through learning and engagement. ERGs are also encouraged by leadership to initiate changes and push for policies relevant to their advocacy to be implemented within TaskUs. Through our ERGs, we offer a variety of global educational events, teammate-led discussions, roundtables, and volunteer opportunities to promote our Frontline First culture, increase understanding, and drive collaboration.

In 2025, our goal is to further enhance the ERG framework at TaskUs and increase membership and involvement across the groups. Specifically, we are focusing on the growth of the Women of TaskUs ERG, aiming to involve employees of all levels. Events planned include roundtable discussions with senior women leaders, celebratory activities in recognition of International Women’s Month, and volunteering opportunities. In addition to the Women of TaskUs ERG, we also run mentorship programs aimed at nurturing the professional growth of women within our organization.



## Attracting Diverse Talent

TaskUs is committed to cultivating a workforce that reflects the rich diversity of the global community. Our universal internal and external marketing materials provide a consistent and inclusive representation of TaskUs, showing an environment where candidates of all backgrounds feel welcome and valued. We partner with diversity groups and other forums to provide DEI education for recruiters and hiring managers, encompassing our DEI philosophy, equity principles, unconscious bias management, and standardized manager interview processes.

We continue to promote inclusive recruiting and hiring practices by taking steps to increasingly identify candidates from diverse backgrounds and untapped talent pools. In 2024, we launched a DEI Training and Formal Certification Program, and we certified all members of our recruitment teams in three training categories: Equality and Equity, DEI Philosophy, and Unconscious Bias. These three training programs are now available for all managers across TaskUs.

We expanded our DEI learning ecosystem by launching two supplemental courses designed to deepen practical application of inclusive hiring principles.

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### **Culture Add and Culture Fit**

This course explores the nuanced yet critical distinction between hiring for "culture fit" versus "culture add." It equips recruiters to identify and challenge unconscious preferences that may hinder diversity, while promoting approaches that foster inclusive candidate engagement and drive innovation through diverse perspectives.

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### **Inclusive Candidate Recruiting Questions**

This course focuses on integrating DEI and CSR-aligned questions into the interview process. It helps recruiters assess candidates not only on skills but also on alignment with our Frontline First culture and inclusion values, encouraging deeper reflection on how each hire contributes to our social impact goals.

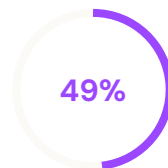
Though optional, these courses are strategically positioned to reinforce inclusive behaviors in everyday recruitment activities, further embedding DEI into how we attract and evaluate talent.

We also collaborate closely with suppliers and partners who share our commitment to diversity and inclusion, amplifying our collective impact on the talent ecosystem.

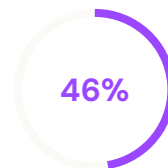




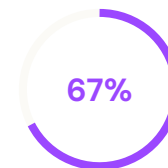
We utilize a Global DEI dashboard hosted in our Workday platform, which enables us to understand the distribution and movement of our diverse talent and drive our decisions based on data. Our efforts focused on diverse talent attraction have resulted in significant representation for ethnic minorities within our U.S. workforce.



**Women in workforce**



**Managers at all levels that are Women**



**US employees are of ethnically diverse backgrounds**

*\*As of December 31, 2024*

*^US ethnically diverse background demographic information includes only US employees who choose to self-identify.*





## Teammate Engagement & Development

Our commitment to the personal and professional growth of our teammates is a cornerstone of our culture and a powerful catalyst for our success. We use the Employee Net Promoter Score (“eNPS”) as one barometer to measure employee engagement. In 2024, our eNPS was 63 with a participation rate of 87% of employees, with 72% of employees who participated rating us 9 or 10 on a scale of 10. We monitor eNPS to evaluate our ability to maintain consistently high levels of employee engagement, satisfaction, and, ultimately, retention.

Our career development program, The Academy, focuses on providing our teammates and leaders with knowledge and skills for the career path of their choice. The Academy includes preparatory tracks for multiple roles, including team leadership, learning experience leadership, quality analysis, operations management, talent acquisition, workforce management, and data science.

The program is voluntary and self-driven, giving each teammate and leader the choice to enroll and make an investment in their career and themselves.



## The Academy

We're extremely proud of what we've accomplished since launching The Academy:

**37,000+**

**Total enrollees since program inception**  
(of which 3,800+ graduated as of the end of 2024)

**2,400+**

**Enrollees earned promotions**  
**in 2024**

The key tenets of the program are:

### Upskilling for Career Advancement:

We provide a best-in-class digital ecosystem based on an "Education-Exposure-Experience" model to support the development journey of our teammates and leaders.



### Digital Ecosystem for Learning:

Our programs, spanning 12 unique career paths, emphasize self-paced learning, collaboration spaces for peer-to-peer learning, and skills libraries—enabling teammates to learn flexibly and connect with others.



### Mentorship for Growth:

Our group and one-to-one mentoring programs play a vital role in fostering learning and development. TaskUs mentors devoted more than 4,000 hours in support of The Academy in 2024.



### Building a Leadership Pipeline:

We develop first-day-ready leaders who are focused on our core values to drive organizational growth.





## Social Impact

We believe that social impact and business success are mutually reinforcing. By addressing social and environmental challenges through our core operations and partnerships, we not only fulfill our responsibilities to society but also unlock long-term value for our stakeholders through innovation, risk mitigation, and stronger brand loyalty. Our commitment to giving back goes beyond corporate initiatives—it extends to our local sites, where we actively encourage employees to volunteer and engage in community-focused efforts. Additionally, we offer our clients opportunities to participate in our social responsibility initiatives, deepening relationships and fostering collaboration.

Corporate Social Responsibility is not just a business practice, but an extension of our Frontline First culture. Focusing on education, environmental sustainability, and inclusivity drives positive change, strengthens our business, and creates lasting value for all stakeholders. Pillars of our Social Impact strategy are as follows:

- **Ethical Business Practices:** Ensuring we conduct business with integrity, honesty, and fairness in all our partnerships and operations. Our Frontline First culture guides our commitment to ethical standards with employees, customers, suppliers, and other stakeholders.
- **Community Development & Employee Engagement:** Supporting local communities where TaskUs operates through various initiatives, such as educational programs, access to technology and digital literacy programs, skills development workshops, and volunteer and development projects.
- **Supporting Strategic Partnerships:** Working with nonprofits, business networks, and other global organizations that champion and work on improving the lives of marginalized and disadvantaged communities.
- **Environmental Stewardship:** Promoting sustainability by empowering our employees through education and providing ways to reduce our carbon footprint, increase energy efficiency, and adopt clean technologies.



## Global Impact in Action

As part of our growing commitment to social impact, we launched the TTogether We Serve campaign—a global movement to community engagement and volunteerism. TaskUs believes that our teammates can make a difference in society and add value throughout the world by collectively doing each of our parts. Through their volunteering efforts, our teammates are also able to benefit in many ways, such as building community engagement and connecting with others, gaining a sense of achievement, improving their morale and self-esteem, and developing important skills applicable to the workplace (e.g., communication, teamwork, problem-solving, planning, and organization).

Proudly, this movement was born out of the organic commitment of TaskUs teammates to offer their skills and time to community groups and other causes to which they relate. By nurturing this culture, TTogether We Serve now stands as the collective volunteerism effort of our teammates globally. As part of the overall effort, we promote and track the collective positive impacts that our teammates have on our local communities through volunteering engagements.

Our teammates volunteer their time towards a wide variety of causes. The most popular of which include:



### Community Clean Up

Participation in local clean-up efforts can help keep communities looking their best, protect the environment, and give a sense of accomplishment to volunteers.

### Animal Rescue & Rehabilitation

Volunteering at local animal shelters or rescue organizations can provide much-needed care and attention to animals in need.

### Volunteering Time to Community Causes

Giving time and energy to organizations that work on social issues like homelessness, poverty, and hunger can help teammates make a difference in the lives of others.

*These activities do not include corporate financial donations.*

### Volunteering for Social Inclusion

We believe that working towards inclusion and accessibility for people with disabilities, the LGBTQIA+ community, and other marginalized groups can help build a more inclusive and equitable society.

### Nature Campaigns

Taking part in campaigns to protect and preserve natural habitats, or participating in community gardening or tree-planting initiatives, can help our teammates connect with nature and make a positive impact on the environment.

### Community Learning & Teaching

Sharing skills or knowledge with others through volunteer teaching can help build stronger communities and empower individuals to improve their lives and skill sets.



## Global Impact in Action

In light of our success in 2023, we set an ambitious commitment to complete 10,000 volunteer hours and engage 3,000 volunteer participants in 2024. We are proud to share that our teammates exceeded expectations, with over 4,700 employees contributing more than 26,000 volunteer hours in support of over 370 nonprofits worldwide—surpassing our goal of 10,000 hours by over 160%.



We also maintain a CSR microsite to host various resources that promote and encourage volunteering. This microsite includes a calendar of available volunteer activities on-site; a self-help repository of online volunteer opportunities arranged by category, guides, branding materials; and other collateral to support volunteering efforts by individuals, teams, and departments. We continuously look for opportunities to further expand our teammates' impact.



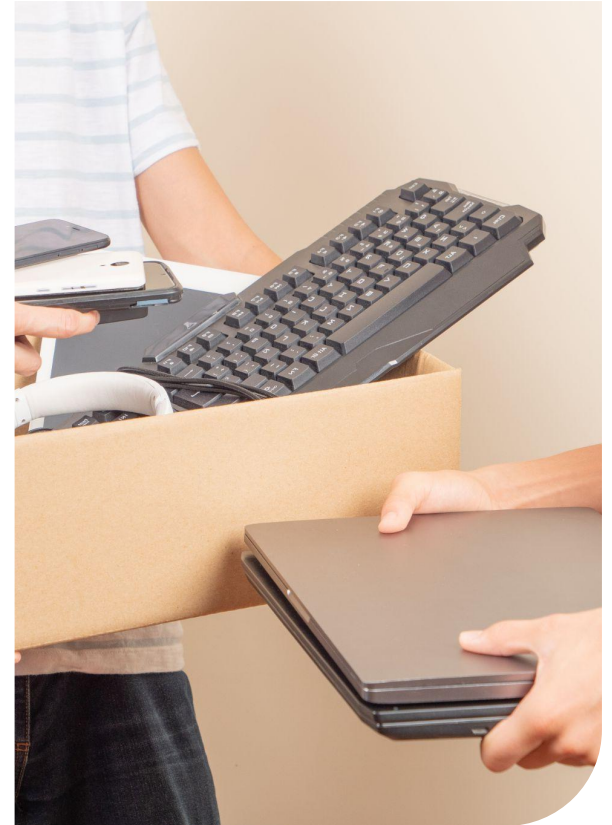
## Case Studies: IgniteUs Leadership Event

IgniteUs is an annual planning meeting where over 100 senior TaskUs leaders gather to discuss strategic goals. But it's not all business. During this time, our leadership team also dedicates time to give back to the community, together. In 2024, TaskUs partnered with Rise Against Hunger Philippines for the IgniteUs event, collectively contributing over 200 volunteer hours to prepare 10,800 nutritious meals. These meals supported more than 600 children at the Barangay Ususan Daycare Center, reflecting our commitment to combating food insecurity and uplifting local communities.



## TechForward Project

In 2024, TaskUs launched the TechForward Project, donating nearly 250 refurbished computers to public high schools, orphanages, and a local crisis center across the Philippines, India, and the United States. Led by our IT department, this initiative supports equitable access to education by equipping underserved communities with essential digital tools and learning resources.



## GForest Partnership

TaskUs has partnered with GCash, the Philippines' top finance app, to support local coffee farmers by planting 10,000 coffee seedlings in Cavite through GCash's GForest platform. This initiative encourages digital transactions to reduce carbon footprints and contributes to reforestation efforts. Additionally, TaskUs plans to purchase coffee beans directly from local women coffee farmers, aiming to create a lasting positive impact on both the environment and the community.



## NextGen Scholarship Program

Our flagship NextGen Scholarship program continues to widen educational opportunities for the children of TaskUs teammates around the world. While the program started in the Philippines in 2012, it has since been expanded to our employees in India, Mexico, and Colombia. In 2024, the NextGen Scholarship program provided tuition grants to children of nearly 1,800 teammates worldwide, our highest annual grant since program inception.



## Ridiculously Good Foundation

The Ridiculously Good Foundation (“RGF”) is the official corporate foundation of TaskUs. Launched in the Philippines in August 2023, the RGF was born from the heartfelt efforts of teammates driven to make a difference through other CSR activities that we have pursued over the years and embodies the soul of TaskUs in the community. What started as small acts of service has grown into a powerful commitment to uplift lives, support causes, and nurture the environment.

The foundation now serves as an important mechanism to broaden our social impact through monetary donations within the Philippines and beyond. RGF has supported tree planting events, animal shelters, local public schools, and more.

Guided by the vision of our founders, Bryce Maddock and Jaspar Weir, who champion a culture where diversity, equity, inclusion, and corporate social responsibility are core values, RGF reflects our belief in embracing individuality and authenticity while making a positive impact on the communities we serve. More than a CSR initiative, it’s a testament to hope, care, and meaningful change where it matters most.



## Ridiculously Good Foundation

**Vision:** To create a future where every individual feels empowered to make a difference, and where TaskUs teammates and partners—both internal and external—are inspired and equipped to drive civic engagement and meaningful action within their communities.

**Mission:** To make a sustainable and lasting impact in the communities of TaskUs employees by supporting initiatives focused on Health, Education, Environment, and Social Welfare. We aim to foster civic engagement, raise awareness of social challenges, and collaborate with non-profit organizations that align with our values.

Guided by TaskUs' values, we achieve this through the collective efforts of our team, leveraging the power of collaboration in fundraising and volunteerism. Together, we cultivate a culture of compassion, action, and shared responsibility to uplift and support the communities we serve.

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*As a company, we have always been driven by delivering 'Ridiculously Good' innovation and creating unparalleled experiences for our employees. With RGF, we take that mission a step further—channeling our passion and purpose beyond the workplace and into the heart of the communities we serve. RGF stands as a testament to our belief that being Ridiculously Good is not just about what we achieve in business, but how we contribute to solving real-world challenges. It is more than an extension of TaskUs; it is the soul of our purpose—a foundation where our commitment to excellence transforms into meaningful and lasting impact on lives and the planet.”*



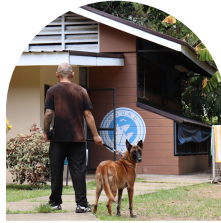
**Regina Aguila**

President of the Ridiculously Good Foundation

## 2024 RGF-funded site activities



**Chateau Ridiculous**  
Medical mission in  
Brgy. Bagumbuhay



**Lizzy's Watchtower**  
HoundHaven visit and  
donation turnover



**Atlantis**  
Returned to Isla Verde to provide  
school supplies and groceries,  
and to support the education of  
29 children in the area



**Fort Excellence**  
Donated school and hygiene  
supplies plus other items for  
students in Barangay Puray



**Lizzy's Nook**  
Easter Monday CSR in Governor  
Camarino Special Education  
(SPED) Center in Imus



**Phoenix**  
Donated for a school's LSN  
(SPED) program and provided  
snacks, games, and a dance class  
for the kids



**Fort Excellence**  
Cleaned and repaired facilities of  
Bayugo Elementary School with  
Brigada Eskwela



**Lighthouse**  
Visited The Home for Girls in La  
Union: held games at a resort and  
donated shoes, clothes, diapers  
and other supplies



## Prioritizing Psychological Health & Safety

Our dedicated Wellness & Resiliency Department is a global leader in employee success and wellness, leveraging clinician-led and research-based health and safety programming to provide true end-to-end support to employees. Our goals are to reduce employee risks related to mental health, promote productivity and engagement, and continuously improve the TaskUs workspace by addressing the eight dimensions of wellness. Employee education and awareness are key components to continual employee success and wellness.

# Eight Dimensions of Wellness

## 1 Environmental

Maintaining good health by occupying pleasant, stimulating environments that support well-being

## 2 Intellectual

Recognizing creative abilities and finding ways to expand knowledge and skills

## 3 Physical

Acknowledging the importance of movement, nourishing our bodies, sleep, and illness prevention

## 4 Occupational

Finding personal satisfaction and enrichment in one's work

## 5 Emotional

Coping effectively with life's challenges and creating more awareness of our feelings

## 6 Financial

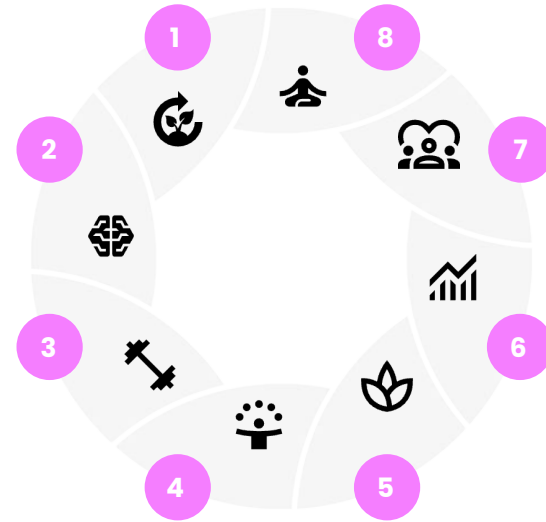
Satisfaction with current and future financial situations

## 7 Social

Developing a sense of connection, belonging, and establishing healthy support systems

## 8 Spiritual

Expanding a sense of purpose and meaning in life



*Addressing the eight dimensions of wellness represents much more than risk management. We want to promote productivity, engagement, and mental health so employees can thrive at work and in their personal lives."*

## Rachel Lutz-Guevara

Division Vice President, Trust & Safety



## Our Differentiators and Key Pillars



### Global Life Coaching Program

We partner with employees in their pursuit of personal well-being through transformative coaching conversations.



### The Resiliency Studio

Our psychological health and safety program provides innovative interventions to bolster brain health and protect employees from the potential effects of content moderation.



### Division of Wellness & Resiliency Research

We have a dedicated behavioral health research team committed to enhancing employees' mental health through innovative research and enhanced data collection.



### Advanced Services, Consulting and Technology

We leverage our expertise to help companies assess, create and deploy culturally competent and comprehensive programming and tools.



# Global Life Coaching Program

The Global Life Coaching Program provides employees with access to licensed mental health professionals, clinical skills training groups, transformational coaching, and psycho-education awareness programs that promote a safe working environment where employees succeed and thrive. We address psychological well-being needs throughout the teammate lifecycle, from recruitment through post-employment care.

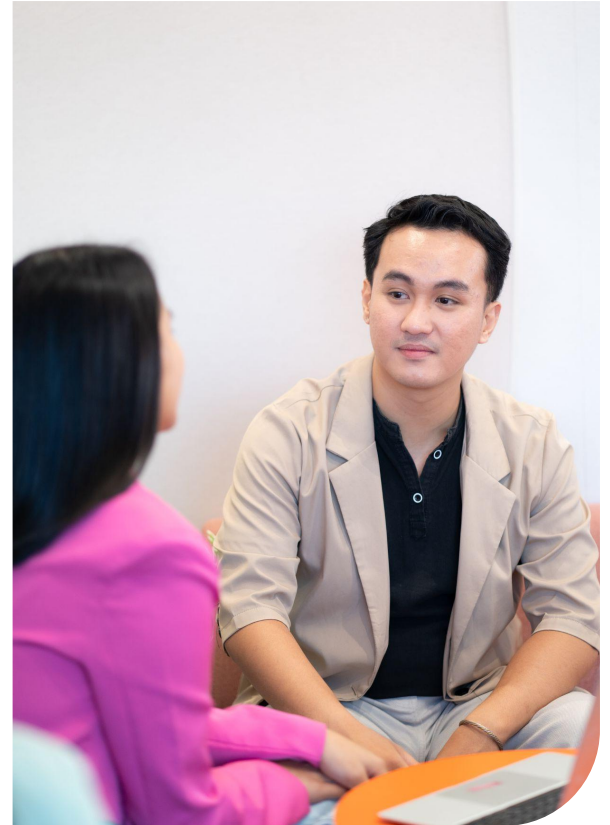
TaskUs regularly engages with our teammates through meetings, surveys, feedback sessions, and other direct communication channels. In 2024, we conducted over 22,000 group sessions, which included workshops, training, support groups, and team-building activities to address mental health and well-being.

In addition, TaskUs has on-demand wellness resources for our employees. As of year-end 2024, we have created over 700 hours of proprietary digital wellness content targeting our frontline teammates, leaders, and support staff. The content is based on TaskUs' evidence-based programming for moderators.



## The Resiliency Studio

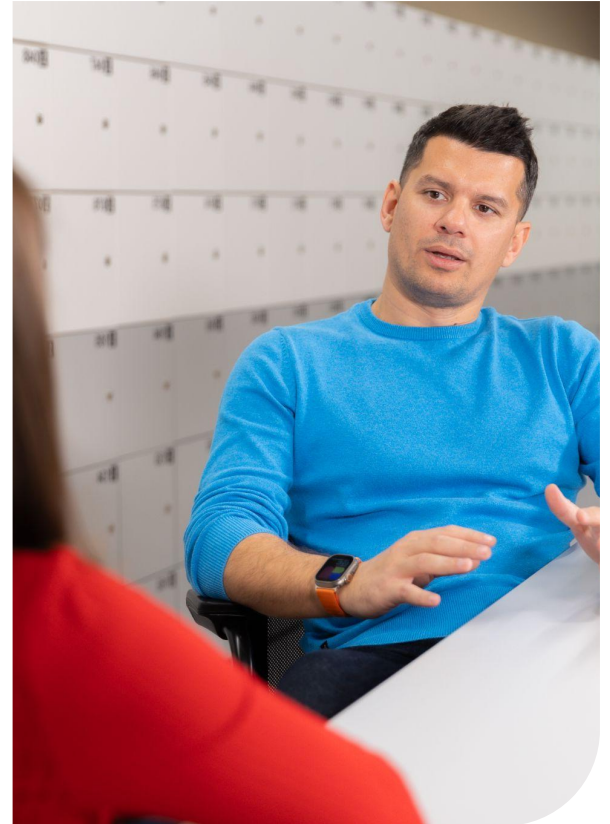
The Resiliency Studio provides innovative interventions to help protect employees from the occupational risks of content moderation and other workflows. There are six key commitments: transparent job descriptions, research-based screening, brain-based onboarding training, 24/7 clinical coverage, experiential clinical skills groups, and post-employment services.



## Wellness & Resiliency Division of Research

The Wellness & Resiliency Division of Research consists of a team of behavioral scientists, statisticians, and data scientists. Our dedicated research team conducts rigorous and impactful research at scale to inform business decisions and industry standards.

The Division of Research has a strong track record of advancing the body of knowledge on the impact of content moderation work, enhancing wellness and resiliency programming, and upholding the significance of the content moderation profession. In addition, TaskUs' Division of Research actively seeks out and applies the best practices learned in our content moderation offering to enhance wellness and build resilience across all of TaskUs' other lines of business, including Digital Customer Experience, Financial Crime & Compliance, and AI Services.



# Wellness & Resiliency Division of Research

## Internal research studies

TaskUs has conducted over 60 internal research studies aimed at assessing the impact of our programs and initiatives on employee well-being and engagement. TaskUs collaborated with six strategic partners in 2024 for research studies, including:

- **A leading Fortune 20 SaaS Company:** Research study on the psychophysiological experiences and adjustments of moderators working in VR platforms.
- **An AI-Based Mental Health Screening Platform:** Study on effectiveness and user friendliness of AI-powered wellness screening tools.
- **UC Berkeley:** Predictive validity research on TaskUs pre-hire screening tool, CARES (Cognitive Adaptability and Resiliency Employment Screener.)
- **A London-Based Research University:** Wellness best practices across the content severity spectrum in Trust & Safety.
- **Trust and Safety Foundation Research Coalition:** Collaborative study on benchmarking well-being scales for content moderators in Trust & Safety.
- **A leading Fortune 10 Healthcare Company:** Pilot evaluation of wellness programs for our teammates supporting this client.

## Peer-reviewed publications

Our work on employee well-being and psychological health, including seven peer-reviewed publications, has been recognized in the academic community. In 2024, we collaborated with MIT on a study, [The Hidden Impact of Misinformation on Moderators](#), which surfaces some important findings such as the following:

- Even professional content moderators are susceptible to the impact of repeated exposure to misinformation.
- Implementing an accuracy-focused mindset when evaluating content effectively prevents this harmful effect, ensuring more reliable moderation decisions.



## Advanced Wellness & Resiliency Services, Consulting, and Technology

We leverage our Wellness & Resiliency expertise to help our clients assess, create, and deploy culturally competent and comprehensive programming and tools.

### Consulting

We leverage a four-phase approach to client consulting engagements. Our program assessment and consultation services identify gaps and opportunities with prioritization, assist in risk mitigation, evaluate the cost-effectiveness of wellness investments, and make recommendations to increase the employee value proposition for our customers. Clients will have access to our clinical experts and research team to advance their goals and needs in the wellness space.

### Wellness Packages

We have a variety of wellness solutions to fit clients' specific needs. Our options range from self-service digital content and access to company-wide programming initiatives in our Essentials Package to 24/7 access to licensed clinical staff through weekly, preventative, evidence-based programming, and embedded wellness tools in our Premium Package.

### Wellness Technology

We have developed innovative wellness technologies to help reduce the impact of sensitive content on our moderators.







- **Shield** is our innovative solution to user, content moderator, and platform safety—all in one. It is a wellness tool designed to reduce the emotional impact of reviewing graphic and disturbing content. This platform includes a variety of wellness interventions with flexible deployment options during productive hours or on breaks.
- **Centered** is an engaging, user-friendly, mood-scaling wellness tool deployed to frontline employees that captures unique data on well-being while offering a brief wellness intervention to improve their mood.



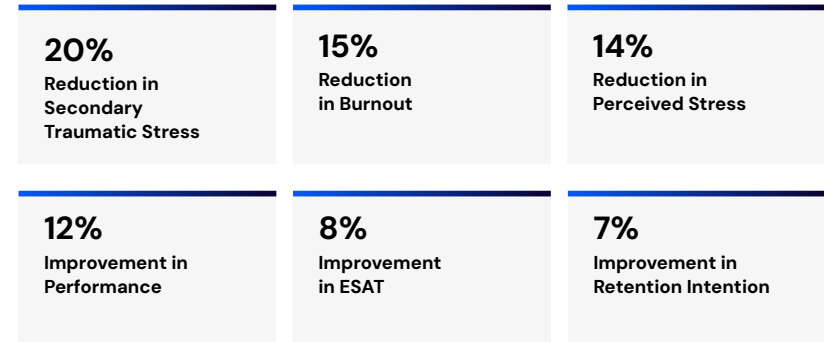
## Shield Capabilities & Impact

The integration of wellness technologies, like Shield, can improve content moderator mental health, increase moderation accuracy and speed, improve user safety, and enhance business outcomes.

Employees have access to these academically derived features to manage the exposure to graphic materials while still improving accuracy and handle time:

<p>Individual image and video display control</p> 	<p>Sound studio: An auditory feature that improves mood and motivation</p> 
<p>Wellness activity reminders</p> 	<p>Spatial games: Digital games to improve work-life balance and increase ability to recover from work-related stress</p> 
<p>Sensation cleanse: An eye movement feature to relax the body</p> 	<p>A psychological distancing tool</p> 

We have seen meaningful results from the use of Shield across our employee base:

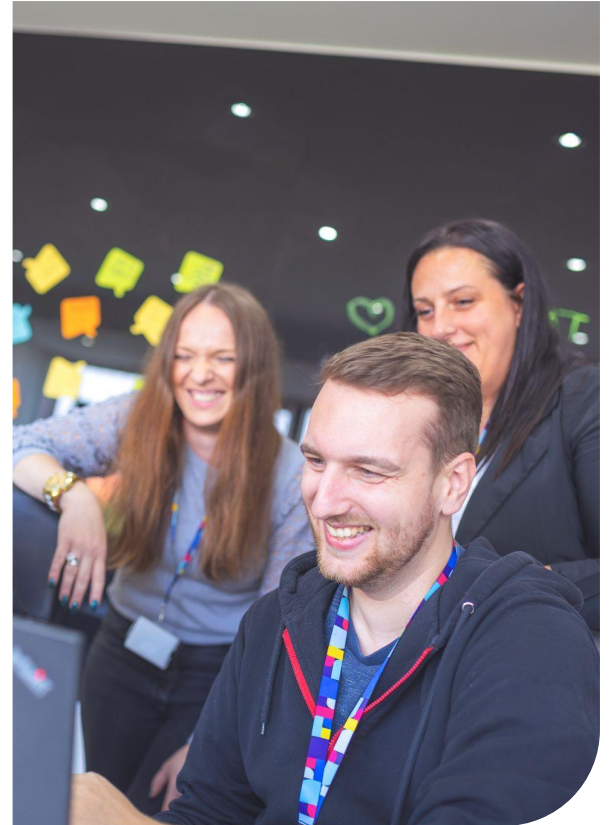


We have continued to expand the use of Shield across our clients. In 2023, we implemented our proprietary Shield technology for the world's leading multi-channel social and gaming communications platform. Notably, this client now is using Shield not only for the work delivered by TaskUs, but also for the work done by their internal teams. By the end of 2024, three clients had adopted Shield for their internal teams.



## Wellness Hero Update

In 2024, we expanded our Wellness Hero Certification Program, engaging with teammates across the sites and countries in which we operate. Wellness Heroes are part of a global network of advocates aiming to advance well-being at work. As of the end of 2024, there were approximately 2,800 onsite and remote Wellness Heroes supporting our teammates. Our enrollment continues to grow.



## Case Study: Proactive Wellness Skills Training for a Fortune 10 Healthcare Company

### The Challenge

Client's internal CX agents handle escalated calls regarding sensitive, high-priority, health-related issues. The conversations require a high level of empathy, critical thinking, and resilience from the agents.

### The Solution

TaskUs wellness coach delivered our proprietary, research-validated wellness programming, Resiliency Studio, biweekly to the client's internal agents for six months.

### Results

**63%**  
Attrition  
Reduction

**8.7%**  
Burnout  
Reduction

**12.3%**  
Stress  
Reduction

**6.3%**  
Improvement in Cognitive  
Control and Flexibility

**1.3%**  
Improvement in  
Compassion Satisfaction



## Case Study: Adopting TaskUs' Resiliency Pre-hire Screener in a Safety Workflow for a Leading Rideshare Company Lowers Attrition and Improves Performance

### The Challenge

Teammates taking calls are exposed to highly sensitive events. Mishandling of calls may lead to legal actions, high attrition, and low performance.

### The Solution

We hired teammates using the research-validated TaskUs resiliency pre-hire screener for six months. For comparison, we adopted an A/B testing study design where teammates were hired without it for the next six months.

### Results (Teammates hired with pre-hire screener vs. without)

**31%**  
Lower Overall  
Attrition

**16%**  
Better  
Productivity

**45%**  
Lower  
Absenteeism

**33%**  
Lower Voluntary Attrition  
Due to Low Job Satisfaction



## Case Study: TaskUs Wellness Program Boosts Revenue for a Professional Services Company by Increasing Performance Metrics in Their Sales Workflow

### The Challenge

Compared to customer service support, sales-driven campaigns put teams under constant pressure to perform, as their performance and financial stability depend on meeting sales targets. Combined with the demands of customer interactions, this leads to heightened stress levels.

Learn more about Wellness at TaskUs in our [Trust & Safety and Wellness & Resiliency Annual Report](#) and on our website at <https://www.taskus.com/services/trust-and-safety/>.

### The Solution

TaskUs wellness coaches delivered our proprietary, research-validated wellness programming, Resiliency Studio, biweekly to sales teammates for three months.

### Results

**30%**  
Greater Average  
Order Value

**20%**  
Greater Revenue  
Per Call

**11.5%**  
Greater Conversion  
Rate

**8.4%**  
Greater Compassion  
Satisfaction

**3.5%**  
Better Employee Satisfaction



## Trust & Safety

At TaskUs, Trust & Safety (“T&S”) encompasses the policies, tools, and practices designed to protect users and maintain platform integrity by addressing risks like fraud, harmful content, and privacy violations. Platforms and businesses are increasingly exposed to a number of serious trust and safety risks. A robust moderation system powered by a vigilant and well-trained workforce is a key solution to protecting users from these risks while promoting psychological health and safety.

In addition to being embedded in how we operate within TaskUs, we offer trust, safety, psychological health, and wellness services to clients. In fact, Trust & Safety was our fastest-growing service line in 2024, accounting for nearly 25% of TaskUs' revenue. Our expertise, wellness technology investments, and global reach make us the ideal partner for companies to launch, enhance, or reinforce their wellness programs while improving loyalty and decreasing employee burnout.

We understand the growing need for T&S services, which is why we are committed to creating highly secure online environments while still allowing users to express themselves safely and with digital civility. To TaskUs, T&S is about “Nurturing Cyber Guardians: Where Trust, Safety, and Well-being Converge.”



# Trust & Safety

## Newly launched Trust & Safety Certification Study & Curriculum

Trust and safety is a crucial aspect of any online community or platform. In 2024, we introduced a Trust & Safety Certification Study & Curriculum. To enhance expertise across our workforce, the T&S Certification Program offers a structured curriculum designed to upskill employees on trust and safety principles. Through comprehensive training on best practices, risk mitigation strategies, and enforcement protocols, we strengthen our teams' capabilities and reinforce our commitment to industry-leading safety standards. We plan to build upon the existing curriculum by developing and launching additional content and programming throughout 2025.

## Trust & Safety Technologies

- **Digital Brand Protection in Partnership with Red Points:** AI-powered brand protection platform, leveraging Red Points technology, provides a comprehensive solution to safeguard IP rights across online marketplaces, social media, and eCommerce websites. With advanced features like real-time monitoring, image recognition, and pattern analysis, it effectively detects counterfeit products, trademark infringements, and impersonations.
- **TaskUs Deepfake Detection Tool with Reality Defender:** Powered by Reality Defender's technology, TaskUs' deepfake detection tool is an advanced solution for the real-time identification of deceptive content across audio, video, and images. This tool can be leveraged across a variety of use cases, including healthcare, video sharing platforms, eCommerce, fintech, dating apps, and gaming communities.





## Trust & Safety Awards & Recognition

TaskUs' award-winning wellness programs are widely recognized and have helped cement TaskUs as an industry leader in Trust & Safety. In 2024, the Wellness & Resiliency team participated in numerous public-facing events, podcasts, webinars, and news interviews.

We're proud to share that TaskUs secured a Leader position in Everest Group's 2025 Trust & Safety PEAK Matrix for the third year in a row—a strong validation of our rapid innovation, client trust, and bold strategy. Among 28 companies evaluated globally, only six were recognized as Leaders, with TaskUs standing out for our full-spectrum capabilities, GenAI maturity, and differentiated approach to wellness.

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*“Receiving recognition from the Everest Group as a Leader in Trust and Safety Services for the third consecutive year is a testament to our vigilant workforce, which enables us to offer a content moderation solution that places equal value on protecting moderators as it does on keeping platform users safe from harm. We are committed to creating a secure online environment—one that allows users to express themselves safely and with digital civility—while continuing to invest in technology and people to instill trust, safeguard businesses and users, and prioritize the well-being of our client communities and team members.”*



### Rachel Lutz-Guevara

Division Vice President, Trust & Safety





# Environmental

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At TaskUs, we approach complexity with courage, agility, and creativity, and our approach to environmental sustainability is no different. We feel a responsibility to both our local and global communities to continually improve our sustainability practices and focus. Protecting our planet is among the greatest challenges of our time. We are committed to ensuring compliance with established laws and regulations and to fostering innovative solutions that reflect our company's inventive spirit.

At year-end 2024, we maintained a presence in 28 sites across 12 countries, which were bolstered by our adaptable work-from-home solution. We remain committed to providing seamless support while acknowledging the importance of flexibility in the modern business landscape. Sustainability, being a defining feature of this evolving landscape, is deeply ingrained in how we operate.

We embarked on a sustainable journey by adopting a fully cloud-based organizational model, showcasing an asset-light approach that benefits both our clients and the environment. Our commitment to sustainability resonates within our physical facilities, where a range of initiatives are in place to promote recycling, optimize energy usage, conserve water resources, and minimize the impact of single-use plastics. We strive to embody environmental consciousness and responsibility in all that we do. Our forward-thinking approach to remote work is also aligned with our sustainability efforts. Since the end of 2022, nearly half of our workforce has embraced a full-time remote or hybrid work model, setting the stage for a more flexible and eco-conscious work environment.

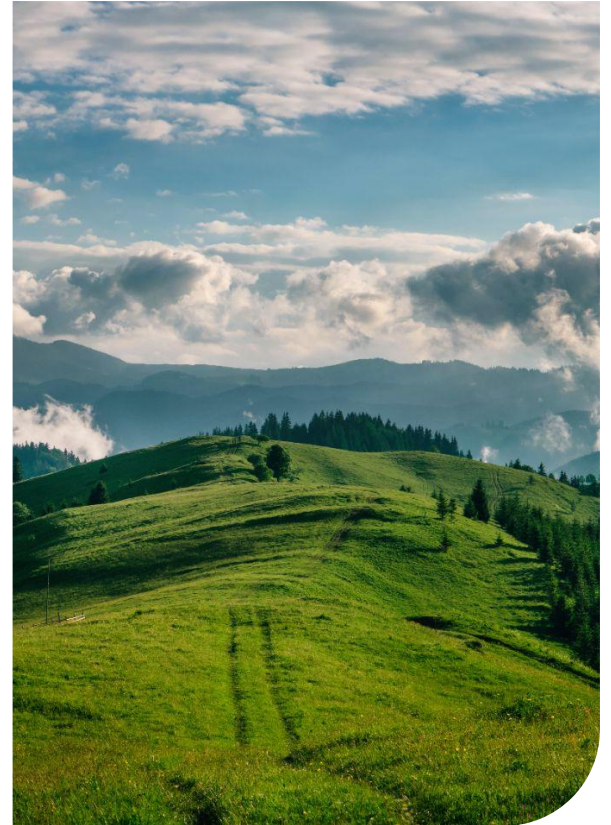
Our ambitious commitment to a fixed-price virtual power purchase agreement ("VPPA") has begun to support the refurbishment of a wind farm in Texas, USA, that is adding clean energy to a grid that largely relies on coal and gas. This is a key example of the steps we're taking to accelerate our long-term environmental goals, demonstrating our dedication to a greener tomorrow.

Our holistic management approach intertwines sustainability considerations, technology, and client-centric practices, positioning TaskUs as a responsible and forward-thinking organization.



# Key Environmental Performance Highlights

- **Renewable Energy:** Funded a VPPA project to help support our energy needs with renewable electricity and generated 4,079 MWh in clean power.
- **Paperless Transition:** Since 2017, TaskUs has saved tens of thousands of paper sheets annually through digital transactions.
- **Energy Efficiency:** The conversion to LED lighting in Southeast Asia sites has led to a significant reduction in energy consumption.
- **Temperature Optimization:** By maintaining room temperatures between 23–24 degrees Celsius, we've achieved reductions in energy use for air conditioning.



# Climate Action: Embedding Climate Considerations Within Our Operations

## Ocotillo Wind Farm VPPA project

We are investing in mechanisms that can contribute to our goal of increasingly utilizing renewable electricity generation to meet our energy needs. For example, we helped fund the repowering of a wind farm in Big Spring, Texas via a fixed-price VPPA.

TaskUs is part of a cohort of corporate buyers that purchased a portion of the renewable attributes from Ocotillo in the form of Renewable Energy Certificates (“RECs”). By purchasing these RECs, we are supporting the addition of clean energy to a grid that largely relies on coal and natural gas. Our involvement in this pioneering initiative allows us to achieve the dual goals of:

1. Locking in long-term costs
2. Making strides towards our renewable energy target



We began purchasing RECs generated by this project in Q3 2024. Each REC produced in Q3 2024 avoided 0.497 tCO<sub>2</sub>/MWh on average. The Ocotillo Wind Farm project is expected to generate enough renewable electricity to power 19,000+ homes annually for the next decade.

In the words of Jon Wouters, our Division Vice President of Global Facilities, Growth, and Sustainability, “We are excited to see the positive impact of this collaboration.”

This collaboration goes beyond energy, it serves as a beacon for companies aiming to align their operations with impactful environmental and social outcomes. At TaskUs, we’re not just thinking about the present; we’re also paving the way for a brighter future.

We look forward to continuing to support the generation of renewable electricity from projects like Ocotillo as we strive to power our business by utilizing ever greener sources of energy. Recognizing the growing importance of sustainability to many of our clients, we are committed to partnering with them to continually improve our climate-related reporting and evaluate actions that could further our collective pursuit of climate goals. We are investigating ways to further our efforts through potential spot market RECs.



# Climate Action: Embedding Climate Considerations Within Our Operations

## Governance

The integration of climate considerations into governance mechanisms helps us uphold our commitment to sustainability.

## Board Oversight

The Nominating and ESG Committee of the TaskUs Board of Directors takes a leadership role in shaping our response to ESG matters, including climate-related matters. The Nominating and ESG Committee is informed of key initiatives related to sustainability, such as teammate transportation and work-from-home programs. Our Board stays informed through presentations from executive leadership and our Sustainability team, which regularly provides updates on environmental matters. This approach keeps the Board current on our progress and challenges in meeting sustainability goals.

We also recognize the importance of strengthening climate expertise across our Board, and have appointed Board members with demonstrated environmental competencies.



# Climate Action: Embedding Climate Considerations Within Our Operations

## Management Roles and Responsibilities

Climate responsibility is embedded across our senior leadership, starting with the CEO, whose role encompasses several key responsibilities to foster environmentally conscious practices and align our strategies with sustainability goals. From budget allocations for climate mitigation activities to weaving climate considerations into the overarching strategy, the CEO's purview provides an effective structure for monitoring progress against climate-related objectives.

The CEO reports directly to the Board, providing a conduit for climate-related matters to be communicated and deliberated upon. This direct line of communication facilitates informed decision-making at the highest level. The CEO can steer the organization's journey towards sustainable practices and climate stewardship by embracing these responsibilities.

The Chief Operating Officer of TaskUs ("COO") reports to the CEO, regularly participates in updates provided to the Board on climate matters and oversees budgets for climate initiatives. The COO also oversees emissions reduction activities and monitors progress.

The Division Vice President of Global Facilities, Growth, and Sustainability ("DVP, Sustainability") provides tactical execution to drive climate responsibility. The DVP, Sustainability manages budgets for climate action, including emission reduction expenditures and R&D. This role evaluates potential climate targets, engages companies within TaskUs' supply chain, assesses potential impacts on the business, and communicates trends and issues to the COO. The Senior Vice President, Corporate Development & Investor Relations bridges climate efforts and investor expectations by addressing investor queries on climate-related initiatives.

TaskUs also maintains an ESG Committee working group that meets monthly to monitor progress and align strategic priorities across departments.

We believe this governance structure, which includes Board-level oversight and executive-level strategic decision making with respect to climate-related matters, facilitates the implementation of sustainable practices and transparent engagement with stakeholders.



# Establishing a Foundation for Our Climate Strategy

Climate-related considerations influence our strategic decisions. We benchmark our carbon data and conduct assessments to better understand stakeholder expectations. As part of our commitment to proactive sustainability efforts, we anticipate establishing a climate transition plan in the next two years.

As we advance in our climate action journey, we are gradually integrating climate-related scenario planning into our strategic process. This will be a natural progression as our planning and analytical capabilities mature. Recognizing the growing importance of sustainability to our clients, we're dedicated to developing innovative ways to support their sustainability goals. We've introduced a fully remote or hybrid work model for our teammates working on many campaigns or clients to address this. This model not only aligns with carbon footprint reduction efforts but also contributes to mitigating weather-related risks that may affect the ability of our teammates to operate from specific facilities.

Sustainability considerations have shaped our geographic expansion, facility selection, and procurement strategies. TaskUs prioritizes real estate assets with green building certifications (e.g., LEED), energy-efficient designs, and sustainable materials. Our cloud-based infrastructure enhances operational resilience and mitigates climate-related risks, while equipping teammates with laptops and mobile Wi-Fi enables remote work during campaigns and weather disruptions. We are also investing in energy-efficient technologies and renewable energy procurement to improve our carbon footprint and meet long-term energy needs. These initiatives are integrated into our financial planning activities, which include renewable energy sourcing, facility infrastructure upgrades, and supplier engagement on climate scenario alignment.

Climate considerations are woven into our strategic reviews, so we can better evaluate how the overall direction of our business aligns with our environmental commitments. Our holistic management approach intertwines sustainability considerations, technology, and client-centric practices, positioning TaskUs as a responsible and forward-thinking organization committed to strategically addressing climate-related challenges.

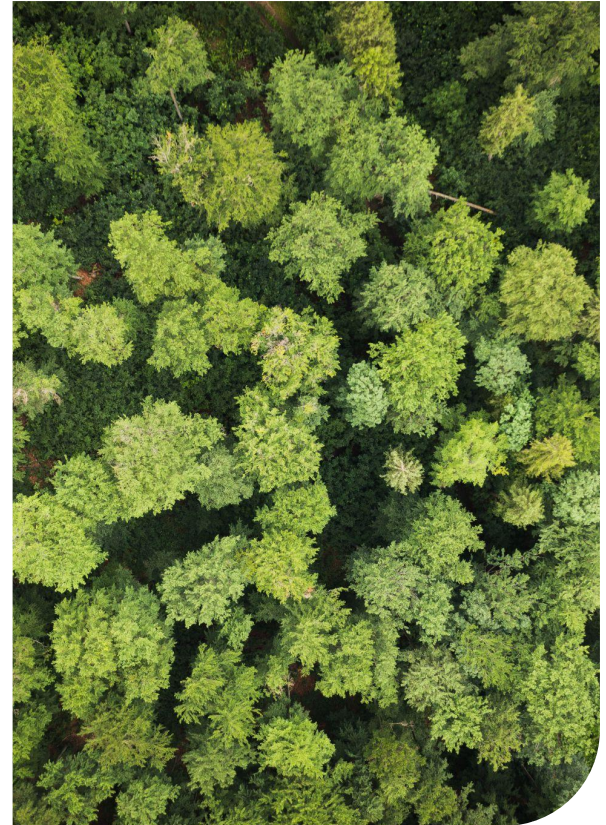


# Climate Risk & Opportunities Assessment

We have established a comprehensive management approach to proactively identify, assess, and respond to climate-related risks and opportunities. This strategic commitment underscores our dedication to fostering sustainable and responsible business practices so that we can navigate climate-related challenges and capitalize on potential opportunities in the years ahead. The following section discusses our approach to climate-related risks and opportunities, framed around the disclosure recommendations of the Task Force on Climate-Related Financial Disclosures (“TCFD”).

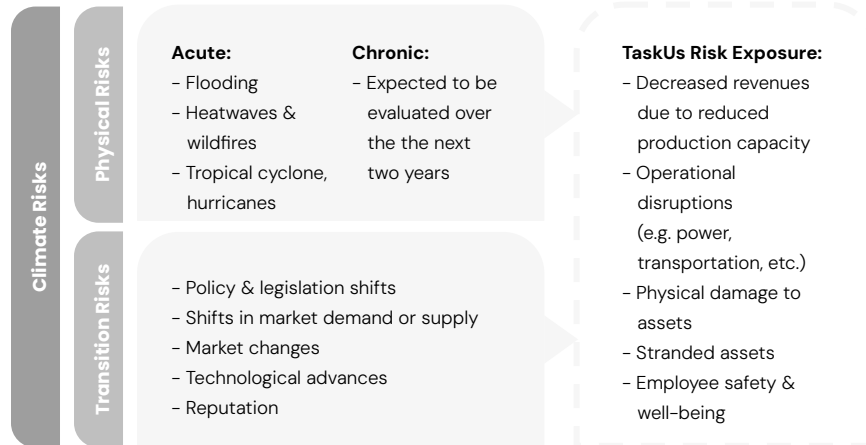
Climate and weather-related risks are integrated into our real estate and workforce planning processes, leveraging our Enterprise Risk Management (“ERM”) and Business Continuity Planning (“BCP”) systems. These systems incorporate site-specific controls, site continuity plans, and cross-functional escalation protocols, with risks evaluated annually at both the site level and enterprise level across our direct operations. Our global delivery model includes operational redundancy, enabling service rerouting during climate disruptions. We’ve strategically positioned our facilities outside major metropolitan areas to lessen exposure to climate-related risks, and we prioritize building safety, resilience, and processes that support uninterrupted operations even during extreme weather events.

In today’s rapidly evolving business landscape, acknowledging and addressing climate risks and opportunities has become integral to maintaining a robust and adaptive business continuity plan. At TaskUs, we recognize that the impacts of climate change can directly influence our operations, our clients’ interests, and the well-being of the communities we serve. As such, our approach to business continuity planning is anchored in a thorough assessment of climate-related risks and potential opportunities across various time horizons.



# Climate Risk & Opportunities Assessment

TaskUs has begun applying the LEAP (Locate, Evaluate, Assess, Prepare) approach to better understand how climate-related risks and opportunities, such as extreme weather events, affect our operations. This framework helps us identify vulnerabilities across our locations and informs our strategic planning to strengthen our operational resilience and long-term business continuity, with third-party engagement planned for the near term to widen the scope of this approach from business continuity to other business areas. Below is a snapshot of the risks we currently consider in our business continuity and risk management plans:



Location-specific risks which could affect our direct operations are mapped to physical risks such as flooding, typhoons, and power outages. These risks are particularly acute in regions like the Philippines and India. We have invested in robust onsite critical infrastructure across ten of our highest-risk sites, designed to reduce downtime and protect teammates and operations during extreme weather events. Beyond investing in infrastructure, our response measures include multiple redundancy levels, mass communication protocols, partnerships with local government units, and geographic redundancy of client operations.

In 2024, we initiated our first internal climate scenario analysis aligned with global objectives to limit warming of the world's average surface temperatures to 1.5°C above pre-industrial levels, applying both qualitative and quantitative assumptions. This exercise helped us identify strategic and financial planning adjustments in response to stakeholder and client demands, including expectations to increase renewable energy purchases, prioritize energy-efficient facilities, and deepen supplier engagement. TaskUs recognizes that clients increasingly evaluate vendors based on sustainability-related performance, which presents long-term commercial opportunities as we continue to advance our sustainability efforts.

While still in its early stages, our climate scenario planning marks an essential step toward a structured climate transition strategy and future transition plan. We are committed to embracing the latest technology to supplement our service delivery and are taking steps to identify additional technological innovations.

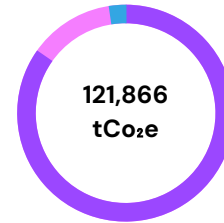


# Greenhouse Gas (GHG) Emissions Evaluation & Metrics

As with other aspects of our business, strategic decisions around climate-related considerations are supported by data. We conduct annual GHG emissions measurements and communicate our results. Our current emissions management strategy encompasses a comprehensive approach that spans Scope 1, 2, and 3 GHG emissions. This strategy reflects our dedication to addressing our carbon footprint across all facets of our operations. In 2024, our net total GHG emissions (encompassing Scopes 1, 2 and 3), was 121,866 tonnes of carbon dioxide equivalent (“tCO<sub>2</sub>e”), representing a 12% increase compared to 2023.

As we continue to grow and expand our business, we anticipate our absolute emissions may increase over time. We have therefore identified emission reduction and energy efficiency initiatives with the potential to temper the growth of our emissions relative to the growth of our business. We are in the process of developing GHG emissions reduction targets aligned with the Science Based Targets Initiative (“SBTi”) and anticipate signing the SBTi commitment letter in the next year.

As discussed previously, we are also pursuing investments in VPPA projects that can contribute to our efforts to source renewable energy. We plan to continue evaluating our GHG emissions profile and exploring additional opportunities for meaningful reductions. Emissions reduction initiatives are funded through a dedicated budget for climate investments.



## Emissions Profile

### 2024 Net Emissions by GHG Scope (tCO<sub>2</sub>e)

- Scope 3: 98,834 tCO<sub>2</sub>e
- Scope 2: 22,293 tCO<sub>2</sub>e
- Scope 1: 739 tCO<sub>2</sub>e

TaskUs considers the principles and guidance of the World Resources Institute (“WRI”), the World Business Council for Sustainable Development’s (“WBCSD”), The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard (together, the “GHG Protocol”), to guide the criteria to assess, calculate, and report GHG emissions and energy consumption.

#### Scope 1.

Direct release of greenhouse gases from sources owned or controlled by TaskUs.

#### Scope 2.

Emissions from the generation of electricity, steam, heat, or cooling purchased by TaskUs.

#### Scope 3.

Indirect emissions (not included in Scope 2) that occur in the value chain of TaskUs, including both upstream and downstream emissions. Our Scope 3 calculation includes the following GHG categories: purchased goods and services, capital goods, fuel and energy-related activities, waste generated in operations, business travel, and employee commuting.



## Fostering Sustainability: TaskUs' Eco-Friendly Initiatives

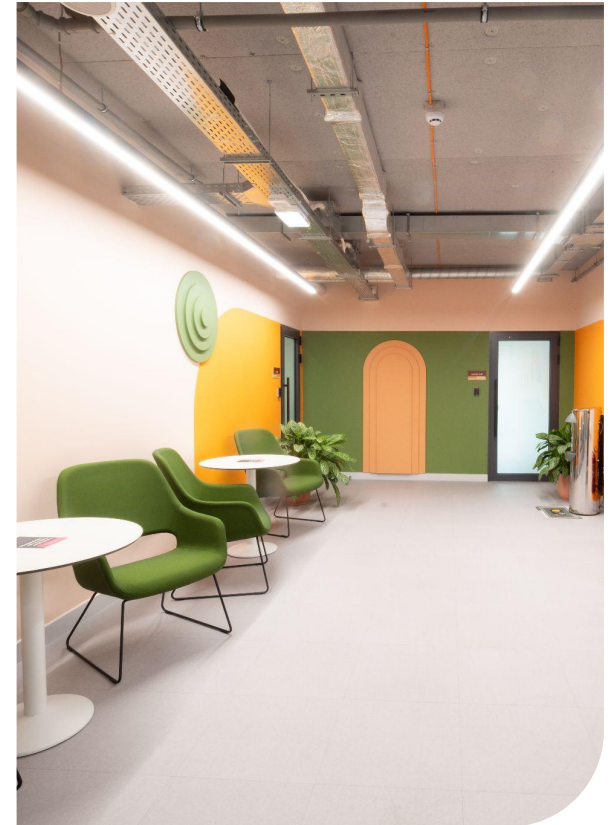
TaskUs takes its commitment to the environment seriously. In tandem with our global growth, we've embraced environmentally conscious practices aimed at reducing waste generation, conserving energy, and minimizing our carbon footprint.

Below are some of our sustainable practices that underscore our dedication to cultivating a greener and more responsible workspace:

- **Embracing Natural Lighting:** By maximizing existing windows, we've harnessed the power of natural light to illuminate our spaces. Beyond scenic benefits, this practice supports our teammates' health, enhancing productivity, and regulating circadian rhythms. Our design approach not only reduces energy consumption but also fosters a workspace where well-being flourishes.
- **LED Lighting and Motion Sensors:** As of this year, 100% of TaskUs sites now use LED lighting fixtures, known for their extended lifespan and energy efficiency. Additionally, several sites utilize motion sensor lights which provide energy savings, activating only when necessary.
- **Green Building Certifications:** Two of our sites in India have achieved Gold certification from the Indian Green Building Council.



- **Energy Conservation:** Balancing comfort and energy conservation, TaskUs maintains room temperatures between 23–24 degrees Celsius. Collaborating with the Workforce Management team, we consolidate seats, enabling us to power down Air Handling Units during off-peak hours and weekends. Our pioneering use of heat emission films at our Greenhouse site showcases our ongoing quest for innovative energy-saving solutions.
- **Healthier and More Environmentally Friendly Commuting:** Some TaskUs sites in the Philippines and India encourage teammates to use bimodal transport. These TaskUs offices have dedicated bike parking spaces and a bike-to-work program where teammates are granted with bikes that they can pay back through kilometers they cycle.
- **Carpets, Acoustic Panels, and Acoustic Ceilings:** TaskUs is committed to environmentally friendly finishes that also enhance functionality. Our shift towards cushion back carpets not only supports heavy foot traffic but also extends comfort. Incorporating entrance matting and acoustic solutions in our designs improves air quality, minimizes waste, and reduces noise.
- **Office Chairs and Workstations:** Recognizing the importance of quality workstations and chairs, TaskUs partners with vendors committed to sustainability. Our Greenhouse site has pioneered the use of workstation tables and chairs that adhere to global sustainable certifications. Non-harmful, environment-friendly finishes and materials were also used for the office decorations, fixtures, and wall paints. These choices reflect our aspiration for comfort, aesthetics, and environmental consciousness.



- **Sustainable Trash Bags:** Starting in 2023, TaskUs sites like Chateau Ridiculous, Phoenix, House Teamwork, and Lizzy's Watchtower transitioned to sustainable trash bags. The sustainable bag offers the following benefits:
  - Made with 0% plastic
  - 100% compostable
  - Biodegrades naturally in 3 to 6 months in any environment
- **Reducing Single-Use Plastics:** TaskUs is committed to minimizing its environmental footprint and reducing single-use plastics. By eliminating disposable plastic items within our premises, we aim to enhance our environmental practices and contribute to a healthier world.
- **Solid Waste Management:** TaskUs embraces comprehensive solid waste management practices aligned with government regulations. Our segregated waste categories, ranging from biodegradables to special hazardous waste, underscore our commitment to minimizing waste generation and promoting responsible disposal. These practices aim to eliminate, reduce, reuse, and recycle waste. In Tijuana, Mexico, TaskUs built its site using refurbished wood and furniture.

Moving forward, we plan to amend our Global Supplier Code of Conduct to include explicit climate-related expectations. While our Tier 1 suppliers are not currently subject to emissions-related criteria, we also plan to initiate supplier segmentation and data collection as a foundation for more structured supplier engagement.





# Governance

04



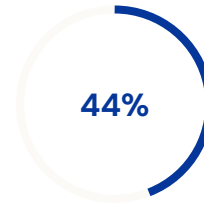
## Corporate Governance

Our Board of Directors sets high standards for TaskUs' employees, officers, and directors, reinforcing a strong commitment to sound corporate governance. The Board has a duty to serve as a prudent fiduciary for investors and to oversee the management of the Company's business. To fulfill its responsibilities and to discharge its duty, the Board follows the procedures and standards that are set forth in our Corporate Governance Guidelines, which are available for download on the [Governance page](#) of our website along with Board committee charters. Additional information about Corporate Governance at TaskUs, including information about risk oversight and executive compensation, can be found in our Annual Proxy Statement filed with the U.S. Securities and Exchange Commission.





## Board Governance Highlights



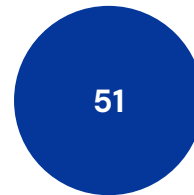
Female Directors



Board Committees  
Chaired by Women



Racially / Ethnically  
Diverse Directors



Average Director Age



Board Committees Chaired  
by Independent Directors



## ESG Strategy & Oversight

### Board Oversight

The Board has delegated oversight of certain ESG, human capital and executive compensation matters, and other risk-related topics to the Board's standing committees.

### Board Committees

Each committee of the TaskUs Board of Directors has oversight responsibility for specific ESG topics as noted below. Please refer to the charter for each committee available on the [Governance page](#) of our website for a complete description of committee responsibilities and duties.

#### [Nominating and ESG Committee](#)

The Nominating and ESG Committee has a leadership role in shaping TaskUs' approach to corporate governance and overseeing the Company's strategy as it relates to environmental and social matters. The Nominating and ESG Committee identifies and reports to the Board on current and emerging environmental and social trends and issues that may affect the Company's business operations, performance, and reputation.

#### [Compensation Committee](#)

The Compensation Committee oversees the Company's executive compensation program to further enhance the alignment of executive compensation with individual executive and corporate performance and the Company's business strategy, including consideration of ESG components. As part of its oversight function, the Compensation Committee monitors risks related to the Company's compensation policies and practices for all employees.

#### [Audit Committee](#)

The Audit Committee oversees the Company's guidelines and policies with respect to risk assessment and risk management. The Audit Committee also monitors compliance with legal and regulatory requirements, reviews and evaluates the adequacy of the Company's IT security program, and controls and oversees the Company's system to monitor compliance with and enforce our Global Code of Conduct (described below).





### Lead Independent Director

Our lead independent director helps ensure Board oversight and sound corporate governance, serving as principal liaison on Board-wide issues between the independent directors and the full Board and between the full Board and the chairperson. Among other duties, the lead independent director is available for consultation and communication with major stockholders upon request.

### Executive Oversight

Our CEO, in consultation with other senior leaders, provides oversight and approves budget needs related to managing the environmental footprint of our global facilities and other ESG initiatives, provides strategic direction for ESG investments and priorities, and incorporates ESG considerations into our corporate strategy.

### ESG Working Group

We have an ESG Working Group whose members include senior management and subject matter experts from across functions and geographies at TaskUs. The ESG Working Group provides regular reports to the Nominating and ESG Committee.



## Risk Management

ESG risks are integrated into a multi-disciplinary, company-wide enterprise risk management (“ERM”) framework, under which risks are assessed annually. Our ERM framework is based upon the Committee of Sponsoring Organizations (“COSO”) ERM framework. This process includes risk identification, risk assessment, risk prioritization, risk mitigation, followed by monitoring and reporting. For governance of this framework, we have established an internal ERM Committee which sponsors and provides guidance to govern the overall risk management strategies and objectives at TaskUs. As part of our ongoing implementation and continual improvement of our risk framework, we are working towards implementing a system-based risk register which we expect will increase efficiency, accuracy and engagement. Our executive management team, Audit Committee, and full Board receive periodic status updates on our risk framework to enable their oversight roles.

TaskUs has established an internal audit program, led by a global Vice President of Internal Audit, to further support the monitoring, management, and mitigation of enterprise risks. The Internal Audit group has responsibility over TaskUs’ SOX program, internal audit and advisory engagements, investigations, and the ERM program.



# Ethics & Compliance



TaskUs is committed to operating ethically and building a culture of trust and integrity. We strive to establish trust with our various stakeholders, as our success is in part based on our ability to protect trust with our teammates, officers, directors, contractors, consultants, suppliers, clients, investors, and the communities in which we operate.

## Global Code of Conduct

TaskUs maintains a [Global Code of Conduct](#) (the “Code”) relating to the conduct of our business by all of our teammates, executive officers, and directors, which was most recently refreshed in 2024. All TaskUs teammates are expected to complete a training course and are tested on the Code annually. More than 95% of TaskUs teammates completed the mandatory Code of Conduct training in 2024.

TaskUs has adopted certain stand-alone policies or statements covering several of the topics addressed in the Code, including an Anti-Corruption and Bribery Policy and a Diversity, Equity, and Inclusion statement. By further formalizing our position on ESG-related topics, we hope to bolster our commitment to ensuring that teammates and business partners understand the importance of these topics.

## Raising Ethics & Compliance Concerns

TaskUs is committed to creating a business environment where open, honest communications are the expectation, not the exception. As described in the Code, TaskUs encourages the reporting of concerns about violations of the Code, Company policies or procedures, and will promptly and thoroughly investigate all such concerns and take appropriate action. TaskUs also prohibits retaliation for reports of misconduct made in good faith, as described in our Whistleblower Policy.

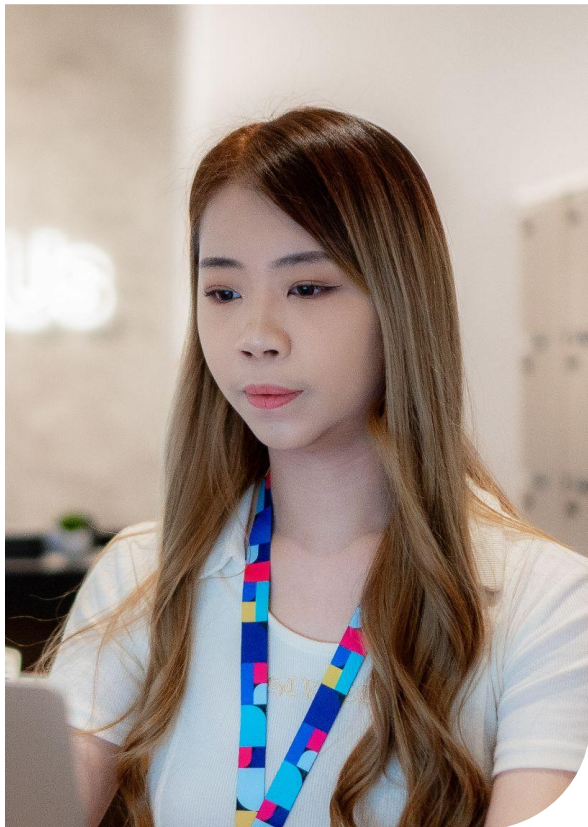


The TaskUs Integrity Line is available 24/7 and serves as an important mechanism in helping ensure that we protect our culture of trust and operate with integrity. As one of several methods available for the reporting of concerns, covered in more detail in the Code, the TaskUs Integrity Line provides a secure, anonymous channel for teammates, contractors, vendors, shareholders, and others to raise concerns, including, but not limited to, compliance violations, improper or unethical activity, violation of Company policies, and accounting and financial fraud. We proactively communicate the availability of our Integrity Line through the Code and related training provided to teammates throughout the year.

## Compliance Oversight

Per its written charter, the Audit Committee of the TaskUs Board of Directors oversees, reviews, and periodically updates the Code and TaskUs' systems to monitor compliance with and enforce the Code. The Audit Committee receives reports at least quarterly covering employee concerns related to ethical or accounting matters that were submitted through our Integrity Line. Our global Legal department is functionally organized, with lawyers focusing on employment, privacy, corporate, product, intellectual property, and contract law. Legal team members partner with internal teams to identify existing and emerging compliance obligations, provide counsel on compliance options, and assess compliance gaps and risks. For example, employment lawyers sitting in each major geography in which we operate work closely with our regional operations and HR teams to help ensure compliance with applicable laws and regulations. When necessary, our lawyers engage with external counsel to receive advice regarding compliance obligations in each country and industry in which we operate. For new service lines, our product counsel works closely with product developers to assess legal risks associated with the products and services developed. The results of these activities support our compliance planning and ERM processes and help identify any potential gaps in policies or procedures.





## Anti-Corruption & Bribery

TaskUs strives to operate in strict compliance with anti-bribery laws, as per the Code and various other policies against bribery and corruption, such as our Anti-Corruption Policy and Procurement Policy. TaskUs did not incur any monetary losses in 2024 as a result of legal proceedings associated with bribery or corruption.

## Political Activity

From time to time, TaskUs collaborates with governments in some jurisdictions on local initiatives such as job training programs, but TaskUs does not undertake any political contributions or lobbying activity, nor does it engage in supporting specific political candidates, issues, or causes.

# Information Security & Data Privacy

TaskUs exists to empower people to deliver Ridiculously Good innovation to the world's best companies by offering bespoke outsourcing services that are highly responsive to individual customer needs. This core mission drives us to uphold the highest information security and privacy standards. Our commitment to protecting data reflects not only our responsibility to clients but also our broader role in fostering trust in the digital ecosystem. We are proud of our role in helping to ensure that the internet remains a safe, inclusive, and respectful environment for all users. We view cybersecurity not merely as a technical obligation, but as a core part of our social impact—empowering businesses to innovate securely while safeguarding the rights and safety of individuals worldwide.

We have developed a comprehensive cybersecurity program, modeled after the National Institute of Standards and Technology (“NIST”) Cybersecurity Framework (“CSF”), that forms a critical component of our overall risk management and business strategy and provides for a methodological approach to identifying, assessing, and managing material risks from cybersecurity threats.

Our cybersecurity program undergoes annual certification under Payment Card Industry Data Security Standard (“PCI DSS”), HITRUST, SOC 2 Type II, and ISO 27001.



## Oversight and Organizational Governance

Our Board of Directors and management closely monitor, provide guidance, and assess the adequacy of our cybersecurity strategy. The Board believes that effective risk management and control processes surrounding information security and data privacy are critical to our long-term success. The Audit Committee of the TaskUs Board, which is composed entirely of independent directors, has been designated to provide assistance to the Board with respect to oversight of technology security and data privacy programs at TaskUs. The Audit Committee reviews and discusses IT security controls and evaluates the adequacy of the TaskUs IT security program, compliance, and controls with the Chief Information Officer (“CIO”) and the Division Vice President, Information Security on a regular basis. Four members of the TaskUs Board, two of whom serve on the Audit Committee, have experience in Information Technology, Artificial Intelligence, and Cybersecurity. Additionally, our Enterprise Risk Management Committee, which is composed of certain of our senior management, legal, and operations teammates, provides senior management with sponsorship and guidance to ensure that overall risk management objectives are achieved and regularly reports to the Board of Directors on matters within its purview.

Our dedicated Information Security (“InfoSec”) Team, comprising approximately 115 members, operates around the clock to support global operations. InfoSec team members have well-defined roles and responsibilities, segmented to support specific areas such as InfoSec Engineering, Fraud and Risk Management, Identity and Access Management, Security Compliance, Security Operations, and Application Development Security.

This team is managed by the Division Vice President, Information Security, who reports directly to the CIO and oversees strategy, operations, and budget allocation for protecting enterprise information assets. The CIO is responsible for actively managing the security program, covering communications systems, applications, infrastructure, and related policies and procedures. TaskUs maintains cybersecurity liability insurance to protect against potential financial losses.

### Protection on all Sides

- **NIST CSF:** Unlike other cybersecurity compliance frameworks, such as PCI, CSF is not a list of specific controls to implement but instead provides a common language for TaskUs to evaluate the effectiveness of our management of cybersecurity risk within a comprehensive framework. It is the basis of our overall information security program.
- **HITRUST:** TaskUs has achieved HITRUST certification, demonstrating excellence in security and data protection. HITRUST provides independent validation of the strength of TaskUs’ information security program in accordance with the NIST CSF methodology.
- **ISO 27001:** Our Information Security Management System (“ISMS”) is certified compliant with ISO 27001, the world’s best-known standard for cybersecurity management.



- **SOC 2 Type II:** TaskUs' status as a certified SOC 2 Type II service organization demonstrates that our administrative and operational controls are designed to mitigate risks to our operations. Annual examination, audit, and approval by an independent auditing organization provide assurance that our systems and controls are secure, updated, and effective.
- **PCI-DDS:** As a certified PCI DSS service provider, our controls are designed to ensure that all payment information is accepted, processed, stored, and transmitted within a secure ecosystem. TaskUs has maintained PCI-DSS certification through rigorous third-party audits on an annual basis since 2015.
- **HIPAA:** TaskUs falls under the business associate category under the Health Insurance Portability & Accountability Act ("HIPAA") and we adhere to a robust set of physical, electronic, and administrative safeguards that ensure the privacy and security of all health information received and processed on behalf of our clients bound to HIPAA provisions and guidelines.
- **High-Tier Data Centers:** We utilize two High-Tier Data Centers to ensure the highest levels of data security, business continuity, and operations recovery located in secure sites in Los Angeles, California and Las Vegas, Nevada.
- **GDPR:** TaskUs is a General Data Protection Regulation ("GDPR")-compliant company. We collect and process personal data as per GDPR requirements. For an in-depth look at our privacy statements, please visit: <https://www.taskus.com/privacy-statement/>.

TaskUs takes a holistic, risk-based approach to data protection, employing a multi-layered methodology to secure client and customer information. Some foundational security elements include:

#### Policies and Standards

Documented enterprise-wide policies, procedures, and standards for data protection encompassing both business functionality and information technology solutions

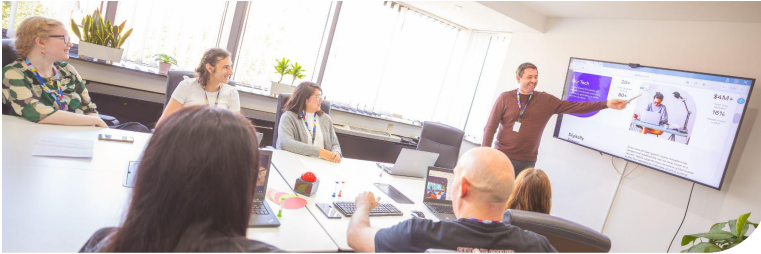
Disaster recovery and business continuity programs; tested backup and restoration processes

Formalized incident response management and protocols

Teammate security awareness training and non-disclosure agreement requirements



### Audit and Reviews



Continuous external attack surface and dark web monitoring

Monthly internal vulnerability assessments and red team exercises

Quarterly third-party external vulnerability and compliance scans

Annual third-party penetration testing (both internal and external)

Annual external audits for PCI, SOC 2, ISO 27001, and HITRUST

Fraud and insider threat assessments

Third-party risk management of vendors and service providers

### Facility and Physical Security



Physically segregated work areas, clean desk, and visitor management policies

Badge access control, blind-spot free CCTV cameras, security lighting, alarm systems, and 24-hour security guard services

Procedural controls to ensure only authorized access to the facilities

### Security in our Work@Home (“W@H”) Environment

As a frontline first organization, TaskUs is committed to building a more equitable, resilient, and people-centered workplace. Our Work From Home platform, Cirrus, is rooted in the belief that flexibility isn’t just a perk—it’s a powerful tool for inclusion, well-being, and empowerment. By allowing teammates to work from home when appropriate, we enable them to thrive both personally and professionally. Some see the flexibility to work from home as a trade-off against security, but needlessly rigid security standards grounded in obsolete assumptions can become ritualistic and give a false sense of security. Instead, TaskUs believes that security should be form-fitting—adapting continuously to the evolving shape of business and responding to emerging threats.

For our teammates working from home, we’ve taken the same proactive and comprehensive approach to information security and fraud prevention that we do in our secure production centers. We utilize an internally developed cloud-based operating model, Cirrus, which enables our teammates to deliver services remotely. Our Cirrus strategy follows our client needs with some deciding to work 100% remotely and others utilizing a hybrid model. We have dedicated leadership in each geography to support our Cirrus model that allows teammates to work from home predominantly or at sites for orientation, training, and team activities. As of December 31, 2024, more than 40% of our teammates were working 100% remotely or utilizing a hybrid model.

We designed our Cirrus strategy to ensure security and transparency at all levels.

- **Cirrus Expectations:** TaskUs has robust W@H guidelines that promote a distraction-free, professional, productive, and secure work environment. Cirrus is PCI-DSS and SOC 2 Type II certified.
- **W@H Monitoring:** We have clear policies on W@H monitoring and privacy expectations tailored to geo-specific laws. Our internal tool, Heartbeat, can provide teammate telemetry and efficiency measures to leadership.
- **Camera Requirement:** Based on specific client protocols, designated TaskUs teammates are issued a fisheye camera providing a 180-degree workspace view during business hours.
- **Secure Computing Environment:** Technical security controls of TaskUs endpoints are mirrored and replicated from on-premise.

TaskUs provides Information Security guidelines to teammates in our Global Code of Conduct and also has a comprehensive W@H Workplace Security Policy that further outlines rules and practices for working from a designated workspace at home.



## Our Approach

### People, Process & Technology

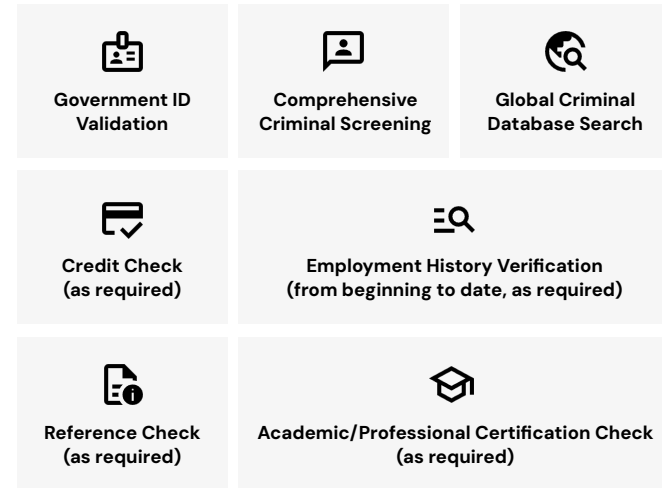
As information security evolves to make use of new technology like next-generation firewalls and AI-driven threat detection, one truth remains constant: information security is ultimately achieved by people. Protecting data is an organization-wide responsibility, sustained by the daily vigilance and integrity of our teammates at every level. At TaskUs, we believe that building an ethical workforce, empowered with technology, directly strengthens our security posture. That's why our security and privacy practices are deeply embedded into every aspect of our operations.

Our measures are founded on set policies and procedures disseminated and enforced throughout the organization. We continually monitor their adherence to ensure information is protected at all levels. Our security and privacy measures are based upon the ISO 27001 Information Security Management System, ensuring the confidentiality and integrity of our clients' information at every level.

### Background Screening

TaskUs promotes a high level of security throughout our organization and understands the importance of screening potential employees. Our background check and training processes emphasize the importance we place on confidentiality, security, and specific client requirements.

Where permitted or required by local law or any laws/regulations governing the type of work being performed by the applicant or employee, our standard background screening process, administered by a trusted and verified third-party vendor, includes, but is not limited to:



TaskUs adheres to a zero-tolerance policy for background screening results. All teammates are required to agree to TaskUs' standards of conduct and work rules, and sign a non-disclosure/confidentiality agreement. They are subject to disciplinary action, up to and including termination of employment, if they fail to follow signed agreements.



### Teammate Training and Awareness

Training is a core operational strength at TaskUs. Our teammates receive new and revised partner-specific training programs regularly to keep pace with our partners' evolving processes.

New teammates' formal security awareness training begins on the first day during the Core Value Quest orientation program. During these training sessions, new teammates receive comprehensive instruction on various facets of TaskUs, encompassing their roles and obligations related to data privacy and security, ensuring the safety of both our workforce and our customers' valuable data.

Teammates are also required to complete data privacy and information security training annually thereafter, as well as phishing email simulation training, physical and facility security training, and training on the TaskUs' acceptable use policy, which thoroughly explains security requirements and ensures that our teammates are well-equipped to handle sensitive data and uphold the highest standards of data protection rules and laws.

We provide anti-phishing reminders and simulations to help teammates more easily identify suspicious emails, to train them not to click links or download attachments from unknown senders, and to report suspect security incidents to our dedicated InfoSec security investigation team. Regular training helps teammates recognize and respond to potential phishing attacks in safer ways. In addition, in 2024, we developed and deployed a Fraud Fighters certification training program for teammates, encouraging these individuals to take increased responsibility for potential fraud within their work. Training modules are provided through our Learning Management System so that we can monitor progress and completion across our workforce.

### Vendor Management

Any vendor, subcontractor, or third-party provider that provides a critical service to TaskUs (or any entity that may access, obtain, or become privy to TaskUs' confidential data or that of our clients) is formally reviewed by our Information Security department to assess the provider's security practices and corresponding risks.

Prior to onboarding, we review the cybersecurity risk profile of third-party vendors to ensure that they employ appropriate safeguards to comply with our internal standards and current industry regulations. We classify IT service providers according to their risk and independently audit their security controls on a recurring basis based on the types of services provided and the extent and type of data accessed or processed by a third-party vendor.

Each provider is required to complete an exhaustive vendor and third-party risk assessment questionnaire ("Vendor Security Alliance," or "VSA") to ensure they comply with our security standards, processes, procedures, and guidelines. The objective of our VSA program is to ensure appropriate safeguards are in place to minimize information security risk to TaskUs and our customers, shareholders, and associates, and to comply with TaskUs' internal standards and current industry regulations.

Furthermore, in certain instances, we include contractual provisions in our agreements with vendors to implement best practices with respect to data and cybersecurity, as well as to provide us with rights to assess, monitor, audit, and test such vendors' cybersecurity programs and practices and to mandate notice requirements in the event of a breach. We also closely monitor and manage third-party access to our internal systems and data.



### Physical Security

The physical security of all TaskUs contact center sites is of critical importance to us, as our layered security model demonstrates. Blind-spot free CCTV video monitors are present at every entrance and throughout production floors. Security guards are positioned at every entrance and may also roam on production floors throughout shifts. Employee ID badges are required for initial building/site entrance and are also required for production floor access.

In addition, facial image recognition is present at certain doors for production floor access, and only upon successful biometric reading will the doors unlock for entrance to an authorized employee. Teammates must also submit to biometric read upon exit to discourage tailgating and further enforce the biometric authorization checks.

Personal bags are checked at building and production floor entrances to record the movement of laptops and other IT equipment. Mobile devices are not permitted on the production floor, with noted exceptions for Mobile Device Management (“MDM”) locked-down devices required by our mobile app campaigns. Server rooms are also protected with biometric-restricted access control, fire suppression, and smoke detection. Further, uninterruptible power supply and backup power generation are present in the event of a power outage. Visitors must be signed in by an authorized employee, badged with a visitor ID, and must remain escorted at all times.

### Network Security

TaskUs believes strongly in the benefits of a layered network security model. We also understand its criticality to our clients, and as such, we take the task of securing our perimeter very seriously. Each of our locations has redundant next-generation firewalls that are deployed for enterprise-grade protection and high availability. All traffic from untrusted networks and hosts is denied by default.

Deep VLAN segmentation is also applied to isolate each client campaign from every other, with a focus on keeping trusted networks isolated from untrusted networks. Furthermore, micro-segmentation is applied to prevent workstation host-to-host communications, thus thwarting potential attacker lateral movements and worm-like malware infections. Firewall threat prevention features block perimeter threats with intrusion detection and prevention (“IDPS”) controls, and URL web content filtering is enabled to protect users from malicious and non-work-related websites. Further, we customize the URL filtering restrictions with an allow-list per client campaign needs and preferences so that our teammates can only reach the websites they require to do their jobs.

Firewall anti-malware protection provides cloud-based malware analysis of all network traffic to dynamically detect and prevent unknown threats, while data filtering is deployed to block sensitive data (including personally identifiable information and payment card information) from unauthorized transfer outside of the network. Lastly, careful change management and configuration reviews are implemented to ensure that TaskUs’ network remains operational and secure at all times to the best of our ability.



### Data Protection

The protection of client data is of paramount concern to everyone at TaskUs. As such, we employ rigorous technical controls to ensure it remains protected at all times. Advanced anti-malware technology and extended detection and response tools are deployed to all endpoints (servers, workstations, and laptops) and are centrally managed to ensure enterprise coverage and comprehensive compliance reporting.

We use full-disk encryption to protect all workstations and laptops to negate the impact of system loss or theft. Sensitive data is also always encrypted when transmitted over any network, whether internal or external. We deploy network data loss prevention (“DLP”) and host DLP on workstations to identify sensitive content and apply blocking/alerting policies to protect against the risk of unauthorized transfer of data from within or outside of the network.

Mobile Device Management is enforced upon all mobile devices that have access to TaskUs’ internal applications suite, requiring minimum password length, device encryption, device idle lock, incorrect passcode auto-wipe, and enabling remote wipe of data for lost or stolen devices. An alternative MDM solution is deployed to laptops to enable geolocation and to allow remote lock and wipe of data on lost or stolen devices.

### Configuration Standards

TaskUs implements secure system build standards using the Center for Internet Security (“CIS”) benchmarks on all endpoints, servers, and network devices to enforce a consistent security baseline across our organization. This includes the management of default configurations, encryption of administrative access, and robust systems hardening to reduce the attack surface to only necessary, secure services. We manage all assets in line with ITILv3 standards by adhering to centralized change control and asset management systems.

### Identity Management and Access Controls

Only authorized personnel with assigned clearance levels and defined job functions (based on need-to-know and least privilege) have access to specific elements of program information. Employee access is strictly managed and administered through our internal system using tiered, multiple login structures including multi-factor authentication.

With these system controls, access is restricted on a need-to-know basis. IT management must approve changes to login accounts having privilege levels higher than that of a standard employee. Passwords for all user accounts expire every 30 days and must be changed by the user during the expiration window. TaskUs has also implemented a system session inactivity time-out policy and procedure; any session that remains inactive for five minutes is automatically logged off to protect against unauthorized access. Advanced authentication controls, such as geovelocity anomaly protection and number matching steps, also help to prevent account compromises.



### Security Monitoring and Management

At TaskUs, security monitoring is focused on information that is gathered from internal network traffic, teammates' actions on our systems, and external knowledge of vulnerabilities. Our Security Information & Event Management ("SIEM") system maintains and centrally stores security and audit logs from all critical systems for analysis and reporting. We implement automated audit trails to reconstruct information such as: data access, actions taken with root or administrative privileges, access to audit logs, invalid logical access attempts, use of identification and authentication mechanisms, and modification of system-level objects.

System file integrity monitoring is implemented on all critical servers in the production environment to monitor for unexpected changes, which is also tracked by the SIEM. Further, we understand the imperatives of cloud security governance and look to cutting-edge technologies to address the risks of operating in the cloud. We employ cloud access security technologies to provide full visibility, risk assessment, and more granular control of cloud applications. Further, our public cloud infrastructure is centrally monitored and protected by layered security and availability controls such as: network access control lists, security groups, service control policies and guardrails, auto-scaling/high availability capabilities via CDN, application-layer firewalls, and intelligent threat detection that continuously monitors for malicious activity and unauthorized behavior.

### Fraud Bounty Program

In 2024, we introduced an incentive program for reporting fraud threats. The goal of this program is to raise awareness across our workforce to enable better fraud identification and protection. Teammates are encouraged and financially incentivized to report suspicious activity that may constitute fraud or even vulnerabilities that could enable fraud to occur. We have been encouraged by the results of this program since its inception in September 2024.

### Vulnerability & Patch Management

TaskUs conducts internal and external vulnerability assessments for all systems on a monthly basis. The Information Security team is responsible for tracking and following up on vulnerabilities which require remediation as per documented risk management methodology. Once a vulnerability requiring remediation has been identified, it is logged, prioritized according to severity, and assigned an owner. We track and require regular follow-up on these vulnerabilities until we can verify that all issues have been remediated. Lastly, operating system and application patches are risk assessed and deployed to all endpoints and network gear by a centralized patch management system on a monthly basis, or as necessary in the event of critical security patches.



### Digital Risk Protection and Monitoring

TaskUs employs a third-party brand protection tool, a domain protection tool, and a dark web monitoring tool.

- **Brand protection:** We monitor and protect the TaskUs brand online. This includes monitoring for unauthorized use of TaskUs trademarks, logos, and other brand assets, as well as detecting and taking down fake websites that impersonate TaskUs.
- **Domain protection:** It helps prevent cybercriminals from registering and using similar TaskUs domain names for malicious purposes.
- **Dark web monitoring:** We monitor the dark web for mentions of TaskUs domains and take proactive actions.

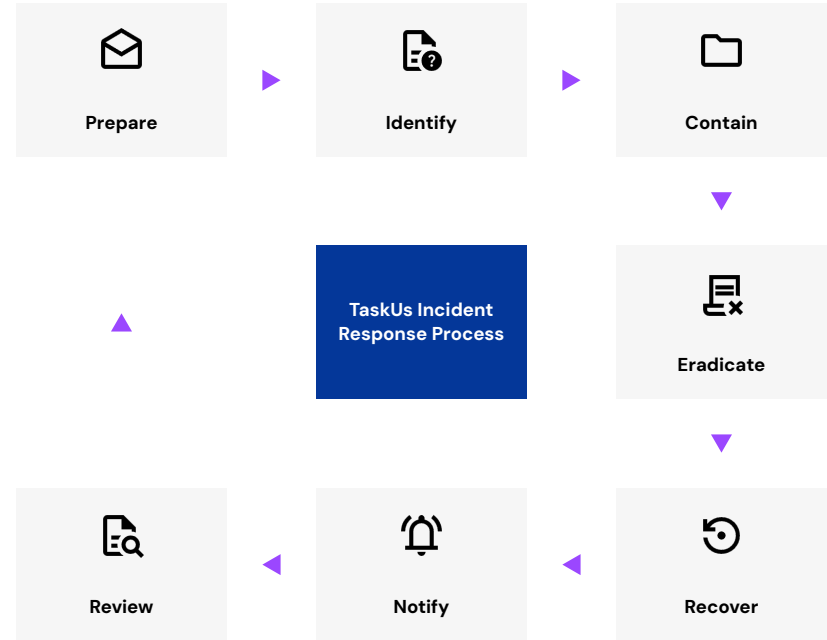
By employing these three types of tools, we protect the TaskUs brand from a variety of threats. This helps to maintain client trust.



**Incident Response**

TaskUs has a rigorous incident management process for security events that may affect the confidentiality, integrity, and/or availability of systems or data. If an event occurs, the security team logs and prioritizes it according to its severity for incident classification. Incidents that directly impact clients are assigned the highest priority. Our incident response and breach notification process is detailed at length within the TaskUs Incident Response Plan, and includes seven primary stages of response: preparation, identification, containment, eradication, recovery/ closure, breach notification, and after-incident-review follow-up. In the event of any data breach, TaskUs promptly notifies affected clients and works collaboratively with them to identify any client or client customer data that may have been impacted by the breach. Incident response plan testing is conducted periodically and utilizes a variety of scenarios in order to ensure swift and appropriate resolution of any and all security incidents. We engage in cyber incident simulation exercises executed by senior management and IT/Information Security personnel, involving hypothetical cybersecurity incidents to test our cyber incident response processes.

Our Disclosure Committee, composed of certain of our senior management, legal, and operations teammates, plays an integral role in this process by supervising external reporting of cybersecurity incidents. Among other items, our procedures require calling an ad hoc committee meeting within 24 hours of incident identification for incident materiality assessment and determination.



## Audit and Assessment

TaskUs' systems are routinely tested for compliance with configuration standards, and annual audits are performed by a Qualified Security Assessor ("QSA") to validate PCI DSS compliance. This QSA review includes both internal and external network penetration testing which is conducted several times throughout the year.

During 2024, we did not receive any reports of material data breaches. During 2024, we successfully accommodated more than two dozen audits of our cybersecurity program initiated by clients, demonstrating that our cybersecurity defenses, controls, systems, and processes meet or exceed the expectations of our clients who entrust us with their data.

TaskUs also annually engages an independent auditor to perform an audit based upon the American Institute of Certified Public Accountants Trust Services Principles, and then issues a SOC 2 Type II Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, and Privacy.

Fraud and operational risks are also a critical component of our comprehensive security strategy. We believe in supporting strategic risk taking by managing unnecessary risk. Our Fraud Risk Management team is focused on reducing fraud and insider threat risks within all active operations. The cornerstone of that effort is proactively identifying risks during new campaign implementations to ensure well-controlled systems and processes following the principle of least privilege are in place from day one.

TaskUs offers solutions to implement last-mile controls to fill the gap when role-based access control is not achievable within our clients' systems. Regular audits and reviews are done to monitor compliance and adherence of agreed upon mitigation plans as well as to discover new vulnerabilities and make recommendations for how they can be treated. Our Fraud and Risk Management team leads the conversation with our clients on smart risk taking as it relates to outsourcing business processes. Our fraud prevention strategy is informed by criminology principles and involves a consultative approach, business architecture, technical internal controls, training, culture building, and leadership. A regular fraud awareness campaign and required learning modules are in place for teammates to learn more about fraud such as red flags, why people commit fraud, consequences, and how to battle fraud behaviors.

TaskUs goes to great lengths to safeguard client information. In the event of an incident requiring examination, our seasoned team of fraud analysts, InfoSec experts, and attorneys brings years of such experience to the table to ensure a prompt and exhaustive investigation. By using operations monitoring, management observation, and transaction trend review, along with stringent physical environment and data security measures, we are adept at identifying suspicious activity. Any suspected suspicious activity witnessed is immediately reported to management according to escalation policies and procedures for quick resolution. If suspicious activity is identified, the suspected individual is immediately removed from the program's activities, or suspended from active duty as required, until completion of the investigation. The investigation is documented using standard human resource procedures relating to employee behavior and fraud.



### Application Security

By integrating security practices into every phase of the development lifecycle, TaskUs ensures that security is not an afterthought but an intrinsic part of the process. The implementation of DevSecOps provides enhanced agility, rapid identification, and mitigation of security vulnerabilities, leading to faster application releases with reduced risks. Automation and continuous integration/continuous delivery pipelines ensure security checks, code reviews, and testing are part of every iteration.

### Confidentiality is Paramount

At TaskUs, we recognize and protect the privacy and confidentiality of employee personal records and client records. Privacy is a core element of TaskUs' Code of Conduct, applicable to all teammates, contractors, and Board members. Teammates are expected to handle confidential data discreetly to ensure security.

To reinforce this commitment, we conduct a mandatory annual data privacy training program for both new and existing teammates, designed to ensure that everyone remains well-informed and up-to-date on best practices in protecting privacy. This privacy culture promotes trust and accountability, enabling collaboration and innovation while respecting privacy rights.

Additionally, TaskUs has a dedicated Global Data Privacy Team that oversees data handling and protection. They continually enhance privacy compliance, staying updated on regulations and industry standards, showcasing TaskUs' commitment to individual privacy rights.



### TaskUs Global Artificial Intelligence Policy

In 2025, we reinforced our commitment to secure and ethical AI usage through the formalization and implementation of our Global AI Policy. This policy provides clear guidelines for the responsible use of AI tools, helping our teammates protect our clients, their data, and our operations from risks, such as misuse, unethical outcomes, bias, inaccuracy, and security breaches.

Further, the Global AI Policy applies to all TaskUs employees and contractors globally and is built on five key pillars of AI compliance: (1) Reliability and Fairness, (2) Transparency, (3) Accountability, (4) Dynamism, and (5) Privacy and Security. These principles guide the use, design, development, integration, and deployment of AI tools across the organization. By prioritizing fairness, explainability, and user trust, the policy promotes that AI enhances—not replaces—human expertise and that it is used in ways that are aligned with ethical values and client expectations.

To operationalize this policy, TaskUs established an AI Advisory Board, composed of cross-functional leaders from Operations, Core Apps, Information Security, Digital, Internal Automation, Digital, Privacy, and Legal. Through collaborative efforts, the AI Advisory Board and designated working groups help ensure AI tools are used ethically and transparently, maintain accurate records of AI use, and escalate risks or issues to executive leadership when appropriate.

One recent example of operationalizing our Global AI Policy relates to TaskGPT, our customer service application powered by generative AI. In early 2025, we engaged an independent third party to complete a Privacy by Design Certification of TaskGPT based on ISO 31700-1:2023 – Privacy by Design.

The Global AI Policy reflects TaskUs' long-term commitment to ethical innovation and sustainable digital transformation. As technology and regulations evolve, the policy is continuously refined to incorporate new best practices, stakeholder feedback, and legal developments. By promoting responsible AI usage through structured governance and strong internal accountability, we aim to empower our people, protect our clients, and lead with integrity in the digital age.



# Responsible Supply Chain Management

We seek to work with suppliers and vendors that share our commitment to ethical and responsible business practices. We have ongoing efforts to improve our procurement processes and supply chain management capabilities.

## Global Supplier Code of Conduct

The TaskUs [Global Supplier Code of Conduct](#) (“Supplier Code”) is the guiding document for suppliers doing business with TaskUs and sets minimum standards of conduct. In 2023, we began incorporating our Supplier Code into contracts and agreements with suppliers, thereby formalizing our expectation for adherence to its terms. As of year-end 2024, 99% of suppliers that were onboarded since implementing this practice as a formal requirement have acknowledged and accepted the terms of our Supplier Code.

We promote transparency with external stakeholders, including our business partners across the supply chain, by providing mechanisms to raise and report grievances or concerns by contacting TaskUs directly or via the TaskUs Integrity Line.

## Topics Covered in the Global Supplier Code of Conduct

I. Labor and Human Rights	VII. Charitable Contributions
II. Business Ethics and Integrity	VIII. Audits and Assessments
III. Anti-Corruption Policy	IX. Representation from Suppliers
IV. Disclosure of Information	X. Modification to the Code
V. Protection of Intellectual Property	XI. Grievances
VI. Community Engagement	XII. Sanctions



### Supplier Portal

Within our enterprise resource planning system, we have a supplier portal that automates the process of new supplier onboarding and provides better controls throughout the business relationship. The portal enables us to capture key information about our suppliers in a consistent and secure manner, while providing greater transparency to suppliers in areas such as payments, requests for proposals, and general supplier communications. To further enhance our procurement processes, we have implemented a contract repository tool to improve the way that we track, measure, and store supplier information.

### Risk Assessment

Our supplier accreditation process includes a structured risk assessment and evaluation of suppliers in accordance with the principles of our Supplier Code. We conduct sanctioned party screenings with the assistance of a technology tool that facilitates a comprehensive evaluation. We also have a specialized tool that maps, monitors, and models our entire supply chain in order to detect risks and vulnerabilities. By incorporating technology, we seek to continually enhance our ability to evaluate supply chain risk encompassing financial, cybersecurity, ESG, geopolitical, and operational aspects.

### Supplier Diversity

We recognize that by supporting and partnering with diverse businesses, we can contribute to economic development, job creation, and community empowerment for groups that may face social and economic challenges. To that end, suppliers are given the opportunity during onboarding to categorize themselves as a diverse supplier, such as small businesses and businesses owned by minorities, women, veterans, and other diverse populations. For example, for our U.S. suppliers, the onboarding process allows them to classify themselves as a Disability-Owned Business Enterprise, Minority-Owned Business, Veteran-Owned Business, Women's Business Enterprise, or Micro, Small, or Medium Enterprise. Approximately 24% of U.S. suppliers onboarded during 2024 classified themselves as diverse. We continue to evaluate opportunities to enhance supplier diversity going forward.





# Appendix

05

# Forward Looking Statements

*This Report contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements include all statements that are not historical facts, and further include, without limitation, statements reflecting the current views of TaskUs, Inc. with respect to, among other things, our operations, our financial performance, our industry, the impact of the current macroeconomic environment on our business, and other non-historical statements. In some cases, you can identify these forward-looking statements by the use of words such as “outlook,” “believes,” “expects,” “potential,” “continues,” “may,” “will,” “should,” “could,” “would,” “seeks,” “predicts,” “intends,” “trends,” “plans,” “estimates,” “anticipates,” “position us” or the negative version of these words or other comparable words. Such forward-looking statements are subject to various risks and uncertainties.*

*Accordingly, there are or will be important factors that could cause actual outcomes or results to differ materially from those indicated in these statements. These factors include but are not limited to: the dependence of our business on key clients; the risk of loss of business or non-payment from clients; our failure to cost-effectively acquire and retain new clients; the risk that we may provide inadequate service or cause disruptions in our clients’ businesses or fail to comply with the quality standards required by our clients under our agreements; our inability to anticipate clients’ needs by adapting to market and technology trends; utilization of artificial intelligence by our clients or our failure to incorporate artificial intelligence into our operations; unauthorized or improper disclosure of personal or other sensitive information, or security breaches and incidents; negative publicity or liability or difficulty recruiting and retaining employees; our failure to detect and deter criminal or fraudulent activities or other misconduct by our employees or third parties; global economic and political conditions, especially in the social media and meal delivery and transport industries from which we generate significant revenue; risks relating to the termination of the merger we originally announced on May 8, 2025, including the risk that the termination could adversely affect our stock price, business, financial condition and results of operations; the dependence of our business on our international operations, particularly in the Philippines and India; our failure to comply with applicable data privacy and security laws and regulations; fluctuations against the US dollar in the local currencies in the countries in which we operate; our inability to maintain and enhance our brand; competitive pricing pressure; volatile, unfavorable or uncertain economic and political conditions, particularly in markets in which our clients and operations are concentrated, and the effects of these conditions on our clients’ businesses; our dependence on senior management and key employees; increases in employee expenses and changes to labor laws; failure to attract, hire, train and retain a sufficient number of skilled employees to support operations; our inability to effectively expand our operations into countries or industries in which we have no prior operating experience and in which we may be subject to increased business, economic and regulatory risks; reliance on owned and third-party technology and computer systems; failure to maintain asset utilization levels, price appropriately and control costs; the control of affiliates of Blackstone Inc. and our Co-Founders over us; the dual class structure of our common stock; and the volatility of the market price of our common stock.*

*Additional risks and uncertainties include but are not limited to those described under “Risk Factors” in the Company’s Annual Report on Form 10-K for the year ended December 31, 2024 (the “Annual Report”), filed with the Securities and Exchange Commission (the “SEC”) on March 6, 2025, as such factors may be updated from time to time in our periodic filings with the SEC, which are accessible on the SEC’s website at [www.sec.gov](http://www.sec.gov). These factors should not be construed as exhaustive and should be read in conjunction with the other cautionary filings with the SEC, which are or will be accessible on the SEC’s website at [www.sec.gov](http://www.sec.gov). These factors should not be construed as exhaustive and should be read in conjunction with other cautionary statements that are included in the Company’s SEC filings. TaskUs undertakes no obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future developments or otherwise, except as required by law.*



## Other Disclaimers

*There can be no assurance that our policies and procedures as described in this Report will continue; such policies and procedures could change, even materially. We are permitted to determine in our discretion that it is not feasible or practical to implement or complete certain of our initiatives, policies, and procedures based on cost, timing, or other considerations. All goals and targets included herein are aspirational in nature and are not guarantees or promises that such goals or targets will be met. Further, our targets, including GHG emissions targets, are subject to change in the event of significant or structural changes (including acquisitions, divestiture, mergers, insourcing or outsourcing), key performance indicator methodology changes, or changes in data reported due to improved calculation methodologies or better data accessibility.*

*Terms such as “impact,” “green,” “transition,” “energy transition,” “net zero,” “decarbonization,” “sustainable,” and “sustainability” can be subjective in nature, and there is no representation or guarantee that these terms, as used by TaskUs or judgment exercised by us or our affiliates, will reflect the beliefs or values, policies, principles, frameworks or preferred practices of any particular investor or other third-party or reflect market trends. Statistics and metrics relating to sustainability matters, including GHG emissions metrics, are estimates and may be based on estimates, estimated information, and assumptions (which may prove to be inaccurate) or developing standards (including our internal standards and policies).*

*References to case studies in this Report are intended to be illustrative and are not intended to be used as an indication of the current or future performance. Further, the receipt of any awards by us is no assurance that our business objectives, including our sustainability-related objectives, have been achieved or successful.*

*Additionally, the information contained on our website and social media platforms is not incorporated by reference into this Report. This Report may contain links to other Internet sites and may frame material from other Internet sites. Such links or frames are not endorsements of any products or services in such sites, and no information in such site has been endorsed or approved by us. Certain information contained herein has been obtained from third parties. While these third-party sources are believed to be reliable, we make no representation or warranty, express or implied, with respect to the accuracy, fairness, reasonableness or completeness of any of such information contained herein, and expressly disclaim any responsibility or liability therefor.*



# Sustainability Accounting Standards Board (SASB) Index

Industry: Software and IT Services

Topic	Accounting Metric	SASB Code	2024 Disclosure	2023 Disclosure	Additional Comment
<b>Environmental Footprint of Hardware Infrastructure</b>	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	1) 127,974 GJ 2) 99% 3) 4%	1) 130,415 GJ 2) 99% 3) 0%	TaskUs entered into an updated VPPA to purchase renewable energy that began in 2024.
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	See additional comment	See additional comment	Being a Business Process Outsourcing / Information Technology ("BPO/IT") organization, we do not have a water-intensive footprint and our operations do not have a significant impact on water conservation areas that have been so designated and notified to us by national or international bodies. Given that this topic is immaterial to us, we haven't conducted a water stress analysis.
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	TC-SI-130a.3	See additional comment	See additional comment	TaskUs is fully cloud-based and utilizes third-party vendors for data center management. TaskUs does not partake in direct data center planning activities.



Topic	Accounting Metric	SASB Code	2024 Disclosure	2023 Disclosure	Additional Comment
<b>Data Privacy and Freedom of Expression</b>	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.1	TaskUs' activities, including advertising (if applicable) are designed to be aligned to the privacy laws of the jurisdictions from where it operates. Our privacy statement is reviewed periodically and updated with reference to global standardized processes to help us comply with the privacy regulations. In addition, TaskUs maintains internal privacy-related policies to promote a comprehensive approach to privacy management.		Refer to the TaskUs Privacy Statement: <a href="https://www.taskus.com/privacy-statement/">https://www.taskus.com/privacy-statement/</a>  TaskUs CCPA Privacy Statement: <a href="https://www.taskus.com/privacy-notice-for-california-residents/">https://www.taskus.com/privacy-notice-for-california-residents/</a>
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	See additional comment	See additional comment	TaskUs does not process personal data for secondary purposes unless required by applicable data privacy laws. TaskUs seeks to provide information to individuals where their personal data is going to be used for a new purpose prior to the commencement of such processing.
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	Any legal proceedings associated with user privacy that are material and disclosable would be disclosed in our current and/or periodic reports filed with the SEC.	Any legal proceedings associated with user privacy that are material and disclosable would be disclosed in our current and/or periodic reports filed with the SEC.	



Topic	Accounting Metric	SASB Code	2024 Disclosure	2023 Disclosure	Additional Comment
<b>Data Privacy and Freedom of Expression</b>	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	See additional comment	See additional comment	As a “Business-to-Business” provider supporting our clients’ end customers, TaskUs does not receive requests for user information except in its capacity as a service provider for our clients’ customers.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	See additional comment	See additional comment	This is not applicable to TaskUs’ provided services. TaskUs is engaged in the provision of business-to-business services to our clients. It is therefore the customers and the customer’s products or services that may or may not be subject to government-required monitoring, blocking, content filtering, or censoring.



Topic	Accounting Metric	SASB Code	2024 Disclosure	2023 Disclosure	Additional Comment
	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	TC-SI-230a.1	Any data breach that materially impacted our operations would be disclosed in our current and/or periodic reports filed with the SEC.	Any data breach that materially impacted our operations would be disclosed in our current and/or periodic reports filed with the SEC.	
<b>Data Security</b>	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Refer to ESG Report 2025: Information Security & Data Privacy, pg. 78	Refer to ESG Report 2024: Information Security & Data Privacy, pg. 43	



Topic	Accounting Metric	SASB Code	2024 Disclosure	2023 Disclosure	Additional Comment																																																																																								
	Employee engagement as a percentage	TC-SI-330a.2	Our primary culture-related goal metric is eNPS, the single most important barometer we use to measure employee engagement. In 2024, our eNPS was 63 with a participation rate of 87% of employees, with 72% of employees who participated rating us 9 or 10 on a scale of 10.	In 2023, eNPS was 59 with a participation rate of 89% of all employees, and 69% of employees who participated rated us 9 or 10 on a scale of 10.	Refer to ESG Report 2024: Teammate Engagement & Development Our teammates, pg. 15																																																																																								
	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	TC-SI-330a.3	<p><b>Table 1: Global Data</b></p> <table border="1" data-bbox="743 578 1130 677"> <thead> <tr> <th>Level</th> <th>Female</th> <th>Male</th> <th>Not Disclosed</th> </tr> </thead> <tbody> <tr> <td>Management</td> <td>47%</td> <td>53%</td> <td>0%</td> </tr> <tr> <td>Technical Staff</td> <td>26%</td> <td>74%</td> <td>0%</td> </tr> <tr> <td>All Other Employees</td> <td>49%</td> <td>51%</td> <td>0%</td> </tr> </tbody> </table> <p><i>* Based on Birth Gender Data</i></p> <p><b>Table 2: United States Data</b></p> <table border="1" data-bbox="743 753 1130 862"> <thead> <tr> <th>Level</th> <th>Asian</th> <th>Black or African American</th> <th>Hispanic or Latino</th> <th>White</th> <th>Other*</th> <th>Not Disclosed</th> </tr> </thead> <tbody> <tr> <td>Management</td> <td>7%</td> <td>6%</td> <td>30%</td> <td>47%</td> <td>3%</td> <td>1%</td> </tr> <tr> <td>Technical Staff</td> <td>24%</td> <td>0%</td> <td>38%</td> <td>35%</td> <td>0%</td> <td>3%</td> </tr> <tr> <td>All Other Employees</td> <td>2%</td> <td>14%</td> <td>5%</td> <td>20%</td> <td>5%</td> <td>2%</td> </tr> </tbody> </table> <p><i>* Other ethnicity include: Two or more races (Not Hispanic or Latino, American Indian or Alaska Native and Native Hawaiian or Other Pacific Islander)</i></p>	Level	Female	Male	Not Disclosed	Management	47%	53%	0%	Technical Staff	26%	74%	0%	All Other Employees	49%	51%	0%	Level	Asian	Black or African American	Hispanic or Latino	White	Other*	Not Disclosed	Management	7%	6%	30%	47%	3%	1%	Technical Staff	24%	0%	38%	35%	0%	3%	All Other Employees	2%	14%	5%	20%	5%	2%	<p><b>Table 1: Global Data</b></p> <table border="1" data-bbox="1159 578 1545 677"> <thead> <tr> <th>Level</th> <th>Female</th> <th>Male</th> <th>Not Disclosed</th> </tr> </thead> <tbody> <tr> <td>Management</td> <td>48%</td> <td>52%</td> <td>0%</td> </tr> <tr> <td>Technical Staff</td> <td>28%</td> <td>72%</td> <td>0%</td> </tr> <tr> <td>All Other Employees</td> <td>5%</td> <td>49%</td> <td>0%</td> </tr> </tbody> </table> <p><i>* Based on Birth Gender Data</i></p> <p><b>Table 2: United States Data</b></p> <table border="1" data-bbox="1159 753 1545 862"> <thead> <tr> <th>Level</th> <th>Asian</th> <th>Black or African American</th> <th>Hispanic or Latino</th> <th>White</th> <th>Other*</th> <th>Not Disclosed</th> </tr> </thead> <tbody> <tr> <td>Management</td> <td>1%</td> <td>0%</td> <td>20%</td> <td>6%</td> <td>3%</td> <td>2%</td> </tr> <tr> <td>Technical Staff</td> <td>21%</td> <td>0%</td> <td>36%</td> <td>43%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>All Other Employees</td> <td>2%</td> <td>14%</td> <td>54%</td> <td>34%</td> <td>0%</td> <td>1%</td> </tr> </tbody> </table> <p><i>* Other ethnicity include: Two or more races (Not Hispanic or Latino, American Indian or Alaska Native and Native Hawaiian or Other Pacific Islander)</i></p>	Level	Female	Male	Not Disclosed	Management	48%	52%	0%	Technical Staff	28%	72%	0%	All Other Employees	5%	49%	0%	Level	Asian	Black or African American	Hispanic or Latino	White	Other*	Not Disclosed	Management	1%	0%	20%	6%	3%	2%	Technical Staff	21%	0%	36%	43%	0%	0%	All Other Employees	2%	14%	54%	34%	0%	1%	<p>Table 1: Global information. Note: Based on Birth Gender category</p> <p>Table 2: US-based employee information (approx.).</p>
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Topic	Accounting Metric	SASB Code	2024 Disclosure	2023 Disclosure	Additional Comment
<b>Intellectual Property Protection &amp; Competitive Behavior</b>	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	TC-SI-520a.1	Any legal proceedings associated with anti-competitive behavior regulations that materially impacted our operations would be disclosed in our current and/or periodic reports filed with the SEC.	Any legal proceedings associated with anti-competitive behavior regulations that materially impacted our operations would be disclosed in our current and/or periodic reports filed with the SEC.	
<b>Managing Systemic Risks from Technology Disruptions</b>	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	No material instances	No material instances	
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	TaskUs' enterprise risk management (ERM) policy and framework is designed to identify, monitor, and mitigate business risks from operations, compliance, strategy, financials, governance, reputation, and processes. Our risk management methodology is aligned to industry standards such as the ISO 31000:2018 Risk Management Guidelines. We regularly scan our external environment and seek input from our stakeholders to identify emerging risks. We typically conduct an annual comprehensive risk assessment to spot internal and external risk drivers. Risks are assessed in terms of their potential financial, operational, regulatory, and reputational impact, the likelihood of their occurrence, and their velocity if they materialize. Mitigation strategies for prioritized risks are developed and executed by risk owners across functions, businesses, and regions. We have a cross-functional risk committee that reviews the organization's risk profile periodically and receives reports for key business risks, alongside the global management team and the Board of Directors' audit committee.		Please refer to our Annual Report on Form 10-K for the year ended December 31, 2024 for more details on our risk factors.



# Task Force on Climate-Related Financial Disclosures (TCFD) Index

The table below shows how the disclosures in our ESG reports align with the recommendations of the Financial Stability Board's Task Force on Climate-related Financial Disclosures, as the TCFD has described the categories, and where the relevant information can be found in this report.

TCFD Recommendation	Disclosure location	Page Number
<b>Governance</b>		
Disclose the organization's governance around climate-related risks and opportunities		
a) Describe the board's oversight of climate-related risks and opportunities.	<a href="#">2025 ESG Report: Governance</a> Strategy and Oversight	72-73
	<a href="#">2025 ESG Report: Governance</a> Risk Management	74
	<a href="#">2025 ESG Report: Environmental - Climate</a> Embedding Climate Considerations Within Our Operations - Board Oversight	60
b) Describe management's role in assessing and managing climate-related risks and opportunities.	<a href="#">2025 ESG Report: Governance</a> Strategy and Oversight	72-73
	<a href="#">2025 ESG Report: Governance</a> Risk Management	74
	<a href="#">2025 ESG Report: Environmental - Climate</a> Embedding Climate Considerations Within Our Operations - Management Roles and Responsibilities	61



TCFD Recommendation	Disclosure location	Page Number
<b>Strategy</b>		
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.	<a href="#">2025 ESG Report: Environmental – Climate</a>	
b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	Embedding Climate Considerations Within Our Operations – Establishing a Foundation for our Climate Strategy	62
c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	<a href="#">2025 ESG Report: Environmental – Climate</a> Embedding Climate Considerations Within Our Operations – Climate Risk & Opportunities Assessment	63-64
<b>Risk Management</b>		
Disclose how the organization identifies, assesses and manages climate-related risks		
a) Describe the organization's processes for identifying and assessing climate-related risks.	<a href="#">2025 ESG Report: Environmental – Climate</a>	
b) Describe the organization's processes for managing climate-related risks.	Embedding Climate Considerations Within Our Operations – Climate Risk & Opportunities Assessment	63-64
c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	<a href="#">2025 ESG Report: Governance</a> Risk Management	74



TCFD Recommendation	Disclosure location	Page Number
<p><b>Metrics and Targets</b></p> <p>Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material</p>		
<p>a) Disclose the metrics used by the organization to assess climate related risks and opportunities in line with its strategy and risk management process.</p>		
<p>b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.</p>	<p><a href="#">2025 ESG Report: Environmental</a> Greenhouse Gas (GHG) Emissions Evaluation and Metrics</p>	65
<p>c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.</p>		





# 2025 ESG Report

