

Experian plc 2020 Annual General Meeting (AGM)

Background

In response to COVID-19, restrictions were introduced by the Irish Government in relation to travel and public gatherings in Ireland. To comply with these restrictions, and in order to ensure the safety of the Company's shareholders, employees and directors, shareholders were not permitted to attend the Company's AGM this year. Instead, only essential personnel from the Company attended the AGM, observing social distancing, to ensure a quorum was present and to conduct the business of the meeting. All other shareholders were excluded from the AGM for the reasons stated above.

To facilitate shareholder engagement, we encouraged shareholders to submit questions about the AGM's business in advance, by email or on the reply-paid question card attached to their proxy form, and we agreed to consider all questions and, if appropriate, address them via Experian's website or individually. We received a number of interesting questions, and (where required or appropriate) we have responded to individual shareholders directly. In cases where the question relation to registration matters, we have arranged for Link Market Services (Jersey) Limited, the registrars to Experian plc, to send the required information.

In terms of subject matter, there were questions on a broad range of matters, and we summarise below the more material themes, and observations that we noted to shareholders.

Gender ratio, diversity and salary equality

In relation to a question on salary equality by gender, we observed that our Board is currently made up of nine people (six male and three female), and will increase to 10 on 1 September 2020 (six male and four female). The three executive Board members (all male) will not receive any salary increase in 2020. The six non-executive Board members (three male and three female) all received the same increase to their basic fee in October 2019.

We were also asked about the representation of ethnic minorities. We strongly believe that diversity throughout the Group and at Board level is a driver of business success. When recruiting, we look across all sectors and non-traditional talent pools. We also insist on diversity in our candidate shortlists. The Parker Review Committee update (published in February 2020) confirmed that we had met its Board ethnic diversity recommendation. Diversity is a broad topic that includes both gender and ethnicity and will continue to seek to address any diversity gaps across the business.

Director evaluation

We were asked about the assessment of the performance of our Board members. In line with the recommendations of the UK Corporate Governance Code, the performance of the Board is evaluated annually. As more fully described in the Corporate governance report in the 2020 Annual Report, a comprehensive external evaluation of the performance of the Board, its committees and individual directors was carried out this year. The evaluation was conducted by Manchester Square Partners, who were tasked to provide the Board with greater insights into its performance and to identify opportunities

to further increase and improve its overall effectiveness. The conclusion of the evaluation was that the Board is functioning extremely well and in line with first-class governance.

Environment

As an information services business, we have a relatively small environmental footprint compared with many other industries. However, we recognise the urgent need for all businesses to accelerate their response to the climate change emergency; and we are pleased to say Experian has announced our commitment to become carbon neutral in our own operations by 2030.

Specifically, we were asked about air travel, and we confirmed that the amount of such travel by our Board was not a significant figure, and that we do recognise the need to reduce air travel as far as possible across the organisation. Even before the COVID-19 travel restrictions, we were continuing to refine our platforms and technologies to ensure ongoing secure communications internally and externally and further reduce the need for travel. COVID-19 has certainly accelerated the advancement of this technology and we believe it will help avoid non-essential travel.

Business performance/COVID-19

While the COVID-19 health crisis continues to weigh on people and economies everywhere, Experian has been very resilient. We delivered growth in North America and Brazil during the first quarter of our financial year ending 31 March 2021 (FY21), which helped offset weaker conditions elsewhere, and as a result total revenue was down just (1)% at constant exchange rates, with organic revenue down (2)%. At actual exchange rates total revenue declined by (5)% due to the weakness of the Brazilian Real relative to the US dollar. The COVID-19 crisis has shown the critical importance of data in responding to the huge challenges created by the pandemic and of finding a route to recovery. Through this challenging period, Experian has been working to support governments, hospitals, businesses and charities, and we will continue to provide data and other services to governments and frontline organisations to help get economies back on their feet.

There continues to be a range of outcomes and a level of uncertainty around the extent or re-imposition of lockdowns, government action to support economies and the shape of economic recovery. We therefore do not intend to provide guidance for the year ending 31 March 2021. On a near-term view we currently expect that organic revenue for the second quarter of FY21 will be in the range of flat to (5)%, with no change in our assumption of costs held broadly flat, as we continue to finely balance near-term mitigating actions with investments in organisational capacity, technology and new propositions to position ourselves for future growth.

General

Other questions were received regarding the documentation issued to shareholders for the AGM, attendance at the AGM (not permitted), the mechanics of Experian dividends and probate.