

2020 Sustainability Accounting Standards Board (SASB) Index



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SASB is an independent, private-sector standards-setting organization dedicated to enhancing the efficiency of the capital markets by fostering high-quality disclosure of material sustainability information that meets investor needs. This table references the standards that are relevant to LifeWorks, which are the Professional and Commercial Services (Version 2018-10) as defined by SASB's Sustainable Industry Classification

System® (SICS®). In some instances, reference is made to our website, 2020 Environmental, Social and Governance Report, [2020 Annual Report](#), [2020 Annual Information Form](#), [2020 Management Information Circular](#) (March 19, 2021) and other relevant documents. All data is as of December 31, 2020. Those metrics which we are unable to report at present are shown as not reported by n/r.

SASB topic	Accounting metric	Category	Unit of measure	Code	2020 data	Narrative response/reference
Data security	Description of approach to identifying and addressing data security risks.	Discussion and Analysis	n/a	SV-PS-230a.1	n/a	<p>We assess and manage risks through our LifeWorks enterprise risk management (ERM) program. A standardized risk management process, ERM provides the tools we require to identify and analyze potential risks and mitigate situations that could potentially jeopardize a project or service.</p> <p>Risks, including security risks, are identified, categorized, mitigated and tracked. Maintaining the integrity, reliability and security of information systems is integral to our business. As we deliver our products and services to our clients, we collect and use sensitive personal and financial information pertaining to our corporate, institutional and government clients, as well as individual users. Our collection, use and protection of such data is governed by data privacy laws in multiple jurisdictions. See 2020 Environmental, Social and Governance Report, p. 26-27</p> <p>At the executive level, our Chief Data and Technology Officer and Senior Director, Security are responsible for establishing, monitoring and maintaining the enterprise technology and security processes and policies. Board-level oversight resides with the Risk Committee. To ensure compliance with our controls and to continually improve our performance, we engage third-party experts to perform regular assessments and audits of our privacy and security programs. We also align our security program with the ISO 27001 standards and NIST cybersecurity framework. For detail, see: 2020 Environmental, Social and Governance Report p. 26-27, and 2020 Annual Report, Management's Discussion and Analysis, Risks and Uncertainties, Reliance on Information Systems and Technology and Confidentiality of Client Information, p. 23</p>

SASB topic	Accounting metric	Category	Unit of measure	Code	2020 data	Narrative response/reference
Data security	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and Analysis	n/a	SV-PS-230a.2	n/a	We are committed to protecting the confidentiality, security and accuracy of the personal information of our clients and their people, and LifeWorks employees. As stewards of personal information for many people, we adhere to a strict Privacy Policy, which provides clear guidance across the core areas. Responsibility for adherence to our Privacy Policy and practices resides with our Privacy Officer and falls within the mandate of our Board of Directors. For details, see 2020 Environmental, Social and Governance Report, p. 27, Privacy Policy
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected.	Quantitative	Number, percentage (%)	SV-PS-230a.3	(1) 0 (2) 0% (3) 0	In 2020, the Company reported zero data breaches that materially impacted our clients, their people or our ability to provide services, including zero material data breaches involving a client's business information or personally identifiable information. 2020 Environmental, Social and Governance Report, p. 28
Workforce diversity & engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	Quantitative	percentage (%)	SV-PS-330a.1	Gender representation (1) 43% female/57% male (2) 60% female/40% male.	LifeWorks is currently in the process of implementing Workday globally, a tier one Human Capital Management system, which is expected to improve centralized tracking and support enhanced reporting in this area in future years. 2020 Environmental, Social and Governance Report, Inclusion and Diversity p. 60-62
	(1) Voluntary and (2) involuntary turnover for employees	Quantitative	Rate	SV-PS-330a.2	(1) 13.3 (2) 2.2	Figures are based on 100 per cent of FTE, including call centre employees
	Employee engagement as a percentage	Quantitative	Percentage (%)	SV-PS-330a.3	73%	Employee engagement scores were strong and above the prior year and reflect an employee participation rate of 81 per cent. 2020 Environmental, Social and Governance Report, p. 51

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Professional integrity	Description of approach to ensuring professional integrity	Discussion and Analysis	n/a	SV-PS-510a.1	n/a	The LifeWorks Code of Business Conduct and Ethics (Code) is the foundation of responsible and ethical business conduct for our Company. We meet expectations for ethical conduct through strict adherence to the tenets of our Code and related policies, and have a zero-tolerance policy for failure to comply. The Code sets forth the basic principles that guide all of us – our Board of Directors, officers, managers, employees and independent contractors – in the conduct of our business globally. It is a comprehensive framework that addresses a wide range of topics, which includes professional integrity. For details, see 2020 Environmental, Social and Governance Report, p. 23-24, Code of Business Conduct and Ethics
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Quantitative	Reporting Currency	SV-PS-510a.2	\$0.00 CDN	There were no material monetary losses associated with professional integrity in 2020.
Activity metrics	Number of employees (1) full-time and part-time (2) temporary, and (3) contract	Quantitative	Number	SV-PS-000.A	(1) 6,081 (full time) and 675 (part time) (2) 271 (3) 270	Represents LifeWorks total global workforce. For details, see 2020 Environmental, Social and Governance Report, 2020 Workforce Overview, p. 44
	Employee hours, percentage billable	Quantitative	Hours, Percentage (%)	SV-PS-000.B	n/r	This information is proprietary and therefore is not disclosed.



About LifeWorks

LifeWorks is a global leader in delivering technology-enabled solutions that help clients support the total wellbeing of their people and build organizational resiliency. By improving lives, we improve business. Our solutions span employee and family assistance, health and wellness, recognition, pension and benefits administration, retirement and financial consulting, actuarial and investment services. LifeWorks employs over 7,000 employees who work with more than 24,000 client organizations that use our services in more than 160 countries. LifeWorks is a publicly traded company on the Toronto Stock Exchange (TSX: LWRK).

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