

2021 Sustainability Accounting Standards Board (SASB) Index

Trusted leadership in mental health
and wellbeing



2021 Sustainability Accounting Standards Board (SASB) Index

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, 2021 Environmental, Social and Governance Report, 2021 Annual Report, 2021 Annual Information Form, 2021 Management Information Circular](#) (March 16, 2022) and other relevant documents. All data is as of December 31, 2021. 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	2021 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 rely upon our enterprise risk management program (ERM) to assess and manage risk across the organization. A standardized risk management process, our 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>As we deliver our products and services, we collect and use confidential and sensitive personal information pertaining to our corporate, institutional and government clients, as well as their individual users. Our comprehensive Privacy and Security programs help us meet these obligations. Our Security Policy is aligned with ISO 27001. We engage our external auditors to conduct annual Service Organization Controls (SOC) audits of security, availability and confidentiality controls for our main client-facing systems. Audit reports are available to all client users of the system to help them perform their vendor due diligence procedures. These audits also provide the Board and senior management with assurance on the suitability and operating effectiveness of these controls.</p> <p>Our collection, use and protection of such data is governed by privacy laws in many jurisdictions.</p> <p>Executive responsibility for the corporate Privacy Program resides with the Chief Risk Officer and is delegated to our Privacy Officer. Executive responsibility for cybersecurity resides with LifeWorks Chief Data and Technology Officer, while the Senior Director, IT Security is responsible for establishing, monitoring and maintaining the enterprise technology and security policies and procedures.</p>

SASB topic	Accounting metric	Category	Unit of measure	Code	2021 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>The Chief Risk Officer provides regular reports on data privacy and cybersecurity risks and mitigation activities to the Executive Risk Committee and the Risk Committee of the Board, which provide oversight of privacy compliance and cybersecurity capabilities.</p> <p>For details, see: 2021 Environmental, Social and Governance Report, Privacy compliance and cybersecurity, pp. 32-35, and 2021 Annual Report, Management’s Discussion and Analysis, Risks and Uncertainties, Reliance on Information Systems and Technology and Confidentiality of Client Information, pp. 31-32.</p>
	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	<p>We are committed to protecting the confidentiality, security and accuracy of the personal information of our clients and their people, as well as that of our own employees. These commitments are established in our corporate Privacy Policy, and reflected in various supporting policies and procedures, which collectively provide clear guidance on:</p> <p>Responsibility for adherence to our Privacy Policy and practices resides with our Privacy Officer and falls within the mandate of our Board of Directors.</p> <p>For details, see 2021 Environmental, Social and Governance Report, Privacy compliance and cybersecurity, pp. 32-35, Privacy Policy.</p>
	(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	<p>In 2021, the Company did not experience any major privacy breaches that had a significant impact on our business and our stakeholders.</p> <p>2021 Environmental, Social and Governance Report, Privacy compliance and cybersecurity, p. 35 and Appendix – ESG Data Tables, p. 102.</p>

SASB topic	Accounting metric	Category	Unit of measure	Code	2021 data	Narrative response/reference
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) 61% female/ 39% male	The Company is reporting 31 per cent racial and ethnic composition of our U.S.-based employees, which represents 21 per cent of our total global workforce. In 2021, we launched a Company-wide “Count Yourself In” self-identification campaign to collect employee demographic data leveraging our Human Capital Management system through Workday. <u>2021 Environmental, Social and Governance Report, Inclusion and Diversity, pp. 55-56, and Appendix – ESG data tables, p. 103.</u>
	(1) Voluntary and (2) involuntary turnover for employees	Quantitative	Rate	SV-PS-330a.2	(1) 22.3 (2) 2.6	Figures are based on 100 per cent of FTEs, including call centre employees.
	Employee engagement as a percentage	Quantitative	Percentage (%)	SV-PS-330a.3	72	Our results showed an average score of 72 for 2021 at an average participation rate of 77 per cent. From mid-2020 to mid-2021, we saw engagement score increase despite the difficult environment in which we were operating. In the second part of the year, engagement declined slightly indicative of broad societal trends among working populations, notably feelings of strain as people suffered through year two under pandemic conditions of isolation, uncertainty and mental deterioration. <u>2021 Environmental, Social and Governance Report, Employee engagement, p. 64.</u>

SASB topic	Accounting metric	Category	Unit of measure	Code	2021 data	Narrative response/reference
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 2021 Environmental, Social and Governance Report, Ethics and integrity, pp. 36-37, 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 2021. 2021 Annual Information Form, Legal proceedings, p. 26.
Activity metrics	Number of employees (1) full-time and part-time (2) temporary, and (3) contract	Quantitative	Number	SV-PS-000.A	(1) 6,320 (full-time) and 683 (part-time) (2) 242 (3) 286	Represents LifeWorks total global workforce. For details, see 2021 Environmental, Social and Governance Report, 2021 Workforce Overview, p. 46 and Appendix – ESG data tables, p. 103.
	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 world leader in providing digital and in-person solutions that support the total wellbeing of individuals – mental, financial, social and physical. We deliver a personalized continuum of care that helps our clients improve the lives of their people and by doing so, improve their business. It's the idea that by improving a person's life, we will improve how they perform at work. LifeWorks employs over 7,000 employees who work with 25,000 client organizations that use our services in more than 160 countries. LifeWorks is a publicly traded company on the Toronto Stock Exchange (TSX: LWRK).

For more information, visit:

 lifeworks.com

 twitter.com/lifeworks

 linkedin.com/company/lifeworks

