

SASB Framework Response

2021 Disclosure Table

September 13, 2022

The Sustainability Accounting Standards Board (SASB) is an organization dedicated to enhancing the efficiency of capital markets by fostering high-quality disclosure of financially material sustainability information that meets investor needs. The following table references the Standard for the Software and IT Services industry, as defined by SASB's Sustainable Industry Classification System™ (SICS™), and TaskUs's SASB-aligned responses.



CAUTIONARY NOTE REGARDING FORWARD-LOOKING STATEMENTS

This report, including the websites or materials cross-referenced, contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements include all statements that are not historical facts, and further include, without limitation, statements reflecting our current views as of September 12, 2022 with respect to, among other things, our operations, customers, business strategy and risks, data privacy and cybersecurity, employees, policy, and corporate responsibility matters, including energy and water usage, as well as other non-historical statements. In some cases, you can identify these forward-looking statements by the use of words such as “committed,” “believes,” “expects,” “potential,” “continues,” “maintain,” “may,” “will,” “should,” “could,” “seeks,” “intends,” “plans,” “estimates,” “anticipates” “positions us” or the negative version of these words or other comparable words. Such forward-looking statements are aspirational, are not guarantees or promises that goals or targets will be met, and 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: global economic and political conditions, especially in the social media and meal delivery and transport industries from which we generate significant revenue; unauthorized or improper disclosure of personal or other sensitive information, or security breaches and incidents; negative publicity or liability or difficulty retaining and recruiting employees; the dependence of our business on our international operations, particularly in the Philippines and India; our failure to comply with applicable privacy and data security laws and regulations; substantial increases in the costs of technology and telecommunications services or our inability to attract and retain the necessary technologists; our inability to adapt our services and solutions to changes in technology and client expectations; our dependence on senior management and key employees; and the ongoing COVID-19 pandemic, including the resulting global economic uncertainty and measures taken in response to the pandemic. 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, 2021 (the “Annual Report”) filed with the Securities and Exchange Commission (the “SEC”) on March 9, 2022, 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. TaskUs undertakes no obligation to publicly update or review any forward-looking statement, whether as a result of new information, future developments or otherwise, and regardless of any historical practice, except as required by law.

In addition, historical, current, and forward-looking corporate-responsibility-related statements may be based on standards for measuring progress that are still developing, internal controls and processes that continue to evolve, and assumptions that are subject to change in the future. The information included in, and any issues identified as material for purposes of, this document may not be considered material for SEC reporting purposes. In the context of this report, the term “material” is distinct from, and should not be confused with, such term as defined for SEC reporting purposes.



TaskUs, Inc. (Nasdaq: TASK) has elected to report to the Sustainable Accounting Standards Board (SASB): Software and IT Services Standard. SASB connects business and investors on the financial impacts of sustainability. Unless otherwise noted, all data and descriptions apply to our entire company. We do not currently disclose all metrics included in the Standard for our sector, but we aspire to evaluate them for potential disclosure in the future. All data provided is for the year ended December 31, 2021, unless otherwise noted.

Topic: Environmental Footprint of Hardware Infrastructure

Accounting Metric	SASB Code	2021 Disclosure	Additional Comment
(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	(1) ~45,600 GJ (or ~12,670 MWh) of energy consumed at 20 sites (2) 100% grid electricity (3) 0% renewable	None
(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	See additional comment	Being a Business Process Outsourcing / Information Technology ("BPO/IT") organization, we do not have a water intensive footprint and our operations do not have a significant impact on water conservation areas that have been so designated and notified to us by national or international bodies. Given that this topic is immaterial to us, we haven't conducted a water stress analysis.
Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	See additional comment	TaskUs is fully cloud based and utilizes third-party vendors for data center management. TaskUs does not partake in direct data center planning activities.



TaskUs™

Topic: Data Privacy & Freedom of Expression

Accounting Metric	SASB Code	2021 Disclosure	Additional Comment
Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	<p>TaskUs' activities, including advertising (if applicable) are designed to be aligned to the privacy laws of the jurisdictions from where it operates.</p> <p>Our privacy statement is reviewed periodically and updated with reference to global standardized processes to help us comply with the privacy regulations. In addition, TaskUs maintains internal privacy-related policies to promote a comprehensive approach to privacy management.</p>	Refer to the TaskUs Privacy Statement: https://www.taskus.com/privacy-statement/
Number of users whose information is used for secondary purposes	TC-SI-220a.2	See additional comment	TaskUs does not process personal data for secondary purposes unless required by applicable data privacy laws. TaskUs seeks to provide information to individuals where their personal data is going to be used for a new purpose prior to the commencement of such processing.
Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	The company's total amount of monetary losses as a result of legal proceedings associated with user privacy in 2021 was \$0.	Additional information on legal proceedings is disclosed in our Annual Report on Form 10-K.
(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	See additional comment	As a "Business-to-Business" provider supporting our clients' end customers, TaskUs does not receive requests for user information except in its capacity as a service provider for our client's customers.
List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	See additional comment	This is not applicable to TaskUs' provided services. TaskUs is engaged in the provision of business-to-business services to our clients. It is therefore the customers and the customer's products or services that may or may not be subject to government-required monitoring, blocking, content filtering, or censoring.



Topic: Data Security

Accounting Metric	SASB Code	2021 Disclosure	Additional Comment
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	None	TaskUs did not have any direct data system breaches in 2021. One of our vendors experienced a data system breach, which <u>did not</u> include any PII and impacted over 200 of their customers (TaskUs was one of these customers).
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	<p>Data security and privacy is core to TaskUs' business and we prioritize the protection and safeguarding of TaskUs' and our clients' information. Our cyber security program is based on International Organization for Standardization / International Electrotechnical Commission 27001 (ISO/IEC 27001) standards, bringing all data security under formal management and tying all security controls into a single system that is monitored, managed, reviewed, and regularly improved upon. We also maintain ISO 27001 certification for independent attestation.</p> <p>TaskUs utilizes the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF) as a risk-based methodology for information security program management and measurement. We use NIST CSF assessment results to plan for focused identification and mitigation of data security risks, and ongoing risk management. Additionally, its use creates a common language for internal and external communication of cybersecurity issues to concerned stakeholders.</p> <p>TaskUs maintains Payment Card Industry and Data Security Standard (PCI DSS) and Service and Organization Controls (SOC) 2 Type II certification to demonstrate that its administrative and operational controls are inherently designed and operating effectively to mitigate security risks. Annual examination, audit, and approval by independent auditing organizations help make sure our systems and controls are secure, updated, and effective.</p>	None



Topic: Recruiting & Managing a Global, Diverse & Skilled Workforce

Accounting Metric	SASB Code	2021 Disclosure	Additional Comment
Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	(1) Less than 0.1% of the global workforce are foreign nationals (2) ~88%	(2) Represents percentage of employees outside of U.S.
Employee engagement as a percentage	TC-SI-330a.2	TaskUs measures employee engagement via Employee Net Promoter Score (eNPS), a feedback metric for measuring employee engagement within an organization.	As of 12/31/2021, our combined US & Global eNPS was ~70%.

Topic: Recruiting & Managing a Global, Diverse & Skilled Workforce

Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	<table border="1"> <thead> <tr> <th colspan="7">Table 1</th> </tr> <tr> <th>Level</th> <th>Asian</th> <th>Black or African American</th> <th>Hispanic or Latino</th> <th>White</th> <th>Other</th> <th>Not Disclosed</th> </tr> </thead> <tbody> <tr> <td>Management</td> <td>7%</td> <td>8%</td> <td>34%</td> <td>46%</td> <td>5%</td> <td>0.5%</td> </tr> <tr> <td>Technical Staff</td> <td>2%</td> <td>13%</td> <td>52%</td> <td>27%</td> <td>5%</td> <td>0.5%</td> </tr> <tr> <td>All Other Employees</td> <td>7%</td> <td>10%</td> <td>26%</td> <td>51%</td> <td>6%</td> <td>0.5%</td> </tr> </tbody> </table>	Table 1							Level	Asian	Black or African American	Hispanic or Latino	White	Other	Not Disclosed	Management	7%	8%	34%	46%	5%	0.5%	Technical Staff	2%	13%	52%	27%	5%	0.5%	All Other Employees	7%	10%	26%	51%	6%	0.5%	Table 1: US based employee information (approx.).
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Topic: Intellectual Property Protection & Competitive Behavior

Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TC-SI-520a.1	None	TaskUs did not have any monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations
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Topic: Managing Systematic Risks from Technology Disruptions

Accounting Metric	SASB Code	2021 Disclosure	Additional Comment
Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	See comment	Other than a service disruption caused by a power outage associated with winter storms in Texas in February 2021, TaskUs had an immaterial number of business continuity management incidents reported in 2021. None of the incidents in 2021 resulted in a material service disruptions or customer downtime.
Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	<p>TaskUs's enterprise risk management (ERM) policy and framework is designed to identify, monitor and mitigate business risks from operations, compliance, strategy, financials, governance, reputation, and processes. Our risk management methodology is aligned to industry standards such as the ISO 31000:2018 Risk Management Guidelines.</p> <p>We regularly scan our external environment and seek input from our stakeholders to identify emerging risks. We typically conduct an annual comprehensive risk assessment to spot internal and external risk drivers. Risks are assessed in terms of their potential financial, operational, regulatory, and reputational impact, the likelihood of their occurrence, and their velocity if they materialize. Mitigation strategies for prioritized risks are developed and executed by risk owners across functions, businesses, and regions.</p> <p>We have a cross-functional risk committee that reviews the organization's risk profile periodically and receives reports for key business risks, alongside the global management team and the board of directors' audit committee. Please refer to our Annual Report on Form 10-K for the year ended December 31, 2021 for more details on our risk factors.</p>	None