



# 2023

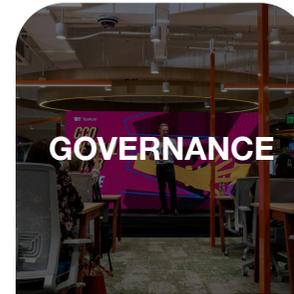
 TaskUs™  
**ESG Report**

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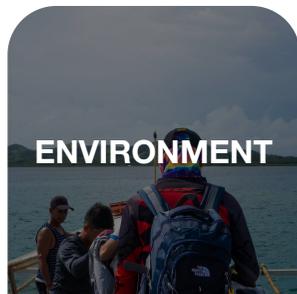
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# Introduction



## A Message from our Co-Founder, CEO & Chairperson

When Jaspar and I started TaskUs 15 years ago, we knew that we wanted to be a different kind of service provider for our clients by putting culture, values and people first. We had a vision to build a non-hierarchical, global organization where we would pay well, provide market-leading benefits, offer growth opportunities and invest in our teammates' wellbeing. We would be cloud-based, paperless, and leverage technology to minimize our environmental footprint. We would invest in information security from the start and would govern the business with a focus on creating a long-term, sustainable organization. We believed that a business based on these principles would be successful, resilient and ethical, and attract like-minded teammates, clients and, over time, investors.

In 2008, we weren't thinking about our ESG rating or becoming part of any ESG indices. We took these actions because it was the core of what we believed in then, and what we continue to believe in today. Because of our founding principles and fundamental alignment with our teammates, clients and investors, many of our ESG activities are organic, oriented around our people and the communities in which we operate, and tie in naturally with our core values, business model and strategy.

Our goal has always been to build TaskUs into the world's number one provider of tech-enabled business services. As we celebrate our 15<sup>th</sup> anniversary, I am proud to present our inaugural Environmental, Social and Governance (ESG) report, showcasing the progress that we have made so far in building a long-term, sustainable company and highlighting some of the activities that we are undertaking to continue taking steps forward.

Just as we must earn the trust of clients by investing in the best technology and people to protect their platforms, we recognize that it is equally important to earn the trust of our many other stakeholders. We view this ESG report as a foundation for building trust by sharing information about how we responsibly manage key aspects of our business. This report reveals our agility and our willingness to embrace change and take action to help build a better future. We strive to deliver value for all of our stakeholders—our Investors, employees, clients, business partners, and members of our broader communities—by integrating positive environmental, social and governance practices into our business.

We have achieved notable ESG successes in recent years. In late 2022, we made a long-term commitment to sustainable energy by supporting a novel fixed-price virtual power purchase agreement (VPPA). Supporting the fixed-price VPPA allows us to lock in long-term costs, as well as make significant progress towards our ambitious environmental goal to move to low-carbon or renewable electricity. Complementing this objective, we expect to continue to utilize a partial work-from-home model for our teammates moving forward, which should allow us to grow our team faster than we grow our environmental footprint over time. As of mid-2023, approximately half of our teammates were working 100% remotely or utilizing a hybrid model.

Our commitment to Diversity, Equity and Inclusion is deeply rooted in our culture and our core values. TaskUs was named to the 2023 Bloomberg Gender-Equality Index and became a signatory to the UN Women Empowerment Principles. We also won several Comparably awards including Best Company for Culture, Best Company for Diversity and Best Company for Women. Our 2022 election of independent directors Michelle Gonzalez and Jill A. Greenthal, who joined independent directors Jacqueline D. Reses and Kelly Tuminelli, and our recent appointment of Jill A. Greenthal as our Board's lead independent director, further strengthens the diversity and corporate governance expertise of our Board.

Another achievement that we are particularly proud of is the unique wellness practice we have established to care for TaskUs teammates, which has grown from a small team of leaders and coaches into an extraordinary group of more than 120 specialists, including PhD researchers, coaches, counselors, and wellness leaders. This practice supplements the industry-leading trust and safety services we have built over the past 13 years, which provide content moderation for some of the world's largest brands. We believe that our Wellness + Resiliency offering sets the industry standard for caring for trust and safety professionals as part of our holistic approach to workplace wellness. We've incorporated a scientifically backed approach that employs neuroscience and evidence-based interventions, and our academic research is being published in peer-reviewed scientific journals in an effort to share best practices with the broader trust and safety community. In a world of Generative AI, where near-perfect, deep fakes and user-prompted content creation becomes exponentially more prevalent, we believe that our commitment to this aspect of employee wellness is as important as ever.

Looking ahead, we will continue to leverage our capabilities as a fully cloud-based organization, allowing for an asset-light approach to working with clients, and maintain a hybrid workplace model, leveraging our remote workforce capabilities. Delivering our services responsibly and sustainably will differentiate us from our competitors and help us succeed long into the future. We look forward to continuing to build upon our ESG performance in the years ahead and providing updates on our progress. Thank you for your engagement, trust and partnership.



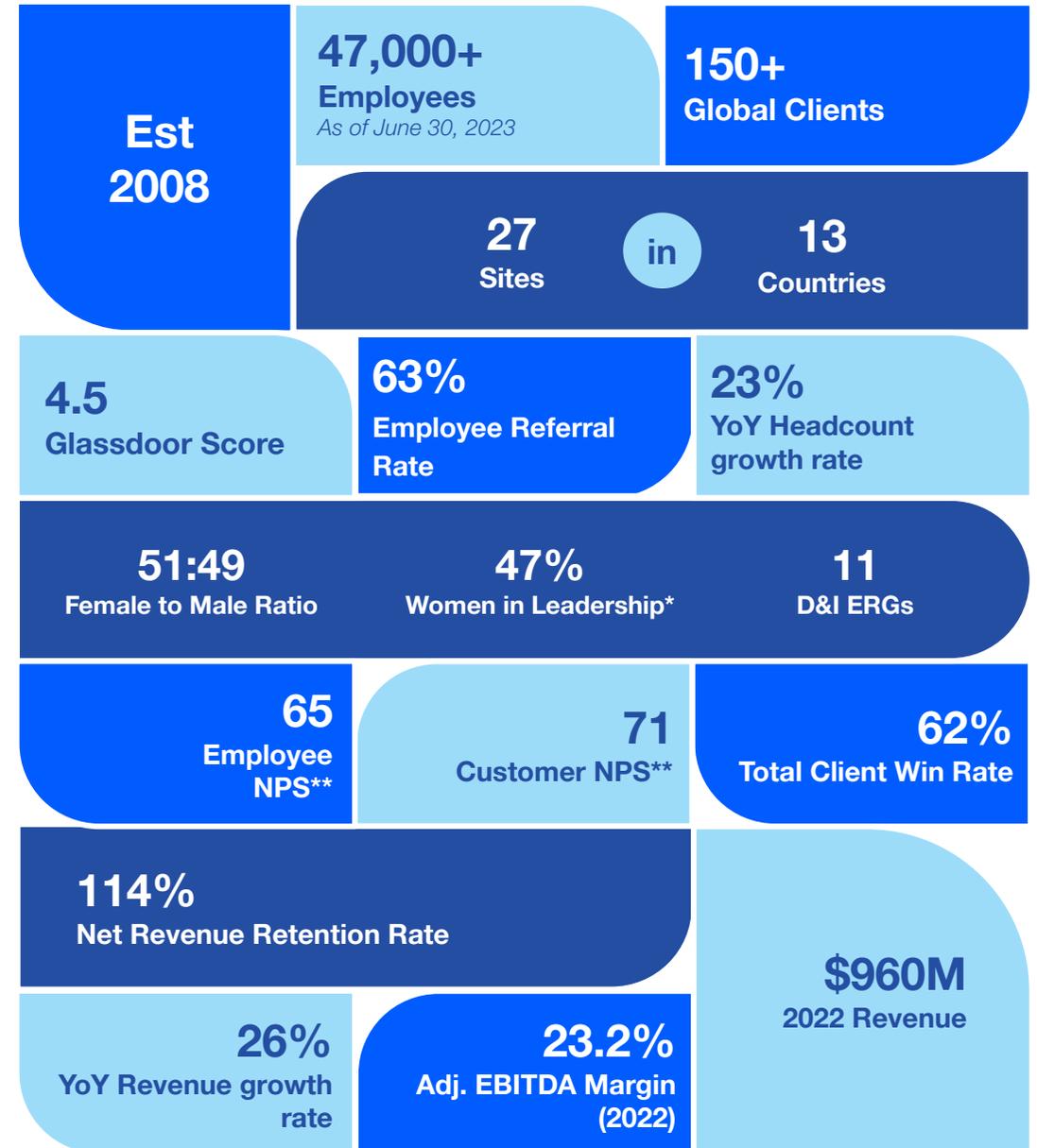
**Bryce Maddock**

TaskUs, Founder, CEO & Chairperson



# 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.



*\*Managers and above  
\*\*All data is for 2022 annual figures, unless otherwise noted*

# The TaskUs Experience Ecosystem



- ▶ Omnichannel Support
- ▶ Sales Generation
- ▶ Voice, Video & In-App
- ▶ Billing & Technical
- ▶ UX Innovation Lab
- ▶ LX Consulting
- ▶ CX Journey Mapping

- ▶ Community Safety
- ▶ UGC Moderation
- ▶ Child Safety
- ▶ Ad Review and Compliance
- ▶ Policy Research & Consulting
- ▶ Digital Identify, Fincrime Compliance, Fraud prevention

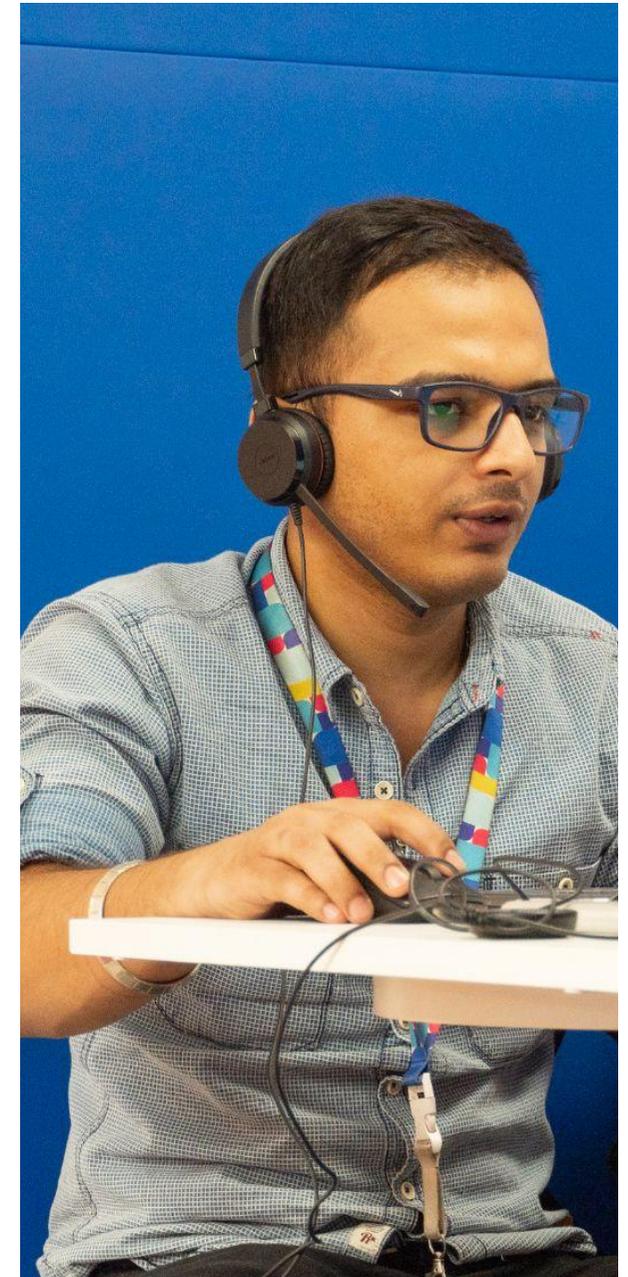
- ▶ NLP and Speech
- ▶ Computer Vision
- ▶ Maps and Layered Imaging
- ▶ Data Collection & Evaluation

Our clients scale businesses that never before existed, from mobile social networks to on-demand food delivery and transportation to generative AI. As they evolve, so do we, building new service offerings to support them in everything from content security to compliance services to prompt engineering and adversarial testing. Today we offer a full range of services that empower our clients to serve and safeguard their customers.

Our digital CX solutions drive customer engagement and build loyalty so that clients can grow. Trust + Safety teams protect client brands with content moderation, compliance and anti-fraud solutions. AI Services help clients build and improve their products through data collection, annotation and evaluation services.



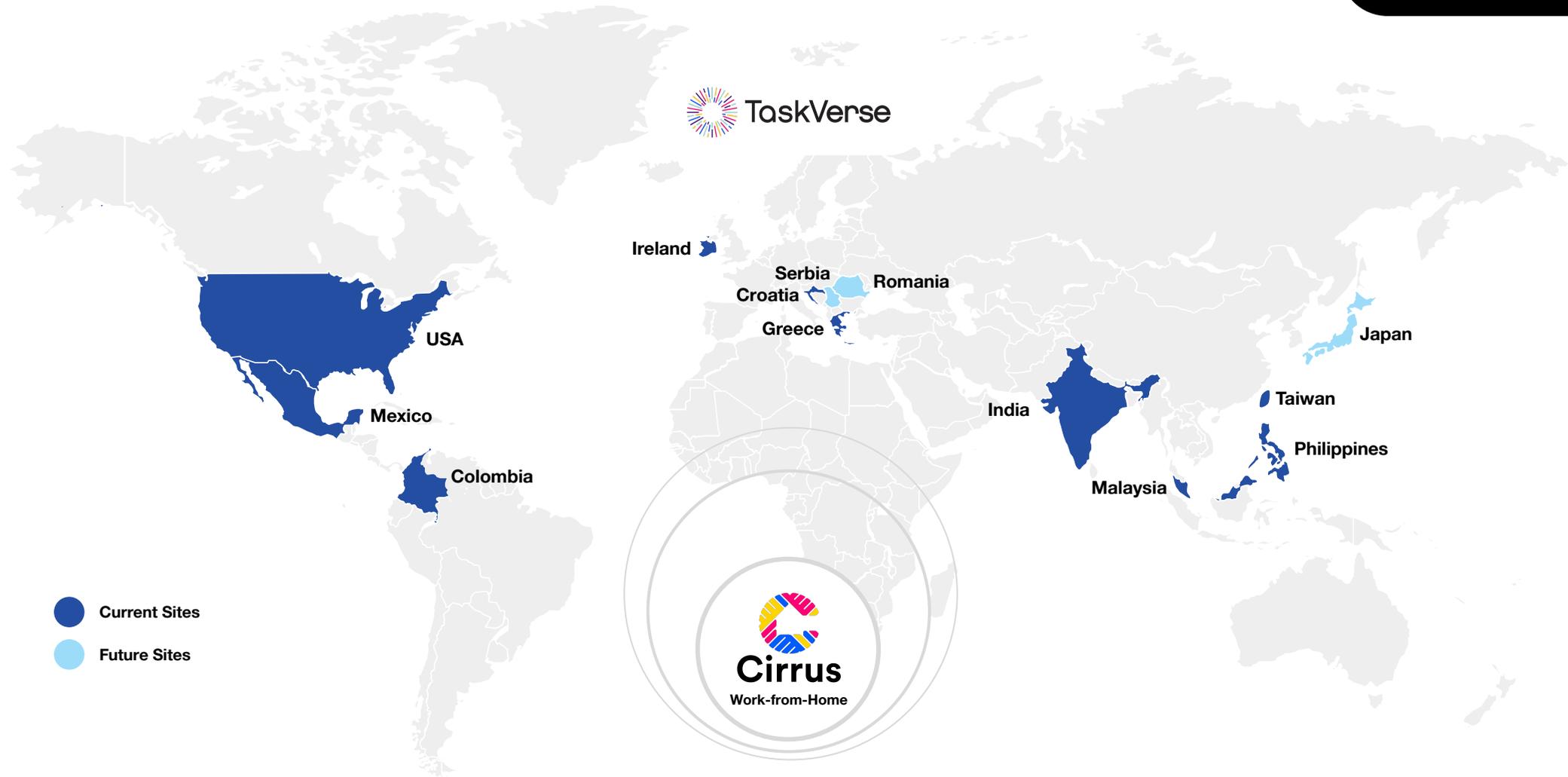
Technology supercharges our talented humans, automating routine tasks and freeing up time to spend on complex problems.



# Our Global Footprint

TaskUs provides 24/7 services through 27 locations, 13 countries and 30+ languages. Our global freelancing platform and W@H Solution ensure we offer teammates flexibility and clients the ability to scale quickly with the most efficient solutions.

As of June 30, 2023  
Our Headcount  
**47,000**



# Our People Are Our Difference

Our people-first culture encourages teammates to learn and be authentic. We offer attractive benefits and growth opportunities. The result: engaged employees, exceptional client service, and a relentless focus on innovation.

Our design-forward sites attract talent. Centers are stacked with amenities employees want: fully equipped gyms, on-site daycares, dance studios, relaxation rooms, cafeterias and much more.





## Commitment to Our Core Values

TaskUs has built the company around a People-First Culture. Incredible benefits and unique, inspiring sites are just part of the equation. Culture is about how we come together as a team to produce Ridiculously Good results.

Our core values exemplify the culture we foster.

### 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.

### Teamwork Makes the Dream Work

As individuals we are strong, but together we are formidable. We believe that teams that work together and that choose selfless dedication over personal ambitions can build something truly excellent.

### Do More with Less

We are intrinsic, creative problem solvers who don't give up. No matter the circumstances, we go above and beyond what is required to achieve our goals in the most efficient and resourceful way possible.

### Continuous Self Improvement

We believe every experience teaches us something and helps us to grow. We also believe that 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.

### 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 that they can be the best at what they do. Period.

### Work Hard, Have Fun

We work hard. We put forth the effort, the dedication, and the care into everything that we tackle. We love what we do, we love whom we do it for, and we love why we do it. It's that simple.

### Exercise Emotional Intelligence

We believe in looking beyond our understanding to empathize with our clients and colleagues so that we can find the best solution possible—not simply the most convenient.

### 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 one is trying to change the world.

# Awards and Accolades



[Asia-Pacific Stevie Awards for Innovative Achievement in International Expansion](#)



[Signatory, UN Women's Empowerment Principles](#)



[European Contact Centre & Customer Service Awards 2022 – Best Health and Wellbeing Programme](#)



[2023 Top 50 Inspiring Workplaces - EMEA](#)



[Time Doctor OA500 and Global Outsourcing Firm Index Top 20 - #17](#)



[TaskUs' AI Services Wins at 2023 BIG Innovation Awards](#)



[Major Contender, Customer Experience Management \(CXM\) in the Americas – Service Provider Landscape PEAK Matrix® Assessment 2022](#)



[Major Contender, Financial Crime and Compliance \(FCC\) Operations – Services PEAK Matrix® Assessment 2022](#)



[TaskUs named fastest-growing service provider in 2022 Business Process Services Top 50 report.](#)

[Leader and Star Performer in Everest Group's Trust and Safety Services PEAK Matrix® Assessment 2023](#)

[Gartner®, Market Guide for Customer Service and Support BPO Providers, March 2023](#)



# ESG at TaskUs

We think of ESG as an extension of our culture. We believe in doing well by doing good and we are committed to integrating positive social, environmental, and ethical practices into our business. We have taken several steps in recent years to formalize our approach to ESG and help us align as an organization.

## Stakeholder Engagement

Listening to our stakeholders is essential for our growth. By integrating stakeholder feedback into our strategies and initiatives, we better position TaskUs as a socially responsible organization that values collaboration, sustainable growth, and positive societal impact. We strive to build transparency and trust as we address the evolving needs and expectations of our stakeholders.

In 2022, TaskUs initiated outreach on corporate governance, ESG and disclosure topics and invited our largest investors to discuss our ESG initiatives and any other specific areas of interest. Members of our Legal and Investor Relations teams, as well as Jill A. Greenthal, the current Chair of our Nominating and ESG Committee, participated in this outreach. This ongoing Investor engagement and dialogue fosters a better understanding of Investor expectations and viewpoints, and the feedback on our ESG practices and corporate governance were shared with the Board and executive leadership.

Over the past year, we have also increasingly engaged with our clients to gather feedback on how we might incorporate their ESG priorities into our own ESG strategy and initiatives. The feedback from our clients has consistently been focused on our teammate engagement initiatives and our best-in-class wellness and resiliency program, as well as our increasing focus on our carbon footprint. One other common area of interest amongst our key clients is to gain more insight into our underlying ESG program. We view this inaugural ESG report as an important step to providing transparency around our approach to ESG and the various issues we have prioritized.

Finally, we have continuously engaged our teammates in our ESG program, not only to understand their interests and perspectives around our ESG initiatives, but to directly involve them and drive our business forward. We share ESG activities and awareness through internal communications and we can identify certain key teammate ESG interests by reviewing volunteerism activities via our optional global volunteer hour activity log.



# Materiality Assessment

We undertook a materiality assessment process in 2023 to help us identify ESG topics relevant to our business and define our ESG priorities. Our strategic approach to ESG was further supported by benchmarking companies within our industry as well as third-party rating and ranking methodologies. This process has helped us gain insights to evolving stakeholder expectations. The priority ESG issues identified through our materiality assessment are listed alphabetically below and covered in more detail in the pages that follow.

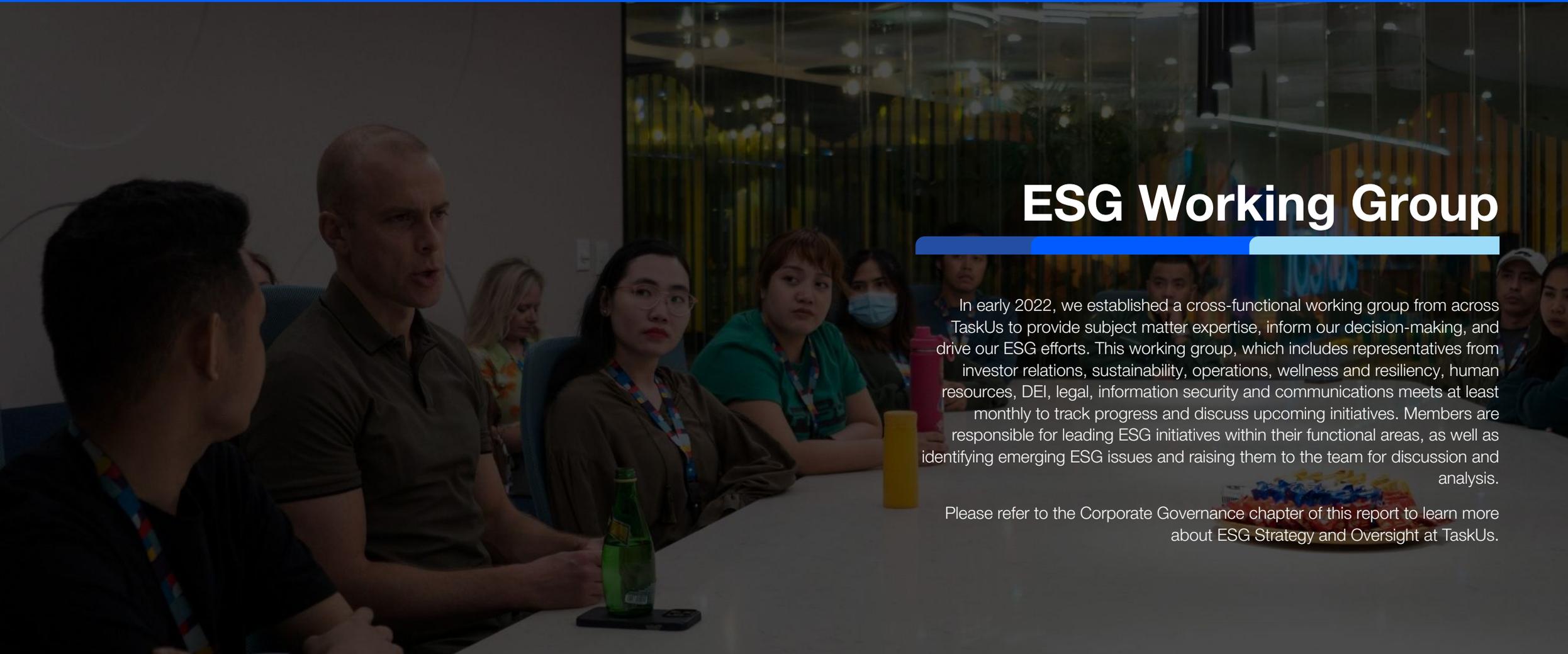
**Diversity, Equity and Inclusion (DEI)**

**Greenhouse Gas Emissions and Energy Management**

**Information Security and Data Privacy**

**Risk Management**

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



# ESG Working Group

In early 2022, we established a cross-functional working group from across TaskUs to provide subject matter expertise, inform our decision-making, and drive our ESG efforts. This working group, which includes representatives from investor relations, sustainability, operations, wellness and resiliency, human resources, DEI, legal, information security and communications meets at least monthly to track progress and discuss upcoming initiatives. Members are responsible for leading ESG initiatives within their functional areas, as well as identifying emerging ESG issues and raising them to the team for discussion and analysis.

Please refer to the Corporate Governance chapter of this report to learn more about ESG Strategy and Oversight at TaskUs.

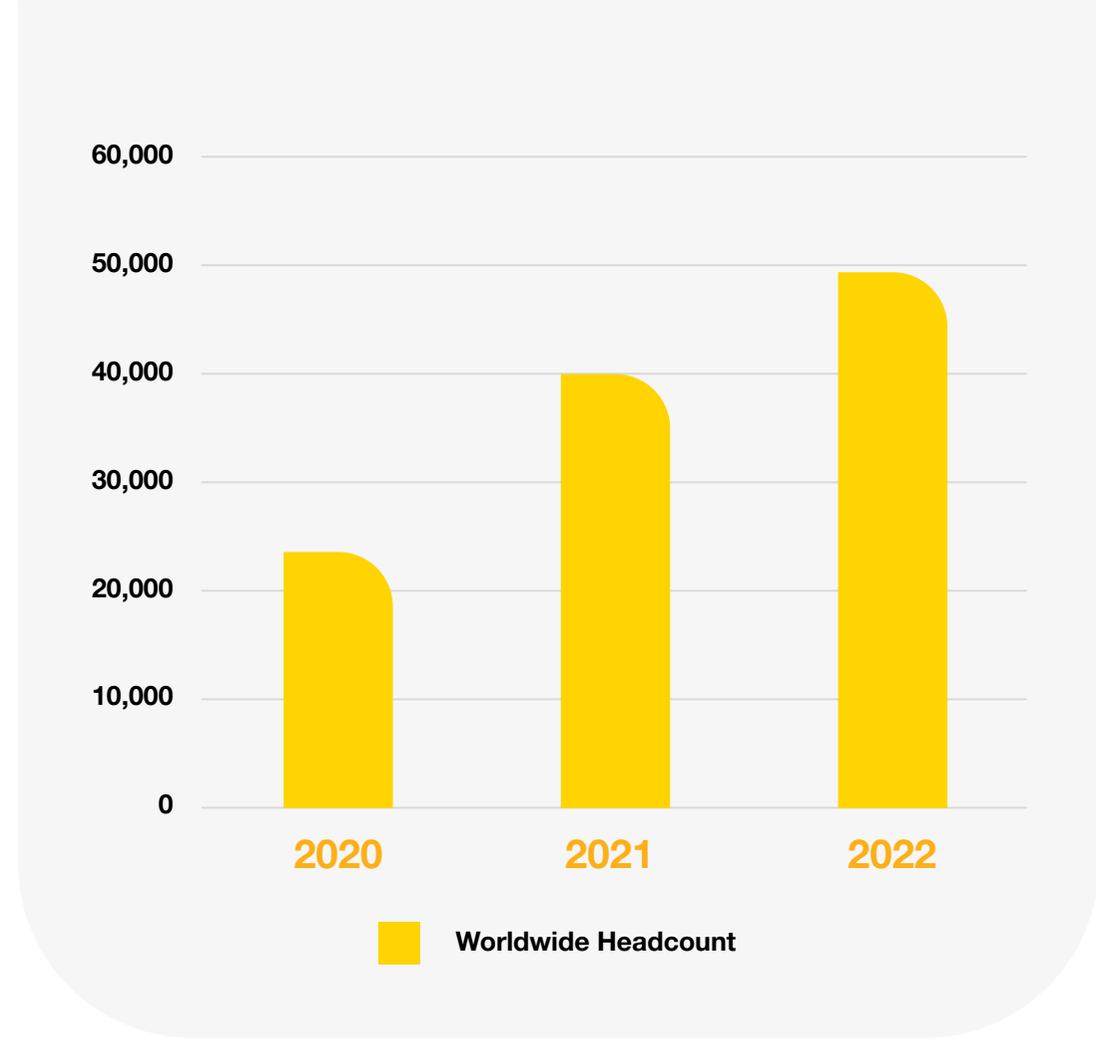


# Social



# Our Teammates

Our teammates are the core of our business. At TaskUs, our ethos revolves around cultivating an environment of innovation, collaboration, and inclusivity, where the wellbeing and advancement of our teammates takes center stage. We welcome and value the uniqueness of our teammates. We believe clients choose TaskUs in part because they view our People First 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.



Our philosophy is simple: treat people well and they will deliver a better end customer experience which leads to happy clients and a thriving business. Our success depends on our ability to attract, hire, train and retain sufficient numbers of teammates in a timely fashion to support our operations. Our teammate-centric culture, our focus on wellness and satisfaction and our site selection and design enable us to meet that challenge and motivate our teammates to stay for the long term. Our happy, motivated and hardworking teammates in turn produce high-quality work for our clients.

# People First Benefits and Programs

From our Ridiculously Refreshing sites and facilities around the globe; to educational grants for our teammates children; to healthy, subsidized meals that 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 Experiences Rewards**



**Retirement Savings Program**



**Healthy Food Subsidy Program**



# Promoting Diversity, Equity and Inclusion

Our commitment to Diversity, Equity and Inclusion (DEI) is deeply rooted in our culture and our core values. We believe that a truly Ridiculous team is one where each individual brings a unique perspective to the table, and that the best results are achieved when people feel safe and empowered to be their authentic self. We aim to drive innovation and a higher business performance by focusing on the following pillars:

- ▶ Inclusive Hiring: welcoming talent from all walks of life, and sourcing talent from diverse backgrounds.
- ▶ Inclusive Practices: ensuring our practices and processes enable our leaders to make inclusive decisions.
- ▶ Inclusive Culture: nurturing an inclusive environment where we celebrate uniqueness and where everyone feels comfortable and appreciated by being their authentic self.
- ▶ Community Outreach: giving back and supporting the communities in which we operate.

In 2022, we relaunched our DEI global strategy. Under this strategy, we continued to drive education and awareness for our Global Communities of Focus: Women, LGBTQIA+, Disabilities and Ethnic Diversity in the U.S., through various events with global and local scope, such as roundtable discussions with leaders and experts inside and outside of TaskUs, global learning sessions and discussion panels.

We launched a Global DEI dashboard hosted in the Workday platform, with the intent to understand the distribution and movement of our diverse talent, and drive our decisions based on data. In 2022, we also launched the first Global DEI Survey to understand our teammates' experience of DEI and determine our priorities for 2023.

We have been recognized externally for our diversity and inclusion efforts. In 2022, we won several Comparably awards including Best Company for Culture, Best Company for Diversity and Best Company for Women. We were also named to the 2023 Bloomberg Gender-Equality Index, which measures gender equality across five core pillars: leadership & talent pipeline, equal pay & gender pay parity, inclusive culture, anti-sexual harassment policies, and external brand. This year, TaskUs became a signatory to the [UN Women Empowerment Principles](#) and committed to continue to prioritize its seven principles.



\*As of December 31, 2022

^US ethnically diverse background demographic information is based on US Equal Employment Opportunity Commission categories and includes only US employees who choose to self-identify



## Empowering Women in Leadership

Our commitment to fostering diversity, equity, and inclusion is evident in our proactive initiatives and practices. One of our primary focus areas is gender diversity, where we actively seek to empower women in leadership roles. This includes hosting events like our Women in Leadership Luncheon and implementing mentorship programs aimed at nurturing the professional growth of women within our organization.

Women represented more than half of our global workforce at the end of 2022 and 47% of our managers at all levels. In terms of our executive leadership, the percentage of women employees in C-Suite roles increased from 0% in 2020, to approximately 15% in 2022.

## Attracting Diverse Talent

TaskUs is committed to cultivating a workforce that reflects the rich diversity of the global community. To achieve this, we deploy a range of innovative strategies for sourcing talent from diverse backgrounds. Our recruitment teams are equipped with comprehensive training in talent acquisition, ensuring a skilled approach to identifying and engaging exceptional candidates. We continue to promote inclusive recruiting and hiring practices by taking steps to increasingly identify candidates from diverse backgrounds and untapped talent pools.

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. In addition, our engagement extends beyond our borders. We partner with diversity groups and boards to encourage career interests and provide a DEI education track for recruiters and hiring managers. The track encompasses our company's DEI philosophy, equity principles, unconscious bias management, and standardized manager interview standards. We also collaborate closely with suppliers and partners who share our commitment to diversity and inclusion, amplifying our collective impact on the talent ecosystem.

## Growing a Diverse Workforce in the US

Over the past three years, our efforts focused on diverse talent attraction have resulted in increased representation for ethnic minorities within our U.S. workforce. From 2020 to 2022, the percentage of African American employees increased from 12.3% to 13.2%, the percentage of Asian employees increased from 2.9% to 3.2%, and the percentage of Hispanic or Latino employees increased from 36% to 44.3%.

## Creating a Culture of Inclusivity

With our 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 People First culture. We also host several family-related events as well as different activities with our teammates. For instance, we hold Pride events and activities every year during Pride Month to celebrate and support our LGBTQIA+ teammates and community, and each site holds their own Year-End Party to celebrate the holidays with one another.

We also engage our teammates through various interest groups within TaskUs. We have different interest clubs and ERGs that help teammate 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. Our Unicorn@TaskUs ERG aims to build an inclusive environment to support our LGBTQIA+ and ally teammates. In 2022, we began organizing our Disability@TaskUs ERG to grow support and awareness for those with physical or mental disabilities. Our other ERGs include People of Color@TaskUs and Women@TaskUs. Through our ERGs, we offer a variety of global educational events, teammate-led discussions, roundtables, and volunteer opportunities to promote our People First culture, increase understanding and drive collaboration.

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. To address concerns related to discrimination or harassment. Moreover, our annual Code of Conduct training underscores topics like harassment, discrimination, inclusion, and diversity.



“The true essence of diversity, equity, and inclusion is achieved when we appreciate and honor the beauty of every individual, irrespective of their backgrounds, perspectives, and experiences. By fostering a culture that places great importance on respecting differences, we can create a magnificent work of genuine human worth, where everyone can freely express themselves and we are all united in the most genuine way.”

### Rhonda George

Sr. Director - Corporate  
DEI/CSR/Transformation  
Global People Strategy / TaskUs



# Teammate Development



We invest heavily in our teammates' personal and career development. We believe that teammates can be their best at work when they are valued, included, and empowered. Our frontline teammates are at the center of our career advancement programs. The following are the key tenets:

- ▶ Upskill teammates based on jobs to which they aspire.
- ▶ Provide a voluntary model based on self-initiative. We want to give our teammates the power of choice - to invest in a career they aspire for, at their own pace.
- ▶ Generate a bench of first-day-ready leaders to fuel the growth of the organization.
- ▶ Deliver through a model based on self-paced learning, a digital space for collaboration, and skill libraries for peer-to-peer learning via a digital ecosystem.
- ▶ Mentor future leaders through group mentoring or one-to-one mentorship programs.

These programs span leadership development, technical skill enhancement, and diversity and inclusion training. The intention behind these initiatives is to equip our teammates with the tools they need to excel and support their professional progression.

## The Academy for Learning and Development

The Academy is a suite of upskilling programs that offers career-pathing opportunities to our frontline teammates and team leaders. It is a voluntary program that aims to prepare our teammate for the role of their choice, on their time and at their pace.

Its primary objective revolves around preparing our teammate with the technical and leadership skills which are key to be successful in the role they aspire for. For instance, if a teammate aspires to become a team leader, they can opt to engage with The Academy for Teammates, effectively equipping themselves for the role and ensuring readiness for any potential team leader opportunities. The Academy for Team Leaders trains our team leaders to become future operation managers.

### The Academy Key Metrics 2022

**11,400**  
Total Engaged Learners

**94.6%**  
Q4 2022 Rating: Overall Experience

**500**  
Graduates

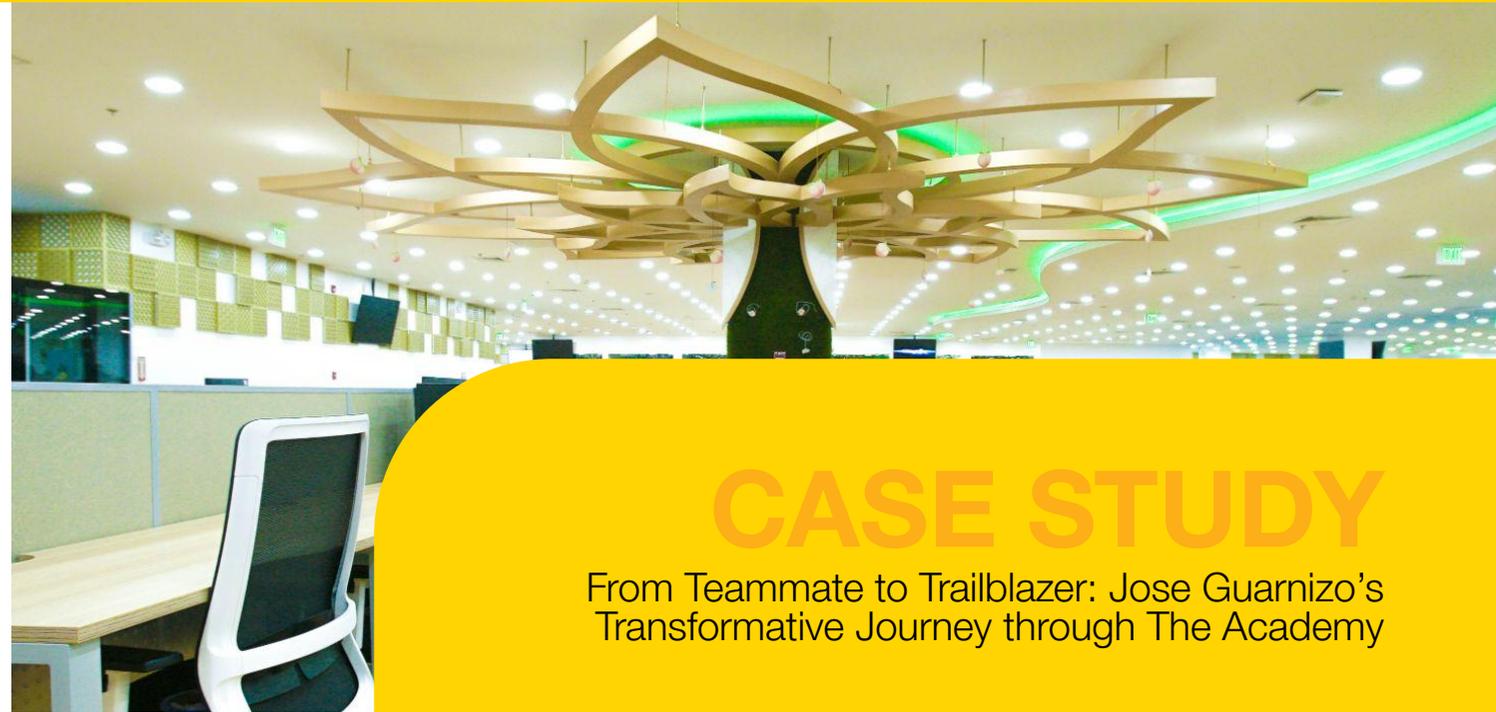
**790**  
Promotions

**95.8%**  
Q4 2022 Rating: Likely to Recommend

Our courses follow the Education-Exposure-Experience model. Learners start with our Education modules, which involve self-paced training materials. Under our Exposure modules, they will observe how the acquired skills are put into practice and participate in immersion activities through our collaborative learning platforms. Finally, in their Experience modules, they will need to accomplish skills demonstrations together with a mentor in order to receive feedback.

Our People-First approach brings out learner-centric content and developmental pathways. This involves asking candid questions about our learners' preferences, tailoring content for digestibility, and emphasizing practical value. Moreover, our tech-enabled approach leverages a bespoke Learning Management System (LMS) for scalable training, ensuring consistent cultural integration, teammate experiences, and service quality worldwide. Inclusivity is another cornerstone of our approach. Our style guide promotes inclusive language, keeping pace with the modern lexicon, and championing representation through examples and scenarios.

Embedded within our organization is the core value of Continuous Self-Improvement, where the emphasis lies strongly on the word "self." Our strategic initiatives empower teammates to assume responsibility for their learning and development journey. At TaskUs, the pathway to leadership is open to all, irrespective of their current roles. This empowering philosophy underscores our commitment to providing the necessary resources and avenues for our people to chart their own professional growth and fulfill their aspirations.



## CASE STUDY

### From Teammate to Trailblazer: Jose Guarnizo's Transformative Journey through The Academy



Jose Guarnizo's voyage with TaskUs exemplifies a remarkable learning and development journey. In 2021, as The Academy opened its doors, Jose seized the opportunity, enrolling in the team leader preparatory track and securing a place among the inaugural class of graduates in April 2022. Embracing The Academy's Education-Exposure-Experience paradigm. Fueling his growth further, Jose tapped into MentorUs, an mentorship program that is integrated within The Academy. As a mentee, he forged potent connections with TaskUs leaders both locally and globally, broadening his horizons beyond operations and igniting a path towards his burgeoning interest in the Facilities domain.

Since his graduation from The Academy, Jose's journey has been punctuated by two promotions: first as Facilities Officer and then, within a year, ascending to the role of Physical Safety & Security Manager. In his current capacity, Jose shoulders responsibilities integral to TaskUs' wellbeing—ensuring the safety of the TaskUs community, safeguarding company assets, and data. His efforts contribute directly to upholding our information security credentials and compliance with global safety and security standards. Professionally, Jose's satisfaction emanates from spearheading projects that enable TaskUs to attain its goals.



# CASE STUDY

## From Teammate to Team Leader: Kajal Meena's Inspirational Journey through The Academy



Kajal joined TaskUs in 2021 as a teammate. Since then, she has been promoted to SME, Quality Analyst, and just this September 2023, a Team Leader.

She joined TLPA last July and is expected to graduate this October 2023. In Kajal's words, "The Academy, especially the Skills Library and the MentorUs program, is a powerhouse of information and knowledge. This has helped me a lot in getting ready for the role of a Team Leader. Going through TLPA changed my perspective on leadership and on how I can better support our teammates."

Kala's message for the Academy learners is "The Academy has a lot of things to teach you. You just have to know where to look for the information or who to ask help from. Also, if you are really interested in pursuing your career aspiration, you would have to really make time for it. You have to be intentional about all things that you're doing to making your dreams come true."

## TaskUs Leadership Interactive Program (TULIP)

At TaskUs, we identify high-potential future leaders and invest in targeted development programs designed to prepare them for key leadership roles. Our approach takes into account long-term succession planning and prioritizes internal growth.

Launched in 2023, TULIP is a training and mentorship initiative designed exclusively for our Directors, Senior Directors and Vice Presidents who have demonstrated exceptional senior leadership potential. Led by our Executive Leadership Team (Founders and C-Suite), the TULIP program is more than just a training program; it's a series of activities specifically curated to elevate and inspire a handpicked cadre of leaders. These individuals, characterized by their promise and potential, are afforded an exclusive opportunity to receive executive coaching, hear from industry leaders, and engage with our senior leadership in a blend of virtual and in-person interactions.

## Performance Management Process

We emphasize the importance of recognizing and rewarding exceptional performance, and have instituted a performance management process designed to optimize teammate development and align individual goals with organizational objectives.

We conduct two Performance Management Cycles: a “Mid-Year Performance Evaluation/Review,” a “Year-End Performance Evaluation/Review.”

### 1. Mid-Year Performance Evaluation/Review:

- Assess and align individual performance with mid-year goals.
- Conduct a comprehensive review of key performance indicators (KPIs).
- Provide constructive feedback to enhance performance.

### 2. Year-End Performance Evaluation/Review:

- Evaluate overall performance for the year.
- Discuss achievements, areas for improvement, and future goals.
- Determine merit increases, bonus payouts, and equity decisions based on performance.

At TaskUs, we are committed to fostering a culture of continuous growth and development. Our biannual performance reviews align financial incentives and outcomes with individual and organizational achievements to offer clarity and promote pay-for-performance principles.



# Teammate Engagement

We listen to our teammates through a variety of methods including coaching sessions, regular one-on-one meetings and feedback forms, focus group discussions and townhalls. We perform a global employee satisfaction survey bi-annually to analyze and continue to improve our overall employee experience. Our in-house assessment tool allows our leaders to focus more on coaching and development of their teams, enabling them to have a better understanding of their performance to determine a path for growth and development. We leverage this feedback to drive continuous improvement, and conduct quality control to ensure global consistency.

At TaskUs we prioritize the creation of an exceptional work environment, and our primary culture-related goal metric is the Employee Net Promoter Score (eNPS). This metric is derived from a crucial question: "Would you refer friends or family to work at TaskUs?" eNPS serves as a vital barometer, reflecting the engagement and sentiment of our teammates across various dimensions, including work-life balance, leadership, and diversity. This insight enables us to identify strengths and areas for improvement, aligning with our commitment to fostering a positive and inclusive work atmosphere that consistently exceeds expectations.

In 2022, our eNPS stood at an impressive 65. Notably, 75% of our participating teammates rated us 9 or 10 on a scale of 10, showcasing the high level of satisfaction and endorsement within our workforce.

Maintaining such high eNPS scores has a tangible impact on our business. We have observed improved attendance, with teammates showing up punctually and eager to contribute to their roles. We firmly believe that content and motivated teammates yield superior results and are more likely to stay with us in the long run.



# Supporting Teammate Well-Being

For TaskUs, teammate well-being is a top priority. We are committed to providing our teammates across the globe with a safe and positive work environment. As part of this commitment, we have a dedicated Wellness + Resiliency Department actively supporting teammate success and psychological well-being, leveraging clinician-led and research-based health and safety programming, and providing true end-to-end support to teammates. We address psychological well-being needs throughout the teammate lifecycle, from recruitment through post-employment care.

The Wellness + Resiliency Department's scope and reach follow a preventative care approach, leveraging existing best practices in the fields of mental health care, medicine, and occupational health and safety to inform the type, scope and degree of offerings available to our employees. The focus of our care is to address the **primordial, primary, secondary, and tertiary** phases of intervention with cultural nuance throughout to ensure individualized mental health care that leads to well-being protection, harm prevention, and well-being promotion.

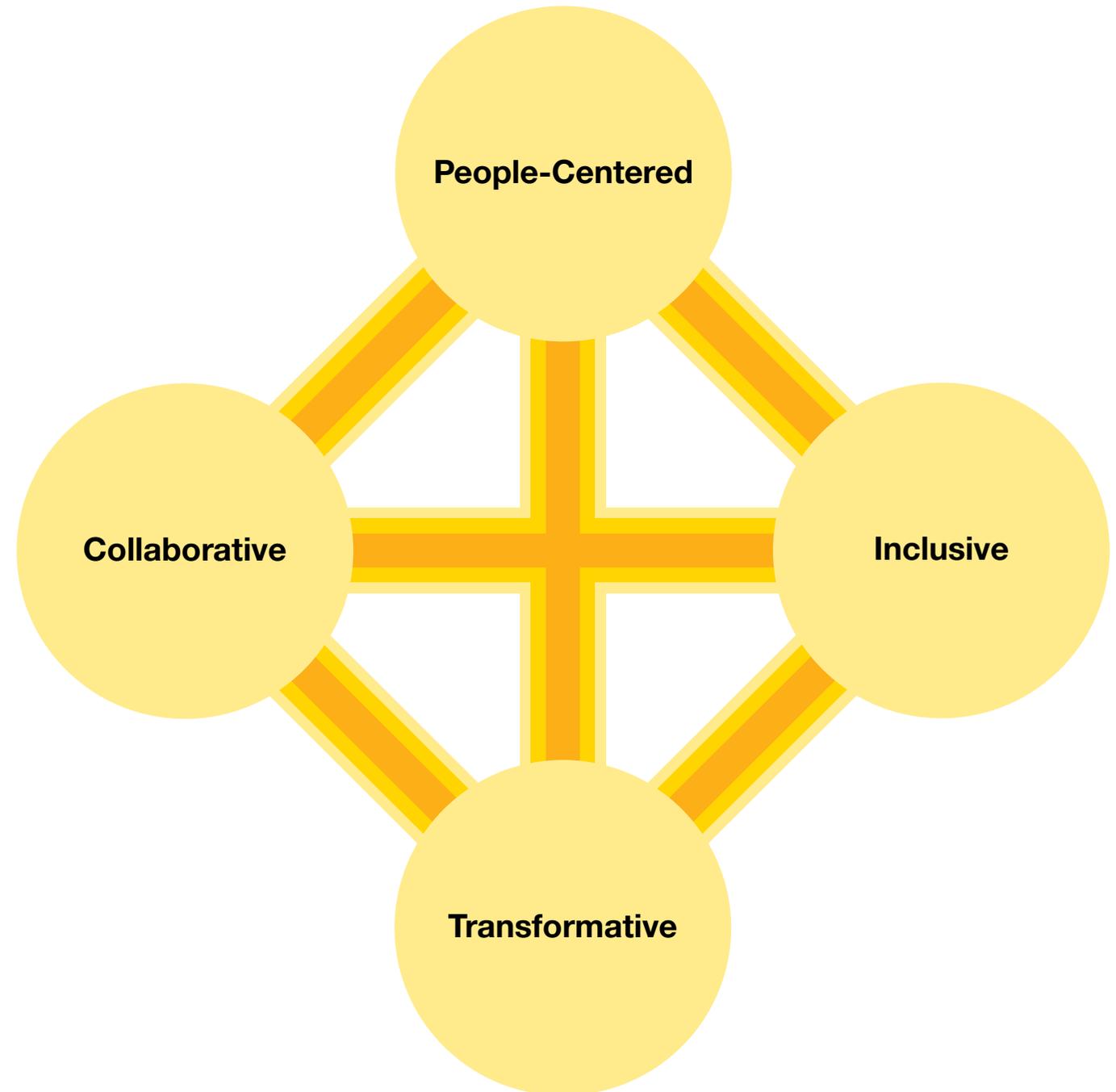


As Rachel Lutz-Guevara (VP of Wellness + Resiliency) succinctly puts it,

**“The Wellness + Resiliency Department’s goal is simple: to ensure the overall well-being of our employees. We are ridiculously compassionate, boldly inclusive, and people-first partners continuously striving to provide and develop exceptional behavioral health programs by teaching resilience one skill at a time.”**

# Our Approach

We prioritize people-centered values, fostering an inclusive and collaborative environment that embraces diverse identities. Our approach is transformative, supporting teammates and clients to identify their personal well-being goals while exploring innovative methods guided by research and data. We actively engage with mental health experts and academic researchers to further inform our approach. Every interaction is seen as an opportunity to expand our knowledge and capabilities, promoting holistic well-being and a spirit of growth. The following principles guide and assist us in maintaining focus.



# What We Do

Well-being is a core part of our business. Our expertise, psychological health and safety investments, and global reach make us the ideal partner for companies seeking to launch, enhance, or reinforce their own well-being programs while improving loyalty and decreasing burnout. We translate our guiding principles through the following key pillars.



## Global Life Coaching Program

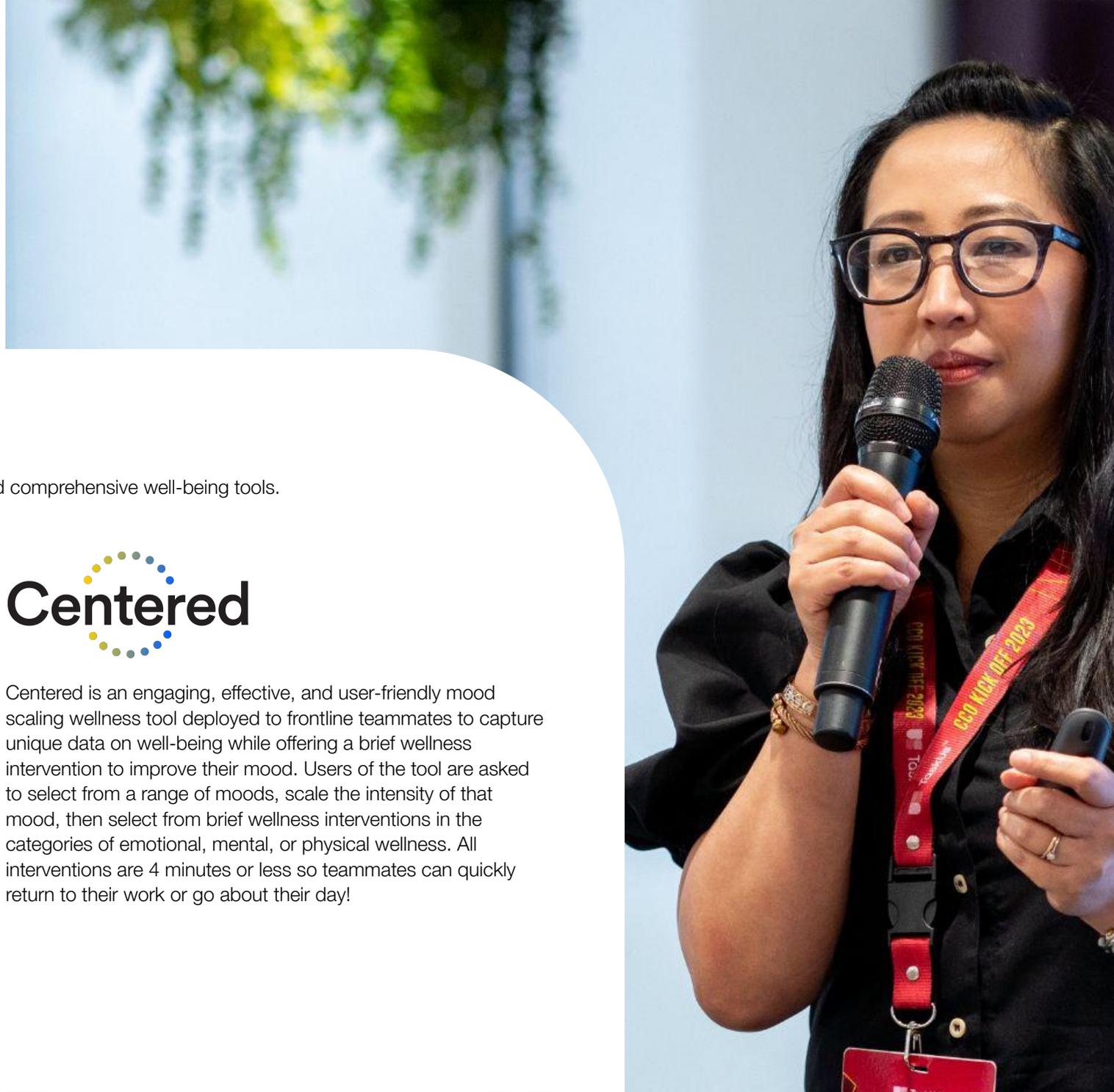
Our Global Life Coaching Program is designed to support teammates on their journey towards personal well-being. Through transformative coaching conversations, we form partnerships with individuals, empowering them to overcome challenges, set meaningful goals, and achieve positive life changes. Our program focuses on fostering resilience, self-awareness, and personal growth, providing teammates with valuable tools to enhance their overall well-being and thrive in both their professional and personal lives.

## The Resiliency Studio

The Resiliency Studio is a specialized psychological health and safety program dedicated to safeguarding teammates' well-being, especially those in content moderation roles. By offering innovative interventions, we aim to bolster brain health and equip individuals with the tools to cope with the unique challenges they may encounter. Through targeted support and resources, we strive to protect teammates from the potential adverse effects of their demanding roles, promoting a resilient and healthy workforce. Our program ensures a safe and supportive environment, empowering teammates to maintain their mental and emotional well-being while fulfilling their essential responsibilities.

## Division of Wellness + Resiliency Research

At our Division of Wellness + Resiliency Research, we have a dedicated team focused on behavioral health. Our mission is to advance teammates' mental health and well-being through innovative research and comprehensive data collection. By staying at the forefront of behavioral health research, we gain valuable insights into effective strategies for promoting well-being in the workplace. Our commitment to continuous improvement helps ensure that we provide evidence-based solutions that can positively impact the lives of our teammates. Through our research efforts, we strive to create a healthier and more supportive work environment, fostering the overall resilience and well-being of our workforce.



## Wellness Technology

We specialize in assessing, creating, and deploying culturally competent and comprehensive well-being tools.



Shield is our innovative and effective solution to user safety, content moderator safety, 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. The integration of wellness technologies can improve content moderator mental health, increase moderation accuracy and speed, improve user safety, and enhance business outcomes. By fostering resiliency with Shield, together, we are creating a safer world. Features include wellness activity reminders, spatial games, psychological distancing tools, soothing sounds, and blurring and grey-scale technologies.



Centered is an engaging, effective, and user-friendly mood scaling wellness tool deployed to frontline teammates to capture unique data on well-being while offering a brief wellness intervention to improve their mood. Users of the tool are asked to select from a range of moods, scale the intensity of that mood, then select from brief wellness interventions in the categories of emotional, mental, or physical wellness. All interventions are 4 minutes or less so teammates can quickly return to their work or go about their day!



# Impact

Creating a psychologically healthy and safe workplace is essential for promoting teammate well-being, productivity, and overall organizational success. We believe that an evidence-based psychological health and safety program should encompass various elements to address the diverse needs of teammates. Taskus does just that. Below are some key statistics that highlight our commitment to the well-being of our work family.

### Monthly direct touch points with employees

TaskUs has been regularly engaging with our employees through meetings, surveys, feedback sessions, and other direct communication channels, at a rate of approximately 55,000 touch points per month.

### Employees engaged in digital wellness content

More than 47,000 employees actively participate in digital wellness content, indicating a significant interest and uptake of our online resources for promoting well-being.

### Conducted group sessions in 2022

We conducted approximately 18,500 group sessions in 2022. These sessions include workshops, training, support groups, and team-building activities to address mental health and well-being.

### Internal research studies

So far, TaskUs has conducted over 30 internal research studies aimed at assessing the impact of our programs and initiatives on employee well-being and engagement.

### Peer-reviewed publications and conference presentations

Our work on employee well-being and psychological health has been recognized in the academic community, with numerous peer-reviewed publications and conference presentations.

### Improvement of KPIs

TaskUs has seen improvement in our internal Key Performance Indicators (KPIs) used to evaluate employee productivity, efficiency, or other relevant metrics. Additionally, data has indicated that our efforts in promoting employee well-being have had a positive impact on retention in content moderation roles.

Additionally, data has indicated that our efforts in promoting teammate well-being have a positive impact on retention in content moderation roles.

# CASE STUDY

## The Wellness Hero Certification Program

Mental health is now a significant business challenge, potentially resulting in massive productivity losses. Implementing effective mental health programs can yield a high return on investment with respect to workforce productivity. Prioritizing mental health is both compassionate and beneficial for overall organizational performance.

In 2022, TaskUs established the Wellness Hero Certification Program, engaging volunteer teammates across 13 countries to become advocates for teammate well-being. These Wellness Heroes prioritize both their own well-being and that of others. Participants undergo coaching sessions, online classes, and assessments to become proficient in the programs offered by the Wellness + Resiliency Department. The certification, valid for 12 months, creates a diverse global network of wellness advocates aiming to advance well-being at work. TaskUs strives to destigmatize mental health discussions, provide a safe space for teammates to talk about their well-being, and the shame, guilt, or punishment that a lot of people often associate with mental health care. As an organization, we have a responsibility to protect and support our teammates' well-being and continue to create a space where they feel safe to talk about their mental health.

As of July 2023, there were more than 1,400 Wellness Heroes onsite and remote supporting our teammates in most of the countries in which we operate, including the US, Philippines, India, Greece, Mexico, Colombia, Ireland, Taiwan and Malaysia.

Abby Alcoser, a teammate from our Lizzy's Nook workspace in the Philippines, expressed her delight and gratitude for the positive changes she experienced after regular sessions with a Wellness Hero. She found a safe space within the Wellness Heroes, leading to increased happiness and resilience despite life's challenges. Abby appreciated having someone at work who saw her beyond just her work contributions.





## Prioritizing Employee Wellness and Resiliency in Content Moderation Practices

The need for rigorous content moderation practices on social media has never been more vital than it is today. Social media content has become even more diverse due to the rising global number of users. Bad actors are increasingly becoming more calculated and consistent in their attempts at publishing harmful content that violates or circumvents these platforms' community guidelines. This highlights that creating policies and using automation are simply not enough—effective content moderation still requires a human moderator's critical thinking skills.

As platforms continue to develop their content moderation programs, human moderators become more exposed to harmful types of content that often depict extreme hate speech, violence, and sexual exploitation, among others. This prolonged exposure to harmful content makes content moderators more prone to psychological health and safety concerns.

A comprehensive health and resiliency program is, without a doubt, crucial to any business looking to improve their content moderation practices. By putting human moderators' overall well-being at the forefront, we enable them to make sound decisions and deliver excellent results. This is what we were able to accomplish for a leading social media platform with over 200 million daily active users globally, after their company partnered with Us to improve their moderation policies.

## The Challenge

Because of the massive volume of user-generated content that can easily go viral together with the platform’s live streaming capabilities, it made it more crucial for the client to implement a strengthened response to content violations.

## The Solution

We provide content moderation of both live and recorded content around the clock, looking out for possible content violations including, but not limited to offensive terms or gestures, targeted abuse, hate speech, and violence. Our human moderators make use of the platform’s playbook and media triage tool, flagging and banning users for content violations that fall under several categories: Sexual Content and Nudity, Suicide and Self-Harm, Hate Speech, Violence and Abuse, and Child Sexual Exploitation.

Our content moderation teammates review user reports determining whether a particular user’s post or message has violated the platform’s guidelines. Once a violation is found and flagged, it is then subjected to further review to determine whether it is actionable. Violation cases are prioritized based on their potential for harm or a user’s violation history. Our teammates act as “digital first responders,” triaging violations and providing timely support and intervention for the most urgent ones—such as for victims of abuse or potentially life-threatening situations—by forwarding them to the client and reporting them to the necessary authorities.

Behind these solutions is our end-to-end Wellness + Resiliency program for content moderators.

We conduct regular group wellness sessions, pre- and post-production debriefing sessions, provide necessary training courses for teammates and team leaders, and get feedback via quarterly assessments. This is to help ensure adequate support is given as we continuously improve our wellness programs.

TaskUs has received several accolades for our commitment to teammate well-being, including, among others: the Best Health & Wellbeing Programme award at the European Contact Centre & Customer Service Awards 2022, Comparably’s Best Global Culture (2023) and Best Company Outlook (2023) awards, an honorable mention from Ragan’s Platinum HR Awards for its Wellness + Resiliency team (2022), and Great Place to Work Certification (2022) in the Philippines.



# Corporate and Social Responsibility

At TaskUs, we want to contribute to the progress of the local communities that have afforded us incredible opportunities. We give back as a company, but also encourage our local sites to give back and volunteer. In addition, we provide our clients and potential clients with opportunities to get involved in our social responsibility initiatives, which fosters deeper client relationships.

The TaskUs Corporate and Social Responsibility (CSR) vision is to create a socially responsible workspace that fosters a culture of purpose and compassion, empowering each of us to drive meaningful change in the lives of those who matter most and the communities in which we operate.

We have established a CSR Committee composed of leaders from our Finance, Legal, HR and Geo Transition Solutions organizations. This committee, supported by our Global CSR Team, is responsible for approving the CSR strategy, overseeing implementation, and monitoring the effectiveness of programs. Our commitment to positive change is integrated into our People First philosophy, which forms the basis of our values. We aim to address urgent needs and promote unity. Through various initiatives, we demonstrate our dedication to making a real difference.

Our CSR initiatives encompass a diverse range of themes. We have conducted various fundraisers for communities and advocate groups around our sites in different geographies covering elderly, military veterans, orphanages, children in need of school supplies, children with special needs, communities in hunger, animal welfare, and environmental efforts. A selection of our impactful initiatives is spotlighted below:

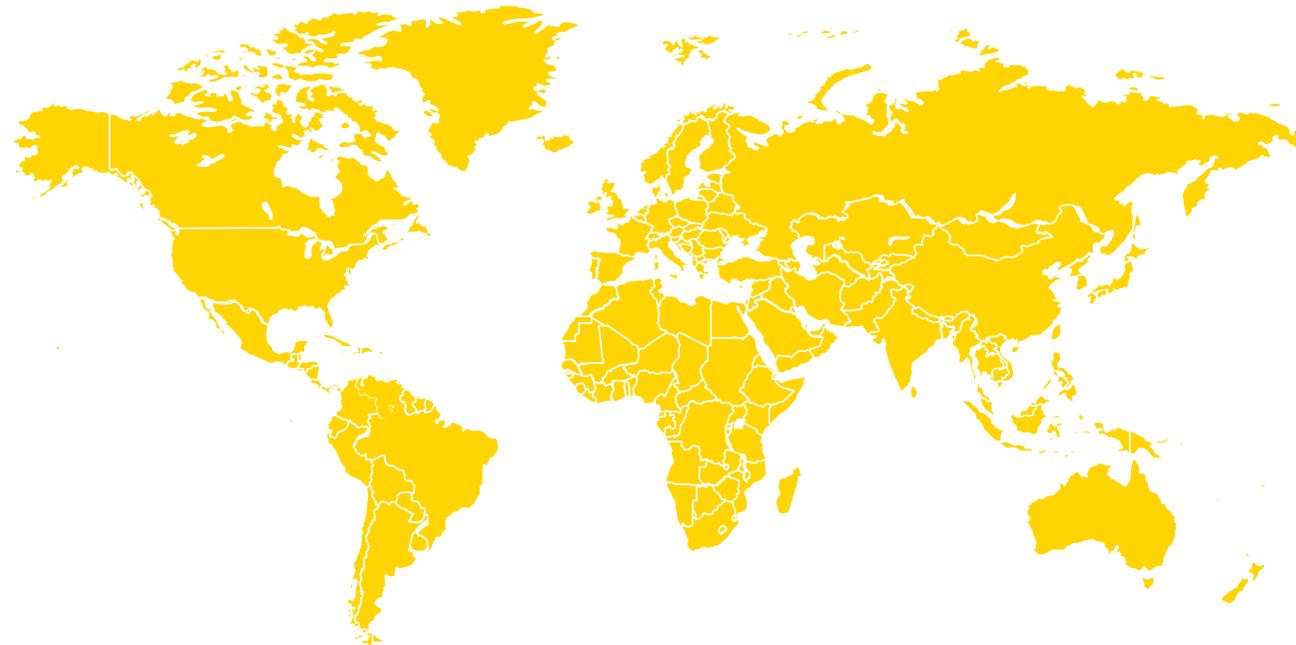
## NextGen Scholarship Program

In 2012, we inaugurated the flagship NextGen Scholarship Program to widen educational opportunities for the offspring of TaskUs employees globally. Since its inception in 2012 through the end of 2022, our **Next-Gen Scholarship Program has sponsored the education of over 3,400 children of TaskUs employees.** We expect that 2023 will be another record-breaking year in the program's history. We recently announced the expansion of the program for our 15th anniversary, aiming to provide tuition support to an additional 1,500 students worldwide.

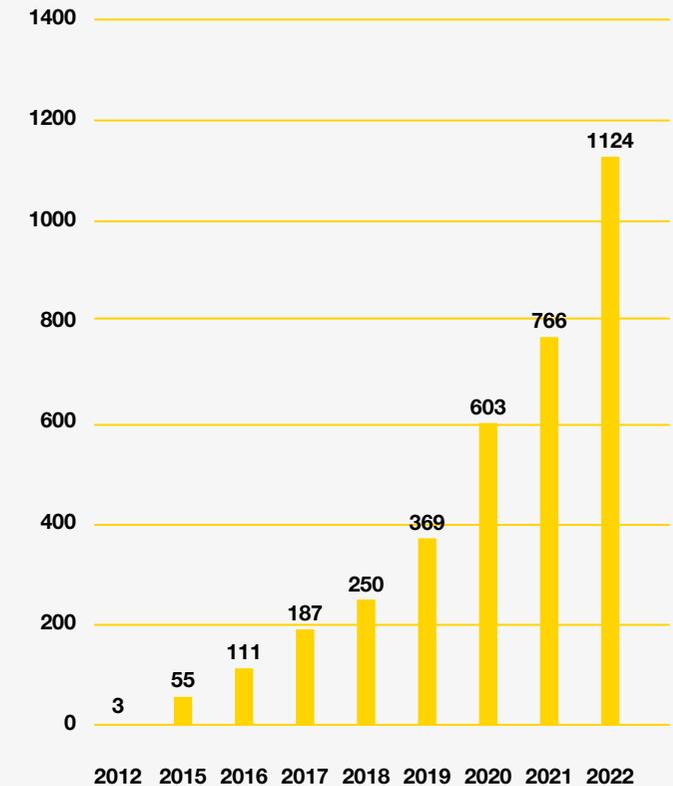
### CASE STUDY – Faith Colonia.

Faith has been with TaskUs for over 13 years. She began her journey as a teammate in the Philippines right after graduating from college. Over the years Faith demonstrated strong skills and a dedication to her work, leading to a promotion to team leader. Today Faith is an operations manager for our brand new site in Molina, Philippines, which we call Greenhouse.

As a single mom, Faith was among the first recipients of our TaskUs NextGen Scholarship Program, and for the past seven years, we've paid almost 100% of her son's tuition fees at private school. Faith story shows the potential of our People First culture in creating rewarding lives and careers for our teammates.



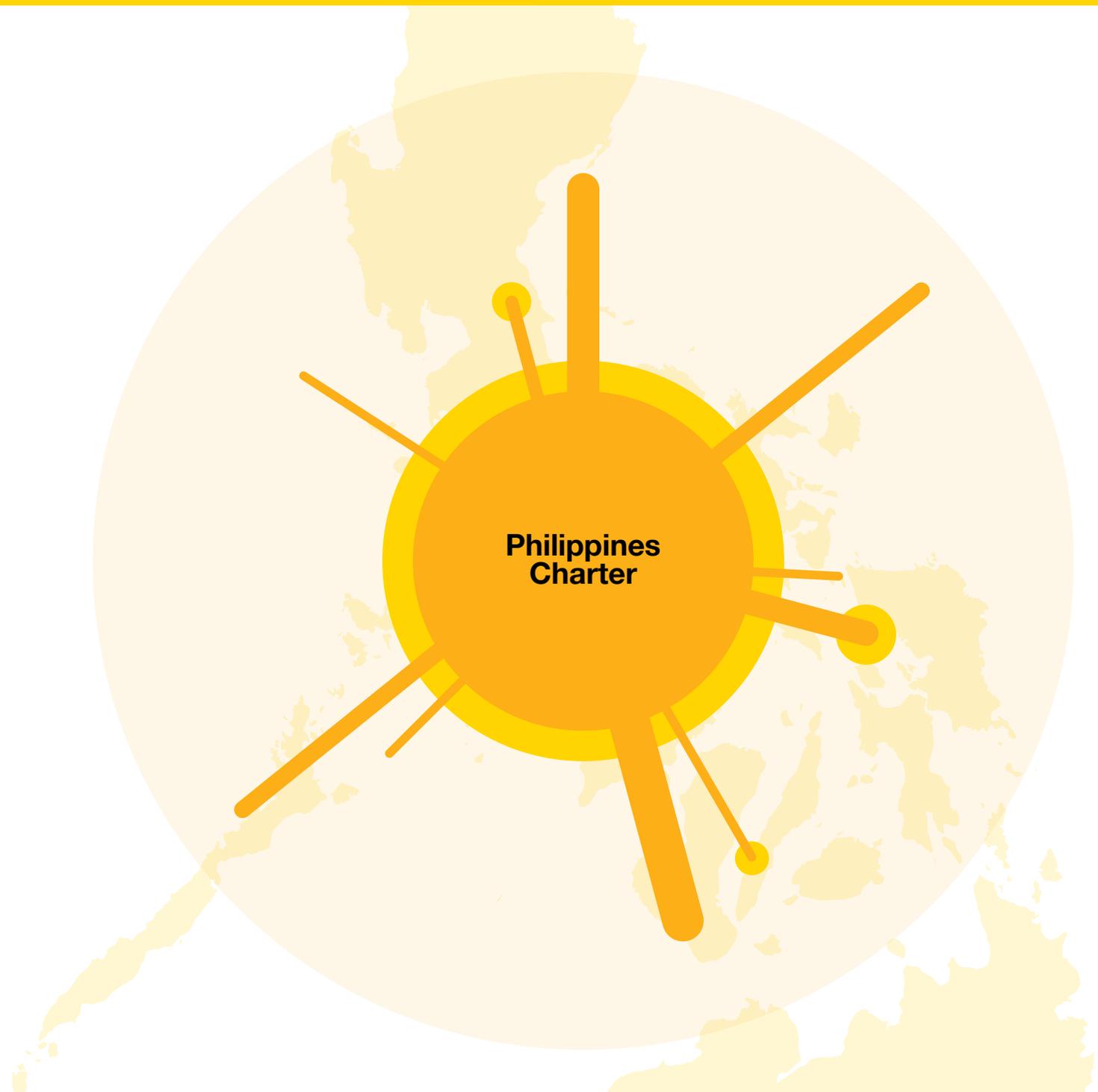
**NextGen Scholarship Program - Over the years**



## Ridiculously Good Foundation

In 2023, we established the Ridiculously Good Foundation (RGF). RGF is our effort to continue to have a positive impact on our teammates and their communities all across the globe. RGF embodies our commitment to make giving back to the community a priority through philanthropic efforts and volunteering programs that cultivate lasting, positive change.

Launching with four pioneering programs in the Philippines, RGF's initiatives include "inClude," focusing on digital inclusivity for individuals with disabilities; "Us & the World," spanning environmental stewardship and disaster response; "Site Support," emphasizing collaborative local assistance; and "Stark Aid," catering to teammates requiring extra support. Beyond the Philippines, TaskUs envisions extending RGF's reach globally, underscoring our dedication to meaningful worldwide transformation.



## Food Forward Project

Food Forward is our main fundraising channel at TaskUs in our largest geography - the Philippines. Patterned after the “Pay It Forward” concept, we provide teammates with a complete and balanced meal in exchange for a nominal donation to fund our various social responsibility projects. This program serves meals to TaskUs teammates in the hopes of inspiring them to help their local community and together, we have worked with over 20 different community partners that serve displaced indigent children, out of school youth, public schools, animal welfare, senior citizens, victims of domestic violence, victims of human-trafficking, the elderly and homeless, members of the LGBTQIA+ community, as well as adults and children with disabilities.

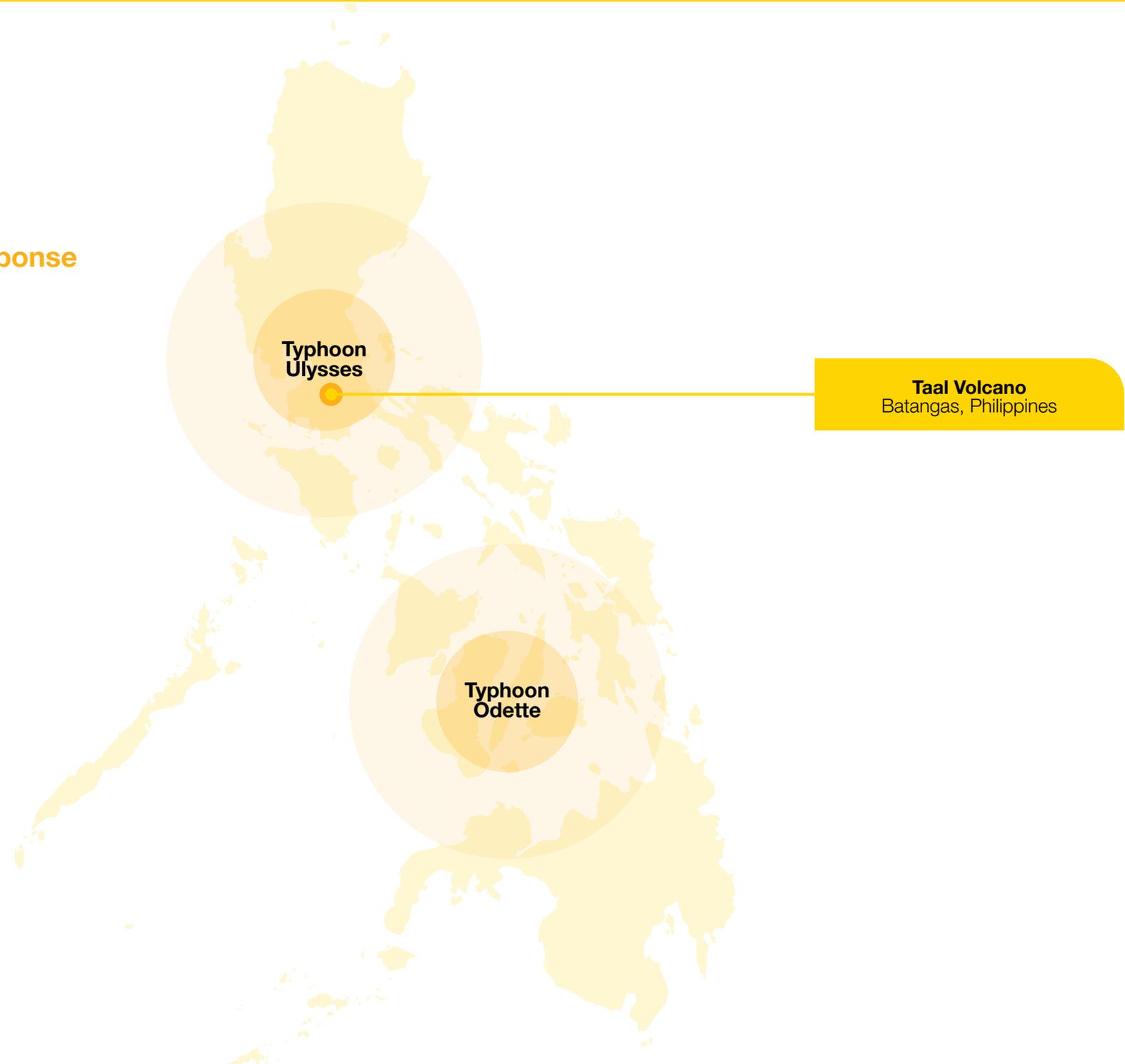


## Natural Disaster and Pandemic Response

We leveraged voluntary employee contributions and company matching to provide assistance to affected employees, communities, hospitals, and frontline health workers facing the challenges of natural disasters.

Notable efforts include:

- ▶ Project Stark, raising over Php 5.5 million to support ten Food Forward partners, COVID-referral hospitals, and frontline health workers.
- ▶ In response to the Taal Volcano eruption, we provided financial and non-financial aid to around 200 impacted TaskUs employees.
- ▶ With teammate volunteering, we offered relief goods and housing repairs to those affected by Typhoon Ulysses
- ▶ Following Typhoon Odette, we extended relief goods and housing repairs to over 160 teammates with combined voluntary employee contributions and company matching.



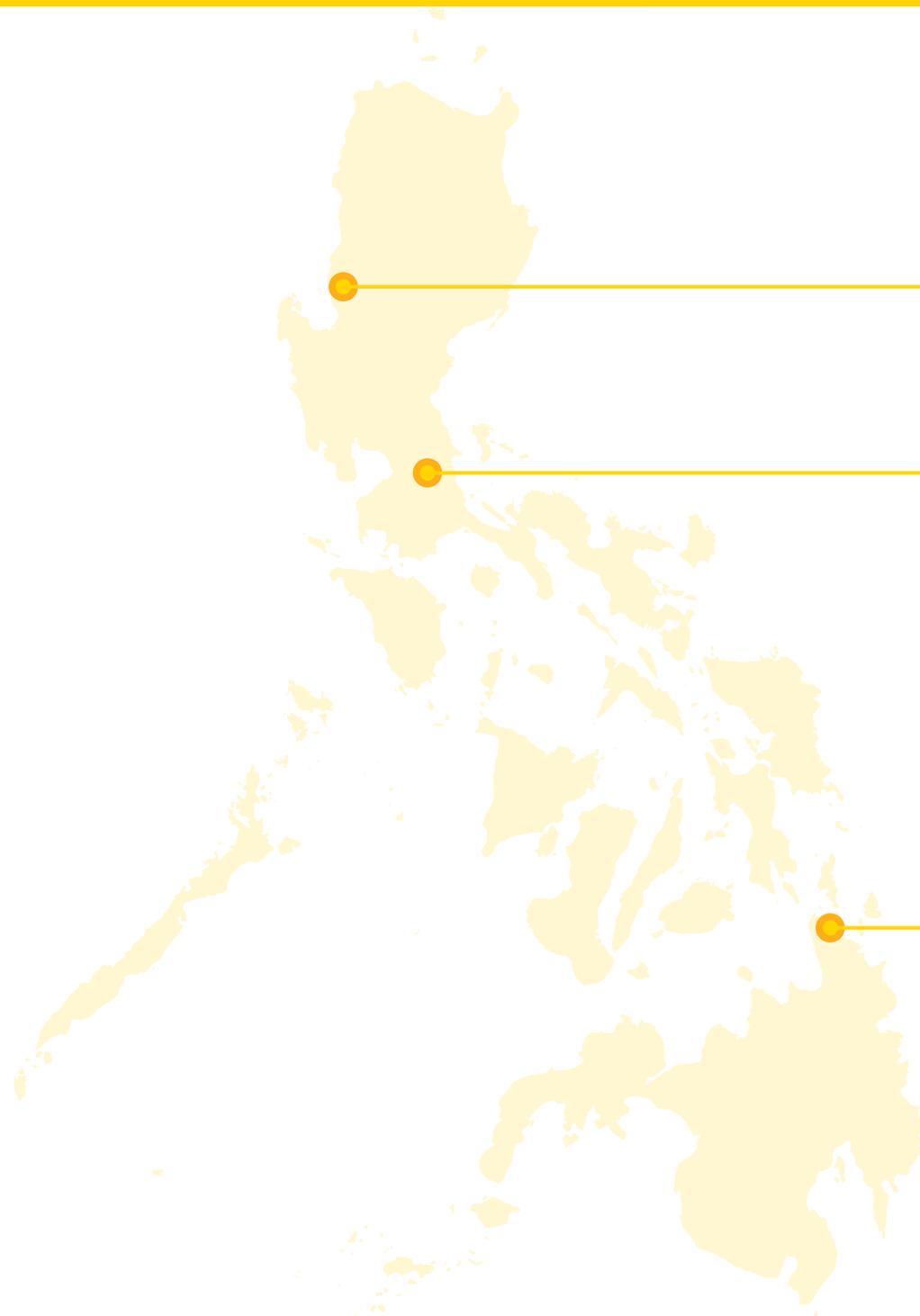
## Solar Power Projects

Our endeavours in providing solar power and solar home kits have yielded remarkable success in three remote regions of the Philippines.

TaskUs partnered to bring solar power to two distant communities in collaboration with CSR company GivePower through their GivePower Treks initiative. TaskUs volunteers helped provide solar power grids to remote communities without access to electricity. Our teammates installed a solar generator to power the Halian Elementary School and the Isla Solomon Youth Center, creating a safe space where the youth can play and learn, and where the communities can convene around their charging station.

Through the Solaready initiative, we provided solar home kits to approximately 250 households in a mountainous community to help advance their quality of life.

TaskUs's engagement team at our Lizzy's Watch Tower site spearheaded the Pailaw Project. Recognizing the plight of families without electricity access this project extended a lifeline. Through the provision of solar home kits, we helped bring the benefits of electricity to approximately 100 families in Tanay, Rizal.



**Isla Solomon Youth Center**  
La Union, Philippines

**Tanay**  
Rizal, Philippines

**Halian Elementary School**  
Surigao del Norte, Philippines

## Career Forward

In 2022, TaskUs entered into a partnership with the local government of Imus called “Career Forward: An Imuseño’s Journey to Being Ridiculously Good” to provide local residents with fundamental skills training for a sustainable career in outsourcing. Through this partnership, TaskUs provides training and support in areas including language assessments, communication skills training, customer handling, and teammate wellness to students from Imus Vocational Technical School.

## Disability Inclusivity Initiatives (Philippines)

Initiated in collaboration with the Philippine Business and Disability Network (PBDN), which aims to help persons with disabilities outside of TaskUs learn new skills and connect with their peers and professionals. The program also helps TaskUs teammates develop a nuanced understanding of disability and issues encountered by persons with disabilities, and share their skills that can improve access to opportunities.

In parallel, the Disabilitalks series was introduced, delivering impactful learning sessions. These sessions not only enhanced our teammates’ personal competency in disability inclusion but also elevated our organizational capabilities. Under the umbrella of this initiative, we have proudly guided and mentored eleven individuals with disabilities, underscoring our dedication to fostering an inclusive and supportive environment.



**Imus**  
Cavite, Philippines

## TUgether We Serve Volunteer Program

Our objective is to offer our teammates the opportunity to participate in impactful volunteer work collectively. To facilitate this, we've introduced a system that allows teammates to log their volunteer hours within the company. This process aids us in planning forthcoming company-wide volunteer endeavors and enhances our overarching global CSR program by gaining deeper insights into the preferences of our dedicated volunteers.

## School Supply Donations

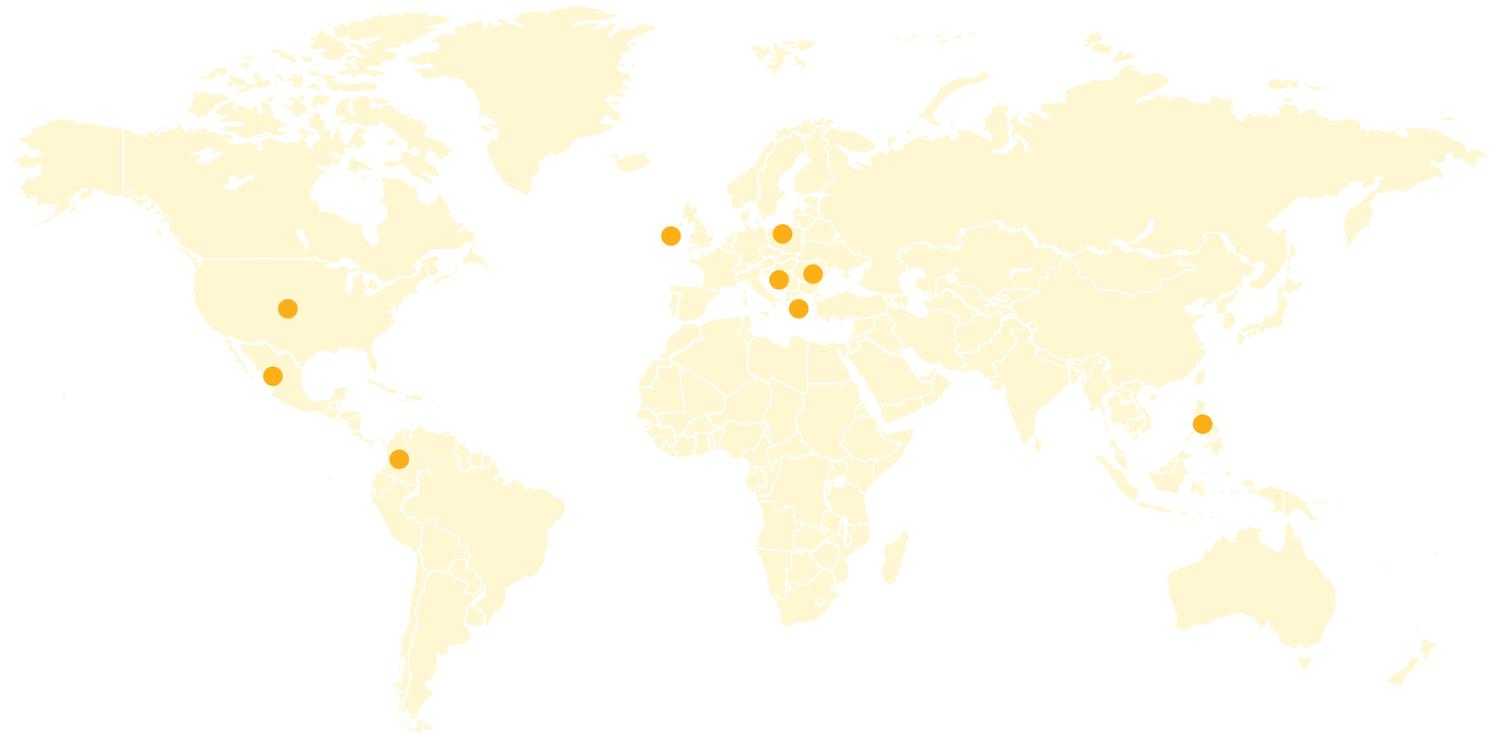
In the Operations Backpack campaign in the United States, TaskUs teammates joined forces to provide backpacks filled with essential resources for elementary-aged students. Additional backpacks were generously donated to a nearby underprivileged elementary school.

Our Teammates in the U.S. and Latin America assembled over 1,100 school supplies backpacks for their children, around one quarter of which were dispatched to our remote offices. In Europe, teammates in need were offered gift cards to acquire required supplies.

## Side B Partnership

In the Philippines, we converted 100 billboard tarpaulins into more than 250 school bags that were distributed to public schools in collaboration with a local sustainable business named SIDE B.

Through our efforts and initiatives such as those noted above, we create positive change while strengthening our business.



# Information Security & Data Privacy

Data security and privacy are paramount to TaskUs' business, and we take significant measures to prioritize the protection and safeguarding of our clients' and our own information. Our entire cyber security infrastructure is based on ISO 27001, PCI DSS, NIST, and SOC 2 standards, bringing all data security under formal management and tying all security controls into a single system that is monitored, managed, reviewed, and constantly improved upon.

We have built a cutting-edge information security (InfoSec) management system, obtaining necessary cyber security compliance certifications to demonstrate our commitment that all client and consumer data remain secure.

Operating at a high level of maturity, TaskUs undergoes some of the most disciplined security assessments and maintains strict compliance with industry security standards.





# Oversight and Organizational Governance

The TaskUs Board of Directors 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) on a regular basis. Four members of the TaskUs Board, two of whom serve on the Audit Committee, have experience in technology-related business, technological functions or experience implementing innovative technological business strategies, including Artificial Intelligence, as well as an understanding of emerging technology trends, information security matters or significant expertise in oversight of information security matters.

Our dedicated Information Security Team, comprising approximately 90 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 an InfoSec leader 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

## Cyber Security Management System

TaskUs follows industry best practices, and maintains accredited certification for ISO 27001, the world's best-known standard for information security management systems (ISMS).

## PCI-DSS

As a certified Payment Card Industry Data Security Standard (PCI DSS) service provider, our controls are designed to guarantee 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 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.

## SOC 2 Type II

TaskUs' status as a certified SOC 2 Type II service provider demonstrates that our administrative and operational controls are inherently designed to mitigate project risks. Annual examination, audit, and approval by an independent auditing organization guarantee that our systems and controls are secure, updated, and effective.

## GDPR

TaskUs is a General Data Protection Regulation-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/>

## NIST

TaskUs utilizes the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF) as a risk-based methodology for information security program management and measurement. Additionally, it creates a common language for internal and external communication of cybersecurity issues.

## 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.

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

### 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
- ▶ Employee security awareness training and non-disclosure agreement requirements

### Audits and Reviews

- ▶ Continuous external attack surface monitoring
- ▶ Monthly internal vulnerability assessments
- ▶ Quarterly third-party external vulnerability and compliance scans
- ▶ Annual third-party penetration testing (both internal and external)
- ▶ Annual external audits for PCI, SOC 2 and ISO 27001
- ▶ Fraud/insider threat assessments and internal audits of TaskUs IT, with quarterly executive reporting
- ▶ Third-party risk management of vendors and service providers

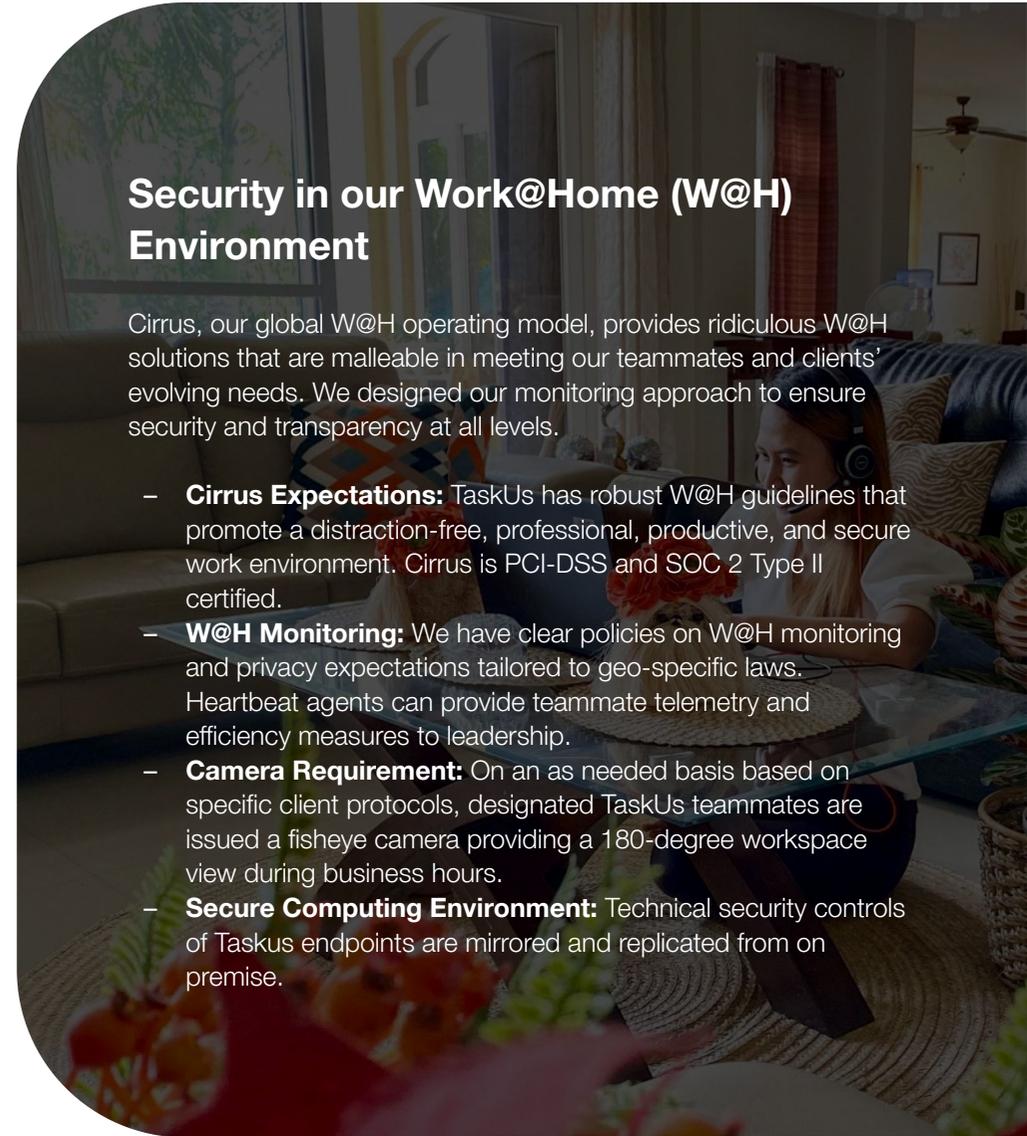
### Facility and Physical Security

- ▶ 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

Cirrus, our global W@H operating model, provides ridiculous W@H solutions that are malleable in meeting our teammates and clients' evolving needs. We designed our monitoring approach 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. Heartbeat agents can provide teammate telemetry and efficiency measures to leadership.
- **Camera Requirement:** On an as needed basis 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.



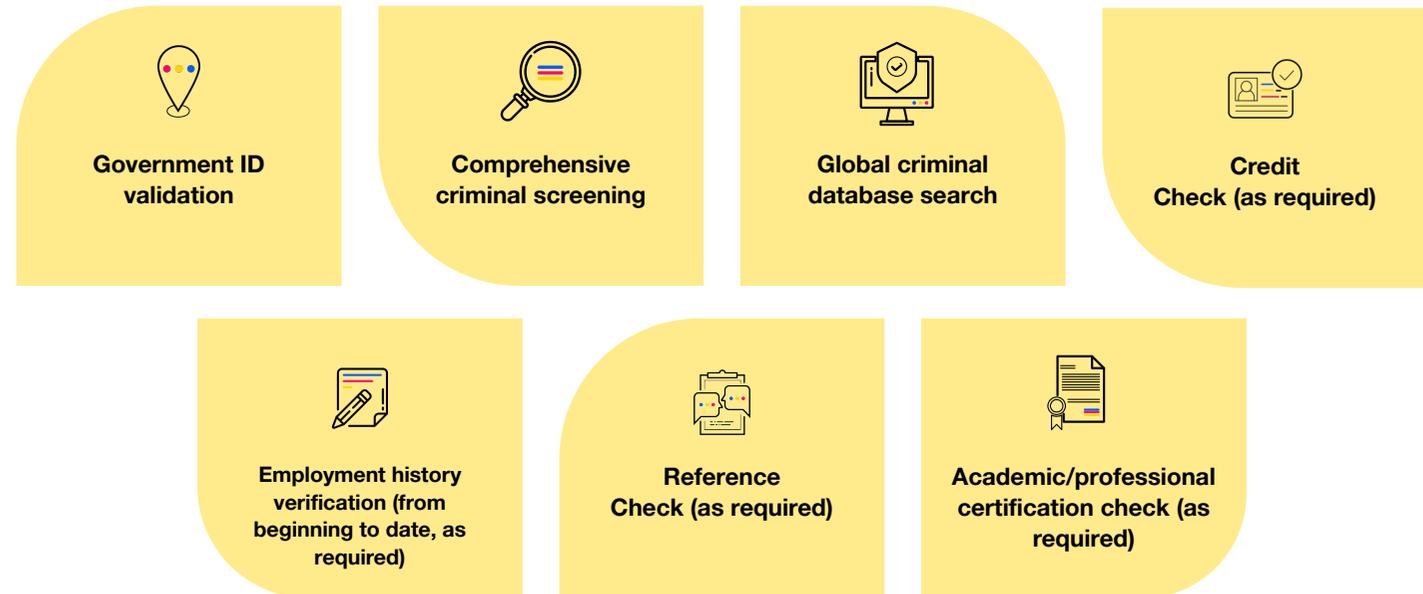
# Our Approach: People, Process, & Technology

TaskUs understands that safeguarding our clients’ information is of the utmost importance—from the first byte of data transmitted down to every point of customer contact and transaction. That is why our security and privacy measures are fully integrated into all of our business 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, at all times. Our security and privacy measures are based upon the **ISO 27001 Information Security Management System (ISMS)**, ensuring the confidentiality and integrity of our clients’ information at every level.

The following narrative provides more detail related to TaskUs’ security and privacy measures that touch upon one or more technical, physical, and/or administrative controls.

## Background Screening

TaskUs promotes a high level of security throughout our organization and understands the importance of screening potential employees. Our background check process (and training practices) emphasizes 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 employees 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

Simply put, we train our teammates early and often. 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 (CVQ). 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 undergo 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 ensure that our teammates are well-equipped to handle sensitive data and uphold the highest standards of data protection rules and laws. All of these are provided through our **Learning Management System (LMS)** to ensure full coverage of all internal security policies and guidelines for respecting the confidentiality of all data handled.

## 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.

Each provider is required to complete an exhaustive vendor and third-party risk assessment questionnaire (**Vendor Security Alliance - VSA**) to ensure they comply with our security standards, processes, procedures, and guidelines. The objective of this 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.

## 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/suite entrance and are also required for production floor access.

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

Visitors must be signed in by an authorized employee, badged with a visitor ID, and must remain escorted at all times. 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 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 is present in the event of power outage.

## **We consider network security to be a foundational element of our security.**

### **Network Security**

TaskUs believes strongly in the benefits of a layered security model. We consider network security to be a foundational element of our security. 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 have redundant next-generation firewalls that are deployed for enterprise-grade protection and high availability. All traffic from untrusted networks and hosts are denied by default.

Deep VLAN segmentation is also applied to isolate each client campaign from every other, with constant focus to keep 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.

## **The protection of client data is of paramount concern.**

### **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 DLP and host data loss prevention (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 (MDM) 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.

**Two-factor authentication is enforced to ensure secure access to corporate networks and critical systems beyond ordinary passwords alone.**

### 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 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.

“Two-factor authentication is enforced to ensure secure access to corporate networks and critical systems beyond ordinary passwords alone.”

### 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 (FIM) 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.

## 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:** To help prevent cybercriminals from registering and using similar TaskUs domain names for malicious purposes.

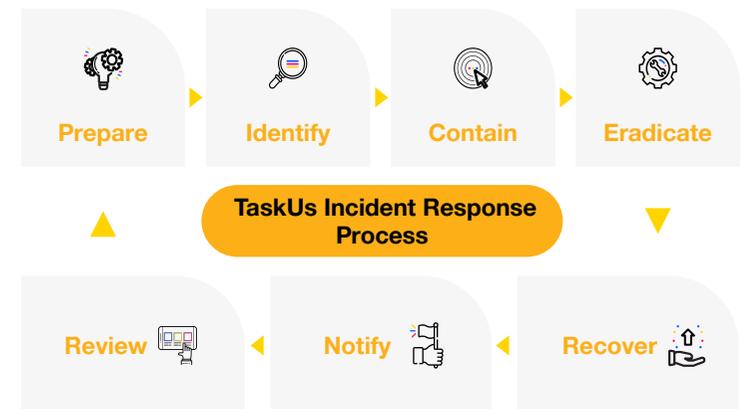


**Dark web monitoring:** We monitor the dark web for mentions of TaskUs domains and take proactive actions.

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 unlikely event that a security incident results in the breach of client data - or upon the discovery of any data breach - TaskUs will promptly notify affected customers to identify any customer data that may have been impacted by the breach. Incident response plan testing is conducted periodically and considers a variety of scenarios in order to ensure swift and appropriate resolution of any and all security incidents.





## 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 Payment Card Industry Data Security Standards (PCI DSS) compliance. This QSA review includes both internal and external network penetration testing which is conducted several times throughout the year.

TaskUs also annually engages an independent auditor to perform an audit based upon the American Institute of Certified Public Accountants (AICPA) Trust Services Principles, and then issue 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 can even implement last-mile controls to fill the gap when RBAC 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 holistically involves a consultative approach, business architecture, technical internal controls, training, culture building and leadership. A regular fraud awareness campaign through learning modules is in place for employees to learn more about fraud such as red flags, why people commit fraud, consequences, and how to battle fraud behaviors.

In the unlikely event that there should be any incident requiring examination, our seasoned team of fraud analysts and attorneys bring years of such experience to the table to ensure a prompt and exhaustive investigation. TaskUs goes to great lengths to safeguard client information. By using operations monitoring, management observation, and transaction trend review, along with stringent physical environment and data security measures, we are adept at identifying any and all 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 HR 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 (CI/CD) pipelines ensure security checks, code reviews, and testing are part of every iteration.

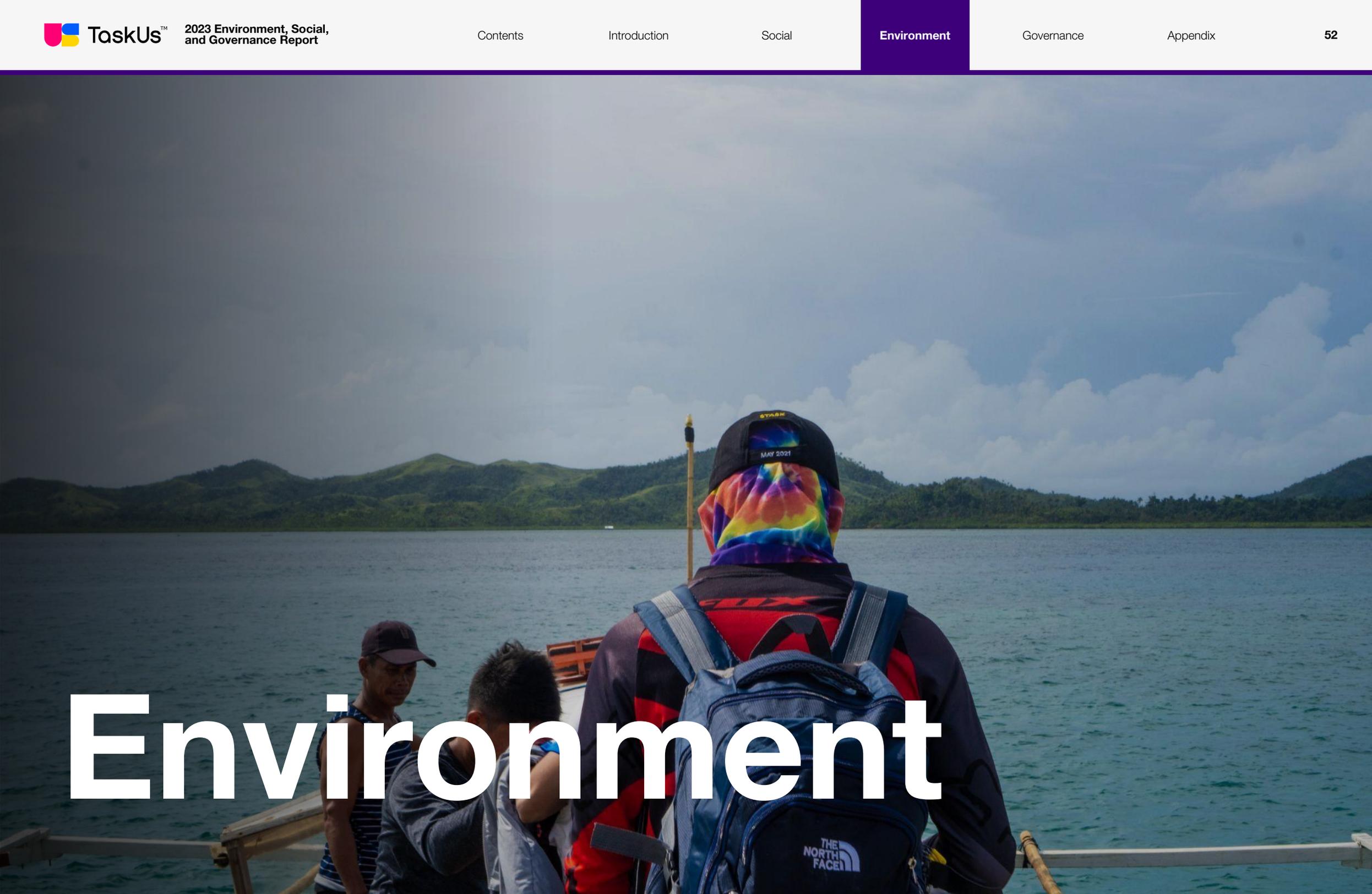
# Confidentiality is Paramount

TaskUs maintains a strong culture of privacy, emphasizing the importance of safeguarding sensitive information and respecting personal boundaries. 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, the company conducts 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 Department that oversees data handling and protection. They continually enhance privacy compliance, staying updated on regulations and industry standards, showcasing the company's commitment to individual privacy rights.



A photograph of a person from behind, wearing a black cap with 'MAY 2021' on the back, a colorful tie-dye headscarf, and a blue backpack with 'THE NORTH FACE' logo. They are on a boat on a large body of water with green hills in the background under a cloudy sky. Other people are visible on the boat.

# Environment



# Environmental Sustainability

At TaskUs, we are committed to delivering digital outsourced services tailored to the unique needs of high-growth technology companies, all while embracing our environmental responsibility and raising awareness about sustainability. As we harness the potential of cutting-edge artificial intelligence technology and automation to enable us to deliver a more efficient operational approach, the heart of our operations continues to revolve around our exceptional team of over 49,000 TaskUs teammates.

As of year end 2022, we maintained a presence in 27 sites across 13 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 our identity, far beyond being a mere buzzword.

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. By the end of 2022, over half of our workforce had transitioned to full-time remote work or embraced a hybrid model, setting the stage for a more flexible and eco-conscious work environment.

Looking ahead, our ambitious commitment to a fixed-price virtual power purchase agreement (VPPA) will support the establishment of a new solar plant in Texas U.S.A. that will add 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.

**"At TaskUs we take our sustainability efforts seriously with the understanding that every action we take as a company will have an impact on the environment, our society, and collective future,"** said **Jon Wouters, TaskUs' Division Vice President of Global Facilities, Growth, and Sustainability.**

# Key Environmental Performance Highlights

## Renewable Energy

Funded a VPPA project that we expect to begin contributing to our energy needs in the future.

## Paperless Transition

Since 2017, TaskUs has saved tens of thousands of paper sheets annually through digital transactions..

## Energy Efficient

The conversion to LED lighting at 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.

## Eco-Friendly Furniture

Green-certified workstation tables and chairs have been adopted at our Greenhouse site, contributing to a decrease in furniture waste.

## Plastic-Free Future

TaskUs aims to eliminate 80% of single-use plastic items across sites by the end of 2023.

# Climate Action: Embedding Climate Considerations within our Operations

We have established a comprehensive management approach designed 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 potential opportunities in the years ahead. The following section provides a discussion of our approach to climate matters, framed around the disclosure recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).



## 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 up to date on our progress and challenges in meeting sustainability goals.



### Management Roles and Responsibilities

Climate accountability within TaskUs starts with the CEO, whose role encompasses several key responsibilities aimed at fostering environmentally conscious practices and aligning 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. By embracing these responsibilities, the CEO is able to steer the organization's journey towards sustainable practices and climate stewardship.

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) and the Vice President of Investor Relations & ESG Reporting (VP, Investor Relations) provide tactical execution to drive climate responsibility. The DVP, Sustainability manages budgets for climate action, including emission reduction expenditures and R&D. This role sets climate targets, engages companies within TaskUs' supply chain, assesses potential impacts on the business, and communicates trends and issues to the COO. The VP, Investor Relations bridges climate efforts and investor expectations by addressing investor queries and maintaining internal alignment on climate-related initiatives.

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

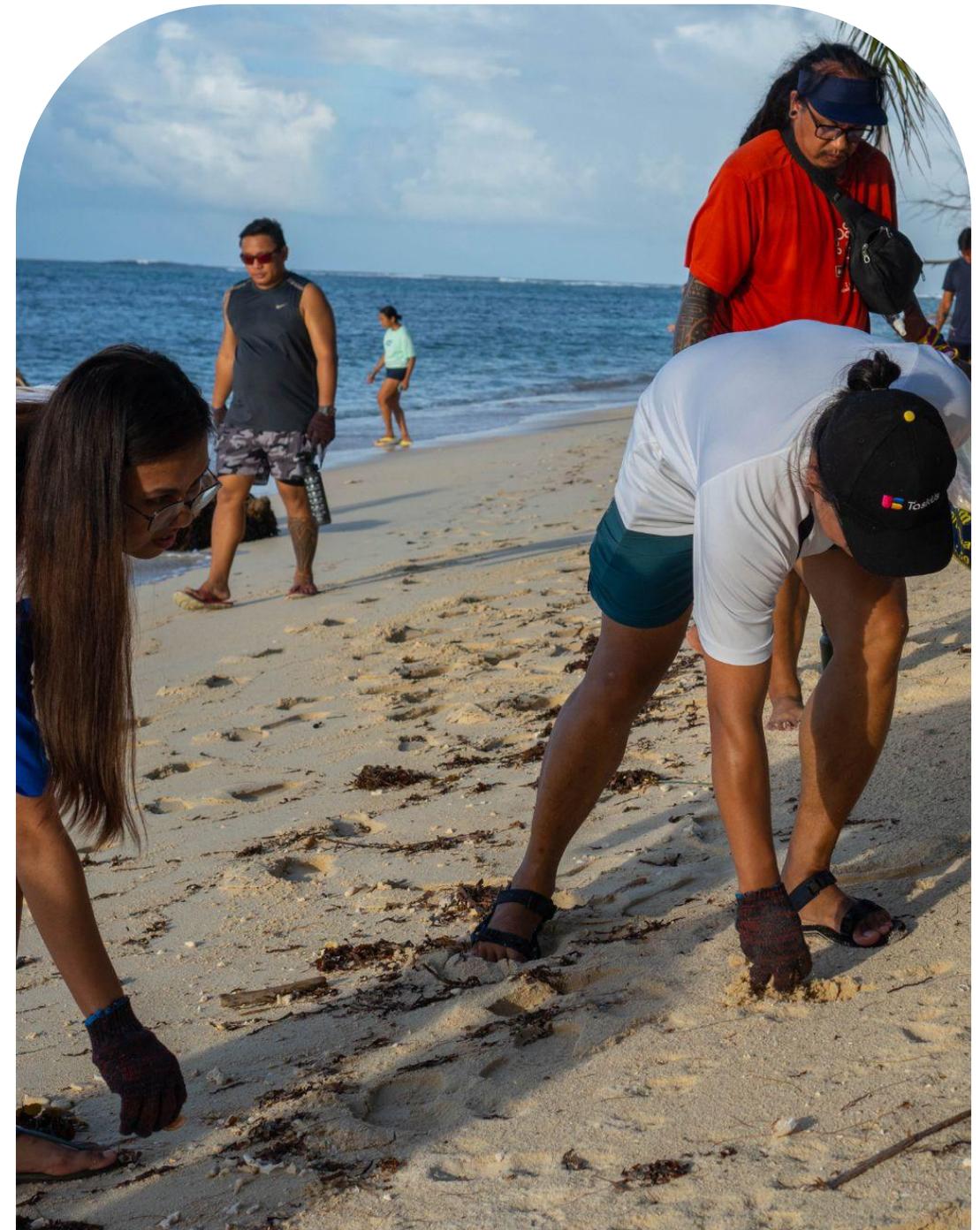
Our strategic decisions are influenced by climate-related considerations. We're in the process of benchmarking our carbon data and conducting assessments to better understand stakeholder expectations. We anticipate establishing a climate transition plan in the next two years as part of our commitment to proactive sustainability efforts.

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. To address this, we've introduced a work-from-home or partial work-from-home model for specific campaigns or clients. 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.

Our sustainability drive extends to procurement and facility strategies. Our initial focus areas are the transition to renewable energy and the reduction of greenhouse gas emissions through facility development. This includes leveraging green building standards, energy-efficient design, and sustainable materials and resources. By investing in Virtual Power Purchase Agreements to help meet our future energy needs, we're taking concrete steps to improve our carbon footprint. These projects are expected to make a substantial contribution to our energy consumption needs and align with our efforts to reduce our environmental impact.

Our investment in technology leans heavily towards cloud-based infrastructure, a strategy that enhances redundancy and safeguards against climate-related incidents. We've also equipped our workforce with laptops and mobile/cell Wi-Fi cards, enabling remote work flexibility in response to specific campaigns and weather-related incidents.

Climate considerations are woven into our strategic reviews, so that we can better evaluate how the overall direction of our business aligns with our environmental commitments. In summary, 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.



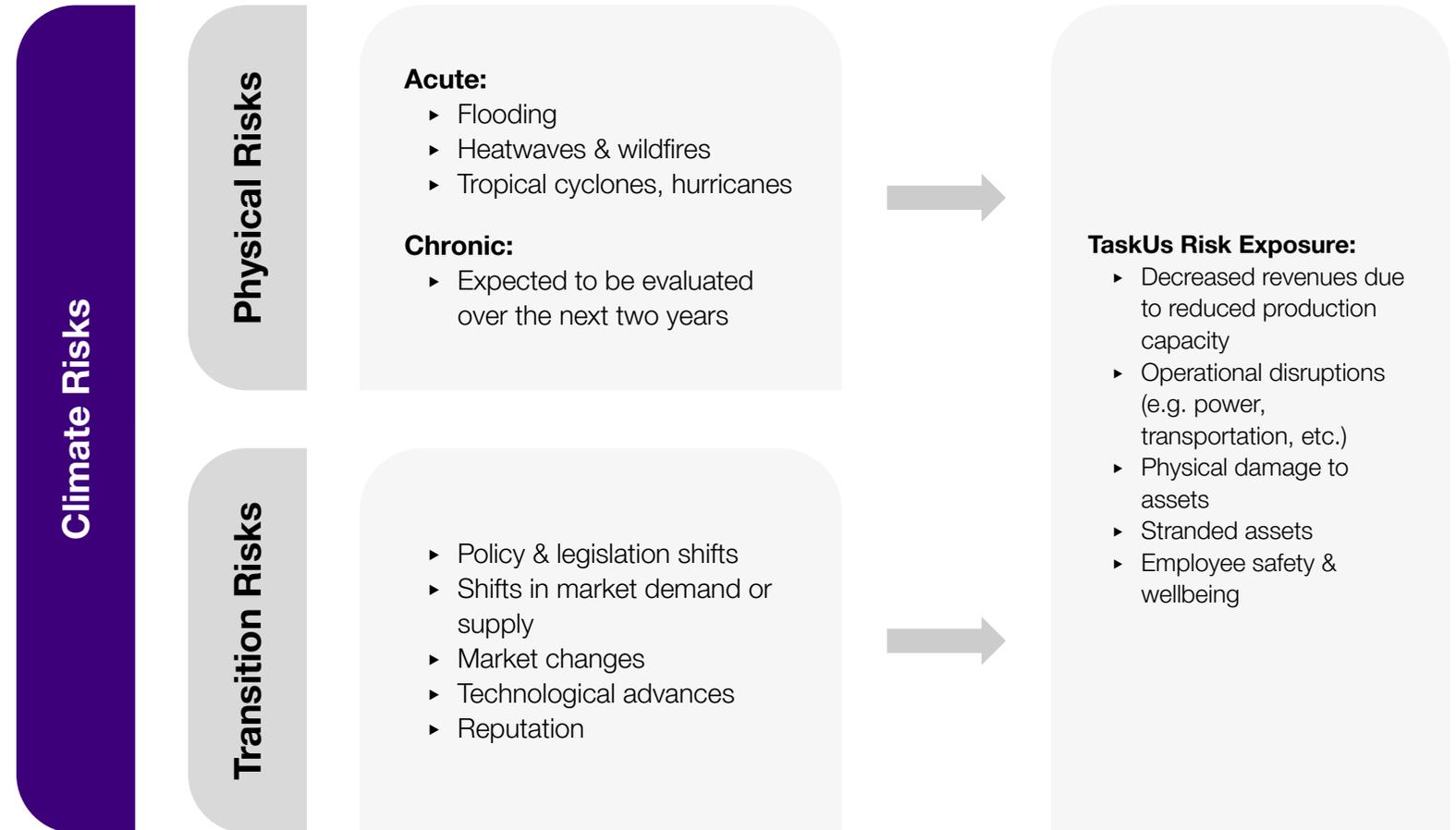
## Climate Risk & Opportunities Assessment

Climate and weather-related risks are integrated into our real estate and workforce planning processes. Our global delivery model includes redundancy mechanisms that allow services to be re-routed during climate disruptions. We've strategically positioned our facilities outside major metro areas to minimize climate-related disruption risks. In real estate, we prioritize building resiliency and safety, with our business continuity team focused on establishing processes for uninterrupted operations even during climate-related disasters.

In today's rapidly evolving business landscape, acknowledging and addressing climate risks and opportunities has become an integral part of 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 the identification of potential opportunities that align with our commitment to sustainability.

We assess risks against short, medium and long-term timeframes. Below is a snapshot of the risks we currently consider in our business continuity and risk management plans:



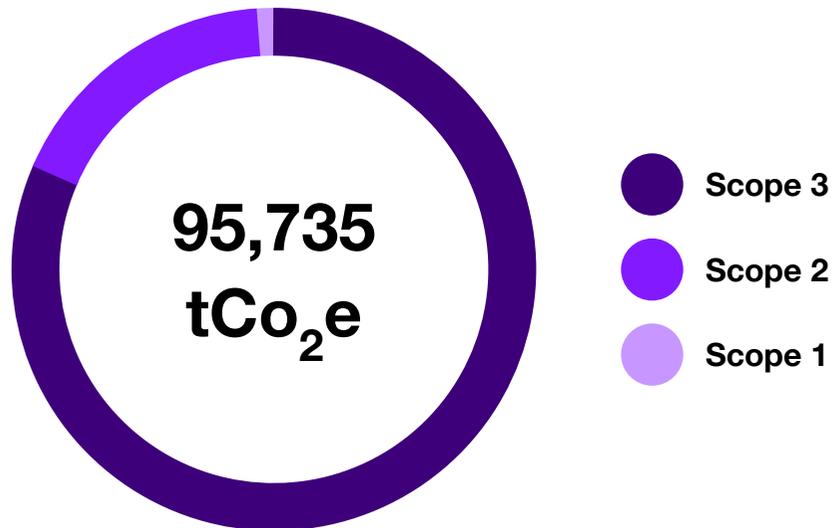
We have recently embarked on our journey to assess climate risks. Consequently, the potential financial implications have not yet been evaluated and quantified. Nevertheless, we are committed to embracing the latest technology to supplement our service delivery and we are taking steps to identify additional technological innovations.

## Greenhouse Gas (GHG) Emissions Evaluation and Metrics

As a growing company, it's reasonable to anticipate that our absolute GHG emissions may increase over time. In light of this, we have identified emission reduction and energy efficiency initiatives intended to temper the growth of our emissions relative to the growth of our business.

Our emissions management strategy encompasses a comprehensive approach that spans Scope 1, 2, and 3 emissions. This strategy reflects our dedication to addressing our carbon footprint across all facets of our operations.

2022 net emissions by GHG scope



See Appendix for additional footnotes



# CASE STUDY

## Clean Energy is Green Energy

In early 2023, TaskUs made a long-term commitment to support a partnership between Watershed, an enterprise climate platform, and renewables marketplace Ever.green to launch the first fixed-price virtual power purchase agreement. This exciting venture is set to inject clean energy into a Texas grid predominantly reliant on coal and gas.

Our involvement in this pioneering initiative allows us to achieve the dual goals of

- ▶ Locking in long-term costs
- ▶ Making substantial strides towards our renewable energy target.

Through this collaborative effort, we're collectively funding a new solar plant in Laredo, Texas, projected to prevent over 13,000 tons of CO2 emissions annually. This impressive feat is akin to removing over 2,500 gas-powered cars from the road every year\*. 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 paving the way for a brighter future.

\*Estimated using the United States Environmental Protection Agency Greenhouse Gas Equivalencies Calculator



# 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:

## Going Paperless: Pioneering Digital Transactions

Since 2017, TaskUs has been leading the way in paperless operations. Leveraging existing technology, we've streamlined transactions, fostering efficient communication with both internal and external partners. Our seamless transition to digital transactions signifies our endeavor to minimize paper usage while maintaining operational effectiveness.

## Embracing Natural Lighting: Illuminating Efficiency

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.

## Investing in LED Lighting and Motion Sensors: Illuminating Responsibly

TaskUs sites in Southeast Asia and Greece exclusively use LED lighting fixtures, known for their extended lifespan and energy efficiency. Additionally, motion sensor lights provide energy savings, activating only when necessary.

Below are the TaskUs sites that use LED lighting:

Lighthouse	Château Ridiculous	Lizzy's Nook	Lizzy's Playground
House Teamwork	Lizzy's WatchTower	Greenhouse	Mark 1
Fort Excellence	Phoenix	Atlantis	Muhiba

Adventures Intelligence, our temporary site in Taiwan, has partially transitioned to LED lighting. Our Greenhouse site, built in 2023, piloted the use of motion sensor lights for enclosed rooms. We continue exploring opportunities to integrate LED lighting and motion sensors at other sites.



## Green Building Certifications

Two of our sites in India have achieved Gold certification from the Indian Green Building Council.

## Energy Conservation: Smart Usage for a Bright Tomorrow

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: Eco-Conscious Comfort

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, transforming our workplaces into harmonious and eco-conscious spaces.

## Office Chairs and Workstations: Sustainable Seating Solutions

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 Lizzie's Watch Tower will transition to sustainable trash bags. The sustainable bag offers the following benefits:

- ▶ Made with 0% plastic
- ▶ Is 100% compostable
- ▶ Biodegrades naturally in 3 to 6 months in any environment

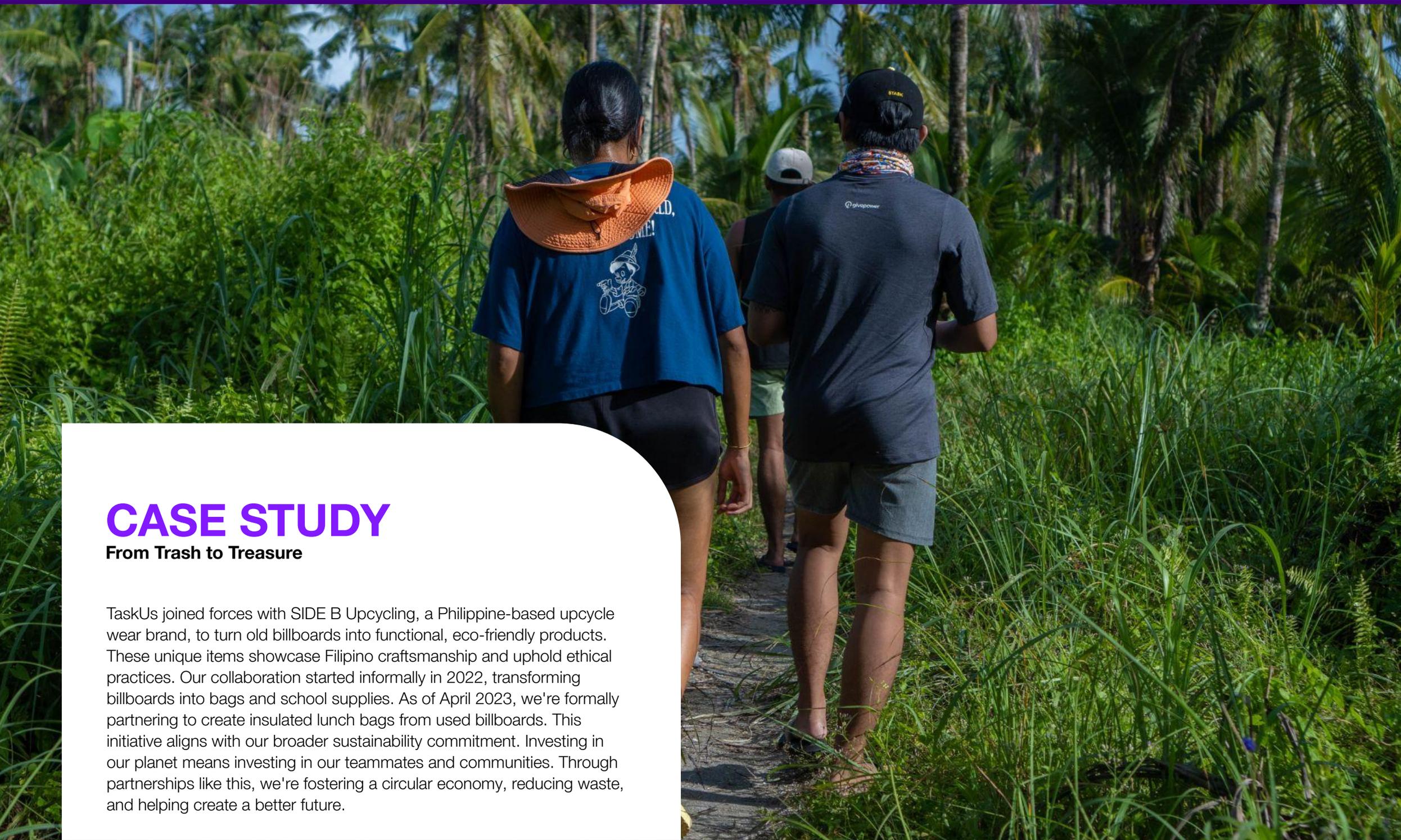
## Reducing Single-Use Plastics

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: Aligning with Best Practices

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 minimize waste generation and promote responsible disposal. These practices aim to eliminate, reduce, reuse, and recycle waste.

In Tijuana, Mexico, TaskUs built its site using refurbished wood and furniture.



## CASE STUDY

### From Trash to Treasure

TaskUs joined forces with SIDE B Upcycling, a Philippine-based upcycle wear brand, to turn old billboards into functional, eco-friendly products. These unique items showcase Filipino craftsmanship and uphold ethical practices. Our collaboration started informally in 2022, transforming billboards into bags and school supplies. As of April 2023, we're formally partnering to create insulated lunch bags from used billboards. This initiative aligns with our broader sustainability commitment. Investing in our planet means investing in our teammates and communities. Through partnerships like this, we're fostering a circular economy, reducing waste, and helping create a better future.



# Sustainable Purchasing Policy: Promoting Ethical and Green Office Procurement

In today's global economic landscape, responsible corporate behavior extends beyond an individual organization. Having a sustainable purchasing policy plays a crucial role in aligning TaskUs' values with our actions. It guides ethical and environmentally conscious office procurement so that our purchasing practices reflect our commitment to a better world.

Our sustainable purchasing policy aims to:

- Prioritize the selection of sustainable, safe, and eco-friendly products within our office environment.
- Remove personal biases from purchasing decisions by intentionally accounting for the cost of greener, healthier products in the budget.

Aligned with TaskUs' efforts to conserve energy, lower expenses, and minimize environmental impact, our organization is committed to sourcing products meeting certified standards such as ENERGY STAR® and WaterSense® certifications. Team members are expected to consult the U.S. EPA's Sustainable Marketplace for approved product certifications.

When setting up a service contract or purchasing agreement, we strive to consistently include the following language:

"Wherever possible, the Vendor must provide products that meet EPA-approved product certifications and standards. The vendor is encouraged to visit [EPA's Sustainable Marketplace: Greener Products and Services](#) for updated lists of certified products"

To support this policy, we provide a dynamic repository of insights, and we conduct regular site visits to enhance our collective knowledge and share best practices.



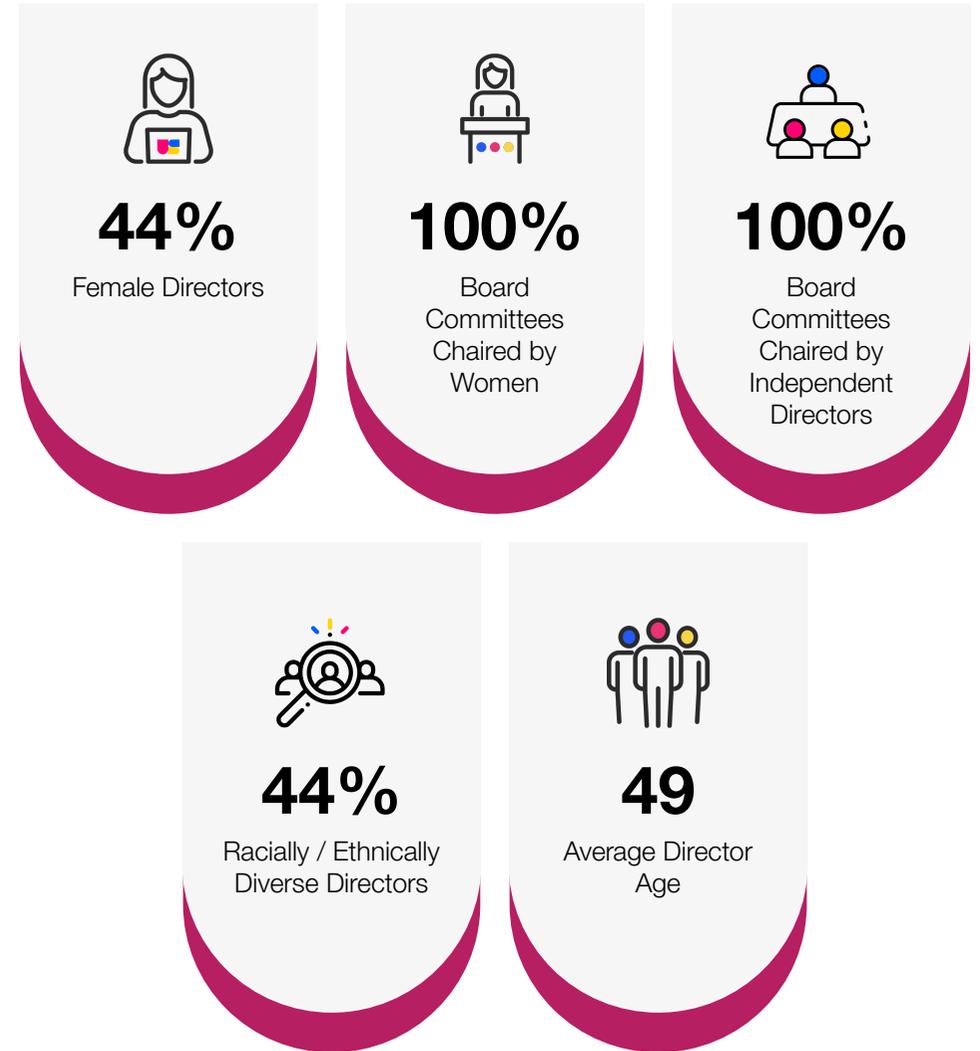
# Governance



# Corporate Governance

The Board of Directors of TaskUs sets high standards for our employees, officers and directors. Implicit in this philosophy is the importance of sound corporate governance. It is the duty of the Board 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 can be found in our Annual Proxy Statement filed with the U.S. Securities and Exchange Commission.

## Board Governance Highlights



# ESG Strategy and Oversight

As part of the Board’s oversight of the management of the company’s business, it has delegated oversight of certain ESG, human capital and executive compensation matters and related risk topics to the Board’s standing committees. The Nominating and ESG Committee has a leadership role in shaping the Company’s 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. In addition, the Nominating and ESG Committee receives regular reports from the Company’s ESG working group, which is composed of members of senior management and subject matter experts representing the various functions and geographies across TaskUs.

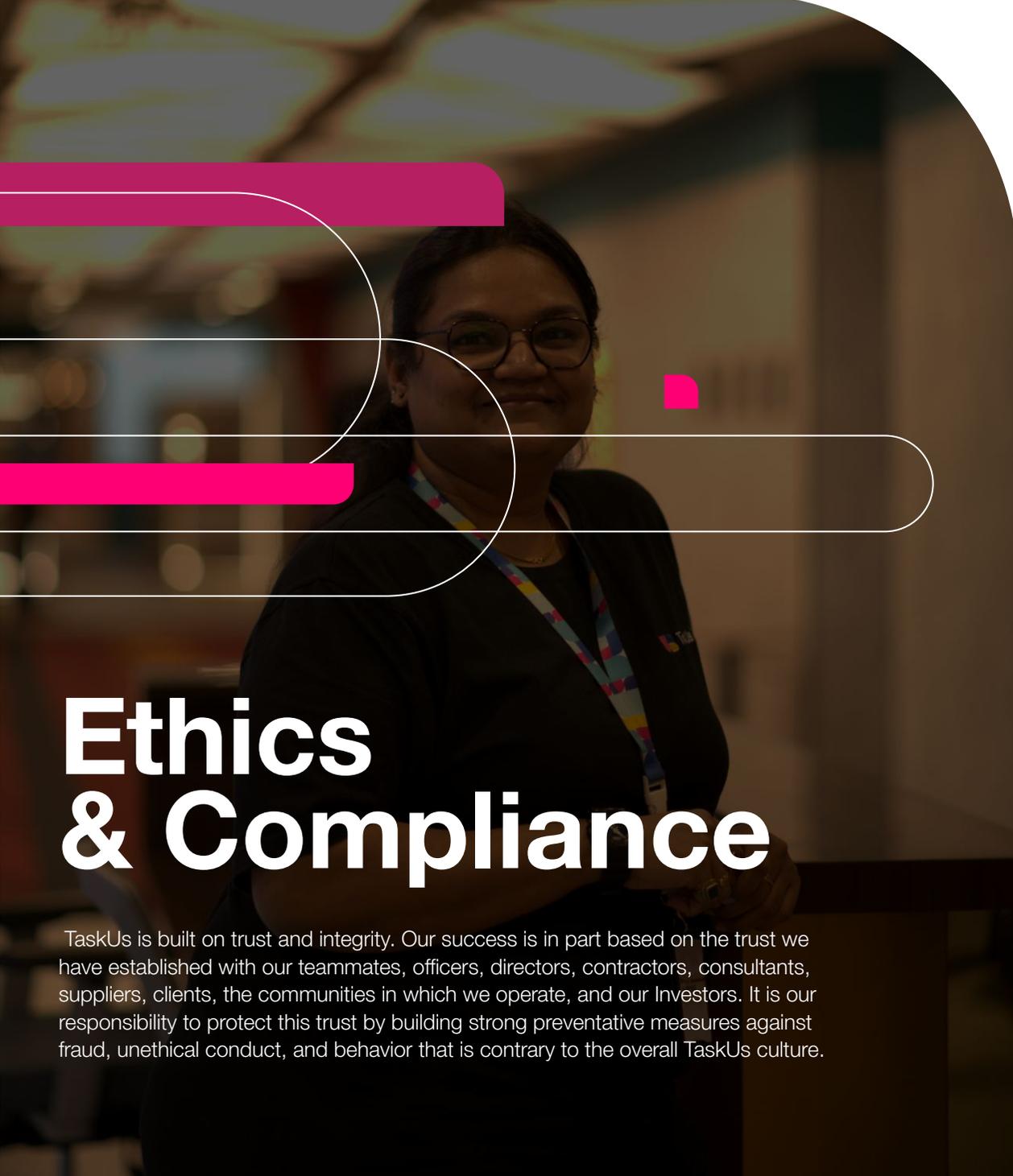
The Compensation Committee oversees the Company’s executive compensation program to further enhance the alignment of executive compensation with individual executive and corporate performance and the Company’s business strategy, including consideration of ESG components. As part of its oversight function,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

At the executive level, 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.



# 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 was formalized and adopted in 2023 and 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 automation for our 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.



# Ethics & Compliance

TaskUs is built on trust and integrity. Our success is in part based on the trust we have established with our teammates, officers, directors, contractors, consultants, suppliers, clients, the communities in which we operate, and our Investors. It is our responsibility to protect this trust by building strong preventative measures against fraud, unethical conduct, and behavior that is contrary to the overall TaskUs culture.

## Global Code of Conduct

The TaskUs Board of Directors has adopted a Global Code of Conduct (“the Code”) relating to the conduct of our business by all of our employees, executive officers, and directors. The Code establishes fundamental principles, policies, and procedures that shape the Ridiculously Good work we do. The Code is a valuable tool designed to help guide ethical decisions not only in our daily work, but also when we face difficult situations at TaskUs.

Employees are required to complete a training course on the Code, which covers its full range of topics, on an annual basis, and are expected to complete a test at the completion of their training to verify and acknowledge their understanding of, and commitment to abide by, the Code. More than 95% of TaskUs employees completed the mandatory Code of Conduct training in 2022.

TaskUs recently commissioned a project to review and update several ESG-related policies and other documents. We expect to adopt certain stand-alone policies or statements covering several of the topics addressed in the Code, including an updated Anti-Corruption and Bribery policy, and a Diversity, Equity and Inclusion statement, among others. 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. By creating open channels of communication, we help foster a culture of integrity and compliance as well as promote a positive and productive work environment. We want our teammates and other stakeholders to feel comfortable approaching us in instances of perceived misconduct.

Our Integrity Line is an important mechanism in helping to ensure that we protect our culture and we maintain high ethical standards in how we do business. Our Integrity Line is a tool that is available 24/7 and enables reporting of any unethical conduct and any suspected violations of the Code, policies or any applicable laws. Reports can be made using the Internet or the telephone on a completely confidential and anonymous basis, if desired, subject to applicable local law. We also provide guidance related to policies and procedures through our Integrity Line, and we are able to receive positive suggestions and feedback. We proactively communicate the availability of our Integrity Line through the Code and related training provided to teammates throughout the year.

Our Integrity Line provides a structure for TaskUs to receive, process, promptly and thoroughly investigate concerns, and take appropriate action. TaskUs will not allow retaliation for reports of misconduct that are made in good faith. Teammates have numerous other mechanisms to seek advice on an ethics-related issue or report a potential violation, including an independently managed whistleblower hotline for accounting-related issues. Concerns can also be raised with a supervisor, the General Counsel, the President and CEO, or any member of the senior management team.



# Compliance Oversight

Per its written charter, the Audit Committee of the TaskUs Board of Directors oversees, reviews and periodically updates the Code and the company's 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 or whistleblower hotline.

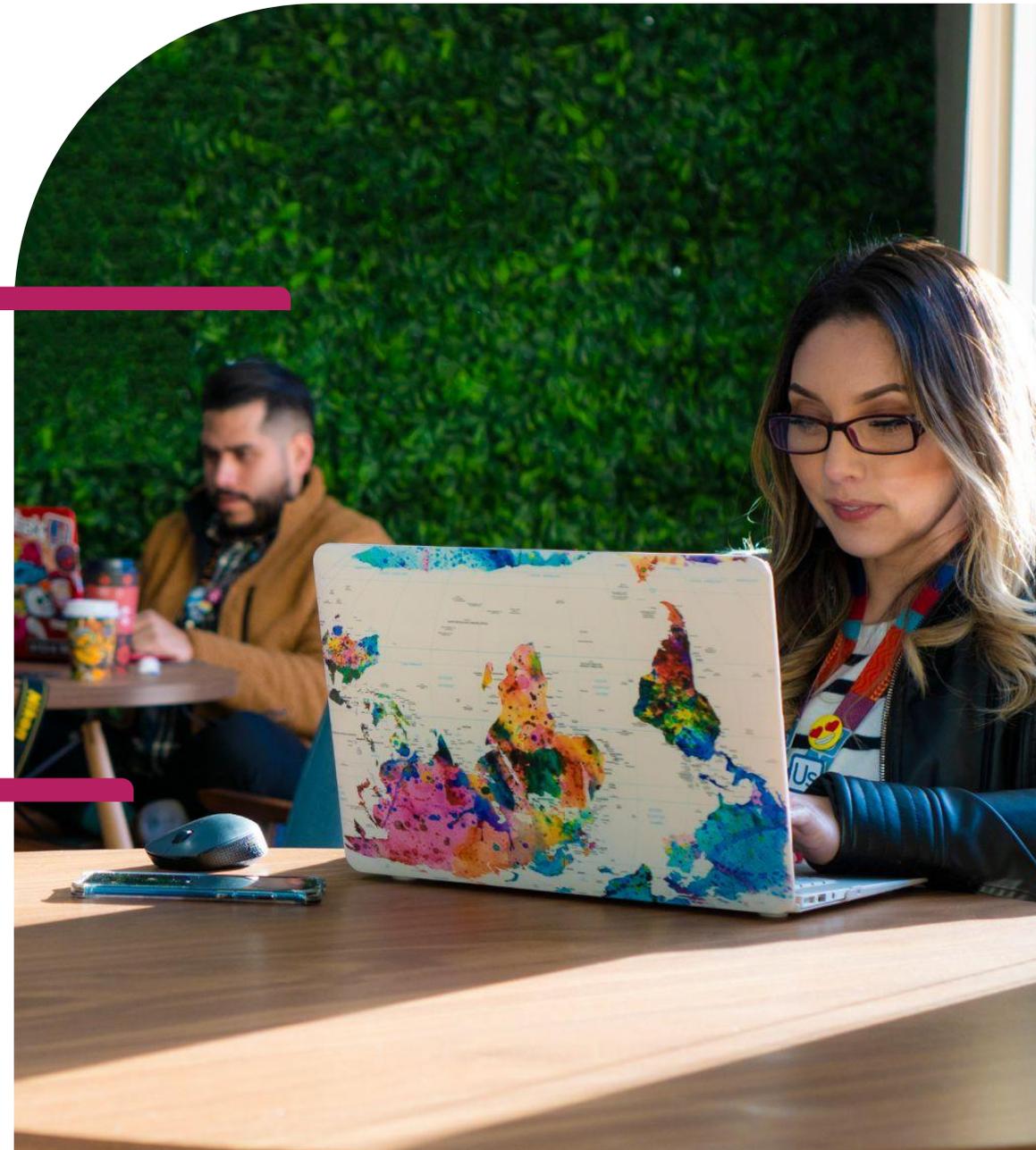
Our global Legal department is functionally organized, with lawyers specializing in employment, privacy, corporate, product, intellectual property, and contract law. Legal team members partner with internal teams to identify existing and emerging compliance obligations, counsel on compliance options, 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

We strive to operate in strict compliance with anti-bribery laws. We maintain the Code and various other policies against bribery and corruption, and train and monitor our teammates to act in accordance with these policies. We are in the process of updating our stand-alone policy covering Anti-Corruption and Bribery, which supplements the Code, to clarify expectations and protocols. TaskUs did not incur any monetary losses in 2022 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.





# Supplier Management

We recognize that our success is intricately linked to our ability to carry out fair, ethical, and transparent business practices. We are committed to holding our suppliers to the same high standards we set for ourselves, and we have ongoing efforts to improve our procurement processes and supplier management capabilities.

## Global Supplier Code of Conduct

The **TaskUs Global Supplier Code of Conduct** (Supplier Code) lays out our expectations for our suppliers and other business partners. Our Supplier Code is deemed incorporated in every contract or agreement which TaskUs may enter into with its suppliers. In 2023, we initiated several projects to refresh our Supplier Code and related procurement policies and processes to help us better address evolving business risks and challenges. We are in the process of reviewing all suppliers and vendors to ensure they have formally acknowledged our Supplier Code, thereby representing that they are in agreement with its terms. We have made this a requirement to do business with TaskUs as part of our focus on eliminating unethical business conduct.

## 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

We have implemented a supplier portal within our enterprise resource planning system to automate the process of new supplier onboarding through better controls. This portal provides greater transparency to our suppliers in areas such as payments, requests for proposals, and general supplier communications. The portal also enables us to capture key information about our suppliers in a consistent and secure manner.

Through our supplier onboarding process, we have also begun capturing whether a new supplier categorizes itself as a diverse supplier. For example, for our U.S. suppliers, we are inquiring whether they classify themselves as African American, Native American or veteran-owned. This data is intended to help us better understand the percentage of our supplier spend with diverse businesses as part of broader Diversity, Equity and Inclusion efforts at TaskUs.

## Sanctioned Party Screenings

We have established a vendor accreditation process. While sanctioned party screening checks have always been integral to our process, we've recently fine-tuned the procedure for greater effectiveness. Our sanctioned party screenings are now conducted with the assistance of a technology tool that facilitates a comprehensive evaluation.

## Supply Chain Risk Assessment

We assess our vendors in line with the principles of our Supplier Code. To aid in this assessment, we have recently introduced a specialized tool that maps, monitors, and models our entire supply chain in order to detect risks and vulnerabilities. We are still early in the implementation of this new tool into our standard procedures. Looking ahead, we expect this tool will enhance our ability to comprehensively evaluate supply chain risk encompassing financial, cybersecurity, ESG, geopolitical, and operational aspects.





# Appendix



## About This Report

The information in this report covers January 1, 2022 through December 31, 2022, unless otherwise stated. This report includes disclosures that are informed and guided by the Sustainability Accounting Standards Board (SASB) Software and IT Services 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, and the inclusion herein of such disclosures should not be considered as an admission of their materiality by the company.

# 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 our current views with respect to, among other things, our operations, our financial performance, our industry, the impact of the 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,” “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; 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; 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; our inability to anticipate clients’ needs by adapting to market and technology trends; fluctuations against the U.S. dollar in the local currencies in the countries in which we operate; our inability to maintain and enhance our brand; competitive pricing pressure; unfavorable or uncertain economic and political conditions; our dependence on senior management and key employees; the COVID-19 pandemic, including the resulting global economic uncertainty and measures taken in response to the pandemic; 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, 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; and the dual class structure 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, 2022 filed with the Securities and Exchange Commission (the “SEC”) on March 6, 2023, 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 statements that are included in the Company’s SEC filings. TaskUs undertakes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future developments or otherwise, except as required by law.

# Sustainability Accounting Standards Board (SASB) Index

Industry: Software and IT Services

**Table 1. Sustainability Disclosure Topics & Accounting Metrics**

Topic	Accounting Metric	SASB Code	2022 Disclosure	Additional Comment
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	(1) ~99,472 GJ (or ~27,631 MWh) of energy consumed at 20 sites (2) 98% grid electricity (3) 0% renewable	TaskUs entered into a VPPA to purchase renewable energy in Q4 2022. The reporting period reflecting this VPPA began in 2023.
	(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	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 center needs	TC-SI-130a.3	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.

**Table 1. Sustainability Disclosure Topics & Accounting Metrics**

Topic	Accounting Metric	SASB Code	2022 Disclosure	Additional Comment
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	<p>TaskUs' activities, including advertising (if applicable) are designed to be aligned to the privacy laws of the jurisdictions from where it operates.</p> <p>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.</p>	Refer to the TaskUs Privacy Statement: <a href="https://www.taskus.com/privacy-statement/">https://www.taskus.com/privacy-statement/</a>
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	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	The company's total amount of monetary losses as a result of legal proceedings associated with user privacy in 2022 was \$0.	Additional information on legal proceedings is disclosed in our Annual Report on Form 10-K.
	(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	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 client's 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	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.

**Table 1. Sustainability Disclosure Topics & Accounting Metrics**

Topic	Accounting Metric	SASB Code	2022 Disclosure	Additional Comment
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	TaskUs experienced one internal data breach in July 2022 which involved PII	TaskUs experienced an internal data breach in July 2022, in which PII for employees from one country in which we operate was erroneously shared with other employees. The internal data breach did not contain any client data, and the breach was mitigated the same day. There were no identified vulnerabilities in the TaskUs systems.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Refer to <a href="#">ESG Report 2023: Information Security &amp; Data Privacy</a> , pg. 41	None

**Table 1. Sustainability Disclosure Topics & Accounting Metrics**

Topic	Accounting Metric	SASB Code	2022 Disclosure	Additional Comment																																															
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	(1) Less than 0.2% of the global workforce are foreign nationals (2) ~93%	(2) Represents percentage of employees outside of U.S.																																															
	Employee engagement as a percentage	TC-SI-330a.2	TaskUs measures employee engagement via Employee Net Promoter Score (eNPS), a feedback metric for measuring employee engagement within an organization.  As of 12/31/2022, our combined US & Global eNPS was ~65%.	Refer to <a href="#">ESG Report 2023: Our Teammates</a> , pg. 16																																															
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	<p>Table 1</p> <table border="1"> <thead> <tr> <th>Level</th> <th>Female</th> <th>Male</th> <th>Other</th> <th>Not Disclosed</th> </tr> </thead> <tbody> <tr> <td>Management</td> <td>48%</td> <td>52%</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>Technical Staff</td> <td>27%</td> <td>73%</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>All Other Employees</td> <td>52%</td> <td>48%</td> <td>NA</td> <td>NA</td> </tr> </tbody> </table> <p>Table 2</p> <table border="1"> <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>11%</td> <td>5%</td> <td>18%</td> <td>57%</td> <td>4%</td> <td>5%</td> </tr> <tr> <td>Technical Staff</td> <td>18%</td> <td>3%</td> <td>31%</td> <td>31%</td> <td>5%</td> <td>13%</td> </tr> <tr> <td>All Other Employees</td> <td>2%</td> <td>14%</td> <td>46%</td> <td>28%</td> <td>5%</td> <td>4%</td> </tr> </tbody> </table>	Level	Female	Male	Other	Not Disclosed	Management	48%	52%	NA	NA	Technical Staff	27%	73%	NA	NA	All Other Employees	52%	48%	NA	NA	Level	Asian	Black or African American	Hispanic or Latino	White	Other	Not Disclosed	Management	11%	5%	18%	57%	4%	5%	Technical Staff	18%	3%	31%	31%	5%	13%	All Other Employees	2%	14%	46%	28%	5%	4%
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**Table 1. Sustainability Disclosure Topics & Accounting Metrics**

Topic	Accounting Metric	SASB Code	2022 Disclosure	Additional Comment
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-SI-520a.1	The company's total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations in 2022 was \$0.	Additional information on legal proceedings is disclosed in our Annual Report on Form 10-K.
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	None	TaskUs had an immaterial number of business continuity management incidents reported in 2022 that resulted in any material service disruptions or customer downtime.
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	<p>TaskUs’s 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.</p> <p>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.</p> <p>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, 2021 for more details on our risk factors.</p>	None

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

The table below shows how the disclosures in this report 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		
	<u>ESG Report 2023: Corporate Governance</u> ESG Strategy and Oversight	67
a) Describe the organization's governance around climate-related risks and opportunities	<u>ESG Report 2023: Corporate Governance</u> Risk Management	67
	<u>ESG Report 2023: Environmental Sustainability</u> Climate Action: Embedding Climate Considerations Within our Operations Governance: Board Oversight	56
	<u>ESG Report 2023: Corporate Governance</u> ESG Strategy and Oversight	67
b) Describe management's role in assessing and managing climate-related risks and opportunities	<u>ESG Report 2023: Corporate Governance</u> Risk Management	67
	<u>ESG Report 2023: Environmental Sustainability</u> Climate Action: Embedding Climate Considerations Within our Operations Governance: Management Roles and Responsibilities	56

TCFD Recommendation	Disclosure location	Page Number
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**Strategy**

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

a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.

b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.

ESG Report 2023: Environmental Sustainability

Climate Action: Embedding Climate Considerations Within our Operations  
Establishing a Foundation for our Climate Strategy

57

c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C lower scenario

**Risk Management**

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

a) Describe the organization's processes for identifying and assessing climate-related risks

ESG Report 2023: Corporate Governance

Risk Management

67

b) Describe the organization's processes for managing climate-related risks

ESG Report 2023: Environmental Sustainability

Climate Action: Embedding Climate Considerations Within our Operations  
Climate Risk & Opportunities Assessment

58

c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management

TCFD Recommendation	Disclosure location	Page Number
<b>Metrics and Targets</b>		
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material		

a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.

b) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 GHG emissions and the related risks.

ESG Report 2023: Environmental Sustainability

Climate Action: Embedding Climate Considerations Within our Operations  
Greenhouse Gas (GHG) Emissions Evaluation and Metrics

59

c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.

# Additional Footnotes

## pg. 59 information

TaskUs considers the principles and guidance of the World Resources Institute (WRI) and 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, including 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.



# TaskUs™ 2023 ESG Report

