

Non-financial data metrics

People

Employee Engagement ¹

	2022	2023	2024	2025
Score (%)	78	75	79	83

¹ Measures the likelihood of full time permanent employees (including those in PEOs) referring a friend or colleague to Appen based on their employee experience. The scale is a 5 point Likert resulting in 1-2 Detractor, 3 Passive and 4-5 Promoter. NPS is calculated by subtracting the % of total detractors from the % of total promoters. Survey results are provided by Workday Peakon.

Training hours ¹

	2022	2023	2024	2025
Total training hours	41,665	35,156	29,280	20,354

¹ Data from Appen University.

Mandatory training completion rates ¹

	2022	2023	2024	2025
Compliance courses (%)	91	95	90	93

¹ Data from Appen University.

Employee demographics - gender ¹

	2022	2023	2024	2025
Female				
Overall workforce (%)	57	55	57	58
Board director (%)	50	50	50	50
Executive Team (%)	30	18	23	18
Director (%)	44	41	48	62
Manager (%)	58	61	56	59
Male				
Overall workforce (%)	43	45	43	42
Board director (%)	50	50	50	50
Executive Team (%)	70	82	77	82
Director (%)	56	59	52	38
Manager (%)	42	39	44	41

¹ HR report for all employees generated from Workday. Refer to link www.appen.com/about-us for Board of directors.



Non-financial data metrics

Employee demographics - ethnicity¹

US Only

Breakdown	2024		2025	
	Share of total workforce (%)	Share in all mgmt. positions (%)	Share of total workforce (%)	Share in all mgmt. positions (%)
Asian	10.2	18.6	12.6	3.8
Black or African American	4.6	3.4	4.2	0.0
Hispanic or Latino	3.7	6.8	6.3	7.7
White	57.9	52.5	53.7	65.4
Indigenous or Native	0.5	0.0	0.0	0.0
Other	5.6	8.5	4.2	0.0
Not disclosed	17.6	10.2	18.9	23.1

All regions

Breakdown	2024		2025	
	Share of total workforce (%)	Share in all mgmt. positions (%)	Share of total workforce (%)	Share in all mgmt. positions (%)
Asian	36.7	39.1	36.7	30.8
Black or African American	1.2	0.7	0.5	0.7
Hispanic or Latino	1.3	1.3	0.9	0.9
White	20.7	15.8	11.5	13.1
Indigenous or Native	0.1	0.0	0.0	0.0
Other	2.2	2.6	0.5	0.0
Not disclosed	37.8	40.5	49.9	55.1

¹ HR report for all permanent employees generated from Workday.

Crowd

Crowd NPS¹

	2022	2023	2024	2025
Score (%)	31	27	33	22

¹ Measures the likelihood of crowd contractors to recommend Appen to a friend or colleague, according to a scale of 1-10 where 10 means extremely likely (0-6 Detractor, 7-8 Passive, 9-10 Promoter). NPS is calculated by subtracting the % of total detractors from the % of total promoters. Scores can range from -100 to +100. Source: Cascade Insights.

Customer

Customer NPS¹

	2022	2023	2024	2025
Score (%)	22	35	57	68

¹ Measures the likelihood of Customer to recommend Appen to a friend or colleague, according to a scale of 1-10 where 10 means extremely likely (0-6 Detractor, 7-8 Passive, 9-10 Promoter). NPS is calculated by subtracting the % of total detractors from the % of total promoters. Scores can range from -100 to +100. Source: ChurnZero.

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Environment

Geographic distribution of emissions (Scope 1 and 2)^{1,2}

	Gas (MWh)	Electricity (MWh)	Electricity -renewable (MWh)	Scope 1 tCO ₂ e	Scope 2 tCO ₂ e	Scope 2 (location based) tCO ₂ e
Australia	-	-	24.2	-	-	17.7
US and Canada	34.2	70.3	-	6.2	20.3	20.3
China, Japan and Vietnam	-	1950.5	-	-	1,724.7	1,724.7
UK	30.7	-	35.2	5.6	-	7.3
India	-	126.8	-	-	125.7	125.7
Philippines	-	1,181.6	-	-	751.5	751.5
Total	1,562.3	3,329.2	59.4	11.8	2,622.2	2,647.1

1 Greenhouse Gas (GHG) emissions for scope 1 and 2 are calculated based on the GHG Protocol.

2 Electricity and Gas consumptions are based on utility bills (if available) or estimation by leased floor area.

Scope 3¹

Category	Description	Emissions
Category 1 - Purchased goods and services ²	Suppliers and Crowd contractors	9,979.0
Category 5 - Waste generated in operations ³	Disposal and treatment of waste generated in the company's operations	69.7
Category 6 - Business travel ⁴	Business flights and accommodation	502.9
Category 7 - Employee commuting ⁵	Employees commuting between their homes and their worksites and employees working from home	293.0
Category 8 - Upstream leased assets ⁶	Emissions associated with leases such as lifecycle emissions for construction of a leased building	1,064.4
Category 11 - Use of sold products ⁷	End use of goods and services sold	20.0

1 Scope 3 categories and GHG emissions are calculated based on GHG Protocol Scope 3 value chain reporting.

2 Estimated emissions based on supplier spend data and crowd contractors' work hours in 2025.

3 Estimated waste generation based on employee attendance in 2025.

4 Based on business travel information retrieved from travel agency Egencia, Navan and credit card bookings. Estimated emissions are calculated using web-based calculators for flight (provided by International Civil Aviation Organisation (ICAO)) and hotel (provided by Greenview).

5 Based on employee attendance in 2025.

6 Life cycle lease emissions based on annual lease principle payment over the life of the leased assets.

7 Based on carbon footprint report from Amazon Web Service, our third-party cloud service provider.

Technology

	2022	2023	2024	2025
Data privacy breaches (number) ¹	0	0	1	0
System availability ² (%)	99.9	99.9	99.9	99.9

1 Based on report from Appen legal team. 2024, one non-material security incident involving and limited to Quadrant, a subsidiary of Appen.

2 Based on report from third-party website monitoring companies, StatusCake and New Relic.

Governance

	2022 \$	2023 \$	2024 \$	2025 \$
Political donations ¹	0	0	0	0

1 Based on financial data from Workday.

Social

Philanthropic donations¹

	2022 \$	2023 \$	2024 \$	2025 \$
Matched Contributions	25,953	9,393	442	4,596
Campaigns	18,628	8,093	442	2,512

1 Based on Employee Services Committee (ESC) donation report.