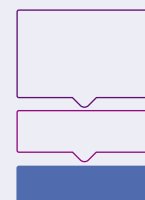


Inspiring and supporting our people

Our people are central to our purpose. Our aim is to be a market-leading destination for talent, underpinned by a high-performing and inclusive culture where our people feel valued and able to do their best work in support of our purpose and our ambitious plans for growth.



We have an ambition to be one of the best places to work in the world and we have continued to score highly in external recognition this year (see Awards on [page 52](#)). We are making progress across the Group through programmes in five strategic focus areas:

1. Creating a culture that puts people first

Create a 'wow' employee experience that sets us apart

2. Growing world-beating leaders

Grow the next generation of leaders with strong product, technology and customer orientation

3. Focusing on tech talent

Keep in tune with current and future tech skills, specifically focusing on attracting and retaining product design and product building capabilities

4. Preparing our organisation for growth

Play a leading role in defining the organisation we need so that we are prepared for global opportunities and growth

5. Supporting colleagues with their career development

Enable everyone in Experian to develop and progress their careers

1. Creating a culture that puts people first

The world of work is changing rapidly, and we believe our people and culture are key differentiators for us. Our business offers an exciting future and our strong purpose – our belief in doing the right thing for our people and the communities we serve – helps us attract people who want to work somewhere they feel they can make a difference.

We have continued to evolve our employer brand and employee value proposition. This year, we have made progress towards being recognised as a leading employer, and enhanced perceptions of us in the market as an innovative, technology organisation. As a result, we have seen our seventh consecutive year of improvements in our Glassdoor score, now 4.4 out of 5, and we are now in the top quartile of companies globally listed in the Link Humans Employer Brand Index.

Offering flexible ways of working

The COVID-19 pandemic accelerated the transition to new ways of working. In FY22 our Group-wide Future of Work programme considered the role of our offices as well as the technology investments needed to enable more hybrid working. Following this, we created a variety of options – Hub, Hybrid, Home and Roam – to give our people more choice in the way they work. In our FY23 annual employee survey, over 90% of our people said they value our approach to flexible working, and employee engagement was up four points from the previous year. At the same time, we have maintained productivity levels and innovation measures across the organisation.



Glassdoor score of 4.4 (out of 5)
Seventh consecutive year of improvement

Embracing diversity, equity and inclusion

Diversity, equity and inclusion (DEI) is essential to our purpose of creating a better tomorrow, together, by making positive changes in the world and supporting efforts to close the financial wealth gap of underserved communities (see [page 49](#)). We support and encourage expressions of diversity, including thought, style, sexual orientation, gender identity or expression, race, ethnicity, disability, culture and experience.

Our Global Chief DEI Officer leads our DEI strategy, which focuses on our people, our clients, consumers and communities. Regional CEOs and business unit leaders are accountable for implementing the accompanying Diversity Action Plans and monitor progress at quarterly business reviews. DEI is also part of our wider sustainable business strategy and ESG agenda, overseen by our executive-level ESG Steering Committee (see [page 39](#)). Inclusive leadership is a key element of our new Leadership Exchange development programme (see [page 53](#)).

Our DEI Report sets out how we are putting our DEI strategy into practice across five key areas – gender, mental health, disability, LGBTQ+ and ethnicity – each sponsored by a member of our Group Operating Committee.



Scan me
to access our DEI report