



2026 ESG Report



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Introduction



Message from Co-Founder, CEO & Chairperson

At TaskUs, we believe that building a resilient, future-ready company means embedding sustainability and corporate responsibility into the core of our business. Our 2026 Environmental, Social, and Governance (“ESG”) report captures our continued progress over the past year and reaffirms our broader ambition to create enduring value for our stakeholders, ranging from teammate experience and inclusion to investments in wellness and psychological health and safety, to data privacy, security, ethical conduct, and to climate and environmental sustainability.

I am proud to report that in 2025, we delivered full-year revenue of \$1.184 billion and adjusted EBITDA of \$249.1 million, building on our 2024 momentum. These results reflect the dedication of our 65,500 teammates serving approximately 200 clients across 31 locations in 13 countries, and the strength of our hybrid “technology plus talent” model in the AI era.

Our progress is powered by our people. At year-end, women represented 47% of our global workforce and 45% of managers. 68% of our U.S. teammates identified as ethnically diverse. We were honored with several Comparably awards, including Best Company for Diversity, Best Company for Women, and Best Company Outlook, and we were recognized as a Great Place to Work® again in both the Philippines and India. Our employee Net Promoter Score of 60, with 88% participation, reflects steady engagement across our global team.

We pair this culture of inclusion with intentional investments in the wellness and psychological health and safety of our teammates. Through our Wellness & Resiliency organization, Global Life Coaching Program, and proprietary tools, such as Shield and Centered, we help protect teammates from the unique risks of digital work. In 2025, we’ve conducted thousands of group mental health and wellness sessions. We are also evolving these programs to support teammates and clients as AI reshapes how work is done, in order to build resilience and new skills for sustainable careers in an AI-enabled workplace.

Supporting the communities we operate in remains a top priority. Through TUgether We Serve, we set a 20,000-volunteer-hour goal in 2025 and far exceeded it: more than 3,600 teammates contributed over 28,000 hours to more than 50 nonprofit organizations globally. Our charitable initiatives focused on social inclusion, community donations, and animal rescue and rehabilitation activities, amongst others. Initiatives such as TaskUs’ NextGen Scholarship, which provided tuition support to nearly 2,700 of our teammates’ children in 2025, and the Ridiculously Good Foundation reinforce our belief that business success and social impact go hand in hand.





On climate and environmental topics, we continued to strengthen our data, governance, and action. We measure and disclose Scope 1, 2, and 3 greenhouse gas emissions annually and are working toward establishing reduction targets aligned with climate science. We continue to source renewable energy, such as through a virtual power purchase agreement that supports the Ocotillo Wind Farm in Texas.

Strong governance and data protection also remain foundational to our work. Our Board's Nominating and ESG Committee oversees our strategy on environmental and social matters, while the Audit and Compensation Committees oversee risk, ethics, and incentives. A cross-functional, leadership-level ESG Working Group helps ensure strategic alignment and organizational accountability.

Our Global AI Policy and AI Advisory Board, along with third-party certifications such as ISO 27001, 27017, 27018; HITRUST; SOC 2 Type II; PCI DSS; and a Privacy by Design certification for TaskGPT reflect our commitment to safe, ethical, and privacy-centric innovation in an increasingly AI-enabled world.

Looking ahead, we will continue to listen to our stakeholders, invest in our teammates, and innovate for our clients as we strive to deliver Ridiculously Good experiences while creating lasting, positive change for our teammates, clients, communities, and the planet. Thank you for your continued trust and partnership.

Bryce Maddock

TaskUs, Co-Founder, CEO & Chairperson





About this Report

This TaskUs 2026 Environmental, Social, and Governance Report (the “2026 ESG Report” or “this Report”) is the fourth annual ESG report for TaskUs, Inc. (“TaskUs” or the “Company”). This Report covers the period January 1, 2025, to December 31, 2025, except where indicated otherwise. This Report addresses a wide range of topics to meet the requests and interests of our stakeholders. Due to the varied interests of these groups, this Report contains voluntary disclosures and includes certain information that we believe is not material to TaskUs as such term is defined under applicable securities laws.

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

We welcome feedback on our ESG and sustainability progress and reporting; please share your comments with our team at info@taskus.com.

About TaskUs

TaskUs delivers outsourced digital services that power the companies shaping the future. By combining specialized human talent and intelligent technology, we solve complex operational challenges for global category leaders within AI, autonomous vehicles, robotics, social media, financial services, healthcare, and beyond. We enable our clients to elevate their customer experience, protect their platforms, and grow their brands.



Note: Metrics are as of and for the year ended December 31, 2025



The TaskUs Experience Ecosystem

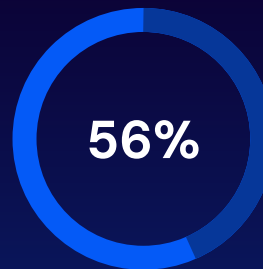
The TaskUs platform is purpose-built and organized around three service offerings: Digital Customer Experience, Trust & Safety, and Artificial Intelligence Services.

Digital Customer Experience

Ever-increasing user expectations and competition necessitate world-class customer care. Founded on innovation and a people-first culture, TaskUs delivers excellent CX support consistently for the world's leading brands.

The digital nature of the support we provide allows us to automate a greater portion of these interactions using proprietary AI-powered tools like TaskGPT, support multiple interactions concurrently, and use teammates based in higher margin, offshore markets.

We focus on complex interactions across the customer experience lifecycle – from sales and customer acquisition solutions to multi-sided marketplace management and order fulfillment to complex technical support – we solve our clients' most critical challenges, all while enabling business process, product, and workflow improvements.



CY 2025 Revenue

\$662mm

SOLUTIONS



**Omni-Channel
Care**



**Sales & Customer
Success**



**Technical
Support**



**Learning Experience
Services**



**New Product or
Market Launches**



**Consulting
Services**

**Note: Percentages based on revenue contribution during the year ended December 31, 2025.*

The TaskUs Experience Ecosystem

The TaskUs platform is purpose-built and organized around three service offerings: Digital Customer Experience, Trust & Safety, and Artificial Intelligence Services.

Trust & Safety: Content Moderation

User-generated content is growing at an exponential rate. Wherever content is created by users, platforms must review and enforce policy guidelines to protect their communities. Today, TaskUs teammates review content posted by users and advertisers across these social networks as well as dating apps, job sites, and marketplaces.

Trust & Safety: Financial Crime & Compliance

TaskUs solves for two growing problems faced by tech disruptors: the reputational risks posed by new forms of online fraud and financial crime and the cost of complying with increasing regulatory complexity. TaskUs Financial Crime + Compliance supports clients' processes including chargebacks and disputes, anti-money laundering, transaction monitoring, digital identity verification, know your customer, sanctions screening, anti-fraud, and negative social media monitoring.



**Note: Percentages based on revenue contribution during the year ended December 31, 2025.*

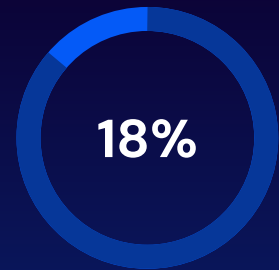


The TaskUs Experience Ecosystem

The TaskUs platform is purpose-built and organized around three service offerings: Digital Customer Experience, Trust & Safety, and Artificial Intelligence Services.

AI Services

In our AI Services service line, our teammates collect, annotate, and evaluate data to create the raw materials that artificial intelligence solutions, such as autonomous vehicles, robotics, large language models and multimodal generative AI, are built on. Nearly every AI application being built today requires these human-in-the-loop services that we offer through our professional annotators and gig workers from our TaskVerse platform. We also provide expert response writing, ranking and scoring, prompt review, and adversarial testing for our GenAI clients. We leverage technology, automation, and advanced instructional design and QA processes to optimize results for our clients.



CY 2025 Revenue
\$214mm

SOLUTIONS

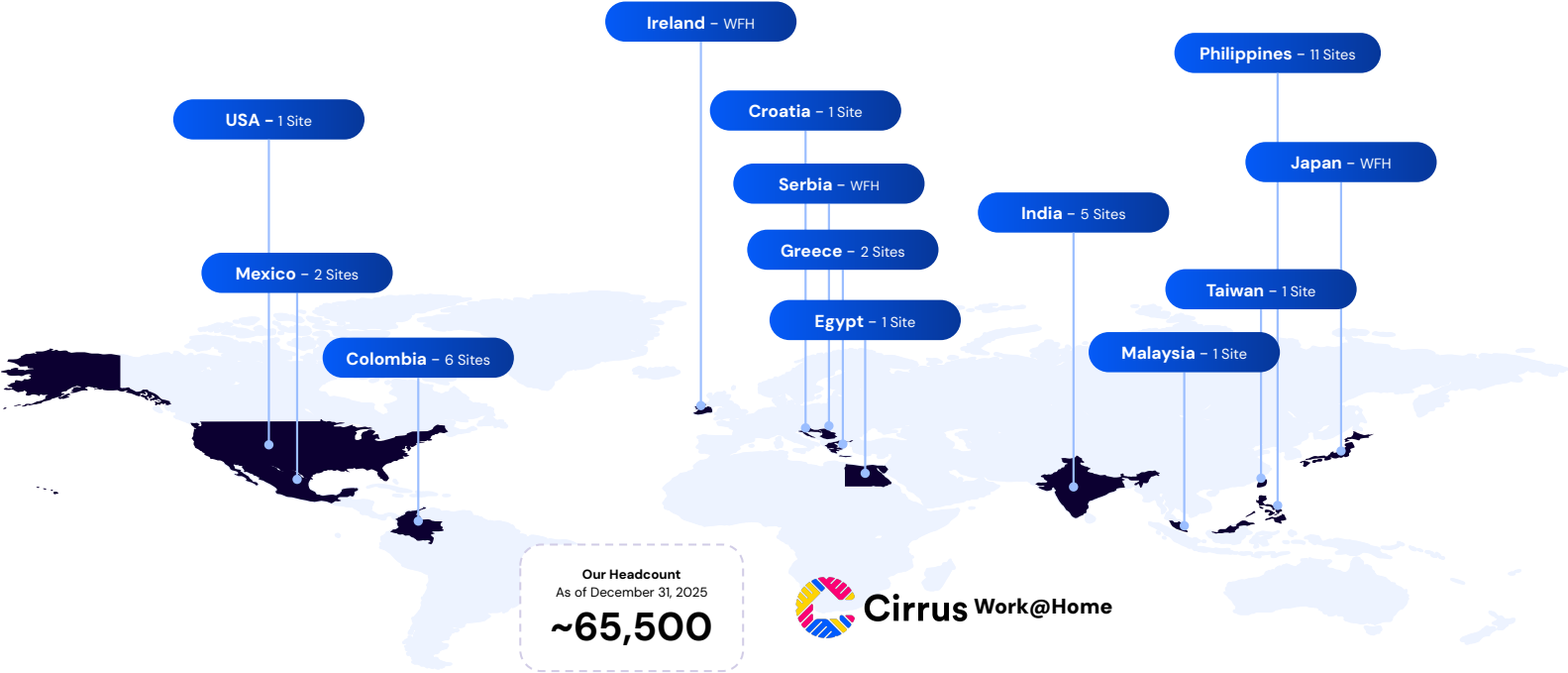
- | | |
|---|--|
|  Autonomous Vehicles |  Advanced Robotics |
|  Generative AI |  Optical Character Recognition Compliance Tracking |
|  Object Identification & Classification |  Speech to Text & Contextual Annotation |

**Note: Percentages based on revenue contribution during the year ended December 31, 2025.*



Our Global Footprint

TaskUs provides 24/7 services through 31 locations across 13 countries. Our fully-functional, scaled hybrid and work at home solution offers teammates flexibility and clients the ability to scale quickly with the most efficient solutions. TaskUs operations are further complemented by TaskVerse, our global freelancing gig platform.



Commitment to Our Core Values

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

Frontline First

TaskUs exists because of the contributions of our frontline teammates. Frontline teammates, around the globe, work day and night to deliver for our clients. The quality of their work determines whether they succeed or not. The number one responsibility of TaskUs leaders is to support our frontline teammates. From our world-class facilities to our science-based wellness programs, we keep our commitment to always putting the Frontline First.

Protect the Team

TaskUs is a team. We call one another teammates. As teammates, we look out for each other through honesty, integrity, and accountability. We make smart decisions to safeguard our future and ensure our clients' success.

Continuous Self-Improvement

We believe every experience teaches us something and helps us to grow. We also believe it is our duty to help others grow, whether through our charitable foundation or by providing our team with professional education to help them advance 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 they can be the best at what they do.

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.

Exercise Emotional Intelligence

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

Teamwork Makes the Dream Work

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

Be Ridiculous

The craziest ideas are the seedlings that sprout genuine innovation. We encourage our team to approach problems by first proposing a ridiculously good solution and asking, "Why not?" This applies to our communities as well. We always ask ourselves: "What impact can our work make—on each other, for our clients, and for our communities?" The traditional path does not always work when trying to change the world.



Awards and Accolades

Analyst Recognition

Our commitment to innovation and excellence was once again validated by the Everest Group and other analyst firms in 2025. We were named a Leader in Everest Group’s Trust & Safety Services PEAK Matrix® for the third consecutive year, a distinction that recognizes our hybrid AI-human approach to protecting digital communities.

Beyond our leadership in safety, TaskUs was recognized as a Major Contender and a Star Performer in the B2B Sales Services PEAK Matrix® Assessment 2025. TaskUs was also named a Major Contender and Star Performer in Everest Group’s Customer Experience Management (“CXM”): Services PEAK Matrix® Assessment 2025 in EMEA. Furthermore, we strengthened our position in regulated industries, earning a Major Contender spot in the Financial Crime and Compliance (“FCC”) Operations PEAK Matrix®.

Frost & Sullivan also named TaskUs a Leader in its Frost Radar™: Customer Experience Management Outsourcing in North America, 2025, marking the second time the analyst group recognized our market position, innovation, and capabilities. These designations highlight the strength of our client partnerships that deliver value through industry expertise, operational agility, and our investments in AI & technology.

TaskUs remains an industry standout as one of the few companies recognized across such a diverse array of specialized service categories.



Awards and Accolades

People, Culture, & Leadership Recognition

TaskUs’ “ridiculous” culture continues to earn prestigious external recognition. For example, we were honored with multiple Comparably awards in 2025 and 2026, including Best Global Culture, Best Company Leadership, Best Company Career Growth, and Best Team Human Resources. Additionally, we were once again certified as a Great Place to Work® in both the Philippines and India in 2026. For more information about TaskUs’ awards and accolades, visit our website [here](#).





ESG @ TaskUs

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

Stakeholder Engagement

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

Our Highest-Priority ESG Issues

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



Social Impact and Inclusion



**Greenhouse Gas Emissions
& Energy Management**



**Information Security &
Data Privacy**



Risk Management



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

Social



Our Teammates

Our teammates are passionate about delivering exceptional service to clients and supporting the communities where we operate. Our People First culture prioritizes inclusion, collaboration, and excellence. We believe that diverse perspectives drive performance, and we strive to foster a culture where teammates feel valued and empowered to build meaningful careers. We support our workforce through comprehensive benefits, employee-centric facilities, wellness programs, and our commitment to social impact.



Since the end of 2021, we have grown our global headcount from 40,100 teammates in 10 countries to 65,500 teammates in 13 countries at the end of 2025.

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



Engagement and Experience Rewards



Retirement Savings Program



Healthcare for Employees and Dependents



Birthday Leave and Paid Time Off

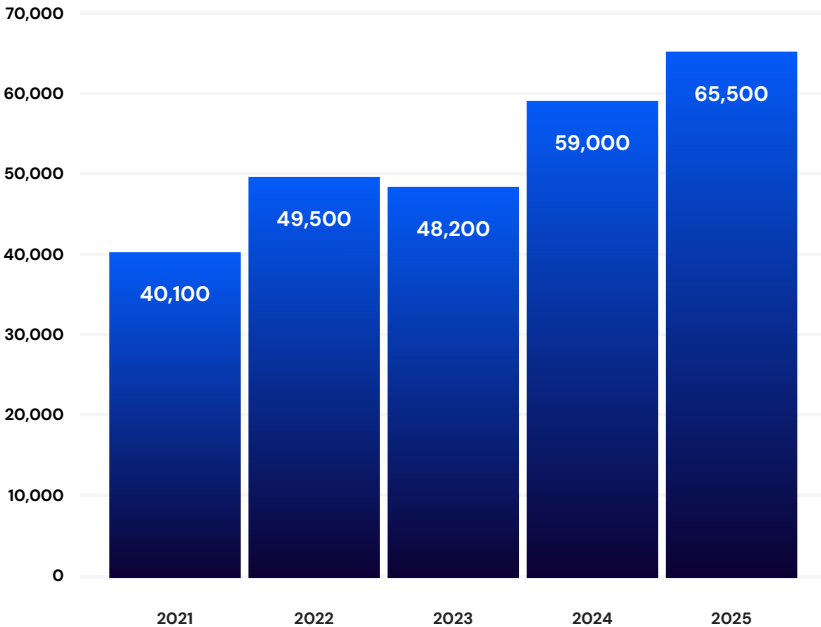


Healthy Food Subsidy Program



Elective Benefits (Pet Insurance, Gym Membership, Ergonomic Workstation)

Worldwide Headcount
(As of December 31)



Promoting Social Impact & Inclusion

At TaskUs, we take immense pride in living out our People First culture, a cornerstone of who we are and how we operate. Our core values are deeply rooted in our commitment to Social Impact and Inclusion. We firmly believe that when we embrace diversity of thought, experience, and perspective, we unlock the potential for groundbreaking innovation, exceptional outcomes, and lasting success.

Pillars of our People First strategy consist of the following:



Inclusive Hiring & Recruiting Strategies

Welcoming talent from all walks of life and sourcing talent from diverse backgrounds.



Leadership & Global Development

Cultivating an environment that inspires inclusive practices for all and leadership to drive a thriving People First culture through strong commitment to diversity, fairness, and belonging. Setting the tone from the top and actively championing inclusive decisions and/or practices.



Environment & Culture

Fostering an environment that aligns our values with our business strategies and practices to create an inclusive environment that drives innovation, productivity, and a powerful People First culture.



Continuous Evaluation & Improvement

Consistently evaluating and gauging the effectiveness of initiatives by analyzing data and gathering feedback to pinpoint areas for enhancement and propel advancement.

Our commitment to inclusion isn't just felt in our culture; it's built into our structure. Our Global Diversity, Equity, and Inclusion Policy codifies our dedication to a workplace where everyone belongs, extending those principles beyond our walls to the partnerships, collaborations, and communities we engage with externally. Our Social Impact and Inclusion ("SII") microsite serves as the central hub for news, updates, and resources that keep our people informed and connected to this work.

Globally, our SII strategy continues to drive education and awareness across our four Communities of Focus (Women, LGBTQIA+, Disabilities, and Ethnic Diversity) through events that are both globally coordinated and locally relevant. We regularly host workshops on diversity awareness and unconscious bias, and actively champion inclusive language across the organization.

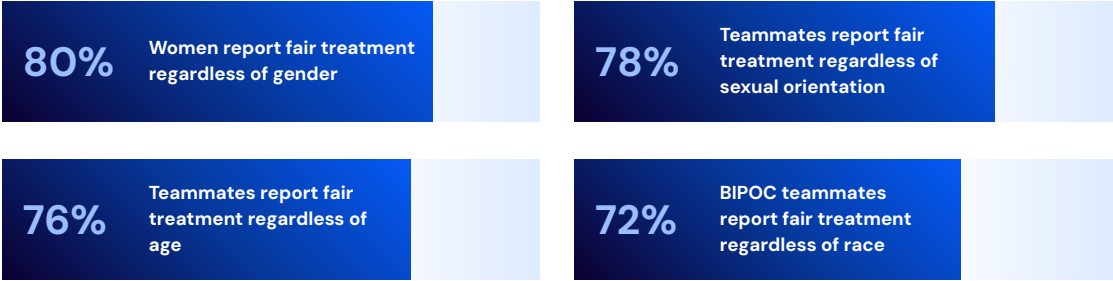
Inclusion is also reinforced through our annual Code of Conduct training, which covers harassment, discrimination, and the behaviors that define a respectful workplace. We hold a zero-tolerance stance on workplace harassment in any form. This commitment has not gone unnoticed. TaskUs has continued to earn several Comparably Awards, including Best Company for Diversity and Best Company for Women. We are also proud signatories of the UN Women's Empowerment Principles, reflecting our ongoing dedication to advancing gender equity as a global priority.



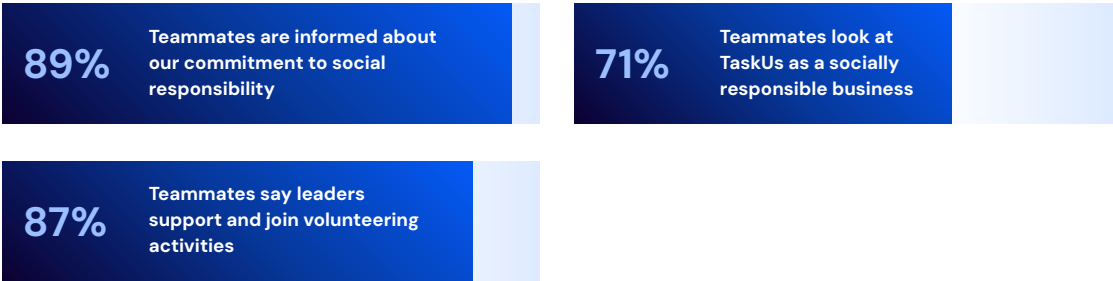
Social Impact and Inclusion Survey

TaskUs has implemented several programs to create a culture of inclusivity and positive engagement with our teammates. We conduct an annual SII survey to understand our teammates’ experience with these programs. The SII survey results inform our approach to advancing inclusion, equity and social responsibility at TaskUs and our priorities for the following year. In 2025, we identified the following highlights (shown as percentages of survey respondents):

Culture of respect and fairness



A force of good beyond the workplace



Inclusion Programs and Interest Groups

With people at the core of our operations, we continue to nurture a culture of inclusion and camaraderie among our teammates through a variety of initiatives.



Global Learning and Dialogue

Roundtable discussions with internal and external leaders, learning sessions, and discussion panels focused on inclusion, equity, and belonging.



Volunteer and Community Initiatives

Teammate-led activities and partnerships that enable employees to support causes aligned with our values.



Family and Site Events

Annual celebrations such as Pride Month activities in support of our LGBTQIA+ teammates and community, as well as site-level year-end parties that bring teammates and their families together.

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





Empowering Global Leadership and Connection

Building on the goals established in 2025 to enhance our ERG framework, the **Women of TaskUs** ERG has experienced significant growth and engagement across all levels of the organization. Over the past year, the group has transitioned from its successful launch to a global platform that fosters professional development, celebrates individual achievement, and strengthens our People First culture.

Fostering Professional Growth and Client Connection

The Women of TaskUs ERG continues to bridge the gap between internal development and external partnership:

- **Women's Mentorship Pilot.** Launched in early 2026, this pilot program facilitates 1:1 virtual mentorship conversations between a select group of mentors and mentees. Participants meet bi-monthly or monthly to navigate career paths and nurture the next generation of women leaders within TaskUs.
- **Executive Client Engagement.** Demonstrating the strategic value of our ERG, we hosted a Women of TaskUs Retail Executive Dinner in Las Vegas. This event allowed our women leaders to engage directly with key clients, aligning our inclusive values with our business growth strategy.



Women's Month Global Celebration

Our celebrations for Women's Month have evolved into a month-long series of global and localized activations designed to amplify the voices of women across our global operations.

- **Flagship Leadership Spotlights.** In 2026, our marquee Global Fireside Chat featured prominent women leaders sharing career-defining lessons and strategies for advancement. This built upon our 2025 initiative, where women from our recruitment leadership shared invaluable wisdom on professional growth.
- **Multimedia Advocacy.** We expanded our digital reach through the launch of the **EmpowHER Podcast** in the Philippines and dedicated social media features highlighting teammates in Mexico, Colombia, Malaysia, the U.S., and Greece.
- **Localized On-Site Engagement.** To ensure inclusivity at the site level, our offices hosted high-touch activations, including "Life Talks" with specialized wellness coaches, cake-cutting ceremonies in India, and flower and gift distributions across our Adria region and India sites.
- **Global Toolkits.** To empower every office to celebrate authentically, we released an annual Women's Month Toolkit containing digital assets and resources to support localized events and individual recognition.
- **International Women's Day Recruitment Drive in India.** Our India operations hosted a large-scale recruitment drive across Mohali, Navi Mumbai, and Gurugram, blending structured interviews with "Women Talk" storytelling, speed mentoring, and strategy challenges. The event attracted approximately 350 candidates, resulting in 60 immediate hires, 40 offers, and 80 high-potential women identified for future roles, including participants from Persons with Disabilities ("PWD") and LGBTQIA+ communities. Sites also launched engagement sessions on wellbeing, leadership, and growth, highlighted by the debut of MystiqHER in Gurugram, a program offering wellness workshops, mentorship, financial literacy, and career-pathing support.

Through these initiatives, the Women of TaskUs ERG remains a vital component of our social impact strategy, ensuring that equity and inclusion are woven into every aspect of our global operations.

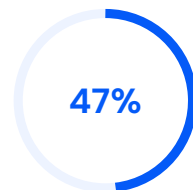
Attracting Diverse Talent

TaskUs is committed to cultivating a workforce that reflects the rich diversity of the global community. Across markets, our employer brand and candidate-facing materials are intentionally designed to reflect the diversity of our teams and the communities we serve, so candidates from all backgrounds can see themselves thriving at TaskUs. We partner with diversity groups and other forums to provide Diversity, Equity and Inclusion (“DEI”) education for recruiters and hiring managers, encompassing our DEI philosophy, equity principles, unconscious bias management, and standardized manager interview processes.

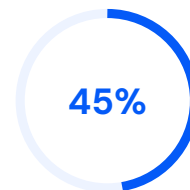
We continue to promote inclusive recruiting and hiring practices by taking steps to increasingly identify candidates from diverse backgrounds and untapped talent pools.

Our DEI Training and Formal Certification Program covers three training categories: Equality and Equity, DEI Philosophy, and Unconscious Bias. All members of recruitment teams have been certified through this program, and they are available to all managers across TaskUs.

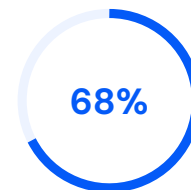
In addition, our DEI learning ecosystem has two supplemental courses designed to deepen practical application of inclusive hiring principles, “Culture Add and Culture Fit” and “Inclusive Candidate Recruiting Questions,” which are covered in more detail in our [2025 ESG Report](#).



Women in workforce



**Managers at all levels
that are Women**



**US employees are of
ethnically diverse
backgrounds**

**As of December 31, 2025*

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





Case Study:

Self-ID as a measure of trust

At TaskUs, an inclusive culture is one where people feel safe enough to show up as their full selves. Diversity can often be measured through standard metrics, but inclusion is experienced internally, and our self-ID drive serves as one of our most important indicators of that lived experience. When employees choose to voluntarily share aspects of their identity, we're not just gathering data; we're measuring psychological safety and trust across our global workforce.

Self-identification is an act of trust between an employee and the Company. When a teammate shares their sexual orientation, gender identity, or veteran status, they're signaling that they believe TaskUs will respect who they are and protect their privacy, allowing us to move beyond assumptions and focus on removing systemic barriers and creating opportunities that reflect the real needs of our people.

This data allows People Operations (HR) and our Social Impact and Inclusion unit to move from general initiatives to targeted, specific support, giving us a clearer picture of our team's true composition so we can better tailor wellness programs, benefits, and career development tracks to meet the actual needs of our diverse global community.

Since launching the Self-ID campaign in 2024, we have seen notable increases in the percentages of employees who self-identified* across various categories. For example, as of the end of 2025, the percentage of employees who self-identified sexual orientation increased from 18% to 46%, gender identity from 47% to 73%, and veteran status from 54% to 68%. These results reflect growing confidence that authenticity is welcomed at TaskUs and suggest we are taking the right steps to help make the invisible visible.

*Note: Self-identified excludes employees that selected "prefer not to say."



Teammate Engagement & Development

Our commitment to the personal and professional growth of our teammates is a cornerstone of our culture and a powerful catalyst for our success. We use the Employee Net Promoter Score (“eNPS”) as the barometer to measure employee engagement. In 2025, our eNPS was 60 with a participation rate of 88% of employees, with 70% of employees who participated rating us 9 or 10 on a scale of 10. We monitor eNPS to evaluate our ability to maintain consistently high levels of employee engagement, satisfaction, and, ultimately, retention.

We believe happy employees deliver better results, and our ability to maintain high eNPS scores enables us to drive real business impact, including improved attendance and higher retention. The voluntary attrition rate for employees who were employed by TaskUs for more than 180 days was 26.6% for the year ended December 31, 2025.

At the heart of our strategy is an unwavering commitment to the personal and professional growth of our teammates. We believe that this development allows for more engaged teammates, engaged teammates yield better retention, while better retention supports better performance for our clients. Our commitment to teammate development is more than a strategic initiative—it’s a cornerstone of our culture and a powerful catalyst for our success.

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

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



The Academy

We're extremely proud of what we've accomplished since launching The Academy. As of December 31, 2025, more than 53,000 of our talented teammates had enrolled in the Academy since its inception, with approximately 2,200 enrollees receiving promotions during 2025.

53,000+

Total enrollees since program inception

~2,200

Enrollees earned promotions in 2025

The key tenets of the program are:



Upskilling for Career Advancement

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



Digital Ecosystem for Learning

Our programs, spanning 14 unique career paths, emphasize self-paced learning, collaboration spaces for peer-to-peer learning, and skills libraries – enabling teammates to learn flexibly and connect with others.



Mentorship for Growth

Our group and one-to-one mentoring programs play a vital role in fostering learning and development. TaskUs mentors devoted more than 3,400 hours in support of The Academy in 2025.



Building a Leadership Pipeline

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



Professional Certification through SkillUp

We have introduced specialized certification tracks in Lean Six Sigma (White, Yellow, and Green Belt) and Artificial Intelligence (AI for Beginners and AI for Leaders). These programs empower everyone from frontline associates to leaders to earn industry-recognized credentials, fostering a culture of continuous improvement and self-development.





Community Impact & Strategic Partnerships

At TaskUs, social impact is embedded in how we do business. Our commitment to giving back goes beyond corporate initiatives—it extends to our local sites, where we actively encourage employees to volunteer and engage in community-focused efforts. Additionally, we offer our clients opportunities to participate in our social responsibility initiatives, deepening relationships and fostering collaboration.

Rooted in our People First culture, our Social Impact strategy focuses on education, environmental sustainability, and inclusivity across the following pillars:

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

Global Impact in Action

In 2023, TaskUs launched TUgether We Serve as a global initiative to track, expand, and amplify collective impact. What began as a grassroots movement among employees has evolved into a structured global volunteerism initiative embedded into the daily rhythm of TaskUs life. During 2025, teammates logged over 28,000 volunteer hours, surpassing the 20,000-hour goal by more than 40%. This effort involved more than 3,600 employees globally who supported over 50 nonprofit organizations. These top volunteer efforts focused on social inclusion, community donations, and animal rescue and rehabilitation.

Our commitment to corporate social responsibility ("CSR") is reflected in our robust network of partner organizations, allowing us to drive meaningful change across a diverse range of social and environmental sectors. Our partnership portfolio as of 2025 is strategically distributed across five key pillars:



Education

We support schools and educational institutions to foster learning and development within our communities, with a particular focus in the Philippines, India, Colombia and Mexico, where we continue supporting the education for children of our employees through the NextGen Scholarship Program.



Social Welfare

We collaborate with nonprofits and community groups to address local needs and support grassroots initiatives.



Animal Welfare

Our network includes animal welfare organizations and shelters, promoting the protection and care of animals.



Health and Wellness

We are actively involved with health and welfare initiatives focused on improving community well-being.



Sustainability

We partner with environmental and sustainability initiatives to advance our commitment to ecological responsibility.

Global Volunteer Movement

Behind every hour volunteered and every dollar raised is a life meaningfully changed by the generosity of a TaskUs teammate. The numbers are a reflection of our collective character, and a testament to what this organization is capable of when purpose drives action.

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

Beyond our broad partnership network, we execute targeted programs to bridge the digital divide and promote workplace inclusion. Through these comprehensive initiatives, we continue to integrate social value into our core business strategy, ensuring a positive and lasting impact on our global communities.



Volunteer hours

28,000+



Teammate volunteers

3,600+

Top Volunteer Causes



Volunteering for social inclusion



Social community cause and donation



Animal rescue and rehabilitation





IgniteUs Leadership Event

IgniteUs is an annual planning meeting where over 100 senior TaskUs leaders gather to discuss strategic goals. During this time, our leadership team also dedicates time to give back to the community, together. This year, leaders participated in a two-hour volunteer activity with TaskUs India's CSR partners: Government Senior Secondary School Sarhaul (We Care Foundation), Sarthak Educational Trust, and Green Pencil Foundation. The engagement aimed to strengthen TaskUs' commitment to education, inclusion, and environmental sustainability by directly experiencing their impact.



TechForward Project

In 2025, TaskUs continued the TechForward Project, donating 400 IT assets, including desktops, laptops, and monitors, to public schools, crisis centers, and government institutions across the Philippines. Led by our IT department, this initiative supports equitable access to education by equipping underserved communities with essential digital tools and learning resources. In total, 12 organizations were supported through donation projects executed within our key region, the Philippines.



Empowering Abilities & Disability Inclusion

Through our partnerships with the Philippine Business and Disability Network (Philippines), the National Association for the Blind ("NAB"), and Sarthak Educational Trust (India), TaskUs is expanding meaningful employment opportunities for people with disabilities, while embedding best practices for disability inclusion across our workplace.



NextGen Scholarship Program

Our flagship NextGen Scholarship program continues to widen educational opportunities for the children of TaskUs teammates around the world. While the program started in the Philippines in 2012, it has since been expanded to our employees in India, Mexico, and Colombia. In 2025, we supported nearly 2,700 of our teammates' children worldwide.



Ridiculously Good Foundation

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

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

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



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

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

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

By extending RGF for another year, we aren't just maintaining our momentum; we are evolving it. In today's rapidly shifting social and environmental landscape, RGF remains the heartbeat of our purpose: moving beyond our walls to tackle the urgent challenges of our time. We do this by leaning into our core value: Teamwork Makes the Dream Work.

In 2025, nearly \$17,000 was voluntarily donated by TaskUs employees to fund community projects in the Philippines. Close to 10 community projects relating to Education, Health, Social Welfare, and the Environment were successfully rolled out. The top 3 contributing sites were Lizzy's Watchtower, Chateau Ridiculous and Fort Excellence. These sites consistently exceeded these goals, demonstrating a remarkable commitment to community support and employee-led initiatives.

“

We are doubling down on our commitment to excellence, finding fresh, impactful ways to ensure our legacy is measured by the lasting good we do for our communities and the planet. As we grow, we carry the hope of bringing the RGF mission to other regions where we operate, aiming to prove that being 'Ridiculously Good' can truly be a borderless force for change.

”



Regina Aguila

President of the Ridiculously Good Foundation





Prioritizing Trust & Safety at Scale

During 2025, Trust & Safety (“T&S”) was one of TaskUs’ fastest-growing service lines, increasing by nearly 24%. TaskUs’ T&S teams support clients across multiple business lines, utilizing proprietary wellness packages and maintaining extensive AI technology partnerships. This growth was driven by our integrated solutions that safeguard platforms while protecting the people who enforce those standards.

Defining Trust & Safety

TaskUs defines Trust & Safety as a full-spectrum, human-in-the-loop risk management function that protects users, platforms, and communities from evolving digital threats. These include everything from fraud, harmful content, and privacy violations to AI-generated misinformation and emerging risks in immersive and autonomous environments. As platform complexity outpaces automation, TaskUs aims to bridge the gap between algorithmic detection and real-world judgment through a human-assisted intelligence model that spans emerging needs such as content moderation, financial crime prevention, AI safety, autonomous vehicle operations, and VR integrity.

Trust & Safety By the Numbers

As of year-end 2025, TaskUs’ Trust & Safety workforce included thousands of teammates across multiple hubs globally. The Wellness & Resiliency department is staffed by certified mental health professionals, including PhDs, researchers, and licensed clinicians. Wellness programs are embedded across our T&S operations, with more than 4,400 internally certified Wellness Heroes supporting frontline teammates in both onsite and remote settings.



Our Differentiators and Key Pillars



Global Life Coaching Program

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



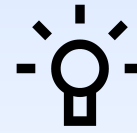
The Resiliency Studio

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



Division of Wellness & Resiliency Research

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



Advanced Services, Consulting and Technology

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

TaskUs integrates evidence-based psychological wellness into our operations, equipping teammates with clinical support, training, and resilience tools to sustain performance in high-risk and complex environments. This approach is anchored in four principles: inclusive, collaborative, transformative, and employee-centered care, enabling a workforce that is both robust and high-performing.



Human-Centered Safety: Wellness as Infrastructure

TaskUs aspires to integrate wellness and resiliency into core T&S operations as a measurable core infrastructure. This integration is validated by our operational data. One comprehensive case study has shown that teams with embedded wellness programming experience 65% lower attrition and 33% lower absenteeism than teams without such programming.

In 2025, the Wellness & Resiliency department achieved a 95% wellness employee satisfaction (“eSAT”) score and maintained 89% program efficacy and 100% capacity on its internal Wellness Scorecard. TaskUs has also maintained zero employee litigation related to content exposure.

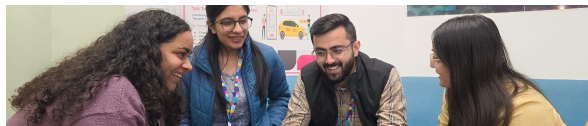


Global Life Coaching Program

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

TaskUs continued to scale our Global Life Coaching program. Key operational metrics for 2025 include (approximately):

- >100,000 employee check-ins and wellness sessions conducted
- >50,000 digital wellness courses completed
- ~800 hours of evidence-based wellness programming in our on-demand digital content library



01 Transformative Coaching Framework



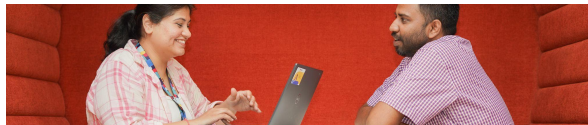
02 Group Wellness Sessions



03 Leadership Learning Sessions



04 Psycho-Educational Outreach



05 On-Demand Resources



The Resiliency Studio

The Resiliency Studio is TaskUs' psychological health and safety program, providing innovative interventions to help protect employees from the occupational risks of content moderation and other sensitive workflows. The program is anchored in six commitments: transparent job descriptions, research-based pre-hire screening (Cognitive Adaptability and Resiliency Employment Screener, or "CARES"), brain-based onboarding training, 24/7 clinical coverage, experiential clinical skills groups, and post-employment mental health support.

Wellness Hero Update

The Wellness Hero Certification Program has expanded to more than 4,400 internally certified Wellness Heroes at the end of 2025, up from approximately 2,800 at the end of 2024. These Heroes form a global network of peer advocates embedded across onsite and remote operations. Employees who were aware of Wellness & Resiliency resources and knew how to reach their Wellness Hero had, on average, at least 35% longer tenure, based on exit survey data.

T&S Certification & Workforce Development

In 2025, TaskUs launched the Global Trust & Safety Certification Program, the industry's first initiative to scale a "Safety-Certified" workforce and increase our foundational curriculum-building efforts from 2024. The program delivers micro-learning content (e.g., 5-minute video modules) covering T&S fundamentals, content moderation, crisis management, and cybersecurity.

The curriculum covers platform risk landscapes and threat typologies, policy enforcement and escalation protocols, ethical decision-making in edge cases, and emerging risks, including AI-generated content and misinformation.

Division of Research & Evidence-Backed Focus

We approach well-being as a measurable, evidence-based practice, and have built the internal infrastructure to back up our claims. Our Wellness & Resiliency Division of Research comprises behavioral scientists, statisticians, and data scientists who conduct applied research to inform business decisions, shape industry standards, and validate TaskUs' wellness programming. As of 2025, the Division has produced over 70 internal research studies and 9 peer-reviewed publications, making TaskUs the sole Business Process Outsourcing ("BPO") provider with peer-reviewed, published research on pre-hire psychological screening and the effectiveness of wellness programs for Trust & Safety roles. We not only invest in our teammates' well-being, but also aim to define what best-in-class care looks like for the entire T&S industry.

Academic Research Partnerships

TaskUs has engaged in research collaborations with experts from leading academic institutions, such as the University of Edinburgh, Florida State University, and the University of California San Diego. You can read additional case studies and white papers published on our [website](#).

CARES Predictive Screener

TaskUs' proprietary Cognitive Adaptability and Resiliency Employment Screener ("CARES") is a validated pre-hire psychometric test designed to predict long-term psychological results in Trust & Safety roles. We are the only BPO provider with a published, validated psychometric screening tool developed specifically for Trust & Safety and content moderation candidates, another indicator of our commitment to raising the bar for how the BPO industry identifies, supports, and protects the people behind Trust & Safety work.

CARES assesses two main areas. Psychological Perseverance & Agility ("PPA") measures adaptability, emotional control, and problem-solving skills, while Rumination & Emotional Lingering ("REL") identifies traits such as mental rigidity and a tendency to dwell on difficult experiences. REL is the strongest predictor of negative outcomes such as burnout and stress.

A 2026 peer-reviewed study tracked an initial group of 336 content moderators in the Philippines and confirmed that pre-hire CARES scores are significantly linked to long-term psychometric outcomes, including burnout, secondary traumatic stress, perceived stress, compassion fatigue, and resilience. Importantly, the tool's predictive validity remained consistent throughout the study period, indicating that CARES' effectiveness does not decline over time.

In operational deployment, CARES has delivered measurable business impact, resulting in lower overall attrition, including 43% lower involuntary attrition due to job abandonment, 83% lower involuntary attrition due to poor performance, and 16% higher productivity. These results have been replicated beyond content moderation, demonstrating similar results in a rideshare company's safety line of business. You can read more about this study [here](#).

Providing Research-Backed Evidence for TaskUs' Wellness Program Effectiveness

TaskUs' [latest academic journal publication](#) demonstrated that the TaskUs Method 2.0 wellness program offers a significant protective effect against occupational hazards in T&S and AI Safety work over an 18-month follow-up period. Importantly, participants didn't show a significant increase in secondary traumatic stress or perceived stress. While small, expected declines were observed in burnout, compassion satisfaction, and resilience over time. Overall effect sizes were minimal, suggesting participants were not at substantial risk of increased psychological distress.

This marks the second peer-reviewed publication validating that TaskUs' wellness programming effectively reduces the development of secondary traumatic stress. To date, we have developed two evidence-based programs totaling 24 months of programming, each designed specifically for Trust & Safety and AI Safety professionals, and both have been proven effective in published research.



Trust & Safety Technologies

TaskUs entered 2025 with a clear mandate: to transform TaskUs into a hybrid "technology plus talent" leader for the AI era. In addition to our industry-leading Trust & Safety teams, we have developed and/or partnered with a host of technologies to build the world's leading provider of tech-enabled specialized business process services over the past several years.



T&S AI Copilot

The T&S AI Copilot combines real-time detection, decision support, and risk intelligence to enhance human moderation. The Copilot includes advanced features such as multimodal analysis with a large language model ("LLM"), keyword definition with contextual insights, optical character/scene text recognition ("OCR/STR") support, live language translation and summarization, and emoji and special character support.

The Copilot assists Trust & Safety teammates by identifying patterns in flagged content and predicting spikes in violations, supports customer service through early intervention, and aids financial crime and compliance efforts through early anomaly detection and faster fraud investigation workflows.



Trend Analytics Tool

TaskUs' Trend Analytics Tool automates trend monitoring, pattern identification, and anomaly detection to support data-driven decision-making in moderation operations. The tool consolidates data from various sources to quickly identify emerging content trends, hashtags, and patterns of violations. In this way, we can enable more proactive content moderation.



Human-in-the-Loop Systems

Integration of human review into AI workflows to continuously improve model accuracy, safety, and alignment with platform policies. TaskUs' human-in-the-loop capabilities span reinforcement learning from human feedback ("RLHF"), AI red-teaming, data labeling and annotation, and model evaluation. Everest Group specifically recognized TaskUs as a GenAI pioneer in RLHF and AI safety in its 2025 PEAK Matrix assessment.



Deepfake Detection (Reality Defender)

Through our partnership with Reality Defender, TaskUs provides real-time identification of manipulated audio, video, and image content across healthcare, fintech, gaming, and social platforms.



Digital Brand Protection (Red Points)

AI-powered monitoring across marketplaces, social media, and eCommerce platforms to detect counterfeits, IP infringement, and impersonation through image recognition and pattern analysis.



Wellness & Resiliency Technologies



Shield

Shield is TaskUs' proprietary, patent-pending wellness technology designed to reduce the emotional impact of reviewing graphic and disturbing content. Deployed as a web browser extension, Shield integrates directly into moderation workflows and offers a suite of features, including visual modulation (blurring, grayscale filtering), spatial games, a sound studio, psychological distancing techniques, and eye-movement tools.



LetUsKnow

LetUsKnow is a centralized experience management platform that enables teammates to share real-time insights on workplace experiences, psychological safety, and operational challenges. The tool supports continuous listening while maintaining confidentiality, allowing us to identify emerging risks and respond proactively.



Centered

Centered is an engaging, user-friendly mood-scaling wellness tool deployed to frontline employees that captures unique data on well-being and offers a brief wellness intervention to improve their mood.



Wellness Pulse

Wellness Pulse, a research and data-driven well-being monitoring solution, uses anonymous psychometric micro-surveys, qualitative data processing at scale (extracting themes and sentiment from open-text feedback), and AI-enabled trend analytics to spot shifts in sentiment, stress signals, and operational risk indicators before problems grow. As of 2025, Wellness Pulse was deployed across seven T&S sites, serving over 4,000 employees with a 45% adoption rate.



Case Study:

Safeguarding Employee Well-being with Shield

The Challenge

A global client needed to protect the psychological health of 300+ Trust & Safety moderators in the Philippines and Malaysia handling highly egregious content. TaskUs deployed Shield across these operations.

The Solution

Shield demonstrated that psychological strain can be reduced without compromising moderation speed or accuracy, enabling more sustainable performance in high-risk T&S environments.

The Results

When comparing top versus bottom Shield users over a one-year time span, TaskUs achieved:

20%

Reduction in secondary traumatic stress

15%

Reduction in burnout

14%

Reduction in perceived stress

8%

Improvement in employee Satisfaction

7%

Improvement in retention intention

“

Our approach to Wellness & Resiliency increases both employee satisfaction and performance. On average, our clients realize a 50% annual reduction in attrition on teams with Wellness.

”



Rachel Lutz-Guevara

Division Vice President, Trust & Safety

Awards & Recognition

TaskUs was named a Leader in Everest Group's Trust & Safety PEAK Matrix® for the third consecutive year (2025), a distinction that recognizes our hybrid AI-human approach to protecting digital communities. The assessment recognized TaskUs as a GenAI pioneer in RLHF and AI safety, and highlighted our integrated "Wellness-as-a-Service" model as a key differentiator.

Environmental



Environmental Sustainability

At TaskUs, environmental sustainability is increasingly shaped by both our operational model and evolving client expectations. As a cloud-based, asset-light organization operating across 31 sites in 13 countries, our environmental footprint is primarily driven by energy consumption in facilities and value chain emissions.

In 2025, we continued to improve our approach to managing environmental impacts by strengthening our greenhouse gas (“GHG”) measurement practices, expanding renewable energy sourcing, and integrating environmental considerations into facilities management and procurement decisions. At the same time, we are responding to increasing client demand, with some of our clients incorporating sustainability criteria into procurement processes and requesting more detailed environmental data to support their climate strategies.

Our flexible delivery model, including remote and hybrid work, remains an important component of our approach, helping to reduce operational footprint while supporting business continuity and resilience.

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



Key Environmental Performance Highlights



Energy Management and Renewables

While our overall energy consumption increased to 168,275 GJ in 2025, we have increased our share of renewable electricity coverage from 4% in 2024 to 37% in 2025. This was largely driven by advanced renewable electricity sourcing through our Virtual Power Purchase Agreement (“VPPA”) and supplemental spot RECs. The VPPA-linked Ocotillo Wind Farm contributed approximately 4,079 MWh of renewable energy.



Climate Strategy Progress

Registered with the Science Based Targets initiative (“SBTi”) and initiated development of near-term emissions reduction targets.



CDP Performance

TaskUs improved its CDP Climate Change score to B-level overall in 2025 and increased its score across multiple sub-criteria, including governance, risk disclosure, and energy management. This improvement reflects strengthened climate governance practices, enhanced emissions measurement, and expanded renewable energy procurement.



Environmental Management

Initiated efforts to develop more consistent environmental management practices across global facilities, supporting improved coordination and oversight.



Operational Compliance

Strengthened environmental compliance capabilities in key markets, including Pollution Control Officer (“PCO”) certification across Philippine sites.



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 sustainability initiatives, such as teammate transportation and work-from-home programs. Our Board stays informed through presentations from executive leadership and our management-led ESG Working Group, which regularly provides updates on environmental matters. This approach keeps the Board current on our progress and challenges in meeting sustainability goals.

Management Roles and Responsibilities

Climate responsibility is embedded throughout our senior leadership, starting with the CEO, whose role encompasses several key responsibilities for 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. The CEO can steer the organization's journey towards sustainable practices and climate stewardship by embracing these responsibilities.

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

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

TaskUs also maintains an ESG Working Group that meets monthly to monitor progress and align strategic priorities across departments.

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

Recognizing the importance of customer and regulatory climate goals and reporting expectations, management oversight of environmental initiatives has also increasingly incorporated client- and stakeholder-driven sustainability requirements. This includes coordinating cross-functional efforts to respond to sustainability-related requests in TaskUs' commercial engagements and reporting processes.





Establishing a Foundation for Our Climate Strategy

Climate-related factors continue to inform our strategic and operational decisions. In 2025, TaskUs further improved its environmental management by enhancing emissions measurement, increasing renewable energy procurement, and integrating environmental considerations into facility and operational planning.

We have begun standardizing environmental management practices across our global facilities, including developing consistent protocols for energy monitoring, waste reduction, and environmental compliance. These efforts aim to enhance operational alignment and support more granular environmental data collection to meet both internal targets and client reporting requirements.

Sustainability factors continue to influence our geographic expansion, facility choice, and procurement plans. TaskUs focuses on real estate with green building certifications (e.g., LEED), energy-efficient designs, and sustainable materials. Our cloud-based infrastructure improves operational resilience and supports an asset-light operating model, while our remote and hybrid work setups help reduce the environmental impact of facility use and employee commutes.

At the same time, evolving client expectations are increasingly shaping our climate strategy. Clients are asking for more detailed environmental data, including energy consumption and emissions data, to support their sustainability goals and purchasing decisions.

Looking ahead, TaskUs is developing a formal climate transition plan, incorporating scenario analysis under both a 1.5°C pathway (as conducted in 2025) and at least one additional higher-warming scenario (above 2°C) to evaluate physical risk exposure under less favorable decarbonization pathways. The transition plan will integrate renewable energy targets, supplier engagement milestones, and emissions reduction trajectories aligned with our future SBTi commitment.

Climate Action: Embedding Climate Considerations Within Our Operations

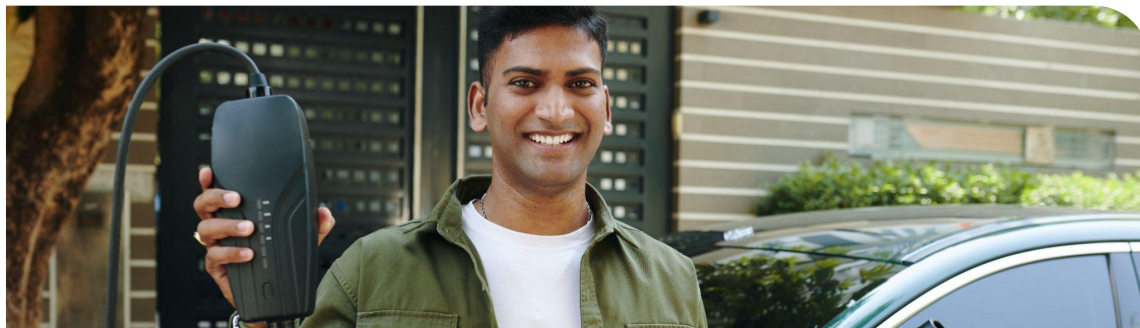


Ocotillo Wind Farm VPPA Project

As discussed in our [2025 ESG Report](#), we are investing in mechanisms that advance the share of renewable electricity used to meet our energy needs. For example, we helped fund the repowering of a wind farm in Big Spring, Texas via a fixed-price VPPA. Through this arrangement, TaskUs purchases renewable energy attributes in the form of Renewable Energy Certificates (“RECs”), supporting the addition of clean energy to a grid that largely relies on coal and natural gas. We began purchasing RECs generated by this project in Q3 2024, and the project continued to contribute 4,079 MWh of renewable energy to our energy supply in 2025.

In addition to our VPPA, we’re progressing with supplemental procurement of renewable energy via spot RECs in key markets, including India and the Philippines, to increase our renewable electricity coverage. In 2025, we achieved a renewable energy share of 37%. We also continue to explore collaborative renewable energy opportunities with clients and partners, including participation in clean energy procurement initiatives. These efforts reflect increasing alignment between client expectations and our climate strategy, as we work to support both our own environmental goals and those of our customers.

Looking ahead, TaskUs is considering additional avenues to increase our renewable electricity share, including the existing VPPA, expanded spot REC procurement, and potential future on-site renewable installations.



Fostering Sustainability: Advancing Sustainable Mobility Through Electric Vehicle Adoption in India

TaskUs has implemented a range of initiatives in recent years to improve operational efficiency and support lower-emission practices across its global footprint. These efforts reflect an ongoing focus on integrating sustainability considerations into day-to-day operations.

In 2025, TaskUs began testing electric vehicle ("EV") transportation options across its operations in India as part of a broader effort to reduce indirect emissions from employee commuting. This effort shows a growing focus on adding sustainability to everyday operations while boosting transportation efficiency for our teammates.

TaskUs has also launched a broader EV employee transportation program in key locations across India, partnering with mobility providers to convert portions of their fleet from gas-powered to electric vehicles. The initiative aims to enable scalable, lower-emission commuting options while ensuring reliability, safety, and accessibility for staff.

The initiative also incorporates emerging mobility solutions, including autonomous vehicle technologies, to assess long-term opportunities to optimize route efficiency and reduce environmental impact. Using data-driven routing, fleet electrification, and partnerships with local providers, TaskUs is evaluating how to integrate sustainable transportation solutions into its operating model in a scalable, cost-effective manner.

This initiative represents a step toward addressing a key component of TaskUs' Scope 3 emissions, employee commuting, and aligns with broader efforts to enhance operational sustainability across its global footprint.

“

At TaskUs, we are continuously exploring ways to integrate sustainability into how we operate and support our teammates. Our EV transportation initiative in India reflects a practical step toward reducing emissions from daily operations while improving the commuting experience for our people. As we scale this effort, we're focused on balancing environmental impact, operational impact, and long-term efficiency.

”

Sapna Bhamhani

Senior Vice President of Operations, TaskUs India Country Lead



Learn More

These efforts build on TaskUs' broader environmental workplace initiatives, including environmentally conscious practices that reduce waste generation, conserve energy, and minimize our carbon footprint. We continue to advance our environmental practices, with additional details on prior initiatives available in our [2025 ESG Report](#).

Climate Risk & Opportunities Assessment

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

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

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



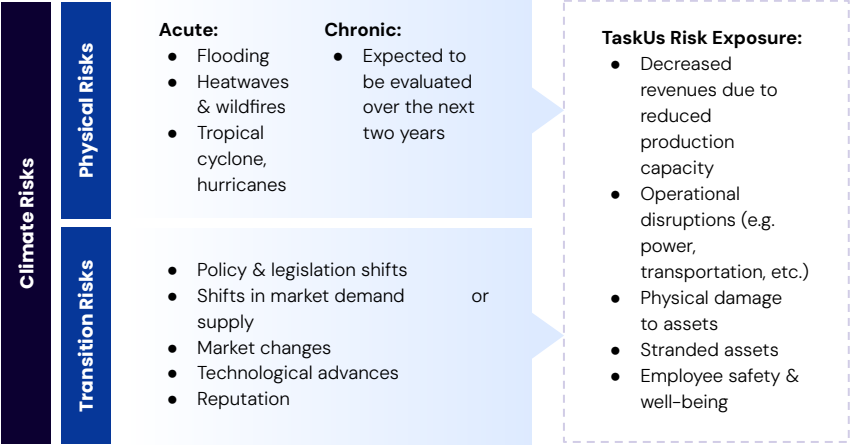
TaskUs has begun applying the LEAP (Locate, Evaluate, Assess, Prepare) approach to better understand how climate-related risks and opportunities, such as extreme weather events, affect our operations. This framework helps us identify vulnerabilities across our locations and informs our strategic planning to strengthen our operational resilience and long-term business continuity. TaskUs has engaged a third-party sustainability consultant to broaden the scope of this approach beyond business continuity to other business areas, including financial impact quantification and transition risk assessment.

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

In 2025, TaskUs continued to build on our initial climate scenario analysis, as discussed in last year's [2025 ESG Report](#), by applying a bespoke transition scenario aligned with a 1.5°C pathway. This analysis was conducted on an organization-wide basis and incorporated both qualitative and quantitative considerations across multiple risk categories, including policy, market, reputational, and physical risks.

Our scenario analysis evaluated the potential impacts of evolving regulatory requirements, stakeholder expectations, and client demand for sustainability performance, including increased scrutiny of emissions data and renewable energy usage. Key assumptions included the growing importance of sustainability in client procurement decisions and the need for more granular environmental data to support these expectations.

We have used insights from this analysis to inform our strategic considerations, including expanding renewable energy sourcing, prioritizing energy-efficient facilities, and enhancing supplier engagement. The exercise also highlighted the importance of integrating climate considerations into financial planning and strengthening the resilience of our business model in a transitioning low-carbon economy.



As part of our climate risk assessment, TaskUs has identified both cost-management opportunities and investment requirements. We have apportioned a budget for renewable energy procurement in line with our future decarbonization ambitions. Additionally, TaskUs' operational redundancy model has helped avoid service disruptions during climate events in the Philippines and India, protecting revenue continuity for affected client operations.

This work marks an important step toward developing a more structured climate transition strategy and assisting our short-term target-setting and planning efforts. Looking forward, TaskUs will extend this analysis to include at least one additional temperature scenario above 2°C, evaluating physical risk exposure and business continuity implications under higher-warming pathways. This expansion strengthens the robustness of our climate resilience planning.



Greenhouse Gas Emissions Evaluation, Metrics & Future Targets

As with other aspects of our business, strategic decisions related to climate considerations are supported by data. TaskUs conducts annual GHG emissions measurements across Scope 1, Scope 2, and Scope 3 and reports results on a consolidated basis. Our emissions have also been independently verified by a third party.

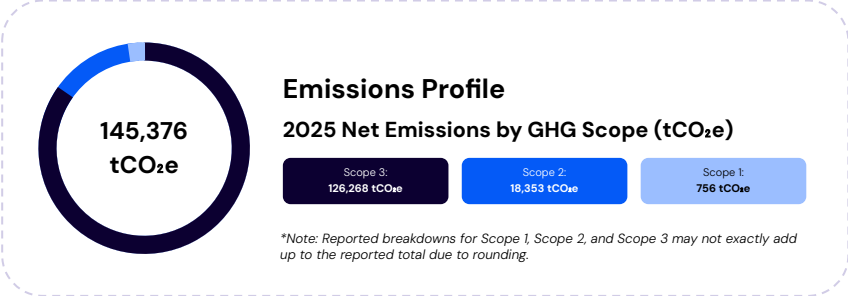
In 2025, our net total GHG emissions (encompassing Scopes 1, 2 and 3), were 145,376 tonnes of carbon dioxide equivalent (“tCO2e”), compared to 121,866 tCO2e in 2024. This represents a 19% change year-over-year.

To complement absolute emissions, TaskUs tracks emissions intensity metrics, including emissions per full-time employee (“FTE”) and per unit of revenue. In 2025, our total emissions intensity remained in line with our emissions intensity figures from 2024 (tCO2e per FTE: 2.3 in 2025, 2.2 in 2024; tCO2e per \$1M revenue: 122.8 in 2025, 122.5 in 2024).

Scope 3 emissions continue to account for the majority of TaskUs’ total footprint, primarily driven by purchased goods and services, capital goods, fuel- and energy-related activities, waste generated in operations, business travel, and employee commuting.

Year-over-year changes in emissions reflect a combination of business growth, evolving data availability, and ongoing refinement of emissions measurement methodologies. Improvements in data quality, especially across Scope 3 categories, may also contribute to variability in reported emissions over time.

We have identified initiatives to reduce emissions and improve energy efficiency. These include sourcing renewable energy, implementing efficiency measures at facilities, and executing operational initiatives across our global operations.



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

- Scope 1.**
Direct release of greenhouse gases from sources owned or controlled by TaskUs.
- Scope 2.**
Emissions from the generation of electricity, steam, heat, or cooling purchased by TaskUs. Our reported Scope 2 figures are calculated using the market-based method, reflecting specific emission factors of our energy procurement activities.
- 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.



Future Decarbonization Targets

During 2026, our near-term commitment to the Science Based Targets initiative was approved.

As part of our future decarbonization commitments, TaskUs will be engaging with suppliers that, in the aggregate, account for at least two-thirds of our Scope 3 emissions, encouraging them to set their own science-based targets. In 2026, TaskUs will also be expanding third-party verification of our GHG inventory to include Scope 3 emissions and energy data, strengthening data quality and assurance across all reported scopes. To support these efforts, TaskUs allocates a dedicated budget for climate-related investments and continues to seek opportunities to reduce emissions across our operations and value chain.

Supplier Engagement

TaskUs is strengthening our approach to supplier engagement as a core component of our climate strategy. We plan to set up a structured supplier engagement program, such as Tier 1 supplier segmentation, to prioritize our most material suppliers, and the development of an emissions-related data-collection questionnaire. Dedicated project management resources have been assigned to support this effort.

We also plan to further integrate environmental expectations into our Global Supplier Code of Conduct, aligning supplier practices with evolving regulatory requirements and client expectations. These efforts represent an important step toward improving visibility into Scope 3 emissions and enabling more targeted engagement across our value chain in the future.



Governance



Corporate Governance

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



Board Governance Highlights

Board Composition Update: Following the 2026 Annual Meeting, the Board will consist of eight members, reduced from nine. Six of eight directors (75%) are independent under Nasdaq rules. More information regarding Board composition changes is available in our [2026 Proxy Statement](#).



Female
Directors



Board Committees
Chaired by Women



Racially/Ethnically
Diverse Directors



Average Director
Age



Board Committees
Chaired by
Independent
Directors

*Note: Reflects data as of May 21, 2026.



Board Governance Highlights

Board Oversight

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

Board Committees

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

[Nominating and ESG Committee](#)

The Nominating and ESG Committee has a leadership role in shaping TaskUs' approach to corporate governance and overseeing the Company's strategy related 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. The Committee met two times in fiscal year 2025.

[Compensation Committee](#)

The Compensation Committee oversees the Company's executive compensation program to further enhance the alignment of executive compensation with individual executive and corporate performance and the Company's business strategy. As part of its oversight function, the Compensation Committee monitors risks related to the Company's compensation policies and practices for all employees. The Committee met three times in fiscal year 2025.

[Audit Committee](#)

The Audit Committee oversees the Company's guidelines and policies regarding risk assessment and risk management. The Audit Committee also monitors compliance with legal and regulatory requirements, reviews and evaluates the adequacy of the Company's IT security program and controls, and oversees the Company's system for monitoring compliance with and enforcing our Global Code of Conduct. The Audit Committee also oversees the pace of AI integration across TaskUs' operations and services, weighing the advantages of this technology against potential risks. Several Committee members qualify as audit committee financial experts, and the Committee met seven times in fiscal year 2025.



Lead Independent Director

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

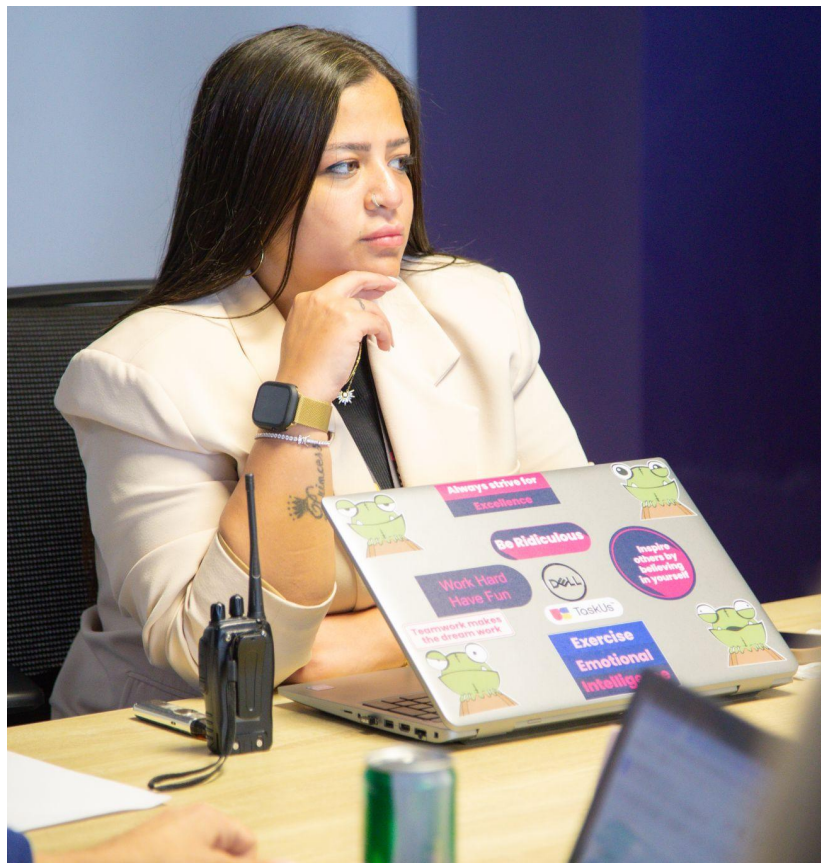
Executive Oversight

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

ESG Working Group

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





Risk Management

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

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

Ethics & Compliance

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

Global Code of Conduct

TaskUs maintains a [Global Code of Conduct](#) (the "Code") relating to the conduct of our business by all of our teammates, executive officers, and directors, which was most recently refreshed in 2024. All TaskUs teammates are expected to complete a training course and are tested on the Code annually. More than 95% of TaskUs teammates completed the mandatory Code of Conduct training in 2025, maintaining our momentum from previous years.

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

Raising Ethics & Compliance Concerns

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



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

Compliance Oversight

Per its written charter, the Audit Committee of the TaskUs Board of Directors oversees, reviews, and periodically updates the Code and TaskUs' systems to monitor compliance with and enforce the Code. The Audit Committee receives reports at least quarterly, covering employee concerns related to ethical or accounting matters submitted through our Integrity Line. Our global Legal department is functionally organized, with lawyers focusing on employment, privacy, corporate, product, intellectual property, and contract law. Legal team members partner with internal teams to identify existing and emerging compliance obligations, provide counsel on compliance options, and assess compliance gaps and risks. For example, employment lawyers based in each major geography where 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 external counsel for advice on 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 & Anti-Bribery

TaskUs strives to operate in strict compliance with anti-bribery laws, in accordance with the Code and other policies against bribery and corruption, including our Anti-Corruption Policy and Procurement Policy. TaskUs did not incur any material monetary losses in 2025 as a result of legal proceedings associated with bribery or corruption.

Political Activity

From time to time, TaskUs collaborates with governments in certain jurisdictions on local initiatives such as job training programs, but TaskUs typically does not make political contributions or engage in lobbying, nor does it support specific political candidates, issues, or causes.



Information Security & Data Privacy

TaskUs empowers companies to deliver innovative services through highly responsive and bespoke outsourcing solutions. This responsibility requires us to maintain strong information security and data privacy practices that protect our clients, their customers, and the broader digital ecosystem. Our cybersecurity program is a core component of our risk management strategy, guided by the National Institute of Standards and Technology (“NIST”) Cybersecurity Framework (“CSF”) to identify, assess, and manage cybersecurity risks. We maintain independent certifications under leading standards, including PCI DSS, HITRUST, SOC 2 Type II, and ISO 27001, to validate the effectiveness of our controls.



Oversight and Organizational Governance

Our Board of Directors oversees TaskUs' cybersecurity strategy, with the Audit Committee responsible for regularly reviewing information security, data privacy, and risk management practices. Several Board members bring relevant expertise in technology, artificial intelligence, and cybersecurity, strengthening the Board's ability to provide effective oversight. The Audit Committee engages directly with management, including the Chief Information Security Officer ("CISO") and Deputy Chief Information Security Officer for Security Operations (previously referred to as Division Vice President, Information Security in prior ESG reports), to assess the effectiveness of the Company's security program. At the management level, the CISO reports directly to the Chief Executive Officer, reinforcing the strategic importance of cybersecurity across the organization. The senior management-level Enterprise Risk Management Committee further supports this oversight by identifying, monitoring, and escalating key risks, and reporting regularly to the Board.

Our global Information Security ("InfoSec") team, now approximately 130 members strong, operates 24/7 and is structured across core functions including engineering, security operations, compliance, identity and access management, application security, and fraud risk management. The function is led by the Deputy Chief Information Security Officer, who reports to the CISO and oversees the overall security program.

As part of our continued investment in cybersecurity capabilities, TaskUs is expanding dedicated AI Security and Threat Intelligence teams to better address emerging risks, including those related to generative AI and evolving threat landscapes. We also maintain cybersecurity liability insurance to help mitigate potential financial exposure.

Protection on all Sides

TaskUs continues to maintain alignment and/or certification with leading cybersecurity frameworks, including NIST CSF, ISO 27001, SOC 2 Type II, HITRUST, PCI DSS, and applicable regulatory standards such as GDPR and HIPAA. These certifications are validated through regular independent external and internal audits. For additional details on our previously held certification scope and controls, refer to the [2025 ESG Report](#).

In 2025, TaskUs also obtained ISO 27017 and ISO 27018 certifications, further strengthening our cloud security and data privacy controls.

- **ISO 27017:** TaskUs has implemented enhanced security controls tailored to our cloud-based operating model, including strengthened access management, segregation of client environments, and shared-responsibility governance across cloud platforms.

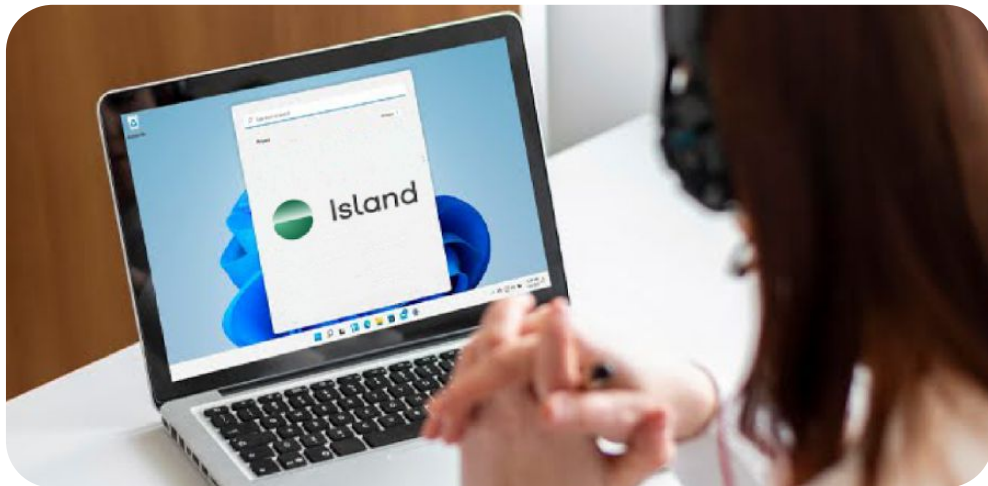
- **ISO 27018:** TaskUs has implemented additional safeguards for personally identifiable information ("PII") we collect, including stricter data-handling protocols, purpose-limitation controls, and enhanced transparency in how client and end-user data is processed within our global delivery environment.

In addition, TaskUs is on track to achieve ISO 42001 certification for AI management systems. In line with this standard, TaskUs is formalizing controls around the responsible use of AI, including risk assessment frameworks, human oversight mechanisms, model governance, and safeguards to address bias, privacy, and security risks associated with AI-enabled services.



Advancing Our Security Capabilities

We continue to evolve our security architecture to address the increasing complexity of cyber threats, the expansion of distributed work environments, and the growing importance of risk management. TaskUs' approach focuses on embedding security controls closer to the point of user interaction and improving real-time visibility. We also aim to enable more adaptive, risk-based protection across our operations. In 2025, TaskUs focused on advancing to a more flexible security model that integrates endpoint, identity, and user activity monitoring controls. This approach strengthens our ability to detect and prevent threats such as credential compromise, data exfiltration, and unauthorized system access, while maintaining operational agility across diverse client environments. Additional details on TaskUs' foundational control environment and layered security approach are available in our [2025 ESG Report](#).



Island Browser Deployment

In 2025, TaskUs commenced enterprise-wide deployment of the Island Browser, a hardened enterprise browser that serves as the primary interface for employee access to client and internal systems. This browser-based security model improves protection against external threats while also addressing insider risk, particularly in environments where users have privileged access to sensitive systems. It also enables TaskUs to deploy consistent security controls across a wide range of operating models, including work-from-home, hybrid, and client-specific configurations. Island introduces browser-level security and data loss prevention capabilities directly at the point of user interaction. This allows TaskUs to enforce granular, context-aware controls over web activity, file transfers, screen capture, and session behavior without relying on traditional network infrastructure. Key capabilities include:

- Encryption of browser data (including cookies, cache, and local storage) to mitigate risks such as session hijacking and malware exploitation
- Isolation of web sessions from local endpoints to reduce the attack surface and prevent malicious code execution
- Blocking of high-risk activities, including unauthorized downloads, screen capture, and navigation to phishing or malicious websites
- Enhanced monitoring and visibility into user behavior, enabling detection of anomalous or potentially fraudulent activity



Identity, Endpoint & Physical Security Enhancements

TaskUs continued to strengthen our access management capabilities by upgrading our identity management platform, which provides advanced orchestration and security across our environment. We made it easier for employees to securely access the tools they need by introducing single sign-on for those working on company-managed devices within trusted networks, while smart, automated controls ensure the right people have access to the right resources at all times. To further protect against unauthorized access, we deployed an advanced security layer that continuously monitors account activity, identifies suspicious behavior, and automatically blocks access from anonymous or untrusted networks. At the endpoint and facility level, we have expanded protective controls to further reduce risk exposure. This included deploying metal detectors at production entrances, reinforcing physical security, and deterrence in high-sensitivity environments. These enhancements complement our broader layered security model by strengthening controls across identity, physical access, and endpoint interaction points.

Looking Ahead

As part of our forward-looking security strategy, TaskUs is evaluating additional opportunities to formalize our approach to managing AI-related risks, including data privacy, model integrity, and ethical use. These efforts will build on our broader commitment to responsible innovation and position TaskUs to proactively address emerging risks associated with generative AI and evolving threat landscapes.

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

TaskUs’ Cirrus Work-from-Home (“W@H”) model enables secure, flexible service delivery while maintaining consistent security standards across distributed environments. Designed to support both fully remote and hybrid operations, Cirrus reflects TaskUs’ view that security should adapt to evolving business needs rather than rely on rigid, perimeter-based assumptions.

Security controls applied in production facilities are extended and replicated in remote environments through standardized endpoint configurations, secure access controls, and centralized monitoring capabilities. This ensures that teammates working outside traditional office settings are subject to the same expectations regarding data protection, system access, and compliance with security policies.

Our Cirrus model is supported by a cloud-based operating environment that enables secure access to systems while maintaining visibility into user activity and system performance. Monitoring tools provide telemetry and operational insights, allowing leadership to oversee productivity, detect anomalies, and enforce compliance with security requirements in accordance with applicable laws and regional privacy considerations.

Cirrus is also aligned with TaskUs’ broader compliance framework and has obtained relevant certifications, including PCI DSS and SOC 2 Type II, demonstrating that remote operations meet the same rigorous standards as on-site environments. TaskUs also maintains clearly defined W@H policies and guidelines that establish expectations for workspace security, acceptable use, and data handling, reinforcing secure behaviors in remote settings. In certain client environments, additional safeguards are implemented based on contractual requirements and risk profiles, including controlled workspace monitoring or device restrictions.

By leveraging cloud-based infrastructure and adaptable security controls, TaskUs maintains visibility, enforces compliance, and protects data across a distributed workforce while meeting diverse client requirements. Additional details on the Cirrus model, monitoring practices, and supporting controls are available in our [2025 ESG Report](#).



Teammate Training, Awareness & Behavior

TaskUs recognizes that human behavior is central to maintaining a strong security posture. Our approach integrates structured training, continuous awareness, behavioral testing, and incentive mechanisms to actively manage insider, fraud, and social engineering risks across our global workforce.

Security awareness is embedded from the outset of the employee lifecycle. All teammates receive formal data privacy and information security training during onboarding, with required annual refresher training and targeted modules covering topics such as phishing, acceptable use, and secure data handling. These programs are supported by simulated phishing campaigns and ongoing communications designed to reinforce secure behaviors and ensure teammates remain vigilant against evolving threats.

We recognize that empowered and informed teammates are a critical line of defense against both external and insider threats. These efforts reflect progress toward TaskUs' commitment to integrating people, processes, and technology into our evolving security strategy. Additional details on TaskUs' training programs and awareness initiatives are available in our [2025 ESG Report](#).

Adversary Emulation Program

TaskUs implemented an adversary emulation program in 2025 that simulates real-world social engineering scenarios. Simulations may include outreach via personal communication channels, such as SMS and social media platforms. This approach enables TaskUs to assess behavioral risk in more realistic conditions and strengthen employee resilience against increasingly sophisticated fraud and manipulation tactics.

Fraud Fighters Program

We further reinforced a culture of accountability and proactive risk identification through our Fraud Fighters certification program and employee-driven reporting mechanisms, first introduced in 2024. Training modules are delivered through our Learning Management System to monitor progress and completion across our workforce, and more than 60% of our workforce has achieved certification with our program as of August 2026. These programs not only support early detection of potential risks but also embed a sense of shared responsibility for protecting client data and company systems.

“

We are experts at identifying and developing mitigation strategies for our clients to reduce fraud opportunities from both external and internal criminal actors.

”



Jeff Schilling

Chief Information Security Officer at TaskUs

Risk Management & Third-Party Security

TaskUs applies a risk-based approach to managing third-party security, recognizing the critical role vendors, subcontractors, or other third parties play in delivering services and accessing sensitive data. Our third-party risk management program is designed to ensure that all vendors handling TaskUs or client data meet established security, privacy, and compliance requirements before engagement and throughout the relationship lifecycle.

Before onboarding, vendors undergo a structured security review to assess their cybersecurity posture, data handling practices, and alignment with TaskUs standards and applicable regulations. Vendors are classified based on risk level, with higher-risk providers subject to more rigorous due diligence, control validation, and ongoing oversight. In addition, contractual provisions are implemented, where appropriate, to require adherence to security standards, enable audit rights, and establish clear notification protocols in the event of a security incident.

In 2025, TaskUs conducted security risk assessments for nearly 200 new and existing vendors, reinforcing our proactive and scalable approach to third-party oversight. Vendors remain subject to periodic reassessment and continuous monitoring at least annually, based on the nature of the services provided and the sensitivity of the data accessed.

This approach is integrated with our broader enterprise risk management processes to ensure that third-party risks are consistently identified, evaluated, and mitigated in alignment with TaskUs' internal control environment and client expectations. Additional details on TaskUs' vendor management processes and control framework are available in our [2025 ESG Report](#).



Monitoring, Detection & Incident Response

TaskUs continues to invest in advanced monitoring and response capabilities to detect, analyze, and mitigate threats in real time across our global operations. Our approach integrates centralized visibility, continuous monitoring, and structured response protocols to ensure the timely identification and resolution of security events. Additional details on TaskUs' monitoring infrastructure, incident response lifecycle, and testing protocols are available in our [2025 ESG Report](#).

In 2025, we expanded our Security Operations Center to a multi-geographic, "follow-the-sun" model, enhancing global coverage and reducing response times. This model is supported by centralized logging and monitoring capabilities, including a Security Information and Event Management ("SIEM") system that aggregates and analyzes activity across critical systems, endpoints, and network environments. These capabilities enable TaskUs to detect anomalous behavior, investigate potential threats, and maintain comprehensive audit trails across our infrastructure.

We continue to enhance detection and response through investments in advanced monitoring technologies and threat intelligence, strengthening our ability to identify emerging risks and respond proactively. Monitoring spans user activity, system changes, access patterns, and external threat signals, enabling a more holistic view of the security environment.

TaskUs complements these monitoring capabilities with a continuous control validation program that includes internal and external vulnerability assessments, application security testing, and periodic penetration testing. These activities are supported by additional reviews,

including rogue wireless detection, network segmentation validation, firewall rule set assessments, and external Approved Scanning Vendor ("ASV") scans, to ensure the effectiveness and integrity of our security architecture.

Our security practices are also regularly tested through client-driven audits. In 2025, approximately 11 clients conducted independent audits of our security environment, with several performing multiple assessments throughout the year across different locations and processes. These engagements provide valuable external validation of our controls and reflect the level of trust and transparency we maintain with the organizations we serve.

TaskUs maintains a formal incident response framework that defines clear processes for identification, escalation, containment, eradication, and recovery. Incidents are prioritized by severity, with defined protocols for client notification and internal escalation, where appropriate. This framework is regularly tested through simulation exercises and scenario-based drills involving cross-functional teams to ensure readiness and continuous improvement.

Governance mechanisms further support effective incident management, including structured review and escalation processes to assess incident materiality and ensure appropriate disclosure and response actions.



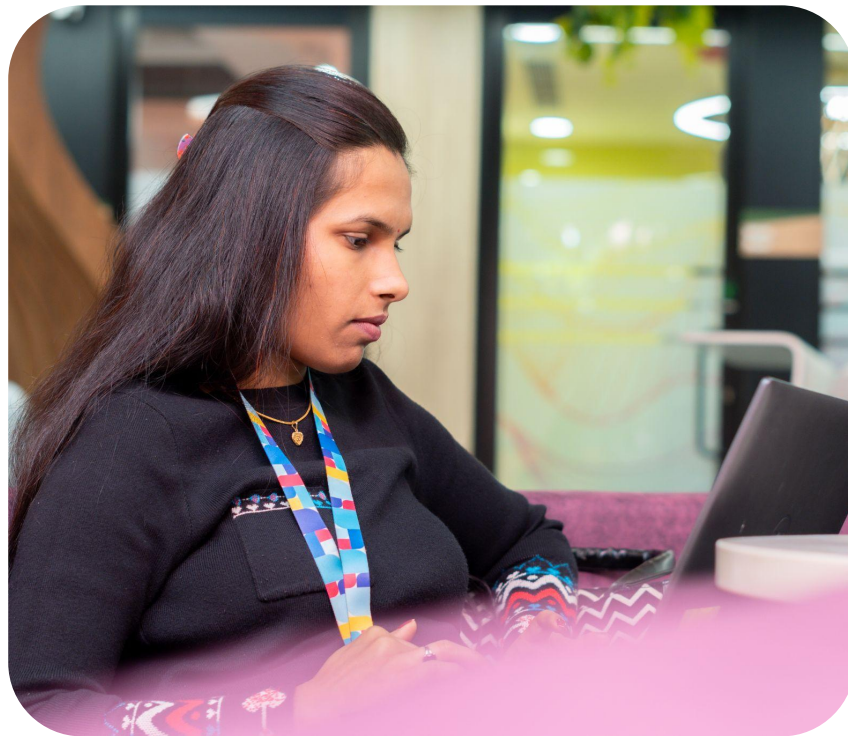
Data Privacy & Protection

TaskUs remains committed to protecting personal and client data in accordance with applicable regulations, contractual obligations, and industry standards. In this sense, our approach to data privacy and protection remained consistent in 2025, with no material changes to our privacy policy and controls. Additional details on TaskUs' data protection controls, privacy governance, and supporting technologies are available in our [2025 ESG Report](#).

Privacy and data protection are embedded across our operations through a combination of governance, technical safeguards, and teammate accountability. TaskUs maintains enterprise-wide policies and standards that define how data is collected, processed, stored, and protected, supported by a dedicated Global Data Privacy team that oversees compliance with evolving regulatory requirements and industry expectations. Operational practices and training reinforce TaskUs' technical measures. Teammates are required to complete regular data privacy and security training and are expected to handle sensitive information in accordance with TaskUs' Code of Conduct and internal policies.

TaskUs continues to apply a layered approach to data protection controls. We endeavor to protect sensitive data through encryption both at rest and in transit. Meanwhile, our endpoint and network-level controls, including data loss prevention ("DLP") technologies and secure device management, help prevent unauthorized access, transfer, or exposure of information. Access to data is governed by the principle of least privilege and role-based controls, helping ensure that only authorized personnel may access sensitive systems and information.

These elements support a culture of accountability and responsible data stewardship across the organization. TaskUs aims to continue aligning our privacy practices with broader security and risk management frameworks and to integrate privacy considerations into system design, service delivery, and client engagements.



Responsible Supply Chain Management

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

Global Supplier Code of Conduct

The TaskUs [Global Supplier Code of Conduct](#) (“Supplier Code”) is the guiding document for suppliers doing business with TaskUs and sets minimum standards of conduct. The Supplier Code is owned by TaskUs’ Procurement function in collaboration with Legal and is continually evolving to ensure alignment with contractual obligations and global compliance requirements.

In 2025, TaskUs completed a comprehensive update of our Supplier Code to better align with growing regulatory expectations, stakeholder priorities, and internal commitments. The updated Supplier Code builds on our prior foundation by incorporating enhanced provisions on legal and regulatory compliance, anti-bribery and anti-corruption, conflicts of interest, sanctions compliance, and environmental, health, and safety standards. It also aims to strengthen expectations related to human rights, including explicit prohibitions on forced labor, child labor, and modern slavery, and to introduce more robust expectations regarding corporate social responsibility practices, supplier monitoring, and audit rights.

We continue to incorporate our Supplier Code into contracts and agreements with suppliers, thereby formalizing our expectation for adherence to its terms. All prospective suppliers must review and accept the Supplier Code as part of the onboarding process via our supplier registration system. Suppliers that do not accept these terms are not onboarded. We promote transparency with external stakeholders, including our business partners across the supply chain, by providing mechanisms to raise and report grievances or concerns by contacting TaskUs directly or via the TaskUs Integrity Line.

Representative Topics Covered in the Global Supplier Code of Conduct

Human Rights and Labor Practices	Professional Conduct, Business Ethics, and Integrity / Conflicts of Interest
Charitable Contributions	Audits and Assessments
Anti-Bribery / Anti-Corruption	Representation from Suppliers
Disclosure of Information	Modification to the Code
Protection of Intellectual Property	Reporting Concerns and Grievances
Community Engagement	Sanctions / Sanctioned Countries
Legal and Regulatory Compliance	Social Impact and Inclusion
Anti-Slavery and Child Labor	Anti-Harassment and Anti-Discrimination
Compliance with Labor Standards	Health, Safety, and Environmental Standards
Data Protection	Corporate Social Responsibility



Supplier Portal

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

Risk Assessment

Our supplier accreditation process includes a structured risk assessment and evaluation of suppliers in accordance with the principles of our Supplier Code. We conduct sanctioned party screenings using a technology tool that facilitates a comprehensive evaluation. Suppliers are also assessed using third-party risk assessment tools, including reviews of publicly available information such as company filings and reports. Based on this assessment, additional review and guidance may be sought from internal stakeholders, including the controllership function, prior to onboarding. Through these processes, we seek to identify and mitigate potential risks across our supply chain, including financial, operational, regulatory, and reputational risks. Contractual provisions within our Supplier Code and supplier agreements further establish expectations for compliance and provide us with the right to assess supplier adherence to these requirements.

Supplier Diversity

We recognize that by supporting and partnering with diverse businesses, we can contribute to economic development, job creation, and community empowerment for groups that may face social and economic challenges. To that end, suppliers are given the opportunity during onboarding to categorize themselves as a diverse supplier, such as small businesses and businesses owned by minorities, women, veterans, and other diverse populations. For example, for our U.S. suppliers, the onboarding process allows them to classify themselves as a Disability-Owned Business Enterprise, Minority-Owned Business, Veteran-Owned Business, Women’s Business Enterprise, or Micro, Small, or Medium Enterprise. As of August 2026, approximately 28% of our global suppliers classified themselves as diverse suppliers. We will continue to evaluate opportunities to enhance supplier diversity, including prioritizing diverse suppliers when all other factors are equal.



Appendix



Forward-Looking Statements

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

Accordingly, there are or will be important factors that could cause actual outcomes or results to differ materially from those indicated in these statements. These factors include but are not limited to: the dependence of our business on key clients; the risk of loss of business or non-payment from clients; our failure to cost-effectively acquire and retain new clients; the risk that we may provide inadequate service or cause disruptions in our clients’ businesses or fail to comply with the quality standards required by our clients under our agreements; our inability to anticipate clients’ needs by adapting to market and technology trends; increased adoption and utilization of artificial intelligence, including Generative AI and Agentic AI, by our clients or us, or our failure to appropriately incorporate AI into our operations; unauthorized or improper disclosure of personal or other sensitive information, or security breaches and incidents; negative publicity or liability or difficulty recruiting and retaining employees; our failure to detect and deter criminal or fraudulent activities or other misconduct by our employees or third parties; global economic and political conditions, especially in the social media and meal delivery and transport industries from which we generate significant revenue; our indebtedness and debt service obligations following our March 2026 refinancing; 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, including the risk that non-compliance could result in fines, penalties, litigation, increased regulatory scrutiny, and loss of customer trust; fluctuations against the US dollar in the local currencies in the countries in which we operate; our inability to maintain and enhance our brand; competitive pricing pressure; volatile, unfavorable or uncertain economic and political conditions, particularly in markets in which our clients and operations are concentrated, and the effects of these conditions on our clients’ businesses; our dependence on senior management and key employees; increases in employee expenses and changes to labor laws; failure to attract, hire, train and retain a sufficient number of skilled employees to support operations; our inability to effectively expand our operations into countries or industries in which we have no prior operating experience and in which we may be subject to increased business, economic and regulatory risks; reliance on owned and third-party technology and computer systems; failure to maintain asset utilization levels, price appropriately and control costs; the control of affiliates of Blackstone Inc. and our Co-Founders over us; the dual class structure of our common stock; and the volatility of the market price of our Class A 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, 2025 (the “Annual Report”), filed with the Securities and Exchange Commission (the “SEC”) on March 5, 2026, 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. 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. You are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date the statement was made. The Company undertakes no obligation to update or revise any forward-looking statement, whether as a result of new information, future developments or otherwise, except as required by law.



Other Disclaimers

This Report is provided for general informational purposes only. Unless expressly stated otherwise, this Report is not incorporated by reference into, and does not form part of, any filing by TaskUs, Inc. with the SEC.

The policies, procedures, initiatives, goals and targets described in this Report are subject to change. We reserve the right to modify, delay, scale back, or discontinue any such policy, procedure, initiative, goal or target based on cost, timing, data quality, resource constraints, business priorities, legal requirements or other considerations.

All goals and targets described in this Report, including any GHG emissions goals or targets, are aspirational and are not guarantees or promises that they will be achieved. Such goals and targets are subject to change as a result of acquisitions, divestitures, mergers, changes in our operating model or organizational boundaries, insourcing or outsourcing, changes in law or regulation, changes in methodologies or assumptions, or improvements in data quality or accessibility.

Terms such as “impact,” “green,” “transition,” “energy transition,” “net zero,” “decarbonization,” “sustainable,” and “sustainability” can be subjective in nature, and there is no representation or guarantee that these terms, as used by TaskUs or judgment exercised by us or our affiliates, will reflect the beliefs or values, policies, principles, frameworks or preferred practices of any particular investor or other third-party or reflect market trends. Statistics and metrics relating to sustainability matters, including GHG emissions metrics, are estimates and may be based on estimates, estimated information, and assumptions (which may prove to be inaccurate) or developing standards (including our internal standards and policies). These metrics and disclosures may not be directly comparable to similar metrics used by other companies and may be updated, revised, or recast in future periods. Unless otherwise indicated, the information in this Report applies only to the operations, entities and reporting periods specifically identified.

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

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



Sustainability Accounting Standards Board (SASB) Index

Industry: Software and IT Services

Topic	Accounting Metric	SASB Code	2025 Disclosure	2024 Disclosure	Additional Comment
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	1) 168,275 GJ 2) 97% 3) 37%	1) 127,974 GJ 2) 99% 3) 4%	TaskUs entered into an updated VPPA to purchase renewable energy that began Q4 2024. The VPPA contributes approximately 4,079 MWh annually. Supplemental spot RECs are procured to increase renewable coverage.
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	See additional comment	See additional comment	Being a Business Process Outsourcing / Information Technology ("BPO/IT") organization, we do not have a water-intensive footprint and our operations do not have a significant impact on water conservation areas that have been so designated and notified to us by national or international bodies. Given that this topic is immaterial to us, we haven't conducted a water stress analysis.
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	TC-SI-130a.3	See additional comment	See additional comment	TaskUs is fully cloud-based and utilizes third-party vendors for data center management. TaskUs does not partake in direct data center planning activities.



Topic	Accounting Metric	SASB Code	2025 Disclosure	2024 Disclosure	Additional Comment
Data Privacy and Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.1	TaskUs' activities, including advertising (if applicable), are designed to be aligned to the privacy laws of the jurisdictions from where it operates. Our privacy statement is reviewed periodically and updated with reference to global standardized processes to help us comply with the privacy regulations. In addition, TaskUs maintains internal privacy-related policies to promote a comprehensive approach to privacy management.		Refer to the TaskUs Privacy Statement: https://www.taskus.com/privacy-statement/ TaskUs CCPA Privacy Statement: https://www.taskus.com/privacy-notice-for-california-residents/
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	See additional comment	See additional comment	TaskUs does not process personal data for secondary purposes unless required by applicable data privacy laws. TaskUs seeks to provide information to individuals where their personal data is going to be used for a new purpose prior to the commencement of such processing.
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	Any legal proceedings associated with user privacy that are material and disclosable would be disclosed in our current and/or periodic reports filed with the SEC.	Any legal proceedings associated with user privacy that are material and disclosable would be disclosed in our current and/or periodic reports filed with the SEC.	



Topic	Accounting Metric	SASB Code	2025 Disclosure	2024 Disclosure	Additional Comment
Data Privacy and Freedom of Expression	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	See additional comment	See additional comment	As a “Business-to-Business” provider supporting our clients’ end customers, TaskUs does not receive requests for user information except in its capacity as a service provider for our clients’ customers.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	See additional comment	See additional comment	This is not applicable to TaskUs’ provided services. TaskUs is engaged in the provision of business-to-business services to our clients. It is therefore the customers and the customer’s products or services that may or may not be subject to government-required monitoring, blocking, content filtering, or censoring.



Topic	Accounting Metric	SASB Code	2025 Disclosure	2024 Disclosure	Additional Comment
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	TC-SI-230a.1	Any data breach that materially impacted our operations would be disclosed in our current and/or periodic reports filed with the SEC.	Any data breach that materially impacted our operations would be disclosed in our current and/or periodic reports filed with the SEC.	
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Refer to ESG Report 2026: Information Security & Data Privacy, pg. 66	Refer to ESG Report 2025: Information Security & Data Privacy, pg. 78	



Topic	Accounting Metric	SASB Code	2025 Disclosure	2024 Disclosure	Additional Comment																																																																																							
Recruiting & Managing a Global, Diverse & Skilled Workforce	Employee engagement as a percentage	TC-SI-330a.2	Our primary culture-related goal metric is eNPS, the single most important barometer we use to measure employee engagement. In 2025, our eNPS was 60 with a participation rate of 88% of employees, with 70% of employees who participated rating us 9 or 10 on a scale of 10.	Our primary culture-related goal metric is eNPS, the single most important barometer we use to measure employee engagement. In 2024, our eNPS was 63 with a participation rate of 87% of employees, with 72% of employees who participated rating us 9 or 10 on a scale of 10.	Refer to ESG Report 2026: Teammate Engagement & Development, pg. 28																																																																																							
	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	TC-SI-330a.3	Table 1: Global Data <table><tr><th>Level</th><th>Female</th><th>Male</th><th>Not Disclosed</th></tr><tr><td>Management</td><td>46%</td><td>54%</td><td>0%</td></tr><tr><td>Technical Staff</td><td>26%</td><td>74%</td><td>0%</td></tr><tr><td>All Other Employees</td><td>47%</td><td>53%</td><td>0%</td></tr></table> Based on Birth Gender Data Table 2: United States Data <table><tr><th></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><tr><td>Management</td><td>7%</td><td>10%</td><td>30%</td><td>46%</td><td>4%</td><td>3%</td></tr><tr><td>Technical Staff</td><td>33%</td><td>4%</td><td>33%</td><td>30%</td><td>0%</td><td>0%</td></tr><tr><td>All Other Employees</td><td>3%</td><td>17%</td><td>45%</td><td>27%</td><td>5%</td><td>3%</td></tr></table> *Other ethnicity includes: Two or more races (Not Hispanic or Latino), American Indian or Alaska Native and Native Hawaiian or Other Pacific Islander	Level	Female	Male	Not Disclosed	Management	46%	54%	0%	Technical Staff	26%	74%	0%	All Other Employees	47%	53%	0%		Asian	Black or African American	Hispanic or Latino	White	Other*	Not Disclosed	Management	7%	10%	30%	46%	4%	3%	Technical Staff	33%	4%	33%	30%	0%	0%	All Other Employees	3%	17%	45%	27%	5%	3%	Table 1: Global Data <table><tr><th>Level</th><th>Female</th><th>Male</th><th>Not Disclosed</th></tr><tr><td>Management</td><td>47%</td><td>53%</td><td>0%</td></tr><tr><td>Technical Staff</td><td>26%</td><td>74%</td><td>0%</td></tr><tr><td>All Other Employees</td><td>49%</td><td>51%</td><td>0%</td></tr></table> Based on Birth Gender Data Table 2: United States Data <table><tr><th></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><tr><td>Management</td><td>7%</td><td>6%</td><td>36%</td><td>47%</td><td>3%</td><td>1%</td></tr><tr><td>Technical Staff</td><td>24%</td><td>0%</td><td>38%</td><td>35%</td><td>0%</td><td>3%</td></tr><tr><td>All Other Employees</td><td>2%</td><td>14%</td><td>51%</td><td>26%</td><td>5%</td><td>2%</td></tr></table> *Other ethnicity includes: Two or more races (Not Hispanic or Latino), American Indian or Alaska Native and Native Hawaiian or Other Pacific Islander	Level	Female	Male	Not Disclosed	Management	47%	53%	0%	Technical Staff	26%	74%	0%	All Other Employees	49%	51%	0%		Asian	Black or African American	Hispanic or Latino	White	Other*	Not Disclosed	Management	7%	6%	36%	47%	3%	1%	Technical Staff	24%	0%	38%	35%	0%	3%	All Other Employees	2%	14%	51%	26%	5%	2%
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Topic	Accounting Metric	SASB Code	2025 Disclosure	2024 Disclosure	Additional Comment
	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	No material instances	No material instances	
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	TaskUs' enterprise risk management (ERM) policy and framework are designed to identify, monitor, and mitigate business risks from operations, compliance, strategy, financials, governance, reputation, and processes. Our risk management methodology is aligned to industry standards such as the ISO 31000:2018 Risk Management Guidelines. We regularly scan our external environment and seek input from our stakeholders to identify emerging risks. We typically conduct an annual comprehensive risk assessment to spot internal and external risk drivers. Risks are assessed in terms of their potential financial, operational, regulatory, and reputational impact, the likelihood of their occurrence, and their velocity if they materialize. Mitigation strategies for prioritized risks are developed and executed by risk owners across functions, businesses, and regions. We have a cross-functional risk committee that reviews the organization's risk profile periodically and receives reports for key business risks, alongside the global management team and the Board of Directors' audit committee.		Please refer to our Annual Report on Form 10-K for the year ended December 31, 2025 for more details on our risk factors.
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	TC-SI-520a.1	Any legal proceedings associated with anti-competitive behavior regulations that materially impacted our operations would be disclosed in our current and/or periodic reports filed with the SEC.		Additional information on legal proceedings is disclosed in our Annual Report on Form 10-K.



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

The table below shows how the disclosures in our ESG reports align with the recommendations of the Task Force on Climate-related Financial Disclosures, originally established by the Financial Stability Board and whose responsibilities have since been assumed by the IFRS Foundation. The table reflects the disclosure categories as defined by the TCFD, and indicates where relevant information can be found in this Report.

TCFD Recommendation	Disclosure location	Page Number
Governance		
Disclose the organization's governance around climate-related risks and opportunities		
a) Describe the board's oversight of climate-related risks and opportunities.	2026 ESG Report: Governance Strategy and Oversight	61
	2026 ESG Report: Governance Risk Management	63
	2026 ESG Report: Environmental – Climate Embedding Climate Considerations Within Our Operations Board Oversight	49 , 51
b) Describe management's role in assessing and managing climate-related risks and opportunities.	2026 ESG Report: Governance Strategy and Oversight	61
	2026 ESG Report: Governance Risk Management	63
	2026 ESG Report: Environmental – Climate Embedding Climate Considerations Within Our Operations Board Oversight	49 , 51



TCFD Recommendation	Disclosure location	Page Number
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.	2026 ESG Report: Environmental – Climate Establishing a Foundation for our Climate Strategy	50
b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.		51
c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.		53
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.	2026 ESG Report: Environmental – Climate Climate Risk & Opportunities Assessment	53
b) Describe the organization's processes for managing climate-related risks.		
c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.		2026 ESG Report: Governance Risk Management63



TCFD Recommendation	Disclosure location	Page Number
Metrics and Targets		
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.	2026 ESG Report: Environmental Greenhouse Gas (GHG) Emissions Evaluation and Metrics	56
b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.		
c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.		





2026 ESG Report

