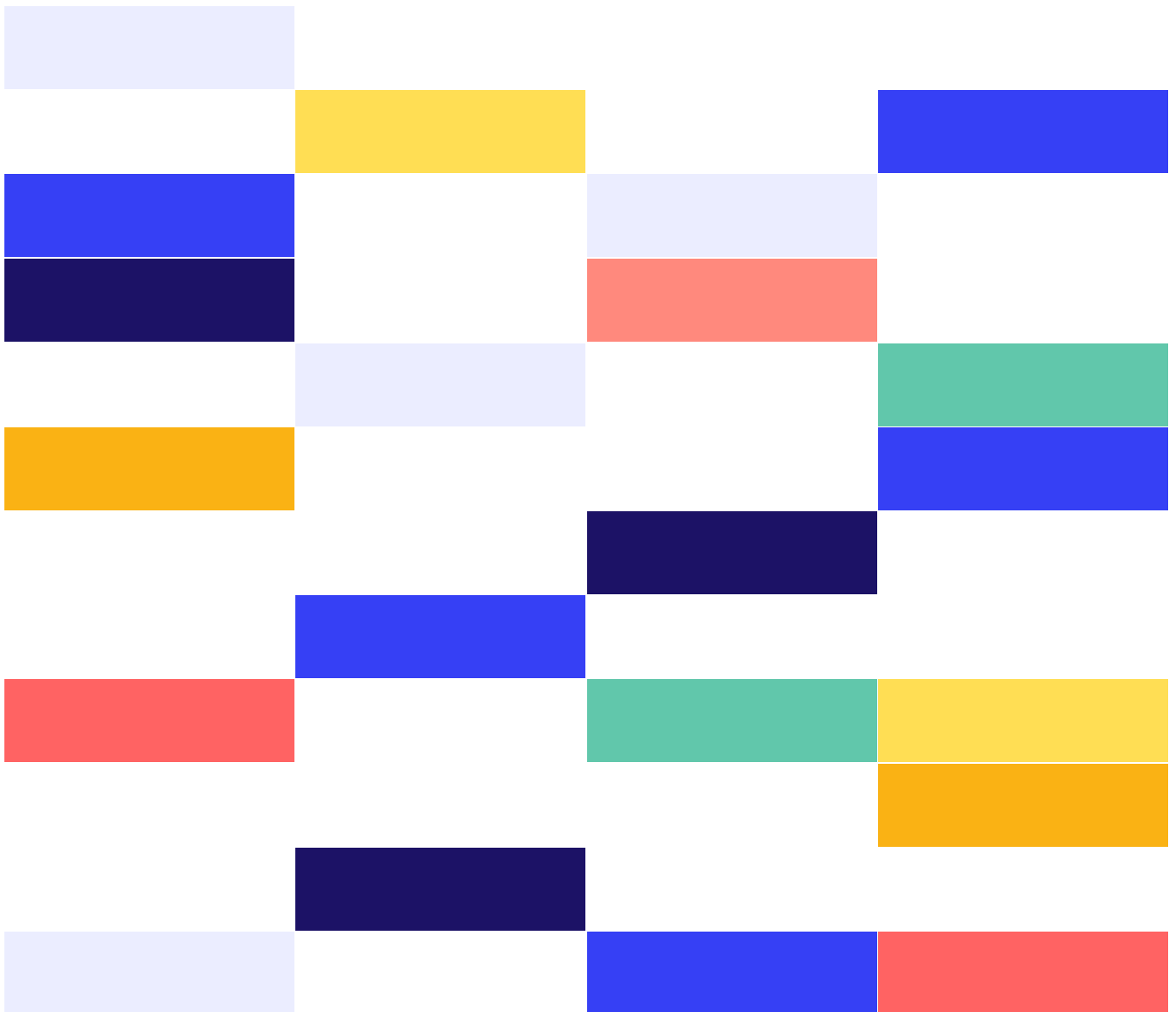




Diversity and Impact Report 2024



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Looking back on the journey

It's been two years since Onfido embarked on a formal Diversity, Equity, and Inclusion (DEI) journey. Though there's much to celebrate and take pride in, there's also much for us to improve and refine. The report looks at our current employee demographic, pay, and environmental data, and D&I Net Promoter Score to provide commentary on key trends and findings. This year's report should be read as a magazine-style continuation of our [flagship report](#).

What we stand for

What we stand for has not and will not change. Our Diversity & Impact practices are all anchored to Onfido's Impact Statement, which was built by Onfidoers for Onfidoers.

"At Onfido, we're all responsible for building a diverse, inclusive, and accountable environment where employees of all backgrounds, experiences, and lifestyles feel a sense of belonging, mutual respect, and kindness. We promote a company culture where all of us can be empowered to be ourselves, embrace our uniqueness, and rise together. In doing so, we aim to positively impact the world in which we live, work and play."

What we want to achieve

There are countless things that we still want to achieve. In 2024 we will strive to take a more focused and deliberate approach around diversity and impact. We want to make it easy for people to operate inclusively and in an environmentally conscious way every single day. Our Everyday Inclusion engagement series will provide learning tools and resources that will help put inclusion into practice. We will also look at embedding sustainability into our travel and procurement processes, so that conservation can become second nature.



What we've accomplished

We're refining, iterating, and embedding

Last year we started to take a critical look at our diversity and impact foundations for ways we could amplify overall impact. We've shifted from a 'boil the ocean' mentality to a more focused approach. Here are some of the ways we've refined, iterated, and embedded diversity and impact throughout Onfido.

We iterated on our website to ensure our commitment to diversity and impact was front and center, so that prospective candidates and clients could better understand our culture. We wanted to ensure that all types of people could envision bringing their true and authentic selves to work; and that all current and prospective customers could take pride in partnering with Onfido.

We've looked at existing processes to embed diversity & impact throughout our business.

We've implemented intentional checkpoints into the talent acquisition process. We now ask for voluntary and confidential information during the job application workflow, so we better understand candidate passthrough rates and trends by demographic. This helps us identify where interventions could be helpful. For example, a shortage of a particular candidate demographic at the top of the funnel could indicate a recruitment marketing issue, whereas a later stage fall through could signal a training or process need. We should have enough information to make some meaningful conclusions by next year's report, so stay tuned.

We've also shared tools and resources for our recruiters and hiring teams to keep DEI top of mind. We've implemented compulsory unconscious bias interview training for hiring teams and introduced a high-touch partnership from the DEI team and hiring for any leadership-level positions. We've also developed checklists that institutionalize an inclusive approach to the hiring lifecycle. We've maintained diversification in our recruitment by broadening our search channels. We've sponsored [Colorintech's Black Tech Fest](#) Conference (Europe's premiere event celebrating inclusion and equity) and posted vacancies on the [Women in Identity](#) Job Board.

We've created ways to evaluate inclusion as a core competency at the leadership level; we see it as being just as important as any other skill set. These inclusion competencies are codified and used during the hiring and promotion process.

We took a targeted and strategic approach to talent planning via organization and talent reviews. Diversity planning has been a key part of this process at the executive leadership level, touching all areas of the employee experience — focusing on recruitment, retention, development, and engagement.

We instated our second DEI Committee cohort and found ways to optimize and simplify their involvement over time, from workshopping key health metrics, to providing feedback on inclusivity programs.

DEI Committee

We reorganized our Fido Resource Groups (FRGs) structure to reflect Onfidoer demand. We now have seven fully functioning FRGs, where the leads are compensated for their efforts. We recognize the [critical nature of this work](#) and the harm caused to marginalized communities by placing unrecognized labor on top of regular responsibilities. Additional benefits of FRG leadership include visibility and development; FRGs present to our executive team on a quarterly basis and own core business capabilities such as creating goals and objectives, budgets, and business cases.

We've made strategic alignment choices to ensure that our environmental efforts are positioned for continued success. Now all three pillars (diversity, community, and environment) sit under the remit of our Global Head of Diversity, Equity, and Inclusion.

We've also continued to think critically about our products, championing accessibility in all that we do. Onfido's Software Development Kit (SDK) is certified to [WCAG 2.1](#) AA standards by the Digital Accessibility Centre. This accreditation is a testament to our unwavering commitment to inclusivity and our vision to simplify identity for everyone. By embracing accessibility, we position ourselves as industry leaders, setting a benchmark for quality and inclusivity. Our products and services remain at the forefront of inclusive design.



Naomi Shammass

Business Operations



Sophie Dermaux

Technology



Nancy Vance

Onfido
Global Head, DEI



Hassan S. Faridul

Technology



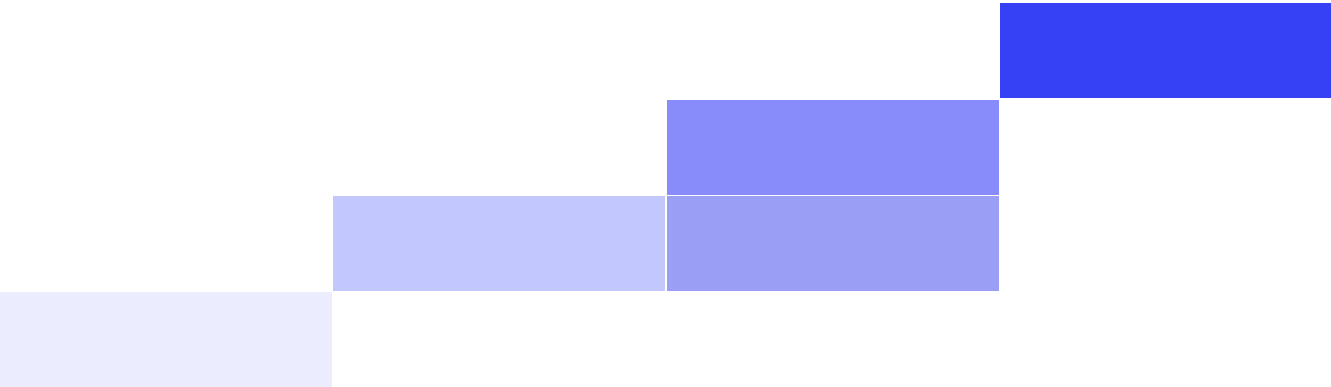
Sue Barsamian

Onfido Board Director
& former HP executive



Dr. Kim Walker

PSI
Senior Strategist, Global I & B

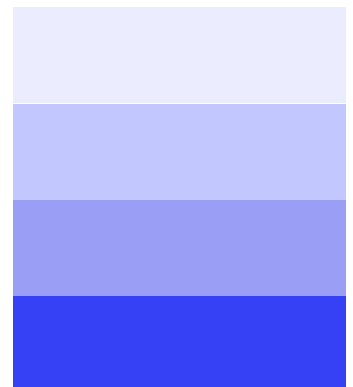


The way forward



“We are incredibly proud of what Onfido has been able to achieve collectively for the community, environment, and our employees. It is clear that this work is not a flash in the pan, and requires dedication and discipline for the long haul. Our commitment is unwavering, and with the lessons learned over the last two years, we’re becoming even more focused and deliberate. Thank you for coming along on our journey, we’re in this together!”

— Mike Tuchen, CEO of Onfido



Considerations while reading this report

When digesting this report, know that cultivating trust from employees around personal data collection has been a work in progress. Though we are pleased that **60%**¹ of our surveyed workforce participated in the optional demographic survey, the responses are not fully representative of our team, given the number of people who did not respond or opted not to share answers. We are working to better operationalize this process to reduce areas of friction and create psychological safety. Interestingly though, we saw that more questions were answered this year compared to last year (**20%** fewer questions were skipped), so the response set was more robust.

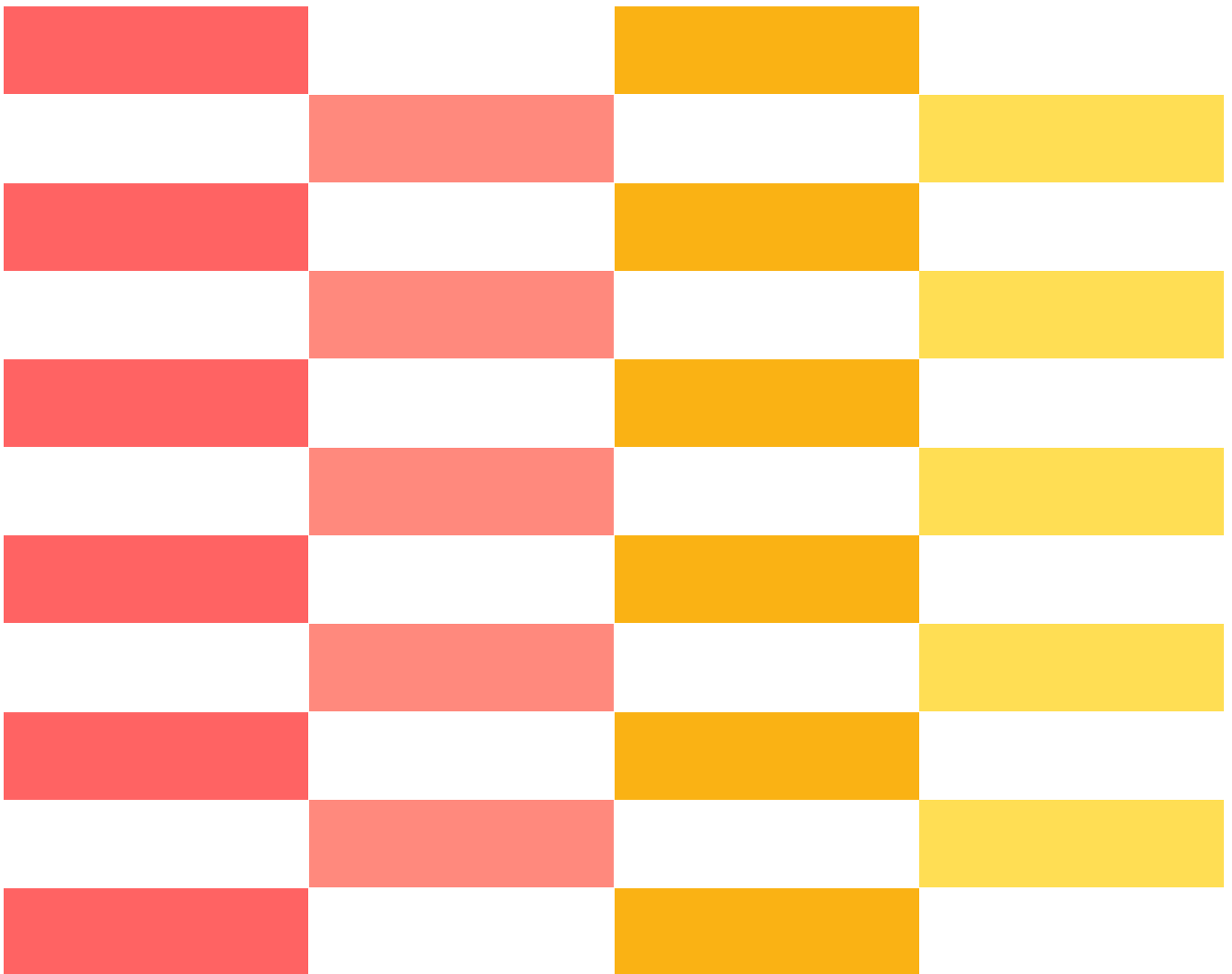
From a methodology perspective, we chose to include the total Onfido population when calculating percentages (excluding France in some categories due to national privacy laws, but including Onfidoers who did not complete the survey). There are several schools of thought on this approach, but we ultimately decided to go with a methodology that would not artificially inflate our percentages of historically marginalized Onfidoers. That being said, with the inclusion of those who did not complete the survey the data is inherently skewed because **40%** of those surveyed opted out entirely.

We are showcasing our available data compared with last year. Despite imperfections in our methodology, this information is still incredibly useful in developing accountability goals and metrics across each segment of our burgeoning Environment, Social, and Governance (ESG) framework.

Moreover, we understand this work is delicate. Every lived experience is unique and people cannot be solely reduced to numbers, categories, or statistics. This data is useful, but it is not the whole picture. For example, it is near impossible to capture diversity of thought or personality type. That being said, any information is useful in providing a baseline for progress as we seek to transform as an organization. We will be using this information to assess 2023's efforts and build the plan for 2024.

¹ Compared to 61% in the 2023 report.

Diversity



Our Onfidoers

The snapshot date for this Diversity and Impact Report was the 27th October 2023. All Onfidoers are included in the descriptive data outline in this section, however, due to certain national regulations, not all Onfidoers were asked to share certain demographic characteristics. If a geography is not represented due to national regulations it is indicated in the footnotes. It should also be noted that sharing demographic characteristics was optional, so many Onfidoers either partially completed the survey, or opted to not respond at all. We have reported on the sample size as a whole (including Onfidoers who opted out completely) to ensure the report meets a level of data integrity required to make informed decisions. We opted to segment the data by the following categories when meaningful differences could be shown between the segments.

- All Onfidoers
- Tech Onfidoers vs Non-tech Onfidoers
- Senior Onfidoers (Director and above)
- NewFidos (started on or after 1st Aug 2022)

To get a better understanding of our organization's demographic makeup, we asked Onfidoers to share the below demographic characteristics. In total, **60% of our workforce² responded** to the survey³ covering the following:

- **Gender identity:** gender is defined as a social construction relating to behaviours and attributes based on a continuum of masculinity and femininity; gender identity is a personal and internal perception of oneself, and so the gender category someone identifies with may not match the sex they were assigned at birth, and can shift over time



Onfido runners at our summer event, 2022

- **Native English speaker:** speaks english as a first/primary language.
- **Race:** in society, race is often used to define someone by their skin color, as well as other physical, social, and/or biological attributes.
- **Sexual orientation:** an individual's identity in relation to the gender(s) they are sexually attracted to.
- **Caregiver status:** has given personal care for a period of one month or more to a child and/or adult during the last 12 months.
- **Disability:** any condition of the body or mind that makes it more difficult for the person with the condition to do certain activities.
- **Veteran status:** a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable.

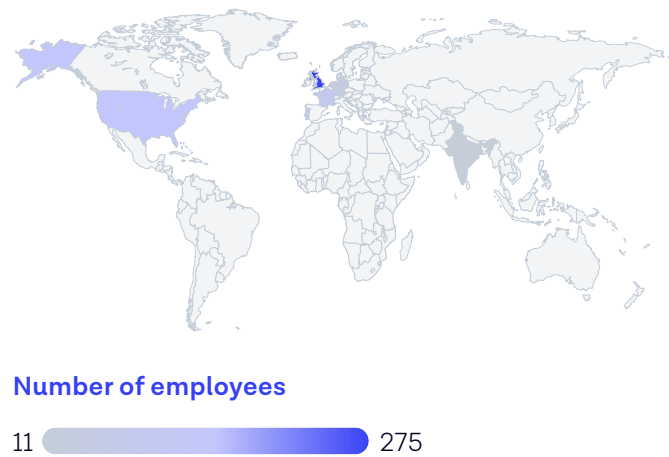
² France-based Onfidoers were not asked any of the following due to national regulations, and Singapore-based Onfidoers were not asked about Sexual Orientation or Transgender Status due to legal barriers to freedom of expression and registration of sexual orientation.

³ We already have information on sex as well as age, and as such did not include these categories in the survey.

Our geos

Our largest geography is the United Kingdom where 42% of our employees reside. This is followed by the United States with 16%.

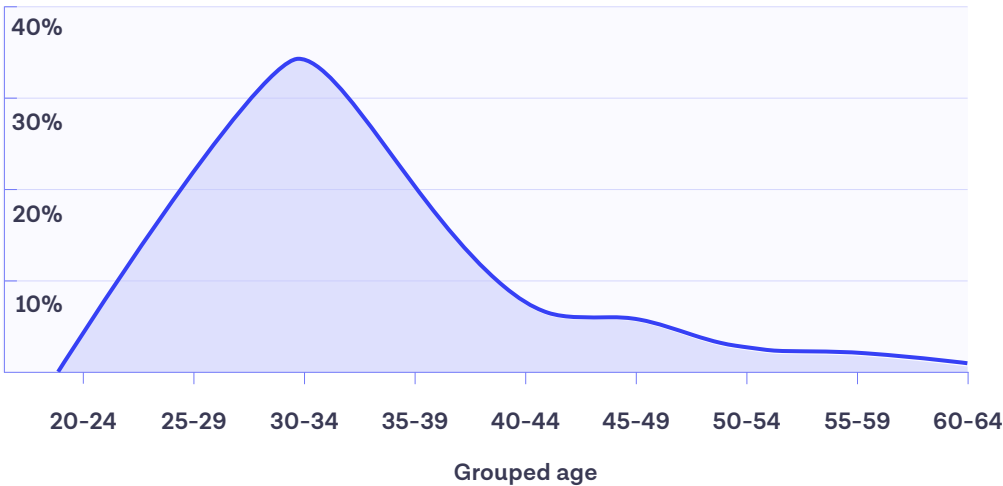
Country	Number of employees
Netherlands	2%
Singapore	3%
India	5%
Germany	8%
Portugal	11%
France	15%
United States	16%
United Kingdom	42%



Average Age

Our employees' ages range from 21 to 64, with an average age of 36, and a median age of 34 When we segment our employees based on the generations we see that:

6% are Gen Z (born 1997 – 2012)
78% are Millennials (born 1981 – 1996)
15% are Gen X (born 1965 – 1980)
1% are Boomers (born 1955 – 1964)



Sex⁴ & Gender Identity⁵

Sex and gender are terms that are often used interchangeably, but are in fact two different concepts. For the purposes of this report, the term sex is characterized by biological traits, whereas gender refers to socially constructed identities. We recognize that there are variations in how people experience gender based on self-perception and expression. We also know that there can be inherent privileges and disadvantages associated with biological sex regardless of gender identity. Thus we decided to report on both.

Sex by segment

	Male	Female
All Onfidoers	64%	32%
Tech	80%	19%
Non-tech	51%	43%
Senior	55%	41%
NewFidos	53%	29%

* 4% Unknown

Key Callout: There is a 31% delta favoring males, and an even steeper cliff amongst Tech Onfidoers (61%). Though this delta aligns with industry benchmarks⁶, there's a clear opportunity for improvement for us. We are pleased to report the delta between male and female Onfidors has shortened by 7% since last year (last year's delta landed at 38%). It is also promising to see Senior female Onfidoers representation rise from 33% to 41% this year, shortening the delta in that category by 21% (from a 34% delta to a 14% delta).

4 Sex data includes all Onfidoers and is based on sex indicated in their government issued ID.
5 Gender Identity is self-indicated, and data does not include Onfidoers based in France.
6 According to [WomenTech](#) statistics.



Gender Identity⁷ by segments

	Male	Female	PNTS ⁸
All Onfidoers	42%	27%	4%
Tech	41%	13%	4%
Non-tech	31%	31%	2%
Senior	41%	33%	1%
NewFidos	31%	24%	3%

Key Callout: Senior Onfidoers respondents who identify as women have increased from 15% to 33%, but the overall delta between genders has widened by 2% amongst respondents since last year (from 13% to 15%).

Native language⁹

Our workforce represents **52 different nationalities**, and as such, we wanted to understand the percentage of native English speakers. In creating an inclusive workplace where all Onfidors feel a sense of belonging, we need to consider language and communication in our internal systems and external partnerships, offering multiple languages to remove friction wherever possible. As such, a key criterion when choosing partners is their capability to support multiple languages so Onfidors can interface in their native language.

	Native English	Non-Native English	PNTS
All Onfidoers	36%	33%	3%

Key Callout: Language statistics are in keeping with last year's data, there are no significant changes.

⁷ Gender Identity data does not include Onfidoers based in France. 28% of survey recipients did not provide any answer to this question. The demographic options available for gender identity were the following; Agender, Female, Male, Nonbinary, Other, and Prefer not to say.

⁸ PNTS is an abbreviation for 'prefer not to say.'

⁹ Data does not include Onfidoers based in France. 28% of survey recipients did not provide any answer to this question.

Race¹⁰

In society, race is often used to define someone by their skin color, as well as other physical, social, and/or biological attributes; whereas ethnicity more broadly describes the culture of people in a given geographic region, including their language, heritage, religion and customs. We see race as a significant area of opportunity to diversify our employee base.

	White or European	Asian*	Another race**	Two or more races	Hispanic or Lantinx	PNTS
All Onfidoers	46%	10%	6%	2%	2%	5%
Tech	41%	6%	6%	<1%***	<1%***	4%
Non-tech	38%	11%	5%	3%	2%	4%
Senior	54%	11%	4%	1%	1%	2%
NewFidos	33%	7%	8%	4%	4%	3%

* To protect anonymity based on inadequate sample size we've grouped East Asian, South Asian, and South East Asian into 'Asian'.
** To protect anonymity based on inadequate sample size we've grouped Indigenous, Black or African, Pacific Islander, Middle Eastern, and Onfidoers who identified as 'other' into the Another Race category.¹¹
*** Less than one percent self-identified within this segment.

Key Callout: We saw a jump in the number of Onfido respondents who identify as white, increasing from 37% to 46%. This is an area of opportunity as we look to diversify the development, advancement, and recruitment pipelines.

10 Data does not include Onfidoers based in France. 28% of survey recipients did not provide any answer to this question.
11 Demographic choices included: Black or African, East Asian, Hispanic or Latinx, Indigenous, Middle Eastern, Pacific Islander, South Asian, Southeast Asian, White or European, Identify with two or more races, Other, Prefer not to say.

Sexual orientation¹²

Sexual orientation refers to a person's identity in relation to the gender or genders to which they are sexually attracted. According to a recent [Deloitte study](#), 83% of LGBTQIA+ reported covering in the workplace. According to the study, having to cover or downplay certain aspects of your identity is costly and erodes culture.

	Hetero	LGBTQIA+	PNTS
All Onfidoers	59%	5%	6%

Key Callout: We saw an uptick in respondents who identify as Heterosexual (from 46-59%), with the other orientations remaining static.

Caregiver status¹³

We have defined a caregiver as an employee who has given personal care to a child and/or adult for a period of one month or more during the last 12 months. [Research](#) has found that 73% of all US employees have some type of current caregiving responsibility. However, because the majority of employers do not track caregiving status, they do not offer the supportive infrastructure needed for these employees to manage the dual responsibilities — such as the right benefits and policies — to support this large segment of their workforce which is disproportionately women.

	Not a caregiver	Caregiver to a child and/or adult	PNTS
All Onfidoers	46%	22%	4%
Tech	41%	13%	4%
Non-tech	38%	24%	2%
Senior	38%	36%	2%
Newfidos	39%	21%	1%

Key Callout: The number of respondents who qualify themselves as caregivers increased by 8% (from 14% to 22%)

¹² Data does not include Onfidoers based in France and Singapore. 30% of survey recipients did not provide any answer to this question.

¹³ Data does not include Onfidoers based in France. 28% of survey recipients did not provide any answer to this question.

Disability¹⁴

A disability is any condition of the body or mind that makes it more difficult for the person with the condition to partake and/or perform certain activities. People with disabilities can face additional barriers such as physical/architectural, informational/communicational, technological, organizational, social, and attitudinal that require intentionality in order to create equity.

	No disability	Mental and/or physical disability	PNTS
All Onfidoers	59%	6%	7%

Key Callout: Non-disabled respondents have increased from 44% to 59%, while disabled respondents have remained static. Education and awareness around the topic of disabilities (both visible and non-visible) will be a core focus of 2024.

Veteran status¹⁵

The term 'veteran' means a person who served in the active military, naval, or air service, and who was discharged or released under honorable conditions. Although veterans bring some of the most sought-after hard and soft skills to the workforce, many find the transition to civilian work to be a challenging

	Not a veteran	Veteran or PNTS
All Onfidoers	68%	4%

Key Callout: The statistics on veterans are showing an uptick in 'not a veteran' respondents (up from 52%).

¹⁴ Data does not include Onfidoers based in France. 29% of survey recipients did not provide any answer to this question.

¹⁵ Data does not include Onfidoers based in France. 28% of survey recipients did not provide any answer to this question.

Diversity & Inclusion NPS score

Net Promoter Score (NPS) is a metric that showcases the likelihood of endorsement, with a range from -100 to +100. It is generally accepted that anything over a score of 0 is considered 'good.' We are currently sitting at a Diversity & Inclusion NPS of 20¹⁶ and are reaching for a D&I NPS of 30 (evenly distributed across sex). As an organization, we began measuring D&I NPS in 2020, and measure employee sentiment twice annually.

We have seen peaks and valleys at Onfido in our D&I NPS score reflecting factors such as rapid employee growth (we doubled in size in two years), changes in executive leadership, geography expansion and retraction, moving to a remote-first culture, as well as larger societal and economic context.

In the case of D&I, NPS is a valuable metric to understand lived experiences of inclusion and belonging. We do, however, understand that the metric can be skewed based on the mix of employees (i.e. employees with more privilege typically experience fewer microaggressions and may be more inclined to view a DEI program through a more positive lens).

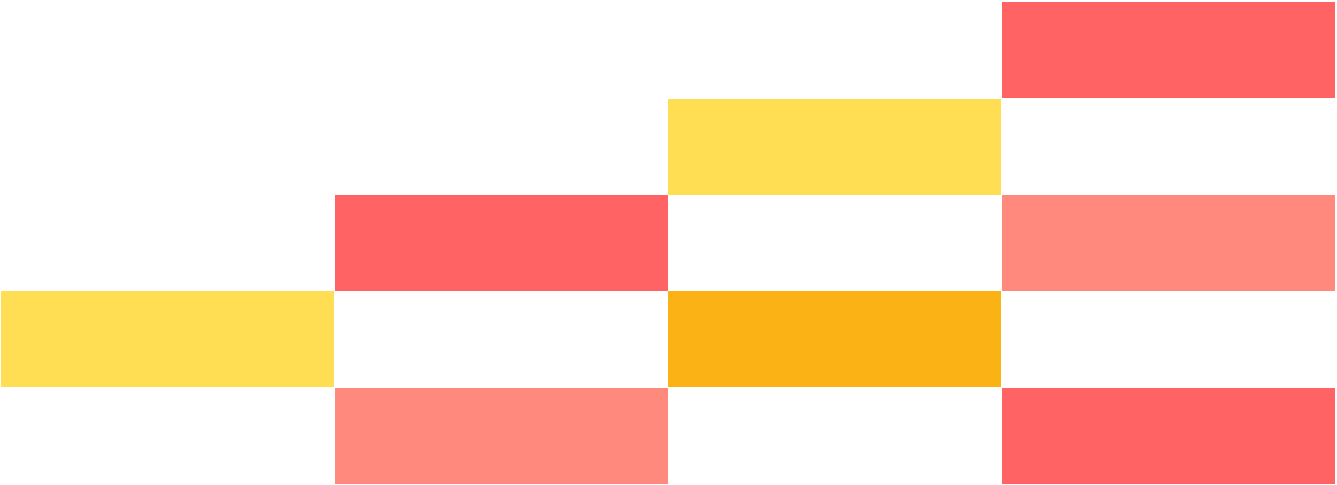
Though our D&I NPS has recently dipped slightly (from 22 to 20 points), it is heartening to report that we've seen an 11-point overall increase in D&I NPS since June 2022; showing an 18-point increase in females and a 9-point increase in males over time. Though the female D&I NPS is increasing at a more rapid pace than males, it is still lagging behind, which is something we'll continue to pay close attention to.

In 2023 we added a new optional demographic category that allowed Onfidors to indicate if they identify as an 'Underrepresented Minority (URM).' The parameters of the question were left intentionally broad and up to personal identification. What we saw is that there is a significant disparity in the D&I satisfaction between those who identify as URM and those who don't. For this reason, we're placing a special emphasis on psychological safety and belonging through our Everyday Inclusion series, which will fully launch in 2024. This program will afford leaders the tools and resources to integrate inclusion seamlessly into their daily work motions. We're spending time on training, action planning, self-service resources, and simple acts of celebration.

¹⁶ The D&I NPS is based on Onfidoers response to the following question; "I'm satisfied with Onfido's efforts to support diversity and inclusion (for example, in terms of gender, ethnicity, disability, socio-economic status)." The survey was conducted in April 2023 with an 85% response rate.

D&I Insights by Demographic

Demographics	June '22 D&I NPS	Sept '22 D&I NPS	Apr '23 D&I NPS	D&I NPS Over Time (Since Jun 24, 2022)
Onfido	9	22	20	+11 improvement
Female	-13	8	5	+18 improvement
Male	19	28	28	+9 improvement
URM	-	-	-7	-
Not a URM	-	-	29	-



Pay findings

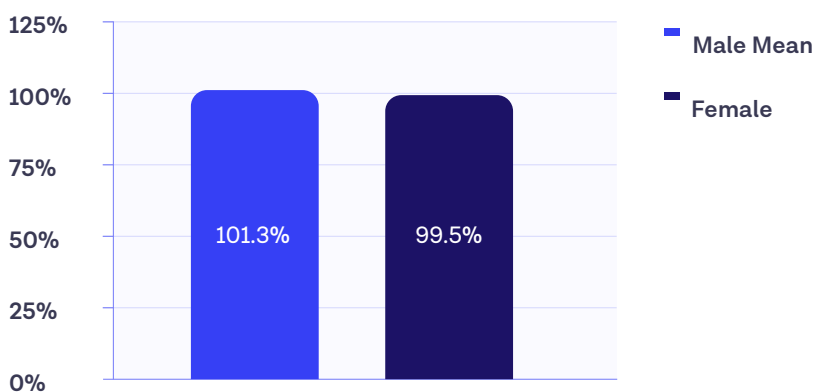
Looking at pay is both a complex and incredibly important exercise in curating an equitable workplace. There are many factors that can affect the data, such as job specifics, geography, and market pay rates. There are a number of ways to slice and dice pay data, that can all tell important, but varied stories.

We ultimately chose to focus on the compa ratio analysis because the calculation provides useful insight into a company's pay practices.

Compa Ratio Analysis

Compa ratio analysis divides an individual's pay rate by the midpoint of a predetermined salary band (we use Radford Global Compensation Database to inform banding). A compa ratio of 100% indicates that the employee is paid at the exact midpoint of their salary band. Similarly values higher or lower than 100% show they are paid above or below the midpoint respectively. This method of analyzing pay provides a well-rounded look at an individual's salary that takes into account the factors listed above and is benchmarked externally. Each individual's compa ratio can then be aggregated into various segments to provide a meso perspective of an organization's pay practices, as well as provide a macro perspective when benchmarked outside the organization.

When we look at Onfido as a whole¹⁷, we have a mean compa ratio of 100.9%, and when we split these by males and females¹⁸, we see a 1.8% difference between the male and female mean compa ratio.



Key Callout: last year we saw a 0.76% difference between male and female compa ratios, while this year we saw a delta of 1.8%. This increased compa ratio variance is a result of Newfido Males being hired further through the comp band. We did, however, see our corrective measures positively impact relative male & female compa ratios during compensation review cycles.

¹⁷ Analysis is based on regular Onfidoers employed on 8th November 2023.

¹⁸ For Compa Ratio Analysis we use Sex as per Government ID as the data source.

Diversity

Advancement trends

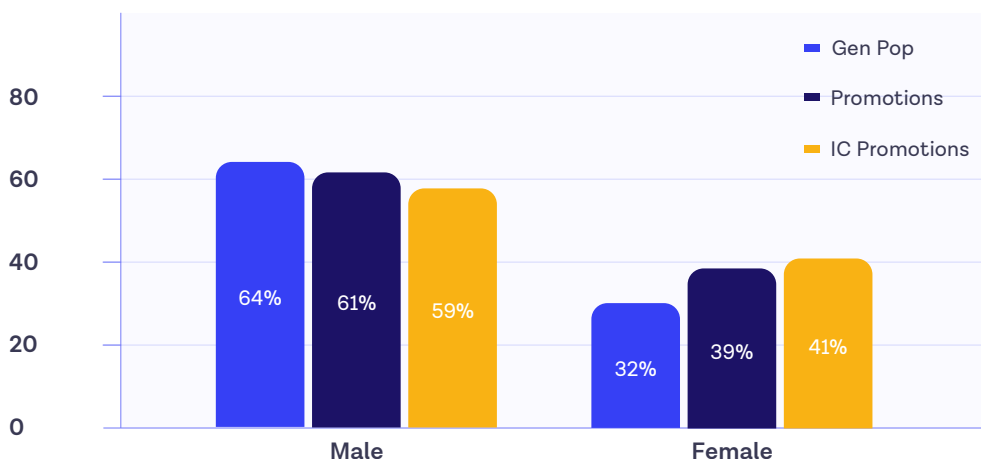
Promotion trends are also a leading indicator of pay within an organization. Because we have generated additional checkpoints around our advancements process, this year we added a specific look at this data by sex.

What we found was heartening. The proportion of female promotions has actually outpaced the entire male population. 39% of promotions were female, out of a 32% total female population.

We know that it's important to look at both how many women are promoted and at what level, as many females tend to lose their grip on the ['broken rung'](#). According to a McKinsey study "this broken rung results in more women getting stuck at the entry level and fewer women becoming managers. As a result, there are significantly fewer women to advance to higher levels. To get to gender parity across the entire pipeline, companies must fix the broken rung."

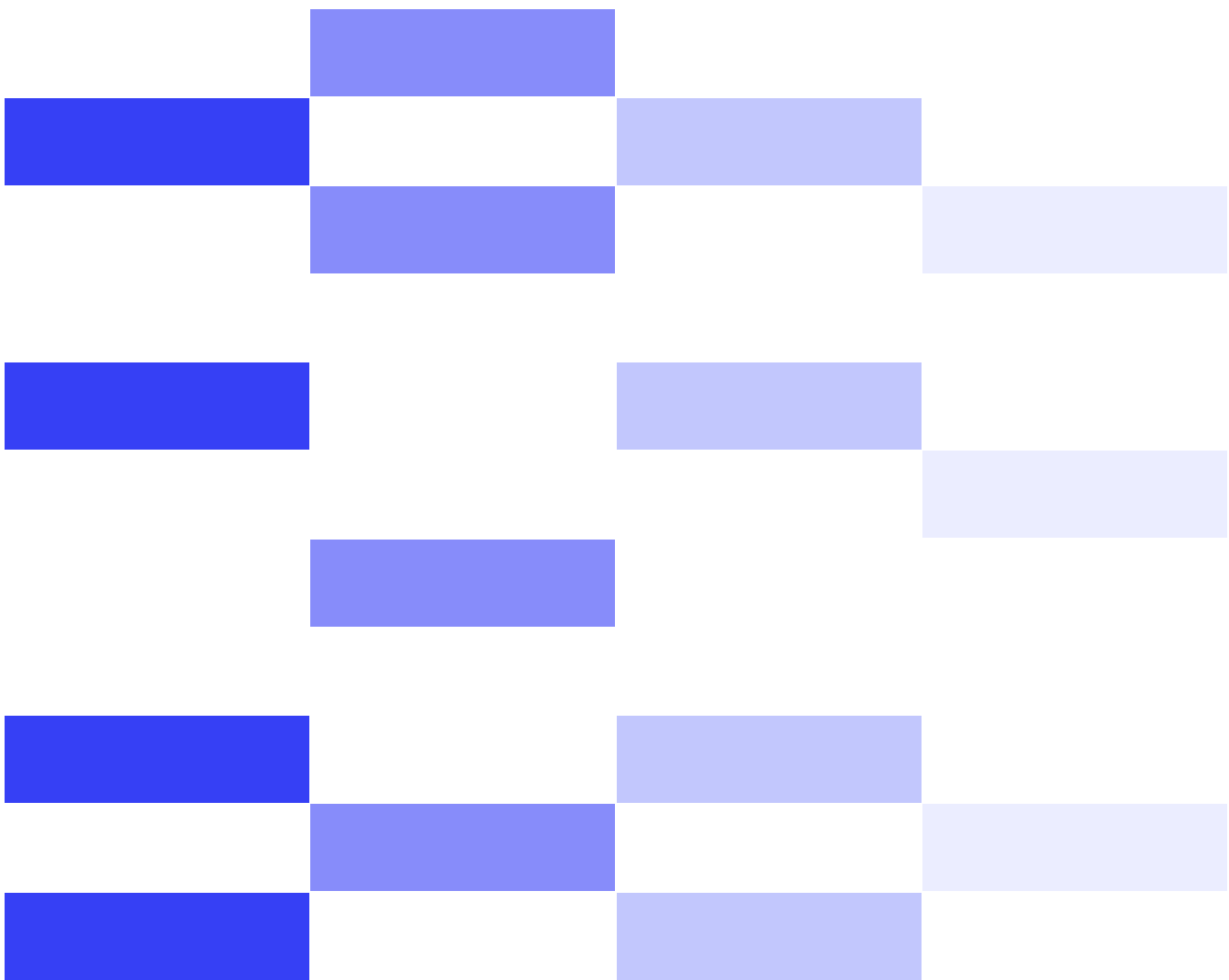
When looking at our population that moved out of the 'Individual Contributor' job code, 41% were female out of a 32% female population, which is also proportionally favorable.

This was an incredibly useful exercise that has resulted in many learnings. We'll continue to evaluate our methodology to make sure we are getting the right people into the right roles, and paying them accordingly with diversity and equity in mind.



Key Callout: we're pacing at a proportionally promising clip for female advancements. Continued rigor and discipline (coupled with embedded mentorship structures) will be key in continuing momentum in this category.

Community



We're investing in our people and community.

Building community, both internally and externally, is central to employee engagement and connectivity. We've curated a variety of ways to cultivate this sense of belonging at Onfido.

We've continued our sponsorship of Women in Identity (WiD) and activated a sponsorship of [Women in Revenue](#). Both organizations provide community, education, visibility, mentorship and inspiration to our women Onfidoers. Our bespoke partnerships with organizations such as these allow us to support and elevate Onfido Women.

We're cultivating community through employee resource groups (that we affectionately call 'Fido Resource Groups'), volunteer time off (VTO), and our support of various charities and causes.

Fido Resource Groups

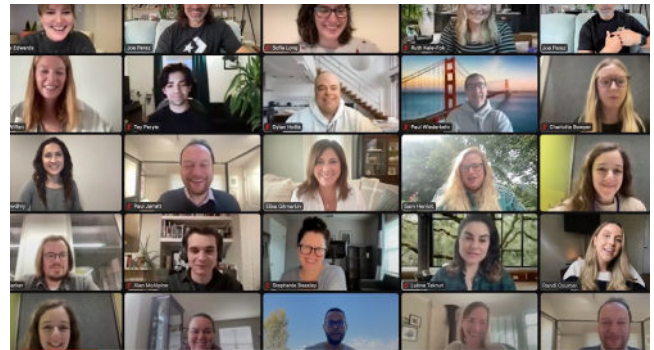
Our FRGs provide a space for employees to engage in culture and feel a sense of belonging on a more personal scale. We established our flagship FRGs in 2022, and 2023 has been a banner year for these groups across the board. Here are some of the ways that FRGs have created meaningful value.

Recruited Members

Today FRGs have 200+ FRG members that participate in some way.

Created Connection & Engagement

When surveyed, 70% of FRG respondents feel more connected to Onfido because of FRG membership.



This is the first place I have worked where I have felt completely comfortable being my authentic self at work and that is thanks to the great people at Onfido and finding this group.

- PrideFido Member

I'm so grateful we have various FRGs for people to choose from and feel more connected.

I love that FRGs exist - it makes me feel good about working here and I believe it's making a difference in helping build, maintain and grow an even more diverse culture and workforce.

I want to shout out in celebration for the amazing Galentine's day messages... It was the most supportive and heartwarming thing I've been part of at Onfido.

- Onfido Women's Network (OWN) Member



Curated Learning and celebration Experiences

- FRGs have supported 20+ awareness events that have included:
- External Speakers such as [Dr. Atira Charles](#), [The Nomadic Queer](#), and [FFLAG](#).
- Learning Opportunities through partnerships/ sponsorships with Helm Life and UPFRONT and Centre.
- Celebrations, conversations, and connections!

Giving back

Giving back is an essential pillar of our Impact Statement, which states we should “positively impact the world in which we live, work and play.”

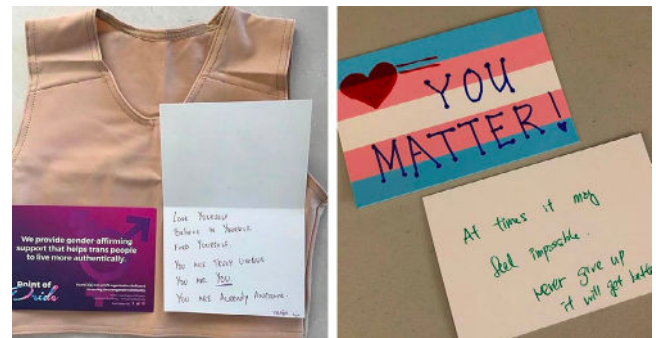
Here are some of the ways we have looked to positively impact the world in 2023.

We've Donated

- **Client Earth:** Onfido has donated £3,000 to Client Earth, an ambitious environmental non-profit organization. They use the power of the law to change the system – informing, implementing and enforcing the law, advising decision-makers on policy and training legal and judicial professionals. Their key priorities are ending pollution, tackling climate change, defending wildlife and habitats & protecting forests.
- **Global Giving's Ukraine Crisis Relief Fund:** Our very own Charlie Strahan took part in driving a [convoy](#) of six ambulances full of medical equipment to Ukraine to deliver them to local hospitals (and he was able to use his VTO!). Onfido was able to subsidize £1,000 to raise funds for additional ambulances thanks to Charlie's passion and persistence.
- **Point of Pride** Claudia Vernon, Juste Tekorius, and Jenny Beazley spearheaded an event where we created handwritten cards to send to trans youth and the [Point of Pride](#) – the non-profit who packages each card with shapewear. Onfido donated the materials and shipping costs. Trans youth without support are three times more likely to suffer depression, 15 times more likely to attempt suicide and more than half of trans youth without supportive parents face housing problems. These cards of affirmation can make a real difference in letting kids know they're not alone.

We've Pledged

We've also committed to the [Menopause Pledge](#) as well as the [Multiplier Mentorship Pledge](#) and plan to institutionalize programs and practices that uplift everyone in our workspaces and communities.



Volunteer time off

We offer employees two additional paid days off annually to volunteer for the philanthropic organizations they care about. In the last year, Onfidoers have requested **472** hours to volunteer (almost doubled from last year).



Merissa Silk Volunteering with Special Olympics.

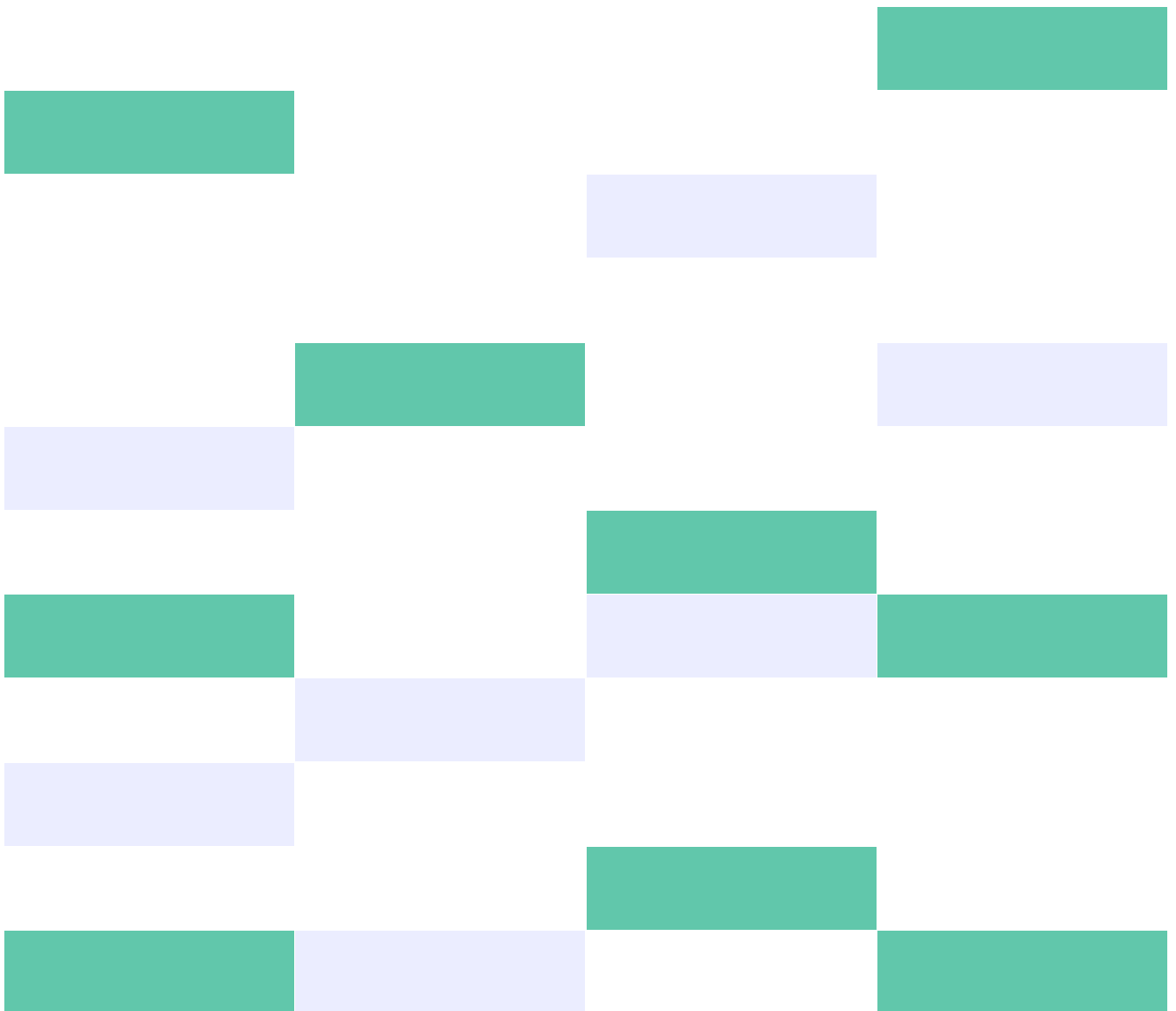


Billal Malik used his VTO to help on the ground with relief aid for those affected by the devastating earthquake across Turkey and Syria.



Virginia Chiarentin putting together [bags of kindness](#) for clinically vulnerable people across the UK.

Environment



Our commitment to Net Zero by 2031

We're nurturing the environment. As a founding member of [Tech Zero](#), Onfido has committed to [Net Zero](#) greenhouse gas emission targets by 2031. We've garnered a dedicated squad of Onfidoers to collaborate on internal environmental policies and are formalizing our governance structure to address our sustainability goals at board level. This year, we've donated to [ClientEarth](#), an organization that uses the power of law to bring about systemic change that protects the Earth for, and with, its inhabitants.

We're utilizing [SBTi's](#) (Science Based Target initiative) Net Zero guidance to inform our approach¹⁹

- We will use economic intensity (amount of CO2 emitted per US dollar revenue generated), instead of absolute emissions as our target measures, as we are a fast-growing business in the services sector
- We will select a) a baseline year b) a short-term target year and c) a long-term target year

Through our Net Zero efforts, we are committed to the following:

- Reaching our Net Zero (long term) target by the end of 2031.
- Achieving our interim (short term) targets by:
 - Reducing our scope 2 emissions to 0% by 2026
 - Reducing 67% of our scope 3 emissions at a rate of 7% year-over-year by 2026
- Measuring, reducing, and reporting on progress annually
- Publishing our targets and progress in line with Tech Zero's guidelines and informed by SBTi standards

- Reviewing our existing internal policies and creating environmental policies that support our targets

We've selected 2019 as our baseline year because it was our inaugural year of carbon footprint measurement. After modeling a few business scenarios, we are confident we can achieve the **short-term goals by the end of 2026**, and the **long-term goal by the end of 2031**.

Founding members of Tech Zero

We are one of the founding members of the Tech Zero taskforce in the UK, a climate action group for tech companies of all sizes committed to fighting the climate crisis, which aims to bring technology companies together to accelerate progress towards Net Zero.

Tech Zero guidelines for target setting are as follows:

- Annually measure and publish all scope 1, 2, and 3 greenhouse gas emissions
- [Publish more details about how they plan to reach Net Zero within a year of joining Tech Zero](#), including setting a Net Zero target date, and interim targets. Individual company plans should aim to halve emissions by 2030 across all scopes
- Appoint a member of the executive team to be responsible and accountable for our Net Zero target
- Communicate climate commitments in other meaningful ways, including to customers
- Report progress on short and medium term targets to our Board annually, and on our website

¹⁹ At this time, Onfido has not submitted this plan to SBTi for validation nor formally committed to SBTi standards.

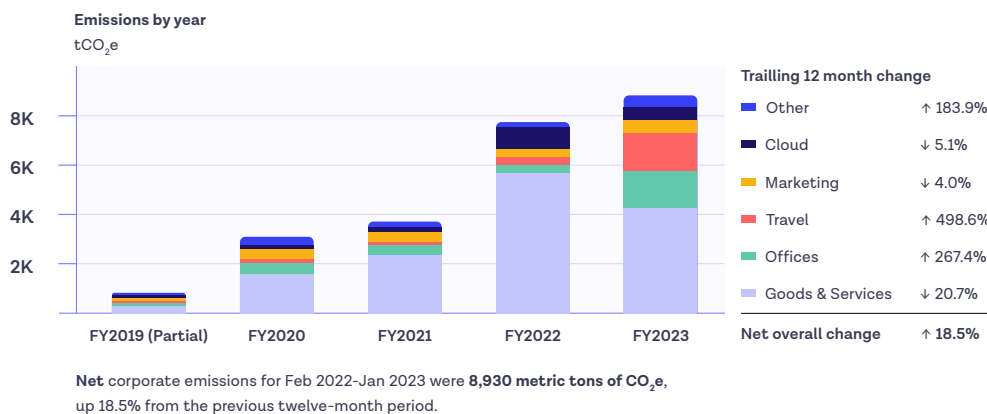
Our 2022 emissions metrics

Scope and methodology

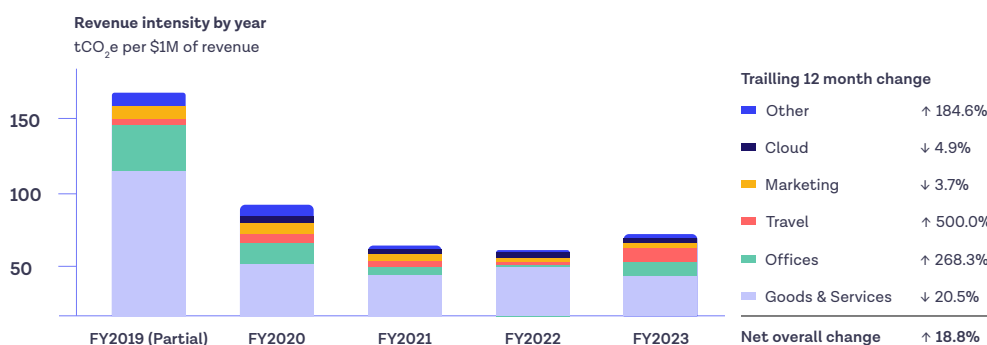
We have partnered with [Watershed](#) to comprehensively measure our carbon footprint. The measurement uses an operational boundary approach in accordance with [Greenhouse Gas Protocol](#) on corporate accounting and reporting.

The measurement itself is audit-grade and hosted on Watershed's platform. The measurement includes a comprehensive Scope 1, Scope 2, and Scope 3 evaluation using both primary activity data as well as spend-based emission factors.

These are emissions metrics for the reporting period February 2022 - January 2023.



In 2022, Onfido's gross emissions increased by 18.5% from the prior year. This is significantly less of an increase from the previous measurement period, where we saw an 86.2% increase in net corporate emissions. This is in line with expectations; emissions will increase commensurate with revenue growth. However, Onfido's targets are based on revenue intensity (CO₂ emissions emitted per \$1M revenue generated) as opposed to gross emissions, which helps distinguish between the growth of our business and the growth of our emissions. **Though we've been trending in the right direction YOY in revenue intensity, we saw an increase in 2022 based on a company-wide global travel event and an office move. We should see this figure rebalance back to revenue expansion greater than the growth in the emissions required to support business growth by the next report.**



Environment

A further breakdown:

Scope	2022 Emissions (tCO ₂ e)	2021 Emissions (tCO ₂ e)	2020 Emissions (tCO ₂ e)	2019 Baseline Emissions (tCO ₂ e)
Scope 1 (Market-based)	29	17	20	19
Scope 2 (Market-based)	151	135	120	143
Scope 2 (Location-based)	85	161	145	176
Scope 3 (Market-based)	8,750	7,382	3,937	3,125
Scope 3 category 1: Purchased goods and services	5,741	6,881	3,194	2,392
Scope 3 category 2: Capital goods	1,010	65	282	254
Scope 3 category 3: Fuel-and-energy-related activities (not included in Scope 1 or 2)	49	21	23	26
Scope 3 category 4: Upstream transportation & distribution	0	0	0	0
Scope 3 category 5: Waste generated in operations	30	0	14	41
Scope 3 category 6: Business travel	1,529	267	189	200
Scope 3 category 7: Employee commuting	379	144	234	211
Scope 3 category 8: Upstream leased assets	12	3.9	0	0
Scope 3 category 9: Downstream transportation and distribution	0	0	0	0
Scope 3 category 9: Downstream transportation and distribution	0	0	0	0
Scope 3 category 10: Processing of sold products	0	0	0	0
Scope 3 category 11: Use of sold products	0	0	0	0
Scope 3 category 12: End-of-life treatment of sold products	0	0	0	0
Scope 3 category 13: Down-stream leased assets	0	0	0	0
Scope 3 category 14: Franchises	0	0	0	0

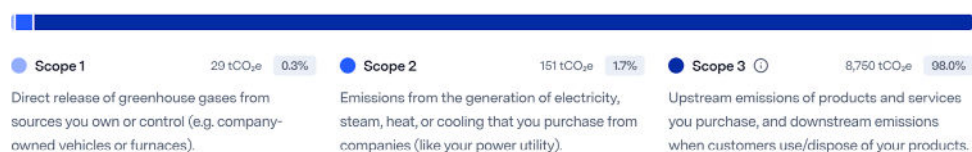
Environment

Scope	2022 Emissions (tCO ₂ e)	2021 Emissions (tCO ₂ e)	2020 Emissions (tCO ₂ e)	2019 Baseline Emissions (tCO ₂ e)
Scope 3 category 15: Investments	0	0	0	0
Scope 3: Other (upstream)	0	0	0	0
Scope 3: Other (downstream)	0	0	0	3,287
Gross emissions (Market-based)	8,930	7,533	4,076	3,319
Gross emissions (Location-based)	8,836	7,560	4,101	3,287
Net emissions (Market-based)	8,930	7,533	4,076	3,319
Net emissions (Location-based)	8,836	7,560	4,101	3,319



Environment

The GHG Protocol splits emissions into scopes based on the party directly emitting. During Feb 2022–Jan 2023, 98.0% of Onfido's footprint came from Scope 3 emissions.



Emissions by category

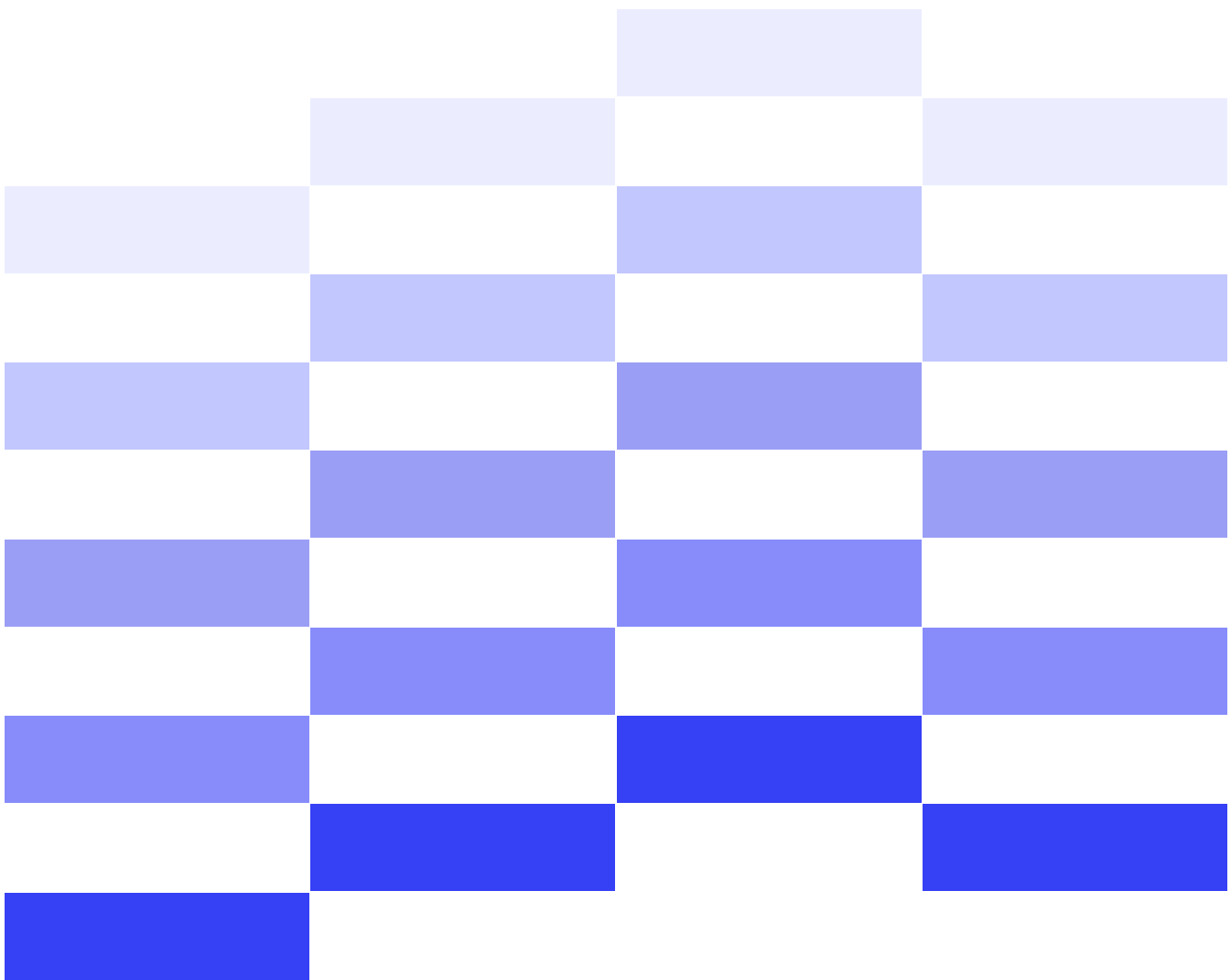
Goods & services, travel, and offices were the biggest drivers of your emissions during Feb 2022–Jan 2023.



Working towards a sustainable future

In keeping with our overall Diversity & Impact strategy, we're taking a focused approach in 2024. The next step in our journey is building out a functional reduction strategy focusing on procurement & travel. We know there is a lot of work to be done in the next few years to make tangible carbon emission reductions throughout our business, but we're confident we have the right team and intentions to take the proper next steps toward a greener tomorrow for our employees, communities, and planet.

Governance



We know that intent is all well and good, but impact is what really affects the world in which we live, work and play. For that reason, the governance stream is a critical component of accountability and oversight in our overall impact framework.

Ethics and AI task force

Onfido creates market-leading biometric AI technology to simplify access to products and services. Biometric technology is a state-of-the-art tool that has the potential to ungate great access or perpetuate bias and stereotypes. To be useful, this modern-day facial recognition technology must be monitored to avoid creating unfair results for some demographic groups due to bias, and should perform the same way for everyone. We examine all the potential sources of bias, not just the technical sources from the data and machine learning models, but from the humans involved as well. We have [won awards](#) for our machine learning technology and algorithmic bias mitigation. We have task forces assigned to keep a close pulse to this work, and have even released '[Building AI without bias](#)', a white paper aimed at helping others learn from our experience and spur informed conversation.

Antislavery, corruption bribery

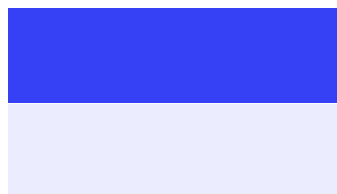
We have a zero-tolerance policy for bribery and corrupt practices. As part of our overall commitment to supporting [human rights](#), Onfido does not tolerate illegal or inhumane labor practices, including slavery, servitude, forced or compulsory labor and human trafficking. We're committed to conducting business in an ethical and honest manner, and are committed to implementing and enforcing systems that prevent illegal or unethical activity. We are committed to acting professionally, fairly, and with integrity in all business dealings and relationships, wherever we operate geographically. We uphold all laws relating to anti-bribery and corruption in all the jurisdictions in which we operate.

Tax and accounting transparency

We have an anti-tax evasion value statement and require all employees to act in a way that is consistent with our values.

Board Profile

We hold ourselves accountable to the standards of a US public company when it comes to our board profile. Applying the NASDAQ definition, 'Diverse' includes those who self-identify as female, an Underrepresented Minority or LGBTQ+. We are proud to have diverse members from each of the three categories on our board. We fundamentally believe this leads to better decision-making and a diversity of thought that best represents our employees, customers, suppliers, users, and other stakeholders.



Conclusion

This year, it is clearer than ever that our Diversity & Impact efforts will require continued commitment over the long haul. Much of 2023 was dedicated to refining, iterating and embedding — focusing on intentional recruiting, deep learning, and infusing DEI into Onfido's infrastructure. 2024 will take a more focused approach of elevating and empowering all Onfidoers through everyday inclusion. Changing micro-habits across many that will have a palpable impact over time. From an environmental standpoint 2024 is all about embedding sustainability throughout Onfido by evaluating how we do business and who we do business with — taking specific and procedural steps to reduce our emissions.

We'll keep you posted on our progress to positively impact the world in which we live, work and play.

